MIGRATION PLAYBOOK · GOOGLE WORKSPACE

How to migrate from Google Workspace to Microsoft 365

Move Gmail, Calendar, Contacts, Drive and shared drives into Exchange Online, OneDrive and SharePoint with Microsoft's own tools, then cut over mail without losing a message.

Updated 4 Nov 2026 7 phases 39 detailed steps 26 official sources

START HERE

How do you migrate from Google Workspace to Microsoft 365?

SHORT ANSWER

This moves email, calendars, contacts and files from Google Workspace to Microsoft 365 with Microsoft's own tools, included with Microsoft 365. Mail moves through the Google Workspace migration in Exchange Online (Microsoft 365 email), in batches: groups of mailboxes copied together.

- **Recommended route:** Microsoft native tools: Google migration in Exchange Online, plus Migration Manager for files
- **Order:** Clean up in Google and set up Microsoft 365 first, copy mail and files in the background while people keep working in Google, then switch the MX record and run the last file top-up.
- **7 phases:** Get ready, Set up Microsoft 365, Copy mail and calendars, Copy the files, Replace what does not move, Switch over and Check and clean up.
- **You're done when:** Every mail batch user and Drive task is Completed, with only gaps the owners accepted.

Files move through Migration Manager, Microsoft's file migration tool in the Microsoft 365 admin center, into OneDrive (each person's files) and SharePoint (team files). Users keep working in Gmail and Drive while the copies run, and the MX record (the DNS setting that tells the internet where to deliver your email)

changes last. The time depends on how much mail and how many files you have: batches and file passes run in the background until each one has synced.

RECOMMENDED ROUTE

Microsoft native tools: Google migration in Exchange Online, plus Migration Manager for files

First-party tools from Microsoft for both mail and files, and users keep working in Google while the copies run.

▼ **Other options and when to use them**

- **Simplified Gmail migration and Migration Manager Lite**
  : Smaller tenants (a tenant is your organisation's own Microsoft 365 setup). The admin center offers Simplified Gmail migration when you have 1,000 or fewer Google mailboxes, and turns on Migration Manager Lite by default when you have fewer than 300 Microsoft 365 licences. Microsoft says Simplified Gmail migration is not available worldwide yet.
- **Third-party platform such as CloudM, BitTitan MigrationWiz or Movebot**
  : You must move Google Chat history, room calendars or other content Microsoft's tools skip, or want one vendor for mail and files.

TOOLS FOR THIS PLAN

Not sure which route?
Answer 5 quick questions

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

Tick-off checklist
Google Workspace to Microsoft 365 migration checklist

Tell your staff
Staff guide and ready-to-send emails

See it done
A worked example, start to finish

Compare options
Compare Microsoft 365 migration tools

Check your DNS
MX, SPF, DKIM and DMARC lookup

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Clean up in Google and set up Microsoft 365 first, copy mail and files in the background while people keep working in Google, then switch the MX record and run the last file top-up. Rebuild what does not move, and remove Google last, because removing it deletes the data.

1. **Inventory and clean-up in Google**
   Migration Manager silently skips orphaned files and all but one of two shared drives with the same name, so fix these first. Less data also means shorter copies.
2. **Microsoft 365 domain, routing subdomains and unlicensed mail users**
   Each mail batch converts a mail user into a mailbox, and the routing subdomains let mail reach people on either system while the move runs.
3. **Pilot: one small mail batch and a few drives**
   Shows how fast mail and files copy, what is skipped, and what users notice, before everyone moves.
4. **Mail batches, licensing each person the day their batch starts**
   Batches keep syncing until you complete them, so starting early costs nothing. Licences must come after the batch starts and within 30 days.
5. **OneDrive pre-provisioning, then the first file pass for My Drive and shared drives**
   A OneDrive must exist before files can go in it, and the first pass is the longest, so run it while people still work in Google.
6. **MX change, then the final file top-up**
   Until every batch is complete, Google still holds mail for people not yet moved. The last file top-up runs as users switch, so no edit made in Google is left behind.
7. **Rebuilds: Google Sites, Apps Script, Sign in with Google apps and Chat exports**
   Sites and scripts need the files already in SharePoint to relink to, and all of it must be done before Google accounts close.
8. **Clean-up: batches, endpoint, routing subdomains, then Google licences**
   Forwarding from Gmail needs each Google licence until mail stops arriving there, and removing licences deletes the Google data.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

- [ ] **Which mail path you get**
  Whether you use the classic batch migration in the Exchange admin center or Simplified Gmail migration.

  ▼ How each tool handles it

Built-in method	The Google migration dashboard in the Microsoft 365 admin center sends tenants with 1,000 or fewer Google mailboxes to Simplified Gmail migration, and larger tenants to the classic batch migration. The classic path gives more control over batches. Microsoft says Simplified Gmail migration is not available worldwide yet.

Tip: Open the dashboard before you plan dates, and record which path your tenant was given.

Microsoft Learn: Consolidated Google Workspace migration

- [ ] **What mail content moves**

Which of Mail, Calendar, Contacts and Rules to tick in each batch, and whether to raise message size limits first.

▼ How each tool handles it

Built-in method	Exchange Google migration: copies mail, calendars, contacts and rules. Gmail labels become folders, and Gmail filters arrive as Outlook rules that are turned off. Messages over the message size limit (35 MB by default) are skipped. Vacation replies, room bookings, shared calendars and event colours do not move.
BitTitan MigrationWiz	Migrates Google resource calendars to room mailboxes, and every calendar a user owns with MigrateGmailAllCalendar=1. Since 1 October 2026 you must first add its app ID to the tenant's EWS allow list.
CloudM Migrate	Moves users, groups and resources into Microsoft 365, with Gmail, contacts and Google Calendar going to Exchange Online.

Tip: Raise message size limits for mailboxes that hold large attachments before their batch starts, and tell users to turn their rules back on.

Microsoft Learn: Perform a Google Workspace migration

- [ ] **Licence timing**

When to assign each person's Microsoft 365 licence, and how long to keep their Google licence.

▼ How each tool handles it

Built-in method	Exchange Google migration: a licence assigned before the batch starts creates a mailbox the batch cannot convert. Once the batch starts, you have 30 days to assign it.

	Google forwarding to Microsoft 365 needs the Google licence until mail stops arriving at Google.

Tip: Keep migrating users out of group-based licensing until their batch starts, then licence them the same day.

Microsoft Learn: Google Workspace migration prerequisites

- [ ] **Retention and archive policies**

Whether to pause retention (rules that move or delete old mail) on migrating mailboxes during the copy.

▼ **How each tool handles it**

Built-in method	Exchange Online: items that retention or archive policies move or delete during the copy show as missing in verification. Microsoft recommends turning these policies off, or placing the mailbox on retention hold, until the migration is complete.

Tip: Record the hold dates for each mailbox in your compliance record.

Microsoft Learn: Place a mailbox on retention hold

- [ ] **File versions**

How many versions of each file to bring across: only the current one, a set number, or all.

▼ **How each tool handles it**

Built-in method	Migration Manager: copies only the current version by default. Under Project settings > Advanced > File versions you can choose a specific number or all versions (up to 50,000). Microsoft recommends no more than 10, because native Google files may be throttled above that. The destination library must have versioning turned on, and a file counts as migrated only when all its versions arrive.
BitTitan MigrationWiz	Number of versions is set on the Source/Destination tab, from 1 to 25, default 1. Custom version names and minor revisions of Google files are not migrated, and Drawings and Slides show the latest content in every version.
CloudM Migrate	"Migrate previous document versions" offers 5, 10, 15, 25 or All, major versions only. Changing the number between delta runs replaces documents at the destination.

Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: Pick a small number for most drives and more only where owners need the history. Versions take OneDrive and SharePoint storage too.

Microsoft Learn: Migration Manager file versions

- [ ] **Permissions and user mapping for files**

Which Microsoft 365 account and group each Google user and group becomes, and whether file-level sharing (not just folder sharing) must come across.

