![knowledgeowl logo]

SAML SSO authors: new welcome email

Last Modified on 01/11/2024 1:42 pm EST

We have great news for customers who use SAML SSO logins for their KnowledgeOwl authors to log in to app.knowledgeowl.com: we've updated the new author welcome experience!

Previously, when you created a new author in **Your Account > Authors,** and marked them as logging in through **SAML login via knowledge base,** the welcome email they received sent them to app.knowledgeowl.com, with a password that had nothing to do with their SAML account.

We've updated the welcome email experience here so that it provides login information specific to your knowledge base and SAML configuration. Here's a sample:

![knowledgeowl logo]

Hi Sammy,

You are invited to join KnowledgeOwl!

To accept this invitation and log in to your account:

1. Go to https://myknowledgebase.knowledgeowl.com/help/saml-login
2. Follow the prompts to log in using Single Sign-On (SSO)
3. Click on Add Content or Edit in App at the bottom left of the screen to access the KnowledgeOwl app

---

Let us know if we can answer any questions or help in any way!

Your new friends at KnowledgeOwl

Sample SSO author welcome email

The URL listed in step 1 will reflect the URL you have set up for the knowledge base's SAML/SSO configuration.

We hope this creates a much more welcoming first-time experience of KnowledgeOwl for your SSO authors!