

*In preparation for the migration from Google to Microsoft 365, you may need to archive, export or transfer some data or files that are not part of the migration process. It is recommended to connect to the virtual private network (VPN) at least once within two weeks prior to your agency's cutover to receive your profile update and any software that may be pushed.*

**Quick reference table:** [What is and is not being migrated?](#) (pg. 5)

**Quick reference table:** [Google Drive attributes migrating to Microsoft OneDrive](#) (pg. 7)

*Tip: Save the [Day 1 checklist](#) to your computer so you can refer to it after migration.*

## PLEASE REVIEW THE FOLLOWING INFORMATION BEFORE MIGRATION

Review the list of applications below and complete any appropriate tasks that require action. If tasks are not completed, data will not be migrated and you may not be able to recover it after migration.



**Archiving:** The records management tool, Vault, is being replaced with Microsoft Purview (an interim solution). If you are an agency records manager, please remove expired accounts before migration.



**Calendar:** Calendar data will be migrated. However, if you are currently the organizer of a meeting(s), you will need to replace the Google Meet link in your calendar entries with a link to a non-Google solution (e.g. Microsoft Teams). You can update the links to calendar events by following the guided steps outlined in these job aids:

- Outlook Desktop: [Updating Calendar Events to Replace Google Meet with Microsoft Teams Conference Details.](#)
- Outlook on the Web: [Replace Google Meet Invite with Microsoft Teams Invite using Outlook on the Web](#)

*Tip: Avoid scheduling critical meetings for the morning after migration to give yourself time to acclimate and verify your data. Print your calendar entries for the first two weeks after your migration.*

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**Contacts:** Contacts will be migrated. *There is no action required by users.*



**Google Chats:** No data from Google Chat will be migrated. (Please note that conversations in Google Chat normally are not retained beyond 24 hours.) The new chat function will be available in Microsoft Teams. Chats in Microsoft Teams will be retained in the same manner as emails and are subject to the Freedom of Information Act (FOIA). *There is no action required by users.*



**Google Docs:** Google Docs will be migrated to Microsoft OneDrive and are converted to Microsoft Word. *There is no action required by users.*



**Google Chrome:** Prior to migration, users will want to be sure and export their Google Chrome data such as bookmarks and passwords. Once the user account has been migrated, the Google Chrome profile will become suspended and Google sync will be paused.

Sync is the process which the Chrome profile can upload and download saved passwords, bookmarks, history, etc.

- Please click the [link](#) to view the KBA on the steps to take prior to migration such as exporting Google Chrome data.

**Note:** The remaining steps listed in the KBA above should only be taken once the account has been migrated and the sync is paused.



**Google Forms:** Google Forms will NOT be migrated. If you want to retain this data, save the form as a PDF file to your COV shared drive or your Google Drive prior to migration. To save form responses, export them to Google Sheets. They will be migrated to Microsoft OneDrive as Microsoft Excel documents. For instructions, please view the job aid: [Saving a Google Form to Your COV Shared Drive](#). After migration, reference the saved files to recreate the content in Microsoft Forms.



**Google Groups:** Google Groups will be migrated and converted to distribution lists in Microsoft.

*Tip: Export your distribution list as a backup by following the [job aid Export a list of group member](#).*

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**Google Keep:** Google Keep will **NOT** be migrated. To save your Google Keep notes, you can export your notes to a Google Doc before the migration. These Google Docs will be migrated to as Word documents to Microsoft OneDrive during the migration process. You may also choose to copy Google Keep content to Microsoft OneNote. For instructions on exporting your Google Keep notes, please select one of the options below:

- [Exporting Google Keep Content to Google Drive](#)
- [Manually Copy Google Keep Content to OneNote](#)



**Gmail:** Gmail will be migrated to Microsoft Outlook. Tasks in Gmail will be migrated to Tasks in Microsoft.

*Tip: Save a copy of your email signature block to your computer so you can recreate it in Outlook post-migration.*

*Tip: Take a screenshot of your inbox labels so you can refer to them post-migration. Please save your signature locally so you can recreate it in Outlook post-migration.*

*Tip: Clean up shared mailboxes and delete inactive mailboxes.*



**Google Photos:** Google Photos will **NOT** be migrated. To save your photos, download them to a folder and save them to your COV network drive or Google Drive. For instructions, please view the job aid: [Transferring Pictures from Google Photos to Your Network Drive](#).



**Google Sheets:** Google Sheets will be migrated to Microsoft OneDrive and converted to Microsoft Excel. *There is no action required by users.*



**Google Slides:** Google Slides will be migrated to Microsoft OneDrive and converted to Microsoft PowerPoint. *There is no action required by users.*



**Jamboard:** Jamboard data will **NOT** be migrated. You can save your Jams as PDF files by following the instructions in the job aid: [Transferring Jamboard to Your COV Network Drive](#).



**Mobile device management (MDM):** Authorized MDM users will be migrated. MDM users will need to uninstall the Google application and then install the new application by following the [MDM guidance for authorized users](#).

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**Agency-owned Android users:** Users who have an agency-owned Android device will have to perform a factory reset of the device after migration.

Agency-owned Android device users should identify if any locally stored information on their Android device needs to be moved to a computer as the Android device will need to be factory reset after migration.

- Prior to migration users can [export Android contacts](#) by following the procedures listed in the KBA.
- To transfer files from an Android to a computer, please follow the procedures in this link for [Option 2: Move files with a USB cable](#).