▼ How each tool handles it

Built-in method	Migration Manager: maps users and groups automatically; you review the matches and upload the rest. Folder permissions move by default. File-level permissions are off by default, so files inherit their folder, and Microsoft notes turning them on can slow the copy. Editors become Can edit and Commenters and Viewers become Can view. Shared drive Managers become Can edit, not owners.
BitTitan MigrationWiz	Permissions move only if Documents and Permissions are both selected in the first pass. By default it maps permissions by swapping the source domain for the destination domain; use UserMapping for more domains.
CloudM Migrate	Maps Google groups to Microsoft 365, where they can become Microsoft 365 Groups.

Tip: Create Microsoft 365 groups with the same members as each Google group before the first pass, and add site owners yourself.

Microsoft Learn: Migration Manager permission settings

- [ ] **Sharing with outside people**

Who reshares files with partners and guests after the move, and by when.

▼ How each tool handles it

Built-in method	Migration Manager: does not recreate external sharing links and does not share content with external collaborators.
BitTitan MigrationWiz	Link sharing settings are not migrated, and permissions for other domains are not migrated by default.

Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: Ask users to list files they share outside the business before the scan, and give owners a resharing date.

Microsoft Learn: Migration Manager Google FAQ

- [ ] **Created and modified dates and authors**

Whether original file dates and the names of who created and last changed each file must survive.

▼ How each tool handles it

Built-in method	Migration Manager: Microsoft says identity mapping is needed so metadata lands correctly, but its Google documentation does not list which date and author fields move. Not stated in Microsoft's documentation: test it in your pilot.
BitTitan MigrationWiz	Migrates file and folder name, modified date, modified by and created date. Creator is migrated but BitTitan warns it may not be accurate.
CloudM Migrate	Not stated in CloudM's documentation: test it in your pilot.

Tip: In the pilot, compare Modified and Modified By on a few files in Google and in OneDrive.

Microsoft Learn: Step 5, map identities

- [ ] **Google files, shortcuts and orphaned files**

Which Google-only content needs a plan of its own: Sites, Maps, Forms, shortcuts and loose files.

▼ How each tool handles it

Built-in method	Migration Manager: Docs, Sheets and Slides become .docx, .xlsx and .pptx. Google Forms move only if you set a Forms destination. Google Sites, Google Maps and shortcuts do not move. Orphaned files (files with no folder, often left when a sharer deletes or leaves) are not scanned, migrated or reported.
BitTitan MigrationWiz	Converts Drawings to JPEG, Apps Script to JSON, Jamboard to PDF and Forms to a zip of HTML and a CSV of responses. Shortcuts and Google Sites are not migrated.

Tip: Ask users to move loose files into a folder in My Drive and list their shortcuts before the scan.

Microsoft Learn: Unsupported files in Migration Manager

- [ ] **Shared drive names and destinations**

Which SharePoint site and folder each shared drive goes to, and which drives need renaming.

▼ How each tool handles it

Built-in method	Migration Manager: when two shared drives share a name, only the first is migrated, and slashes in drive names are not supported. If the destination is a library root, the drive's root folder permissions are not migrated. A destination cannot be changed once a task has run.

Tip: Send each shared drive to a new folder inside its library, not the library root.

Microsoft Learn: Migration Manager Google FAQ

- [ ] **Top-up copies (delta passes)**

How many top-up copies (delta passes: copies of only what changed since the last copy) to run, and in which mode.

▼ How each tool handles it

Built-in method	Mail: a batch keeps syncing until you complete it, and completing runs a final sync. Files: Migration Manager reruns copy new and changed files, but skip a file whose OneDrive copy is newer and do not carry permission-only changes. The other mode, "Migrate all files and overwrite any existing ones", overwrites edits made in OneDrive. Renamed or moved folders copy again as new content.
BitTitan MigrationWiz	Not a sync tool: each pass is run by you. OverwriteDestinationFilePermissionsAndMetadata=1 updates permissions on files already copied; BitTitan advises it for the final pass only. A file renamed at the source arrives as a new file.
CloudM Migrate	Not stated in CloudM's documentation: test it in your pilot.

Tip: Freeze folder names and structure in Google from the first pass until the final top-up.

Microsoft Learn: Delta sync in Migration Manager

- [ ] **Task size and throttling**

How to split large drives into tasks, and how many to run at once.

▼ **How each tool handles it**

Built-in method	Migration Manager: Microsoft advises no more than 100,000 items or 1 TB per task, and runs at most 50 cloud tasks at once, counting scans. Google files last changed before 2 May 2022 show as 1 byte in the scan, so totals understate storage. Throttling means a service slowing down heavy traffic; copying versions adds load on the Google side.
BitTitan MigrationWiz	BitTitan says its Google Drive (Own Service Account) connector greatly reduces throttling and recommends it for all Google Drive moves.

Tip: Split big drives by root folder and schedule the largest tasks first.

Microsoft Learn: Step 2, scan and assess Google Drives

☐ **Google Chat history**

Whether Chat history is exported for records, copied into Teams with a tool, or left behind.

▼ **How each tool handles it**

Built-in method	Microsoft's tools: do not move Google Chat. Google Vault can export Chat messages sent with history on, including direct messages and selected spaces, before the accounts close.
Cloudiway	Moves Google Chat spaces to Teams channels and direct messages to Teams chats. Meeting-linked spaces are not supported, and only the latest 1,000 messages per space move by default.

Tip: Run any Vault export before you remove Google licences, because removing them deletes the data.

Google Vault Help: Use Vault to search Google Chat

THE PLAN, PHASE BY PHASE

1 Get ready — Before you start

List every user,

shared drive, Google Site and Apps Script project in a mailbox and data inventory.

Pick a Microsoft 365 plan for each group of users by the features they use.

Open the Google migration dashboard in the Microsoft 365 admin center to

see which mail path you get.

Ask owners to delete or archive old drives and data nobody needs.

Have departing staff transfer file ownership in Google before the scan.

Rename shared drives that share a name or contain a slash.

Watch out: Migration Manager: orphaned files (files with no folder, often left when someone who shared a folder deletes it or leaves) are not scanned, migrated or reported.

WAYS AROUND IT

- Ask users to move important loose files into a folder in My Drive before the scan.

Watch out: Migration Manager: when two shared drives share a name only the first is migrated, and slashes in drive names are not supported.

WAYS AROUND IT

- Sort the Manage shared drives list in the Google Admin console by name, then rename duplicates before you scan.

Show the detailed steps (4) →

2 Set up Microsoft 365

Verify your domain in Microsoft 365, and leave MX pointing at Google for now.

Add two routing subdomains (extra addresses such as o365.contoso.com

and gsuite.contoso.com, so mail flows to both systems during the move).

Allow automatic forwarding in Google for migrating users, and in Exchange Online to the Google routing domain.

Create a mail user in Exchange Online for each person, but do not

assign a licence yet.

> **Watch out:** Exchange Google migration: a licence assigned before a person's batch starts creates a mailbox the batch cannot convert. Once the batch starts, you have 30 days to licence.
>
> **WAYS AROUND IT**
>
> - Keep migrating users out of group-based licensing until their batch starts, then licence them the same day.

> **Watch out:** Exchange Online: items that retention or archive policies move or delete during the copy show up as missing in verification.
>
> **WAYS AROUND IT**
>
> - Put migrating mailboxes on retention hold once their batch starts, and release it after you check them.

Check your DNS records before and after the change

Show the detailed steps (6) →

3 Copy mail and calendars

Start a migration batch (a group of mailboxes copied together) in the Exchange admin center and let

it create the Google project and key.

Authorise the service account in the Google Admin console as a super administrator.

Run a pilot batch from a CSV file, ticking Mail, Calendar, Contacts and Rules.

Assign each person's Exchange Online licence

as soon as their batch starts.

Complete each batch when it shows Synced, so Google forwards new mail to Microsoft 365.

Watch out: Exchange Google migration: room bookings, shared calendars, event colours and vacation replies do not move, so room calendars arrive empty.

WAYS AROUND IT

- Create room mailboxes before cutover, export future bookings, and have organisers re-book recurring meetings.
- List shared calendars with their owners so they can share them again from Outlook.

