Google apps

Google Apps Sync for Microsoft Outlook®

Google Apps Sync for Microsoft Outlook® is a plug-in for Microsoft Outlook® 2003, 2007, or 2010 that lets you use Outlook to manage your Google Apps mail, calendar, and contacts, along with your Outlook tasks, notes, and journal entries. It also lets you import data from Outlook to your Google Apps account.

Microsoft Outlook® Feature Compatibility

With Google Apps Sync, your mail, contacts, calendar events, tasks, and Outlook notes are stored both in your Google Apps account in the cloud and in Outlook on your computer. Google Apps Sync makes sure data is the same in both places by regularly synchronizing it back and forth. Because the cloud is accessible from anywhere on the Internet (not just from behind your firewall), you can access this information from any computer anywhere—either from Outlook, or by logging in to Google Apps from a web browser.

Some Outlook data, however, isn't supported by Google Apps. This information either isn't available at all with Google Apps Sync, or it's available in Outlook but *not* from the Google Apps interface.

Below is a look at what you can import to your new Google Apps profile in Outlook, what can be used in Outlook, and what gets synchronized with your Google Apps account in the cloud (and can therefore be used from there). For more information on using Google Apps Sync, see http://mail.google.com/support/bin/topic.py?topic=23333.

Mail

Mail data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Gmail	
Email messages	✔	✔	✔	
Email state (read vs. unread)	✔	✔	✔	
Folders and nested subfolders	✔	✔	✔	Outlook folders map to Gmail *labels*. Nested folders appear as nested labels.
Folders nested under Inbox (and other system folders)	✔	✔	⚠	Gmail doesn't nest labels under **Inbox**, **Sent Mail**, or other system labels. Instead, labels appear as **Inbox/***folder_name*.
Junk E-mail	✔	✔	✔	Import is optional. Junk email is labeled *Spam* in Gmail.
Deleted Items	✔	✔	✔	Import is optional.
Drafts	✔	✔	✘	
Attachments	✔	✔	✔	Attachments larger than 20mb don't sync with Gmail.
Executable attachments	✘	✘	✘	Not allowed in Gmail.
Posts in mailbox folders	✔	✔	✘	

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Mail data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Gmail	
Importance levels	✔	✔	✔	
Message flags	✔	✔	✔	Flags appear as *stars* in Gmail.
Follow-up dates and reminders (used with flags)	✖	✔	✖	Don't import or sync with Gmail but can be used in Outlook after importing.
Arrow icons marking messages you've replied to or forwarded	✔	✔	✖	Appear for messages you reply to or forward in Outlook, but don't sync to Gmail or other Outlook clients.
Rules	✖	✔	✖	Not imported or synced but can be recreated in Outlook. Or create equivalent *filters* in Gmail that apply for both interfaces.
Signatures	✖	✔	✖	Not imported or synced but can be can recreated in Outlook and Gmail.
POP/IMAP account	✖	✔	✖	Account settings don't import, but you can recreate the account in your Google Apps profile. POP or IMAP messages don't sync with Gmail.
POP messages	⚠	✔	✖	POP messages in your *primary Inbox* import from your old profile and are synced with Gmail (may not be desired). POP messages that arrive *after* importing aren't synced (see above).
Category definitions	✔	✔	✖	Categories aren't available in Gmail.
Category assignments	✖	✔	✖	Not imported. But you can categorize messages in Outlook after importing.

Other features in Outlook Mail (with Google Apps Sync)		
Mail delegation	✔	Set up delegation in your Gmail settings (not in Outlook).
Autocomplete	✔	Works for user, group, and resource addresses you've emailed before.
Custom From addresses	✔	Set these up in Gmail settings and use them in Outlook.
Read receipts	✔	Available when using Outlook and Gmail.
Delivery receipts	✖	Not supported in Outlook or Gmail.
Sharing mail folders	✖	Folder permissions aren't available in Outlook for sharing folders.
Recovering deleted messages	✖	This menu item isn't available in Outlook.
Public folders	✖	Public folders aren't available in Outlook or Gmail.
Recalling a sent message	✖	The message is received along with a notice that you tried to recall it.
Sending in Rich Text format	✖	Compose format must be HTML (and is set to HTML by default).

