Kaltura Customer Care Portal user guide

Content updated: 11/12/2026

This article is designated for administrators.

About

The **Kaltura Customer Care Portal** is where your organization opens and tracks technical support cases with Kaltura Customer Care. From the portal, you can also get quick answers from **Ask Kaltura AI, Chat with an expert**, and check the status of all your cases.

Only designated administrators in your organization get login credentials for the portal. The number of users depends on your account's service package. To add users, contact your Kaltura Customer Success Manager. If you don't have credentials, contact your organization's Kaltura administrator or IT helpdesk for help.

We recommend that you subscribe to these Kaltura pages:

- Release Notes: bi-monthly emails about product deployments and new releases
- System Status Page: real-time emails about critical issues that affect the Kaltura platform

The Customer Care Portal gives you:

- One place to manage all your customer care cases
- Clear status and severity for each case
- A homepage for customer care news and updates
- Ask Kaltura AI, which answers your questions using the Knowledge Center documentation

Access the Customer Care Portal

1. Go to https://support.kaltura.com.
2. Log in with the credentials from your *Welcome to Kaltura Customer Portal* registration email.
   The portal homepage opens.

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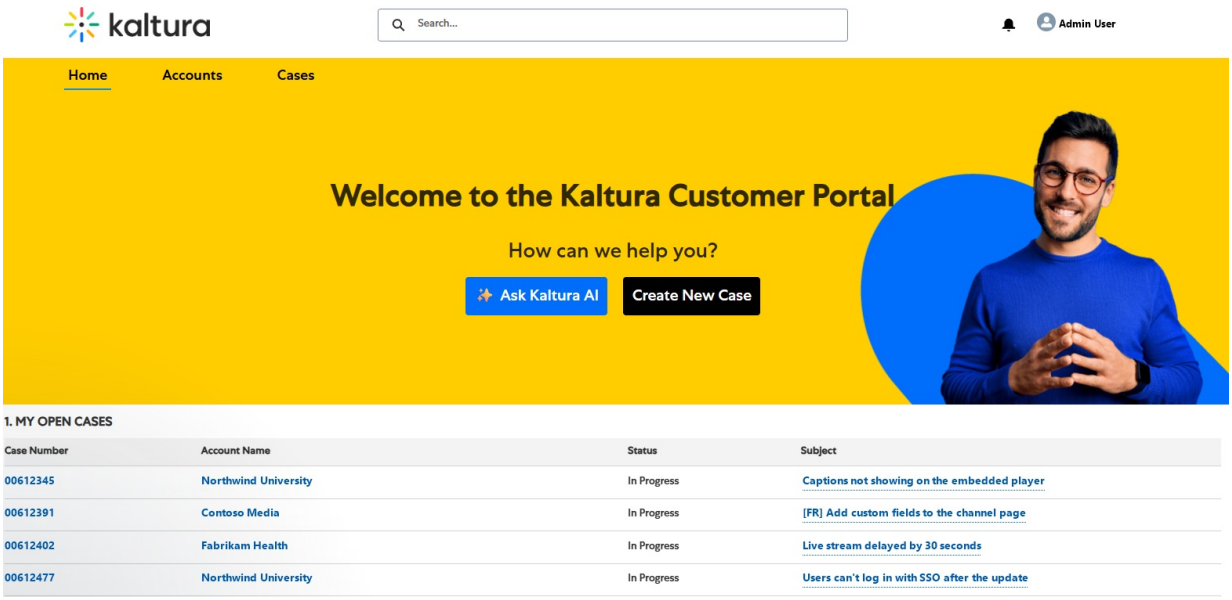
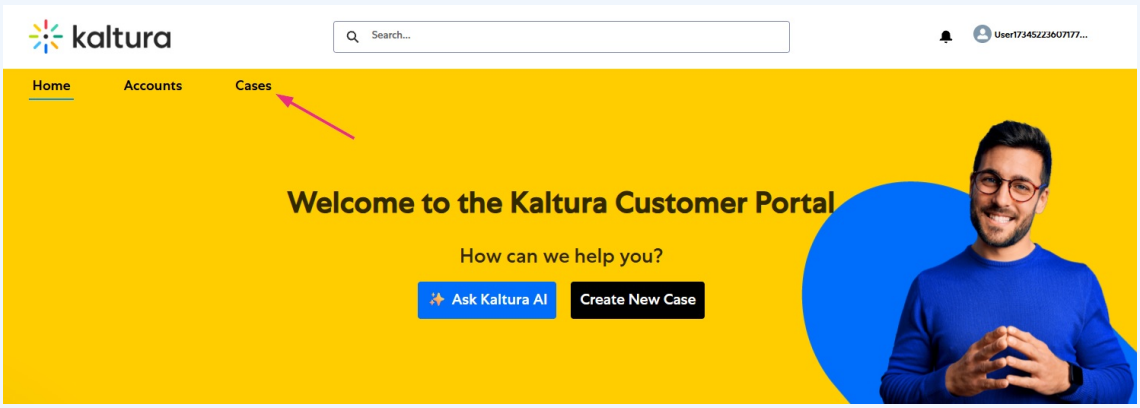


