

Create a reader

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Readers 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 [Account > Readers > Groups](#).

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

To create a reader:

1. Go to [Account > Readers](#). The Readers page opens to the Readers tab.
2. Select **+ Add Single Reader**.



Select + Add Single
Reader

The Add Reader page opens.

3. Enter a **Login/Username**. This login / username needs to be unique.
4. *Optional:* Enter your reader's **First Name** and **Last Name**.
5. 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. Refer to [Set up password management for readers](#) for more info.

- If you'd prefer to enter your own custom temporary password and send it to the reader yourself, select **Assign a custom temporary password** and enter the password of your choice:



Sample custom temporary
password

6. If your knowledge base uses **Admin Managed Passwords** instead of self-administered passwords, enter the **Admin Managed Password** your reader will use to login.



Not sure if you're using admin managed passwords?

Check the **Readers > Settings** tab to confirm. Refer to [Set up password management for readers](#) for more info.

7. In **Knowledge Base Access**, add the knowledge bases this reader should access by selecting the **+ Add KB** button and selecting the knowledge base. Repeat for all appropriate knowledge bases.
 8. *Optional:* Use the **Reader Group Access** checkboxes to assign this reader to [Reader Groups](#).
 9. *Optional:* If you're using [custom reader fields](#), complete the custom fields you're using with the appropriate info.
 10. Select **Create** to create the new reader's account.
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