



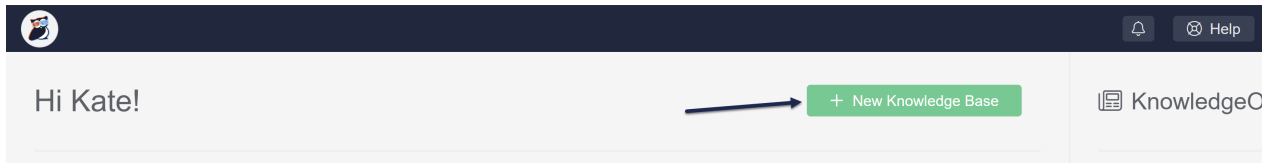
Create an additional knowledge base

Last Modified on 04/03/2024 1:14 pm EDT

You can have more than one knowledge base on your account. Content can be synced across knowledge bases, but settings (including theme), libraries (files & snippets etc) and reporting is all kept separate for each knowledge base.

To add a new knowledge base:

1. Go to your dashboard by clicking on the owl in the top left of the navigation bar or clicking on your **profile icon/name** and selecting **Knowledge Bases** from the dropdown.
2. Select the **+ New Knowledge Base** button there:



3. This will open a pop-up that will prompt you for some details about the knowledge base. Follow the instructions.

If you don't see the option to add a new knowledge base, you don't have another knowledge base slot available on your account, so you'll need to add one:

If you pay via invoice, [contact us](#) to add another knowledge base.

If you pay via in-app credit-card, you can add additional knowledge bases to your account at any time. To do so:

1. Click on your **profile icon/name** in the upper right.
2. Select **Account** from the dropdown.
3. The **Knowledge Bases** number controls the number of knowledge bases in your account. Use the **+** and **-** controls to adjust the number of knowledge bases to your desired total.

Account

You can add authors or knowledge bases at anytime!

Plan Cost
PER MONTH

\$199

Base Plan*: \$79

1 Extra Kbs: \$40

4 Extra Authors: \$80

Total: \$199/month

Knowledge Bases

2

\$40 per additional knowledge base

Authors

5

\$20 per additional author

Monthly

Annually - 10% Discount

*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

- As you toggle, you'll see the overall Plan Cost price adjust. Don't worry--we aren't charging you, we just want you to see how the new knowledge bases will affect your overall costs.
- Once you've adjusted the Knowledge Bases, an **Upgrade** button will appear in the Plan Cost section, just below the cost summary. Click this button to save your changes to the number of Knowledge Bases (or Authors).

Account

You can add authors or knowledge bases at anytime!

Plan Cost
PER MONTH

\$239

Base Plan*: \$79

2 Extra Kbs: \$80

4 Extra Authors: \$80

Total: \$239/month

Upgrade

Knowledge Bases

3

\$40 per additional knowledge base

Authors

5

\$20 per additional author

Monthly

Annually - 10% Discount

*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

- We will charge the card on file for the new knowledge base, and the knowledge base slot becomes available in your account.
- Head to the dashboard by clicking the owl in the upper left and create a new knowledge base there. Be sure you assign at least one author to the new knowledge base!