From the homepage, you can:

- **Ask Kaltura AI**
- **Create new case**
- **Chat with an expert**

If you don't see **Create new case** on your homepage, go to the **Cases** tab, and then select **New**. You can also ask Kaltura AI for a solution, or chat with an expert about a technical issue.



Ask Kaltura AI

Ask Kaltura AI is an AI assistant that answers your questions using Kaltura's Knowledge Center documentation. It's often the fastest way to solve a problem without opening a case.

1. On the homepage, select **Ask Kaltura AI**.

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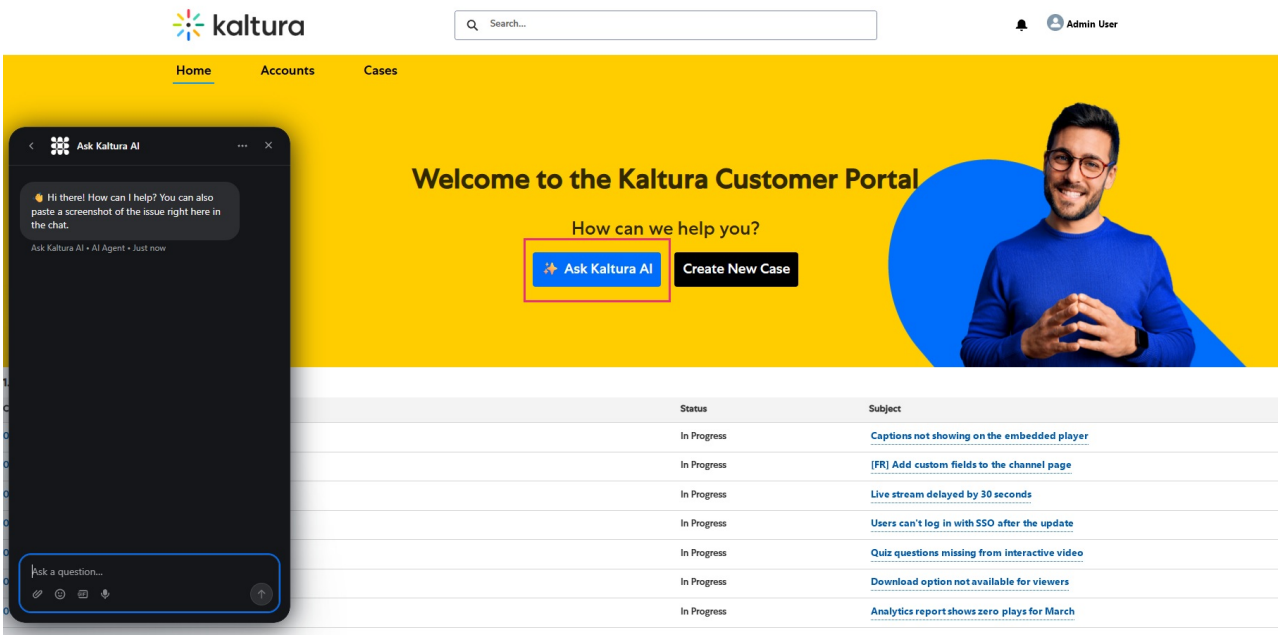
A chat window opens.

