

# Add end-users in bulk using a CSV file

Last Modified on 11/18/2025 6:22 pm IST



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 Kaltura Management Console (KMC) or the Video Portal Configuration Management console.

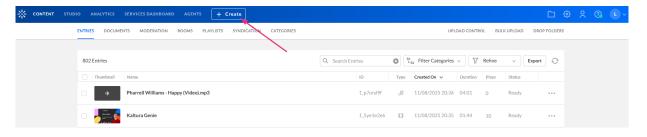


Channels and categories can include up to 5,000 individual users. To support larger audiences, use a user group, which has no size limit. See Understanding user groups in Kaltura for more information.

#### Download the end-users CSV file

#### Via the KMC

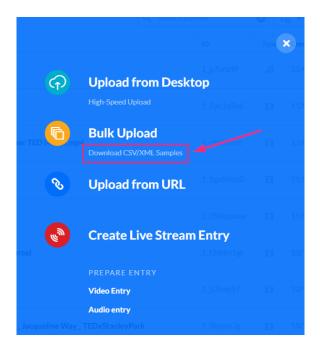
1. Log into the Kaltura Management Console and click the +Create button at the top of the page.



The '+Create' menu opens.

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



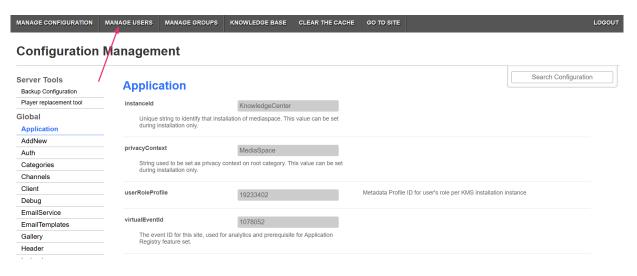


Open the downloaded zip file and select the kaltura\_bulk\_upload\_end\_users csv file.



### Via the Configuration Management console

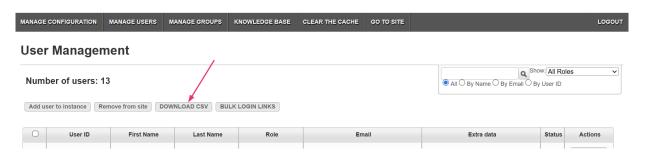
- 1. Log into your Configuration Management console.
- 2. Click Manage Users in the top navigation bar.



The 'User Management' page displays.



3. Click Download CSV.

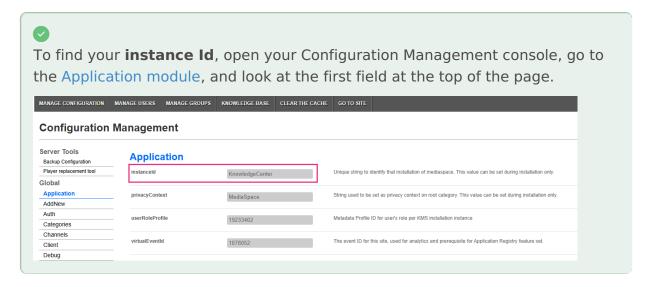


A confirmation message appears indicating that a download link will be sent to your email.

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 Video Portal notifications).
- 3. Add a **role** column using this format: metadata::KMS USERSCHEMA1 [your instanceId]::role



- 4. Populate the 'role' column using the values defined for your site. Common default roles include:
- unmoderatedAdminRole
- adminRole
- privateOnlyRole
- viewerRole

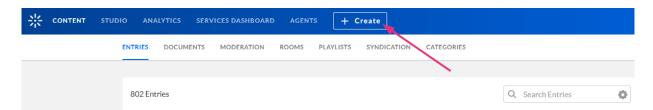


- anonymousRole
- Make sure the 'role' column is included in your CSV. Without it, users are created successfully but <u>no roles will be assigned</u>.
- If your site handles authentication (not SSO), you can also include user passwords using the partnerData field.

## **Upload the CSV**

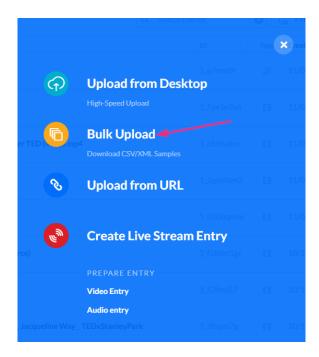
#### Via the KMC

1. Log into your Kaltura Management Console and click +Create.



The '+Create' menu opens.

2. Click **Bulk Upload**.

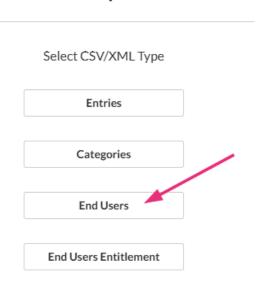


The 'Bulk upload' window opens.

3. Choose End-Users.



## **Bulk Upload**

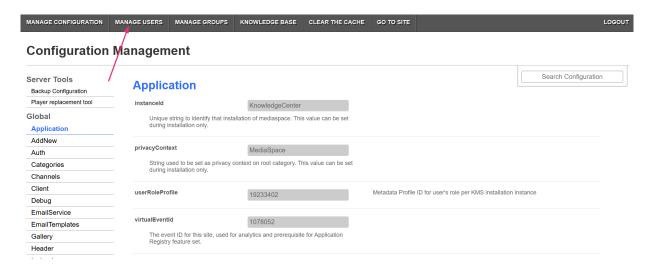


4. Browse your computer and select the CSV file.

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.



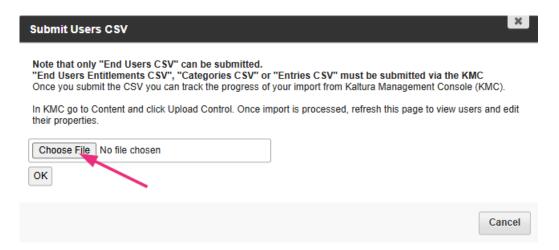
The 'User Management' page displays.

3. Click Submit CSV.





4. Click Choose File, select the CSV from your computer, and click OK.



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