

# Log into Content Hubs

Last Modified on 05/22/2026 11:33 am IDT

 This article is designated for all users.

## About

This article explains how to log into [Content Hubs](#).

Depending on how your organization configured Content Hubs, you can sign in using:

- An email and password
- Single sign-on (SSO)
- Multiple authentication providers

Your access to features such as My Media, uploads, channels, playlists, or publishing depends on the permissions assigned to your account by your administrator.

If you can sign in successfully but cannot access certain pages or actions, this is usually related to your assigned permissions rather than a login issue.



This feature requires the [Login module](#) to be enabled.

## Before you log in

Some Content Hubs allow anonymous browsing. In these environments, you may be able to view public content without signing in.

However, signing in may still be required to:

- Access My Media
- Upload or create content
- Create playlists
- Access private channels or galleries
- Start or join certain room experiences

## Multiple login options

If your organization configured multiple authentication providers, the login window may display several sign-in options.

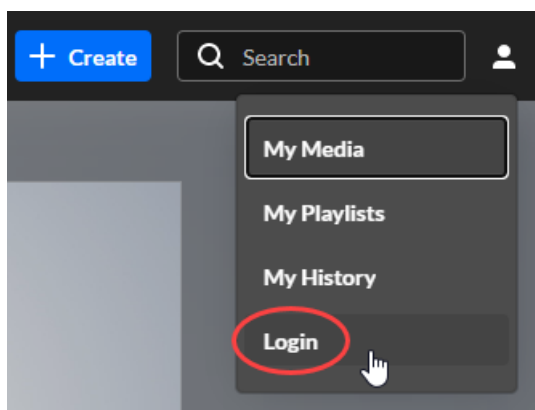
For example:

- Organization login / SSO
- Okta
- Google
- Username and password

Use the sign-in method provided by your organization.

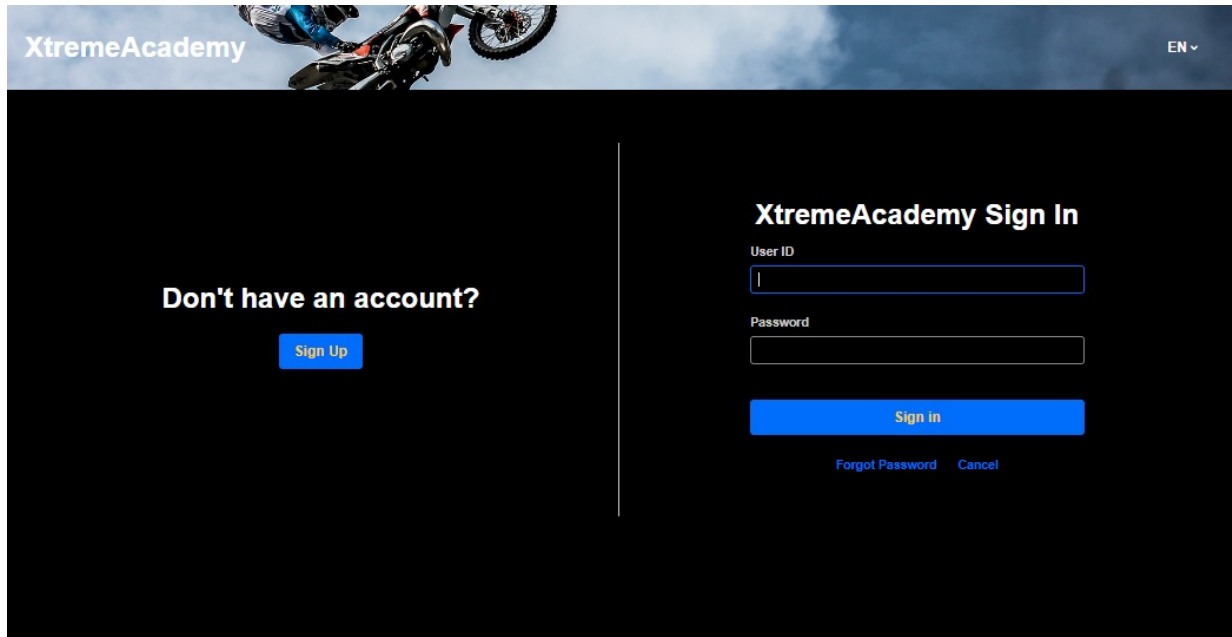
## Log in

1. On the homepage, select **Login** from the user menu.



If you try to access menu options such as [My Media](#) or [My Playlists](#) before signing in, you are prompted to log in.

