# Import from other tool

**Last Modified on 02/24/2026 6:13 pm EST**

You may have content in a tool that isn't listed in our **Third-party imports** section. There's still a good chance our team can help import your content, but it may take a little more investigation on our side.

You have three options to request this type of import:

- If the tool you use allows you to export your content as a .csv file, follow the Import from CSV instructions.
- If the tool you use allows you to export your content as another file type, like a .zip file, follow the Import from other file format instructions.
- If the tool you use doesn't support exports or you're not sure how to run one, use the third-party import option to import from **Other tool**. This page provides instructions on this option.

## Import your content from other tool

Follow these steps to begin an import from a tool not listed in our **3rd-party imports**:

1. In KnowledgeOwl, go to **Tools > Imports**. The **Import content** page opens.

2. Under **Third-party imports,** select **Other tool**. The **Import from other tool** page opens.

3. Enter the **Name or website URL of the tool.** This helps our team identify the tool that's being used, which is useful for our own research to help with an import and helps us track which tools we're getting the most requests for.

4. If the content in your existing tool is publicly available, enter the **URL where we can view your content**. Our team uses this access to help get familiar with the way this tool structures content.

5. Select **Continue** to submit these details to our import team. A confirmation message displays to let you know we received your request.

## How the other tool import works

The **Other tool** option isn't a true import. Instead, it opens a conversation with our import team without you having to send an email to us.

One of our success or support owls will reach out to you after we've received your request to get more information to move your import forward.