

Preserving Metadata When Forwarding Emails

(amended to include Mac mail - 2/29/12)

The City's policy requires that business related emails should be sent to the City's email address so that future legal discovery can be done quickly and comprehensively. In the event that a business email has been sent to your personal email address, the City has certain legal requirements regarding email metadata. Email metadata is data stored in the email about the email. This information is generally stored in the email header which is not visible when viewing just the email itself and which is not retained through the normal forwarding process. In order to meet our legal requirements, we need you to do two things:

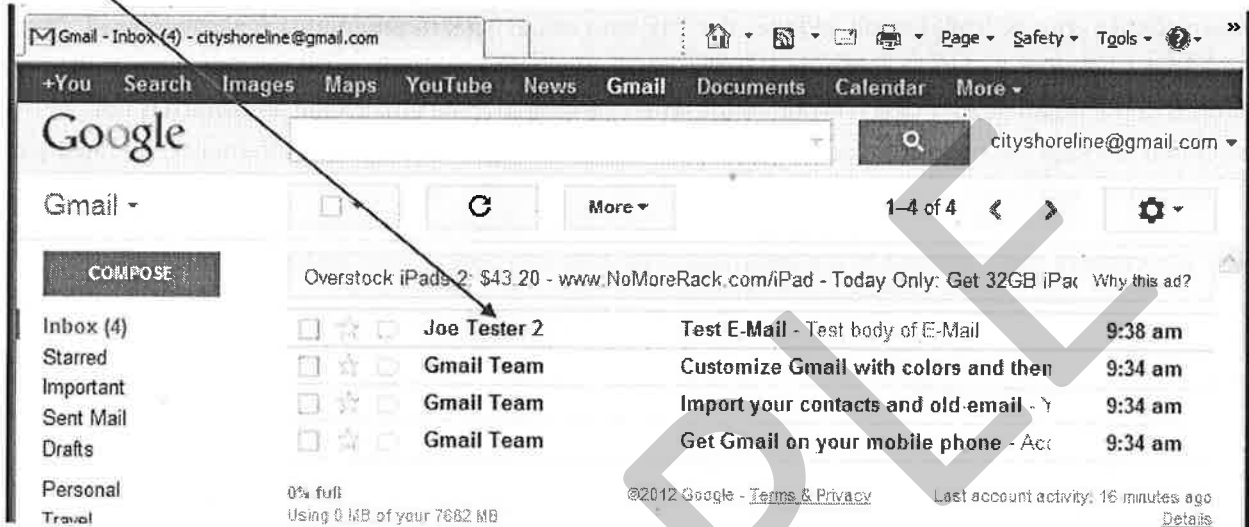
1. Capture the metadata of the incoming email that was sent to your personal account. Instructions for finding the metadata in your email are outlined in Appendix A. Please note that there are several alternatives in Appendix A, depending on your personal e-mail provider, and each one takes several pages. Please be especially careful to follow the correct set of directions for your personal e-mail provider.
2. Forward the incoming email and paste the captured metadata onto the body of the forwarded text to your City email (councilmember@shorelinewa.gov)

Please note that while the examples provided cover the four most common email providers (MSN, Yahoo, Google mail or Gmail, and Mac mail) there are others that may apply to your specific situation. If you are able to view your email header or source, this is the information you would capture. If you use an email provider other than one of these and would like help capturing the metadata, please contact the IT Division. We will be happy to assist you so that you are capturing metadata correctly.

