



# Convert multiple Word documents to multiple articles

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Use this import option if you have multiple Word documents you'd like to convert to separate articles in KnowledgeOwl.

## How the Word import works

For this import option, the importer extracts each Word document from the zip file and strips out a lot of the proprietary Word formatting to convert it to streamlined HTML that will work with your knowledge base's default styles. (If you've copied and pasted Word into the article editor before, the Word importer basically does the same thing as the Clean formatting option.)

It then inserts this cleaned content into a brand new article.

It repeats this process for every Word document in the zip file.



### Review your imports

We strongly encourage you to review imported content, since many things like lists, tables, or other layouts don't look the same once they're converted to HTML.

## Before you begin

Create a .zip file containing all of the Word documents you'd like to import.

## How to convert multiple Word documents to multiple articles

Follow these steps to convert multiple Word documents to multiple articles:

1. In KnowledgeOwl, go to **Pages**.
2. Use the **Top-Level Content** and secondary content panes to navigate to the category or subcategory where you want to import your Word document{s}.
3. Select **+ Add > Import**. The **Import file** modal opens.
4. Add your zip file by dragging and dropping it into the modal or select **Browse files** to navigate your

computer and select the file for upload. The modal updates to display the name of the file you selected.

5. Select **Continue**. Our file importer process your file, then the modal updates to **What would you like to do?**

6. Select **Create articles**.

7. Choose the **Category** you'd like your articles created within. This defaults to the category you were in when you began + **Add**. Select the X next to that category name if it's the wrong place. If you didn't select a category to begin or you've removed the category, start typing the name of the category. Use the autosuggest to select the correct category.

8. *Optional:* Select **Advanced options** if you'd like to set:

- a. The articles' **Publishing status**: The importer defaults to using the **Draft** status. Use the dropdown here to select the status you'd prefer.
- b. **Add a tag name to all imported articles**: Some folks like to add tags as they create articles this way to indicate that they were converted from Word or to use the date of the import or other identifying details. Refer to [Tags feature overview](#) for more information on working with tags.

9. Select **Create articles**.

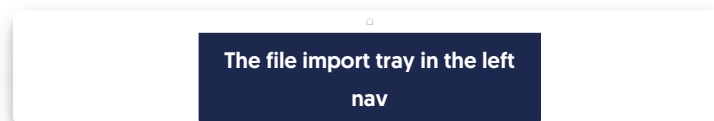
The **Converting your files** modal opens. You can choose to wait while Owl Intelligence runs or to **Close and keep working**.

If you leave the modal open, it updates once the conversion is complete, saying:

**Your drafts are ready**

Your files have finished converting. Find them in the file import tray in the left nav.

From any page in KnowledgeOwl, hover over the **x drafts ready** link in the bottom of the left nav:



A menu appears to the right of this with the imported articles' titles. Select any title to open it in the article editor for editing.

## Next steps

Since you can't edit the **Title** or **Summary** of individual articles during the import process, review each article to make sure the title, permalink, and summary are set the way you'd like after the import.