MIGRATION PLAYBOOK · GOOGLE WORKSPACE

How to migrate from Microsoft 365 to Google Workspace

Use Google's data import tool in the Admin console to move Exchange Online mailboxes, OneDrive and SharePoint Online into Gmail, Calendar and Drive, then switch MX.

Updated 4 Nov 2026 6 phases 33 detailed steps 13 official sources

START HERE

How do you migrate from Microsoft 365 to Google Workspace?

SHORT ANSWER

This copies email, calendars, contacts, OneDrive files and SharePoint sites from Microsoft 365 into Google Workspace. Google's Data import tool, built into the Google Admin console, does the copying and leaves Microsoft 365 untouched. You run a first import, then a delta import (a top-up of only what is new or changed) just before and after you change the MX record (the DNS setting that tells the internet where to deliver your email).

- **Recommended route:** Google Data import (built into the Google Admin console)
- **Order:** Build the people, groups and shared drives in Google first, because Data import only copies into accounts and drives that already exist.
- **6 phases:** Get ready, Set up Google Workspace, Import email, Import files and sites, Switch over and Check and close.
- **You're done when:** Every user and site report shows zero failed items, or only failures you have explained.

The time depends on how much mail and how many files you have, because each import runs in the background until it finishes.

RECOMMENDED ROUTE

Google Data import (built into the Google Admin console)

Built into the Google Admin console, and copies mail, calendars, contacts, tasks, OneDrive and SharePoint. Google says Google Workspace Migrate, its older self-hosted tool, is no longer available for Exchange Online, SharePoint and OneDrive sources from the end of 2026.

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

- **Data import, advanced method**
  : You have 1,001 users or more, or need Outlook rules, In-Place Archive mailboxes, calendar permissions or event attachments imported. It runs on your own API quota through an app you register in Microsoft Entra ID.
- **Google Workspace Migration for Microsoft Outlook (GWMMO)**
  : A few users have mail kept in Outlook PST files on their PCs, which Data import cannot read.
- **Third-party platform such as CloudM or BitTitan MigrationWiz**
  : You need content Data import leaves behind, or want vendor support.

TOOLS FOR THIS PLAN

Are you ready? 22-question readiness check	**Plan your dates** Dated countdown you can add to your calendar	**Tell your staff** Staff guide and ready-to-send emails
Compare options Google Workspace vs Microsoft 365	**Check your DNS** MX, SPF, DKIM and DMARC lookup	**New to the jargon?** Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Build the people, groups and shared drives in Google first, because Data import only copies into accounts and drives that already exist. Then copy in the background while people keep working in Microsoft 365, switch the MX record, run the last top-up, and remove Microsoft 365 last.

1. **Inventory, cut-off date and Data import method (default or advanced)**
   The method decides how many users fit in one import and whether rules and archive mailboxes come at all, so choose it before you build anything.
2. **Google domain, users with licences, Google Groups and room resources**
   Data import does not create accounts. Shared mailboxes need a group to land in, and room calendars need a resource to map to.
3. **A shared drive for each SharePoint site**

The SharePoint site list needs each shared drive ID and a Google user with Manager access to it.

4 **Pilot: a few users and one SharePoint site, then lock the mapping**

Changing a mapping after an import does not work with a delta, and Google warns about re-importing SharePoint data within 14 days, so get the mapping right on a small group.

5 **Main imports for mail, OneDrive and SharePoint**

They are copies, so people keep working in Microsoft 365 while they run.

6 **Delta import, MX change, then one more delta**

The first delta catches most changes. Google says an MX change can take up to 72 hours to be recognised, so the second delta picks up mail that still reached Exchange Online.

7 **Rebuilds: SharePoint pages, lists, flows and Planner**

Data import copies files, not these. Keep Microsoft 365 read-only until each one is rebuilt and tested.

8 **Export reports, exit imports, then remove Microsoft 365 licences**

Exiting an import deletes its reports, and removing licences starts deleting the mailboxes and files, so these come last.

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)

☐ **Default or advanced method**

Which Data import method to use, before the pilot.

▼ How each tool handles it

Built-in method	Data import, default method: runs on Google's shared API quota (the cap on how fast tools can call Google's services), for up to 1,000 Exchange Online users or 500 OneDrive users per import. It does not import In-Place Archive mailboxes, Microsoft 365 Group mailboxes, Outlook rules, event attachments or calendar permissions. The advanced method uses your own quota through an app you register in Microsoft Entra ID, runs batches of up to 5,000 users, and includes all of these.

Tip: If you need any advanced-only item, plan the advanced method from the start rather than switching later.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **Mail start date and what is skipped**

How far back to copy mail, and which folders to leave out.

▼ How each tool handles it

Built-in method	Data import: copies mail from the start date you set. Folders become Gmail labels; a folder path over 225 characters loses its label but the messages still import. Deleted and junk mail are left out unless you tick them. Messages over 150 MB, categories, flags, pinned and scheduled status, and the Notes folder are not imported.

Tip: Agree a cut-off date with the business, and warn users that flags and categories will be lost.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **Outlook rules**

Whether rules must come across, or users recreate them as Gmail filters.

▼ How each tool handles it

Built-in method	Data import: rules import only with the advanced method, and only when "Import message rules as filters" is turned on. Many rule types do not convert, including rules using categories, flags, forwarding, redirects or dates.

Tip: Ask users to note their important rules before cutover, so they can rebuild the ones that do not convert.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **Archive mailboxes and PST files**

How to bring In-Place Archive mailboxes and any Outlook PST files people keep on their PCs.

▼ How each tool handles it

Built-in method	Data import: In-Place Archive mailboxes import with the advanced method only. It reads Exchange Online, not PST files stored on PCs or file shares.
Google Workspace Migration for	Lets users import their own email, calendar and contacts from an Outlook account or PST file. The Google account

Microsoft Outlook (GWMMO)	must exist first, and Google advises running only one GWMMO instance per user.

Tip: List who still has PST files during the inventory, and schedule them one user at a time.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **Shared mailboxes, groups and the address book**

Which Google Group each shared mailbox and distribution list becomes, and who creates them.

