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Microsoft 365: Export from your Microsoft 365 mailbox to a .pst file

Add your Microsoft 365 email account to an Outlook app, such as Outlook for Microsoft 365, Outlook 2016, or 2013. Then, you can use Outlook to move email, contacts, and calendar items into your Microsoft 365 mailbox.

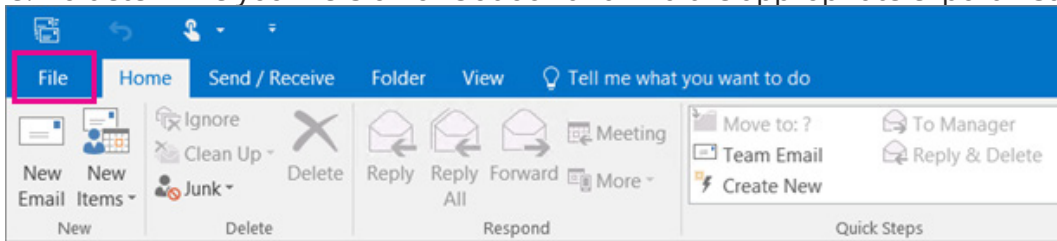
1. Add your “source” email account to Outlook. For example, you might add your Gmail account to Outlook 2016. Wait a bit for all of your email and contacts to show up.
2. Add your Microsoft 365 email account to Outlook. After you do this, Outlook will automatically sync with Microsoft 365. You’ll see the contents of your Microsoft 365 mailbox appear in Outlook.
3. Choose from the export instructions to export your email from the source account to a .pst file.
4. For example, if you have Outlook 2016, choose Outlook 2013 and Outlook 2016: Export Outlook items from a .pst file.
For example, if you have Outlook 2010, choose Outlook 2010: Export Outlook items to a .pst file.

After your email data is exported to a .pst file, it’s portable! You can import it to other email accounts. If you want to do this using Outlook, see Import email, contacts, and calendar from an Outlook .pst file.

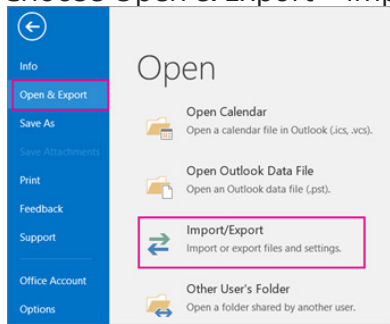


Outlook without Microsoft 365: Export Outlook items to a .pst file

1. At the top of your Outlook ribbon, choose File.
If your ribbon doesn't have a File option in the top left corner, see What version of Outlook do I have? To determine your version of Outlook and find the appropriate export instructions.

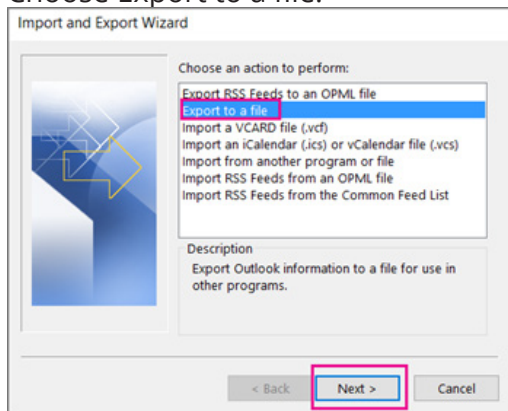


2. Choose Open & Export > Import/Export.



Choose Open & Export, and then choose Import/Export.

3. Choose Export to a file.

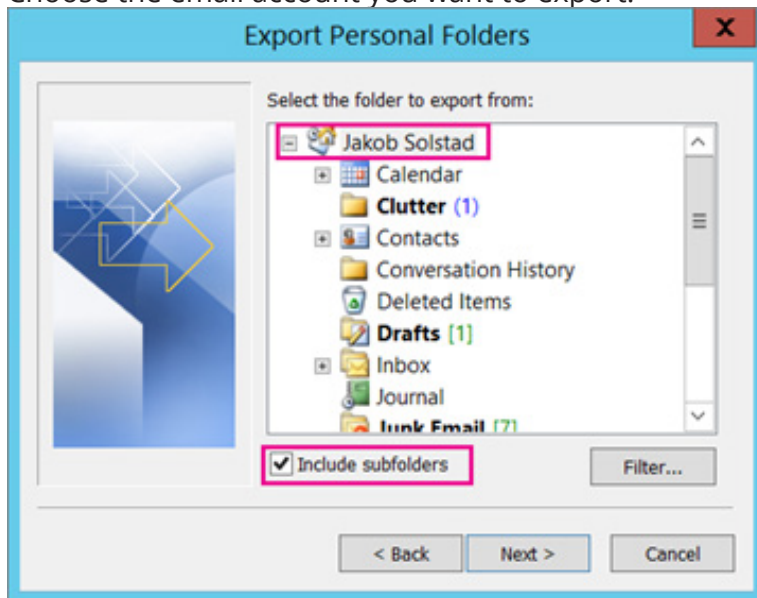




4. Click Outlook Data File (.pst)> Next.
5. Select the name of the email account to export, as shown in the picture below. Only information for one account can be exported at a time.

