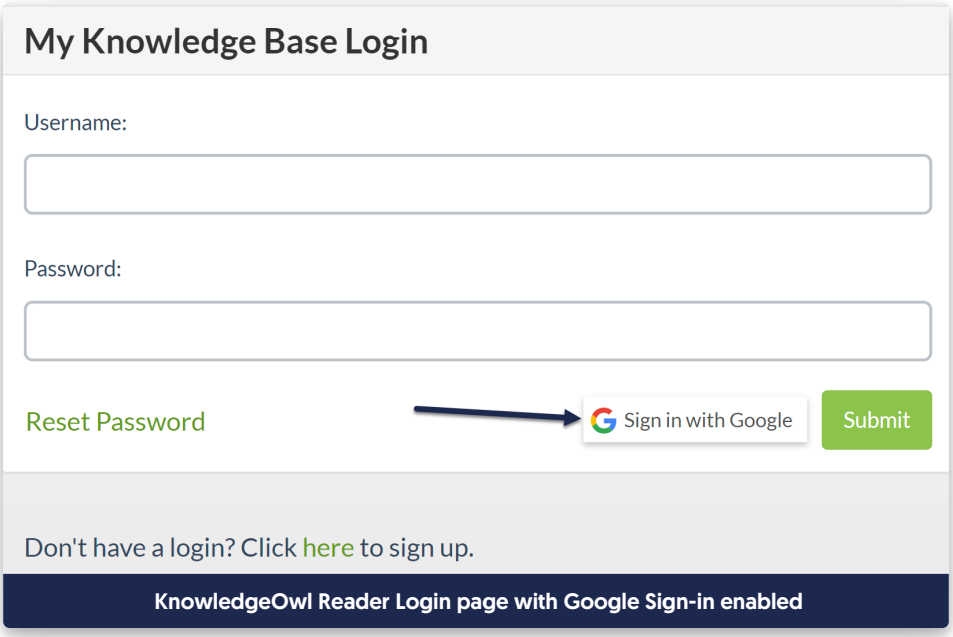
Allow Google log in for readers

Last modified on 11/07/2026 12:01 pm EST

You can allow readers to sign up for and log in to your knowledge base with their Google account.



KnowledgeOwl Reader Login page with Google Sign-in enabled

To enable this option, you'll need to configure some things in Google Cloud Platform APIs & Services and in KnowledgeOwl.

In Google Cloud Platform, you'll need:

- **A new project**
- **An OAuth consent form**
- **OAuth credentials**

In KnowledgeOwl, you'll need access to:

- **Security and access > Access & SSO**
- **Account > Readers**

Only for knowledge bases that already use Sign in with Google

The Sign in with Google section only appears in Security and access > Access & SSO > Direct login on knowledge bases that already have Google set up. New knowledge bases can't add it from this page. Contact us for help, or let readers log in with Google through SAML or OpenID Connect with Google Workspace instead.

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Step 1: Create a Google Cloud Platform project (Google)

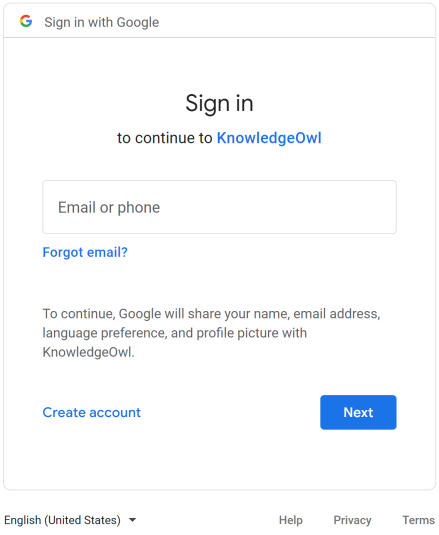
You must have a Google Cloud Platform project in order to complete the rest of the steps in this tutorial.

1. In Google Cloud Platform, go to Google credentials settings to open APIs & Services in Google Cloud Platform.
2. Click the option to **Create Project**.
3. Give your project a name (we recommend using the name of your knowledge base or "KnowledgeOwl" as the project name).
4. Add an organization and location (if appropriate).

Step 2: Set up your Google Project's Oauth Consent Screen (Google)

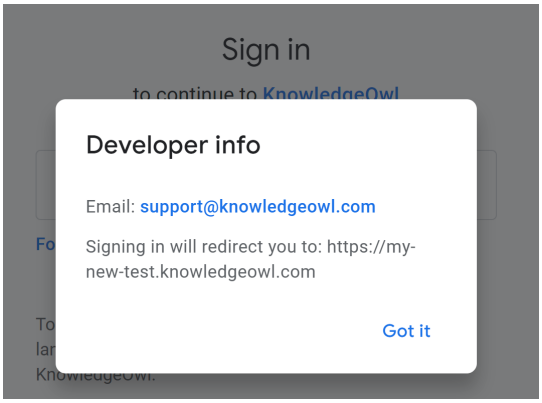
Google requires an Oauth consent screen. For more details, see See Google Cloud Platform Console Help's instructions to Manage OAuth App Branding. We cover this only at a high level. Set up your OAuth consent screen by clicking the **Configure Consent Screen** button.

