

Add end-users in bulk using a CSV file

Last Modified on 05/22/2026 12:50 pm IDT

 This article is designated for administrators.

About

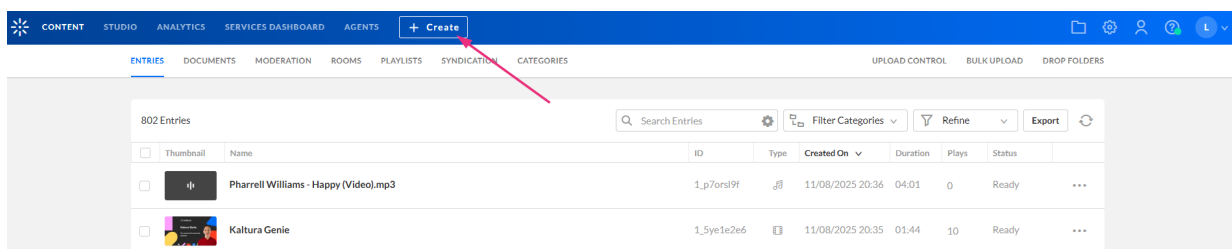
You can upload users in bulk using the **end-users CSV file**. This guide explains how to download, edit, and upload the CSV using either the [Rich Media Content Management System \(Rich Media CMS\)](#) or the [Content Hubs Configuration Management console](#).

Channels and categories can include up to 5,000 individual users. To support larger audiences, use a user group, which has no size limit. See [Understanding user groups in Kaltura](#) for more information.

Download the end-users CSV file

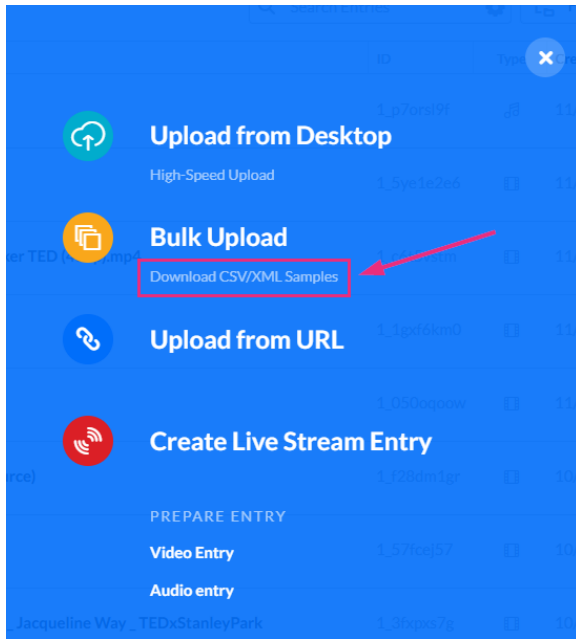
Via the Rich Media CMS

1. Log into the Rich Media Content Management System and click the **+Create** button at the top of the page.








The '+Create' menu opens.

