knowledgeowl

Set up your domain

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By default, all of our knowledge bases are created with a KnowledgeOwl subdomain, like: **my-sample-kb.knowledgeowl.com.**

You entered this information when you first set up your knowledge base. If you'd like to change it, go to **Settings > Basic** and update the Sub-domain listed in the **Domain Settings** section.

You also have control over the root path used for your knowledge base. By default, it is set up with a root path of "help" (so, for example, in the URL of this page, you'll see it's **support.knowledgeowl.com/help/....**).

In the same Domain Settings section of **Settings > Basic**, you can choose from one of three root paths:

- **help**
- **home**
- **docs**

If you are on a Pro or above subscription, you also have the option to **add your own private domain**. This can be a great option if you don't want the URL to mention KnowledgeOwl, or if you want it to be consistent with the rest of your website. You'll usually need some help from your network administrator to get things fully set up.