2. Enter your question. You can also paste a screenshot of the issue into the chat.

If Ask Kaltura AI can't solve your problem, it points you to **Create new case** or **Chat with an expert**.



Chat with an expert

Chat with an expert connects you live with a Kaltura Customer Care chat engineer. Chat is available Monday to Friday, 3 am–7 pm ET (US) and 6 pm–9 am AEST (APAC).

Chat is ideal for:

- quicker resolution time
- speeding up the data-gathering process
- getting status updates on existing cases

To start a chat, select the chat widget at the bottom right of the page, and then select the type of help you want:

- **I'm looking for guides and how-tos**: for guidance or instructions
- **I'm having an issue**: to chat with an expert about a new issue
- **I want to chat about an existing case**: to chat with an expert about an existing case number

The closed chat widget looks like this.

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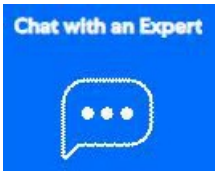
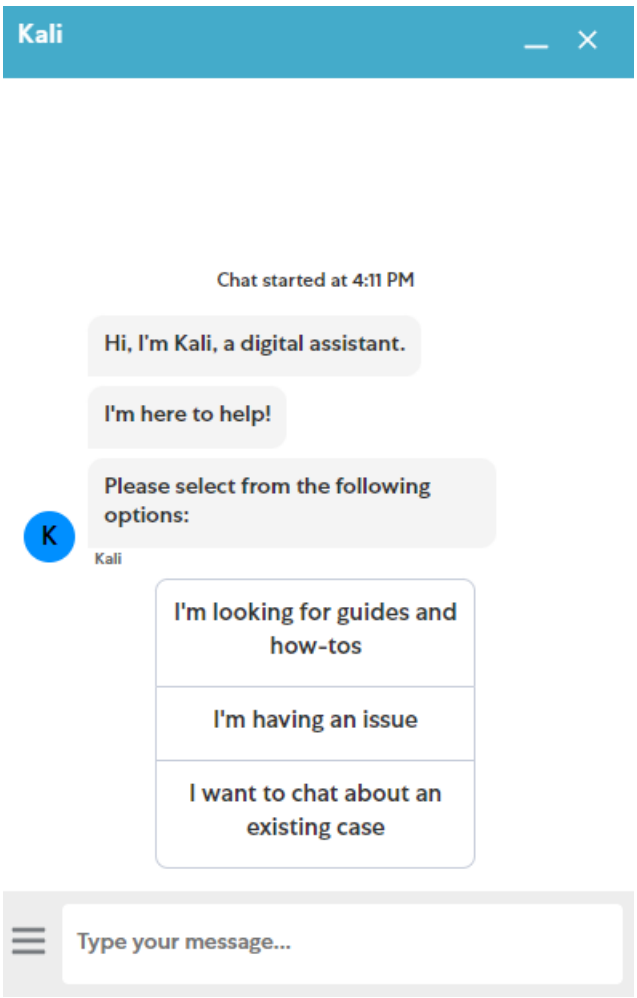


When you open it, it looks like this.



Find your way around the portal

Use the menu at the top of the page to go to these areas of the portal:

- Home: an overview of your open cases, recently viewed cases, and links to Knowledge Center articles and other documentation
- Accounts: account and contact information
- Cases: views of your open, closed, or all cases, and feature requests



You can also use the **Search** box at the top of the page to search for cases, accounts,

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or contacts.