Calendar

Calendar data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Calendar	
Default calendar	✓	✓	✓	Includes events, descriptions, attendees, and locations.
Other calendars you own (under Calendar)	✓	✓	✓	Must reside in Outlook's Calendar folder, or in a subfolder of Calendar.
Other calendars you own (*not* under Calendar)	✗	✓	✗	Calendars that aren't under Outlook's Calendar folder don't sync.
Event reminders	✓	✓	✓	
Free / Busy status for Google Apps users	✓	✓	✓	
Free / Busy status for non-Apps users	✓	✓	✓	Requires that your administrator enables Google Calendar Connectors.
Tentative / Out of Office status	✓	✓	✗	Available in Outlook, but choosing either status appears as Busy, both in Google Calendar and to other Outlook users.
Optional attendees	✓	✓	✓	
Calendar attachments	✓	⚠	✗	Available in Outlook, but attachments added in Outlook don't sync with other users' calendars, who instead see a note that an attachment has been removed.
Rich content in event descriptions (images, links, bold, italic)	✓	⚠	✗	Available in Outlook, but other users see only plain text.
Category definitions	✓	✓	✗	Categories aren't available in Google Calendar.
Category assignments	✓	✓	✗	

Other features in Outlook Calendar (with Google Apps Sync)		
Calendar delegation	✓	Set delegation up in your Google Calendar settings (not in Outlook).
Sharing calendars	✓	Set up sharing in your Google Calendar settings (not in Outlook). Share view-only or editable, with individuals, across your domain, or publicly.
Saving event updates without sending	✗	When you save event data, it syncs with other people's calendars whether or not you choose to send updates from Outlook.

Personal Contacts

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Personal contact data in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
Personal contacts (under Contacts)	✔	✔	✔	Includes all fields (File As, images, notes, etc.).
Personal contacts (*not* under Contacts)	✖	✔	✖	Contacts must reside under Outlook's Contacts folder, or in a subfolder or Contacts, in order to sync.
Multiple contact folders	✔	✔	⚠	Contacts folders from Outlook don't sync to Google Apps. Instead, all contacts appear in Google Apps under My Contacts. But you can reorganize them using Google *groups*.
Personal distribution lists	✔	✔	⚠	Your mailing lists from Outlook don't sync to Google Apps. But you can still email a list from Gmail by creating a Google *group*.
Rich formatting in notes	✔	✔	✖	Rich formatting remains in Outlook only if you don't update contacts from Google Apps.
Notes larger than 16KB	✔	✔	✖	Larger notes are truncated in Google Apps but the full note remains in Outlook.
Follow-up flags, dates, and reminders.	✔	✔	✖	Flags aren't available in Google contacts.
Category definitions	✔	✔	✖	Categories aren't available in Google contacts.
Category assignments	✔	✔	✖	

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Unsupported in Outlook Contacts (with Google Apps Sync)		
Sharing a contact folder	✖	Folder permissions aren't available in Outlook for sharing folders.

Global Contacts

Your domain's Global Address List is available in Microsoft Outlook® if your administrator enables the dynamic Global Address List for your domain.

Global contact data and features	Available in Outlook	Syncs with Google Apps	
Domain contacts (individual addresses)	✔	✔	
Domain contacts (group addresses)	✔	✔	
Out-of-domain contacts	✔	✔	These are added in Google Apps as shared contacts.
Autocomplete	✔	✔	Works for user, group, and resource addresses you've emailed at least once.
Rich field data for each user	✔	✔	Includes name, email, phone numbers, street address and company information, notes, and more.

Notes

Outlook Notes in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Docs	
Notes (in top-level Notes folder)	✔	✔	✔	Outlook notes sync to plain text files stored in Google Docs.
Notes (in subfolders)	✔	✔	✔	Notes subfolders in Outlook sync with collections in Google Docs.
Category assignments	✔	✔	✘	Categories aren't available in Google Docs.

Tasks

Outlook Tasks in your old profile	Imports to Outlook	Available in Outlook	Syncs with Google Apps	
Tasks	✔	✔	✔	
Notes in tasks	✔	✔	✔	
Due dates	✔	✔	✔	
Task status (marked as completed)	✔	✔	✔	Marking a task completed in Outlook checks it off in Gmail's Task gadget.
Other progress status (e.g. In Progress, Deferred)	✔	✔	✖	Not available in Gmail's Task gadget.
Reminders	✔	✔	✖	Not available in Gmail's Task gadget.
Start dates	✔	✔	✖	Not available in Gmail's Task gadget.
Category assignments	✔	✔	✖	Not available in Gmail's Task gadget.
Top-level folders in Tasks	✔	✔	✖	Appear as separate Task lists in the Gmail's Task gadget.
Subfolders in Tasks	✔	✔	✖	Gmail's Task gadget only has top-level Tasks lists. Tasks in Outlook subfolders sync to the parent list in Gmail.

Journal entries

Other Outlook data	Imports to Outlook	Available in Outlook	Syncs with Google Apps
Journal entries	✔	✔	✖

For complete information about installing and using Google Apps Sync for Microsoft Outlook®, see http://mail.google.com/support/bin/topic.py?topic=23333.