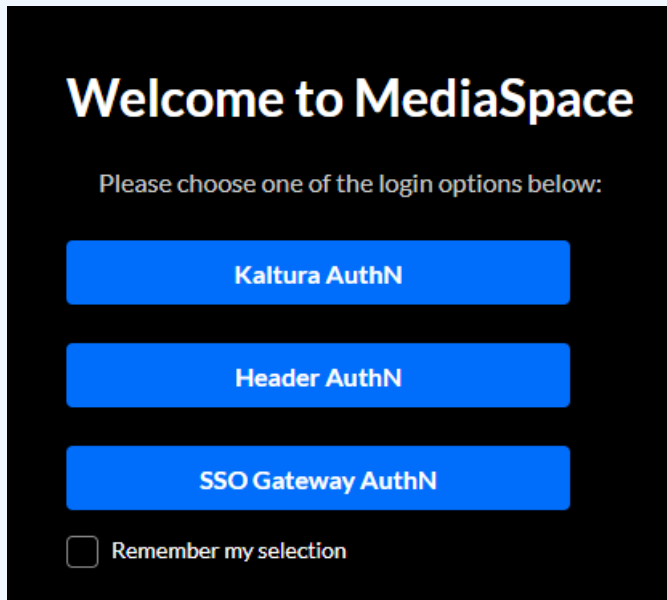
The login page opens.



2. Enter your username and password.
3. If you forgot your password, click **Forgot Password** to receive password reset instructions by email.
4. Click **Sign In**.



If your administrator configured your site to allow multiple authentication providers, the login prompt will display with several choices for you to login.



## Forgot password

The **Forgot Password** option is only available for sites using username/password

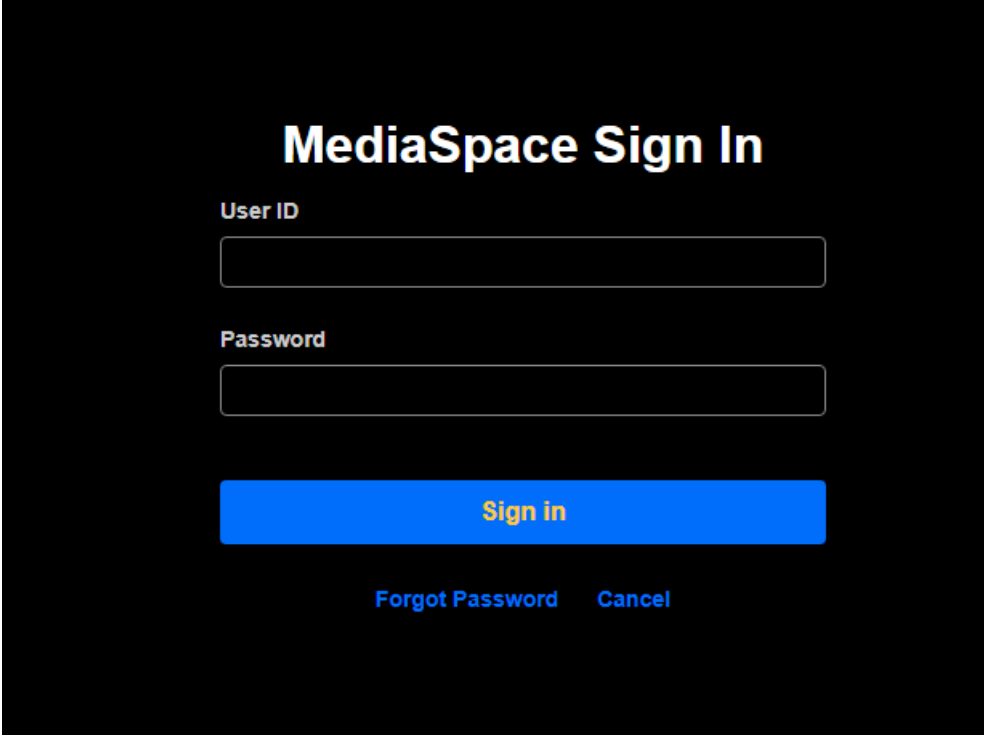
authentication.