Make sure that the Include subfolders check box is selected. This ensures that everything in the account will be exported: Calendar, Contacts, and Inbox. Choose Next.

Choose the email account you want to export.



6. Click Browse to select where to save the Outlook Data File (.pst). Enter a file name, and choose OK to continue.

Note:

If you've used export before, the previous folder location and file name appear. Type a different file name before choosing OK.

7. If you are exporting to an existing Outlook Data File (.pst), under Options, specify what to do when



exporting items that already exist in the file.

8. Choose Finish.
9. Outlook begins the export immediately unless a new Outlook Data File (.pst) is created or a password-protected file is used.

If you're creating an Outlook Data File (.pst), an optional password can help protect the file. When the Create Outlook Data File dialog box appears, enter the password in the Password and Verify Password boxes, and choose OK. In the Outlook Data File Password dialog box, enter the password, and choose OK.

If you're exporting to an existing Outlook Data File (.pst) that is password protected, in the Outlook Data File Password dialog box, enter the password, then choose OK.

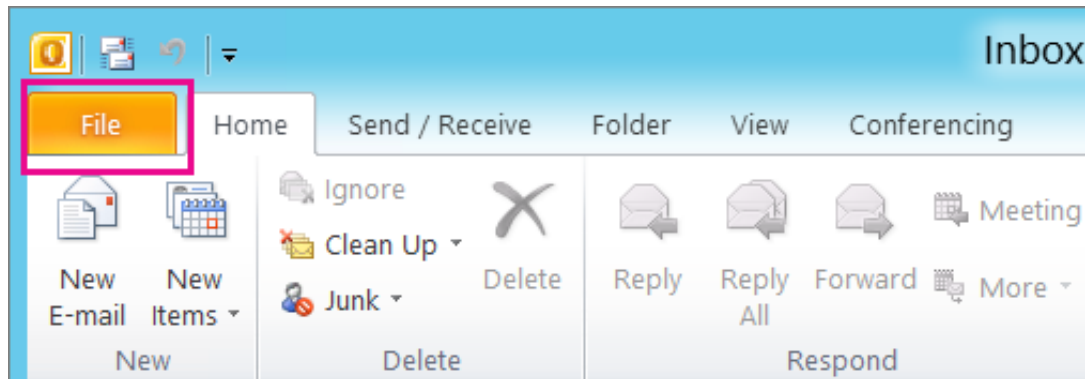
Now that your Outlook data is in a .pst file, it's portable. You can save the .pst file to OneDrive, then download it to your new computer. You can also save to a portable drive, then import your email, contacts, and calendar to Outlook.



Outlook 2010: Export Outlook items to a .pst file

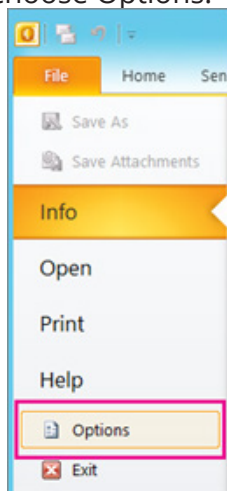
1. At the top of your Outlook ribbon, choose the File tab.

If your ribbon doesn't have a File option in the top left corner, see What version of Outlook do I have? To determine your version of Outlook and to get to the right export instructions.



