How do I find the headers of an email message?

Email · https://kyzoe.be/en/docs/how-do-i-find-the-headers-of-an-email-message/

What are email headers?

Email headers contain **technical information** about an email, such as:

- sender and sending mail server
- receiving server
- date & time
- SPF, DKIM and DMARC results
- IP addresses and the route of the email

They are essential for:

- investigating spam or phishing
- problems with emails not arriving
- mail authentication (SPF/DKIM/DMARC)
- support tickets with hosting providers

Webmail

Roundcube Webmail

Steps:

1. Log in to **Roundcube Webmail**
2. Open the email concerned
3. At the top right, click ⋮ **More**
4. Choose **Show source** or **Message source**

5. A new window opens with the full headers

Tip: Copy **everything**, including the `Received:` lines

Desktop email programs

Microsoft Outlook (Windows)

Steps:

1. Open the email in a **separate window**
2. Click **File**
3. Choose **Properties**
4. Copy the text from the **Internet headers** field

Microsoft Outlook (Mac)

Steps:

1. Open the email
2. At the top, click **Message**
3. Choose **Details → All Headers**
4. Copy the full text

Apple Mail (macOS)

Steps:

1. Open the email
2. In the menu bar, click **View**
3. Choose **Message → All Headers**
4. For the full source: **View → Message → Raw Source**

Mozilla Thunderbird

Steps:

1. Open the email
2. Click **More** (or right-click the email)
3. Choose **View Source**
4. Or use the keyboard shortcut: **Ctrl + U** (Windows/Linux) / **Cmd + U** (Mac)

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1. Mobile email apps

Gmail App (Android & iOS)

Steps:

1. Open the email
2. Tap ⋮ **More**
3. Choose **Show original**
4. Open the headers in your browser

⚠ Not all headers are always visible in the app

Apple Mail (iPhone / iPad)

Limited options

- iOS does **not show full headers**
- Use webmail or the desktop version for complete information

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What should you send to support?

Always send **the full header**, including:

- all `Received:` lines
- SPF/DKIM/DMARC results
- Message-ID

No screenshots

No partial copies

Common mistakes

- Copying only the top lines
- Editing or shortening headers
- Sending screenshots instead of text