2. Click **Download CSV/XML Samples**.

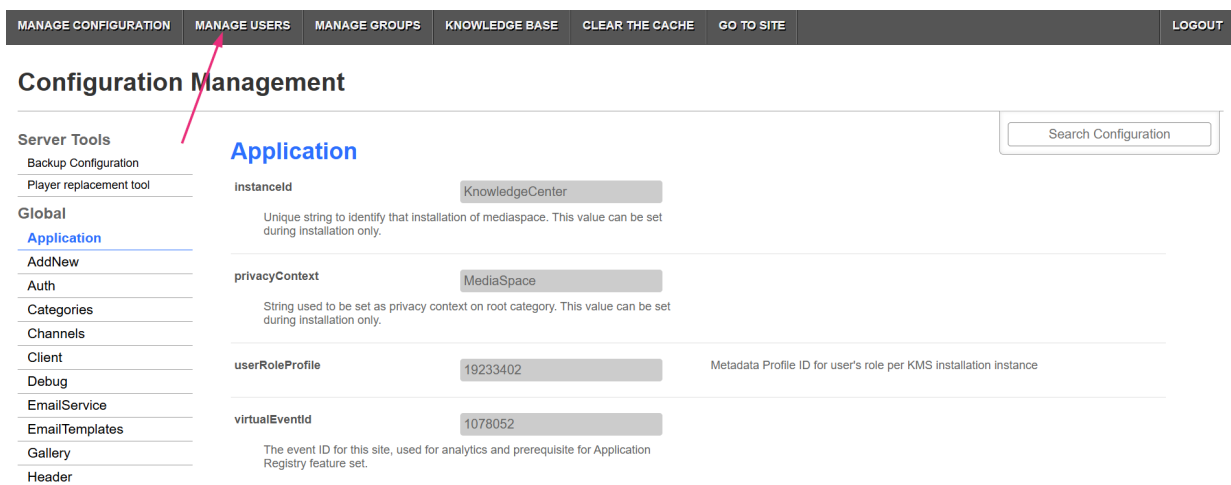


- Open the downloaded zip file and select the **kaltura_bulk_upload_end_users** csv file.

 kaltura_batch_upload	Microsoft Excel Comma Separ...
 kaltura_batch_upload	Microsoft Edge HTML Docum...
 kaltura_batch_upload_categories	Microsoft Excel Comma Separ...
 kaltura_bulk_upload_end_user_entitlemen...	Microsoft Excel Comma Separ...
 kaltura_bulk_upload_end_users	Microsoft Excel Comma Separ...

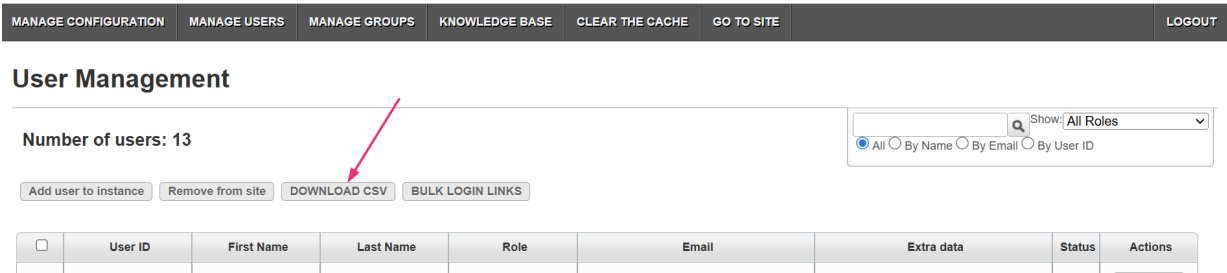
Via the Configuration Management console

- Log into your Configuration Management console.
- Click [Manage Users](#) in the top navigation bar.



The 'User Management' page displays.

3. Click **Download CSV**.



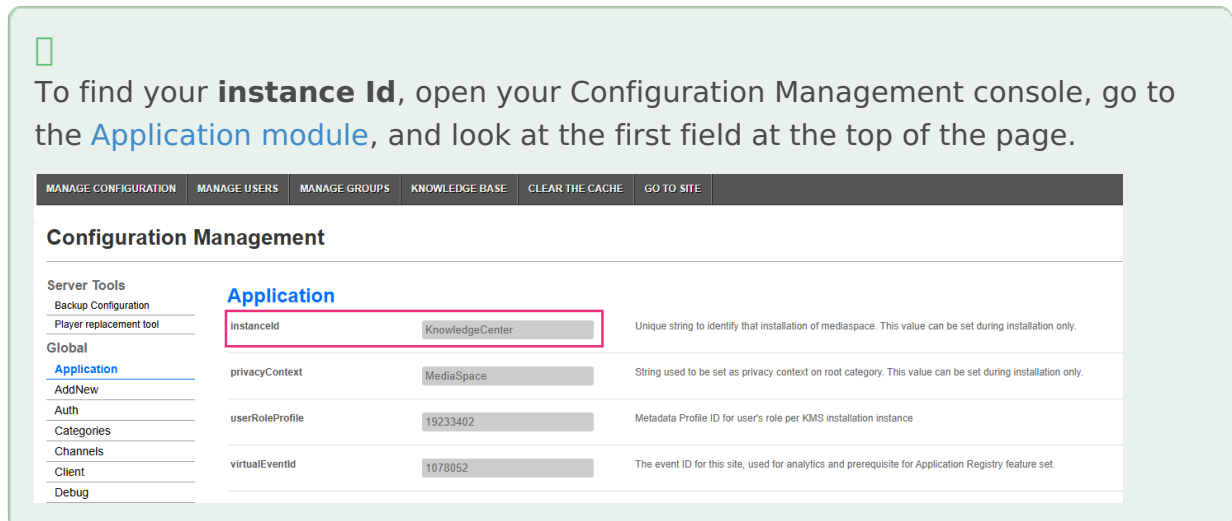
A confirmation message appears indicating that a download link will be sent to your email.