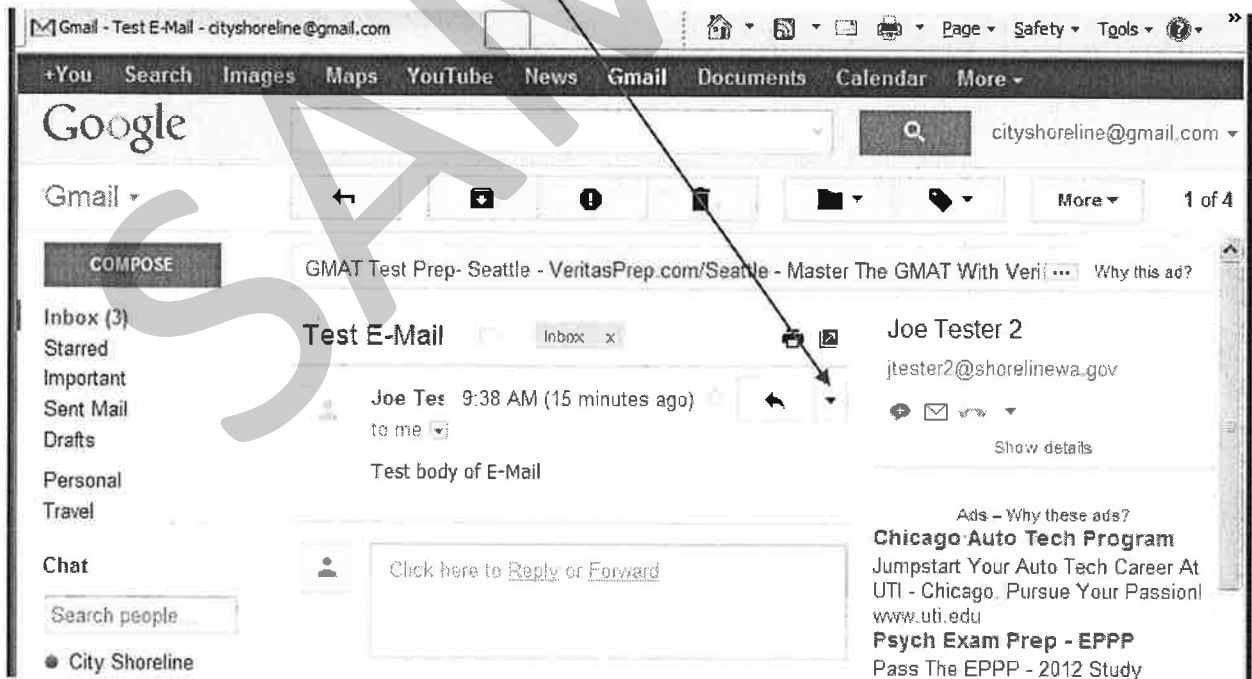
Appendix A

Gmail

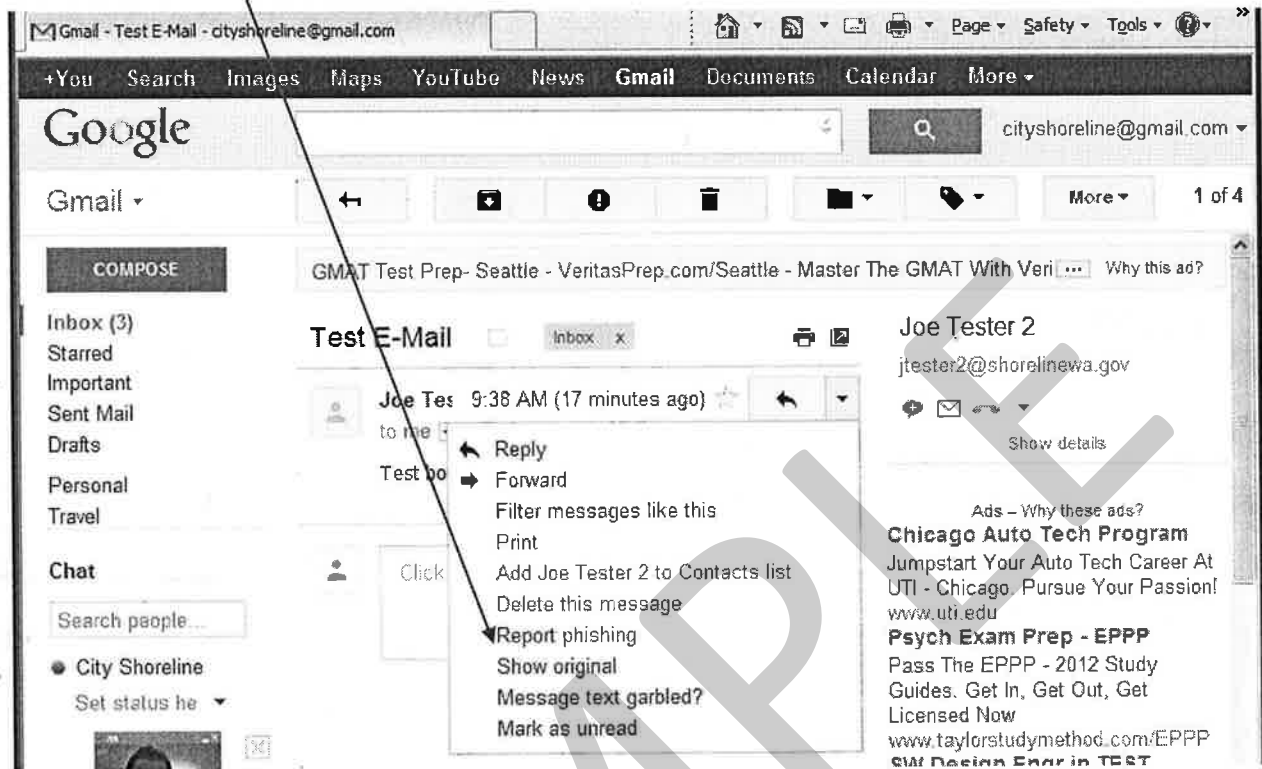
Open the message you want to capture the metadata on



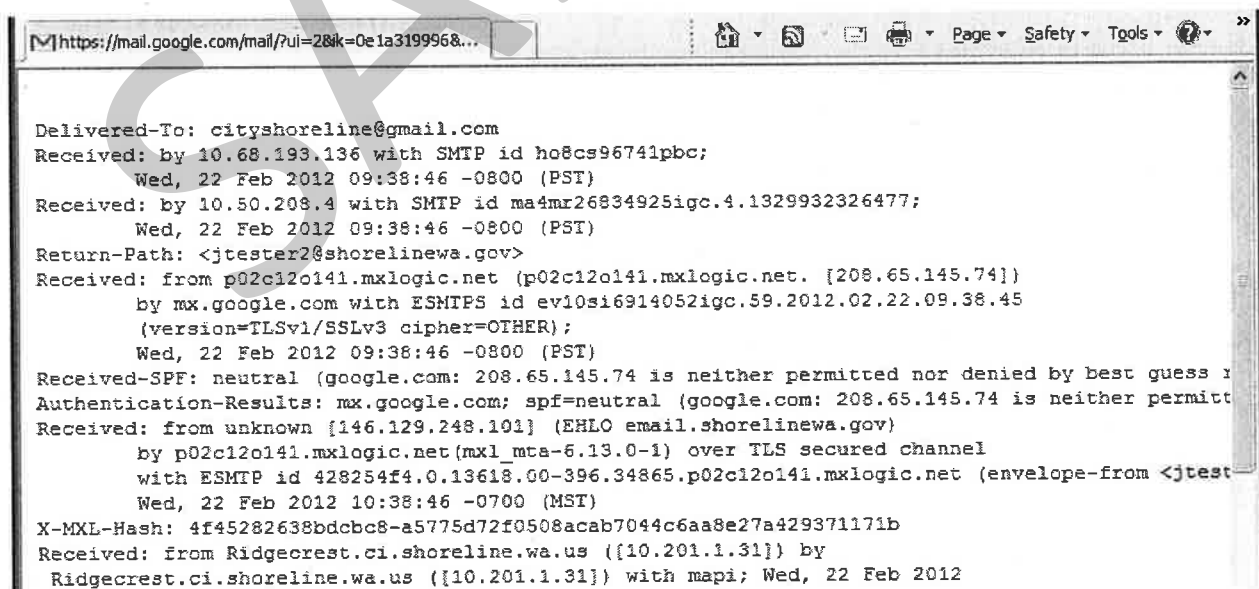
Once inside the message, click on the down arrow next to the reply button



