



Add an author

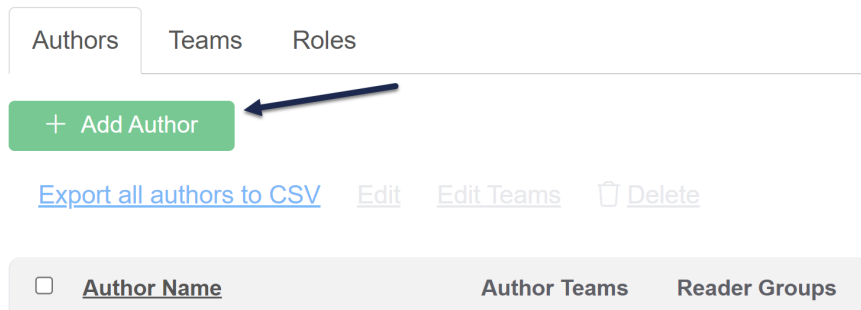
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Authors who are full account admins can add new **Authors**.

When you add a new author, an invitation email will be sent with a temporary password. When the new author first logs in to KnowledgeOwl, they will be asked to update their password.

To add a new author:

1. Click on your **profile icon/name** in the upper right.
2. Select **Authors** from the dropdown to access the Authors area of your account.
3. Click the **+ Add Author** button near the top.



If you don't see the **+ Add Author** button, and instead you see an **Upgrade for More Author Seats** button, you do not have any available author seats. You can add them by clicking that upgrade button or going to your **profile icon/name > Account** to upgrade the number of authors in your trial or account.

4. Clicking the **+ Add Author** button will open the Edit Author screen. You'll need to:

- Add the author's account details
- Add access to at least one knowledge base
- *Optional:* assign the author to one or more author teams
- *Optional, unusual:* assign the author to one or more reader groups

5. **Save** your changes.

Let's walk through each section in more detail.

Author account details

The author account details (top section) establish the login details and admin privileges for this author.

Add Author



Basic author settings include email (what you use to log in), first/last name (how you appear as an author), picture, access to knowledge bases and control their permissions below.

Email Address **1**

First Name **2**

Last Name **3**

Login Type **4** ☒ Self administered login name and password
☐ SAML login via knowledge base

Picture / Icon **5** ☐ None
[Update](#)

Admin Rights **6** ☐ Full Account Admin
Admins can manage billing, authors, readers, API keys, etc.

7 ☐ Admin access to readers
Only gives admin access to readers.

8 ☐ Admin ability to purge readers
Gives the ability to permanently purge deleted readers.

- 1. Email Address (required):** This email address is where the author welcome email will be sent; it also acts as the author's username.
- 2. First Name (recommended, will display for author/log purposes)**
- 3. Last Name (recommended, will display for author/log purposes)**
- 4. Login Type (required, defaults to Self administered username and password)** -- see [Author login type](#) for

more information

5. **Picture / Icon** (optional)

6. **Admin Rights - Full Account Admin** (optional) grants access to:

- **profile icon/name > Account** (Billing)
- **profile icon/name > Authors** (create, delete, edit authors)
- **profile icon/name > Readers** (create, delete, edit readers; [purge deleted readers](#))
- **profile icon/name > API** (API keys)
- **profile icon/name > Webhooks**

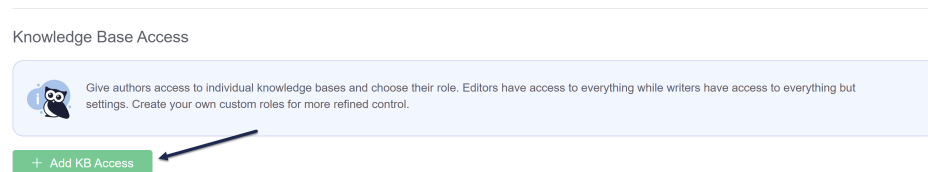
7. **Admin Rights - Admin access to readers** (optional) grants access to only the **Readers** portion of the **profile icon/name Admin** menu.

8. **Admin Rights - Admin ability to purge deleted readers** (optional): If Admin access to readers is checked, this option also grants the author the ability to [purge deleted readers](#).

Knowledge Base Access

All authors are required to have access to at least one knowledge base.

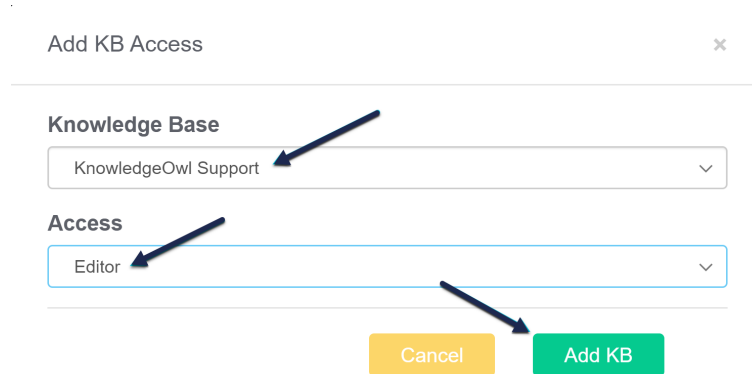
1. Click the **+ Add KB Access** button.