1. Click the **Configure Consent Screen** button.
2. Select a **User Type**.
    - External lets any user with a Google account sign up; Internal restricts to users within your Google Cloud Organization. You must make a selection here before you can complete configuration. External does require additional verification, not covered by this guide.
3. On the OAuth consent screen, in the **App information** section, at minimum, these fields are required:
    - **App name**: This is displayed in the "Sign in to continue to [app name]" portion of the Google login process and in the "To continue, Google will share....with [app name]." In our screenshot, we've used "KnowledgeOwl" and you can see where it displays:



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- **User support email:** In the Google login process, if you click on the hyperlinked App name, this is the email address that is displayed in the Developer info box that appears. Here, we've used our support email address:



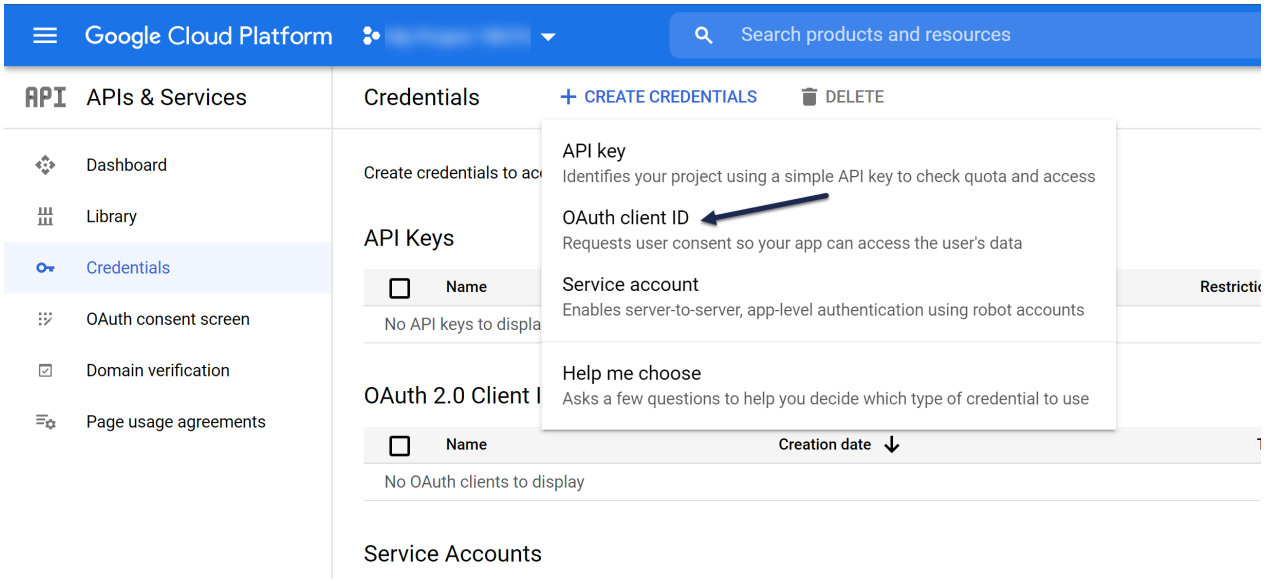
4. On the OAuth consent screen, in the **Developer contact information**, add an email address. This is not displayed anywhere--Google uses it to notify you of changes.
5. Add other fields in various sections as appropriate for your configuration.
6. Click **Save and Continue**.
7. Set the **Scopes** for your consent screen. See Google's documentation for guidance here.
8. Click **Save and Continue**.
9. *Optional:* If you're doing an External User Type, you'll be prompted to add any **Test users**. (We do recommend using these if you're testing an External User Type.)
10. Once you're done, Google generally displays a Summary page.

Step 3: Set up the OAuth client credentials (Google + KO)

In this step, you'll copy redirect URLs from KnowledgeOwl into your Google Cloud Platform project.