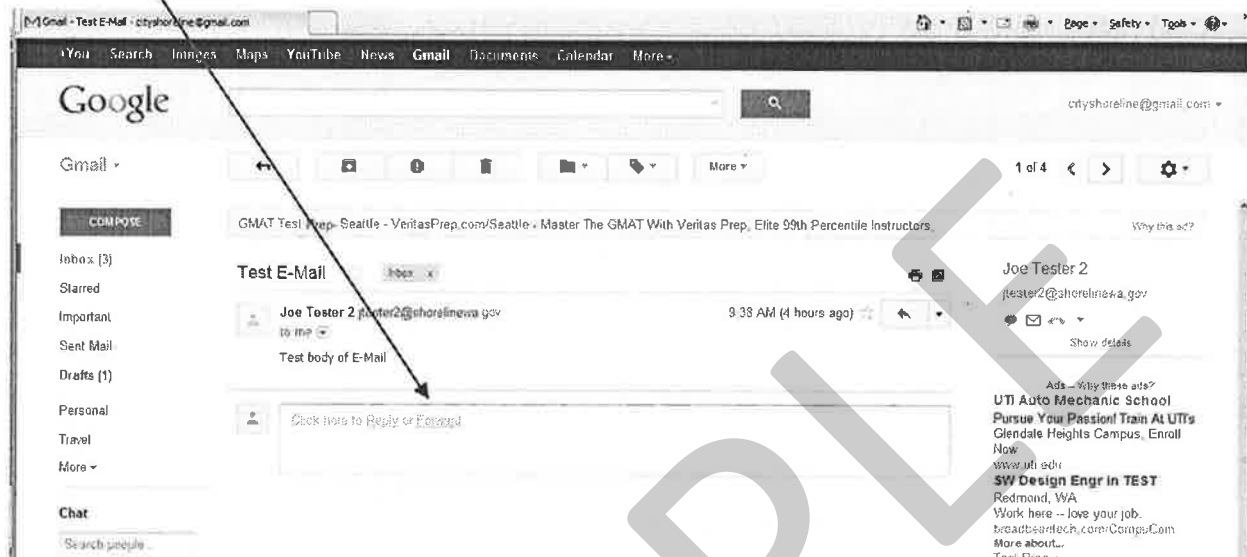
Select Show Original from the drop-down menu



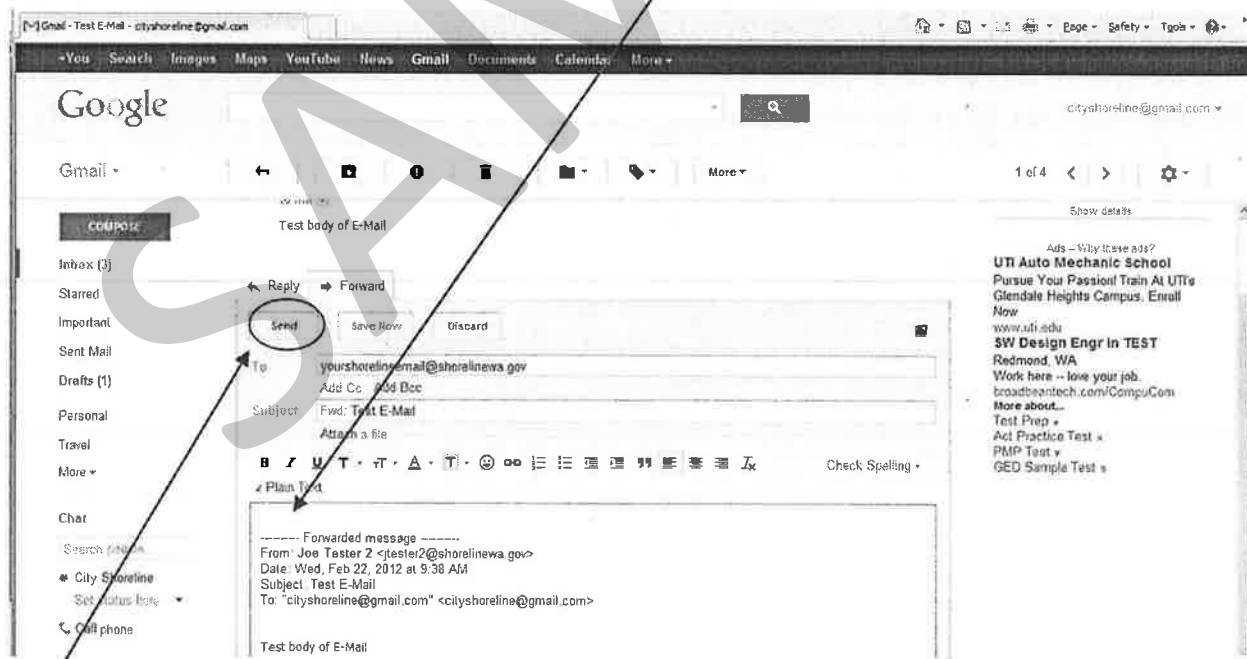
This window will appear with all the relevant email metadata. Select all this data by clicking **Edit, Select All**, then **Edit, Copy**. This is the information (metadata) that will be pasted into your forwarded email.



Return to your email by closing the **Show Original** window. Once you are back at your message window, click **Forward**



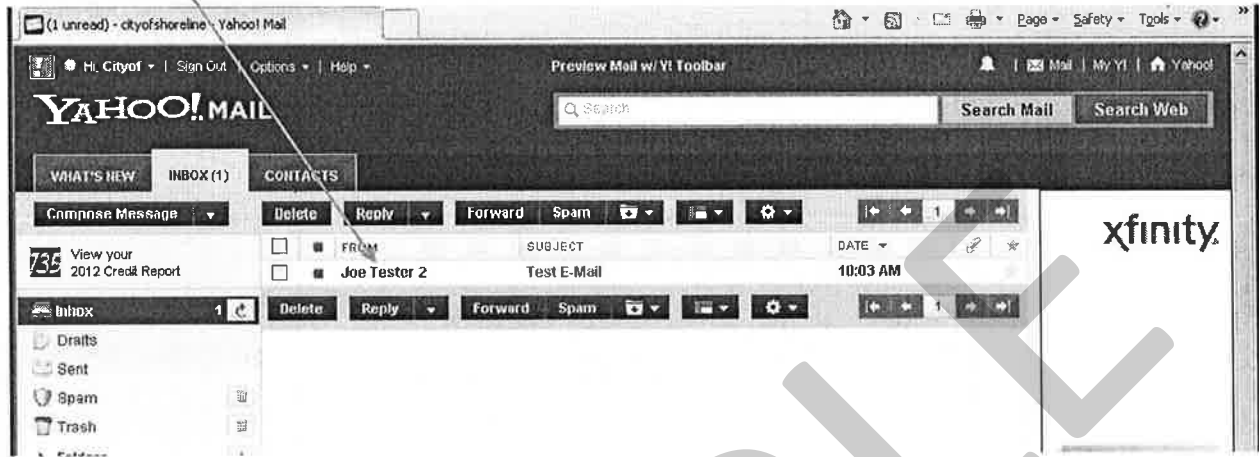
Insert your copied text by placing your cursor above Forwarded message and then selecting **Edit, Paste**



