



## EXPORTING MAILBOX TO A PST FILE

**INTRODUCTION:** A PST (aka Outlook data file) is the best file type to use for exporting emails from an online mailbox and saving this as a local copy which can be accessed any time via Outlook.

**SYSTEM REQUIREMENTS:** Any version of Outlook for Windows. This will not work with Outlook for MacOSX

### WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- Copy of Outlook 200, 2010, 2013 or 2016 for Windows

## STEP ONE

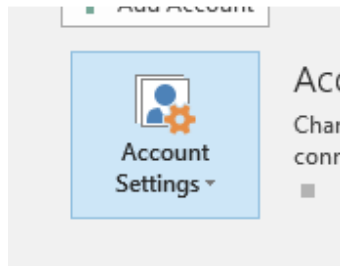
Firstly, we recommend turning off your Outlook cache, you need to sign into the mailbox on Outlook and turn off cache mode. To do this, do the below:

Click on the File tab in Outlook.



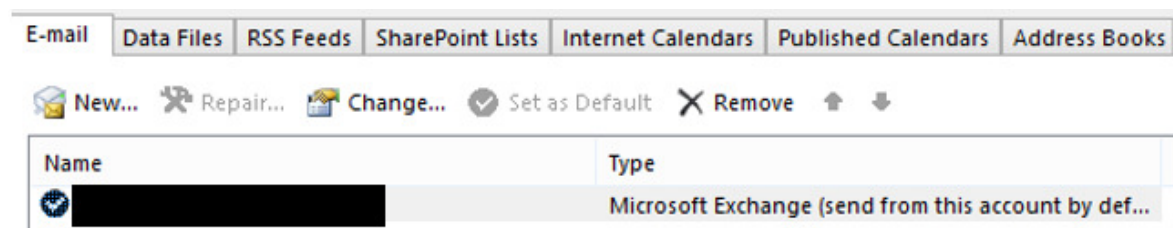
## STEP TWO

Go into Account Settings and then Account Settings once more.



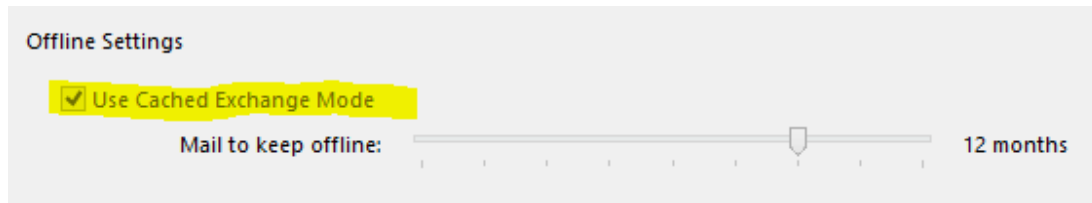
## STEP THREE

You will be presented with a pop-up. Double click into the email account you want to archive.



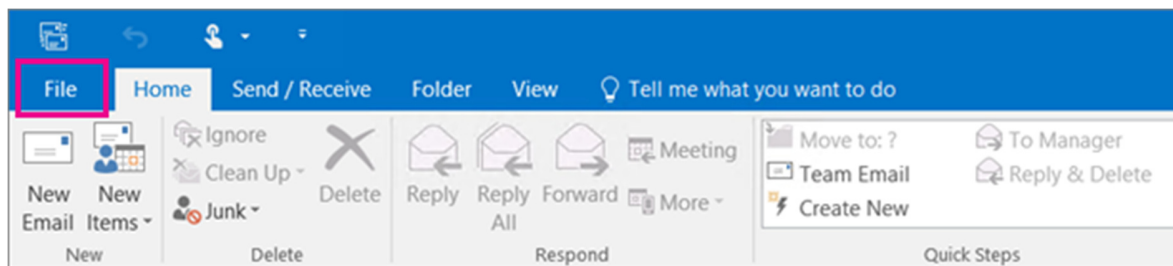
## STEP FOUR

Ensure the highlighted checkbox below is unchecked and then click ok:



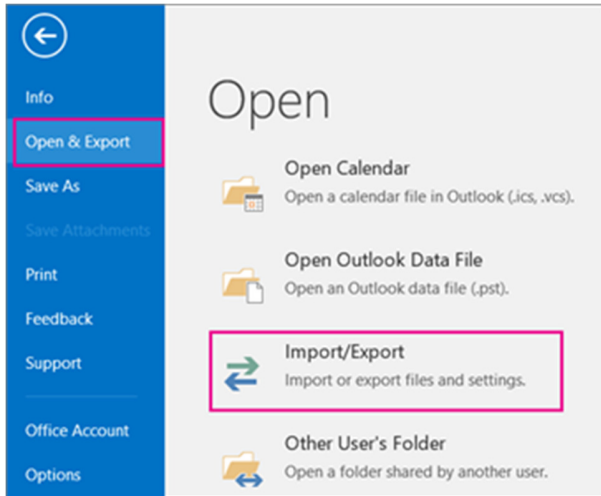
## STEP FIVE

Next you to export the mailbox, please do the below. At the top of your Outlook ribbon, choose File.



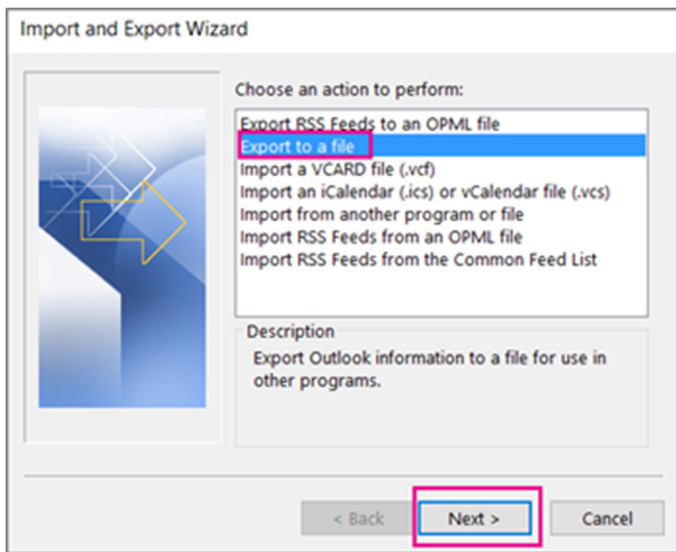
## STEP SIX

Choose Open & Export and then Import/Export.



## STEP SEVEN

Choose Export to a file.



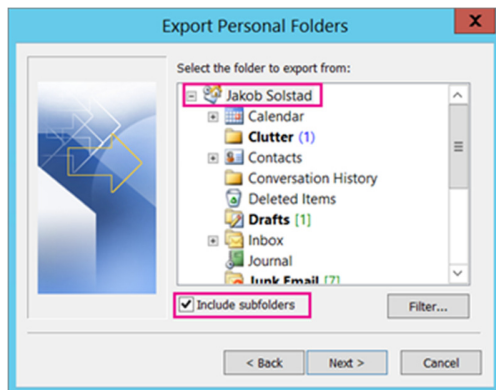
Click Outlook Data File (.pst), and then click Next.

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

For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)

## STEP EIGHT

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



Click Browse to select where to save the Outlook Data File (.pst). Type a file name, and then click OK to continue.

## STEP NINE

Click Finish.

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

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 (we usually recommend to not export duplicates).

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

Please note that if you select to use a password for the pst file and forget the password, we may not be able to assist in getting you back into that pst file.

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