**Note:** The remaining steps listed in the KBA above should only be taken once the account has been migrated and the sync is paused.





**Google shared folders:** Content shared with you on your Google Drive will be migrated to Microsoft OneDrive; however, your folder permissions will NOT be migrated. Prior to migration, users should review and make a note of folder and document sharing permissions. Following migration, refer to your notes to re-establish sharing permissions.

Files that will not be migrated are .form, .map, .jam, .earth, .appmaker and .sdk.

## Training



- Training is available to help users learn more about the functionality of Outlook, OneDrive, SharePoint and many of the Microsoft suite programs.
- Training videos and job aids are located in the messaging services knowledge base on the VITA service portal. Click on the following link to access: [Learn about Microsoft 365](#).
- For more information on the messaging transition, visit the [Messaging Migration Hub](#).

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Email: Messages, Folders, Metadata and Settings			
 <b>Google Mail</b>	<b>Description</b>	<b>Migrated</b>	 <b>Microsoft Outlook</b>
<b>Mailbox</b>		<b>Yes</b>	<b>Mailbox</b>
<b>Oversized mailbox</b>	Oversized mailbox size limit is 50GB	<b>Yes</b>	<b>Oversized mailbox</b>
<b>Messages</b>		<b>Yes</b>	<b>Messages</b>
<b>Oversized messages</b>	Oversized message limit increases from 50MB to 150MB, with a default of 25MB	<b>Yes</b>	<b>Oversized messages</b>
<b>Attachments</b>	Any Exchange/Outlook email attachment (e.g., documents and files) will be migrated to Microsoft 365	<b>Yes</b>	<b>Attachments</b>
<b>Oversized attachments</b>	Oversized message limit increases from 25MB to 150MB+	<b>Yes</b>	<b>Oversized attachments</b>
<b>Inbox</b>		<b>Yes</b>	<b>Inbox</b>
<b>Drafts</b>		<b>Yes</b>	<b>Drafts</b>
<b>Sent</b>		<b>Yes</b>	<b>Sent items</b>
<b>Trash</b>	(allowed in CloudMD custom build only)	<b>Yes</b>	<b>Deleted items</b>
<b>Spam</b>	(allowed in CloudMD custom build only)	<b>Yes</b>	<b>Junk email</b>
<b>Archived messages (no label)</b>		<b>Yes</b>	<b>"All Mail" folder</b>
<b>Read state</b>	Email read status is maintained so unread emails can be prioritized	<b>Yes</b>	<b>Read state</b>
<b>Sent/received dates</b>		<b>Yes</b>	<b>Sent/received dates</b>
<b>Labels</b>	User's original labels and structure in Google are recreated as folders in Exchange/Microsoft 365. Nested labels become categories.	<b>Yes</b>	<b>Folders</b>
<b>Label colors</b>		<b>No</b>	<b>Category colors</b>
<b>Sub-labels</b>	Messages with multiple labels are migrated to the first label (folder) they were added to. Categories are migrated to Exchange/Microsoft 365	<b>Yes</b>	<b>Categories</b>
<b>Starred</b>	Starred messages in Gmail are marked as high priority in Microsoft	<b>Yes</b>	<b>High priority</b>

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Email: Messages, Folders, Metadata and Settings			
 <b>Google Mail</b>	Description	Migrated	 <b>Microsoft Outlook</b>
Important markers		No	Flags
Message ID		Yes	Random message ID
Snoozed	Gmail snoozed emails are not migrated. This is a limitation with the Google API.	No	Snoozed
Account delegates	Option to migrate Exchange account delegations to Exchange/Microsoft 365	Yes	Account delegates
Aliases/send as		No	Aliases/send as
Filters		No	Inbox rules
Forwarding		No	Forward settings
Vacation responder	<p>Migrated:</p> <ul style="list-style-type: none"> <li>- Start date, end date - Toggle on/off: Only send a response to people in COMPANY_NAME = inside my organization vs. outside my organization</li> </ul> <p>Not migrated:</p> <ul style="list-style-type: none"> <li>- Subject, message</li> <li>- Users will need to toggle “on” automatic replies/out of office</li> <li>- Message from “inside my org” can be copied to “outside my org”</li> <li>- FYI - Discovery added a vacation report for FYI to the agencies – agency can submit a ticket for delegated access post migration and reset Out of Office for employees who are out of office during migration.</li> </ul>	Yes	Out of office
POP/IMAP settings		No	POP/IMAP settings
Signature	Option to migrate a user's signature(s) to Exchange/Microsoft 365	No	Signature

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Other settings		No	Some alternatives
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Google Drive Attributes Migrating to Microsoft 365			
 Google Drive	Description	Migrated	 Microsoft OneDrive
Folder hierarchies and files	Google Drive and shared drives folder hierarchies from the source file system are recreated in the destination	Yes	
Preserve file dates	Option preserves the source file modified dates	Yes	
Folder and file ACLs	Option enables file system access control lists to be migrated	Yes	
Migrate empty folders	Folders empty of any files are migrated	Yes	
Simultaneous migrations	The tool supports simultaneous migrations if the source platform allows this	Yes	
Provision destination account	The tool will optionally create account(s) in OneDrive for Business	Yes	
Google Chats	Former Google Hangout chats will be migrated to users' mailboxes.	Yes	

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