Create a reader group

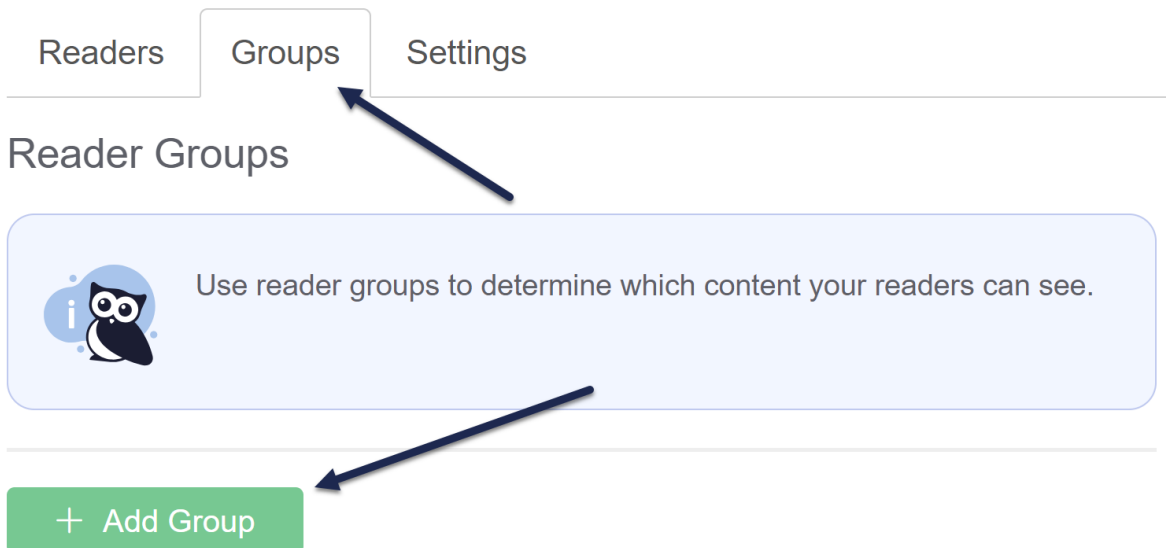Last Modified on 01/31/2024 2:48 pm EST

Reader groups allow you to show content only to members of the specified groups; they can be great for showing things to different customer types, internal vs. external readers, and more!

> You must have either **Full Admin** privileges or **Admin access to readers** so see this option. If you don't see the **Readers** option, contact your knowledge base administrator.

To create a reader group:

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. Open the **Groups** tab.

4. Select the **+ Add Group** button.

Click the Groups tab and the + Add Group button

5. This will open the **Create Reader** Group pop-up where you can configure the group.

6. Type the **Group Name** you'd like to use.

7. The **KO only reader group** checkbox determines how to handle this reader group if you're using **Single Sign-On (SSO).** (This is mainly relevant if you are passing reader groups over as part of your SSO integration through either **Direct Reader Attribute Map** or **Custom Attribute Map rules**.) Specifically, this checkbox determines whether SSO should be able to override/add/remove readers to this group:

    a. if the box is **checked**, SSO can't control group membership. You'll need to manually add or remove readers from the group.

    b. If the box is **unchecked**, SSO will control and override group membership. This means that even if you manually add or remove readers from the group, SSO will override your changes to match what it has stored for their groups.

    c. If you aren't using SSO, the box doesn't really change anything, since you'd still be manually administering group membership!

8. Once you've finished configuring the group's name and deciding whether SSO can control its membership, select **Create Group** to finish creating the group.

Congratulations, your group is now created! You can assign readers to it (if SSO isn't doing so), and/or restrict categories and articles to your group(s)!

To change the order your reader groups are displayed in, use the arrows to the right of the group name:

Groups   Settings

Reader Groups

ⓘ Use reader groups to determine which content your readers can see.

+ Add Group

Name	Last Modified			
Administrator		↑	⚙	🗑
Executive Team		↑	⚙	🗑
Agents		↑	⚙	🗑
KO Product Support	04/06/2020	↑	⚙	🗑

Reorder the groups using the arrow to the right