▼ **How each tool handles it**

Built-in method	Data import: a shared mailbox mapped to a Google Group imports as a collaborative inbox, but read and unread status does not carry over. Microsoft 365 Group mailboxes import with the advanced method only, capped at 100 posts per thread. The Global Address List (the shared company address book) and contact lists do not move.
Google Cloud / G Suite Connector by Microsoft	Microsoft Entra provisioning creates users, groups and group memberships in Google Workspace, about every 40 minutes. Microsoft does not list which group types are supported, so test a distribution list in the pilot.

Tip: Create the groups and their members before you map any shared mailbox.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **Calendars, rooms and Teams links**

How rooms are mapped, and who updates recurring meetings that carry Teams links.

▼ **How each tool handles it**

Built-in method	Data import: copies primary and additional calendars from the start date. Room calendars come only with a CSV mapping to a Google resource. Teams meeting links stay as Teams links, not Google Meet. Calendar permissions and event attachments need the advanced method. Events a user edits in Google Calendar are not re-imported by later deltas.

Tip: Ask organisers to add Google Meet to recurring meetings after cutover, and to edit meetings only in Google from then on.

Google Workspace Admin Help: What's imported from Exchange Online

- [ ] **File versions**

Whether version history is worth the extra Google storage.

▼ How each tool handles it

Built-in method	Data import from OneDrive: imports up to 180 versions of each file, newest first, and files keep their Office format. For SharePoint sites, how many versions come: not stated in Google's documentation: test it in your pilot.
CloudM Migrate	Not stated in CloudM's documentation: test it in your pilot.
BitTitan MigrationWiz	Not stated in BitTitan's documentation: test it in your pilot.

Tip: Check pooled Google storage against current OneDrive and SharePoint use before the main import.

Google Workspace Admin Help: What's imported from OneDrive

- [ ] **Sharing, permissions and external people**

Whether outside people should keep access, and how to warn them about notification emails.

▼ How each tool handles it

Built-in method	Data import from OneDrive: items shared with external users stay shared with them, and they get email notices when items are shared. Google allows one shareable link per item, so where several links exist the most restrictive applies. Files created or last modified by an external user are not imported. SharePoint: files, folders and permissions are copied, and site groups map to Google Groups you create first.

Tip: Tell regular partners before the import that they may receive sharing emails from Google.

Google Workspace Admin Help: What's imported from OneDrive

- [ ] **Content that is not imported**

Who rebuilds or retires each item Data import leaves behind, and by when.

▼ How each tool handles it

Built-in method	Data import: Personal Vault files, favourites, folder shortcuts and colours, file expiry dates, SharePoint pages, lists and Power Automate flows, and Planner tasks are not imported. To Do tasks lose recurrence and due times.

Tip: Keep Microsoft 365 read-only until each rebuild is tested by its owner.

Google Workspace Admin Help: What's imported from OneDrive

- [ ] **Filters to cut volume**

Which old, large or unwanted files to leave behind.

▼ How each tool handles it

Built-in method	Data import from OneDrive and SharePoint: you can import only files created or modified after a date, exclude file types, and exclude files above a size. Folders always import.

Tip: Agree filters with owners in writing, because filtered files stay only in Microsoft 365.

Google Workspace Admin Help: Default data import method for OneDrive

- [ ] **Mapping changes and re-imports**

Who signs off the user and site mapping before the main import.

▼ How each tool handles it

Built-in method	Data import: a delta run after you change a user's target address does not copy data to the new address, and importing the same data again creates duplicates. For SharePoint, Google warns that within 14 days of a completed import, a new import of the same data, or to a second place, can move it out of the first place.

Tip: If a mapping must change, exit the import and create a new one for those users or sites only.

Google Workspace Admin Help: Import from SharePoint Online

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

When to run delta imports (copies of only what is new or changed) around the MX change.

▼ How each tool handles it

Built-in method	Data import: a delta import copies new or changed items and retries failed ones. Run it after the main import, again after the MX change, and keep running it until mail stops reaching Exchange Online.

Tip: Google says an MX change can take up to 72 hours to be recognised, so plan at least one delta after that.

Google Workspace Admin Help: Default data import method for Exchange Online

☐ **Reports before you exit**

Where to keep import reports as proof of what moved.

▼ **How each tool handles it**

Built-in method	Data import: "Exit and delete import" removes the configuration and its reports for good.

Tip: Export the user, summary and site reports to your project folder before you exit any import.

Google Workspace Admin Help: Default data import method for Exchange Online

THE PLAN, PHASE BY PHASE

1 Get ready — Before you start

Count the Exchange Online, OneDrive and SharePoint users you will import.

Choose Data import's default method (up to 1,000 mail users and 500 OneDrive users

per import) or the advanced method.

Pick a Google Workspace edition for each group of users by the features they use.

Agree a cut-off date with the business so old mail and files can stay behind.

List SharePoint pages,

lists, flows and Planner tasks, with an owner for each rebuild.

> **Watch out:** Data import reads Exchange Online mailboxes, not PST files (Outlook data files) kept on PCs or file shares.
>
> **WAYS AROUND IT**
>
> - List who still has PST files, and import them separately, one user at a time.
>
> **TOOLS THAT CAN DO IT**
>
> **Google Workspace Migration for Microsoft Outlook (GWMMO)**
> PROFILE
> Lets users import their own email, calendar and contacts from an Outlook account or PST file. Accounts must exist first.

> **Watch out:** Data import, default method: each import takes up to 1,000 mail users or 500 OneDrive users, and Outlook rules and In-Place Archive mailboxes import only with the advanced method.
>
> **WAYS AROUND IT**
>
> - Plan the advanced method and its own API quota from the start if you need more.

Show the detailed steps (4) →

2 Set up Google Workspace

Verify your domain in Google Workspace, and leave

the MX record (the DNS setting that tells the internet where to deliver email) unchanged.

Create and licence every user, because Data import does not create accounts.

Create Google Groups for distribution lists and shared mailboxes, and calendar resources for rooms.

