# Why are some screenshots blurry?

**Last Modified on 11/12/2024 3:17 pm EST**

Screenshot blurriness can come from a few places in your authoring workflow. Usually those issues lie outside of KnowledgeOwl.

We don't do any processing or resizing on the images you upload to your content.

If you're seeing image blurriness or inconsistent resolution, review the items in this checklist:

- **Are you taking all your screenshots on the same monitor or device?**
  Different screen sizes or screen resolutions can have a big impact on the quality of your screenshot. Pick one monitor or device as your default and always use it.
- **Are you taking all your screenshots in the same browser?**
  Different UI elements can display slightly differently in different browsers. Choose one browser as your default and always use it.
- **Are you taking all your screenshots at the same browser zoom level?**
  If you've zoomed in or zoomed out the browser window, screenshots will have a different resolution. Be sure you're consistently using the same zoom level (the default is 100%, so that's generally a good default for screenshots).
- **Are you using the same tool to take your screenshots?**
  Tools can vary widely in the resolution they capture. Find a tool that works for you and always use the same tool. If necessary, you can try taking the same screenshot with different tools, add them all to an article, and compare to find the best choice! (We use TechSmith's **Snagit** here at KnowledgeOwl.)
- **If you edit, resize, or otherwise pre-process screenshots in your tool, are you doing so consistently?**
  Just as using different tools can produce inconsistent results, editing images in different ways can also product inconsistency. We've most often seen resolution inconsistency when screenshots are resized in the tool, since you might not resize in the same way every time.

If you're one of a team of writers, be sure your entire team is being consistent with these things, too. Even a small change like screen size or a slightly different editing process can produce different results!

> **Our recommendations:**
> - **Consistency is key. Establish a standard browser, device, screenshot tool, browser zoom, and editing process to ensure consistent image output.**