Log in with two-factor authentication

Content updated: 08/20/2019

This article is designated for administrators. Back

About

This article is for customers who have accounts enabled with **two-factor authentication** (**2FA**).

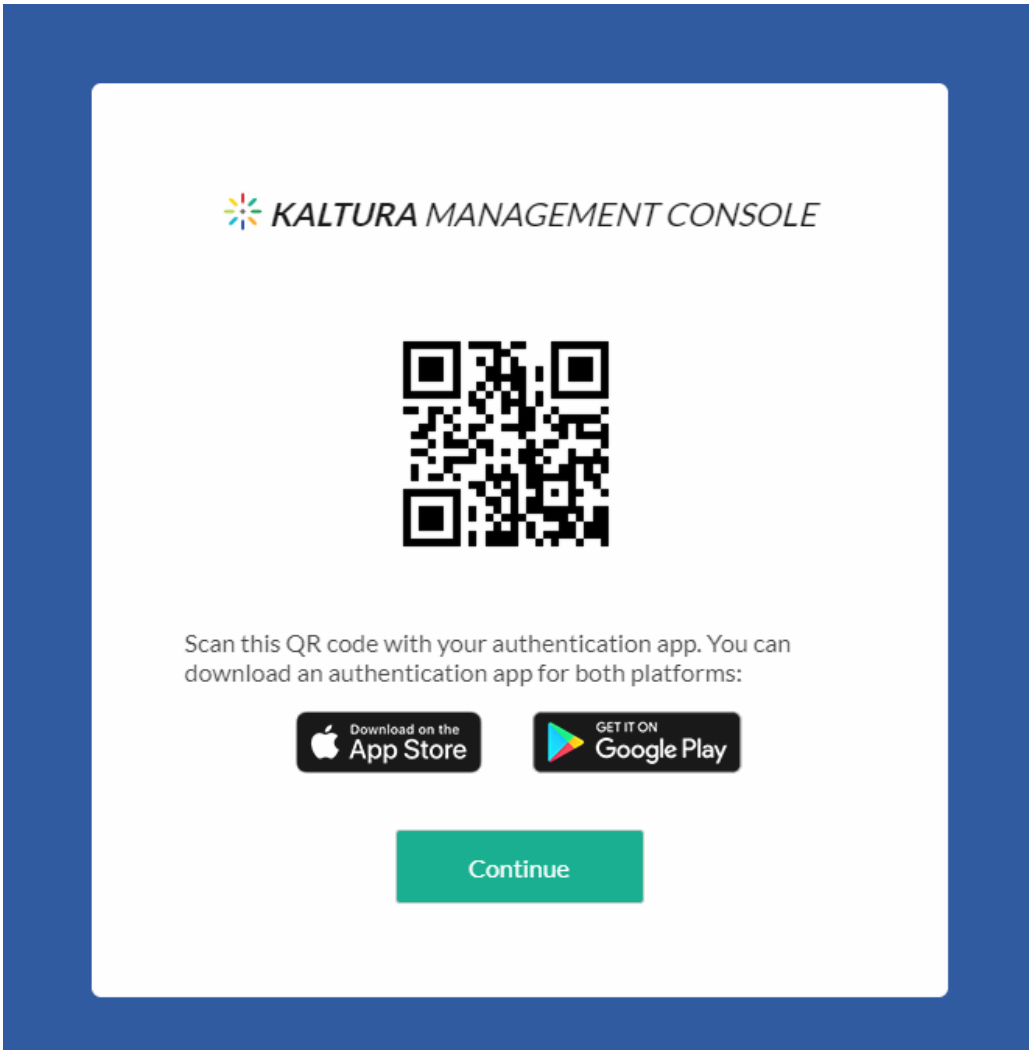
If 2FA isn't enabled on your account yet, you can **request it** by opening a Customer Care case and selecting the case type **Operational request**, or by contacting your Kaltura representative. Once 2FA is enabled, an email with a link to the Rich Media CMS Authentication QR code screen is sent to the account owner and all registered Rich Media CMS users.

Log into Rich Media CMS with two-factor authentication

The Rich Media CMS authentication screen displays a one-time-use QR code.

