

Auto-assign groups by email rules

Last Modified on 05/29/2024 5:27 pm EDT

If you have [reader sign-ups enabled](#), by default, new reader signups aren't assigned any reader groups. You can create rules to automatically assign readers to groups based on their email domain.

A common use case is to assign all readers with internal email addresses to an internal reader group. For example, Linus likes having a rule that will assign all readers with a `knowledgeowl.com` email address to the **Support** reader group, which gives them access to all content restricted to our Support group.

If you're using reader signup, this can help guarantee that new readers get access to the content they need without a KnowledgeOwl admin having to manually review and assign them to the appropriate groups.

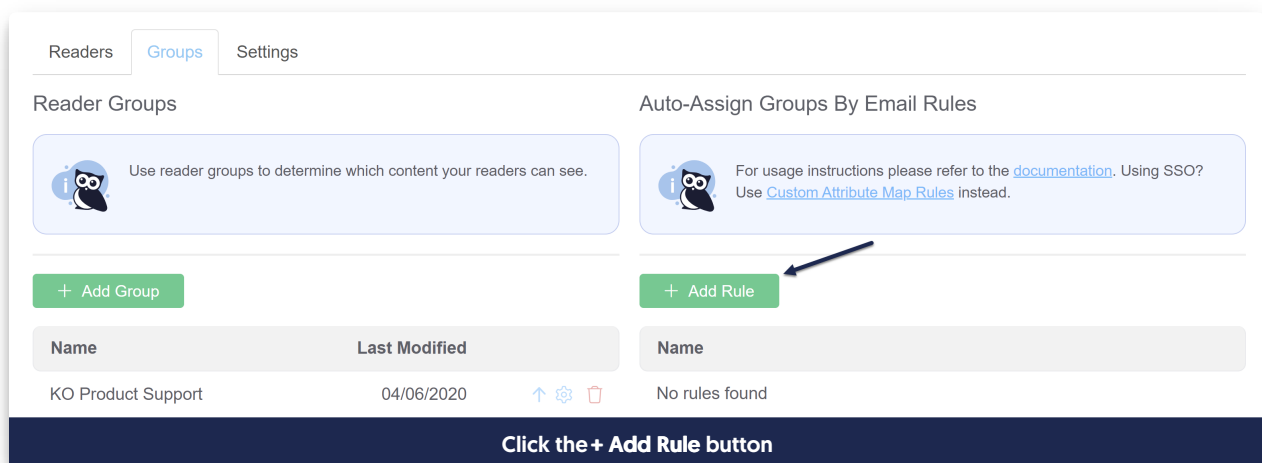


These rules currently apply to readers who have signed up for access to your knowledge base **only**. They do not apply to:

- Reader accounts that you or another KO admin manually creates in your **profile icon/name > Readers** (singly or in bulk)
- Readers who come through remote authentication or any of our SSO integrations. If you are using SSO, see [Auto-Assign Groups By Email Rules \(SSO Edition\)](#) for SSO-specific steps!

To set up Email Rules:

1. Click on your **profile icon/name** in the upper right.
2. Select **Readers** from the dropdown to access the Readers area of your account.
3. Open the **Groups** tab.
4. Select the **+ Add Rule** button.



The screenshot shows the 'Auto-Assign Groups By Email Rules' section in the KnowledgeOwl interface. It features a '+ Add Rule' button highlighted with a blue arrow. Below the button is a table with columns for 'Name' and 'Last Modified'. The table currently shows 'No rules found'. A dark blue banner at the bottom of the interface reads 'Click the + Add Rule button'.

5. This will open the Auto-Assign Groups By Email Rule pop-up. To set up your rule, include:

Auto-Assign Groups By Email Rule

Rule Name
a Name of Rule

Assign to Groups
c Success
 Production
 Support

Email Domain
b @ gmail.com

[Cancel](#) [Save Rule](#)

The Auto-Assign Groups by Email Rule pop-up

- a. A **Rule Name**. This name will appear in the Auto-Assign Groups by Email Rules in **Readers > Groups**, so it should help describe the rule.
- b. The **Email Domain** the rule applies to: all readers with this email domain will have this rule applied. It must be an entire domain (such as @knowledgeowl.com, @gmail.com, @yourcompany.com, etc.).
- c. Use the **Assign to Groups** checkboxes to select the Reader Group(s) that people with that email domain should be assigned to. This list depends on the **Reader Groups** you've set up in your knowledge base.

6. Click **Save Rule** to save your changes. Here, we create a rule that will assign all readers with an @knowledgeowl.com email address to the **Support** group:

Auto-Assign Groups By Email Rule

Rule Name
KnowledgeOwl support

Assign to Groups
 Success
 Production
 Support

Email Domain
@ knowledgeowl.com

[Cancel](#) [Save Rule](#)

Sample rule which will assign all readers with an @knowledgeowl.com email address to the Support group

7. Your rule will now appear in the Auto-Assign Groups by Email Rules section of **Readers > Groups** and will be applied to all reader signups from here on out. You can edit it (gear icon) or delete it (trashcan icon) using the icons to the right of the rule.

Readers Groups Settings

Reader Groups

Use reader groups to determine which content your readers can see.

[+ Add Group](#)

Name	Last Modified	
Success	06/14/2023	↑ ⚙️ 🗑️
Production	01/03/2019	↑ ⚙️ 🗑️
Support	09/19/2019	↑ ⚙️ 🗑️

Auto-Assign Groups By Email Rules


For usage instructions please refer to the [documentation](#). Using SSO? Use [Custom Attribute Map Rules](#) instead.

[+ Add Rule](#)

Name	
KnowledgeOwl support	⚙️ 🗑️

Sample rule added to Auto-Assign Groups By Email Rules

By default, rules will only be applied when a new reader first signs up.

 To run the rules on subsequent logins and allow rules to affect existing readers, choose "Override reader groups based on rule logic on each login" under Readers > Settings. (Note that changing this setting, though, will override any manually-assigned reader groups for readers in the rule domains, though. We don't recommend using this setting if you're using auto-assigned rules in conjunction with manually-assigned groups!)