



Purge deleted readers

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When an admin author deletes a reader, the reader account still exists and can be viewed using the **Deleted** filter.

To permanently delete readers, use the **Purge Deleted Readers** option.

Purging deleted readers will completely and totally delete all record of all readers in the Deleted filter from KnowledgeOwl's systems. This can be useful for GDPR compliance or just keeping your Readers list tidy.



Look before you leap

Purged reader accounts **CANNOT** be recovered.

Deleted readers can only be purged by authors with **Full Admin** rights or the combination of **Admin** access to readers and the **Admin** ability to purge readers.

Refer to [Author permissions](#) for more information on these Admin Rights.

To purge deleted readers:

1. Go to **Account > Readers**. The Readers page opens to the **Readers** tab.
2. Select the **Deleted** filter from the dropdown near the top of the page.

The **Deleted** readers list displays.


3. If you have appropriate permissions and there are Deleted readers available to be purged, the **Purge Deleted Readers** option appears in the link options near the top of the page. Select that link to begin the process:

The **Purge All Deleted Readers** modal opens and warns you that this action cannot be undone.

4. To proceed with the reader purge, enter `PURGE READERS` into the box beneath **To confirm this operation**, type **PURGE READERS**.
5. Once you enter the correct phrase, the **Purge** button becomes activated. Select that button to begin the purge:

Sample purge deleted readers pop-up. Type the appropriate text and select **Purge** to begin the purge.

6. While the purge is running, a progress bar displays across the Readers page. This will display to any authors with appropriate access who view this page while the purge is running.

A horizontal bar with a dark blue segment on the right side, indicating progress. The text "Sample purging progress bar" is centered within the dark blue segment.

Sample purging progress
bar

7. Once the purge is complete, that progress bar is replaced with a success message:

A horizontal bar with a dark blue segment on the right side, indicating success. The text "Sample purge complete success message" is centered within the dark blue segment.

Sample purge complete success message

At this point, your Deleted filter should be empty and the **Purge Deleted Readers** option disappears until you have more Deleted readers available for purging.