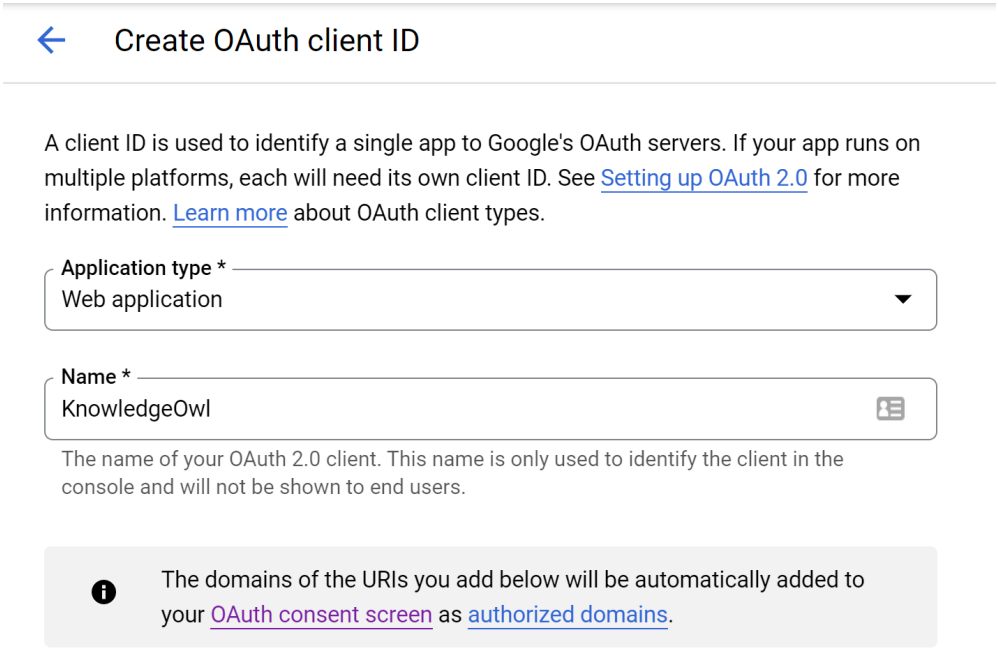
1. In Google Cloud Platform, go to **Credentials**. (This is generally always present in a menu on the left, at the time this documentation was written.)
2. At the top, click the **+ Create Credentials button**.
3. Select the option to create an **OAuth client ID**.

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4. **For Application type, select "Web application."**

5. **Enter "KnowledgeOwl" as the name.**

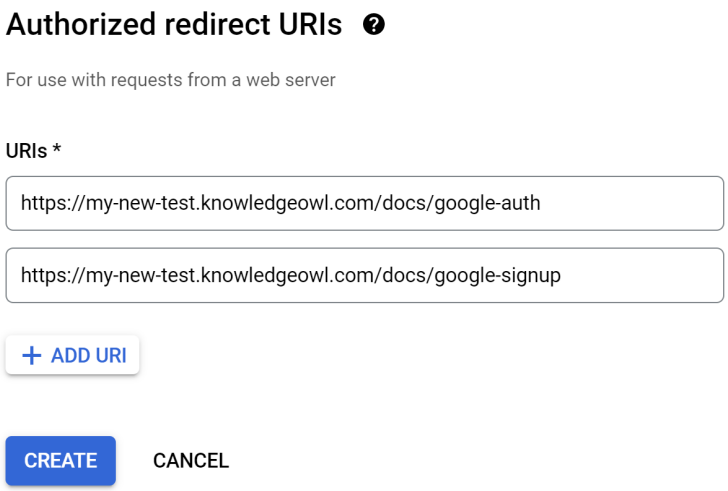


6. **In the Authorized redirect URIs, you'll paste in some information from KnowledgeOwl:**
    a. **In KnowledgeOwl, go to Security and access > Access & SSO.**
    b. **In the Login methods card, select Set up or Manage in the Direct login row.**
    c. **Scroll down to the Sign in with Google section and expand step 1, Register KnowledgeOwl with Google.**

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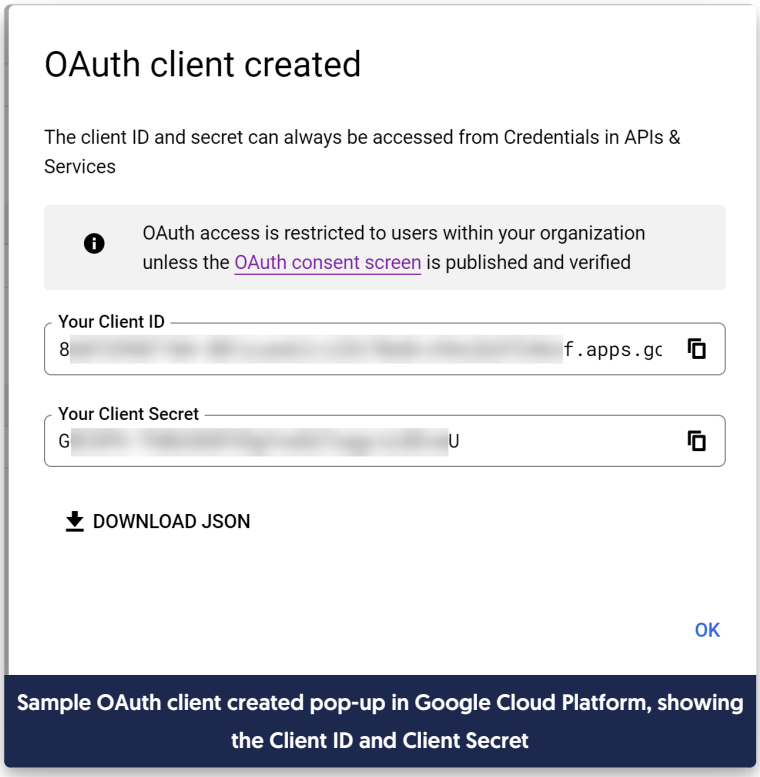
d. Select **Copy** next to the **Login redirect URL** and add it as an **Authorized redirect URI** in Google Cloud Platform.

