

# Trial FAQs

Last Modified on 05/27/2026 7:55 am PDT

This is a topic display category containing some Frequently Asked Questions (FAQs) we get from trial users. Topic display categories will display the full content of all articles they contain, and you have several display options to choose from. Here, we're using Accordion.

## What are my pricing and plan options?

For full details on our plans and pricing, see:

- [Plans](#)
- [Pricing](#)

For other plan or pricing questions not answered there, see: [Plans and trials FAQ](#).

All trial accounts come it at our Flex plan level. If you'd like to update to Business or Enterprise, see [How do I update my trial to the Business or Enterprise plan?](#) for more details.

## How do I add more users to my trial?

You can add user seats in your KnowledgeOwl trial at any time.

To add more users to your trial, you'll:

- Update **Your Account > Account** to increase the number of Content Editors, then click **Change Plan** in the **Plan Cost** section to save those changes
- Create the user in **Your Account > Users**

See more detailed instructions in our Support knowledge base: [How do I add more users to my trial?](#)

## What role should I use for the new users?

When you sign up for a trial, your account is created with:

- A **Login Type** of Self administered username and password
- The **Full Account Admin** box checked
- In Knowledge Base Access, the **Editor** role on the knowledge base you created

If you want your other users to have the same permissions as you, you can copy these exactly. The Full Account Admin box is not required for people to test or use the functionality. The **Writer** role has fewer permissions than the **Editor**, and you can also create custom roles if you'd like. See more detailed information on the default Editor and Writer role permissions as well as how to create custom user roles in our Support knowledge base: [User roles & custom roles](#)

## How do I add more knowledge bases to my trial?

You can add more knowledge bases in your KnowledgeOwl trial at any time.

To add more users to your trial, you'll:

- Update **Your Account > Account** to increase the number of Knowledge Bases, then click **Change Plan** in the **Plan Cost** section to save those changes
- Head to the main dashboard to [Create an additional knowledge base](#)
- Assign that knowledge base to other users in their **Knowledge Base Access**

See more detailed instructions in our Support knowledge base: [How do I add more knowledge bases to my trial?](#)

