

Why am I asked to sync my contacts again?

Last Modified on 11/02/2021 10:13 am EDT

There are two reasons you may need to resync your contacts: you're using multiple devices or browsers, or your organization policy forces the sync to expire.

Using multiple devices or browsers

- We must request you sync your contacts each time you use a new device or browser. Because we respect the privacy of your contacts and have not uploaded or stored them anywhere, each device and browser has its own Index Database that we use to sync your contacts.
- Once you sync your contacts for a given device or browser, you should not be asked to sync again.

Organizational policy

For security purposes, some organizations may occasionally force your sync with Desktop and other applications to expire. If you have questions about this, contact your IT administrator.