Create a shared drive for each SharePoint site and note its ID.

Tell users the import is a copy and give them the dates for the first import, delta and cutover.

Watch out: Data import does not create accounts or groups, so the Global Address List (the shared company address book) and distribution lists become manual work.

WAYS AROUND IT

- Create Google Groups and their members by hand before you import.

TOOLS THAT CAN DO IT

Google Cloud / G Suite Connector by Microsoft

> Creates users, groups and group memberships in Google Workspace from Entra ID, about every 40 minutes. Test a distribution list in the pilot.

Check your DNS records before and after the change

Show the detailed steps (4) →

3 Import email

Connect Data import to Exchange Online, signing in as a Microsoft 365 Global Administrator.

Map users, uploading a CSV (a plain spreadsheet file) when you have more than 20.

Choose mail, calendar, contacts

and
To
Do
tasks,
and
set
the
start
date.

Run
a
pilot,
then
lock
the
user
mapping
before
the
main
import.

Export
the
user
report
before
you
exit
any
import.

> **Watch out:** Data import: messages over 150 MB, Outlook categories and flags, the Notes folder and the Global Address List do not move.
>
> **WAYS AROUND IT**
>
> - Save attachments over 150 MB by hand, and warn users that flags and categories are lost.

> **Watch out:** Data import: a delta run after you change a user's target address does not copy data to the new address, and importing the same data again creates duplicates.

WAYS AROUND IT

- If a mapping must change, exit the completed import and create a new one for those users only.

Show the detailed steps (5) →

4 Import files and sites

Connect Data import to OneDrive and upload the user list and identity map CSVs.

Set date, file type and size filters to skip files nobody needs.

Build the SharePoint site CSV with each

site URL, shared drive ID and a Google manager.

Start the SharePoint import and wait up to 15 minutes before files start copying.

Export the summary and site reports to review failures.

> **Watch out:** Data import: Personal Vault files, shortcuts, files owned by external users, SharePoint pages, lists and flows do not import.
>
> **WAYS AROUND IT**
>
> - Rebuild pages, lists and flows in Google Sites, AppSheet or Apps Script, and keep Microsoft 365 read-only until they are done.

Watch out: Data import from OneDrive: Office files stay as Office files, and up to 180 versions of each file come across. Both use Google storage.

WAYS AROUND IT

- Check pooled Google storage against OneDrive use, and filter old or very large files.

Watch out: Data import from SharePoint: Google warns that within 14 days of a completed import, importing the same data again, or to a second place, can move it out of the first place.

WAYS AROUND IT

- Get the site mapping right in the pilot, then run only delta imports for 14 days.

Show the detailed steps (4) →

5 Switch over

After the main imports finish

Lower the MX TTL (caching time) a day ahead, and run a final delta import for mail and files.

Replace every Microsoft 365 MX

record with smtp.google.com priority 1, then activate Gmail.

Add Google to SPF (the list of services allowed to send as your domain) and turn on DKIM signing.

Run one more delta after propagation to catch mail that reached Exchange Online.

Ask organisers to add Google Meet to recurring meetings that still carry Teams links.

> **Watch out:** Google warns that leftover Microsoft 365 MX records can stop mail working, and that an MX change can take up to 72 hours to be recognised.
>
> **WAYS AROUND IT**
>
> - Remove every old MX record, and keep running delta imports until mail stops reaching Exchange Online.

Turn this phase into dated tasks with the cutover planner

Show the detailed steps (4) →

6 Check and close

After the final delta

Compare each user and site report with the source, and explain any failed items.

Test collaborative inboxes, groups and room bookings.

Confirm no new mail or file edits reach Microsoft 365.

Export logs and reports, then exit and delete each import.

Keep Microsoft 365 read-only for a period, then remove its licences.

Watch out: Data import does not copy data back to Microsoft 365, and removing Microsoft 365 licences starts deleting mailboxes and files.

WAYS AROUND IT

- Keep Microsoft 365 licences until every check passes and the rebuilds are finished.

Show the detailed steps (2) →

You are finished when

- Every user and site report shows zero failed items, or only failures you have explained.
- The only MX record is smtp.google.com, Gmail is active, and SPF and DKIM pass.
- Every user sends, receives and opens files in Google on every device.
- No new mail or file edits reach Microsoft 365 since the final delta.

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 —

Google now steers Microsoft 365 migrations to **Data import**, a self-guided tool built into the Admin console. It copies Exchange Online mail, calendars, contacts and To Do tasks, OneDrive files and permissions, SharePoint Online sites into shared drives, and Teams chat messages. It copies, it does not move: nothing is deleted in Microsoft 365.

Google's migration product matrix says Google Workspace Migrate will no longer be available for Exchange Online, SharePoint Online and OneDrive from the end

of 2026, so new projects should plan on Data import. On-premises Exchange, SharePoint Server and file shares still use other Google tools.

NATIVE TOOL
Data import in the Google Admin console (Data > Data import & export > Data import)

DEFAULT METHOD
Up to 1,000 Exchange Online users and 500 OneDrive users per import, on Google's shared API quota

ADVANCED METHOD
For 1,001 users or more, on your own API quota, in batches

WHO RUNS IT
A Google super administrator, signing in to Microsoft 365 as a Global Administrator

RETIRING
Google Workspace Migrate for Exchange Online, SharePoint Online and OneDrive is no longer available from the end of 2026

1 What you need before step one

Need	Details	Where to get it
Google Workspace admin	A super administrator, who runs every Data import.	Google Admin console (https://admin.google.com) > Account > Admin roles
Microsoft 365 admin	A Global Administrator, who signs in when Data import connects to Exchange Online, OneDrive and SharePoint Online.	Microsoft 365 admin center (https://admin.microsoft.com) > Roles > Role assignments
Google Workspace licences	A Google Workspace edition that covers the features people use, and a licence with Gmail turned on for every target user.	Google Admin console > Billing > Subscriptions; check current pricing

