

KNOWLEDGE BASE · PUBLIC DOCUMENT

Moving from the classic Outlook to the new one: what comes with you and what does not

E-mail

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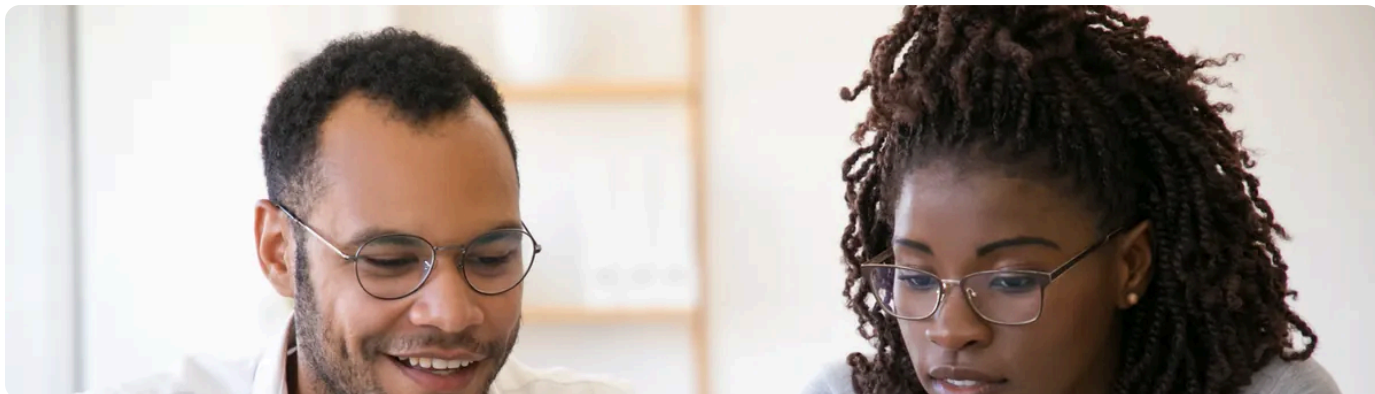
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The short answer: when moving from classic Outlook to the new one, **mail from IMAP accounts** comes by itself, because it is on the server. What may **stay behind** is whatever exists only on the computer: mail from **POP** accounts and **PST files**, calendar and contacts marked “This computer only”, **rules**, **signatures** and **add-ins**.

What comes and what stays

What	When moving to the new Outlook
Mail from IMAP accounts	Comes: it is on the server and the new Outlook syncs it again.
Mail from POP accounts and PST files	May stay behind: it exists only in classic’s file.
Calendar and contacts of an IMAP account	They stay on the computer, in classic. See “This computer only” .
Signatures	Usually do not come over: recreate them. See the signature in the new Outlook .
Rules	Not all carry over. Review them in the new one.
Older add-ins	They do not work in the new Outlook.

Moving without losing anything

1

Check that the accounts are IMAP in classic. If any is POP, switch it to IMAP first: **POP or IMAP**.

2

Export what is local: in classic, File > Open & Export > Import/Export, and export calendar and contacts to a file.

3

Copy the signatures (text and images) into a document, to recreate them in the new one.

4

Note down the important rules, with their conditions and actions.

5

Switch on the new Outlook and let it sync. Check the folders, then import the calendar and contacts and recreate signatures and rules.

6

Keep classic installed for a while: if something is missing, it is still there.

Do not delete the PST file or the POP account in classic before confirming the old mail is on the server or in a copy. Once deleted, we cannot recover it on our side.

Before moving, read the comparison: in some cases staying on classic is the better choice. **Classic Outlook or the new Outlook.**

Need help moving POP accounts to IMAP before switching? Open a ticket.

[Open a support ticket](#)

SEE ALSO

Classic Outlook or the new Outlook: what changes, and which one to use

Switching between the new and the classic Outlook, and going back

Calendar and contacts marked This computer only in Outlook: why IMAP does not sync them

Your e-mail signature in the new Outlook: creating it and choosing when it appears

POP or IMAP: which to choose, and what you lose by picking wrong

Repairing the Outlook data file: damaged PST or OST, SCANPST and a new OST



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