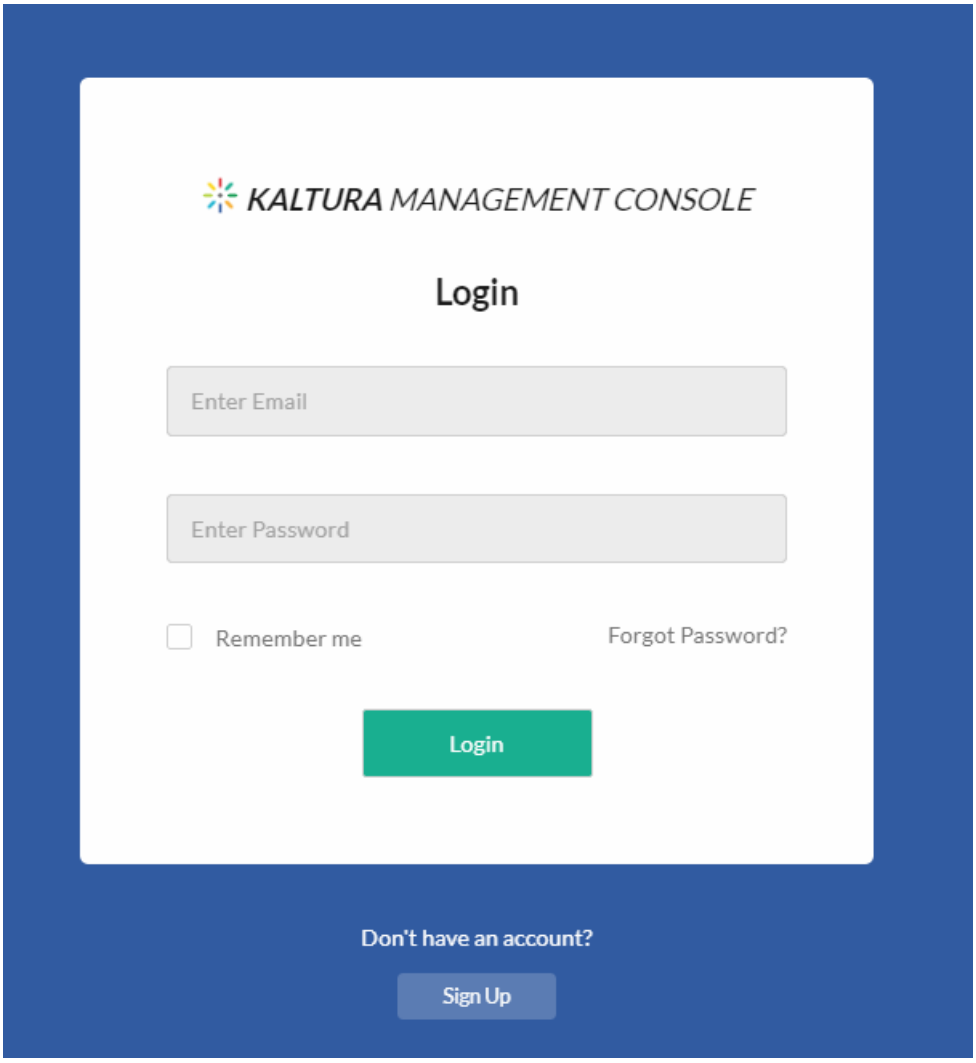
1. Use Google Authenticator or any other authenticator app on your device to scan the QR code.
2. If you don't have an authenticator app, download Google Authenticator from the links provided on the screen (available for both Android and iOS).

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



3. Scanning the QR code pairs your Rich Media CMS credentials (email and password) with the authenticator app, which will then generate a code for logging in.
4. Click **Continue** and proceed to the Rich Media CMS Login screen.
5. On the Login screen, enter your email and password, then click **Login**.