Need	Details	Where to get it
Domain verified in Google	Needs the Domain settings administrator privilege and sign-in to your DNS host.	Add a domain to Google Workspace
Users created first	Data import does not create accounts, so every user exists and is licensed before you import.	https://knowledge.workspace.google.com/admin/users/add-or-update-multiple-users-from-a-csv-file
Data import	The import tool in the Admin console. Default method up to 1,000 Exchange users and 500 OneDrive users; larger moves use the advanced method.	Use the Google Workspace data import tool
Shared drives	Created before you build the SharePoint site CSV, because the CSV needs each shared drive ID.	Google Drive (https://drive.google.com) > Shared drives > New; IDs from Admin console > Drive and Docs > Manage shared drives
DNS access	Sign-in to your DNS host for the MX change, SPF and DKIM at cutover.	Change MX records, set up SPF, set up DKIM
Files to prepare	User mapping CSV (Source Exchange Email, Target GUser), OneDrive user and identity CSVs, a SharePoint site CSV, each under 10 MB, plus Google Groups and calendar resources for lists and rooms.	Mailbox and data inventory, with counts from Microsoft 365 admin center > Users > Active users
Browser	Pop-ups allowed from Microsoft sites in the browser you use for the Google Admin console, for the Microsoft 365 sign-in.	Your browser settings

2 Pick the right method and size the job

4 steps

1

Count users per workload

Where: Your Mailbox and data inventory, with user counts from Microsoft 365 admin center (admin.microsoft.com) > Users > Active users

Count the Exchange Online, OneDrive and SharePoint users you will import. Google splits the data import tool into a **default** method for organisations of 1 to 1,000 users and an **advanced** method for 1,001 users or more. The default method uses Google's shared API quota. The advanced method uses your own quota and runs in batches.

✓ **You should see:** The inventory states which method each workload will use.

2

Check the edition

Where: Google Admin console (admin.google.com) > Menu > Billing > Subscriptions

Google lists Business Starter, Standard and Plus, Enterprise Standard and Plus, Education, Frontline, Essentials and Nonprofit editions as supported for the data import tool. Confirm your edition here and against Google's announcement before you buy.

✓ **You should see:** Your subscription is one of the supported editions.

3

List what each user needs in Google

Where: Your Identity and licence mapping sheet

Map each Microsoft 365 plan to a Google Workspace edition by the features people use: storage, Vault retention, device management, Meet recording, and security controls. Check Google's current edition comparison and pricing pages.

✓ **You should see:** Every user group has a chosen Google Workspace edition.

4

Note sources the data import tool does not cover

Where: Your Mailbox and data inventory, checked against Google's migration product matrix

Exchange Server, SharePoint Server, file shares and Box use Google Workspace Migrate or Google Workspace Migration for Microsoft Exchange (GWMME), as shown in Google's product matrix. PST files use GWMMO or GWMME; see install GWMMO.

✓ **You should see:** Any source outside Exchange Online, OneDrive and SharePoint Online has a named tool in the plan.

3 Prepare Google Workspace and Microsoft 365

4 steps −

1

Verify the domain and create users

Where: Google Admin console > Menu > Account > Domains > Manage domains, then Menu > Directory > Users

Verify your domain in Google Workspace (add a domain to Google Workspace). The data import tool does not create accounts, so create every user first and assign a licence (bulk create users in Google Workspace). Turn on Gmail, Calendar and Drive for the users you are importing to under **Menu** > **Apps** > **Google Workspace**.

✓ **You should see:** The domain shows as verified, every target user exists with a licence, and the three services show ON for them.

2

Create shared drives for SharePoint sites

Where: Google Drive (drive.google.com) > Shared drives > New, then Google Admin console > Menu > Apps > Google Workspace > Drive and Docs > Manage shared drives

Each SharePoint Online site is imported into a shared drive. Create the shared drives before you build the CSV, because the CSV needs each shared drive's ID. Add a Google user with Manager access to each drive. Google says to find shared drive IDs on the Manage shared drives page in the Admin console.

✓ **You should see:** Each planned shared drive appears in Manage shared drives with a manager, and you have recorded its ID.

3

Have a Global Administrator ready

Where: The browser you will use for the Google Admin console (pop-up settings)

The Google super admin connects to Microsoft 365 by signing in as a Global Administrator. Allow pop-ups from Microsoft sites in that browser.

✓ **You should see:** The Global Administrator credentials are to hand and the browser does not block the Microsoft sign-in window.

4

Tell users the import is a copy

Where: Email from your User communication pack

Changes they make in Outlook or OneDrive after the import will only come across in a delta import. Give them the dates of the first import, the delta and the cutover.

✓ **You should see:** Users have the dates before the first import starts.

4 Import Exchange Online mail, calendars and contacts

5 steps −

Item	Imported?	Notes from Google's documentation
Mail folders	Yes, as labels	Folder paths longer than 225 characters do not become labels, but the messages still import
Messages over 150 MB	No	Attachments also skip if Gmail blocks the file type
Categories, flags, Notes folder	No	Pinned, flagged and scheduled status are lost

Item	Imported?	Notes from Google's documentation
Outlook rules	Advanced method only	Imported as filters when "Import message rules as filters" is set; forwarding and redirect rules are not supported
In-Place Archive	Advanced method only	For active users
Calendar events	Yes	From the start date; Teams meeting links stay as Teams links; event colours do not move
Contacts	Yes	Global Address List and contact lists do not move
To Do tasks	Yes	Recurrence and due times are lost; Planner tasks do not move

1

Connect

Where: Google Admin console (admin.google.com) > Menu > Data > Data import & export > Data import, signed in as a super administrator

For **Exchange Online** click **Import**, then **Connect**, and sign in to Microsoft 365 as a Global Administrator. See also use the Google Workspace data import tool.

✓ **You should see:** The Exchange Online import page shows the connection, and Data import appears as an authorised API client under domain-wide delegation.

