

Reporting Spam to Road Runner

In order to track down the origin of an email, Road Runner needs the full headers from the original email. Below are instructions on how to display full headers in Outlook Express and Outlook.

How to display headers in Outlook Express?

1. Highlight the original message
2. Click the **File** button in the main toolbar in the upper left hand corner of your screen.
3. From the **File** menu, select **Properties**.
4. In the Properties box, click the **Details** tab.
5. Click the **Message Source** button.
6. Place the mouse pointer in the **Message Source** window and click the right mouse button once.
7. In the **drop down menu** that appears, use the left mouse button and click on **Select All**.
8. Next, click the right mouse button again and then in the drop down menu use the left mouse button and click on **Copy**.
9. Close all previous windows and in Outlook Express click on the **Create Mail** button on the main tool bar.
10. In the new message window that opens, place the mouse pointer in the body of the message and click the right mouse button once. Then in the drop down menu that appears use the left mouse button and click on **Paste**.
11. Address/Send the e-mail you just created to abuse@rr.com.

How to display headers in Microsoft Outlook?

1. Double click the message to open the message in its own window. (**Do not click on anything inside the message including hyperlinks and/or file attachments**)
2. In that window, located at the top of it, use the left mouse button and click on the **View** button and then click on the **Options** button from the **drop down menu** that appears.
3. In the next window that appears, located at the bottom of it you will see the **Internet headers**.
4. Place the mouse pointer in the **Internet headers** and click the right mouse button once.
5. In the **drop down menu** that appears, use the left mouse button and click on **Select All**.
6. Next, click the right mouse button again and then in the drop down menu use the left mouse button and click on **Copy**.
7. Close all previous windows and in Outlook click on the **New** button in the main tool bar.
8. In the new message window that opens, place the mouse pointer in the body of the message and click the right mouse button once. Then in the drop down menu that appears use the left mouse button and click on **Paste**.
9. Address/Send the e-mail you just created to abuse@rr.com.

Note: if you have any difficulty with this instruction, please feel free to e-mail us at abusedesk@tampabay.rr.com and we will be glad to assist you.