



Add and remove author seats

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Add and remove author seats at any time.

Add an author seat: in-app credit card

If you pay for KnowledgeOwl with a credit card entered in your **Account**, you can add or remove author seats yourself, at any time. We'll automatically pro-rate and adjust your upcoming payments based on the changes you make.

Before you add a new author seat, be sure you're using all of your current seats. (We'd hate to see you pay for something you don't need!)

To check this:

1. Click on your **profile icon/name** in the upper right.
2. Select **Authors** from the dropdown.
3. If you see the **+ Add Author button**, you have one or more empty author seats and you can create a new author without paying for an additional seat. You can follow the directions at [Add an author](#).
4. If you do not see a **+ Add Author button**, and instead see **Upgrade for More Author Seats**, you need to add another author seat.

Authors

Teams

Roles



Currently using 5 out of 5 available authors.

Upgrade for More Author Seats

[Export all authors to CSV](#)

[Edit](#)

[Edit Teams](#)

[Delete](#)

If you see this button, you'll need to add more author seats to add an author!

- To add the author seat, click on your profile icon/name in the upper right again.
- Select **Account** from the dropdown.
- The **Authors** number is the number of author seats available to your account. Use the + and - controls to adjust the number of author seats to your desired total.

Account


You can add authors or knowledge bases at anytime!



Plan Cost PER MONTH \$199	=	Knowledge Bases 2	+	Authors 5	
Base Plan*: \$79		\$40 per additional knowledge base		\$20 per additional author	
1 Extra Kbs: \$40					
4 Extra Authors: \$80					
Total: \$199/month					

*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.


Monthly
Annually - 10% Discount

- You can toggle the controls to see the cost of additional author seats. Your card will not be charged yet.
- Once you've made changes to add an author seat, an **Upgrade** button will appear at the bottom of the **Plan Cost** section. Click this button to save your changes.

 You can add authors or knowledge bases at anytime!

Plan Cost PER MONTH \$219	=	Knowledge Bases 2  \$40 per additional knowledge base	+	Authors 6  \$20 per additional author	Monthly Annually - 10% Discount
Base Plan*: \$79					
1 Extra Kbs: \$40					
5 Extra Authors: \$100					
Total: \$219/month					

*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

 **Upgrade**

10. A pop-up confirmation window will appear, which explains that we will charge you a prorated amount for the remainder of your current subscription and will confirm your new subscription cost. Select **OK** to continue with the upgrade and charge your card.

Subscription Change ✕

Are you ready to upgrade?

You will be charged the prorated amount for the remainder of your current subscription and your new subscription cost will be \$ /month.

Cancel **OK**

11. Once you click **OK**, we will charge the credit card on file. That author seat will become immediately available and you can head back to **Authors** to create your new author account. See [Add an author](#) for full instructions.

Remove an author seat: in-app credit card

If you pay for KnowledgeOwl with a credit card entered directly in **Account**, you can add or remove author seats yourself, at any time. We'll automatically pro-rate a credit and adjust your upcoming payments based on the changes you make.

To remove an author seat you aren't using:

1. Click on your **profile icon/name** in the upper right.
2. Select **Account** from the dropdown to view your account details.
3. The **Authors** number is the number of author seats available to your account. Use the **+** and **-** controls to

adjust the number of author seats to your desired total.

The screenshot shows the 'Account' page with a notification: 'You can add authors or knowledge bases at anytime!'. Below this, there are three main sections: 'Plan Cost', 'Knowledge Bases', and 'Authors'.
- **Plan Cost**: Shows a total of \$199 PER MONTH. Breakdown includes: Base Plan*: \$79, 1 Extra Kbs: \$40, and 4 Extra Authors: \$80. Total: \$199/month.
- **Knowledge Bases**: Shows 2 knowledge bases with a '+ -' control. Price: \$40 per additional knowledge base.
- **Authors**: Shows 5 authors with a '+ -' control. Price: \$20 per additional author.
- **Subscription Options**: 'Monthly' (selected) and 'Annually - 10% Discount'.
- **Footnote**: *The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.


- If you try to remove an author seat but are currently using all author seats, you'll see a warning telling you that you'll need to delete at least xx authors in order to downgrade:

You will need to delete at least 1 author in order to downgrade. ✕

OK

Warning message you'll see if you don't have empty author seats

- If you see this warning, you'll need to head to [delete an author](#) from the **Authors** page before you can remove the author seat. See [What happens when I delete an author?](#) for more information.
4. You can toggle the controls to see the cost of removing author seats.
 5. Once you've made changes to remove an author seat, a **Downgrade** button will appear at the bottom of the **Plan Cost** section. Click this button to save your changes.

 You can add authors or knowledge bases at anytime!

Plan Cost PER MONTH \$499	=	Knowledge Bases 10 <input type="button" value="+"/> \$40 per additional knowledge base	+	Authors 4 <input type="button" value="+"/> \$20 per additional author	<input type="button" value="Monthly"/> <input type="button" value="Annually - 10% Discount"/>
Base Plan*: \$79					
9 Extra Kbs: \$360					
3 Extra Authors: \$60					
Total: \$499/month					

*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

6. A pop-up confirmation window will appear, which explains that we will credit you a prorated amount for the remainder of your current subscription and will confirm your new subscription cost. Select **OK** to continue with the downgrade.

7. Once you click **OK**, we will remove the author seats and add the credit to your subscription.

If you have trouble doing any of the above, please [contact us](#) !

Add an author seat: invoice

If you pay for KnowledgeOwl through an invoice, you can add author seats at any time. Please [contact us](#) with the number of author seats you'd like to add.

We will calculate:

- The prorated charge for the additional seat(s) through the rest of your current subscription term, which we will add as a separate line item to your next renewal invoice
- Adjust the total charge for author accounts on your next renewal invoice

We take this approach so that you don't have to process a separate invoice for the prorated amount before your next renewal is due. If, however, you explicitly need this as a separate invoice, let us know when you request the additional author seats.

We generally try to make these new author seats available as soon as we engage in the conversation.

See [Add an author](#) for instructions on creating your new author account once you have the seat added!

Remove an author seat: invoice

If you pay for KnowledgeOwl through an invoice, you can remove author seats at any time. Please [contact us](#) with the number of author seats you'd like to remove.

Be sure that you do not currently have authors assigned to the seats you'd like removed. You may need to [Delete an author](#) to free up the seat for removal. See [What happens when I delete an author?](#) for further details.

We will calculate a prorated credit for the removed seats through the rest of your current subscription term and adjust future invoices to remove the cost of those seats.

We generally add this prorated credit to your next renewal invoice.
