![knowledgeowl logo]

New bulk reader edit, approve, & deny options

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Based on feedback in last year's annual customer survey and a few support tickets, we've built out some new bulk action options for managing your readers:

- You can now **approve or deny new readers** in bulk, rather than having to open them individually to approve or deny!
- We've greatly expanded our **reader bulk edit** functionality so that you can now:
  - Delete a selection of readers
  - Recover a selection of deleted readers
  - Add new reader groups to selected readers
  - Overwrite selected readers' existing reader groups
  - Remove all reader groups from selected readers
  - Add new knowledge base access to selected readers (and decide if you want a welcome email sent or not)
  - Overwrite selected readers' existing knowledge base access (and, if you're adding access, decide if a welcome email should be sent or not)
  - Remove all knowledge base access from selected readers

Basically, we've tried to give the Readers screen the same kind of edit options that are available in **Manage Articles**.

We hope that these changes, combined with the changes we rolled out earlier this year for **creating custom reader filters**, make it faster and easier for you to update readers' access.