

Appendix A: Instructions For Obtaining Email Headers

Hotmail Users

First, configure your options:

On the upper right "Options | Help" links, click on "Options." Click on the "Mail Display Settings" link, find the item "Message Headers." Choose "Advanced" and click the "OK" button.

If you have an MSN Hotmail account, click **Options** in the upper-right corner of any page. Click **Mail** on the left side, and then click **Mail display settings**. Next to Message headers, click **Full**, and then click OK. When viewing a message, use the "View E-mail Message Source". Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

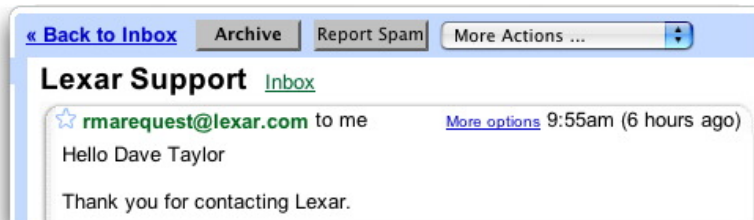
YAHOO Users

First you must turn on "Full Headers". From your Yahoo! mail account, click on "Mail Preference". Scroll down the page to "Message Headers" and click on the "all" radio button. Save your preferences at the bottom of the page.

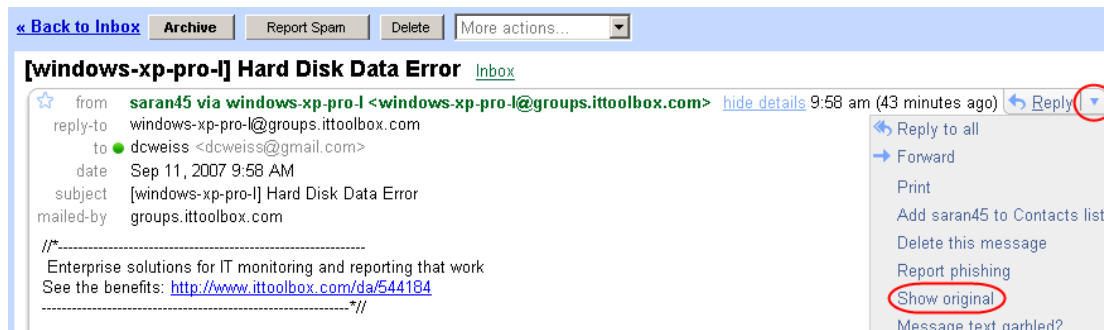
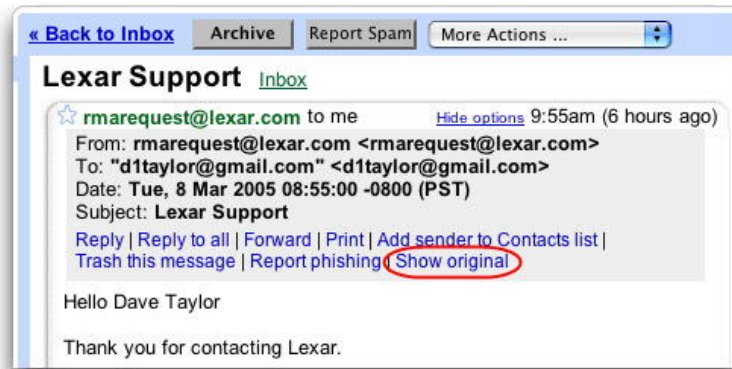
Next, view the message you want to report. If the message is in plain text, copying from this page and pasting it in the parsing box will work.

Click the Header link in the header section above an email—where it either says "Compact Header" or "Standard Header." If you select "Full Header" from the pull-down menu, you'll see what a full header looks like. Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

GMAIL Users



Click on the "More options" button for header info



Click on the "Show original" link and you'll be shown the exact header of the message, including the Gmail-added header "X-Gmail-Received". Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

MAC OS X

Mac OS X

Select View Menu, Show, Raw Source (or you can use option-apple-U as a keyboard shortcut). Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

MSN

MSN Premium

These instructions are for the email program that is provided as part of MSN Premium.