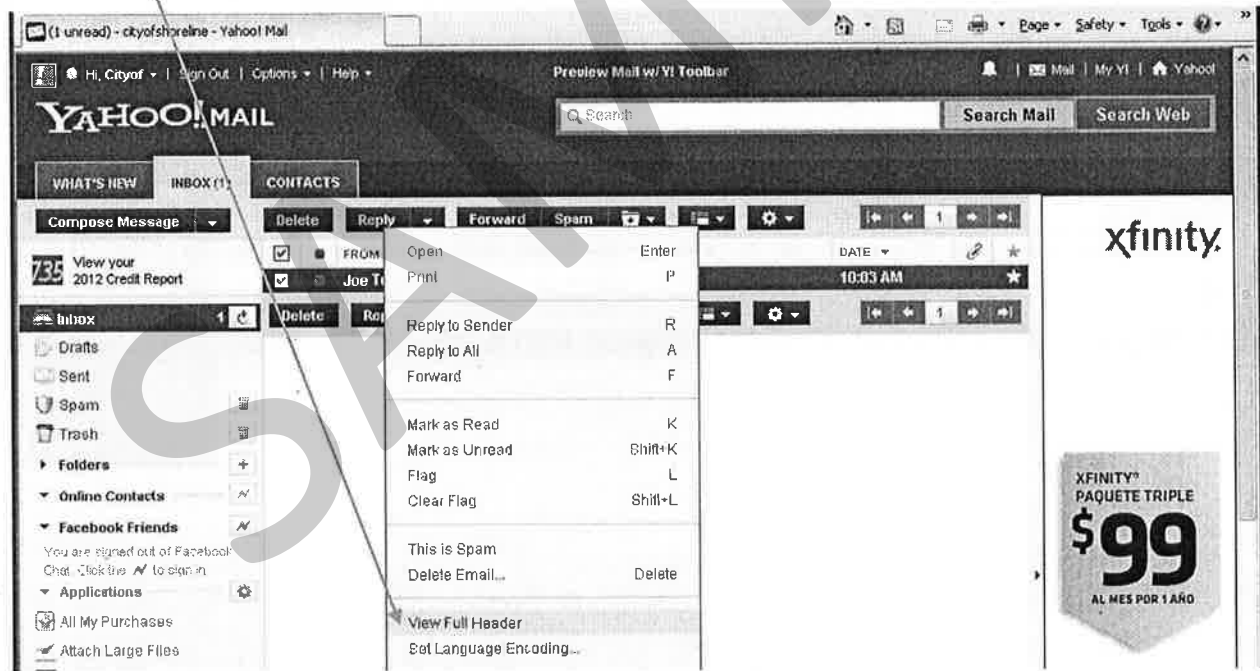
Send your email and that's it!

Yahoo Mail

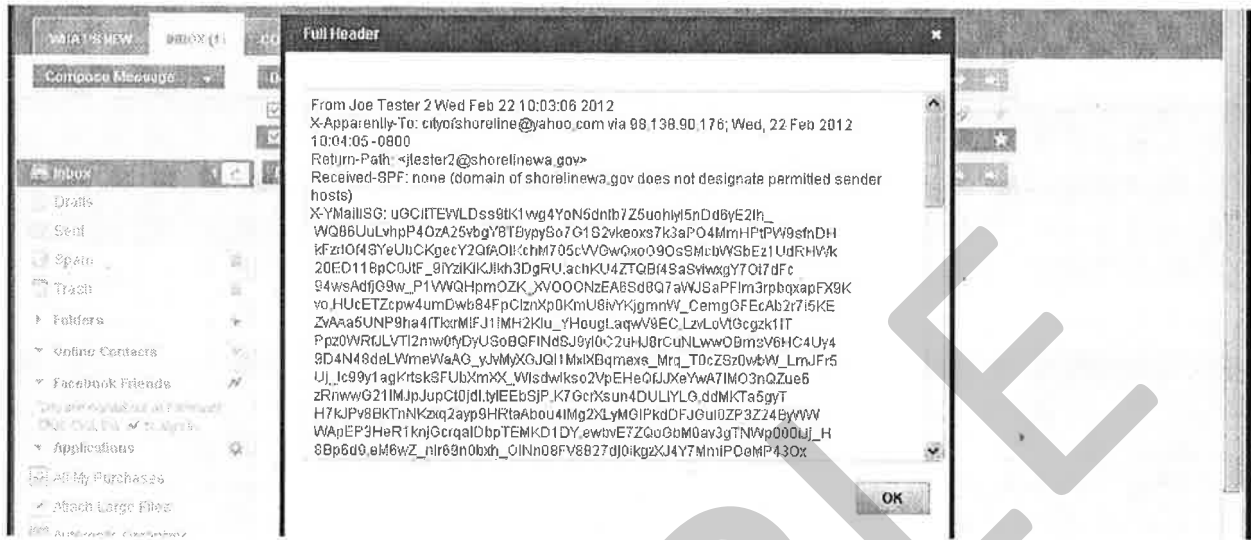
Right mouse click on the message that needs to be forwarded



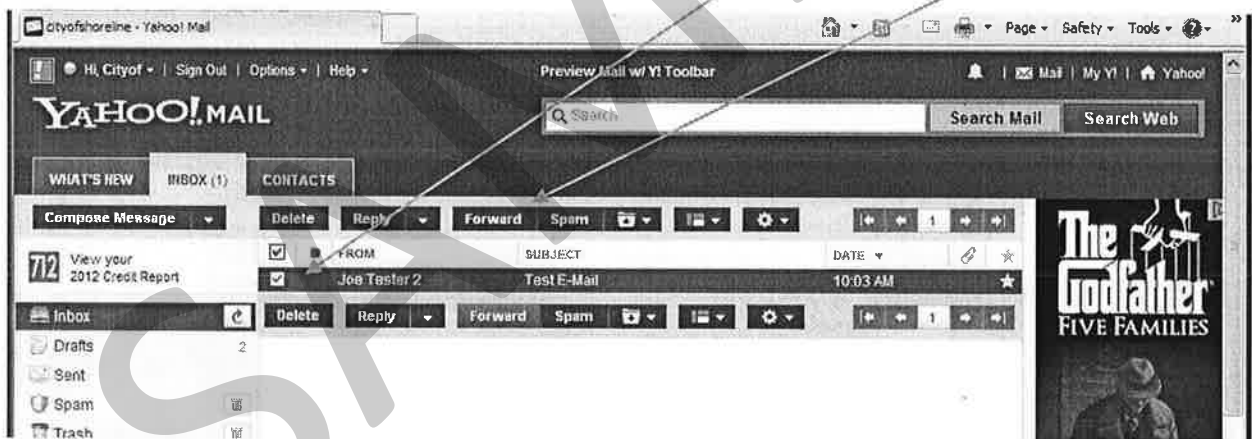
Select **View Full Header** from the menu that appears