TOOLS THAT CAN DO IT

BitTitan MigrationWiz

PROFILE

Migrates Google resource calendars to room mailboxes, and all of a user's calendars with MigrateGmailAllCalendar=1. Since 1 October 2026 you must first add its app ID to the tenant's EWS allow list.

CloudM Migrate

PROFILE

Moves users, groups and resources into Microsoft 365, with Gmail, contacts and Google Calendar going to Exchange Online.

Show the detailed steps (6) →

4 Copy the files

Pre-provision OneDrive (create each OneDrive in advance) for licensed users with SharePoint Online Management Shell.

Install the Microsoft 365 Migration app from Google Workspace Marketplace and connect Migration Manager.

Map Google users and groups to Microsoft

365 accounts, and check the automatic matches.

Send each shared drive to a new folder in its SharePoint site, and add business owners yourself.

Run a first pass, then freeze the folder structure until the final delta (top-up of new

and changed files).

> **Watch out:** Migration Manager: Microsoft advises no more than 100,000 items or 1 TB per task. Google files last changed before 2 May 2022 show as 1 byte in the scan.
>
> **WAYS AROUND IT**
>
> - Split large drives into tasks by root folder, and treat scan totals as a minimum when planning storage.

> **Watch out:** Migration Manager: by default it copies only the current version of each file, and folder permissions but not file-level ones. Shared drive Managers arrive as editors, not owners.
>
> **WAYS AROUND IT**
>
> - Before the first run, set File versions (Microsoft suggests no more than 10) and file permissions only where people need them, then add site owners with Teams PowerShell.

> **Watch out:** Migration Manager: folders renamed or moved between passes copy again as new content, which creates duplicates.
>
> **WAYS AROUND IT**
>
> - Tidy up in Google before the first scan, or in SharePoint after cutover.

Show the detailed steps (5) →

5 Replace what does not move

Before Google accounts close

Rebuild Google Sites as SharePoint communication or team sites.

Replace each Apps

Script project with a Power Automate flow or an Office Script, or retire it.

Move apps that use Sign in with Google to Microsoft Entra ID single sign-on.

Export Google Chat history you must keep with Google Vault.

Give owners a date to reshare files with guests.

Ask organisers to turn recurring meetings into Teams meetings after their batch completes.

Watch out: Google Sites, Google Maps, Chat history, shortcuts and external sharing links do not move with Microsoft's tools.

WAYS AROUND IT

- Give each item an owner and a date, as in the actions above.

TOOLS THAT CAN DO IT

Cloudiway

PROFILE

Moves Google Chat spaces to Teams channels and direct messages to Teams chats. Meeting-linked spaces are not supported, and only the latest 1,000 messages per space move by default.

Show the detailed steps (4) →

6 Switch over

After every batch has synced

Lower the TTL

on the MX record (how long other servers cache it) a day or more before cutover.

Replace the Google MX records with the Microsoft 365 value from the admin center.

Add Microsoft 365 to SPF (the list of services allowed to

send as your domain), and set up DKIM (a signature that proves mail is yours).

Run the final file delta as users switch to OneDrive.

Send the quick-start guide, and have users move phones and desktop apps to Microsoft 365.

> **Watch out:** Other mail servers cache the old MX record for a while, so some senders keep delivering to Google. Forwarding from Gmail works only while the user still has a Google licence.
>
> **WAYS AROUND IT**
>
> - Keep Google licences and forwarding until Email Log Search shows no new inbound mail.
> - Time the Google renewal around the MX change.

Turn this phase into dated tasks with the cutover planner

Show the detailed steps (5) →

7 Check and clean up

Check every batch user and Drive task is Completed, with only the gaps you expected.

Confirm permissions and site owners match Google, and that rooms accept bookings.

Confirm no mail reaches Gmail and no files changed in Google since the final delta.

Remove the completed batches, the migration endpoint, the routing subdomains and extra aliases.

Export anything you must keep, then remove Google licences and the Google tenant.

Watch out: Neither Microsoft tool copies data back to Google, and removing Google licences deletes the Gmail, Drives, Sites and scripts.

WAYS AROUND IT

- Keep Google running until every check passes and every export is done.

Show the detailed steps (5) →

You are finished when

- Every mail batch user and Drive task is Completed, with only gaps the owners accepted.
- Outside mail arrives in Microsoft 365, and SPF, DKIM and DMARC pass.
- Every user sends, receives, syncs files and joins Teams meetings on every device.
- No mail or file edits reach Google, and former Google sign-in apps use Microsoft Entra ID.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance —

Microsoft provides first-party tools for both halves of this move. Mailboxes, calendars and contacts go through the Google Workspace migration in Exchange Online. Files go through Migration Manager, which connects to Google Drive through a Google Workspace Marketplace app and copies My Drive and shared drive content into OneDrive and SharePoint.
The order matters. Build the Microsoft 365 tenant and routing first, migrate mail in batches while users keep working in Gmail, migrate files, then change MX last.

This guide follows that order. If you only need the DNS part, see the DNS and email cutover guide.

MAIL, CALENDAR, CONTACTS
Google Workspace (Gmail) migration in the Exchange admin center, or Simplified Gmail migration in the Microsoft 365 admin center for smaller tenants

DRIVE AND SHARED DRIVES
Migration Manager in the Microsoft 365 admin center, using the Microsoft 365 Migration app from Google Workspace Marketplace

MAIL ROUTING DURING THE MOVE
Two routing subdomains, one pointing at each platform, so mail flows both ways until the MX change

MX RECORD
Changed last, after every batch has synced

NOT MOVED
Google Sites, Google Maps, shared calendars, room bookings, vacation responders, external sharing links

1 What you need before step one

Need	Details	Where to get it
Exchange Online admin	At least the Recipient Management role group, for mail users, the migration endpoint and batches.	Exchange admin center (https://admin.exchange.microsoft.com) > Roles > Admin roles
Migration Manager admin	SharePoint Administrator or Microsoft 365 Migration Administrator, for Drive and shared drive moves. SharePoint Administrator also runs SharePoint Online Management Shell.	Microsoft 365 admin center (https://admin.microsoft.com) > Roles > Role assignments

Need	Details	Where to get it
Google admins	A super administrator to authorise domain-wide delegation and install the Microsoft 365 Migration app from Google Workspace Marketplace. Project Creator and Create Service Accounts roles in Google Cloud for the migration admin.	Google Admin console (https://admin.google.com) > Account > Admin roles; Google Cloud console (https://console.developers.google.com) > IAM & Admin
Licences	A Microsoft 365 plan per user that covers the features they use, with Exchange Online assigned only after the batch starts. Keep Google Workspace licences until MX has changed and mail stops arriving at Google.	Microsoft's plan comparison pages; check current pricing. Assign licences
Exchange Online PowerShell	For mail users, remote domains and batch commands.	Install the module and connect
SharePoint Online Management Shell	To pre-provision OneDrive with Request-SPOPersonalSite before Drive migration.	Install SharePoint Online Management Shell
Teams PowerShell	The MicrosoftTeams module, to set owners on the teams behind migrated shared drives.	https://learn.microsoft.com/microsoftteams/teams-powershell-install
Migration Manager	Moves My Drive and shared drives. Tenants with fewer than 300 licences get Migration Manager Lite by default.	Microsoft 365 admin center (https://admin.microsoft.com) > Setup > Migration resources. Microsoft's overview: https://learn.microsoft.com/en-us/sharepointmigration/mm-google-overview

Need	Details	Where to get it
DNS and domains	Sign-in to your DNS host for the routing subdomains, MX, SPF and DKIM. Domains verified in both Microsoft 365 and Google.	Add a domain to Microsoft 365, add a domain to Google Workspace
Files to prepare	Mailbox and data inventory, identity and licence mapping sheet, batch CSVs (EmailAddress, Username), a users.txt list for OneDrive, and a list of Google Sites, Apps Script projects and Chat history you must keep.	Google Admin console reports; Apps Script dashboard (https://script.google.com); Google Vault (https://vault.google.com)

2 Inventory, licence mapping and tool choice

4 steps

Start with an inventory: every user, shared mailbox equivalent (Google Groups and delegated mailboxes), each user's Drive size, every shared drive and its members, Google Sites, Apps Script projects and third-party apps that use Google sign-in. Record it in a mailbox and data inventory so you can plan batches.

