

Exporting Email Items to a PST in Outlook

Note: Exporting and importing a mailbox using a .pst file isn't supported in new Outlook at this time.

If you're already using new Outlook, you'll need turn off the **New Outlook** toggle and switch back to classic Outlook.

Before you begin

Before you start your export, there's a few things you should do to make sure your export goes smoothly.

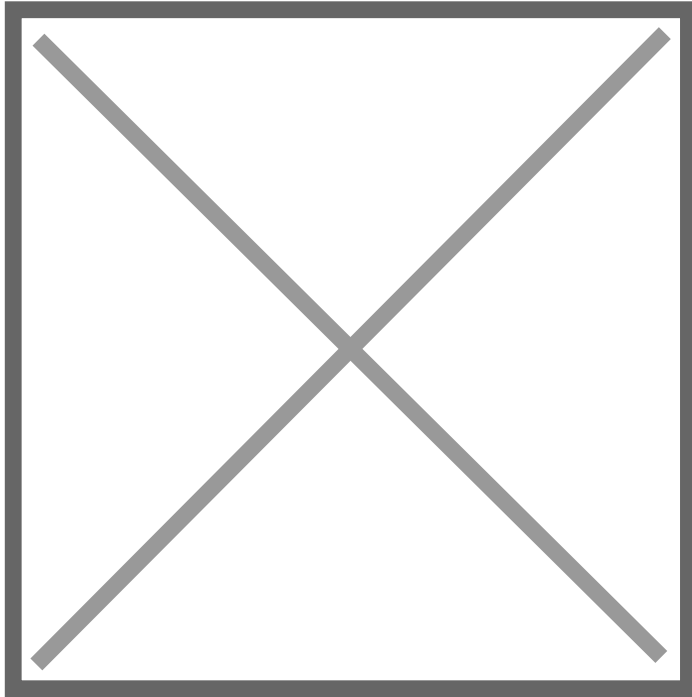
- Do a mailbox cleanup: i.e delete junk email before beginning.
- By default, Outlook is set to download email for the past 1 year. If you want to export all your emails, please ensure you open **Outlook**, select **Account settings > Account Name and Sync Settings** and move the slider to **All**. After changing this slider, please allow an hour for all emails to be downloaded before continuing.
Move slider to All to download all Outlook email when you export email

A video of the below guide can be found on the [Microsoft website](#).

Begin exporting email, contacts, and calendar items from Outlook to a .pst file

1. At the top of the ribbon in classic Outlook, choose **File**.
This is what the ribbon looks like in Outlook 2016.
2. Choose **Open & Export > Import/Export**.

3. Choose **Export to a file** > **Next**.
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: Inbox, Calendar, Contacts, and Tasks.
Choose **Next**.



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**.