



VCU School of Medicine

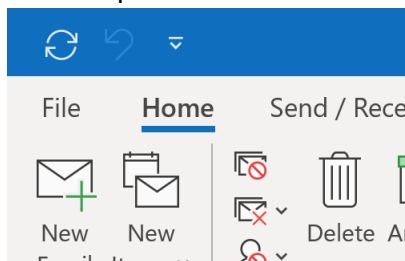
Creating a PST backup file in Microsoft Outlook

Who should create a PST backup file?

VCU faculty and staff that were using a VCU Health System (VCUHS) email address (@vcuhealth.org) that need to migrate all their emails, contacts, and calendar items to their @vcu.edu Google account.

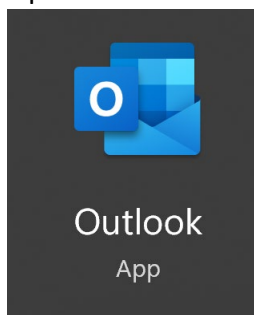
What do I need to do prior to creating a PST backup file?

You will need to be signed into the Outlook desktop application with your @vcuhealth.org email account and make sure that all folders have been synced by clicking on the circle arrows in the top left corner of the Outlook window:

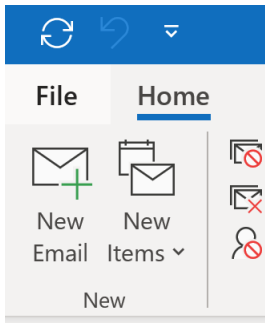


You will also need to confirm that Cached Exchange Mode is disabled before you generate a PST backup file in Outlook to ensure that all items are backed up properly. To do this:

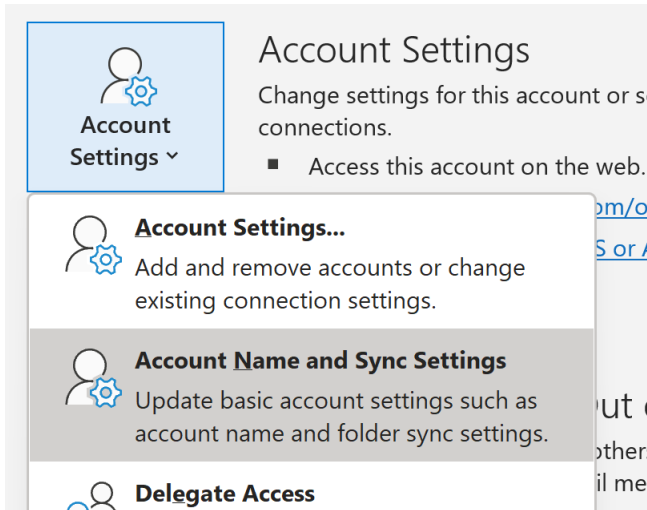
1. Open the Outlook desktop application on your computer:



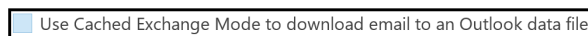
2. Click on File in the upper left hand corner:



3. Click on Account Settings and choose Account Name and Sync Settings:



4. Make sure that the box for Use Cached Exchange Mode is unchecked as seen below then click Next:



Download email for the past:

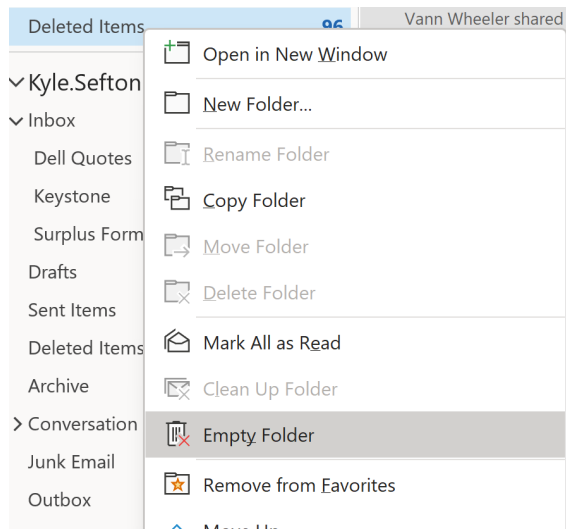


More Settings

Next

5. Close Outlook and re-open it if it doesn't do so automatically to make sure that all account changes are registered correctly.