1

Map features, not plan names

Where: Your Identity and licence mapping sheet, with Microsoft's plan comparison pages open in a browser

Google Workspace editions and Microsoft 365 plans do not line up one to one. For each group of users, add a row and list what they actually use: desktop Office apps or browser only, mailbox and archive size, device management, data loss prevention, eDiscovery, Teams meetings and phone. Then pick the Microsoft 365 plan that covers that list and write it in the row. Check Microsoft's current plan comparison and pricing pages rather than relying on an old spreadsheet.

✓ **You should see:** Every user group in the sheet has a named Microsoft 365 plan and the features that justify it.

2

Choose the mail migration path

Where: Microsoft 365 admin center (admin.microsoft.com) > migration page (admin.microsoft.com/adminportal/home#/featureexplorer/collections/Migrations) > Google migration option

Sign in as an admin and open the migration page. Select the **Google migration option** at the top of the page to open the consolidated Google migration dashboard, add your Google source domain, then choose the **Mail** tile. For mail the dashboard routes tenants with 1,000 or fewer source mailboxes to **Simplified Gmail migration** and larger tenants to the classic batch migration in the Exchange admin center. The classic path gives you more control over batches and is documented step by step in the Gmail to Exchange Online guide.

✓ **You should see:** The dashboard shows a Mail tile with your Google mailbox count and sends you to either Simplified Gmail migration or the classic migration.

3

Choose the file migration path

Where: Microsoft 365 admin center (admin.microsoft.com) > Billing > Licenses, then Setup > Migration resources

Use **Migration Manager** for Google Drive. Under **Billing** > **Licenses**, check how many Microsoft 365 licences the tenant has. Microsoft enables **Migration Manager Lite** by default for tenants with fewer than 300 Microsoft 365 licences when the project is created. Lite keeps the connect and migrate stages and walks you through the rest in a guided setup. You open Migration Manager later from **Setup** > **Migration resources** > **Explore migration & imports tools** > **Google Workspace**.

✓ **You should see:** You know whether the project will open in standard Migration Manager or the Lite wizard, and you have recorded it in the plan.

4

Check admin roles

Where: Microsoft 365 admin center > Roles > Role assignments; Exchange admin center (admin.exchange.microsoft.com) > Roles > Admin roles; Google Cloud console (console.developers.google.com) > IAM & Admin > Manage Resources

You need at least the **Recipient Management** role group in Exchange Online for mail. For Migration Manager you need the SharePoint admin role or the Microsoft 365 Migration Administrator role. On the Google side you need an administrator who can create a Google Cloud project, a service account and a key, and who can install Marketplace apps. In the Google Cloud console, select the resource, then on the **Permissions** tab select **Add Principal**, enter the migration admin and add the **Project Creator** and **Create Service Accounts** roles, then **Save**.

✓ **You should see:** The migration admin shows the roles in each portal. Google role changes can take up to 15 minutes to apply.

Turn off retention while you migrate. Microsoft recommends disabling MRM and archive policies on migrating mailboxes. Items those policies move or delete are flagged as missing in verification, which looks like data loss.

3 Set up routing domains and provision mail users

6 steps

During the migration both platforms hold mail for the same domain. Microsoft's design uses two subdomains so each side can forward to the other. The examples use `contoso.com` as the primary domain.

1

Add the Microsoft 365 routing subdomain in Google

Where: Google Admin console (admin.google.com) > Menu > Account > Domains > Manage domains > Add a domain

Enter `o365.contoso.com`, select **User alias domain** and select **Add domain & start verification**. Follow the on-screen steps until the domain is verified; a subdomain of your primary domain may verify automatically. Microsoft warns against using `tenant.onmicrosoft.com` for routing because Google then asks every user to verify the forwarding address. The full procedure is in add a domain to Google Workspace.

✓ **You should see:** The domain shows as Active (verified) in Manage domains.

2

Add the same subdomain to Microsoft 365

Where: Microsoft 365 admin center (admin.microsoft.com) > Settings > Domains > Add domain, then your DNS host's control panel

Add `o365.contoso.com` to Microsoft 365 as an accepted domain, following add and verify a domain in Microsoft 365. At your DNS host, create its MX record pointing to Microsoft 365, using the MX value shown under **Settings** > **Domains** > `o365.contoso.com` > **DNS records**.

✓ **You should see:** The subdomain is listed in Settings > Domains with no missing records, and nslookup -type=mx o365.contoso.com returns the Microsoft 365 host.

3

Add the Google routing subdomain

Where: Google Admin console > Menu > Account > Domains > Manage domains > Add a domain, then your DNS host's control panel

Add `gsuite.contoso.com` as a second **User alias domain** in Google and verify it. At your DNS host, give it Google's MX record: host `gsuite`, value `smtp.google.com`, priority 1. Google can take up to 24 hours to apply the setting to all users.

```
gsuite.contoso.com.  MX  1  smtp.google.com.
```

✓ **You should see:** The domain shows as Active in Manage domains, and nslookup -type=mx gsuite.contoso.com returns smtp.google.com.

4

Allow automatic forwarding to Google

Where: Exchange admin center (admin.exchange.microsoft.com) > Mail flow > Remote domains, or Exchange Online PowerShell connected with Connect-ExchangeOnline

If you have changed transport defaults, make sure Exchange Online can auto-forward to the Google routing domain. Either enable it on the default remote domain or create a remote domain for `gsuite.contoso.com`. In the EAC select **Add a remote domain**, enter a name and the domain, and on the **Email reply types** screen allow automatic forwarding. Or run the commands below after you connect to Exchange Online PowerShell. If your outbound spam policy also blocks forwarding, see the Gmail to Exchange Online guide.

```
New-RemoteDomain -Name "Google routing" -DomainName gsuite.contoso.com
Set-RemoteDomain -Identity "Google routing" -AutoForwardEnabled $true
Get-RemoteDomain -Identity "Google routing" | Format-List DomainName,AutoForwardEnabled
```

✓ **You should see:** Get-RemoteDomain shows DomainName gsuite.contoso.com and AutoForwardEnabled True.

5

Allow Google users to forward mail

Where: Google Admin console > Menu > Apps > Google Workspace > Gmail > End User Access > Automatic forwarding

If your Google policy stops users setting a forwarding address, the migration tool cannot set it either. Select the organisational unit of the migrating users in the side panel, open **Automatic forwarding**, tick **Allow users to automatically forward incoming email** and select **Save** (or **Override** for a child organisational unit).

✓ **You should see:** The setting shows as allowed for the migrating organisational units.

6

Provision a mail user for every migrating person

Where: Exchange Online PowerShell on your admin PC, connected with Connect-ExchangeOnline (or Exchange admin center > Recipients > Contacts > Add a mail user)

Each person needs a mail user in Exchange Online before their batch runs. The primary address should match their Google address, `ExternalEmailAddress` points to the Google routing address, and the Microsoft 365 routing address is added as a proxy. Do not assign a licence yet. When a batch starts, Exchange converts mail users to mailboxes. Assign the Exchange Online licence within 30 days of that conversion. For many users, use the CSV loop in the Gmail to Exchange Online guide.

```
$pw = Read-Host -AsSecureString -Prompt "Temporary password"
New-MailUser -Name "Will Smith" -MicrosoftOnlineServicesID will@contoso.com -PrimarySmtpAddress
will@contoso.com -ExternalEmailAddress will@gsuite.contoso.com -Password $pw
Set-MailUser -Identity will@contoso.com -EmailAddresses @{Add="smtp:will@o365.contoso.com"}
Get-MailUser -Identity will@contoso.com | Format-List ExternalEmailAddress,EmailAddresses
```

✓ **You should see:** Get-MailUser shows ExternalEmailAddress SMTP:will@gsuite.contoso.com and an smtp:will@o365.contoso.com proxy address.

Google must allow forwarding. If your Google policy stops users setting a forwarding address, the migration tool cannot set it either. Allow SMTP forwarding for migrating users before you complete any batch.