MSN Explorer

version 9.50.0034.2000

1. Open the message you want to examine.
2. Press "**Ctrl-Enter**" or select "**View/Message Headers.**"
3. Under the "**Details**" tab will be the internet headers for the message. This does not include the message text itself.
4. Press the "**Message Source**" button to view the entire message, headers and all.
5. Right click within the Message Source window and you can "**Select All**" and then copy this information and paste into the email sent to Ashley Furniture.

OPERAMAIL

Operamail

Choose Options and enable [x] Show Message Headers in Body of Message. Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

NETSCAPE

Netscape Webmail

While viewing the message, click on the yellow triangle to the right of the brief message headers. This will display the full headers along with the message body, Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

To close the full headers and return to brief headers, click the yellow triangle again.

Netscape, Mozilla and Thunderbird

Preferred method: Click on the "View" menu, then "Page Source," (ctrl-U in windows, meta-U in unix, ?-U on the Mac). Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

Old versions: Click on the "View" menu, then "Headers," then "All." Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

Netscape	<p>Versions 4.x through 7.0</p> <ol style="list-style-type: none">1. Click on the "View" menu.2. Click on "Headers."3. Select "All." <p>Versions prior to 4.x</p> <ol style="list-style-type: none">1. Click the "View" menu.2. Click on "Headers."3. Click on "All" or "Full."4. Click on "Forward." <p>Netscape Webmail</p> <ol style="list-style-type: none">1. While viewing the message, click on the yellow triangle (right of the brief message headers).2. Click on the yellow triangle again to return to brief headers.
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AOL

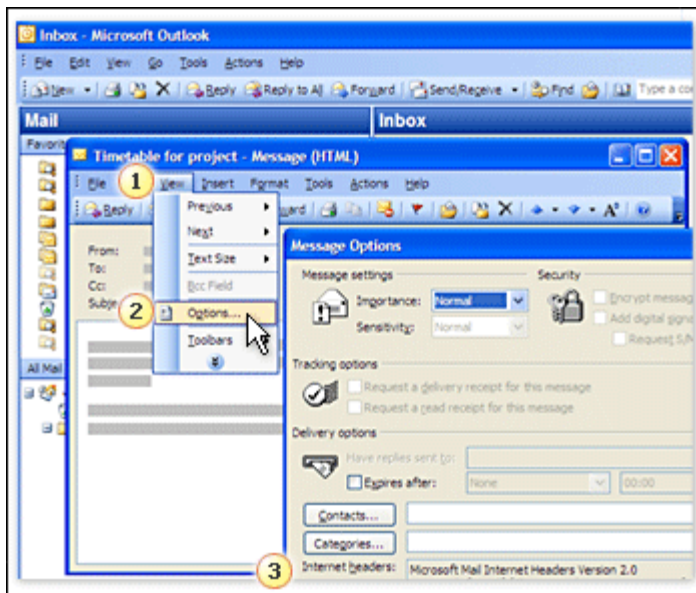
AOL	Version 7.0
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1. Click on "details" to see full or expanded headers.

Prior to Version 7.0

Full headers are displayed on every e-mail, beneath the message area.

Outlook



1 You must open a message first, and then use the **View** menu on the toolbar of the message window.

2 On the **Tools** menu, click **Options**.

3 Header information appears under **Delivery options** in the **Internet headers** box. The headers appear in the **Internet headers** box. Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.

Outlook Web Access

Left click on the letter you want to open and click on properties. When that opens click on the details tab, then on message source. This will open the email so the full headers will be available for viewing. Select the header information (highlight with your mouse), and copy this information and paste into the email sent to Ashley Furniture.