

Converting your contacts from Twig Mail to SuffolkWeb Mail

All contacts are exported from Twig and cannot be individually selected. Any groups or list names will be exported, but not the individual contacts within the group or list. You must construct new groups in SuffolkWeb Mail. Only the following fields in the following order are exported for each contact: First Name, Last Name, Nickname, Description, Email Address.

In Twig, click the following steps:

Click 'Contacts'-> 'Export'-> 'Export to:' and select 'New Web Mail' (All contacts will be exported; you cannot select contacts to export individually.)

Click 'Go', and click on the circle next to 'Save File'

Click 'OK'

Save the exported file to the Desktop in its .csv format by clicking the down arrow and clicking on Desktop

Click 'Save'

Log out of Twig.

Go to SuffolkWeb Mail at <https://mail.suffolk.lib.ny.us>, and login using your same user name and password and click the following steps:

1. Select the 'Addresses' icon at the top of screen-> scroll down to 'Address Book Import' section-> Click on the 'Browse' button-> Click on the down arrow and click on 'Desktop'. Highlight the exported 'Twig contacts file' from the list.-> Click 'Open'.->Click "Import .csv file'. Twig has now exported 6 fields, but SuffolkWeb Mail can import only 5 fields. Decide how to label the incoming contact fields from Twig as described below.

2. Using the drop-down boxes, change the columns to the order that matches the information in the columns. Use 'Do not include' on any blank column.

3. Scroll down and click on 'finish' to process the imported address book. Any errors will be displayed. Any contact with an error will not be imported. The imported list of addresses will be displayed. You can check and remove any contacts you think didn't import correctly. Note the contacts that have successfully been imported. Go back into Twig and remove those contacts if you wish. You can then edit any contacts that didn't import successfully and repeat the export/import process.