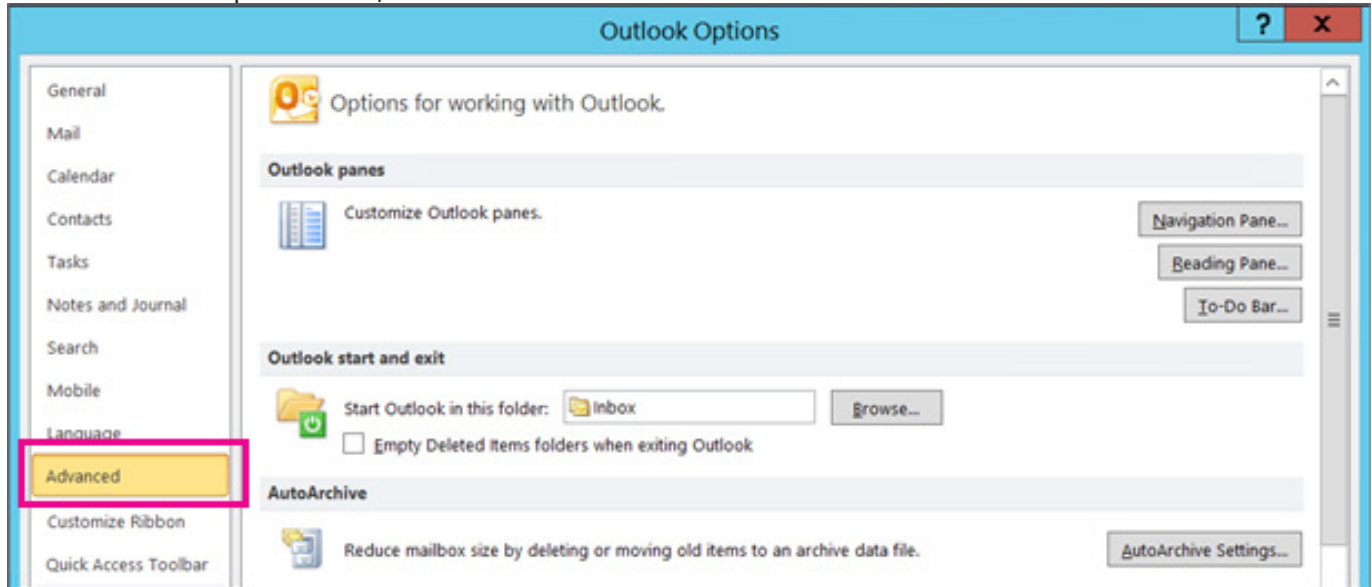
In Outlook 2010, choose the File tab.

2. Choose Options.

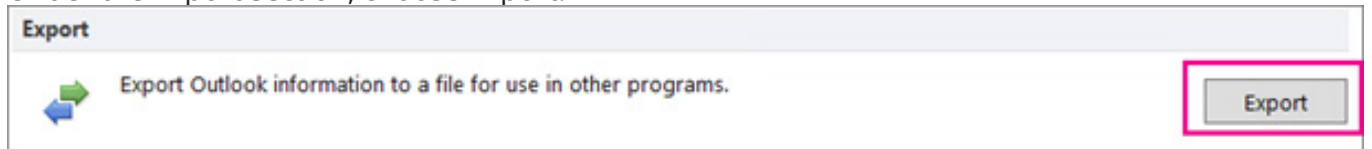




3. In the Outlook Options box, choose Advanced.



4. Under the Export section, choose Export.

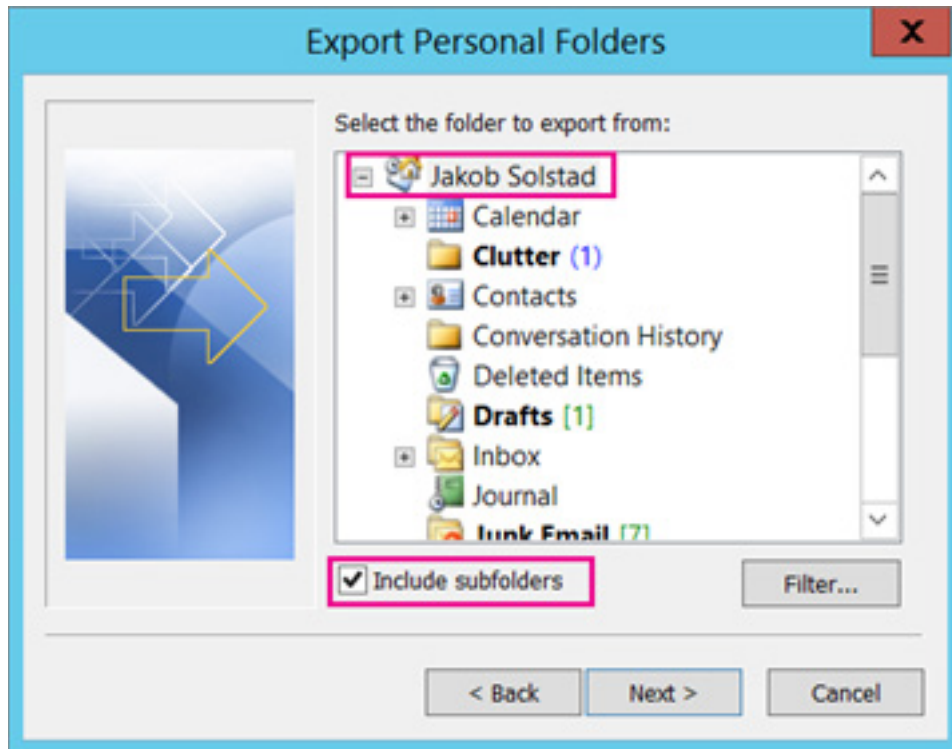


5. Choose Export to a file, then Next.

6. Choose Outlook Data File (.pst), then Next.

7. Select the name of the email account to export, as shown in the picture below. Only information for one account can be exported at a time.

