



Create a reader

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Readers are people who can log in and view your knowledge base. You can configure your knowledge base to allow readers to log in to view additional content or to require readers to log in to access all content.

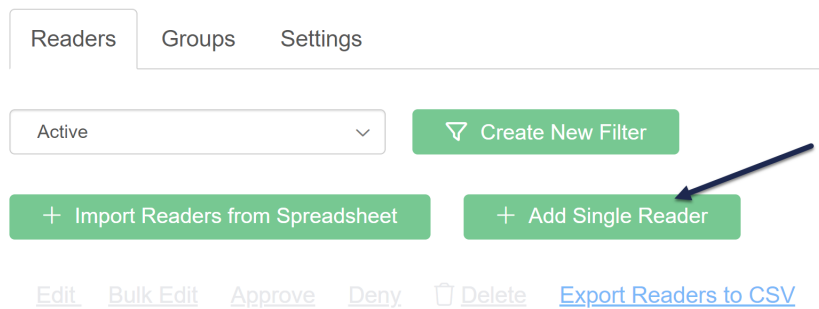
You can assign readers to [groups](#) that have access to specified content. All categories and articles can be viewable by all readers or only by specific reader groups, which can be created in [Readers > Groups](#).



Only authors with either **Full Admin Access** or **Admin access to readers** can create new readers.

To create a reader:

1. Click on your **profile icon/name** in the upper right.
2. Select **Readers** from the dropdown to access the Readers area of your account.
3. Click the **+ Add Single Reader** button.



4. This opens the **Add Reader** screen:

Add Reader

① Basic reader settings control how a reader logs in (what's their username) and how they appear in the knowledge base (first name, last name, icon). For self-administered passwords, usernames must be emails.

Login / Username

First Name

Last Name

Last Activity Never

Last Login Never

Created On Never

Picture / Icon None [Update](#)

Self-Admin Password Email reader a randomly generated temporary password
 Assign a custom temporary password

Admin Managed Password
This password will only work for knowledge bases with passwords managed by KnowledgeOwl admins.

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Knowledge Base Access

① Choose which knowledge bases a reader can log in to. Reader groups and custom fields apply to all assigned kbs.

[+ Add KB](#)

Reader Groups

① Give readers access to restricted content by assigning them to reader groups. Readers can only view content that is not restricted or is restricted to their group(s).

Reader Group Access

- KO Product Support
- Administrator
- Agents
- Executive Team
- SF Group1
- SF Group2
- KO Test
- HR
- Partner A
- KO Test

Custom Fields

① Custom fields allow you to pass additional information about your readers into the kb. You can use merge codes to display this data in the knowledge base or pass it to 3rd party tools like chat and analytics.

Custom Field 1

Custom Field 2

Custom Field 3

Custom Field 4

Custom Field 5

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5. Enter a **Login/Username**. This login / username needs to be unique.
6. **Optional:** add your reader's first and last names.
7. If your knowledge base uses **self-administered reader passwords** (the default), KnowledgeOwl automatically sends a welcome email with a temporary password.

 **Not sure if you're using self-administered passwords? Check the [Readers > Settings](#) tab to confirm and see [Set up password management for readers](#) for more info.**

- Selecting the **Assign a custom temporary password** option lets you create a temporary password of your choice.

Self-Admin Password Email reader a randomly generated temporary password
 Assign a custom temporary password

temp123

Sample custom temporary password

8. If you are using admin managed passwords, you will set up a **Password**.



Not sure if you're using admin managed passwords? Check the **Readers > Settings** tab to confirm and see [Set up password management for readers](#) for more info.

9. In **Knowledge Base Access**, add the knowledge bases this reader should access by clicking the **+ Add KB** button and selecting the knowledge base. Repeat for all appropriate knowledge bases.
10. Optional: Use the **Reader Group Access** checkboxes to assign this reader to **Reader Groups**.
11. Optional: If you are using **custom reader fields**, complete the custom fields you're using with the appropriate info.
12. Click the **Create** button to create the new reader.

A completed Add Reader form for a self-administered password, with one reader group, no custom fields, and one knowledge base might look like this:

Add Reader

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First Name

Last Name

Last Activity Never

Last Login Never

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Picture / Icon None
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KnowledgeOwl Support

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Reader Group Access KO Product Support

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[Sample new reader](#)