4 Migrate Gmail, Calendar and Contacts to Exchange Online

6 steps

Mail moves in batches through the Google Workspace (Gmail) migration in the Exchange admin center. A Google Cloud service account with domain-wide delegation lets Exchange Online read each mailbox. The EAC can create the project, service account, key and API settings for you. The full procedure, with every command, is in the Gmail to Exchange Online guide.

1

Let the EAC create the Google project and key

Where: Exchange admin center (admin.exchange.microsoft.com) > Migration > Add migration batch

Name the batch, keep **Migration to Exchange Online**, select **Next**, choose **Google Workspace (Gmail) migration** and select **Next**. In **Automate the configuration of your Google Workspace for migration** select **Start** and sign in to Google as the migration admin.

You should see: A projectid-*.json key file downloads, and the EAC shows a client ID, the scopes and an API access link.

2

Authorise the service account in Google

Where: Google Admin console > Menu > Security > Access and data control > API controls > Manage Domain Wide Delegation (opened from the EAC's API access link)

As a super administrator select **Add new**, paste the client ID and the scopes exactly as the EAC shows them, and select **Authorize**. Then point to the client ID, select **View details** and check every scope is listed.

✓ **You should see:** The client ID appears in the API clients list with all scopes. Changes can take up to 24 hours to apply.

3

Create the migration endpoint

Where: Exchange admin center > Add migration batch > Set a migration endpoint

Select **Next** to reach **Set a migration endpoint**, choose **Create a new migration endpoint**, enter a name and select **Next**. Enter the Google admin email address, select **Import JSON** and choose the key file. Create one endpoint and reuse it for every batch.

✓ **You should see:** The endpoint appears in the Select migration endpoint list and the wizard moves to Add user mailboxes.

4

Run batches from a CSV

Where: Exchange admin center > Add migration batch > Add user mailboxes, Move configuration and Schedule batch migration pages

Each batch takes a CSV of Microsoft 365 addresses in an `EmailAddress` column, plus an optional `Username` column for users whose Gmail address differs. Select **Import CSV file**. On **Move configuration** choose the Microsoft 365 routing subdomain (`o365.contoso.com`) as the **Target delivery domain** and tick **Mail**, **Calendar**, **Contacts** and **Rules**. On **Schedule batch migration** start automatically, complete manually, then **Save** and **Done**. Users keep working in Gmail while the batch syncs.

```
EmailAddress,Username
will@contoso.com,
maria@contoso.com,maria.lopez@contoso.com
```

✓ **You should see:** The batch appears under Migration with status Syncing.

5

Assign licences after the batch starts

Where: Microsoft 365 admin center > Users > Active users

Starting the batch converts the mail users to mailboxes. Now assign the Exchange Online licence to each person, following assign Microsoft 365 licences. Microsoft allows 30 days.

✓ **You should see:** Each migrating user shows the licence in Active users.

6

Complete each batch when it is Synced

Where: Exchange admin center > Migration > select the batch > Complete migration batch

When the status changes from **Syncing** to **Synced**, select the batch, select **Complete migration batch**, then **Confirm** in the details pane. Completion runs a final sync and sets forwarding in Google, so new mail reaches the Microsoft 365 mailbox before MX changes.

```
Complete-MigrationBatch -Identity gmailBatch1
```

✓ **You should see:** The batch status changes to Completed.

What does not move. Vacation and auto-reply settings, room bookings, shared calendars and event colours. Gmail filters arrive as Outlook rules that are turned off.

5 Migrate My Drive to OneDrive

5 steps

Personal drives move with Migration Manager, opened from **Setup** > **Migration resources** in the Microsoft 365 admin center. A Google super administrator installs the Microsoft 365 Migration app from Google Workspace Marketplace, then each drive is scanned, given a OneDrive destination, mapped to Microsoft 365 identities and migrated. The Google Drive to OneDrive guide covers each stage, the limits and the reports.

1

Pre-provision OneDrive

Where: SharePoint Online Management Shell on your admin PC, connected as a SharePoint administrator

Destinations must exist before migration. Install the shell with install SharePoint Online Management Shell, put one user principal name per line in a text file, and request OneDrive for those users. They must be licensed and allowed to sign in.

```
Connect-SPOService -Url https://contoso-admin.sharepoint.com
$users = Get-Content -Path "C:\migration\users.txt"
Request-SPOPersonalSite -UserEmails $users
```

✓ **You should see:** The command returns without errors. OneDrive locations appear over time; for many users this can take days.

2

Connect Migration Manager to Google

Where: Microsoft 365 admin center > Setup > Migration resources > Explore migration & imports tools > Google Workspace

Select **Install and authorize** and sign in to Google Workspace Marketplace as a super administrator. Choose the organisation-wide install (**Admin install** or **Domain install**), accept the consent box and finish. Back in Migration Manager select **Next**, then **Sign in to Google Workspace**, **Next** and **Finish** within 10 minutes.

✓ **You should see:** Standard Migration Manager opens Configure project settings; Lite opens its setup wizard.

3

Map identities

Where: Migration Manager > Drive migrations tab > Map identities

Map users and groups so access and metadata land correctly. Review the automatic mapping, then use **Import users and groups** > **Batch upload** to fill the **Microsoft 365 identity** column for anyone not matched.

✓ **You should see:** Every Google user and group in the list has a Microsoft 365 identity.

4

Check permission and version settings

Where: Migration Manager > Project settings (menu bar) > Permissions and Advanced tabs

Folder permissions migrate by default; file-level permissions (on the **Permissions** tab) and older versions (**File versions** on the **Advanced** tab) need settings turned on before the first run.

✓ **You should see:** The settings show the values you chose before any task is migrated.

5

Run a first pass, then deltas

Where: Migration Manager > Drive migrations tab

Select the tasks, select **Migrate** and confirm with **Migrate**. Rerunning a task copies new and changed files, so run a final delta the same way when users switch to OneDrive.

✓ **You should see:** Tasks move from Queued to In progress to Completed. Download the reports to check item-level failures.

Conversions and gaps. Docs, Sheets and Slides become .docx, .xlsx and .pptx. Shortcuts, orphaned files and external sharing links do not move.

6 Move shared drives to SharePoint sites or Teams

3 steps

Shared drives usually become one SharePoint team site or Teams team each. Build the sites and Microsoft 365 groups first, map each Google group to its Microsoft 365 group, then migrate with Migration Manager. The shared drives to SharePoint guide covers the site design, permissions, external sharing and cutover.

1 Fix names before scanning

Where: Google Admin console > Menu > Apps > Google Workspace > Drive and Docs > Manage shared drives (to find them), then Google Drive (drive.google.com) > Shared drives as a manager of each drive (to rename)

Only the first of two shared drives with the same name is migrated, and slashes in drive names are not supported. Sort the list in Manage shared drives by name to spot duplicates and slashes, then have a manager of each affected drive rename it in Google Drive.

✓ **You should see:** Every shared drive name in Manage shared drives is unique and contains no slash.

2

Set owners yourself

Where: PowerShell on your admin PC with the MicrosoftTeams module, connected with Connect-MicrosoftTeams

Shared drive Managers map to Can edit, not owner, so add site owners to each group. Install the module with install Teams PowerShell, then add the business owner as an owner of the team or group behind each site.

```
Connect-MicrosoftTeams
Add-TeamUser -GroupId 00000000-0000-0000-0000-000000000000 -User "maria@contoso.com" -Role Owner
```

✓ **You should see:** Get-TeamUser -GroupId lists the owner with Role owner.

3

Use a folder as the destination

Where: The destination SharePoint site (contoso.sharepoint.com/sites/) > Documents, then Migration Manager > Drive migrations tab > Edit destination

If the destination is a library root, the source root folder permissions are not migrated. In the library select **New** > **Folder** and create a folder for the drive, then set that folder as the task destination.

✓ **You should see:** The task's destination path ends in the folder name, not the library root.

7 Google Sites, Apps Script and other things that do not move

4 steps

Microsoft states that Google does not allow Google Sites or Google Maps to be exported from Drive, so Migration Manager cannot move them. Plan to rebuild them.

