Requiring login to view files/images

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The Security Settings for your knowledge base (**Settings > Security**) determine the general security requirements for readers to access your knowledge base.

The files you upload to your knowledge base--PDFs, Excel sheets, screenshots, Word documents, etc.--do not automatically use this same security.

By default, even if your knowledge base requires login, the files you've uploaded do *not* require login. This is by design so that you can give customers the **link to specific documents** and they can easily download the file by clicking on that link or URL without having to log in to your knowledge base.

However, you can adjust your security settings so that readers have to be logged in to access files and images stored within your knowledge base. If you make this change, the URLs you'll see will change slightly to a different cloudfront URL.
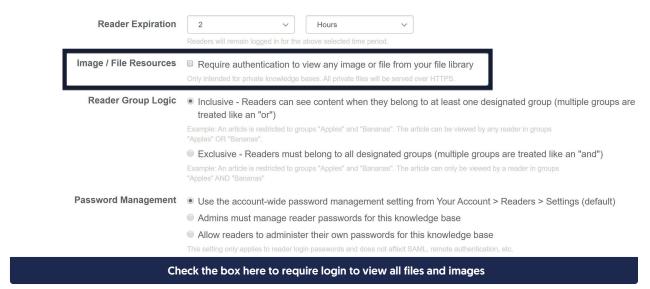
With authentication required, if you share a hyperlink directly to a file stored in KnowledgeOwl, anyone accessing that link will be prompted to log in to the knowledge base using the default authentication method before they'll be able to view the file.

> When this secure file library setting is enabled, you'll no longer see your knowledge base's logo when you're viewing the KnowledgeOwl app dashboard (/app/switch-project). The logos often showed as broken images until you'd opened the knowledge base. We felt hiding the logo entirely was a better experience than showing you a broken logo link. They'll only be hidden from the app switch-project view; they're still shown everywhere else!
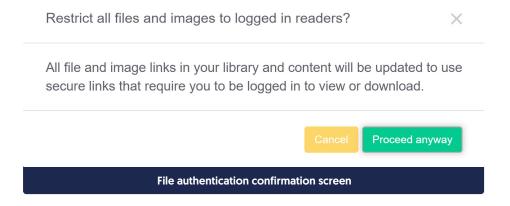
If you would like to require that someone must log into your knowledge base before accessing files:

1. Go to **Settings > Security**.

2. In the **Reader Options** section, check the **Image / File Resources** box next to "Require authentication to view any image or file from your file library."

Reader Options

Reader Expiration   [2   ▾]   [Hours   ▾]
Readers will remain logged in for the above selected time period.

Image / File Resources   ☐ Require authentication to view any image or file from your file library
Only intended for private knowledge bases. All private files will be served over HTTPS.

Reader Group Logic   ◉ Inclusive - Readers can see content when they belong to at least one designated group (multiple groups are treated like an "or")
Example: An article is restricted to groups "Apples" and "Bananas". The article can be viewed by any reader in groups "Apples" OR "Bananas".

◯ Exclusive - Readers must belong to all designated groups (multiple groups are treated like an "and")
Example: An article is restricted to groups "Apples" and "Bananas". The article can only be viewed by a reader in groups "Apples" AND "Bananas".

Password Management   ◉ Use the account-wide password management setting from Your Account > Readers > Settings (default)
◯ Admins must manage reader passwords for this knowledge base
◯ Allow readers to administer their own passwords for this knowledge base
This setting only applies to reader login passwords and does not affect SAML, remote authentication, etc.

Check the box here to require login to view all files and images

3. You'll receive a warning asking you if you're sure you want to do this. Click **Cancel** to keep files unauthenticated; click **Proceed anyway** to continue with requiring login to view files.

Restrict all files and images to logged in readers?   ✕

All file and image links in your library and content will be updated to use secure links that require you to be logged in to view or download.

[Cancel]   [Proceed anyway]

File authentication confirmation screen

4. Be sure to **Save** your changes.

Once these changes are saved, we will programmatically update the URL for most of your files referenced in your knowledge base's theme, within articles, and within article thumbnails/banners and category icons. If you are using URL redirect categories or articles pointing to files stored in KnowledgeOwl, you may need to manually update those URLs.

Some customers who require file authentication have noticed some issues with their upper left logos not loading properly on initial page load. If you make this change and notice issues with your logo, please contact us and let us know you're having issues. We can move your logo file to unrestricted storage so it will load faster.