2

Map users

Where: Data import > Exchange Online > user mapping section

For 20 users or fewer the tool suggests matches you can edit; review them and click **Save Changes**. For more than 20, upload a CSV with the headers `Source Exchange Email` and `Target GUser` using **Upload CSV**. If a user's UPN and mail values differ, Google says to use the UPN.

```
Source Exchange Email,Target GUser
will@contoso.com,will@contoso.com
maria@contoso.com,maria@contoso.com
```

✓ **You should see:** The Tasks list shows the CSV upload succeeded, or the suggested mappings are saved.

3

Choose settings

Where: Data import > Exchange Online > Edit settings

Select data types (Emails, Calendar events, Contacts, To Do Tasks) and a start date. Deleted and junk email are excluded unless you tick **Include deleted email** and **Include spam email**. You can exclude folders by name (comma-separated, `Travel/Asia` for subfolders) and tick **Copy additional calendars**. Room calendars can only be mapped with a CSV. Click **Save changes**.

✓ **You should see:** The settings summary on the import page shows your choices.

4

Start, monitor and export reports

Where: Data import > Exchange Online import page

Click **Start import** and watch the counters for discovered, imported, skipped, failed and warning items. You can leave the page without stopping it. Click **Export user report** or **View data import logs** before you exit, because exiting deletes the configuration and reports.

✓ **You should see:** The counters rise, and you receive an email with statistics and attached reports when the import finishes.

5

Run a delta import before cutover

Where: Data import > Exchange Online import page > delta import option

A delta import copies new or changed items and retries failures. Do not run a delta if you changed the Target GUser column after the first import. Exit and create a new import instead.

✓ **You should see:** The counters update with the new items and the completion email arrives again.

5 Import OneDrive into My Drive

4 steps −

1

Connect to OneDrive

Where: Google Admin console > Menu > Data > Data import & export > Data import

For **Microsoft OneDrive** click **Import**, then **Connect to Microsoft OneDrive**, and sign in as a Global Administrator.

✓ **You should see:** The OneDrive import page opens with the upload options for the user list and identity map.

2

Upload the user list and identity map

Where: Data import > Microsoft OneDrive > Upload CSV (twice), then the Tasks list

The user list has one column, `Source OneDrive User`. The identity map has `Source Email` and `Destination Email`. Each CSV must be smaller than 10 MB. Click **Upload CSV**, select the file and click **Open** for each. The default method handles up to 500 OneDrive users per import.

```
Source OneDrive User
will@contoso.com

Source Email,Destination Email
will@contoso.com,will@contoso.com
```

✓ **You should see:** Tasks shows both uploads as successful. If one fails, delete it and upload again.

3

Set filters

Where: Data import > Microsoft OneDrive > Edit settings

You can tick **Only include files created or modified after the following date**, **Exclude specific file formats** and **Exclude files larger than the following size**, then click **Save**. Folders always import.

✓ **You should see:** The settings summary shows your filters.

4

Start and review

Where: Data import > Microsoft OneDrive import page

Click **Start import**. Files keep their format, so Word, Excel and PowerPoint files stay as Office files in Drive. Up to 180 versions per file are imported. OneNote notebooks arrive as folders. Use **Export summary report** to review failures.

✓ **You should see:** Counters for files discovered, imported, skipped and failed rise, and a completion email arrives with reports.

⚠ **Some OneDrive content stays behind.** Personal Vault files, favourites, folder shortcuts, folder colours, file expiry dates and files owned or last modified by external users are not imported.

6 Import SharePoint Online sites into shared drives

7 steps

1

Build the site CSV

Where: Excel or a text editor on your admin PC, using site URLs from SharePoint admin center > Sites > Active sites and shared drive IDs from Google Admin console > Manage shared drives

Use the exact headers `Source SharePoint URL` (one site or site collection per row), `Target Drive FolderID` (the shared drive ID) and `Target GUser` (a Google user with Manager access to that shared drive). Subsites are included automatically, so do not list a parent and its subsite separately. One import can cover up to 1,000 sites. Keep the file under 10 MB.

```
Source SharePoint URL,Target Drive FolderID,Target GUser
https://contoso.sharepoint.com/sites/finance,0AbCdEfGhIjKlUk9PVA,maria@contoso.com
```

✓ **You should see:** The CSV opens with three headers and one row per top-level site.

2

Connect to SharePoint Online

Where: Google Admin console (admin.google.com) > Menu > Data > Data import & export > Data import, signed in as a super administrator

For **SharePoint Online** click **Import**, then **Connect to Microsoft SharePoint Online**, and sign in with a Global Administrator Microsoft account.

✓ **You should see:** The SharePoint Online import page opens with the site list upload.

3

Upload the site list

Where: Data import > SharePoint Online > Upload CSV, then the Tasks list

Click **Upload CSV** and choose the site CSV from step 1. If the upload fails, delete the file and upload a new one.

✓ **You should see:** Tasks shows the site list upload as successful.

4

Add an identity map if addresses change

Where: Data import > SharePoint Online > identity map Upload CSV

You can skip the identity map if addresses match or only the domain changes. Otherwise upload a CSV with the headers `Source Entity` (a user email, group email or group name) and `Destination Email`. To map site groups to Google Groups, create the groups and their members first.

```
Source Entity,Destination Email
Finance Members,finance@contoso.com
```

✓ **You should see:** Tasks shows the identity map upload as successful.

5

Set filters (optional)

Where: Data import > SharePoint Online > Edit settings

Choose whether to map accounts not in the identity map, copy only files created or modified after a date, or exclude file extensions or files above a size. Click **Save changes**.

✓ **You should see:** The settings summary shows your choices.

6

Start the SharePoint import

Where: Data import > SharePoint Online import page > Start import

Click **Start import**. The first phase can take up to 15 minutes, sometimes longer, with no visible progress, before files start copying; do not stop or exit during this time. Stopping the import (**Stop import**) does not remove data already copied. Use **Export site report** or **View data import logs** for reports.

✓ **You should see:** After the first phase, counters for sites processed and files imported, skipped and failed start rising, and a completion email arrives at the end.

7

Rebuild what is not files

Where: Your Application inventory and dependency map (one row per SharePoint page, list and flow)

The import copies files, folders and permissions. SharePoint pages, lists and Power Automate flows need a separate plan, such as Google Sites, AppSheet or Apps Script.

