

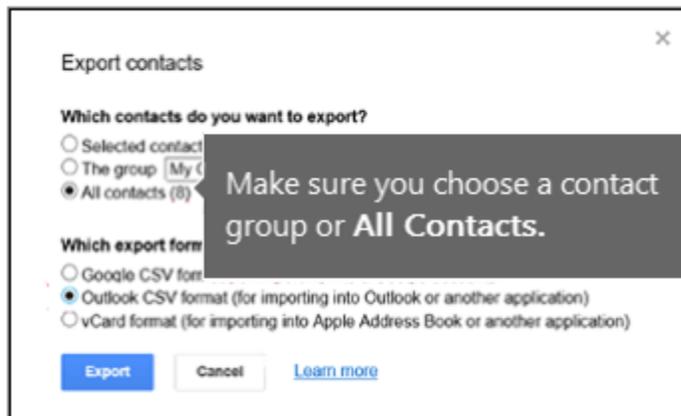
Import Gmail contacts to Outlook

Outlook 2016 Office for business Microsoft 365 admin Outlook 2013

Step 1: Export Gmail contacts

1. From your Gmail account, choose **Gmail >Contacts**
2. Select **More >Export**.
3. Choose the contact group you want to export.
4. Choose the export format **Outlook CSV (for importing into Outlook or another application)**.
5. Choose **Export**.
6. When prompted, choose **Save As**, and browse to a location to save the file.

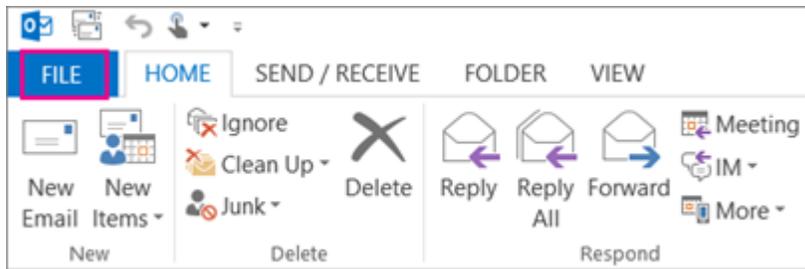
Note: Google does not export the photos of your contacts.



Step 2: Import Gmail contacts to Outlook 2013 or 2016

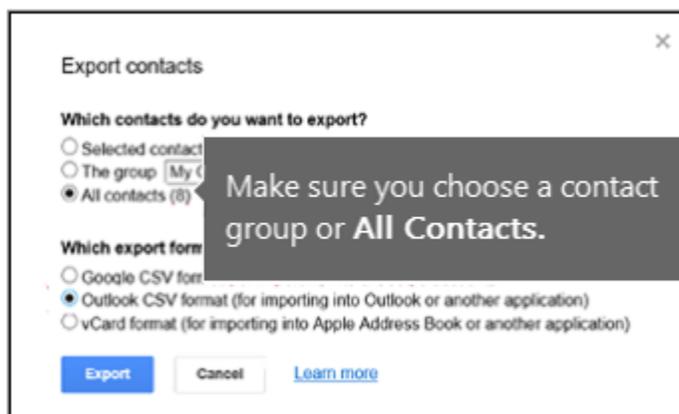
1. Choose **File > Open & Export > Import/Export**.
2. Choose **Import from another program or file > Next**.
3. Choose **Comma Separated Values > Next**.
4. In the **Import a File** box, browse to choose the .csv file you saved your Gmail contacts to.
5. Choose how you want Outlook to handle duplicate contacts > **Next**.
6. In the **Select a destination folder** box, scroll to the top if needed and select the **Contacts** folder > **Next**.
7. Choose **Finish**.

Outlook imports your contacts to Outlook.



Fixing issues with importing Gmail contacts

- **You get an error message:** If you try to import more than 2000 contacts at a time, you'll see an error message. Use a program such as Excel to open the CSV file, separate your list of contacts into smaller .csv files, and then import each newly created CSV file.
- **No contacts appear in Outlook:** If you complete the import process but no contacts appear in Outlook, do the following:
 - a. Locate the csv file you exported from Google. The default file name is contacts.csv.
 - b. Use Excel to open the CSV file you exported from Google.
 - c. Check whether there is any information in the CSV file. If there isn't any information in the CSV file, the export from Google didn't work. In that case:
 - i. Delete the contacts.csv file.
 - ii. Export your contacts from Google again. Be sure to choose to export **All contacts**, or the right group of contacts.



- iii. After you export your contacts, use Excel to open the CSV file and check that there's data. When you close the file, Excel will prompt you a few times with "are you sure you want to save it in CSV format?" Always choose **Yes**. If you

choose No, the file will get messed up and you'll need to start over with a new contacts.csv file.

- iv. Repeat the steps to import your contacts.csv file to Outlook.