Customize your reader welcome emails

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Reader welcome emails are sent to each reader when they have been added to a knowledge base.

The standard text for these welcome emails is:

> **Hi [reader's first name]!**
>
> **You have been invited to the following knowledge bases:**
>
> **[Title of knowledge base]**
> **[Link to knowledge base]**
>
> **--------------**
>
> **You may log in with the following credentials:**
>
> **Username: [reader's username]**
>
> **Password: [reader's password]**
>
> **--------------**

You can customize this reader welcome email. To do so:

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 Reader Welcome Email section.**

Reader Welcome Email

From Name [   ]

Reply To [   ]

Subject [Knowledge Base Invite   ]

Body
```html
<p>Hi [reader("first_name")]!</p>
<p>You have been invited to the following knowledge bases:</p>
[reader("projects")]
<p>-------------</p>
<p>You may log in with the following credentials:</p>
<p>Username: [reader("username")]<br />
<p>Password: [reader("password")]</p>
<p>-------------</p>
```

-- Select a Merge Code -- ⌄

Default reader welcome email

5. **You can make changes to:**

   ○ **From Name:** The name displayed when the email is sent.

   > Some SMTP providers will ignore this From Name and will use the name associated with the email address/account configured in the SMTP service instead. If you aren't using your own **Custom SMTP** for this, the name should work. :)

   ○ **Reply To** email address: If someone replies to the email, this is the email address that it will send to. This can be any valid email address.

   ○ **Subject:** The subject line of the welcome email. This welcome email is used for all knowledge bases in your account so if you have multiple knowledge bases, you may want to make it general/generic.

   ○ **Body:** The actual body of the email. This field requires straight HTML. (If you haven't worked with HTML before, you can create what you want in an article and then click the Code View or Source button to copy the HTML formatting!)
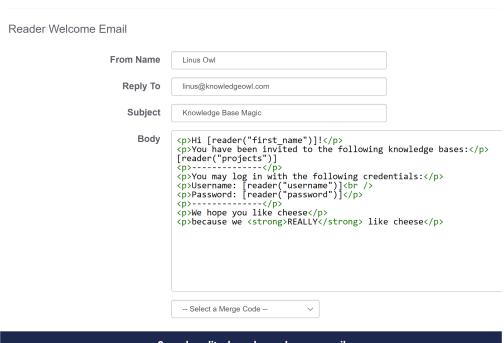
   > **Password and Login/Username are required.**

- The -- **Select a Merge Code** -- dropdown at the bottom allows you to add KnowledgeOwl variables such as the reader's first or last name. The existing template uses the merge codes for:

  - **Reader first name**

  - **List of KBs reader has access to**

  - **Reader Login / Username**

  - **Reader Password**

6. Once you've finished making changes, **Save** the settings.

> If you have multiple knowledge bases, this reader welcome email template is used for **ALL** of your knowledge bases.

Here's a sample change, where we've updated the From Name, Reply To, and Subject, and added a statement at the bottom:

Reader Welcome Email

From Name	Linus Owl
Reply To	linus@knowledgeowl.com
Subject	Knowledge Base Magic

Body

```
<p>Hi [reader("first_name")]!</p>
<p>You have been invited to the following knowledge bases:</p>
[reader("projects")]
<p>--------------</p>
<p>You may log in with the following credentials:</p>
<p>Username: [reader("username")]<br />
<p>Password: [reader("password")]</p>
<p>--------------</p>
<p>We hope you like cheese</p>
<p>because we <strong>REALLY</strong> like cheese</p>
```

-- Select a Merge Code -- ⌄

Sample edited reader welcome email