✓ **You should see:** Every page, list and flow has an owner and a target in the inventory.

7 Teams chats and the things that need rebuilding

3 steps −

1

Decide on Teams chat history

Where: Your Mailbox and data inventory; the import itself runs from Google Admin console > Menu > Data > Data import & export > Data import

Google lists Microsoft Teams chat messages as a data import tool source, with default and advanced methods. Decide which chats and channels are worth importing into Google Chat and which can stay archived in Microsoft 365.

✓ **You should see:** The inventory records a keep, import or archive decision for each team.

2

Plan shared mailboxes

Where: Google Admin console > Menu > Directory > Groups, then the Exchange Online import CSV

Shared or user mailboxes mapped to a Google group import as a collaborative inbox. Read and unread status does not carry over to groups. Create the groups first, then map each shared mailbox to its group in the `Target GUser` column.

✓ **You should see:** Each shared mailbox has a Google group and a row in the mapping CSV.

3

Recreate distribution lists and rooms

Where: Google Admin console > Menu > Directory > Groups, and Menu > Directory > Buildings and resources > Overview > Resource management

Create Google Groups for distribution lists and calendar resources for rooms (create the building first), then map rooms in the calendar CSV.

✓ **You should see:** Each distribution list and room has a Google equivalent and room calendars import into their resources.

8 Switch MX to Google

4 steps

1

Run final delta imports

Where: Google Admin console > Data > Data import & export > Data import > each open import

Run a delta for mail and files just before the change so the gap is small. Lower the MX TTL a day ahead (lower DNS TTL).

✓ **You should see:** Each delta completes and its completion email arrives.

2

Change the MX record

Where: Your DNS host's control panel > contoso.com > DNS records, then Google Admin console > Menu > Account > Domains > Manage domains > Activate Gmail

Google's current MX value is `smtp.google.com` with priority 1. Remove the old Microsoft 365 MX record, because Google warns that leftover MX records can stop mail working. Then click **Activate Gmail** for the domain. Changes can take up to 72 hours to be recognised. See change MX records.

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

✓ **You should see:** nslookup -type=mx contoso.com returns only smtp.google.com, and a test message from outside arrives in Gmail.

3

Run one more delta after propagation

Where: Google Admin console > Data > Data import & export > Data import > Exchange Online import

Mail that reached Exchange Online during propagation comes across in a final delta import.

✓ **You should see:** The final delta shows the late messages as imported.

4

Update SPF and DKIM

Where: Your DNS host's control panel, and Google Admin console > Menu > Apps > Google Workspace > Gmail > Authenticate email

Add Google to SPF (set up SPF) and turn on DKIM signing in Google Workspace (set up DKIM). Remove Microsoft 365 from SPF when it no longer sends for the domain.

✓ **You should see:** The SPF record includes Google and Authenticate email shows DKIM as authenticating.

9 Exit imports and decommission

2 steps

1

Export logs, then exit

Where: Google Admin console > Data > Data import & export > Data import > each completed import

Export logs and user reports, then click **Exit import** and **Exit and delete import**. This removes Data import from domain-wide delegation. You cannot start a new import of the same type until you exit a completed one.

✓ **You should see:** The import no longer appears as open, and its client is gone from Security > Access and data control > API controls > Manage Domain Wide Delegation.

2

Keep Microsoft 365 read-only for a period

Where: Microsoft 365 admin center > Billing > Licenses, and your Decommission checklist

Keep licences long enough to answer "where did this go" questions and meet your retention obligations, then remove them.

✓ **You should see:** The decommission checklist records the retention end date and the date licences were removed.

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 4 options −

Data import, default method

LOW EFFORT

Best for: Up to 1,000 Exchange Online users and 500 OneDrive users per import

+ Built into the Google Admin console and runs on Google's shared API quota
+ Data import covers mail, calendars, contacts, To Do tasks, OneDrive, SharePoint sites and Teams chat
+ Copies only: nothing is deleted in Microsoft 365
– Does not import PST files or Outlook rules
– Some content stays behind, such as OneDrive Personal Vault files

Read more →

Data import, advanced method

HIGH EFFORT

Best for: Organisations of 1,001 users or more

+ Uses your own API quota and runs in batches, up to 5,000 Exchange Online users per batch
+ Can import Outlook message rules as Gmail filters, which the default method does not
– More set-up, because you supply and manage the API quota
– Batches need more planning and monitoring

Read more →

GWMMO for PST files

MEDIUM EFFORT

Best for: A small number of users with mail in Outlook PST files

+ Google lists it in its product matrix for small numbers of users
+ Users can run it themselves
– Windows and Outlook only, one user at a time
– Covers PST and Outlook data only, not OneDrive or SharePoint

Read more →

Third-party migration platform

MEDIUM EFFORT

Best for: Projects that need features the data import tool lacks, or vendor support

+ Options such as CloudM and BitTitan MigrationWiz cover Microsoft 365 to Google Workspace
+ One vendor across mail and files
– Extra product to buy: check the vendor's current pricing
– Check each vendor's supported data types first

OUR ADVICE

Plan on Data import: Google's product matrix says Google Workspace Migrate is no longer available for Exchange Online, SharePoint Online and OneDrive from the end of 2026. Use the default method up to 1,000 users and the advanced method above that. Add GWMMO only for PST files, and compare third-party platforms only if you need content Data import leaves behind.

Plan on the data import tool, not Google Workspace Migrate

REDUCES RISK

Google's product matrix says Google Workspace Migrate for Exchange Online, SharePoint Online and OneDrive is no longer available from the end of 2026.

WHAT TO DO

Build the project around Data import (Admin console > Data > Data import & export). Use other Google tools only for sources it does not cover, such as on-premises Exchange or PST files.

TOOLS THAT CAN GET AROUND THIS

Data import reads Exchange Online mailboxes, not PST files kept on PCs or file shares. Google's own desktop tool imports that PST content into Gmail, Calendar and Contacts.