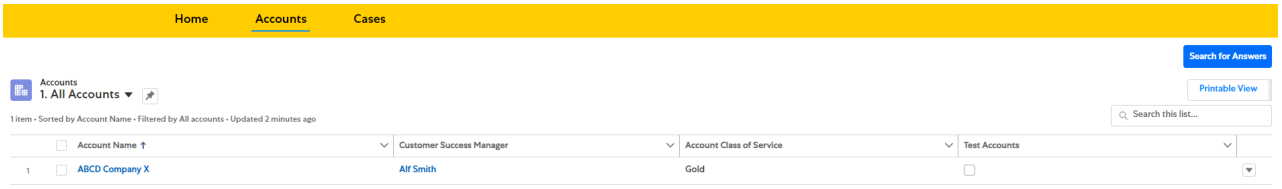
Homepage

The portal homepage has four areas:

- A welcome banner with the **Ask Kaltura AI** and **Create new case** buttons
- **My open cases**: your open cases
- **Recent product updates**: links to the monthly product newsletter, which highlights recent product improvements. The newsletter isn't the same as the release notes, which you can subscribe to at https://knowledge.kaltura.com/help/release-notes.
- **Recent RCA repository**: root cause analysis documents (RCAs) for Severity 1 incidents. We report all incidents on the System Status Page, but we write RCAs only for Severity 1 incidents.

Accounts

Use the **Accounts** tab to view sub-accounts that belong to your organization.

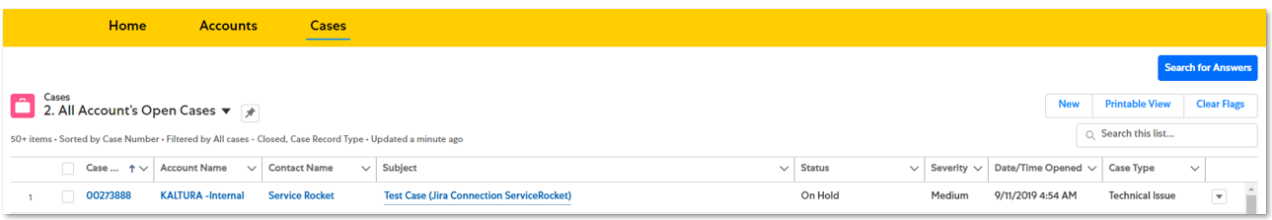


To view sub-accounts:

1. Select the arrow next to **My Accounts**.
2. If you have more than one account, select the account you want to view from the dropdown.

Cases

Use the **Cases** tab to view the cases that you or others in your organization created, depending on your account's hierarchy permissions. The tab opens in the view you chose last time.



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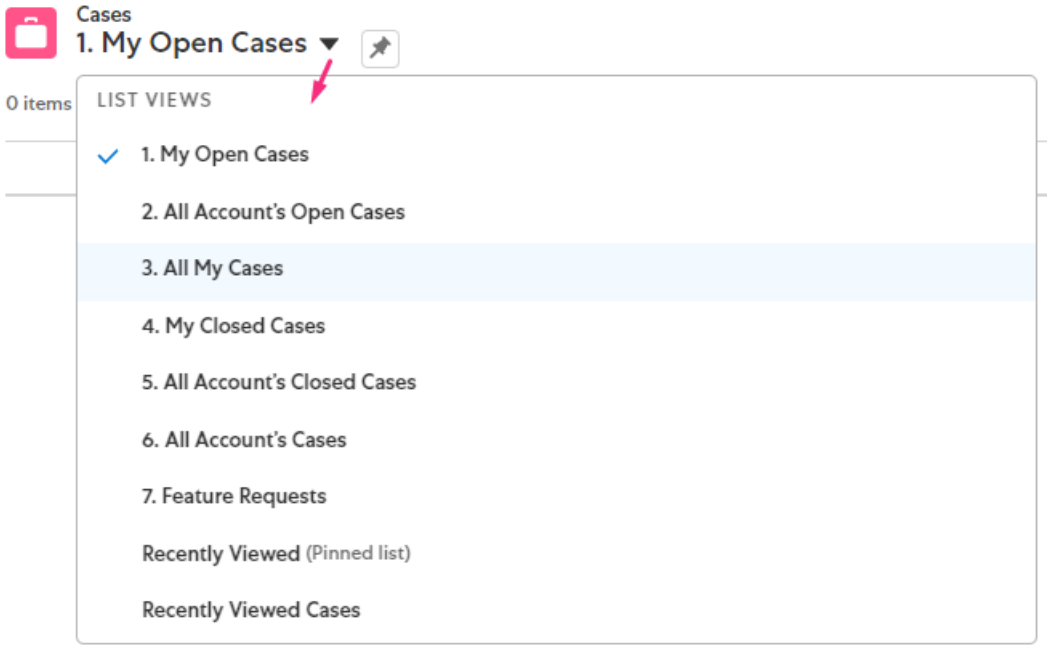
Select a case number to open the case details, where you can add a comment, review the details, or recommend closing the case.

