



# Content with multiple reader groups

Last Modified on 04/09/2026 4:16 pm EDT

If an article or category has multiple reader group restrictions selected, how many of those groups does a reader need to belong to in order to view the content?

## Reader group logic

All situations involving multiple reader groups are governed by a **Reader group logic** setting, which determines whether to treat multiple groups as an AND statement or as an OR statement.

The two Reader group logic settings are:

- **Inclusive:** Readers can view content when they belong to at least one designated group. Multiple groups are treated like an OR statement.
- **Exclusive:** Readers can view content when they belong to ALL groups. Multiple groups are treated like an AND statement.

## View and update reader group logic

To view and update your knowledge base's reader group logic:

1. Go to **Security and access > Security settings**.
2. Locate the **Reader group logic** setting in the **Reader options** section.
3. Select either **Inclusive** or **Exclusive**.
4. Be sure to **Save** your changes.



**When in doubt, use inclusive**

**Inclusive is the KnowledgeOwl default. If you're not sure which setting to use, stick with this setting.**

## Multiple groups reader logic

The information below varies based on whether you're using our 2026 new editor or old editor.

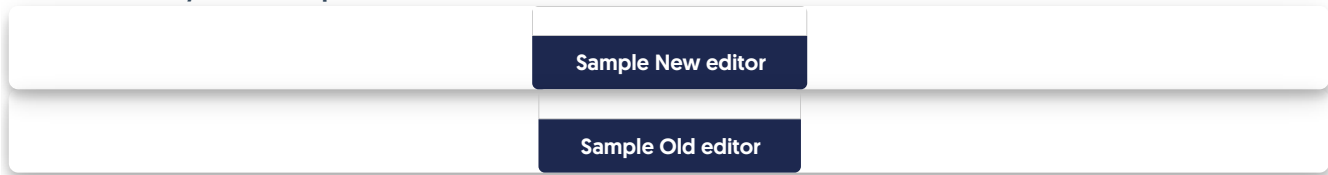
To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow

the **New editor** documentation.

3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:



### Try out the new editor

We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

New editor

Old editor

## How new article editor handles multiple groups

In the new article editor, you might have multiple groups selected in the **Read access** section in three ways:

- Using the **Limited to specific reader groups** setting with multiple reader group checkboxes checked
- Using the **All category reader groups** when the category has multiple reader groups selected
- Using the **Limited to specific category reader groups** setting with multiple reader group checkboxes checked

In all three scenarios, the behavior depends entirely on your knowledge base's **Reader group logic** settings.

### Inclusive logic for multiple groups

When **Inclusive** reader group logic is selected in **Security and access > Security settings**, readers can view content when they belong to at least one group in the list.

For example, let's say we have an article restricted to groups "Apples" and "Bananas". With **Inclusive** reader group logic, this basically means that readers must belong to the Apples group **OR** the Bananas group:

- Reader in Apples group only: Can access the article
- Reader in Bananas group only: Can access the article
- Reader in both Apples and Bananas groups: Can access the article
- Reader in the Pineapples group: Can't access the article

### Exclusive logic for multiple groups

When **Exclusive** reader group logic is selected in **Security and access > Security settings**, readers must belong to all groups in the list.

For example, let's say we have an article restricted to groups "Apples" and "Bananas". With **Exclusive** reader group logic, this basically means that readers must belong to the Apples group **AND** the Bananas group:

- Reader in Apples group only: Can't access the article
- Reader in Bananas group only: Can't access the article
- Reader in both Apples and Bananas groups: Can access the article
- Reader in the Pineapples group: Can't access the article