





HOW TO...IMPORT MAIL & CONTACTS FROM ANOTHER GMAIL ACCOUNT

I. IMPORT MAIL from other Gmail accounts: you can import both old and new messages from another Gmail account. NOTE: you can only move messages, not folders or labels from your other account.


A. Get all messages (import both old and new messages)

1. On your computer, sign into the Gmail account you want to **import from** (your old account).
2. In the top right, select the Settings  icon > **See all settings**.
3. Click the **Forwarding and POP/IMAP** tab at the top menu.
4. In the **POP Download** section, select **Enable POP for all mail**.
5. (Recommended): Next to **When messages are accessed with POP**, select **keep Gmail's copy in the inbox**. This keeps a copy of the email in your old inbox just in case you wanted to compare the old and new accounts to verify everything transitioned over.
6. At the bottom, click **Save Settings**.
7. On your computer, sign into the Gmail account you want to **import to** (your new account).
8. In the top right, select the Settings  icon > **See all settings**.
9. Click the **Accounts and Import** tab.
10. In the **Check mail from other accounts** section, click **Add a mail account**.
11. Type the email address of the other account, then click **Next**.
12. Make a selection and click **Next**.
13. Type your password.
14. (Recommended) **Check the boxes** next to the options below:
 - a. **Always use a secure connection (SSL) when retrieving mail**.
 - b. **Label incoming messages**
 - c. Leave the other boxes unchecked.
15. Click **Add Account**.

IMPORTANT: If your old Gmail address was used as contact information or to access other services (e.g., online banking, social media, apps, subscription services, contact or backup email address, etc.), be sure to **contact those providers to replace the old email address with your new @lcmg.org email address.**


B. **Forward only new messages**. Forwards all new messages arriving in your old Gmail to your new @lcmg.org account. Use this to capture any new messages people may be sending because you've not yet provided them with your new @lcmg.org email address.

Turn On Automatic Forwarding


1. On your computer, open the Gmail account you want to forward messages from (i.e., the old Gmail account). You can only forward messages for a single Gmail address, and not an email group or alias.
2. In the top right, select the Settings  icon > **See all settings**.
3. Click the **Forwarding and POP/IMAP** tab at the top menu.
4. In the **Forwarding** section, click **Add a forwarding address**.
5. Enter the email address you want to forward messages to (i.e., your new @lcmg.org email address).
6. Click **Next > Proceed > OK**.
7. A verification message will be sent to that address. Click the verification link in that message.
8. Go back to the Settings page for the Gmail account you want to forward messages from and refresh your browser.
9. Click the **Forwarding and POP/IMAP** tab at the top menu.
10. In the **Forwarding** section, select the **Forward a copy of incoming mail to**.
11. Choose what you want to happen with the Gmail copy of your emails. We recommend "Keep Gmail" copies in the Inbox.
12. At the bottom of the page, click **Save Changes**.

Turn Off Automatic Forwarding

1. On your computer, open the Gmail account you want to stop forwarding messages from (i.e., the old Gmail account).

2. In the top right, select the Settings  icon > **See all settings**.
3. Click the **Forwarding and POP/IMAP** tab at the top menu.
4. In the **Forwarding** section, click **Disable forwarding**.
5. At the bottom of the page, click **Save Changes**.

C. **Stop importing emails**. At some point in the future, after your old email address is receiving less and less emails, you will want to stop importing emails and abandon the old account. **IMPORTANT: Be sure that any important contacts (e.g., IRS, subscription services, contracts, etc.) all have your new @lcmg.org email address on file prior to stopping the import feature.** When ready, follow these steps to stop importing emails:


1. On your computer, open the Gmail account to which you've been importing.
2. In the top right, select the Settings  icon > **See all settings**.
3. Click the **Accounts and Import** tab at the top menu.
4. In the Check email from other accounts section, click Delete next to the account you want to stop getting emails from.
5. TIP: If you are still getting emails, check if automatic forwarding is set up in your older account, then do a search on how to turn it off in your older account. If you want to delete emails that were previously imported, follow the steps on the screen.
6. Click **Start import**.

II. IMPORT CONTACTS from other Gmail accounts:

Step 1: Export existing Gmail contacts

1. On your computer's web browser, go to Google Contacts.
2. At the top right, click **Export**.
3. Select which contacts to export.
4. Select **Google CSV**.
5. Click **Export**.
6. At the top right, click your profile picture > **Sign out**.

Step 2: Import the file

7. On your computer's web browser, sign in to your @lcmg.org Google Account and go to Google Contacts.
8. On the left, click **Import**. (If you do not see a left-side menu, click the hamburger menu icon  at the top left)
9. Click **Select File**.
10. Choose your file.
11. Click **Import**.

You can have problems when:

- You import more than 3,000 contacts at a time. If you have more than 3,000 contacts, split them into multiple CSVs before you import them.
- You reach the limit of 25,000 contacts.

III. Delete your Old Google Account. You may delete your old Google Account at any time but be aware that you might not be able to recover it after a certain amount of time. We recommend waiting at least 1 year before deleting your old Gmail account, just in case you failed to catch any contacts that may still have your old email address on file.

What happens when you delete your account:

- You will lose all the data and content in that account, like emails, files, calendars, and photos.
- You will lose access to subscriptions, content, and services where you sign in with that account.

Before you delete your account:

- Review the info in your account and download or transfer any data you want to save to another account or USB device.
- If you use your Gmail address for online banking, social media, or apps, add a replace the email address for these services.
- Update your account recovery info in case you try to recover your account later.

Delete your account. If you have more than one Google Account, deleting one will not delete the others.

1. Log in to the Google Account you want to delete. Select “**Data & Privacy**” from the left-side menu.
2. Scroll down to “**Download or delete your data.**” For security reasons, you may receive a prompt to re-enter your password to verify your identity prior to proceeding.
3. You can download your data before deleting your account (select the services you want to download).
4. You may choose to delete Google Services or the entire account. Select your option and follow the on-screen instructions.