

## Google Apps Sync for Microsoft Outlook

When you switch to Google Apps from an Outlook service such as Microsoft Exchange, you can use **Google Apps Sync for Microsoft Outlook** to import your existing Outlook data into your Google Apps account. You can then keep working in Outlook, or you can access your mail, calendar, and contacts from the Google Apps web interface.

### Outlook Feature Compatibility

With Google Apps Sync, your mail, contacts, and calendar events are stored both in your Google account in the cloud and in Outlook on your computer. Google Apps Sync makes sure data is the same in both places by regularly copying, or *synchronizing* it back and forth. Because the cloud is accessible from anywhere on the Internet (not just from behind your firewall), you can access this information from any computer anywhere—either from Outlook, or by logging in to Google Apps from a web browser.

Some Outlook data, however, isn't supported by Google Apps. This information either isn't available at all with Google Apps Sync, or it's available in Outlook but *not* from the Google Apps interface.

Below is a look at what you can import to your new Google Apps profile in Outlook, what can be used in Outlook, and what gets synchronized with your Google account in the cloud (and can therefore be used from there). For more on using Google Apps Sync, see <http://mail.google.com/support/bin/topic.py?topic=23333>.

### Mail

Mail data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
Email messages	✓	✓	✓	
Email state (read vs. unread)	✓	✓	✓	
Folders and nested subfolders	✓	✓	✓	Outlook folders map to Gmail <i>labels</i> .
Junk E-mail	✓	✓	✓	Import is optional. Junk email is labeled <i>Spam</i> in Gmail.
Deleted Items	✓	✓	✓	Import is optional.
Attachments	✓	✓	✓	
Executable attachments	✗	✗	✗	Not allowed in Gmail.
Posts in mailbox folders	✓	✓	✗	
Importance levels (marking messages high, low priority)	✓	✓	✗	Not available in Gmail.
Message flags	✓	✓	✓	Flags appear as <i>stars</i> in Gmail.

Mail data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
Follow-up dates and reminders (associated with flags)	✗	✓	✗	Follow-up dates and reminders don't import and aren't available in Gmail. But you can use them in Outlook after importing.
Rules	✗	✓	✗	Rules aren't imported or synced. But you can recreate them in Outlook, or create equivalent <i>filters</i> in Gmail that apply for both interfaces.
Signatures	✗	✓	✗	Your signature isn't imported or synced. But you can recreate it both in Outlook and Gmail.
POP/IMAP account	✗	✓	✗	IMAP or POP account settings don't import from your old profile, but you can recreate the account in your Google Apps profile. Note that POP or IMAP messages aren't synced with Gmail.
POP messages	⚠	✓	✗	POP messages in your <i>primary Inbox</i> import from your old profile and are synced with Gmail (may not be desired). POP messages that arrive <i>after</i> importing aren't synced (see above).
Category definitions	✓	✓	✗	Categories aren't available in Gmail.
Category assignments	✗	✓	✗	Category assignments don't import. But you can categorize messages in Outlook after importing.

Other features in Outlook Mail (with Google Apps Sync)		
Mail delegation	✓	Set up delegation in your Gmail settings (not in Outlook).
Autocomplete	✓	Works for personal and global contacts, and groups or other addresses you've emailed at least once.
Sharing mail folders	✗	Folder permissions aren't available in Outlook for sharing folders.
Recovering deleted messages	✗	This menu item isn't available in Outlook.
Public folders	✗	Public folders aren't available in Outlook or Gmail.
Recalling a sent message	✗	The message is received along with a notice that you tried to recall it.
Sending in Rich Text format	✗	Compose format must be HTML (and is set to HTML by default).

## Calendar

Calendar data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
Default calendar	✓	✓	✓	Includes all events, descriptions, attendees, and locations.
Additional calendars	✓	✓	✓	Includes all events, descriptions, attendees, and locations.
Event reminders	✓	✓	✓	
Free / Busy status for Google Apps users	✓	✓	✓	
Free / Busy status for non-Google Apps users	✓	✓	✓	Requires that your administrator enables Google Calendar Connectors.
Tentative / Out of Office status	✓	⚠	✗	Available in Outlook, but choosing either status appears as Busy, both in Google Calendar and to other Outlook users.
Optional attendees	✓	⚠	✗	Available in Outlook, but inviting an optional attendee in Outlook appears as Required, both in Google Calendar and to other Outlook users.
Calendar attachments	✓	⚠	✗	Available in Outlook, but attachments added in Outlook don't sync with other users' calendars, who instead see a note that an attachment has been removed.
Rich content in event descriptions (images, links, bold, italic)	✓	⚠	✗	Available in Outlook, but other users see only plain text.
Category definitions	✓	✓	✗	Categories aren't available in Google Calendar.
Category assignments	✗	✓	✗	

Other features in Outlook Calendar (with Google Apps Sync)		
Calendar delegation	✓	Set delegation up in your Google Calendar settings (not in Outlook).
Sharing a view-only calendar	✓	Share it as an <b>Internet calendar</b> .
Saving event updates without sending	✗	When you save event data, it syncs with other people's calendars whether or not you choose to send updates from Outlook.

## Personal Contacts

Personal contact data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
<b>All personal contacts</b>	✓	✓	✓	Includes all fields (File As, images, notes, etc.).
<b>Multiple contact folders</b>	✓	✓	⚠	Contacts folders from Outlook don't sync to Google Apps. Instead, all contacts appear in Google Apps under My Contacts. But you can reorganize them using Google <i>groups</i> .
<b>Personal distribution lists</b>	✓	✓	⚠	Your mailing lists from Outlook don't sync to Google Apps. But you can still email a list from Google Apps by creating a Google <i>group</i> .
<b>Rich formatting in notes</b>	✓	✓	✗	Rich formatting remains in Outlook only if you don't update contacts from Google Apps.
<b>Notes larger than 16KB</b>	✓	✓	✗	Larger notes are truncated in Google Apps but the full note remains in Outlook.
<b>Follow-up flags, dates, and reminders.</b>	✓	✓	✗	Flags aren't available in Google contacts.
<b>Category definitions</b>	✓	✓	✗	Categories aren't available in Google contacts.
<b>Category assignments</b>	✗	✓	✗	

### Unsupported in Outlook Contacts (with Google Apps Sync)

<b>Sharing a contact folder</b>	✗	Folder permissions aren't available in Outlook for sharing folders.
---------------------------------	---	---

## Global Contacts

Your Global Address List is available with Google Apps Sync if your administrator runs the Google Apps Sync Gal Generator for your domain.

Global contact data and features	Available in Outlook	Syncs with Google Apps	
Domain contacts (individual addresses)	✓	✓	
Domain contacts (group addresses)	✗	✗	
Out-of-domain contacts	✗	✗	
Autocomplete	✓	✓	Works for all individual addresses in your Contacts, and groups or other addresses you've emailed at least once.
Name and email address fields	✓	✓	
Other field data (phone, company, etc.)	✗	✗	Phone data will be available soon.

## Notes, Tasks, and Journal

Other Exchange data	Imports to Outlook	Available in Outlook	Syncs with Google Apps
Notes	✓	✓	✗
Tasks	✓	✓	✗
Journal entries	✓	✓	✗

For complete information about installing and using Google Apps Sync for Microsoft Office, see <http://mail.google.com/support/bin/topic.py?topic=23333>.