Make sure that the Include subfolders check box is selected. This ensures that everything will be exported: Calendar, Contacts, and Inbox. Choose Next.



Choose the email account you want to export.

8. Choose Browse to select where you want to save the Outlook Data File (.pst) and to enter a file name. Select OK to continue.

Note: If you have previously used the export feature, the previous folder location and file name appear. Make sure that you change the file name if you want to create a new file instead of using the existing file.

9. If you are exporting to an existing Outlook Data File (.pst), under Options, specify what to do when exporting items that already exist in the file.

10. Choose Finish.



11. The export begins immediately unless a new Outlook Data File (.pst) is created, or if the export is to an existing file that is password protected.

If you are creating a new Outlook Data File (.pst), an optional password can help protect the file. When the Create Outlook Data File dialog box appears, enter the password in the Password and Verify Password boxes, and then choose OK. In the Outlook Data File Password dialog box, enter the password, then choose OK.

If you are exporting to an existing Outlook Data File (.pst) that is password protected, in the Outlook Data File Password dialog box, enter the password, and then choose OK.

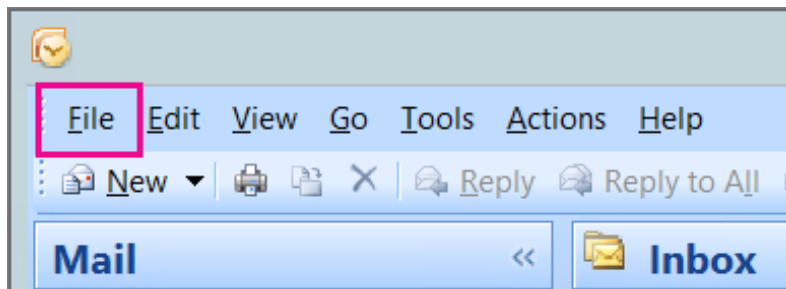
Now that your Outlook data is in a .pst file, it's portable. Save the .pst file to OneDrive, then download it to your new computer. Save it to a portable drive to carry anywhere, then import your email, contacts, and calendar to Outlook.



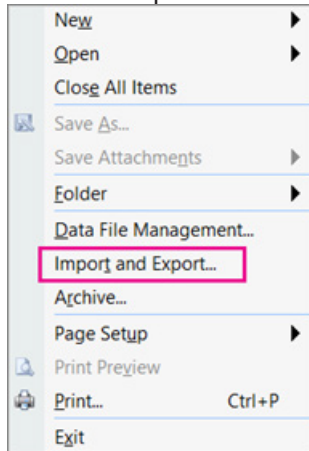
Outlook 2007: Export Outlook items to a .pst file

1. In Outlook 2007, at the top of your ribbon, choose File.

If your ribbon doesn't have a File option in the top left corner, see [What version of Outlook do I have?](#) To determine your version of Outlook and to get to the right export instructions.

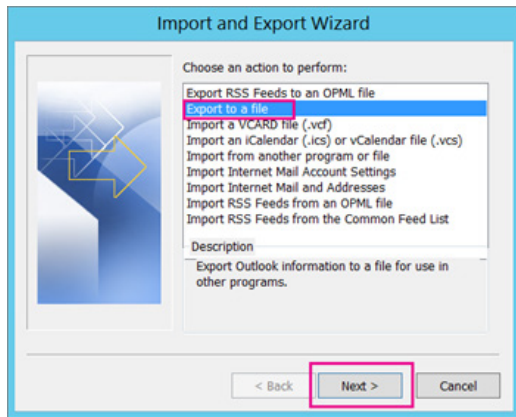


2. Choose Import and Export.





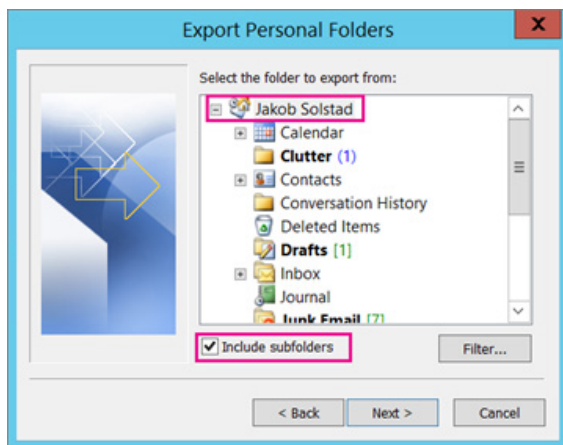
3. Select Export to a file, then choose Next.