Google Workspace Migration for Microsoft Outlook (GWMMO)

PROFILE

Lets users import their own email, calendar and contact data from an Outlook account or PST file. Admins can push it as an MSI, Google advises running only one GWMMO instance for each user, and accounts must exist first.

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

Google Workspace Admin Help: Migration product matrix

Pick the default or advanced method by size and features

SAVES TIME

The default method runs on Google's shared API quota and caps imports at 1,000 Exchange users or 500 OneDrive users. Rules and In-Place Archives import only with the advanced method.

WHAT TO DO

If you need Outlook rules as filters, archives, or more than the default limits, plan the advanced method and its own API quota from the start.

Google Workspace Admin Help: What's imported from Exchange Online

Use the start date and filters to cut volume

SAVES TIME

Every year of mail and every old file adds import time. Deleted and junk mail are excluded by default.

WHAT TO DO

Agree a retention cut-off with the business, set the start date for mail and the created or modified date filter for files, and exclude file types or sizes nobody needs. Keep older data in Microsoft 365 for the read-only period instead.

Google Workspace Admin Help: Default data import method for OneDrive

Expect Office files and version history to use Drive storage

COST LEVER

OneDrive files keep their Office format and up to 180 versions per file are imported, so storage use in Drive can be higher than users expect.

WHAT TO DO

Check pooled storage in your Google edition against OneDrive usage before the import, and use the size and date filters for very large or old content.

Google Workspace Admin Help: What's imported from OneDrive

Never change the mapping and then run a delta

REDUCES RISK

A delta after a Target GUser or Destination Email change does not copy data to the new address, and a second import of the same data creates duplicates.

WHAT TO DO

Lock the identity mapping after the pilot. If a mapping must change, exit the completed import and create a new one for the affected users only.

Google Workspace Admin Help: Default data import method for Exchange Online

Respect the 14-day caution on SharePoint imports

REDUCES RISK

Google warns that within 14 days of a completed SharePoint import, creating a new import for the same data or importing it to a second location can move data from the first location to the second.

WHAT TO DO

Get the site-to-shared-drive mapping right in the pilot, then leave completed sites alone for 14 days apart from delta imports.

Google Workspace Admin Help: Import from SharePoint Online

Export reports before you exit any import

COMPLIANCE

Exit and delete import removes the configuration and reports for good, and you need them to prove what moved.

WHAT TO DO

Export the user or site report and logs to Google Sheets from Tasks, store them with your data validation report, then exit.

Google Workspace Admin Help: Default data import method for Exchange Online

Plan for what the import leaves behind

USER IMPACT

SharePoint pages, lists and flows, Planner tasks, the Global Address List, Outlook categories and flags, Personal Vault files and files owned by external users do not import.

WHAT TO DO

List these per team with an owner and a target (Google Sites, AppSheet, Apps Script, Google Groups) before cutover, and keep Microsoft 365 read-only until they are rebuilt.

TOOLS THAT CAN GET AROUND THIS

The import does not rebuild the directory, so the Global Address List and distribution lists otherwise become manual work in Google Groups. Microsoft's provisioning connector creates users, groups and group memberships in Google Workspace from Entra ID and keeps them in step. SharePoint pages, lists, flows, Planner tasks and Outlook categories and flags still need the rebuild plan above.

Google Cloud / G Suite Connector by Microsoft

Microsoft Entra provisioning creates users and provisions groups and group memberships in Google Workspace, with changes applied on the next sync cycle (about every 40 minutes). Only assigned or in-scope groups are created and Microsoft does not list which group types are supported, so test a distribution list in the pilot.

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

Google Workspace Admin Help: What's imported from Exchange Online

Warn users about Teams links in imported meetings

USER IMPACT

Imported calendar events keep their Teams meeting links, which stop being useful once Microsoft 365 is retired.

WHAT TO DO

Ask organisers to edit recurring meetings in Google Calendar to add Meet after cutover, starting with the meetings that run past your Microsoft 365 end date.

Google Workspace Admin Help: What's imported from Exchange Online

Remove the old MX records completely

REDUCES RISK

Google warns that leftover MX records can stop mail working, and changes can take up to 72 hours to be recognised.

WHAT TO DO

Lower TTL a day ahead, replace every Microsoft 365 MX record with smtp.google.com priority 1, and run a final delta after propagation to catch mail that landed in Exchange Online.

Google Workspace Admin Help: Set up MX records for Google Workspace

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

8 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 Exchange Online user imported	In the Google Admin console open **Menu > Data > Data import & export > Data import > Exchange Online**, read the imported, skipped, failed and warning counters, and select **Export user report** before you exit. Compare with your Mailbox and data inventory.	Every mapped user is present, failed items are zero or explained, and the final delta ran after MX propagation.

Check	How to check	What good looks like
Mail, calendars, contacts and tasks arrived	Sign in to Gmail, Google Calendar and Google Contacts as a sample of users and compare folders, recent mail, future meetings and contacts with Outlook on the web.	Outlook folders appear as labels, future meetings and contacts are present, and missing items match the skipped items in the report.
OneDrive files reconcile	In **Data import > Microsoft OneDrive** select **Export summary report**, then open My Drive for a sample of users and compare folder trees and file counts with their OneDrive.	Files and folders match, apart from the known exclusions such as Personal Vault, shortcuts and files owned by external users.
SharePoint sites landed in the right shared drives with the right access	Open each target shared drive from **Google Drive > Shared drives**, compare content with the SharePoint site, and check members in **Google Admin console > Apps > Google Workspace > Drive and Docs > Manage shared drives**.	Each site in the CSV has its files in the right shared drive, and site members map to the expected Google users or groups.
Shared mailboxes, groups and rooms work	Send a test from outside to each group that replaced a shared mailbox or distribution list, and book each calendar resource from Google Calendar.	Collaborative inboxes receive mail, distribution groups deliver, and rooms accept bookings.
MX, SPF and DKIM point at Google	Run `nslookup -type=mx contoso.com 8.8.8.8` or use `https://toolbox.googleapps.com/apps/checkmx/`. Send to an outside mailbox and use **More > Show original**, and check **Apps > Google Workspace > Gmail > Authenticate email**.	The only MX record is smtp.google.com, Gmail is active for the domain, and SPF and DKIM pass.

