Approve a knowledge base in ClassLink (for Tenant Administrators)

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This article is for a school district's ClassLink Tenant Administrator. If someone asked you to approve their knowledge base in ClassLink, here's what to do.

A knowledge base is a help site or documentation site built with KnowledgeOwl. When its team wants people in your district to log in to it with ClassLink, they send your district a request. Nobody in your district can log in to that knowledge base through ClassLink until a Tenant Administrator approves it.

Before you begin

- You need to be a **Tenant Administrator** in your district's ClassLink account. Other users don't see requests.
- Your district needs the KnowledgeOwl app from ClassLink's app library, and you need access to it.

How to approve a knowledge base

1. Log in to ClassLink as a Tenant Administrator.
2. Open the KnowledgeOwl app.
3. If your district has requests waiting, KnowledgeOwl shows the **Review access request** page before anything else. (With more than one, it's called **Review access requests**.)
4. Check each request. Each one shows:
    - The knowledge base's name.
    - Its web address. Select it to open the knowledge base in a new tab.
    - Who asked and when, for example "Requested by jane@example.com on November 5, 2026".
5. Select **Approve** or **Decline** next to each request.



Only approve knowledge bases you recognize

Check the name, web address, and the person who asked before you approve. If something looks unfamiliar, ask the person who sent you the request, or decline it.

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What approving shares

When you approve a knowledge base, people in your district who have the KnowledgeOwl app can log in to it. Each time someone logs in, KnowledgeOwl receives their:

- Name
- Email address
- ClassLink role

The knowledge base's team can then limit who can log in, for example to teachers only, and decide what each person can read.

Not ready to decide?

You don't have to answer right away. A request stays open for 30 days, and you'll see it each time you open the KnowledgeOwl app. To carry on without deciding, select the **Continue to** button below the requests, or close the page if there isn't one.

After 30 days, the request expires and can't be approved. The knowledge base's team can send a new one.

What you'll see after you decide

Message	What it means
"People in [your district] can now log in to [knowledge base] from the KnowledgeOwl app."	You approved it, and it's ready to use.
"People in [your district] can log in to [knowledge base] from the KnowledgeOwl app once its team finishes setting it up."	You approved it, but its team still needs to turn on ClassLink logins.
"[Knowledge base] won't ask for access again unless its team sends a new request."	You declined it. Nobody in your district can log in to it through ClassLink.
"That request has already been approved, declined or expired."	Someone else in your district already answered it, or it's more than 30 days old.
"No knowledge bases are waiting for your approval."	There's nothing left to review.

When you're done, select **Continue to** to go on to the knowledge base, or close the page.

If you see **This page has expired**, the page was open too long or opened in another browser. Go back to ClassLink and open the KnowledgeOwl app again.



"Already set up with another KnowledgeOwl customer"

Each district can work with only one KnowledgeOwl customer. If you see "[Knowledge base] can't

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be approved because your district is already set up with another KnowledgeOwl customer," contact KnowledgeOwl support at support@knowledgeowl.com.

Change your mind later

To stop people in your district logging in to a knowledge base you approved, ask its team to make your district inactive or remove it. If you declined a request by mistake, ask the team to send a new one.

If you manage a knowledge base yourself, refer to Set up KnowledgeOwl's ClassLink app.

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