# Exporting your Data / Off-Boarding

Graham Smith - 2026-08-25 - Managers & Site Owners

In Kahootz, workspace managers can download their workspace content in a variety of formats at any time using the following methods:

Please note that in a recent security release, we changed the default for downloads, which now hides the “download all documents” link.

- **Document Folders** can be exported to a ZIP file via the **Actions Menu.** (Note: this only includes the latest version of each document).
- **Databases**, **Structured Documents, Comments** and **Survey Results** can be exported to CSV or Microsoft Excel or saved as reports.
- **Structured Documents** can be exported to Microsoft Word and published as PDFs if they’ve been enabled on your site.

For more complex or larger datasets, our data extraction service is available on request at any time during the subscription period and for up to 1 month after the subscription expiry.

To use this service, the Site Owners must contact our support team. All the data that the service holds for a consumer will be exported as follows:

- All items within the workspace will be exported as JSON-structured data file(s).
- Documents and pictures will be exported in their original format and referenced within the JSON files.
- A series of HTML pages will be generated in each folder, listing the contents of that folder and linking to the downloaded original files and JSON files to help navigate the information.

Data exports up to 5GB are supplied as downloads; larger exports are supplied via USB.

Depending on the total size, we may charge a fee to cover the costs of exporting your data.

All data exports require a minimum of 7 working days to action from the point of acknowledgement.

We can also design & develop a data-extraction process that exports data to meet specific requirements or to assist with importing data into another service. Please contact support

**Data export formats**

There are 3 different formats for the export depending on what you plan to do with the data:

1. **Documents** - Each workspace is saved in a separate folder, and we store documents using a folder hierarchy that mirrors the workspace's folder hierarchy.

***Technical Details...***
> Provides an exact replica of Kahootz workspace, including nested folders and actual files.

> Preferred for migrations; no further data manipulation needed for importing data to SharePoint Online.
> For data archiving, data can be imported directly without structural changes, provided it is not deeply nested in folders.
> For live data migrations, consider data cleansing and content metadata to define the initial SharePoint site structure before the content migration.

1. **JSON** - Each workspace is saved in a separate folder. All data from the Database is exported as JSON files. All documents, pictures and video files are exported as <fileid>.<version>, and you have to use the JSON metadata to map the 'file id' and version to the original filename.

***Technical Details…***
> Multiple JSON files containing references to Object-Files are provided.
> Actual files are not provided in this data export.
> Exported Data is provided in the form of Object files
> Requires a complex solution for reading source data.
> Object files need conversion to the original files.

1. **HTML Pages** - Each workspace is saved in a separate folder. All items are saved using a folder hierarchy that mirrors the workspace folder hierarchy.
   We create a stand-alone web page for each item. Note that survey responses and structured document comments are not included in this mode.

***Technical Details…***
> Nested folders and documents with HTML web pages containing navigation links.
> HTML webpages work locally but are not suitable for online platforms like SharePoint Online. Navigation links within HTML pages break when hosted online.

Please note that we can export all document versions or just the latest for each file.

We can also include a full-site export of all your registered users (ONLY in JSON).

For your information: We may charge a fee for larger-sized data extractions.

**How do I get my data from Kahootz?**

The export is an automated process. We'll create a password-protected zip file containing the exported files and make it available to you.

How we provide that to you depends on how large the resulting zip is. If it's reasonable to upload it into one of your workspaces for you to download, we can do that.

If you have a drop-off SharePoint area, we can upload it there. If not, we can copy the zip onto a physical USB drive and arrange a courier to collect it from us, or we can dispatch it via a "signed/tracked" service.

Please note that no Kahootz staff need to view or access the contents of your data during extraction from Kahootz.

**Technical Concerns**

1. **Zip Files:**
   ■ Accessible and openable within SharePoint Online.
   ■ Content within zip files cannot be directly accessed within SharePoint Online.
   ■ Content within zip files is hidden from search. However, the client responded as "Having zip files within SharePoint, despite vague naming conventions, is sufficient for the Archive SharePoint solution".

2. **SharePoint Upload Failed:**
   This can be due to the following reasons:
   ■ Corrupted source files

- Empty source files – Files with no content in them
- File name containing restricted characters i.e. /
- File path too long
- This can be avoided by moving file to parent folder or by shortening folders/file name

I hope the above provides a clear summarisation of the Kahootz Data Export Types.

## Related Content

- Is my Kahootz data backed up?
- Archiving