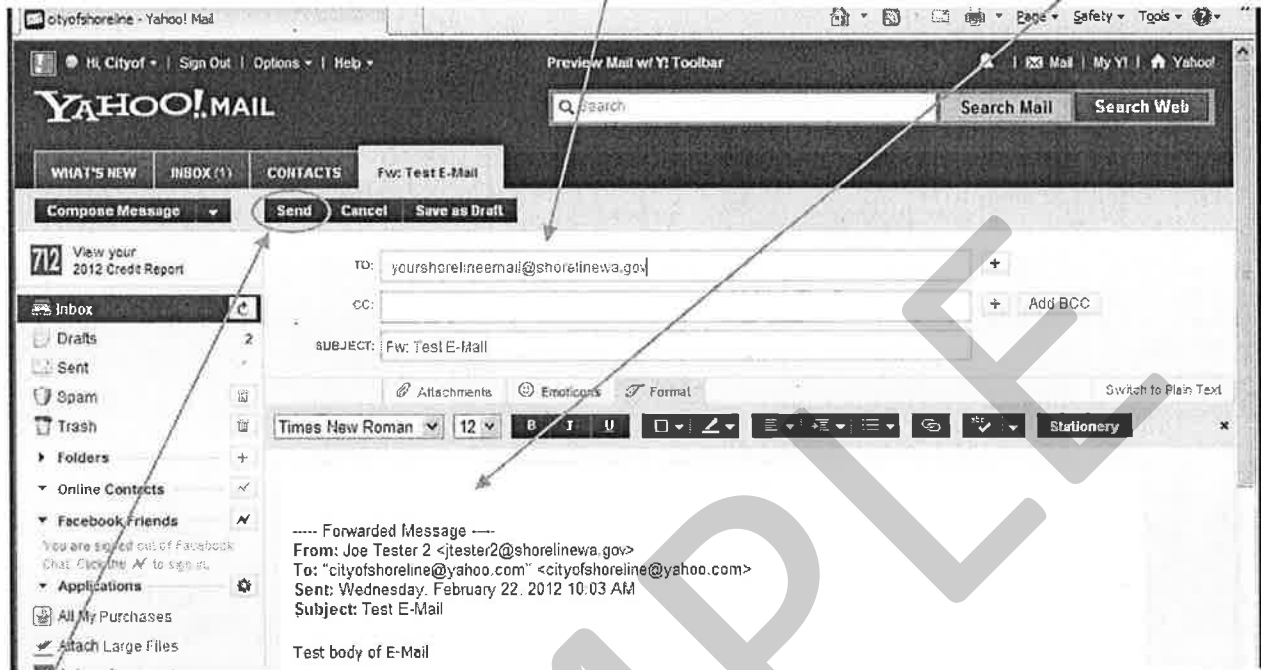
This window will pop up. Select all the text in the Full Header window (**Edit, Select All** or drag your cursor through all the text), then right click and select **Copy**



Close the Full Header window and return to your message. Select it and click **Forward**



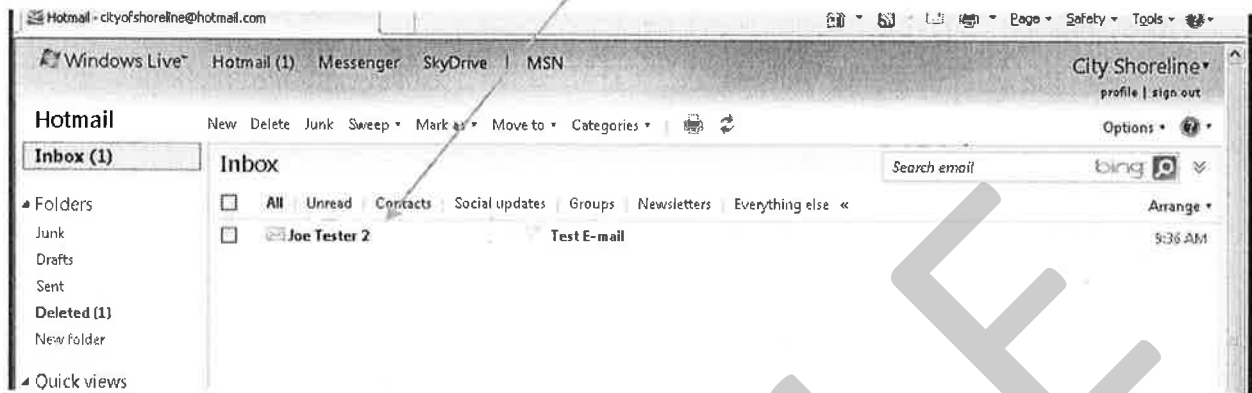
Inside your email, address the message to your City account. Next, place your cursor above Forwarded Message and select **Edit, Paste**.