We also recommend that, if you do not need to keep any deleted emails, you should right click on your Deleted Items folder and choose Empty Folder (as shown below) prior to starting the PST creation process to save time by reducing the number of emails that need to be backed up:



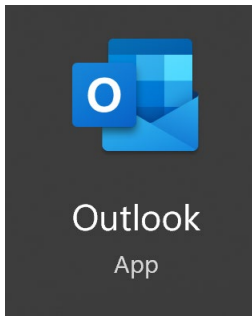
Note: Any user leaving VCUHS should be aware that emails containing Protected Health Information (PHI) or proprietary VCUHS information must not be migrated as it could lead to the accidental disclosure of sensitive information; however, items that are relevant to a user's current work and/or projects are permitted. When generating a PST backup file from a VCUHS account, users should ensure that it only includes permitted items. How do I create the PST backup file in Outlook?

How do I create a PST backup file?

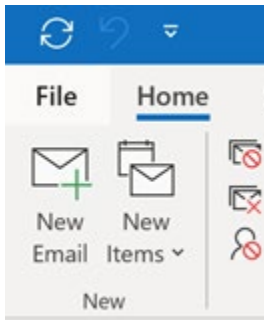
Once you've confirmed that Cached Exchange Mode is disabled, the next step is to create the PST backup file of all your emails, contacts, and calendar items.

Note: This process can take several hours depending on how items you have on your account. You will not be able to use Outlook while it is generating the file, so it is a good idea to start the process during an extended downtime or at the end of the day to minimize interruptions in your workflow.

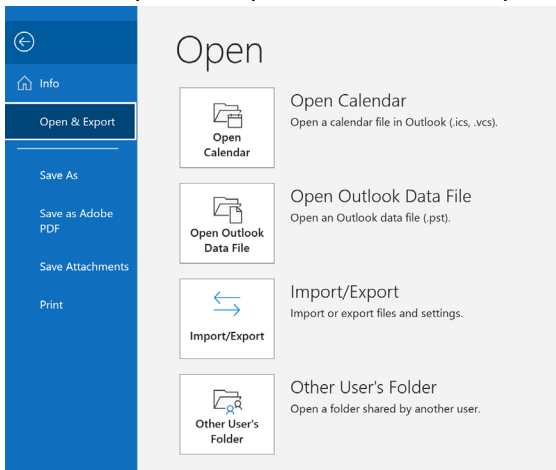
1. Open the Outlook desktop application on your computer:



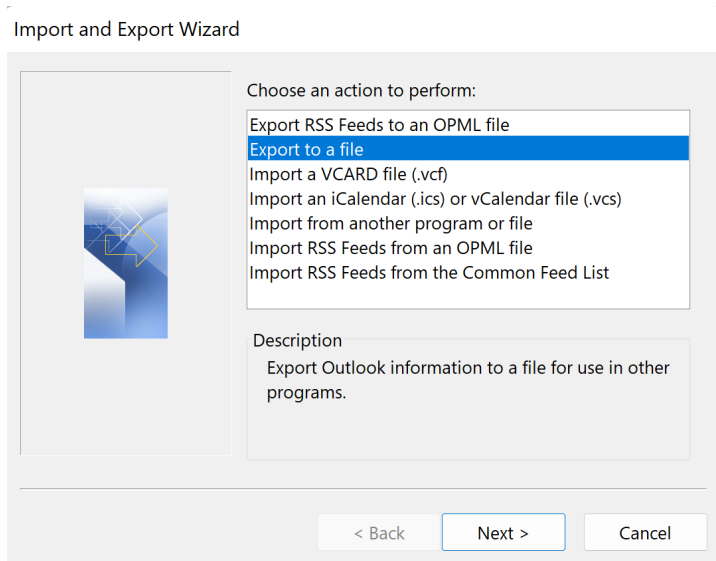
2. Click on File in the upper left hand corner:



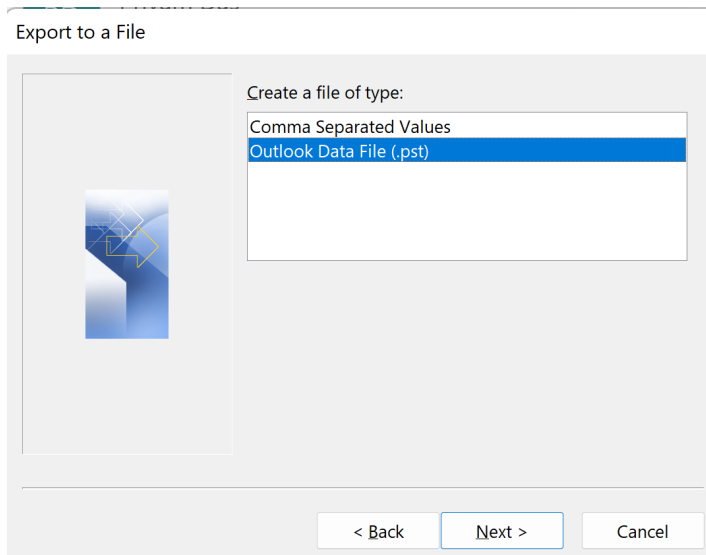
3. Click on Open & Export and choose Import/Export:



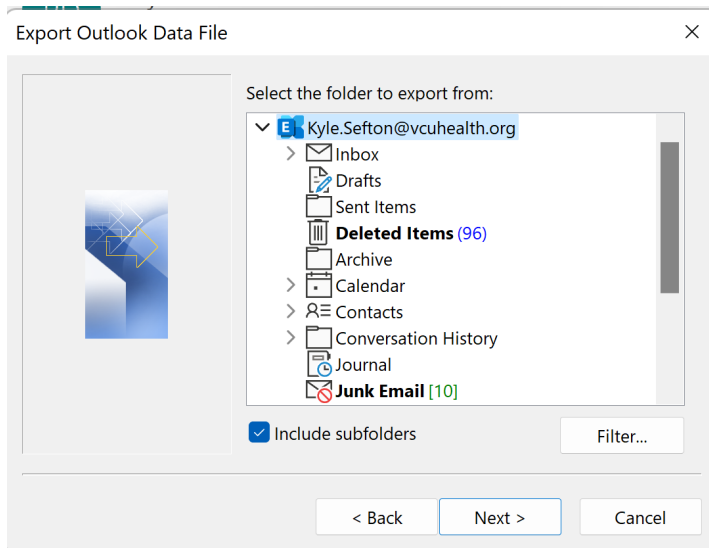
4. The Import/Export Wizard should open. Click on select "Export to a file" as shown below then click Next:



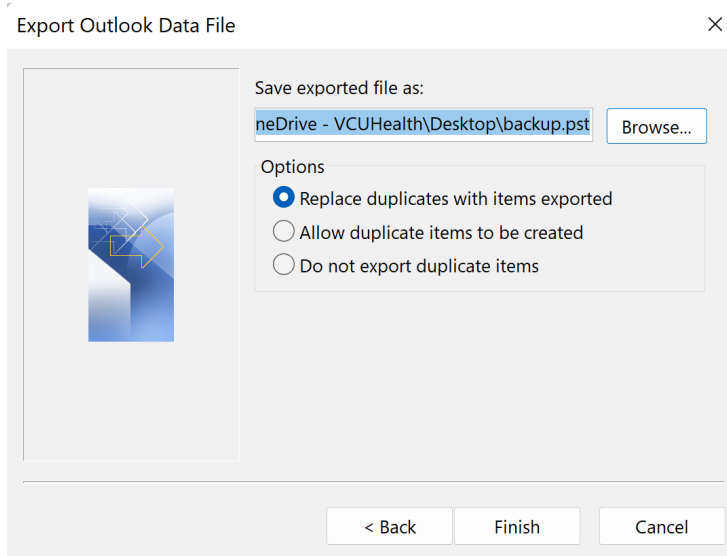
5. The Export to a File dialog box should open. Click on Outlook Data File (.pst) as shown below then click Next:



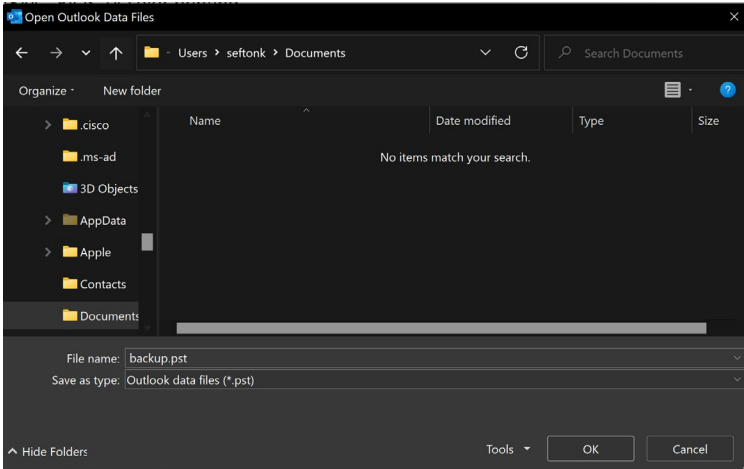
6. The Export Outlook Data File dialog box should open. Click on your @vcuhealth.org email address and make sure the Include subfolders box is checked as shown below then click Next:



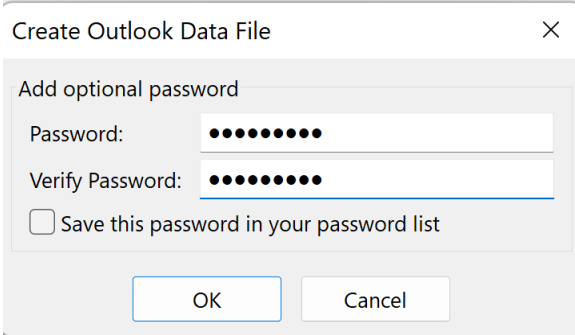
7. A new dialog box should open. Make sure the Replace duplicates with items exported option is selected as shown below:



8. Click on Browse and navigate to an easy to remember and easily accessible place to save the PST file such as your Desktop or Documents folder and click OK:

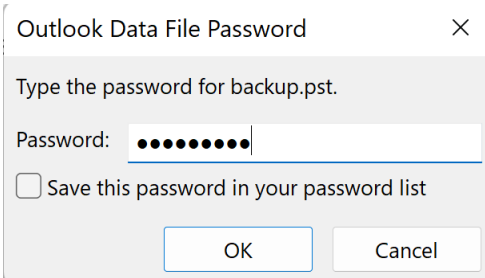


9. Once you've selected the location to save the PST file and clicked OK, click on Finish and Outlook will ask you if you'd like to create a password to protect your backup file:

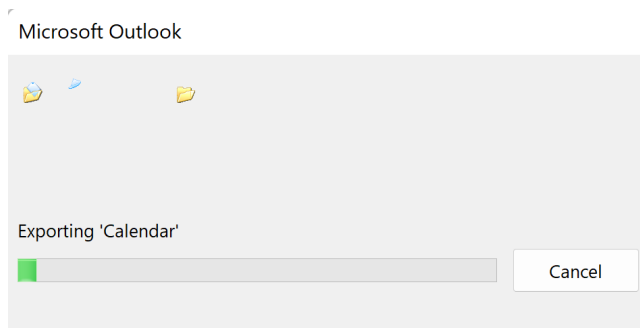


While this is optional, we strongly recommend that you use one and keep it stored in a safe place to be used later in the process. After you've set your password, click OK.

10. Outlook will immediately ask you to enter the password you just created:



11. After you enter your password and click OK, the process of creating your PST backup file will begin and show you a progress window:



12. Outlook will not be useable while this process runs, but make sure that you leave it open and do not hit cancel. Clicking Cancel or closing Outlook will require you to start the backup process over again.

13. The progress bar will restart for each category of item/folder within your Outlook account and only give time estimates for each step in the process, so the total time required for it to complete will not be easy to estimate. Depending on the how many items you have and your computer speed, it could take multiple hours to finish creating the backup file.

How do I know when it's done?

Once the backup process is completed, the progress window will disappear and Outlook will be able to be used as normal.

What should I do after the backup is complete?

For the most seamless transition, you should start the process of migrating the contents of your PST backup file to Google Workspace as soon as possible using the guide for the Google Workspace Migration for Microsoft Outlook (GWMMO) tool provided here:

<https://it.somhelp.vcu.edu/kb/articles/347-using-gwmmo-tool>

Items that show up in Outlook after you have generated the PST backup file will not be migrated automatically and will need to be manually forwarded or copied to your Google account.

What should I do if the backup didn't complete successfully?

If the backup process didn't complete successfully, please submit a ticket through Cherwell:
<https://itsupport.vcu.edu/CherwellPortal/>

Click on School/Unit Support then School of Medicine then SOM Client Services then Request Service and include as much information as you have about the issue. A SOMTech team member will reach out to assist you with troubleshooting and retrying the migration as soon as one is available.

Please make sure to include any details you have in the ticket including error messages, screenshots, affected email dates, etc.