Check	How to check	What good looks like
Users work in Google on every device	Ask each user to confirm they use Gmail and Google Drive on desktop and phone, and that Outlook and the OneDrive app are no longer used for work.	Every user sends, receives and opens files in Google without help.
Microsoft 365 is no longer receiving mail or edits	In the Exchange admin center run **Mail flow > Message trace** for recent inbound mail, and sort a sample of OneDrive and SharePoint libraries by Modified.	No new mail is delivered to Exchange Online and no files have changed since the final delta.

Rollback plan

If it goes wrong

ROLL BACK IF

- The Exchange Online import shows many failed users or items that cannot be fixed before cutover
- Mail stops arriving after the MX change and cannot be fixed in the agreed window
- SharePoint content or permissions are badly wrong in the shared drives
- Users cannot sign in to Google Workspace on cutover day

POINT OF NO RETURN

The data import tool copies data and leaves Microsoft 365 unchanged; stopping an import does not remove what was already copied. You can switch back while the Microsoft 365 mailboxes, OneDrive and SharePoint sites still exist. The point of no return is removing Microsoft 365 licences or deleting users and sites, because that starts the removal of their mailboxes and files. Google's tool does not copy data back to Microsoft 365, so mail and files created in Google after cutover must be moved separately.

1

Put MX back to Microsoft 365

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

Add the Microsoft 365 MX record shown in the admin center, or the value in your DNS cutover record sheet, and remove the smtp.google.com record. Keep Microsoft 365 in SPF.

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

✓ **You should see:** Public resolvers return the Microsoft 365 MX record and the admin center shows the domain as healthy.

2

Stop running imports

Where: Google Admin console > Menu > Data > Data import & export > Data import > each open import

Select **Stop import** on any running import and export the reports. Data already copied stays in Google.

✓ **You should see:** No import is running.

3

Send users back to Outlook and OneDrive

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

Tell users to work in Outlook, OneDrive and Teams again until the retry, and not to edit the copies in Google.

✓ **You should see:** Users confirm they are back in Microsoft 365.

4

Move back work done in Google

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

For mail received in Gmail after the MX change, users forward the important messages to their Microsoft 365 mailbox. For files created or changed in Google, download them and upload to OneDrive or the SharePoint site. For many users, plan a reverse move using the Google Workspace to Microsoft 365 guide.

✓ **You should see:** Microsoft 365 holds the latest mail and files from the cutover window.

5

Keep Microsoft 365 licences in place

Where: Microsoft 365 admin center > Billing > Licenses

Do not remove licences or delete users until a retry has succeeded and your decommission checklist is signed off.

✓ **You should see:** Every user still has a licensed mailbox and OneDrive.

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

Common problems and fixes

7 errors −

`Imported email count is lower than the count in Exchange Online`

Cause: Some items are not supported: messages over 150 MB, drafts without a From header, items in Notes, and deleted or junk email if not selected.

Fix: Compare against Google's list of what is imported, and run a delta import to retry failed items.

`Delta import does not copy data to the new address`

Cause: The Target GUser or Destination Email was changed after the first import.

Fix: Exit the completed import and create a new import with the corrected mapping.

`Cannot start a new import`

Cause: A completed import of the same type is still open.

Fix: Export its reports, then select Exit import and Exit and delete import.

`Duplicate secondary calendars after a second import`

Cause: The same data was imported again with Copy additional calendars selected.

Fix: Clear Copy additional calendars when you re-import the same data.

`CSV upload fails or stays pending`

Cause: The file is malformed or larger than 10 MB, or the upload stalled.

Fix: Delete the file, create a new CSV with the exact headers, and upload again. Check the Tasks list for the result.

`Some mail folders are missing as labels`

Cause: The folder path is longer than 225 characters.

Fix: Messages still import. Shorten folder names in Outlook and run a delta import, or apply labels after import.

`Duplicate files in Drive after re-running OneDrive import`

Cause: A second import was created for the same data set.

Fix: Use a delta import on the existing import for changes. Only start a new import when the mapping changes.

Search the full error library →

FAQ

Frequently asked questions

Is Google Workspace Migrate still an option for Microsoft 365?

Google's product matrix says Google Workspace Migrate for Exchange Online, SharePoint Online and OneDrive is no longer available from the end of 2026. Use Data import instead.

Does Data import convert Office files to Google Docs?

No. OneDrive files are imported in their existing format. Users can open Office files in Drive or convert them later.

Does Data import delete anything in Microsoft 365?

No. It copies data. Exchange Online, OneDrive and SharePoint content is left in place.

How many users can I import at once?

The default method handles up to 1,000 Exchange Online users or 500 OneDrive users per import. The advanced method handles up to 5,000 users per batch for Exchange Online.

Are Outlook rules migrated?

Only with the advanced method and the "Import message rules as filters" setting. Rules that are disabled, in error, or forward and redirect mail are not imported.

Can I migrate PST files?

Not with Data import. Google's product matrix lists GWMMO for small numbers of users and GWMME for PST imports.

SOURCES

Official sources

13 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.

- Google Workspace Admin Help: Migration product matrix
- Google Workspace Admin Help: Import your organisation's data to Google Workspa...
- Google Workspace Admin Help: Default data import method for Exchange Online
- Google Workspace Admin Help: What's imported from Exchange Online
- Google Workspace Admin Help: Default data import method for OneDrive
- Google Workspace Admin Help: What's imported from OneDrive
- Google Workspace Admin Help: Import from SharePoint Online
- Google Workspace Admin Help: Set up MX records for Google Workspace
- Google Workspace Admin Help: Manage shared drives as an admin
- Google Workspace Admin Help: Create buildings, features and Calendar resources
- Google Workspace Admin Help: Control API access with domain-wide delegation
- Google Workspace Admin Help: Cancel Google Workspace (subscriptions page)
- Google Workspace Updates: Introducing Data import