4. Click Personal File Folder (.pst)> Next.

5. Select the name of the email account to export, as shown in the picture below. Only information for one account can be exported at a time.

Make sure that the Include subfolders check box is selected. This ensures that everything in the account will be exported: Calendar, Contacts, and Inbox. Choose Next.



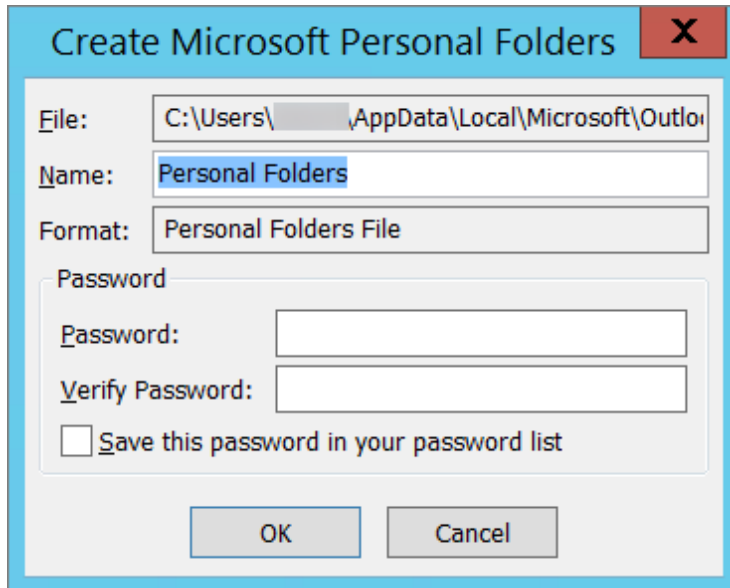


Choose the email account you want to export.

6. Choose Browse to select where you want to save the Outlook Data File (.pst) and to enter a file name. Select OK to continue.

Note: If you have previously used the export feature, the previous folder location and file name appear. Make sure that you change the file name if you want to create a new file instead of using the existing file.

7. If you are exporting to an existing Outlook Data File (.pst), under Options, specify what to do when exporting items that already exist in the file.
8. Click Finish.
9. The export begins immediately, unless you're creating a new Outlook Data File (.pst) or exporting to an existing .pst file that is password protected. In those cases you'll get this dialog box



Choose OK if you don't want to password protect your file. Otherwise:

If you want to password protect your .pst file, enter the password in the Password and Verify Password boxes, and choose OK. In the Outlook Data File Password dialog box, enter the password, and choose OK.

If you are exporting to an existing Personal File Folder (.pst) that is password protected, in the Outlook Data File Password dialog box, enter the password, and then choose OK.

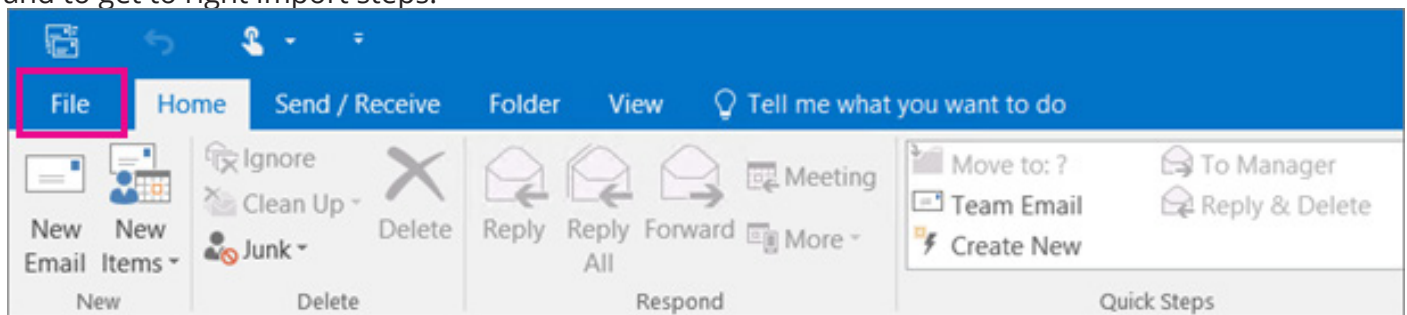
Now that your Outlook data is in a .pst file, it's portable. Save the .pst file to OneDrive, then download it to your new computer. Save it to a portable drive to carry anywhere, and then import your email, contacts, and calendar to Outlook.



