



Import from Helpjuice

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KnowledgeOwl doesn't have a pre-built import option for Helpjuice in **Tools > Imports**, but you can still import your content from Helpjuice!

Before you begin

Export your most recent Helpjuice backup. If you're unfamiliar with this process, follow Helpjuice's [How to Export Your Helpjuice Data and Articles](#) instructions. Follow the instructions for **Backup**.

Have this file handy.

Import your content from Helpjuice

Follow these steps to import from Helpjuice:

1. In KnowledgeOwl, go to **Tools > Imports**. The **Import content** page opens.
2. Under **File-based imports**, select **Other file format**. The **Import other file format** page opens.
3. In **File type you're looking to import**, enter `Helpjuice Backup zip`.
4. In **Sample file (optional)**, drag the zip file into the box or select the box, browse to the file, and select it to upload.
5. Select **Continue**.
6. A progress bar displays briefly. Once upload is complete, a confirmation message appears.

Since KnowledgeOwl doesn't yet have a pre-built import option for Helpjuice, our team will manually review and import your content.