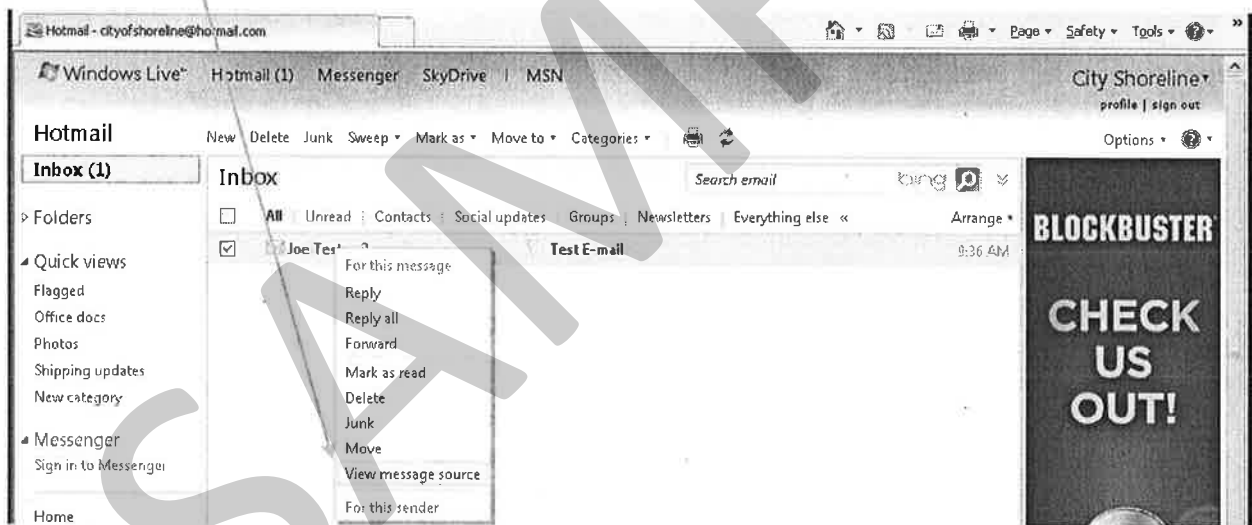
Send your message and that's it!

MSN or Hotmail

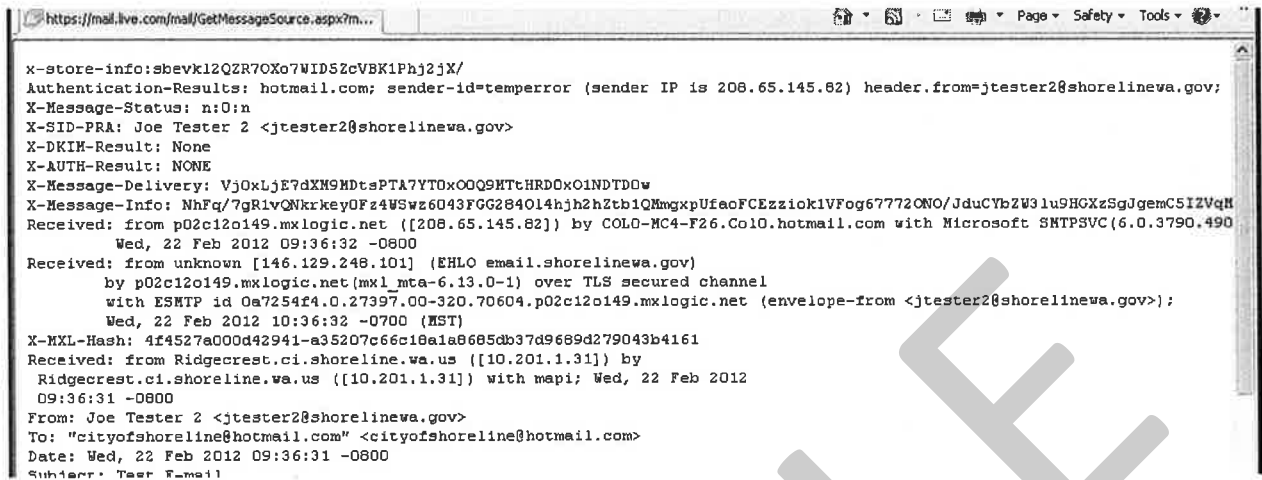
Right click on the message that needs to be forwarded:



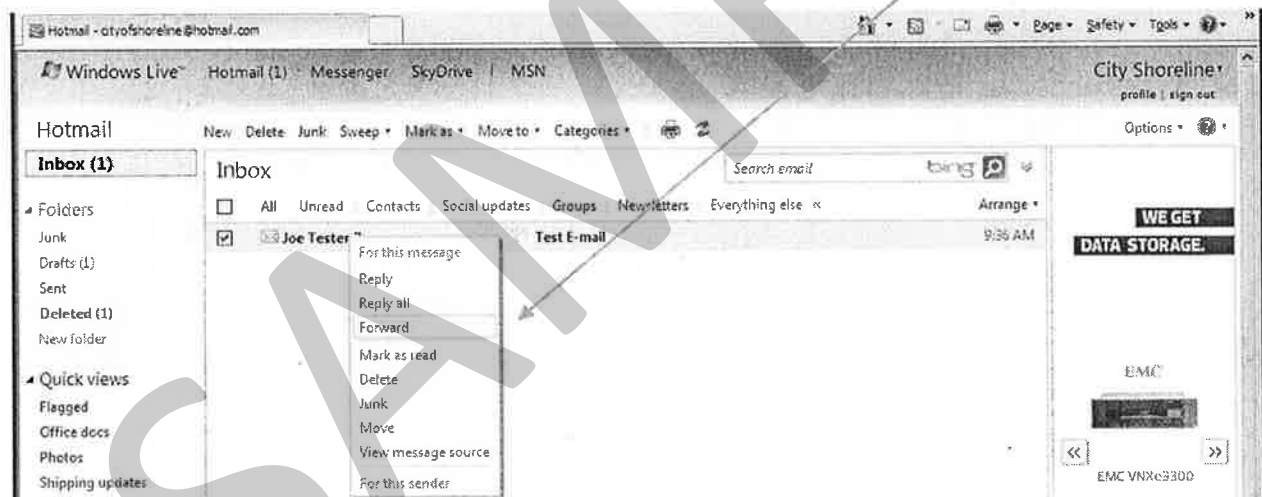
Select View Message Source



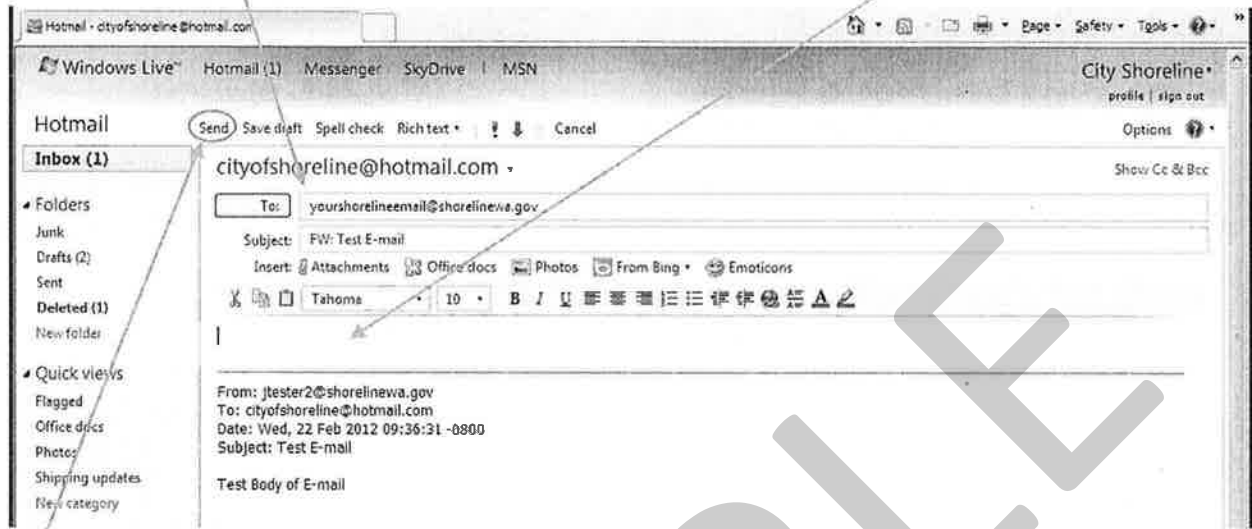
This window will appear. Select all the text, Edit, Select All and then Edit, Copy



Forward the email by right mouse clicking on the message and selecting Forward.



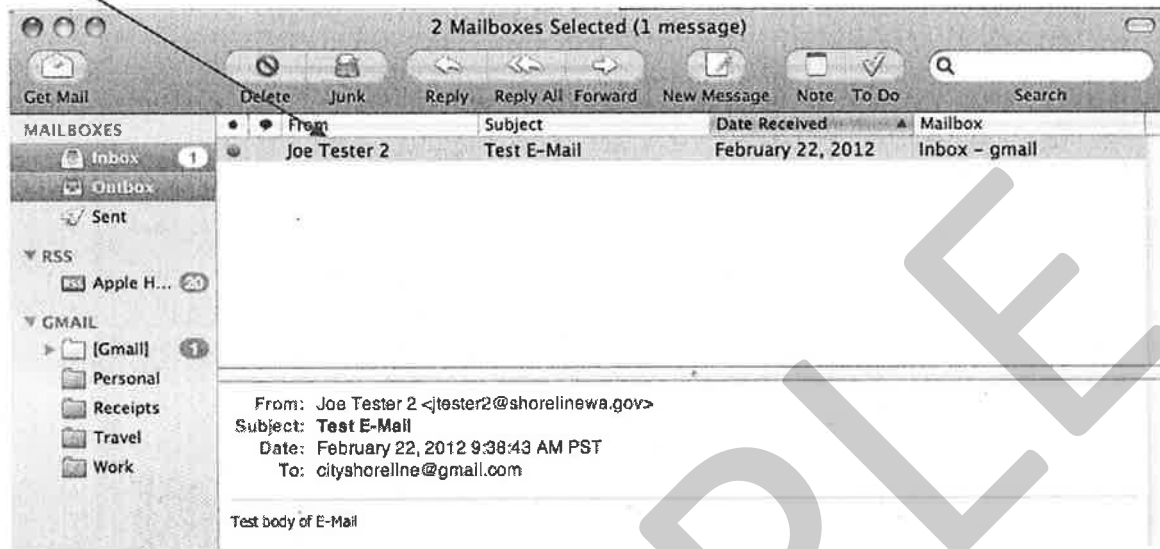
Enter your City email address in the **To:** field and then place your cursor in the text field. **Select Edit, Paste.**



Send your message and that's it!

Mail (Mac)

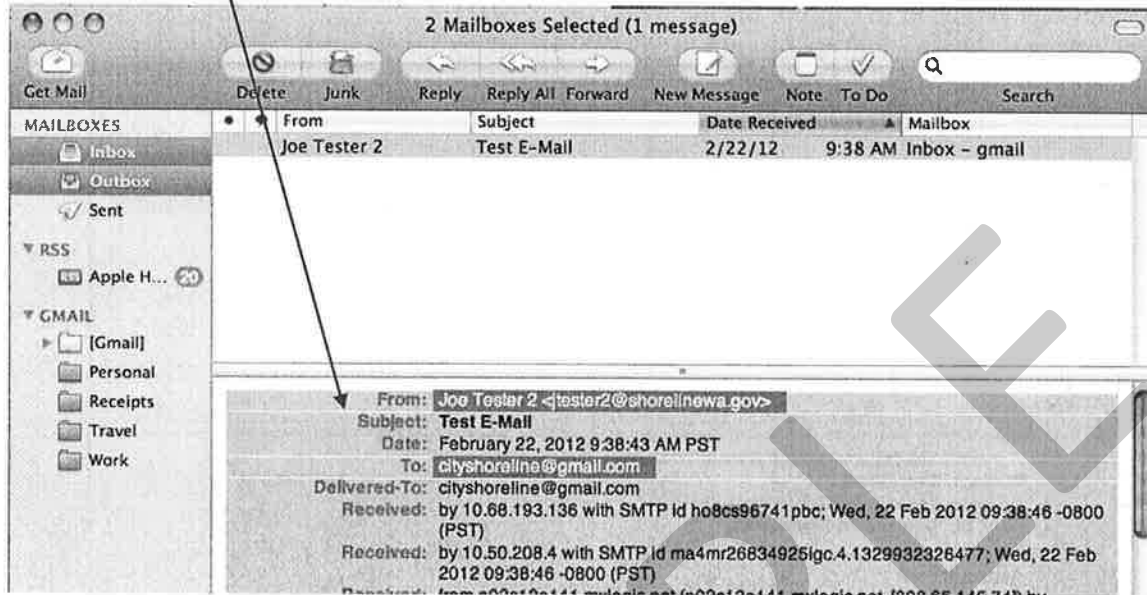
Select the message you want to capture the metadata on