To change your view:

1. Select the arrow next to **My Open Cases**.
2. Select one of these views:

- **My Open Cases**: all open cases that you own
- **All Account's Open Cases**: all open cases for your account
- **All My Cases**: all open and closed cases that you created
- **My Closed Cases**: all closed cases that you own
- **All Account's Closed Cases**: all closed cases for your account
- **All Account's Cases**: all cases for your account
- **Feature Requests**: all feature request cases for your account
- **Recently Viewed**: everything you viewed recently
- **Recently Viewed Cases**: all cases you viewed recently



Create a new case

You can't create a case by email. To create a case, log in to the portal.

1. On the homepage, select **Create new case**. If you don't see it, go to the **Cases** tab, and then select **New** at the top right of the page.

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A new case window opens.

2. Fill in the **New case** fields, described in the sections below.

Case information

Enter the details of your case:

- **Account name**: If your Kaltura account has more than one account, select the account this case is about.
- **Case type:** Select the option that best describes your request. If it isn't quite right, Customer Care can update it.
  - **Feature request:** You want functionality that doesn't exist yet, such as a new option or setting that Kaltura doesn't offer today.
  - **How-to question:** You want to know how to do something with existing functionality, or need setup guidance. Nothing is broken.
  - **Technical issue:** Existing functionality isn't working as expected, for example errors, unexpected behavior, or degraded performance.
  - **Operational request:** You need Kaltura to make an administrative change on your account, such as enabling a feature or changing a configuration. It isn't a product defect or technical issue.
  - **Accessibility:** Your request relates to accessibility and ADA compliance.
- **Severity**: Select the technical impact of the issue, using the severity definitions.
- **Subject**: Describe the issue or request in a short sentence. This becomes the subject of the email sent to your inbox.
- **Description**: Describe the issue in full. Customer Care uses these details to investigate and to set the severity and priority. Include as much as you can, for example:
  - error messages, copied and pasted
  - IDs for media entries, players, and so on
  - the version, for example the player version or the LTI or KAF version
  - when the issue began, and whether it worked before or is a new setup
  - recent changes to your environment related to the issue, such as a browser upgrade, a player update, or a new firewall
  - steps to reproduce the issue, including the actions you took before the error
  - the impact on your workflow, such as whether other users have the same issue and how many users are affected
  - the scope of the impact, for example one player or all players
  - the result or goal you want to achieve, so we can suggest a workaround
  - any timeline or deadline for the issue or a related project

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    - logs (see Log collection articles)
- **Product**: Select the affected product.
- **Feature**: Select the affected sub-feature.
- **Type**: Select the affected type.

Steps to reproduce

In the **Steps to reproduce** section, enter these details:

- **Kaltura partner ID related to case**: The partner ID (PID) of the account. The PID is your Kaltura account ID number. If you have more than one account, such as production and staging, enter the PID of the account with the issue. If the issue affects more than one PID, list them in the **Description** field.
- **Case example link**: A link to a page where the issue appears, for example a test page or your website.
- **Steps to reproduce**: If you didn't include steps in the **Description**, enter the steps to see the issue here. Customer Care tries to reproduce the issue using your steps.
- **Website**: Enter your website URL.

