



The KnowledgeOwl app vs. a knowledge base

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There are basically two "sides" to KnowledgeOwl:

- **The KnowledgeOwl app** (<https://app.knowledgeowl.com>): log in here to create and edit content, what you might consider the "back end".
 - The people who access the app are considered **authors** and are factored into your billing.
 - By default, authors can have an Editor or Writer role for each knowledge base, but you can create **custom roles** and assign those to authors to further refine their permissions.
- **Your KnowledgeOwl knowledge base itself** (example: my-knowledgebase.knowledgeowl.com): the view-only version of your content that you can share with your customers or end-users, what you might consider the "front end".
 - People who access the knowledge base are considered **readers**; readers cost you nothing and you can have unlimited readers.
 - All KnowledgeOwl knowledge bases are created with a knowledgeowl.com subdomain which you specify when you create the knowledge base. You can change the subdomain or **add your own private domain** in **Settings > Basic**.
 - You can set who can see your knowledge base overall in **Settings > Security** by changing the **Default Access**. Public access allows anyone to access your knowledge base; any of the other options will restrict your knowledge base to access by people with a shared password/IP or individual reader accounts.
 - You can view your knowledge base at any time by clicking the **View KB** link in the top navigation of the app. When you're editing an individual category or article, you can open the knowledge base directly to that category or article using the **View Category** and **View Article** links near the top of your screen.
 - Only articles that are marked with a "Needs Review" or a "Published" status will be visible in the knowledge base itself.

You can restrict certain articles or entire categories to viewing by specific groups using **reader groups**.

You can restrict editing certain articles or entire categories to specific authors using **author teams**.