Downgrade your plan

Last modified on 11/07/2026 12:02 pm EST

KnowledgeOwl offers several different pricing plans, which impact the features, AI credits, and Owl Analytics data storage you can use. You don't need to change your plan to Add and remove knowledge bases or Add and remove author seats.

Upgrade and downgrade your plan at any time to match what your organization needs.

Invoiced customer downgrades

If you pay by invoice, please contact us to downgrade your plan.

In-app payment downgrades

If you pay for your subscription with payment details entered in **Account > Billing**, follow these instructions to downgrade your plan:

1. Go to **Account > Billing**.
2. In **Your Subscription**, select **Edit** in any section to open the **Edit your subscription** page.
3. In the **Plan** section, select the plan you'd like to downgrade to.
4. As you toggle, the **Total** text at the bottom of the page adjusts to display your new cost.
5. Once you've made your changes, select **Downgrade subscription** to save them.
6. The **Subscription Change** modal opens to confirm you want to downgrade.
7. If the plan you're downgrading to doesn't support features you're currently using, the modal will instruct you which features you must delete or turn off to downgrade and provide you links to make those changes. You can't downgrade until you disable these features:
    a. **SSO:** If the plan you're downgrading to doesn't include single sign-on, you'll need to turn off every SSO login method in **Security and access > Access & SSO**. Set **SAML** and **OpenID Connect (OIDC)** to **Off**, uncheck **Require readers who aren't logged in to log in through Salesforce** in **Salesforce SSO**, and if **Who can read this knowledge base?** is set to **Your own login system (remote authentication)**, choose a different option. Refer to Single Sign-On (SSO) for resources related to each setup.
    b. **Private domain:** If the plan you're downgrading to doesn't allow a private domain and you have one set up, you'll need to remove it from **KB settings > Domain settings**. Refer to How to use your own

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domain for more information.

c. **API:** If the plan you're downgrading to doesn't grant API access, you'll need to delete all your API keys in **Account > API**. Refer to API keys for more detailed instructions.

d. **Analytics readers tracking:** If the plan you're downgrading to doesn't support Owl Analytics' **Track readers**, you'll need to disable that tracking in **KB settings > Owl Analytics**. Refer to Owl Analytics setup for more information on this setting.

e. **Custom author roles and permissions:** If the plan you're downgrading to doesn't support custom author roles, author teams, or reader groups assigned to authors and you have any of these set up, you'll need to delete them or remove reader groups from your authors in **Account > Authors**. Refer to Author roles & custom roles, Author Teams, and Authors for more information on these settings.

8. The modal also lets you know about the change in your **Analytics history** and **Owl Intelligence** AI credits.
9. Select **OK** to continue with the downgrade.
10. The plan changes are saved and your subscription is updated.

If you run into any issues completing these steps, please contact us!

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