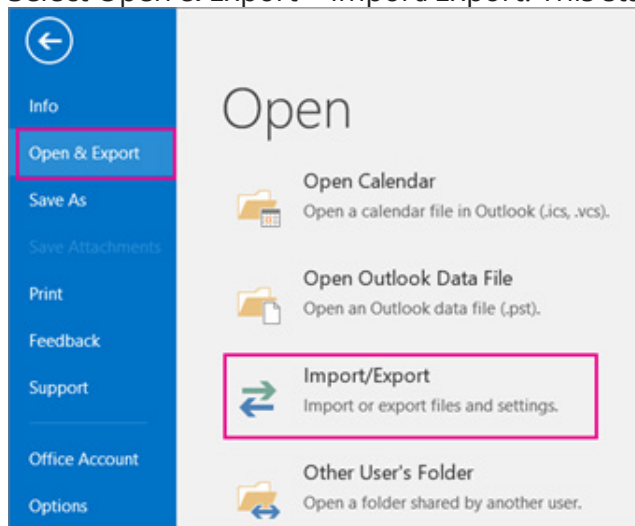
Import email, contacts, and calendar from an Outlook .pst file

1. At the top of your Outlook ribbon, select File.

If your ribbon doesn't have a File option in the top left corner, you aren't using an Outlook app installed on your computer. See [What version of Outlook do I have?](#) To find your version of Outlook and to get to right import steps.

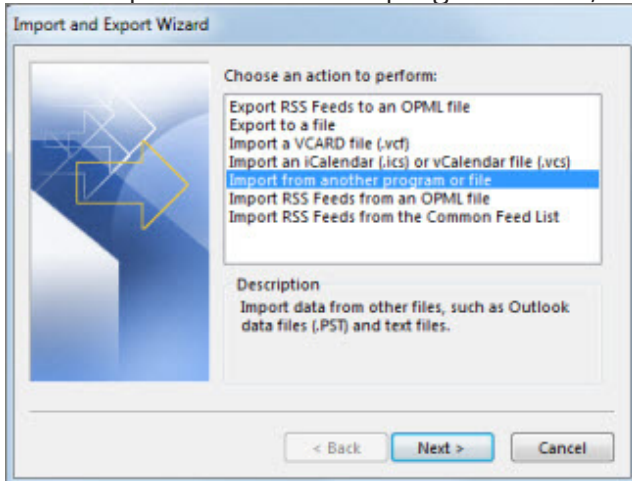


2. Select Open & Export > Import/Export. This starts the Import/Export wizard.



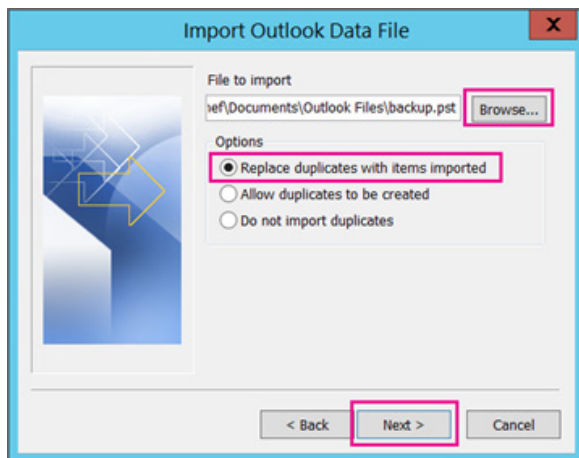


3. Select Import from another program or file, and then click Next.



4. Select Outlook Data File (.pst) and click Next.

5. Browse to the .pst file you want to import. Under Options, choose how you want to deal with emails and contacts, then choose Next.

