



HOSTED EXCHANGE DELIVERY REPORT

INTRODUCTION: Use this guide to find out about email deliveries, especially to find out if they have been sent.

SYSTEM REQUIREMENTS: Your Hosted Exchange username and password

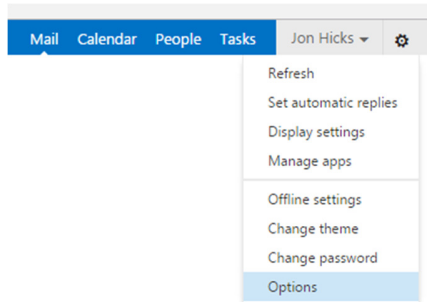
WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- Your Hosted Exchange username and password
- Login to <http://owa.it-logik.com>

STEP ONE

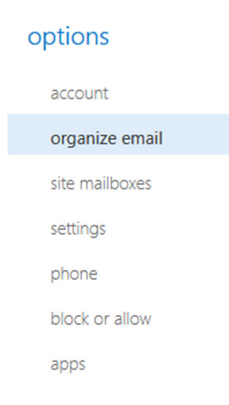
Log into the Outlook Web App in a web browser, you will need your username (email address) and password.

At the top right side of you will see a cog, click on the cog and choose “Options”



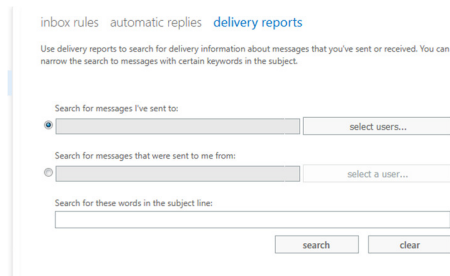
STEP TWO

On the left side there will be new options, choose “organize email”



STEP THREE

After choosing that go to the tab “delivery reports” and click on “select users...”



For support please call +44 (0) 20 3740 1060, or email support@it-logik.com

STEP FOUR

At the top of this page you will be able to put in the email address you are looking for.

✓ OK ✗ CANCEL

To helpdesk@it-logik.com

STEP FIVE

Fill in the details and click “OK” It should now look like the image below

Search for messages I've sent to:
 helpdesk@it-logik.com ✗

Search for messages that were sent to me from:

Search for these words in the subject line:

Select this option to find messages you sent. To find messages sent to anyone, leave this box blank.

STEP SIX

Click on “search” and find the email. You should be able to find the email from yourself to the recipient.

Use delivery reports to search for delivery information about messages that you've sent or received. You can narrow the search to messages with certain keywords in the subject.

Search for messages I've sent to:
 helpdesk@it-logik.com ✗

Search for messages that were sent to me from:

Search for these words in the subject line:

search results

From	To
Jon Hicks	IT-Logik Helpdesk

For support please call +44 (0) 20 3740 1060, or email support@it-logik.com

STEP SEVEN

Double click on the email and it will show you information that we will need passed on to us.

From: Jon Hicks
To: IT-Logik Helpdesk
Sent: 03/04/2017 11:14