Contact information

In the **Contact information** section, enter these details:

- **Contact name**: This field shows the name of the logged-in user by default. To open a case for someone else in your account, select the **magnifying glass** icon on the right side of the field, and then select their name.
- **Phone number**: A phone number where we can reach you about the case.

Additional contacts

In the **Additional contacts** section, enter:

- **Email CC #1–#5**: Up to five email addresses of other people in your organization. They're copied on the case email thread.

Manage your cases

Reply to a case

After you create a case, you can reply to it in two ways:

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- Log in to the portal, select the case number, and add a comment to the case.
- Reply to the case emails you get from Kaltura. Your reply is added to the case as a comment.

Case status

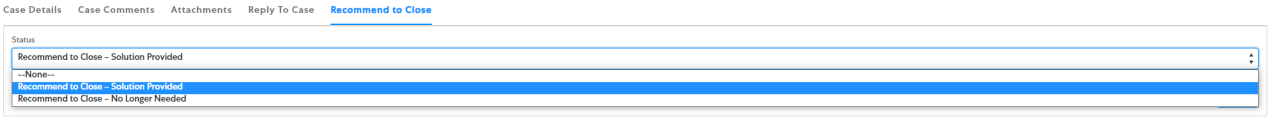
After you create a case, it has one of these open statuses:

- **New**: We received your case, and it's waiting for investigation.
- **In progress**: A Kaltura Support engineer is investigating the case. This status is also used when we've found the issue and opened a ticket with another team to investigate, fix, or deploy it. This includes escalations to Engineering, Professional Services, or your Customer Success Manager.
- **Pending your response**: A Kaltura Support engineer replied to the case and is waiting for your response. After five days in this status, you get an automatic reminder email. After 10 days without a reply, you get an email and the case closes automatically.

After a case is resolved and closed:

- You can reopen it by replying to the case within seven days after it closed. After seven days, create a new case.
- You can view it in the Cases tab. Select **View All**, and then select **My Closed Cases**.

Only Customer Care can close a case, but you can suggest closing it. Open the case, select **Recommend to close** at the top of the case details page, and then select a reason.



Escalate a case

If you need faster help or your issue becomes more urgent, let us know by replying to your case. If you don't hear back in the time you need, you can escalate the case for extra attention.

1. In the portal, select the case number.
   The case details page opens.
2. Scroll down to the **Case escalation** section.

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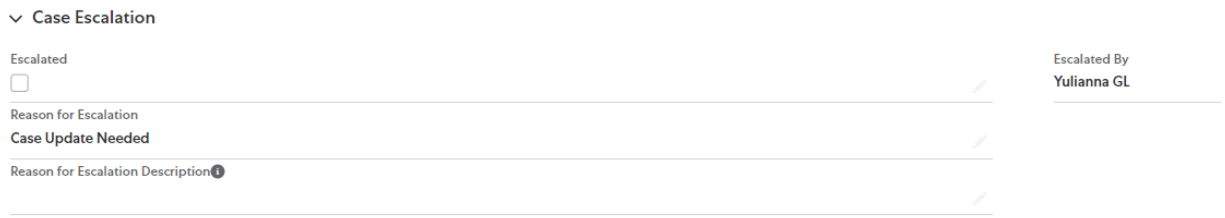

3. Fill in these fields:

- **Escalated**: Select the **pencil** icon, and then select the **Escalated** checkbox. This is required to start the escalation.
- **Reason for escalation**: Select the reason from the dropdown:
  - **Case update needed**
  - **Quality of investigation**
  - **Prolonged resolution time**
  - **Technical scope increased**
  - **Priority for customer organization**
  - **Requesting management attention**: This option skips the Customer Care engineer and goes straight to management. Use it only if you haven't heard back after an earlier escalation, or if you're not happy with the last update on that escalation.
- **Reason for escalation description**: Enter what you need from Customer Care and what has changed, for example a new deadline. You can enter up to 250 characters.
- **Escalated by**: Leave this blank. It fills in automatically.
- **Support feedback**: This field is locked. Customer Care updates it.