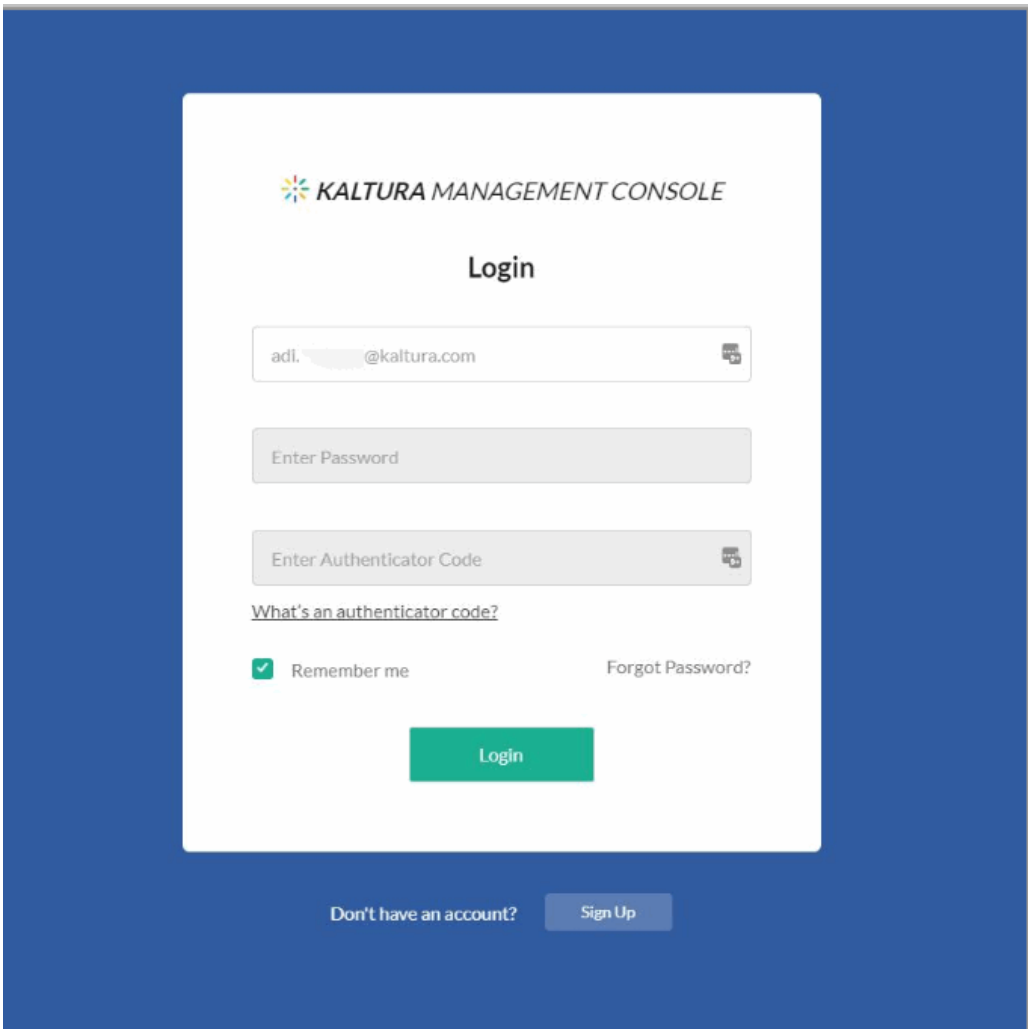
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



If 2FA is enabled, an additional field for the Authenticator Code will appear.

6. Open your authenticator app to get the code.
7. Enter the code and click **Login**.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



If you reset your password, you will receive a new QR code via email. Scan the new QR code to set up 2FA again.

If you use your credentials for multiple accounts, you must log out and log back in with the authenticator code when switching to an account with 2FA enabled.

Renew an expired QR code

The QR code expires after 24 hours. If your QR code has expired, follow these steps to get a new one:

1. Go to Rich Media CMS Login https://kmc.kaltura.com/index.php/kmcng/login.
2. Click **Forgot Password** and enter your email address.
3. You will receive an email with a password reset link.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

4. Use the link to set a new password. Click **OK** when prompted.
5. A new QR code will be provided. Scan it with your authenticator app.

Remember, each password reset generates a new QR code, making the previous one invalid.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.