



☒ Email notifications have arrived!

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For a long time, if you wanted to be notified that certain events had occurred in your knowledge base, you needed to set up a [webhook](#) or a [Slack webhook](#).

Thanks to customer feedback, we're happy to announce a new form of ~~webhook~~ notification: Email notifications!

Email notifications

Set up email notifications to receive automated emails whenever authors complete certain actions in your knowledge base, like:

- Creating a new article
- Publishing an article or changing its publishing status in general
- Adding a New or Updated callout
- Approving a comment
- And more! Refer to [Available email notification events](#) for more information on all the events you can send emails with.

Or when readers complete these actions:

- Submitting a comment
- Submitting the contact form

A sample email
notification



Available to Admins only

Only Account Admins can set notifications for the Authors in the account. We plan to add this as a separate permission so that non-admin authors can set up their own notifications.

You can set up different notifications for different email addresses, send the same notifications to multiple email addresses, choose which knowledge bases to send notifications to, and--for notifications on a single knowledge base--select article events that occur in a specific category only.

This lets you tailor the notifications to the people who are most interested in them.

And, since these are KnowledgeOwl system emails, you don't need to set up SMTP to use them! All notification emails are sent from **KnowledgeOwl Notifications** using our support email address.

New Account-level menu option: Notifications

We used to have an option for **Webhooks** in the Account menu.

We've changed this to **Notifications**, which is now where you can go to create:

- [Email notifications](#)
- [Slack notifications](#)
- [Webhook notifications](#)

We hope the menu label change makes things clearer.

If you're an existing webhooks user, go to **Account > Notifications** and open either **Slack notifications** or **Webhook notifications** to view or update existing notifications.

Let us know what you think

We hope this feature will help you stay informed on what's happening in your knowledge base. We plan to improve it based on your feedback, so we're owl ears if you have ideas on how we could add it! [Contact us](#) with your thoughts!