4. Check your email and click the link to download the file (the link expires after 24 hours).

Edit the CSV

1. Open the file in Excel or another spreadsheet tool.
2. Add an **email** column if needed (while optional, email addresses allow new users to receive notifications).
3. Add a **role** column using this format:

`metadata::KMS_USERSHEMA1_[your_instanceId]::role`



To find your **instance Id**, open your Configuration Management console, go to the [Application module](#), and look at the first field at the top of the page.

Parameter	Value	Description
instanceId	KnowledgeCenter	Unique string to identify that installation of mediaspace. This value can be set during installation only.
privacyContext	MediaSpace	String used to be set as privacy context on root category. This value can be set during installation only.
userRoleProfile	19233402	Metadata Profile ID for user's role per KMS installation instance
virtualEventId	1078052	The event ID for this site, used for analytics and prerequisite for Application Registry feature set.

4. Populate the 'role' column using the values defined for your site. Common default roles include:

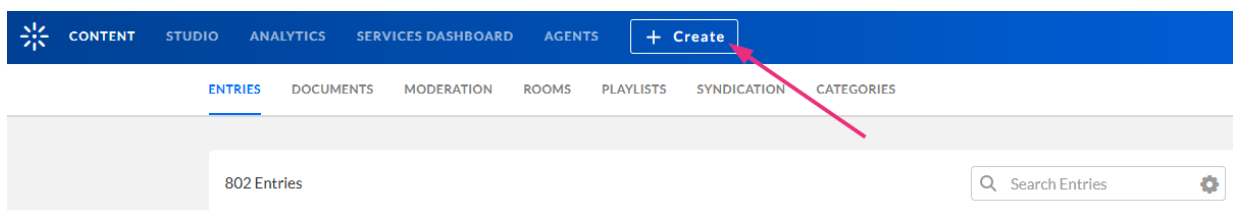
- unmoderatedAdminRole
- adminRole
- privateOnlyRole
- viewerRole

- anonymousRole
- Make sure the 'role' column is included in your CSV. Without it, users are created successfully but no roles will be assigned.
- If your site handles authentication (not SSO), you can also include user passwords using the `partnerData` field.

Upload the CSV

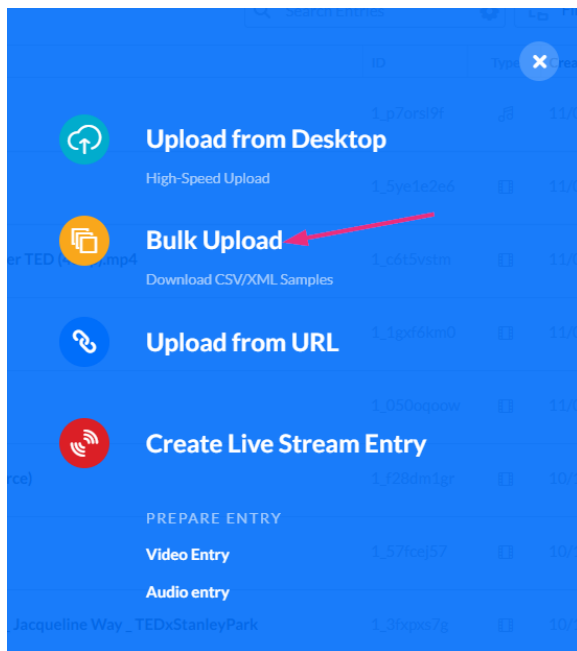
Via the Rich Media CMS

1. Log into your Rich Media Content Management System and click **+Create**.



The '+Create' menu opens.

