



Who can access the files and images in my knowledge base?

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The Security settings for your knowledge base ([Security and access > Security settings](#)) determine the general security requirements for readers to access your knowledge base.

The files you upload to your knowledge base--PDFs, Excel sheets, screenshots, Word documents, etc.--do not automatically use this same security.

By default, even if your knowledge base requires login, the files you've uploaded do *not* require login. This is by design so that you can give customers the [link to specific documents](#) and they can easily download the file by clicking on that link or URL without having to log in to your knowledge base.

However, you can [adjust your security settings](#) so that readers have to be logged in to access files and images stored within your knowledge base.
