How to Import Items from a PST to Your Online Mailbox

While moving or importing PST files to your online mailbox, your Outlook may not be available, so please use the Outlook Web Portal during this time.

Before you start, verify that there are no Outlook rules that move or copy items to a PST file:

    a. In Outlook, select File, Info, Manage Rules & Alerts, and check for rules that move or copy messages to a PST file.
    b. If you find such a rule, uncheck the box to deselect that rule, then select Apply, and OK to exit the Rules Wizard.

In order to avoid potential network issues, PSTs should be on your local drive before you import them.

1) In Outlook right click on the name of the PST that you want to import, and select Data File Properties, then Advanced; note the location of this PST; if it is on your C drive, you can proceed to import or move it to your Online Mailbox. If it is on a network share, it must be moved to your local drive first.
2) Close out these windows and go back to the main Outlook window
3) Right click on that PST and select close, then restart Outlook
4) Open File Explorer, and navigate to the directory that contains your PST
5) Copy that PST to your local drive, and note the location of where you moved the PST

Use this method to move a small PST file (200MB or less), or to move only certain folders to your online mailbox

1) If your .pst is not already opened in Outlook 2016, choose File | Open & Export
2) Choose Open Outlook Data File
3) Find your .pst file (either C: or U: drive), select it and click Open.
4) In your Office 365 folder list, right click on your account name and choose New Folder
5) Name the folder (e.g., pst folder contents)
6) Next, in the folder list, locate your .pst file and click the arrow to expand the list of folders.
7) Select a folder and drag it to the new folder you just created under your Office 365 mailbox.
8) Repeat for each folder you need to move.
9) When finished, right click on the .pst folder and choose Close "foldername"

Use this method to move a large PST file (over 200MB)

1) Disconnect the PST from Outlook by right-clicking on the .pst name in your folder list and choose Close ".pst"
2) Exit Outlook and then relaunch the Outlook to assure the PSTs are free from any connections from Outlook.
3) Create a destination folder in your Office 365 mailbox for each PST to be imported.
4) Select by clicking on the destination folder you wish to import the .pst file into.
5) Choose File | Open & Export, and select Import/Export.
6) Select "Import from another program or file" and click Next.
7) Select "Outlook Data File (.pst)" and click Next.
8) Browse to your .pst file, select it, and click Open.
9) Choose whether you want to allow, replace, or not allow duplicate items. Then click Next.
10) To import the entire .pst file, select the main folder containing all subfolders. Then select the checkbox labeled "Include subfolders"
11) Or, if you want to import a specific folder, expand the Outlook Data File until you see the folder with the emails you want to import, Select that folder. Then select the checkbox labeled "Include subfolders"
12) Finally, select the option labeled "Import items into the current folder" and click Finish.
13) The emails and folders will appear in your currently selected folder. If you need to make any final adjustments, simply drag and drop the emails and folders to the correct location.

After moving or importing your PST file to your online mailbox, verify that the move or import was successful.