



Configure SMTP for reader emails

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Readers may receive three types of emails from KnowledgeOwl:

- **Reader welcome emails:** system-generated; sent when a reader is granted access to your knowledge base to send a welcome message with their login information
- **Password reset emails:** system-generated; sent when the reader has requested a password reset or an administrator has reset their password
- **Subscription notification emails:** optional; only sent when [Subscriptions](#) have been enabled + the reader has opted in to subscriptions + there is new/updated content to notify them about

The two system-generated reader emails (reader welcome and password reset) are sent from support@knowledgeowl.com. You can change the email address these are sent from, but sometimes that arrangement will flag the emails as spam. To ensure delivery of your reader welcome and password reset emails, you can configure your reader emails to use your own or a third-party SMTP email server.




To use this option, you must have at least one SMTP service defined in [Your Account > SMTP](#). See [SMTP](#) for more information on configuring SMTP services.

Once you're sure an SMTP service exists that you can use:

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 **Settings** tab.
4. Scroll to the **SMTP Settings** section.
5. Select the SMTP service you'd like to use in the **Custom SMTP** dropdown. If there are no options, this means no SMTP service has been configured for your account. See [SMTP](#) for more information on configuring these services. (You'll likely need help from an IT admin!)

SMTP Settings

 Use your own email service via SMTP to send reader emails. You can add an SMTP service by going to [Your Account > SMTP](#)

Enable SMTP Use SMTP to send all reader emails

Custom SMTP

Send Test Email

6. Once you've selected the **Custom SMTP** you'd like to use, click the **Send Test Email** button. This allows you to send a test email to confirm that the SMTP is properly working. It allows you to be sure all's well before you turn things on.

7. This will open a pop-up where you can specify the email address you'd like to send the test to. Enter the test recipient email address and click **Send Email**.

Send Test Email Using SMTP ×

ⓘ Send a test email containing a fake reader invite to confirm your SMTP settings are correct.

Test recipient email address:

[Close](#)

8. If anything is improperly configured, you'll get an error message. This should be one of two types:

- **Basic validation:** we'll alert you if the email address you've entered doesn't follow standard email address conventions or if any fields have been left blank.
- **SMTP provider validation:** if the error comes from the call to your SMTP provider, we'll return the error message they provide

9. If everything is properly configured, you'll see a confirmation message:

Email sent successfully! ×

10. You should receive a sample reader welcome email containing some fake info. It should look something like

this:

Reader Welcome SMTP Email Test

Send From Name <sendfromaddress@email.com>

to me ▾

Hi Joe!

You have been invited to the following knowledge bases:

Fake Test Knowledge Base

[Fake Test Knowledge Base Login](#)

You may log in with the following credentials:


Username: [testing@noreply.com](#)

Password: 12345abcde

Sample SMTP test reader welcome email

11. Once your test email looks good, check the **Enable SMTP** box to **Use SMTP to send all reader emails**.

SMTP Settings

 Use your own email service via SMTP to send reader emails. You can add an SMTP service by going to [Your Account > SMTP](#)

Enable SMTP Use SMTP to send all reader emails

Custom SMTP

Enable SMTP and save

12. Save your changes.

All reader welcome emails and reader password reset emails will now send using the SMTP details you provided. See [Customize your reader password reset emails](#) and [Customize your reader welcome emails](#) for more information on further customizing those emails.