2. Click **Bulk Upload**.




The 'Bulk upload' window opens.

3. Choose **End-Users**.

Bulk Upload

Select CSV/XML Type

Buttons for selecting CSV/XML Type:

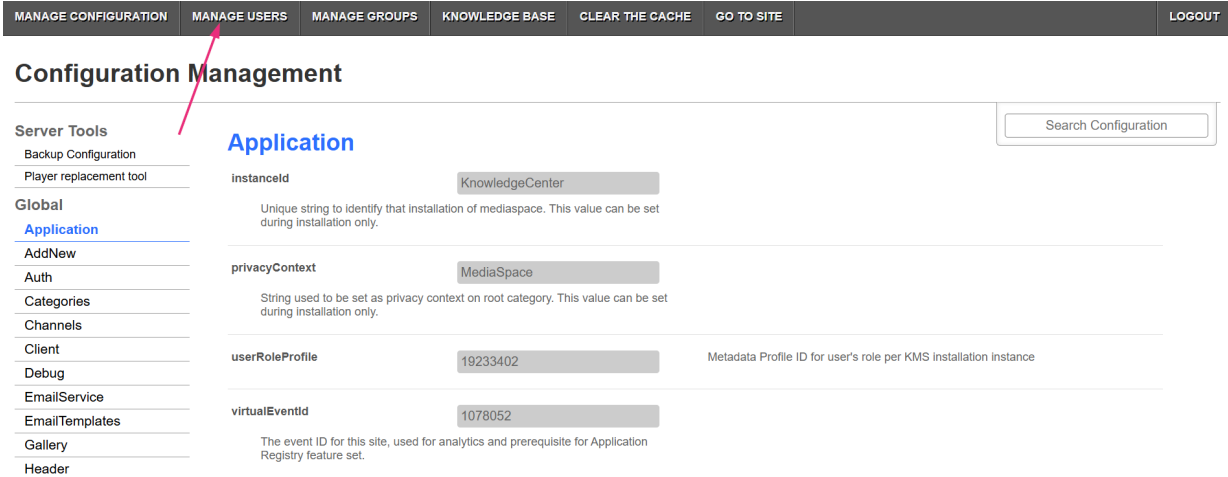
- Entries
- Categories
- End Users 
- End Users Entitlement

4. Browse your computer and select the CSV file.

Your CSV upload will begin immediately.

Via the Configuration Management console

1. Log into your Configuration Management console.
2. Click [Manage Users](#) from the top navigation bar.



The screenshot shows the Configuration Management console with the following elements:

- Top navigation bar: MANAGE CONFIGURATION, **MANAGE USERS**, MANAGE GROUPS, KNOWLEDGE BASE, CLEAR THE CACHE, GO TO SITE, LOGOUT
- Page title: Configuration Management
- Search Configuration input field
- Left sidebar: Server Tools (Backup Configuration, Player replacement tool), Global (Application, AddNew, Auth, Categories, Channels, Client, Debug, EmailService, EmailTemplates, Gallery, Header)
- Main content area: Application configuration fields:
 - instanceId: KnowledgeCenter (Unique string to identify that installation of mediaspace. This value can be set during installation only.)
 - privacyContext: MediaSpace (String used to be set as privacy context on root category. This value can be set during installation only.)
 - userRoleProfile: 19233402 (Metadata Profile ID for user's role per KMS installation instance)
 - virtualEventId: 1078052 (The event ID for this site, used for analytics and prerequisite for Application Registry feature set.)

The 'User Management' page displays.

3. Click **Submit CSV**.

User Management

Number of users: 67

<input type="checkbox"/>	User ID	First Name	Last Name	Role
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- Click **Choose File**, select the CSV from your computer, and click **OK**.

Submit Users CSV

Note that only "End Users CSV" can be submitted.
"End Users Entitlements CSV", "Categories CSV" or "Entries CSV" must be submitted via the KMC
Once you submit the CSV you can track the progress of your import from Kaltura Management Console (KMC).

In KMC go to Content and click Upload Control. Once import is processed, refresh this page to view users and edit their properties.

No file chosen

Once processed, users will be able to log in according to your authentication setup.