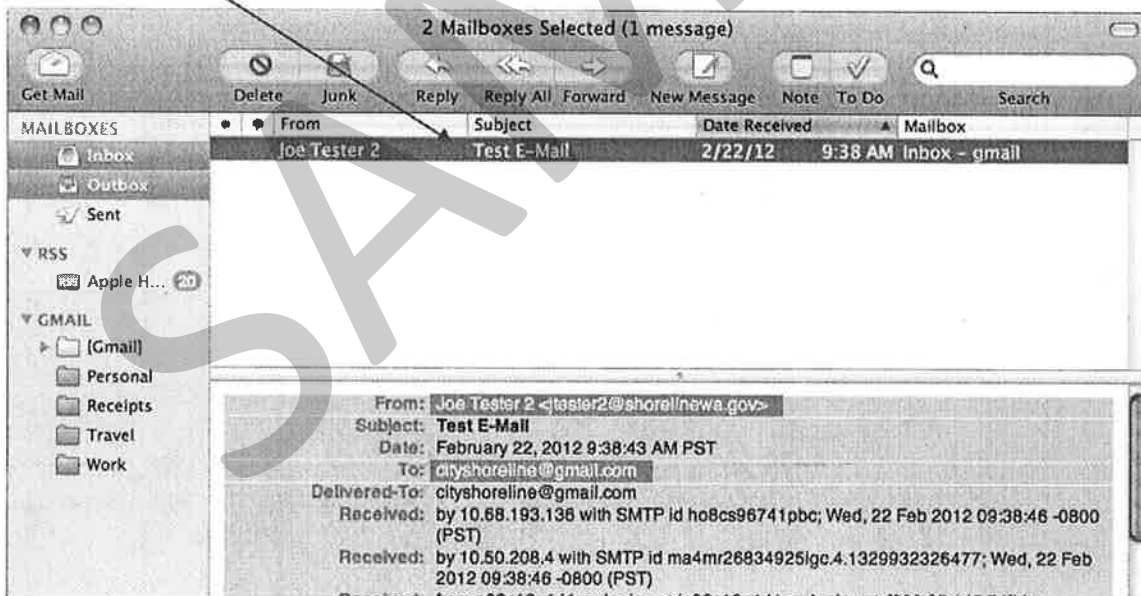
Once selected, click on View, Message, Long Headers



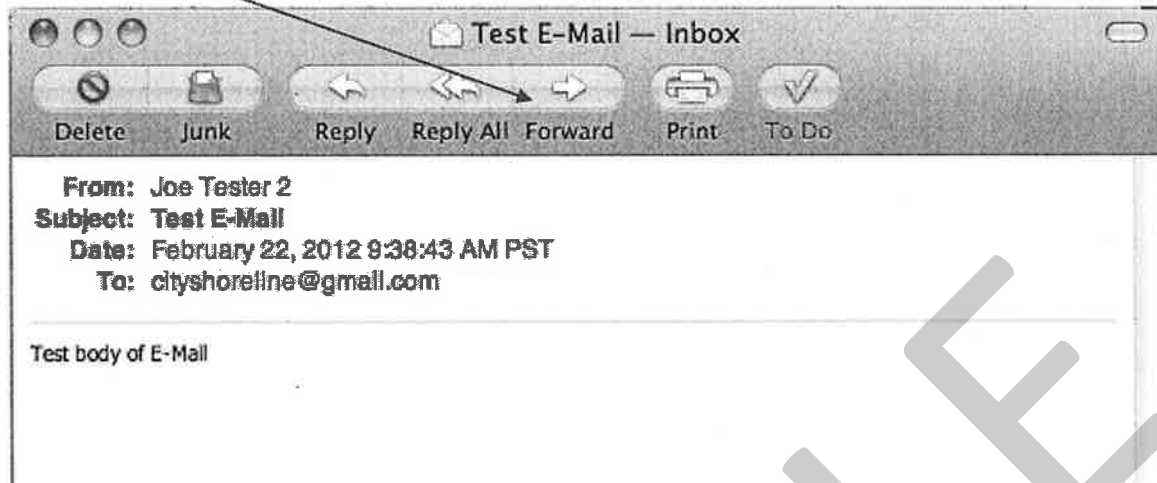
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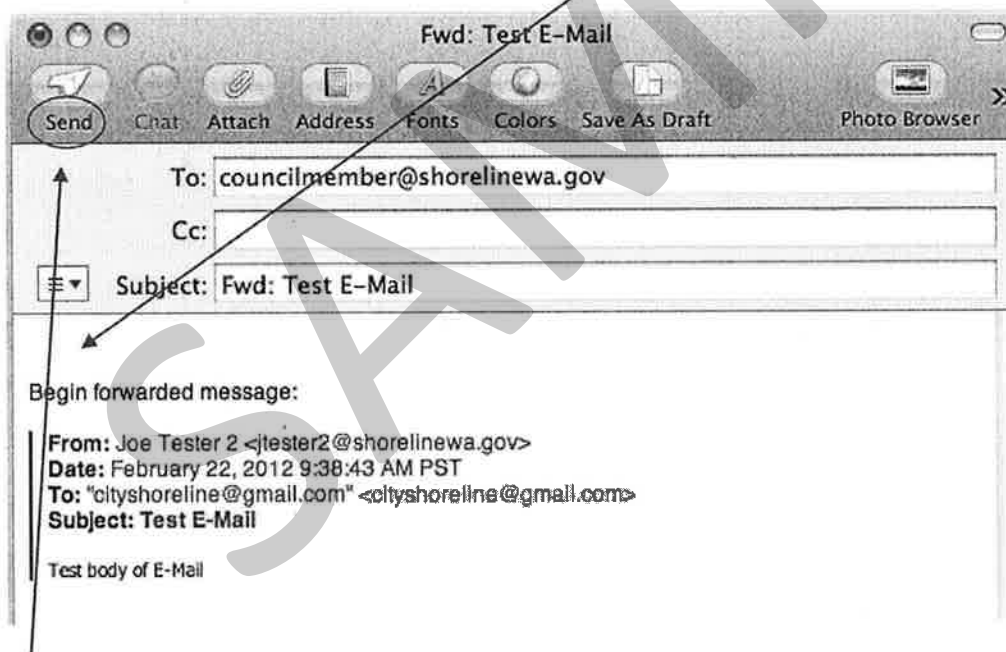
Open the email



Select Forward



Insert your copied text by placing your cursor above Begin forwarded message and then selecting **Edit, Paste**



Send your email and that's it!

SAMPLE