



# Import from other file format

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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 instructions on this page.
- If the tool you use doesn't support exports or you're not sure how to run one, follow the [Import from other tool](#) instructions.

## Import your content from other file format

Follow these steps to import a file that isn't for a support 3rd-party provider or in a single .csv file format:

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 a description of the file you're uploading. It helps if you can give us the name of the tool that you generated the import from, for example `Helpjuice zip backup`.
4. In **Sample file (optional)**, drag your export file into the box or select the **browse** link, browse to the file, and select it.
5. Select **Continue**.
6. A progress bar displays briefly. Once upload is complete, a confirmation message appears.

## How the other file format import works

The **Other file format** 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.