1

Rebuild Google Sites as SharePoint pages

Where: Your Mailbox and data inventory, then the SharePoint admin center (contoso-admin.sharepoint.com) > Sites > Active sites > Create

List every site, its owner and audience. Rebuild intranet-style sites as SharePoint communication sites and team sites as SharePoint team sites: in **Active sites** select **Create** and choose the site type. Migrate the files they link to first so you can relink.

✓ **You should see:** Each Google Site in the inventory has a matching SharePoint site URL and an owner.

2

Replace Apps Script and add-ons

Where: Apps Script dashboard (script.google.com) for the list of projects, and your Application inventory and dependency map

Scripts bound to Sheets or Docs will not run in Office files. Ask owners to list their projects from the Apps Script dashboard and record each one. Decide whether each becomes a Power Automate flow (make.powerautomate.com), an Office Script or is retired.

✓ **You should see:** Every script has a recorded decision and owner before its files migrate.

3

Move third-party app sign-in

Where: Google Admin console > Menu > Security > Access and data control > API controls (to find apps), then Microsoft Entra admin center (entra.microsoft.com) > Enterprise applications

Apps that use "Sign in with Google" need to be moved to Microsoft Entra ID single sign-on before you close the Google accounts. Use the app list under API controls to find them, then add each app in Microsoft Entra ID under **Enterprise applications** > **New application** and configure its single sign-on.

✓ **You should see:** A test user can sign in to each app with their Microsoft 365 account.

4

Recreate what the tools skip

Where: Your Cutover runsheet

Shared calendars, room bookings, vacation responders, external sharing links and Drive shortcuts all need manual work. Add them to the runsheet with an owner.

✓ **You should see:** Each skipped item has a runsheet line, an owner and a due date.

8 Google Chat and Google Meet

3 steps

Microsoft's consolidated Google Workspace migration dashboard covers mail and Drive. It does not move Google Chat conversations into Teams, so decide early whether chat history is kept for reference, exported for records, or moved with a third-party tool.

1

Export Chat history you must keep

Where: Google Vault (vault.google.com) > Matters > Create, then the matter's Search tab

Create a matter, select **Chat** as the service, choose the accounts, an organisational unit or **Chat spaces** (enter a member's email, select **Find**, pick the spaces and select **Add**), then select **Export**. Vault covers Chat messages sent with history on, including direct messages and the spaces you select. Messages sent with history off and messages in external Chat spaces are not covered. Run the export before you close Google accounts.

✓ **You should see:** The export appears on the matter's Exports tab and can be downloaded when it finishes.

2

Move Meet recordings with Drive

Where: The meeting organiser's Google Drive > My Drive > Google Meet folder

Google saves Meet recordings in the meeting organiser's Drive, in the "Google Meet" folder. They are files in that Drive, so they are in scope when you migrate the organiser's My Drive. Check the folder is not excluded by any filter.

✓ **You should see:** After the Drive migration, the Google Meet folder and its recordings appear in the organiser's OneDrive.

3

Recreate recurring meetings in Teams

Where: Outlook calendar (desktop, new Outlook or Outlook on the web) for each organiser

After each batch completes, ask organisers to open each recurring meeting in Outlook, turn on **Teams meeting** (or create a new series as a Teams meeting) and send the update, so attendees get Teams links instead of Google Meet links.

✓ **You should see:** Attendees receive updated invitations with a Join Teams meeting link.

9 Cut over DNS: MX last

5 steps

Change MX only after every batch is complete. Until then, mail arrives at Google and is forwarded to migrated users through the routing subdomain.

1

Lower the TTL in advance

Where: Your DNS host's control panel > contoso.com > DNS records > MX record > Edit

Lower the TTL on the MX record a day or more before cutover so the change spreads quickly. See lower DNS TTL before a migration.

```
nslookup -type=mx -debug contoso.com
```

✓ **You should see:** The lookup shows the lower TTL on the MX record.

2

Change MX to Microsoft 365

Where: Microsoft 365 admin center > Settings > Domains > contoso.com > DNS records (for the value), then your DNS host's control panel

Use the MX value shown for your domain in the Microsoft 365 admin center. Replace the Google MX records with it, following change MX records.

```
nslookup -type=mx contoso.com
```

✓ **You should see:** The lookup returns only the Microsoft 365 MX host, and Settings > Domains shows the domain as healthy.

3

Update SPF and set up DKIM

Where: Your DNS host's control panel, and Microsoft Defender portal (security.microsoft.com) > Email & collaboration > Policies & rules > Threat policies > Email authentication settings > DKIM

Update SPF to include Microsoft 365 (set up SPF) and set up DKIM for Exchange Online (set up DKIM). Leave Google in the SPF record until Google stops sending for the domain.

✓ **You should see:** One SPF TXT record includes both providers, and DKIM shows as enabled for contoso.com.

4

Keep Google running through propagation

Where: Google Admin console > Menu > Reporting > Email Log Search

Some senders will still deliver to Google for a while. Keep Google licences and forwarding in place until mail stops arriving there; search the log for recent inbound messages to check.

✓ **You should see:** Email Log Search shows no new inbound mail for the domain arriving at Google.

5

Remove the migration scaffolding

Where: Exchange Online PowerShell; Google Admin console > Account > Domains > Manage domains; Microsoft 365 admin center > Settings > Domains

After the MX change has settled, remove the completed batches and the migration endpoint, then the routing subdomains from Google and from Microsoft 365 (remove a domain from Microsoft 365) and the extra aliases. Remove the Google tenant once you have exported anything you must retain.

```
Remove-MigrationBatch -Identity gmailBatch1
Remove-MigrationEndpoint -Identity gmailEndpoint
```

✓ **You should see:** Get-MigrationEndpoint returns nothing, and neither routing subdomain is listed in either admin console.

✓ **Record every change.** Note the old and new values for each DNS record in a DNS cutover record sheet so you can roll back quickly.

10 Support users through the first week

3 steps

1

Send the quick-start guide before cutover

Where: Your Quick-start guide for staff, sent by email from Google before each batch completes

Cover signing in to Outlook and OneDrive, where shared drive content now lives, and how folders replace labels.

✓ **You should see:** Every user in the batch has the guide before their first day on Microsoft 365.

2

Reconnect phones and desktop clients

Where: Each user's phone (mail app account settings) and computer (installed apps list)

Users remove the Google account from mobile mail apps and add the Microsoft 365 account, for example in Outlook for iOS or Android. Remove Google Drive for desktop once OneDrive sync is working.

✓ **You should see:** New mail and calendar items appear on the phone, and the OneDrive icon shows files are up to date.

3

Check rules and calendar sharing

Where: Outlook on the web (outlook.office.com) > Settings > Mail > Rules, and the Calendar sharing options

Ask users to review migrated rules, turn on the ones they need, and share calendars again.

✓ **You should see:** Needed rules show as on, and colleagues can see shared calendars again.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this

3 options –

Microsoft native tools, classic path

MEDIUM EFFORT

Best for: Most organisations: Exchange Online Google migration batches for mail, Migration Manager for Drive and shared drives

+ First-party tools from Microsoft for both mail and files
+ Users keep working in Gmail and Drive while batches and delta passes run
+ Full control over batches, identity mapping, permissions and versions
– Needs routing subdomains, mail users and a Google service account set up first
– Does not move Google Sites, Google Chat, shared calendars or external sharing links

Read more →

Microsoft native tools, small tenant path

LOW EFFORT

Best for: Tenants with 1,000 or fewer source mailboxes (Simplified Gmail migration) and fewer than 300 licences (Migration Manager Lite)

+ Marketplace apps do the Google-side setup
+ Guided wizards for both mail and files
– Microsoft has stated Simplified Gmail migration is not available worldwide yet
– Less control than the classic path, and the same gaps for Sites and Chat

Read more →

Third-party migration platform

MEDIUM EFFORT

Best for: Projects that need content Microsoft's tools skip, such as Google Chat history, or want one vendor for everything

+ Options such as CloudM, BitTitan MigrationWiz and Movebot cover mail, Drive or both
+ One console and vendor support across workloads
– Extra product to buy: check the vendor's current pricing
– Check each vendor's supported data types before you commit

OUR ADVICE

Start from the consolidated Google migration dashboard in the Microsoft 365 admin center: it tells you whether your tenant gets the simplified or the classic path. Use Microsoft's tools unless you must keep Google Chat history or other content they skip, in which case compare third-party platforms on that content specifically.