2. Select the **Knowledge Base** you want this author to access from the dropdown.

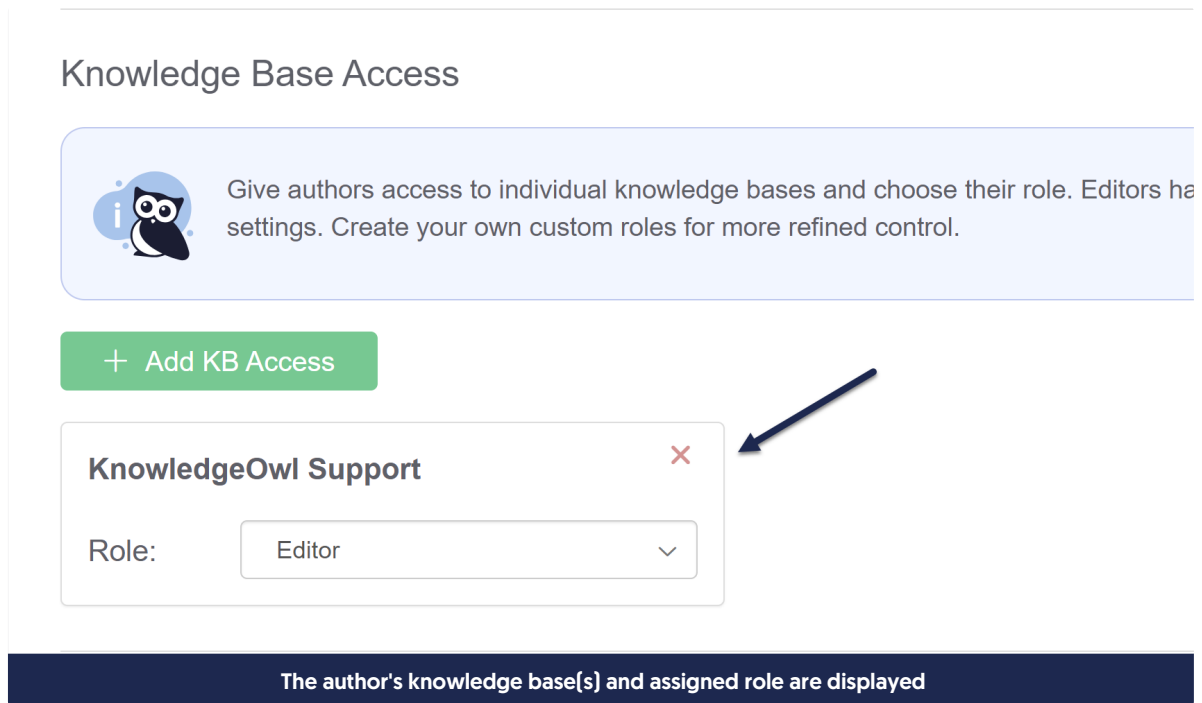
3. Select the **Access** (role) you want this author to have for this knowledge base. Editor and Writer are built-in roles; additional roles listed here will depend on whether you've created [Custom roles](#). See [What is the difference between an editor and a writer?](#) and the custom role permissions breakdown for these roles' permissions.

4. Click the **Add KB** button to save these assignments.



The 'Add KB Access' dialog box features a title bar with a close button. It contains two dropdown menus: 'Knowledge Base' with 'KnowledgeOwl Support' selected, and 'Access' with 'Editor' selected. Arrows point to these selections. At the bottom are 'Cancel' and 'Add KB' buttons, with an arrow pointing to the 'Add KB' button.

5. Once you click Add KB, you'll see the knowledge base and the role displayed:



The 'Knowledge Base Access' section includes an information icon and text explaining that authors can be given access to individual knowledge bases with roles like Editor. Below this is a '+ Add KB Access' button. A card displays 'KnowledgeOwl Support' as the selected knowledge base and 'Editor' as the assigned role, with an arrow pointing to the card. A dark blue banner at the bottom states: 'The author's knowledge base(s) and assigned role are displayed'.

6. Repeat this process for each knowledge base you'd like to grant this author access to.

7. Once you've completed this steps, you can **Save** the author. The last two sections are optional.

Author Teams

While roles decide which actions an author can complete, author teams decide which content an author can interact with. By default, no existing author teams will display here.

Once you've created author teams, a list of the teams will appear and you can check the boxes next to the appropriate teams here and save.

See [What are author teams?](#) and [Create author teams](#) for more information.

Reader Groups

By default, authors have access to all reader groups in your knowledge base, and can see content relating to all readers. If you'd like to limit this author to only see content restricted to particular reader groups, check the boxes next to the appropriate groups here and save.



If you want an author to have access to all content in the knowledge base, **DO NOT ADD** reader groups to their account.