Reader password security

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If you're using reader accounts in any of your knowledge bases, you'll need to set up your **Reader Password Security**. This helps to determine:

- Whether readers will administer their own passwords or if one of your admins will manage them
- How many failed password attempts are allowed
- Whether authors can log in as readers
- If readers can only access your knowledge base from a specific list of IP addresses

These settings are account-wide across all of your knowledge bases, though you have some options to override them in individual knowledge bases.

To review and set up these settings:

1. Go to **Account > Readers**. The **Readers** page opens to the **Readers** tab.

2. Open the **Settings** tab.

3. Use the **Reader Password Security** section to adjust any settings you need. Options include:

    a. **Password Management:** Choose whether you want your knowledge base admins to manage reader passwords or have readers manage their own. Self-administered passwords are the default password management option. We recommend self-administered passwords because few people have time to deal with forgotten password issues. This is an account-wide setting but can be overwritten on individual knowledge bases for accounts with multiple knowledge bases in the **Password management** card of **Security and access > Access & SSO > Direct login**. Refer to What's the difference between admin managed and self-administered reader passwords? for more information.

    > **Related settings**
    > If you're using self-administered passwords, you'll also want to review the Self-Administered Reader Options, the Reader Welcome Email, and the Reader Password Reset email settings.

    b. **Password Attempts:** By default, reader accounts are locked for 20 minutes following 3 unsuccessful attempts. If you'd like to allow unlimited password attempts, check the box to **Allow unlimited password attempts.**

    c. **Author Logins:** Choose whether to allow KnowledgeOwl authors to log in as readers (recommended, on by default).

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d. **Restricted IP Protection:** If your readers should all be on a VPN or on a specific range of IP addresses, add a comma-separated list of IP addresses here to enforce that restriction in addition to the **Who can read this knowledge base?** options in **Security and access > Access & SSO**.

e. **Case insensitive Logins:** If using admin managed passwords, choose whether or not you want the usernames to be case-sensitive.

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

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