Change authentication type for image / file security

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If you have a knowledge base that Requires login to view files/images and that knowledge base existed before 2025:

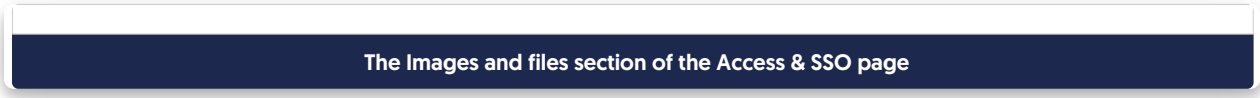
We've updated the way our secure file storage works. You may need to make changes to use the most recent changes.

We used to load secure file storage using cookies. Over time, that behavior has gotten less consistent, so we've been transitioning most of our customers to use our new **temporary access link** method. If you're still using the cookie-based method, we recommend you switch to the new temporary access link method because it's more consistent and doesn't rely on browsers allowing cookies.

Check if your knowledge base is affected

First, check your knowledge base's settings. We've transitioned many customers to the new settings so you may not need to do anything:

1. Go to **Security and access > Access & SSO.**
2. Find the **Images and files** section.



The Images and files section of the Access & SSO page

3. If you see the message **Your secure images and files use third-party cookies, which many browsers block. Temporary access links work everywhere.** with a **Switch to temporary access links** button, you're still using the old cookie-based method. Follow the next set of instructions to update to temporary access links.
4. If you don't see that message, your knowledge base is already using the latest method (or doesn't require login for images and files) and you don't need to do anything!

Change access type to temporary access links

Complete during off-hours
This change will migrate how your files and references to them are stored. It takes some time to complete. Images and files may appear broken while the migration is in-progress.

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We recommend completing this process outside of peak usage hours.

1. Go to **Security and access > Access & SSO**.
2. In the **Images and files** section, select **Switch to temporary access links**. The **Switch to temporary access links?** modal opens.
3. If you're ready to migrate to temporary access links, select **Convert to temporary links**. The change starts right away, so there's nothing to save.
4. A progress message displays to let you know the migration is in-progress. You can navigate away. Once the migration has completed successfully, the section displays **Your image and file links are updated.**

Once you migrate, we'll update all the links to your files from the previous Cloudfront URL to a secure-files.knowledgeowl.com URL. Links within your knowledge base update automatically, but if you share links to files or have them bookmarked, update those links to the new URLs.

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