After you escalate the case, you get two updates:

1. An email from no-reply-escalations@kaltura.com that says when your case will be updated next. Don't reply to this email. It shows one of these values:
   - Immediately
   - Within the upcoming hours
   - Will be handled within 24 hours
2. An update on your open request, in the existing case thread.

Case severity

Kaltura assigns a **severity** and a **priority** to each case:

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- **Severity**: the technical impact of your issue, question, or request. You can suggest a severity level when you create a case, and Customer Care can change it after review.
- **Priority**: your business needs. You can influence it by including details such as timelines, workflow impact, and related projects when you create a case. If you don't, the priority matches the severity level.

Information that helps set severity and priority

When you create a case, you can help Customer Care set the correct severity and priority by including information such as:

- priority factors, such as business deadlines, workflow impact, and the role of the affected users
- severity factors, such as:
  - the number of users affected
  - the scope of the impact, for example one player or all players
  - whether performance is degraded or the application is unavailable
  - when the issue began
  - the steps you took to reproduce the issue
  - the version, for example the player version or the LTI or KAF version
  - error messages, copied and pasted
  - logs (see Log collection articles)

Severity levels and definitions

Cloud availability

The problem affects the system-wide availability of Kaltura's hosted services. For real-time updates about the Kaltura platform, subscribe to the Kaltura System Status Page.

Essential (S1)

Open an Essential case if the Kaltura platform is unavailable to all your users. Essential also includes an outage of at least one of these **critical services**:

- video playback
- the ability of all users to log in to Content Hubs or the legacy Video Portal
- the ability of all users to access Kaltura Webcasting or Kaltura live streaming services
- Kaltura APIs that were available before are unavailable and consistently return

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errors

High (S2)

High severity includes degraded performance of a critical service. Customer Care can give you a workaround until the issue is fixed. High also includes an outage of at least one of these **Kaltura services**:

- media uploads, imports, and transcoding
- transcription and captioning services
- the ability of all users to log in to the Rich Media Content Management System (Rich Media CMS)
- Kaltura Analytics

Medium (S3)

Medium severity covers an issue or request with a moderate impact on your business, operations, or workflow. It includes degraded performance of the Kaltura services listed under S2. Medium also includes:

- impact on a small number of users
- a single application or component with moderate to minimal impact

Low (S4)

Low severity covers an issue that doesn't directly affect your business or operations, for example a user interface issue that doesn't affect the underlying functionality. Low also includes:

- questions about service capabilities
- questions about custom configurations
- problems that affect only a single known user
- feature requests

Account hierarchies

Depending on your organization’s structure, your account is one of these types:

- **Parent account**: has sub-accounts. Sub-accounts often reflect the structure inside an organization, such as a corporation and its departments, or a university or consortium and its academic departments.
- **Sub-account**: has a parent account. The parent account can have other sub-accounts at the same level.

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- **Standard account**: stands on its own, with no parent account or sub-accounts.

Permissions matrix

This table shows what each account type can do.

Account type	Accounts	Cases
Parent account	View and edit the parent account View and edit sub-accounts	View, create, and edit account and sub-account cases
Sub-account	View and edit the account	View, create, and edit account cases View and edit cases of sub-accounts at the same level
Standard account	View and edit the account	View, create, and edit cases

Log collection articles

These articles explain how to collect logs from Kaltura applications:

- **Content Hubs, the legacy Video Portal, and LMS integrations**: Collect support logs
- **Kaltura Capture**: Collect and upload traffic logs for Kaltura Capture
- **Kaltura Room**: Send feedback or report issues in a Kaltura Room
- **Webcasting (legacy)**: Export logs from the Webcasting application
- **Kaltura Meeting Experience (legacy)**: How can I send logs & receive technical support In Kaltura Meetings?
- **Other**: Capture network and console logs for Kaltura Support

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