knowledgeowl

Author permissions

Last Modified on 02/07/2024 2:50 pm EST

KnowledgeOwl has four levels of author permissions.

You can think of these permissions as answering several questions:

- **Which knowledge bases do I have access to?** (Knowledge Base Roles)
- **What actions can I complete in those knowledge bases?** (Knowledge Base Roles + Admin Rights)
- **Which content can I complete those actions on?** (Author Teams)
- **Which content can I see in those knowledge bases?** (Reader Groups)

1. **Admin Rights**
   There are three options for Admin Rights: Full Account Admin, Admin access to readers, and Admin ability to purge readers.

   a. Authors with **Full Account Admin** permissions can perform all actions in your account, including adding new authors; managing author permissions; creating and deleting API keys; updating account and billing information; creating and managing readers, groups, and reader settings; purging deleted readers; and cancelling your account.

   b. Authors can also be given **Admin access to readers** – which allows them to create and manage reader, groups, and reader settings – without the other Full Account Admin actions.

      i. Those with this right can also be given the permission to **Admin ability to purge readers**. This lets you control whether you want to also give them the ability to permanently **purge deleted readers**.

2. **Knowledge Base Roles**
   Roles determine which actions an author can complete in the knowledge base. You specify what role an author has for each knowledge base in your account. KnowledgeOwl has two default roles, **Editor and Writer**, as well as the ability to create **Custom Roles** to further restrict what actions different authors are able to perform in your knowledge base. An author with no access will not see the knowledge base.

3. **Author Teams**
   You can control which content individual authors are able to edit using **Author Teams**. When you **create an Author Team**, you can restrict editing access for categories and articles to the team. Only authors who are part of the team will be able to edit restricted articles, or articles within a restricted category.

4. **Reader Groups**
   You can control what content individual authors can see using reader groups. By default, all authors have access to see all content. When you create a reader group, you can restrict categories and articles to that group. If you choose to restrict an author to a reader group, the author **will only be able to see content that is not restricted or that is restricted to their reader group.**

> **We only recommend assigning Reader Groups if you have a very specific reason to do so, since they will completely hide some content from authors and each time a new reader group is added, you must manually assign authors to the new group.**