Decide what not to move before you scan

SAVES TIME –

Old drives of departed staff, duplicate exports and archive folders add copy time to every pass, and Migration Manager advises no more than 100,000 items or 1 TB per task.

WHAT TO DO

Use the Google Admin console storage figures to find the biggest drives, ask owners to delete or archive what is not needed, and split anything that is still large into tasks by root folder.

Microsoft Learn: Step 2, scan and assess Google Drives

Choose file versions and file-level permissions deliberately

SAVES TIME –

By default only the latest version and folder permissions move. Turning on file versions or file-level permissions copies more and Microsoft notes file permissions can slow the migration.

WHAT TO DO

Set both in Migration Manager project settings (Advanced and Permissions tabs) before the first run. Turn on file permissions only where files were shared one by one, and keep only the versions people actually need.

Microsoft Learn: Migration Manager project settings

Fix ownership and orphaned files in Google first

REDUCES RISK

Files are migrated with the drive that owns them, and orphaned (unorganised) files are not scanned, migrated or reported.

WHAT TO DO

Have departing staff transfer ownership in Google before the scan, and ask users to move important loose files into a folder in My Drive.

Microsoft Learn: Migration Manager Google FAQ

Allow for Google files that report as 1 byte

COST LEVER

Google only reports sizes for Docs, Sheets and Slides created or changed from 2 May 2022, so the scan undercounts older content.

WHAT TO DO

Treat scan totals as a minimum when you plan OneDrive and SharePoint storage and the time each wave needs.

Microsoft Learn: Migration Manager Google FAQ

Licence mailboxes after their batch starts

REDUCES RISK

Mail users become mailboxes when the batch starts; a licence assigned earlier creates a mailbox the batch cannot convert. You then have 30 days to licence.

WHAT TO DO

Keep migrating users out of group-based licensing until their batch has started, then licence them the same day.

Microsoft Learn: Google Workspace migration prerequisites

Pause MRM and archive policies during the mail copy

COMPLIANCE

Items moved or deleted by retention or archive policies mid-migration show up as missing in verification.

WHAT TO DO

Place migrating mailboxes on retention hold once their batch starts and release it after verification. Note the dates for your compliance record.

Microsoft Learn: Place a mailbox on retention hold

Make shared drive names unique and slash-free

REDUCES RISK

When two shared drives share a name only the first one discovered is migrated, and slashes in names are not supported, so a drive can silently go missing.

WHAT TO DO

Export or sort the Manage shared drives list in the Google Admin console, rename duplicates and drives with slashes, then scan.

Microsoft Learn: Migration Manager Google FAQ

Plan for what Microsoft's tools do not move

USER IMPACT

Google Sites, Google Maps, Chat history, shortcuts and external sharing links do not move with Microsoft's tools.

WHAT TO DO

List each item with an owner: rebuild Sites in SharePoint, export Chat you must keep with Vault before closing accounts, and give owners a date to reshare with guests.

TOOLS THAT CAN GET AROUND THIS

Third-party chat migration tools can copy Google Chat history into Teams instead of leaving it in a Vault export. Google Sites, Maps, shortcuts and external sharing links still need the manual plan above.

Cloudiway

PROFILE

Moves Google Chat spaces to Teams channels and direct messages to Teams chats, keeping original timestamps and authors. Meeting-linked spaces are not supported and only the latest 1,000 messages per space move by default.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Microsoft Learn: Unsupported files in Migration Manager

Do not restructure folders between passes

SAVES TIME

Renamed or moved source or destination paths are treated as new content, so later passes create duplicates.

WHAT TO DO

Announce a structure freeze from the first pass to the final delta, and do any tidy-up in Google before the first scan or in SharePoint after cutover.

Microsoft Learn: Step 6, migrate and monitor

Overlap Google licences until mail stops arriving

COST LEVER

Forwarding from Gmail passes through the user's Google account, so migrated users still need a Google Workspace licence until MX has changed and propagated.

WHAT TO DO

Time the Google renewal around your MX change and check both vendors' current pricing for the overlap. Remove Google licences only after Email Log Search shows no new inbound mail.

Google Workspace Help: Let users automatically forward their own Gmail emails

Room bookings and shared calendars need their own plan

USER IMPACT

Microsoft lists room bookings, shared calendars and event colours as not migrated by the Google Workspace migration in Exchange Online, so room calendars arrive empty and calendars people subscribed to are missing.

WHAT TO DO

Create room mailboxes in Exchange Online before cutover, export the future bookings for each Google resource, and have organisers re-book recurring meetings in the new rooms. List shared calendars with their owners so they can share them again from Outlook.

TOOLS THAT CAN GET AROUND THIS

Third-party tools can bring resource calendars and secondary calendars across instead of leaving them behind. MigrationWiz migrates Google resource calendars into room mailboxes and, with a support option, every calendar a user owns rather than only the primary one. CloudM lists resources alongside users and groups in what it moves to Microsoft 365.

BitTitan MigrationWiz

PROFILE

Migrates resource calendars to resource mailboxes when you use Advanced Options with recipient mapping from each resource calendar address to its room mailbox, and MigrateGmailAllCalendar=1 brings all of a user's calendars. BitTitan notes events from other users cannot be migrated into a resource calendar. For Exchange Online, add your MigrationWiz app ID to the tenant's EWS allow list first: since 1 October 2026 Microsoft blocks EWS for apps not on it.

CloudM Migrate

PROFILE

Moves users, groups and resources into Microsoft 365 as part of a planned migration, with Gmail, contacts and Google Calendar data going to Exchange Online.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Microsoft Learn: Perform a Google Workspace migration

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

9 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
Every mail batch user is completed without errors	In Exchange Online PowerShell run `Get-MigrationUser -BatchId gmailBatch1 | Get-MigrationUserStatistics | Format-List` for each batch, or open **Exchange admin center > Migration** and select the batch. Use `-IncludeReport` on a single user to see skipped items.	Every person in your Identity and licence mapping sheet is Completed, and skipped items are only those you expected.
Mail, calendar and contacts arrived	Sign in to Outlook on the web (`https://outlook.office.com`) as a sample of users from each batch and compare folders, recent mail, future meetings and contacts with their Gmail.	Labels appear as folders, recent mail and future meetings are present, and contacts match.
Every Drive and shared drive task completed	In Migration Manager open the **Drive migrations** tab, select all tasks and choose **Download reports > Summary**, then **Detailed** for failed ResultCode values. Record the results in your Data validation report.	Every planned My Drive and shared drive task is Completed, and remaining file failures are known gaps (shortcuts, orphaned files, restricted files) accepted by their owners.
Permissions and site owners are right	For a sample of shared folders, open **Manage access** in OneDrive or SharePoint and compare with Google sharing. Run `Get-TeamUser -GroupId 00000000-0000-0000-0000-000000000000 -Role Owner` for each team that replaced a shared drive.	Internal users and groups have the same access as in Google, and each site has the business owner you named.
MX, SPF, DKIM and DMARC point at Microsoft 365	Run `nslookup -type=mx contoso.com` and check **Microsoft 365 admin center > Settings > Domains > contoso.com > DNS records**. Send to an outside Gmail account and read **More > Show original**.	MX ends in mail.protection.outlook.com, the admin center shows no DNS errors, and SPF, DKIM and DMARC pass.

