



What's the difference between admin managed and self-administered reader passwords?

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You have two options for reader password management:

- **Self-administered Passwords:** Allow readers to administer their own passwords by email (default)
- **Managed Passwords:** Passwords can only be managed by KnowledgeOwl admins

Allowing readers to administer their own password also enables reader welcome emails, password reset emails, and reader signups. Emails are not sent for managed passwords.

To toggle between the password management options:

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 **Settings** tab.
4. The **Password Management** settings are the first option in the **Reader Password Security** section:

Readers

Groups

Settings

Reader Password Security

Password Management ?

☐ Passwords can only be managed by KnowledgeOwl admins

☒ Allow readers to administer their own passwords

Any existing readers will be forced to change their password on next login.

Password Attempts

☐ Allow unlimited password attempts

Author Logins

☒ Allow KnowledgeOwl authors to log in as readers

See below for more information on each password management type.

Self-administered passwords

Self-administered passwords are set and reset by the reader themselves via email. When using self-administered passwords, readers are sent a welcome email containing a temporary password and will be asked to update their password when they first log in.

If a reader forgets or wants to reset his or her password, there is a "Reset Password" option on the login page. Clicking "Reset Password" allows a reader to send a temporary password to their email address to create a new password. For this reason, reader usernames should be email addresses for self-administered passwords to work properly.

KnowledgeOwl admins can reset self-administered passwords either by sending a new temporary password or manually setting a temporary password; readers will be asked to update their password when they use the temporary one.

You can also customize [reader welcome](#) and [reader password reset emails](#) in the **Settings tab**. Reader emails are account-wide so the same email is sent for all knowledge bases in an account.



When creating readers with self-administered passwords, readers will automatically be sent a welcome email with their temporary password when you add a single reader or create readers from a spreadsheet.

If you do not want the welcome email sent when creating new readers, you can temporarily choose Managed Passwords, create the readers with an admin password, and switch back to Self-Administered Passwords. The admin password will then be used as a temporary password; readers will be asked to update them when they log in.

Managed passwords

Managed passwords can only be set and reset by a KnowledgeOwl admin (an author with **Full Admin** or **Reader Admin** permissions). When using managed passwords, you will need to give the reader their username and password through your own system. If the reader forgets their password, they will need to contact you to retrieve or reset it. No welcome or password reset emails are sent for managed passwords; all reader communication occurs outside of KnowledgeOwl.

When creating readers with managed passwords, you will need to set the password in the **Admin Managed Password** field when adding a single reader or have a column with the passwords when creating readers from a spreadsheet.

Account-wide password management

Reader settings are account-wide so the password management option will apply to all knowledge bases on an account by default. Self-administered passwords are the default option for password management.

Different password management for different kbs

You can choose to override the default account-wide password management option for individual knowledge

bases under **Settings > Security**. By default, reader passwords will be set to "Use the account wide password management setting (default)".

You can choose to use the default or override the default for a particular knowledge bases. There are three options:

- Use the account wide password management setting (default)
- **Managed Passwords:** Passwords can only be managed by KnowledgeOwl admins
- **Self-administered Passwords:** Allow readers to administer their own passwords by email

Specifying the type of password management will override the default setting in **Readers > Settings**.