e. Select **Copy** next to the KnowledgeOwl **Signup redirect URL** and add it as an **Authorized redirect URI** in Google Cloud Platform:



7. Once you've added both authorized redirect URIs in Google Cloud Platform, select the **Create** option there to finish creating your credentials.

8. This will display the Oauth Client ID and Secret you need in the next step!



Sample OAuth client created pop-up in Google Cloud Platform, showing the Client ID and Client Secret

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Step 4: Add your Google Cloud Platform Client ID and Secret (KO + Google)

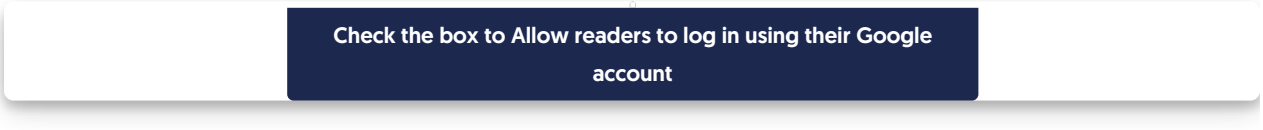
In this step, you'll copy the Oauth Client ID and Oauth Secret generated above into KnowledgeOwl.

1. In KnowledgeOwl, go to **Security and access > Access & SSO**.
2. In the **Login methods** card, select **Set up** or **Manage** in the **Direct login** row.
3. In the **Sign in with Google** section, expand step 2, **Connect**.
4. Paste your **Client ID** from Google Cloud Platform into the **Google API client ID** field.
5. Paste your **Client Secret** from Google Cloud Platform into the **Google API secret** field. If a secret is already saved, select **Replace** first. Saved secrets are encrypted and can't be shown again.
6. Select **Save changes**.

Step 5: Turn on Google login for readers (KO)

With all of the configuration done, you can now enable Google login for readers in KnowledgeOwl! This is an account-wide setting, not a per-knowledge base one. Step 3 of the **Sign in with Google** section, **Turn on Sign in with Google**, shows whether it's on for your account, and its **Open reader settings** button takes you straight to the right page. To turn it on:

1. Go to **Security and access > Readers** (or **Account > Readers**).
2. Open the **Settings** tab.
3. In the **Self-Administered Reader Options** section, find the **Allow Google Sign In** heading.
4. Check the box to **Allow readers to log in using their Google account**:

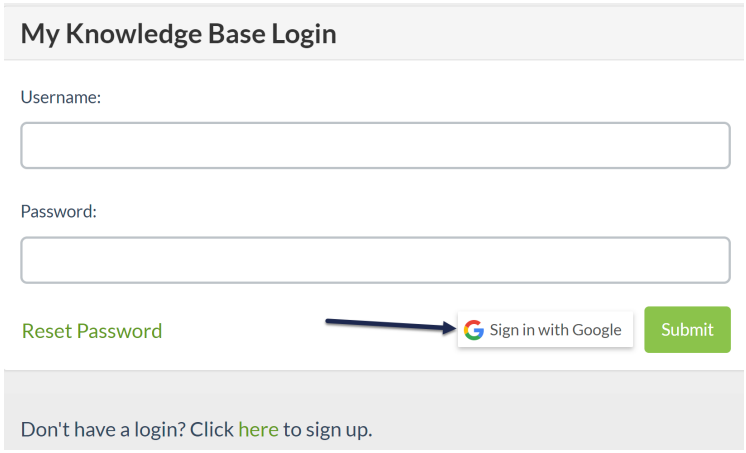


5. *Optional:* to allow readers to sign up for access to your knowledge base, you'll need to check the **Reader Signups** box to **Allow people to sign up to become a reader**. Refer to Using reader signups for more details on reader signup options.
6. **Save** your changes.

The **Sign in with Google** button lives on the reader login page, so readers can only use it when that page is turned on: either **Direct login** is set to **Available**, or **Logged-in readers only** is selected under **Who can read this knowledge base?**. Refer to Enable reader logins for details.

Your Reader Login page now displays a **Sign in with Google** button. If you've enabled reader sign-ups, the reader sign-up link will display below the login section:

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