Check	How to check	What good looks like
Apps that used Sign in with Google now use Entra ID	Using the app list from **Google Admin console > Security > Access and data control > API controls**, sign in to each third-party app with a Microsoft 365 account.	Every listed app signs in through Microsoft Entra ID, so none depends on the Google accounts you will close.
Outlook, OneDrive and Teams work on every device	Ask each user to confirm Outlook desktop and mobile use the Microsoft 365 account, OneDrive sync shows no errors, recurring meetings have Teams links, and Google Drive for desktop is removed.	Every user sends, receives, syncs files and joins Teams meetings without help.
Rooms, shared calendars and rules are recreated	Book a room mailbox from Outlook and ask users to confirm they have reviewed migrated rules (**Outlook on the web > Settings > Mail > Rules**) and reshared calendars.	Rooms accept bookings, needed rules are on, and shared calendars are visible to the right people.
Google no longer receives mail or edits	Search **Google Admin console > Reporting > Email Log Search** for recent inbound mail, and sort a sample of Google Drives and shared drives by **Last modified**.	No mail is being delivered to Gmail and no files have changed in Google since the final delta.

Rollback plan

If it goes wrong —

ROLL BACK IF

- The pilot mail batch or pilot drives show large gaps that cannot be fixed before the planned completion

- Routing between gsuite.contoso.com and o365.contoso.com fails, so mail for migrating users goes missing
- Mail stops arriving after the MX change and cannot be fixed in the agreed window
- Business-critical Sheets or Apps Script processes stop working and no replacement is ready

POINT OF NO RETURN

Until a mail batch is completed, users work in Gmail and Exchange Online forwards their mail back to Google. Completing a batch moves the user to Outlook and sets Google to forward new mail to Microsoft 365. Migration Manager never deletes Google files. The true point of no return is removing Google licences, the routing domains or the Google Workspace account: the Gmail mailboxes, Drives, shared drives, Sites and Apps Script projects go with them. Neither Microsoft tool copies data back to Google, so work done in Microsoft 365 after cutover stays there unless you run a separate reverse migration.

1

Stop incomplete mail batches

Where: Exchange admin center > Migration > select the batch, or Exchange Online PowerShell

Stop any batch still syncing so users in it stay on Gmail, with mail forwarded back to Google through the routing address.

```
Stop-MigrationBatch -Identity gmailBatch1
```

✓ **You should see:** The batch shows as stopped and those users keep receiving mail in Gmail.

2

Put MX back to Google if you changed it

Where: Your DNS host's control panel > contoso.com > DNS records

Restore the Google MX record from your DNS cutover record sheet (smtp.google.com, priority 1) and remove the Microsoft 365 MX record. Keep Google in SPF.

```
nslookup -type=mx contoso.com 8.8.8.8
```

✓ **You should see:** Public resolvers return the Google MX record.

3

Remove forwarding from completed users

Where: Each completed user's Gmail > Settings > See all settings > Forwarding and POP/IMAP

Turn off the forwarding to the o365.contoso.com address that batch completion added, and save.

✓ **You should see:** Test mail to the user stays in Gmail.

4

Send users back to Gmail and Drive

Where: Your User communication pack, and each user's devices

Tell affected users to work in Gmail and Google Drive again, reinstall Google Drive for desktop from `https://www.google.com/drive/download/` if it was removed, and hold further Migration Manager passes.

✓ **You should see:** Users work in Google again and no new Migration Manager tasks start.

5

Copy back work done in Microsoft 365

Where: Outlook on the web and OneDrive or SharePoint in a browser, then Gmail and Google Drive

For mail received in Exchange Online, users forward the important messages back to Gmail. For files changed in OneDrive or SharePoint after the final pass, download them and upload them to Google Drive. For many users, plan a reverse move with the Microsoft 365 to Google Workspace guide.

✓ **You should see:** Google holds the latest mail and files from the cutover window.

6

Keep the Microsoft 365 set-up for a retry

Where: Microsoft 365 admin center and Exchange admin center

Leave mailboxes, routing domains, the endpoint and Migration Manager project in place while you fix the cause. Remove licences only if you abandon the move.

✓ **You should see:** You can restart batches and delta passes once the cause is fixed.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

7 errors −

`GmailForwardingAddressRequiresVerificationException`

Cause: Google needs the forwarding address verified, usually because the routing domain is not verified or is a tenant.onmicrosoft.com domain.

Fix: Use a verified subdomain of your primary domain for routing. Microsoft's prerequisites say to skip the forwarding subdomain step if you see this error.

`Migration verification reports missing items`

Cause: MRM or archive policies in Exchange Online moved or deleted items during the migration.

Fix: Disable the Default MRM Policy and archive policies for migrating users until the migration is complete, then re-enable them.

`Mail for migrated users keeps arriving in Gmail after the batch completes`

Cause: Google could not set forwarding because users are blocked from setting a forwarding address.

Fix: Allow SMTP forwarding for migrating users in the Google Admin console, then complete the batch again or set forwarding for the affected users.

`Mail to unmigrated users bounces or never reaches Google`

Cause: Exchange Online is not allowed to auto-forward to the Google routing domain.

Fix: Enable AutoForwardEnabled on the default remote domain or on a remote domain for the Google routing subdomain.

`Large messages are skipped`

Cause: The message is bigger than the tenant or mailbox message size limit (35 MB by default).

Fix: Raise the message size limits for the affected mailboxes as Microsoft documents, then resume the batch.

`A shared drive does not appear in the migration`

Cause: Another drive has the same name, so only the first one discovered was migrated, or the name contains a slash.

Fix: Rename the duplicate or the drive with the slash in Google, rescan, and add it again.

`Scan report shows Google Docs with a size of 1 byte`

Cause: Google only reports sizes for its own file types created or changed from 2 May 2022.

Fix: Expected behaviour. Allow extra capacity for older Google files when you size the migration.

Search the full error library →

FAQ

Frequently asked questions

Can users keep working in Gmail during the migration?

Yes. Batches keep syncing new mail until you complete them, and mail keeps arriving at Google until you change MX.

Does the Exchange migration move Google Drive?

No. Drive and shared drives move with Migration Manager in the Microsoft 365 admin center, which is a separate project.

Are Google Docs converted to Word files?

Yes. Migration Manager uses Google's export to convert Docs, Sheets and Slides to .docx, .xlsx and .pptx. The originals in Google stay as they are.

Do Gmail filters and vacation replies move?

Filters move as Outlook rules but arrive turned off. Vacation and automatic reply settings do not move.

Is there a simpler option for a small business?

Yes. Microsoft's Simplified Gmail migration in the Microsoft 365 admin center is for tenants with 1,000 or fewer source mailboxes and installs a Google Marketplace app to do the setup.

When should I assign Microsoft 365 licences?

Mail users become mailboxes when their batch starts. Microsoft gives you 30 days from then to assign the Exchange Online licence.

Can Google Sites be migrated?

Not with Microsoft's tools. Google does not allow Sites to be exported from Drive, so rebuild them in SharePoint.

SOURCES

Official sources

26 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Microsoft Learn: Perform an automated Google Workspace migration in the EAC
- Microsoft Learn: Google Workspace migration prerequisites
- Microsoft Learn: Perform a Google Workspace migration (limitations)
- Microsoft Learn: Overview of the Google Workspace migration process
- Microsoft Learn: Consolidated Google Workspace migration
- Microsoft Learn: Simplified Gmail migration for small and medium businesses
- Microsoft Learn: Migrate Google Workspace with Migration Manager
- Microsoft Learn: Migration Manager Google FAQ
- Microsoft Learn: Unsupported files in Migration Manager
- Google Vault Help: Use Vault to search Google Chat

- Google Meet Help: Record a video meeting
- Microsoft Learn: Complete a Google Workspace migration batch in the EAC
- Microsoft Learn: Manage mail users in Exchange Online
- Microsoft Learn: Manage remote domains in Exchange Online
- Microsoft Learn: Migration Manager step 1, connect to Google
- Microsoft Learn: Migration Manager step 5, map identities
- Microsoft Learn: Migration Manager step 6, migrate and monitor
- Microsoft Learn: Migration Manager project settings
- Microsoft Learn: Pre-provision OneDrive for users
- Microsoft Learn: Migration Manager step 2, scan and assess
- Microsoft Learn: Place a mailbox on retention hold
- Google Workspace Help: Add a user alias domain or secondary domain
- Google Workspace Help: Control API access with domain-wide delegation
- Google Workspace Help: Let users automatically forward their own Gmail emails
- Google Workspace Help: Set up MX records for Google Workspace
- Google Workspace Help: Manage shared drives as an admin