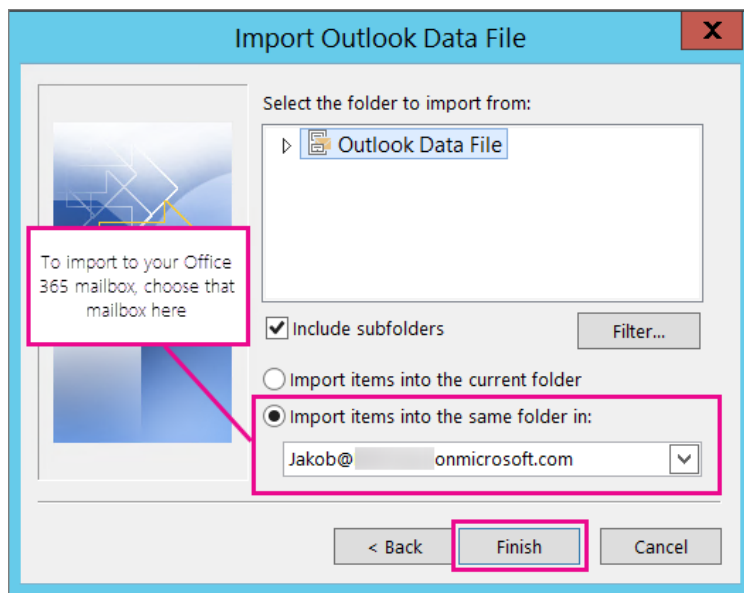


6. If a password was assigned to the Outlook Data File (.pst), enter the password, and then click OK.



7. If you're importing the contents of your .pst file into your Microsoft 365 mailbox, choose that mailbox here.

If you're NOT importing into your Microsoft 365 mailbox, choose Import items into the current folder. This imports the data into the folder currently selected. To import your email, contacts, and calendar to your Office 365 mailbox, choose that mailbox here.



8. Choose Finish. Outlook starts importing the contents of your .pst file immediately. When the progress box disappears, the import is finished.

If you're importing your .pst file to your Microsoft 365 mailbox, you may see a message that it's trying to connect with Microsoft 365. This happens when the Internet connection is interrupted, even for a moment. Once your Internet connection is re-established, Outlook will continue importing the .pst file.

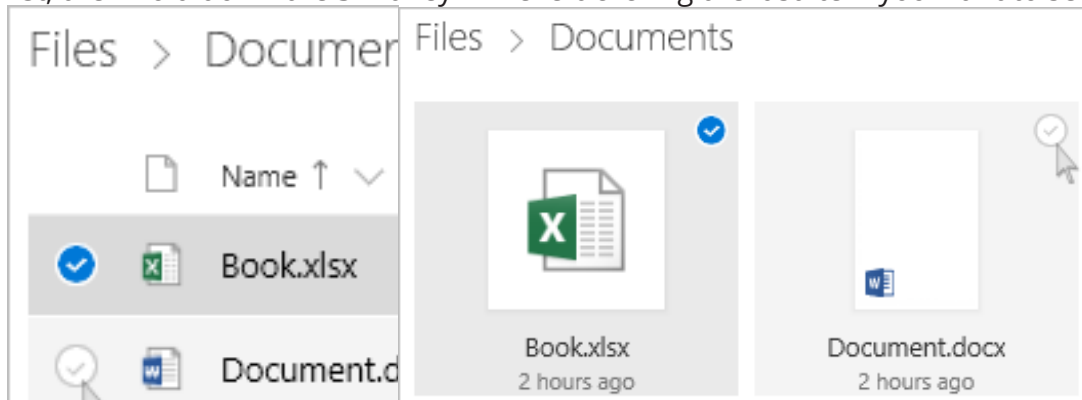
Tip: If you want to retrieve only a few emails or contacts from an Outlook Data File (.pst), you can open the Outlook Data File, and then, in the navigation pane, drag and drop the emails and contacts from .pst file to your existing Outlook folders.



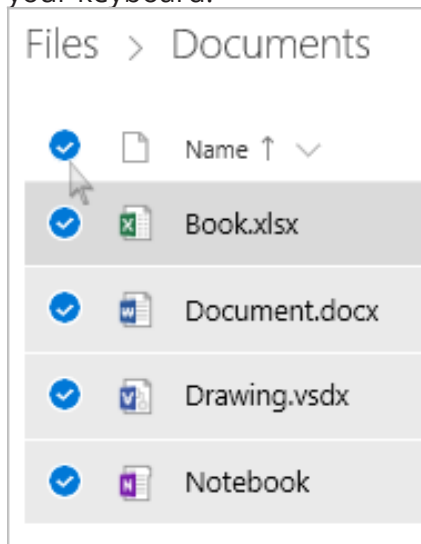
Download files and folders from OneDrive or SharePoint

9. On your OneDrive, SharePoint in Microsoft 365, SharePoint Server Subscription Edition, or SharePoint Server 2019 website, select the files or folders you want to download.

To download individual or multiple files, select each item by clicking the circle check box that appears. (The left image below shows items in List view, the right image shows items in Tiles or Photos view.) (You can also select several files at once by selecting one file, scrolling down the list, then hold down the Shift key while left-clicking the last item you want to select.)

