Import / Export Contacts in Webmail for DC Metro, IL, MA, NY and PA- Article no. 2123

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Import Contacts: Ajax Interface

- Go to the **left** navigation bar on the **Preferences** tab and click **Import / Export**
- Under **Import**, click **Browse** and select the **file** with the **email contacts**
- For the **destination**, select the **Address Book** folder
- **Webmail** *automatically* detects the **file type** to **import**

Exporting Contacts: Ajax Interface

- Go to the left **Navigation Bar** on the **Preferences** tab and click **Import / Export**
- Under **Source** select **Account Contacts**
- Click the address book **All Folders** to populate the download window

Importing Contacts: HTML Interface

- On the **Preferences** tab, select the **Address Book** tab on the **top** navigation bar
- On the **Manage Address Books** page, find the correct **Address book** on the **left**
- Click **Browse** to select the contact file, then **Import** to the appropriate Address book

Exporting Contacts: HTML Interface

- On the **Preferences** tab, select the **Address Book** tab on the **top** navigation bar
- On the **Manage Address Books** page, find the correct **Address book** on the **left**
- Click **Export** to link

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=434