

# Readers overview

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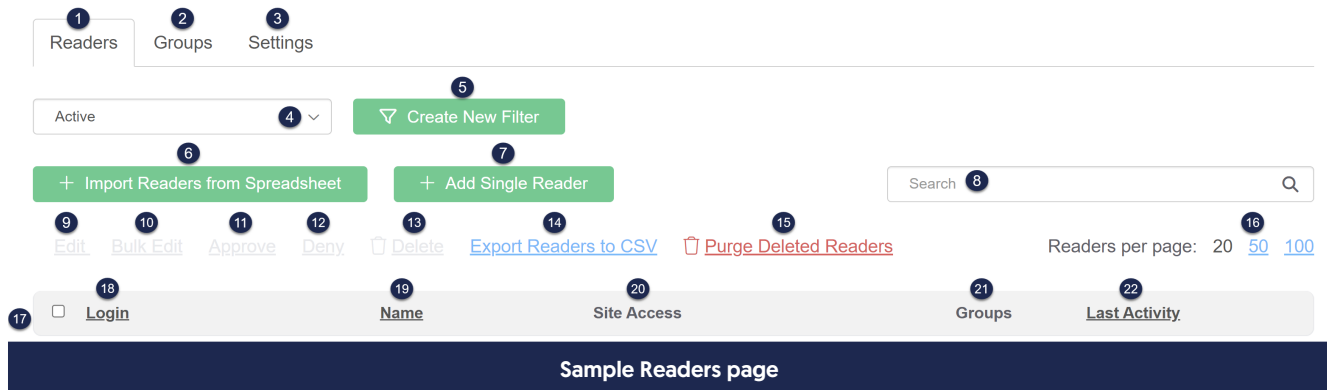
A reader is anyone who can view your knowledge base. You can have unlimited readers for your knowledge bases. You can also create [Reader Groups](#) to segment readers and show different content to different readers.



KnowledgeOwl authors with **Full Admin Access** or **Admin access to readers** admin rights can view and edit reader accounts.

You can view a complete list of all your readers:

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.



The screenshot shows the 'Readers' page interface. At the top, there are three tabs: 'Readers' (1), 'Groups' (2), and 'Settings' (3). Below the tabs is a filter dropdown set to 'Active' (4) and a 'Create New Filter' button (5). There are two main action buttons: '+ Import Readers from Spreadsheet' (6) and '+ Add Single Reader' (7). A search bar (8) is on the right. Below these are several action links: 'Edit' (9), 'Bulk Edit' (10), 'Approve' (11), 'Deny' (12), 'Delete' (13), 'Export Readers to CSV' (14), and 'Purge Deleted Readers' (15). On the far right, there is a 'Readers per page' selector with options 20, 50, and 100 (16). At the bottom, a table header is visible with columns: 'Login' (17), 'Name' (19), 'Site Access' (20), 'Groups' (21), and 'Last Activity' (22).

Here's an orientation of the page and its functions:

1. The **Readers** tab displays a list of all your readers.
2. The **Groups** tab displays your reader groups. Here, you can create, edit, delete, and reorder your **reader groups**. You can also set any **Auto-assign groups by email rules** you'd like to use for those groups if you aren't using **Single Sign-On (SSO)**.
3. The **Settings** tab displays the account-wide settings for readers, including setting password complexity, whether readers' passwords are **admin managed or self-administered**, set up **self-administered reader options** like sign-up and approval, customize the **reader email** templates (including welcome and password reset), and configure custom SMTP to send those emails from.
4. The **filter dropdown** allows you to select different Standard filters for your readers, and will display any

Custom filters you've created. These filter selections are reflected in the Export Readers to CSV functionality, too. The app will remember the last filter you viewed. The Standard filters are:

- **Active** (the initial default): shows all non-deleted readers in your account, regardless of login method
- **Pending Approval**: displays readers who have signed up for access to your knowledge base; only relevant for accounts using [reader signups](#) requiring approval. See [Approve new reader signups](#) for information on approving readers.
- **SSO Readers**: displays all readers who are designated as authenticating through a [Single Sign-On \(SSO\) integration](#)
- **Non-SSO Readers**: displays all readers not designated as authenticating through an SSO integration (passwords and group membership are managed within KnowledgeOwl directly)
- **Deleted**: will show you all the deleted readers in your account

5. Use the **Create new filter** button to [create new custom filters](#).
6. Use the **Import Readers from Spreadsheet** button to import a spreadsheet to [create multiple new reader accounts](#) at once.
7. Use the **Add Single Reader** button to [create a reader](#).
8. Use the **Search** to search within the selected filter, which will further refine the list of readers to match your search term.
9. Check the box next to a reader and click the **Edit** link to edit that reader's account. (You can also just click the reader's row in the table.)
10. Check the box next to multiple readers and click the **Bulk Edit** link to edit readers' group membership in bulk.
11. Check the box next to one or more readers with Pending Approval and click the **Approve** link to approve their access request(s).
12. Check the box next to one or more readers with Pending Approval and click the **Deny** link to deny their access request(s).
13. Check the box next to one or more readers and click the **Delete** link to delete those readers.
14. Use the **Export Readers to CSV** to export the current displayed list of readers to a CSV file. This can be useful for auditing who has access to which knowledge bases, and so forth.
15. Use the **Purge Deleted Readers** link to permanently wipe all record of Deleted reader accounts. Only Full Admin Access authors or authors with both the **Admin access to readers** and **Admin ability to purge readers** rights will see this option.
16. Use the **Readers per page** controls to change how many readers are displayed on each page of the table.

17. Use the **checkboxes** to the left of the reader accounts to make selections, or use the checkbox in the header row to select all readers on the current page / all in the current filter.
  18. The **Login** column displays the reader's username/email. You can click to sort this alphabetically.
  19. The **Name** column displays the reader's Last Name, First Name. You can click to sort this alphabetically.
  20. The **Site Access** column displays the knowledge bases that this reader has access to.
  21. The **Groups** column displays the [reader groups](#) this reader belongs to.
  22. The **Last Activity** column shows the last time the reader was active in your knowledge base.
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