



# Customize your reader password reset emails

Last Modified on 09/24/2025 12:26 pm EDT

Reader password reset emails are sent to readers when:

- The reader requests a password reset.
- An administrator resets their password.

The standard text for these password reset emails is:

Hi [reader's first name]!

Your password has been reset. Please log into any of the following knowledge bases and update your password:

[Title(s) of knowledge base(s) the reader has access to]

[Link(s) to knowledge base(s) the reader has access to]

-----

You may log in with the following credentials:

Username: [reader's username]

Password: [reader's password]

After logging in, you will be asked to update your password.

To customize this password reset email:

1. Go to **Account > Readers**. The **Readers** page opens to the **Readers** tab.
2. Open the **Settings** tab.
3. Make your changes in the **Reader Password Reset** section. You can make changes to:
  - **From Name:** The name displayed when the email is sent.



#### SMTP limitations

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 password reset email. This reset 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 select Code View to copy the HTML formatting!)



**Required fields**

**Reader Password and Reader Login/Username are required. Otherwise they won't have their new password!**

- 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

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



**Accounts with multiple knowledge bases**

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