If your organization uses SSO or another external identity provider, password resets are managed outside of Content Hubs and the Forgot Password option may not apply to your account.

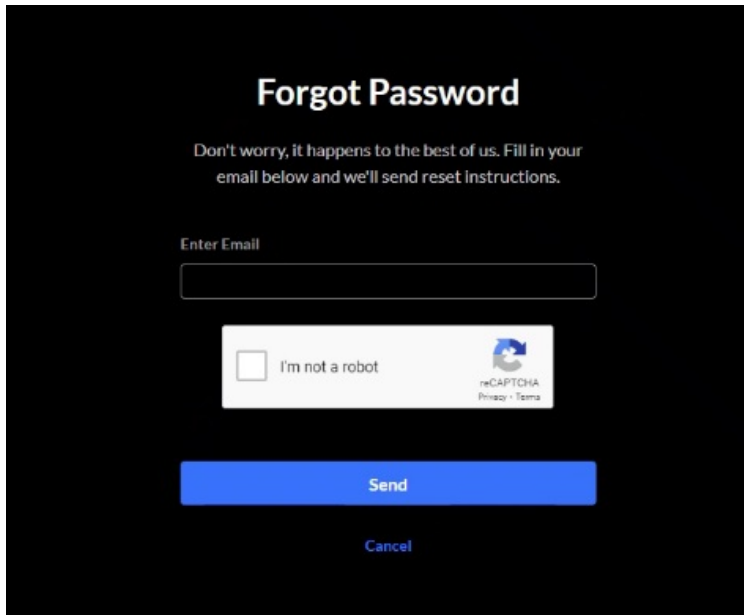
## Reset your password

1. Click **Forgot Password** in the 'Sign In' window.

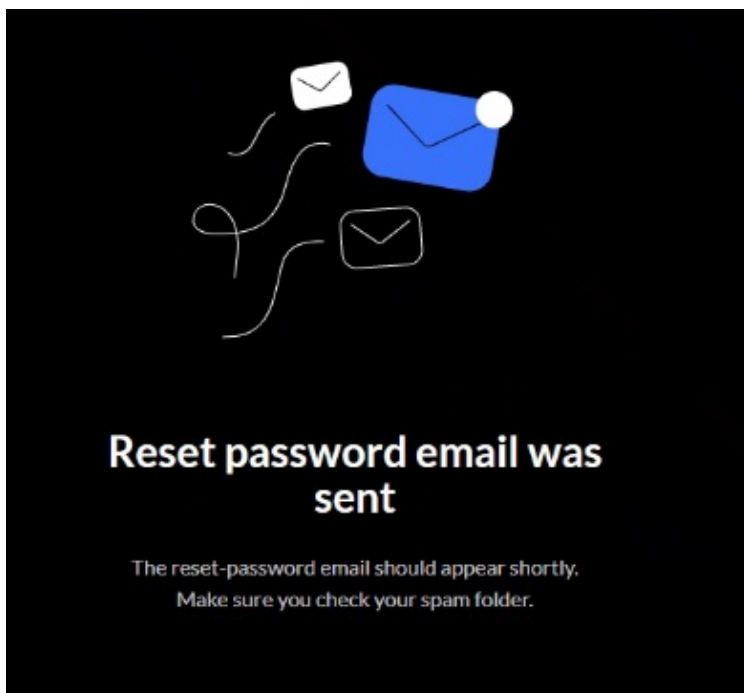


The screenshot shows a dark-themed sign-in window titled "MediaSpace Sign In". It features two input fields: "User ID" and "Password". Below the input fields is a prominent blue "Sign in" button. At the bottom of the window, there are two links: "Forgot Password" and "Cancel".

2. Enter your email address, check the box "I'm not a robot" and click Send.



3. Check your email and follow the instructions to create your new password.



Make sure that the email address you enter in the Forgot Password field is the email associated with your account. If your email address exists in our system, you'll receive an email with the link to reset your password.

Be sure to check your spam or junk folders. If you don't receive an email with reset password instructions, please contact support at [Customer Care Portal](#).

For the Forgot Password setup, visit [Auth module](#).



## Why can't I access certain features?

Your administrator controls which features are available to your account.

For example:

- Some users can only browse content
- Some users can upload and manage media
- Some users only have access to specific channels, galleries or features

If you can sign in successfully but cannot access expected features, contact your administrator.

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