Create a private knowledge base

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You can choose to make your knowledge completely private, meaning that no one will be able to access it without some type of login, password, or shared IP.

> **Best use cases**
> Internal documentation of any kind: Employee handbooks, Support/troubleshooting team info, HR policies, Marketing resources, Multi-department knowledge bases

> **Worst use cases**
> Any type of documentation you'd want to share publicly

You can make your knowledge base private by choosing one of our available security options:

- **Restrict by reader logins**
  Readers will be required to log in with a username and password created and maintained within KnowledgeOwl. Authors with full account admin access can set up readers, reader groups, and reader settings under your profile > **Readers**. Learn more in our **Reader Management guide**. Configure this in **Settings > Security**.

- **Restrict by IP or shared password**
  Readers will need to be coming from a specified **IP address or enter a shared password** to access the site. You can also choose to require both an approved IP address and a password to log in. Configure this in **Settings > Security**.

- **Remote authentication**
  Readers will be required to log in through a 3rd party site, such as your own website or application. You can use this option to automatically log in readers from your software. You'll need to **configure remote authentication** in **Settings > SSO > Remote Auth**.

- **SAML SSO (single sign-on)**
  Readers will be required to log in through your specified identity provider, such as ADFS, Okta, or G Suites (Google Apps for Work). Configure this in **Settings > SSO > SAML SSO**. Refer to **Single sign-on (SSO)** for more information.

- **Salesforce SSO (single sign-on)**
  Readers will only be able to log in through your Salesforce account. Configure this in **Settings > SSO > Salesforce**. See our **Salesforce SSO Configuration guide**.

Additional considerations

By default, all files stored in KnowledgeOwl can be publicly accessed by their URL. For fully private knowledge

bases, you may want to lock this down so the files also require logging in to be viewed. Refer to **Require login to view files/images** for instructions on restricting your files.