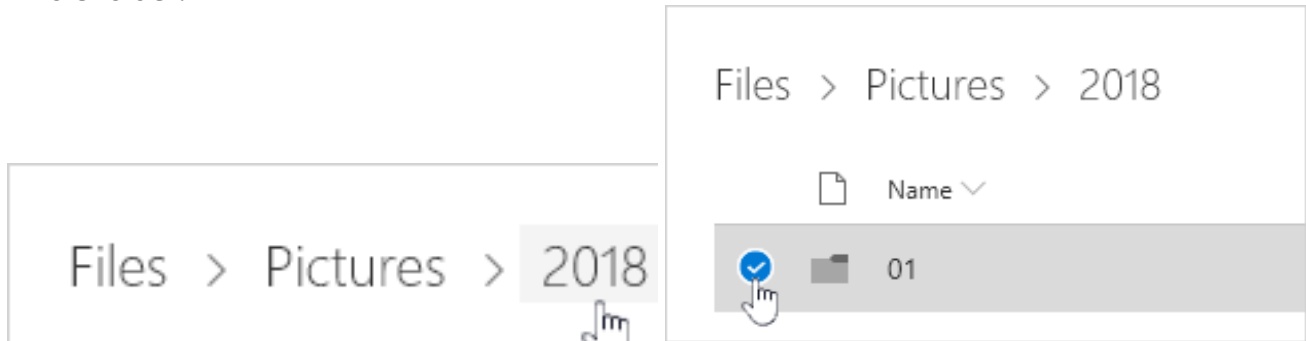


To select all files in a folder, click the circle to the left of the header row, or press CTRL + A on your keyboard.

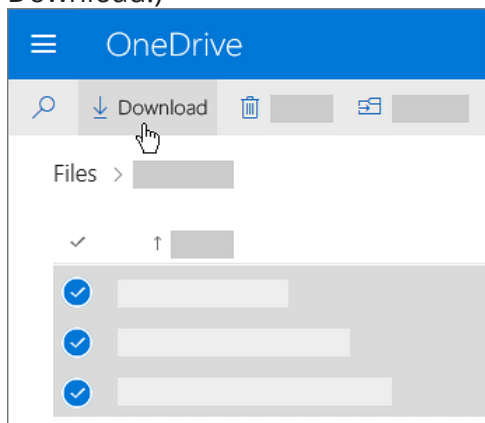




To select a folder, rather than just its contents, you may need to go up or back a level to select the whole folder.



- 10. In the top navigation, select Download. (You can also right-click the file, photo, or folder, and select Download.)



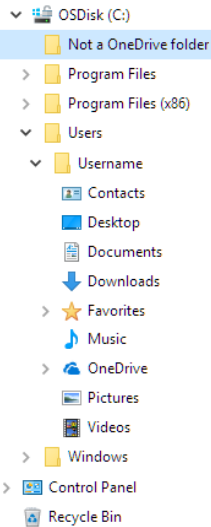
Notes: The Download button will only appear when files or folders are selected.

The Download button may sometimes disappear if you refresh the web page while looking at a folder. To work around this, you can go up one level in the folder directory and come back, or close that tab in your browser and navigate to the folder again.

- 11. If your browser prompts you, choose Save or Save As and browse to the location where you want to save the download. (Some browsers just start saving right away to a Downloads folder on your computer.)



Notes: If you need to free up space on your OneDrive, download your file or folder to a location outside of your OneDrive folders (see below). You can then delete the OneDrive copy of the file or folder to reduce your storage amount.



If you select multiple files or folders and then select Download from Microsoft OneDrive, SharePoint in Microsoft 365, or from SharePoint Server Subscription Edition, your browser will start downloading a .zip file containing all the files and folders you selected. If you're in a folder and you select Download without selecting any files or folders, your browser will begin downloading all contents of the folder.

Notes:

- You can't download files directly from the Shared view. You will need to open the file and save a copy in the location of your choice.
- You can't download multiple files or folders from SharePoint Server 2019.
- You can't download OneNote notebooks. If you download a folder that contains a OneNote notebook, the .zip file will contain an error message in the form of a .txt file.
- The option to download multiple files is not yet available in on-premises SharePoint Server (when your organization doesn't subscribe to an Microsoft 365 business plan).
- The Download button may sometimes disappear if you refresh the web page while looking at a folder. To work around this, you can go up one level in the folder directory and come back, or close that tab in your browser and navigate to the folder again.
- In OneDrive for work or school, you can't use Internet Explorer to download folders or multiple files. You can use Microsoft Edge or Google Chrome to download folders or multiple files
- Downloads are subject to the following limits: 250GB file size limit; total number of files limit: 10,000; folder size limit: 200 files.
- Files or folders containing a hashtag (#) in the file or folder name can't be added to .zip files.