

# Manage users in video portal and LMS Video

Last Modified on 07/24/2025 5:33 pm IDT

 This article is designated for administrators.

## About

The **Manage Users** tab in the Configuration Management console lets you add, edit, and manage user accounts for your site.

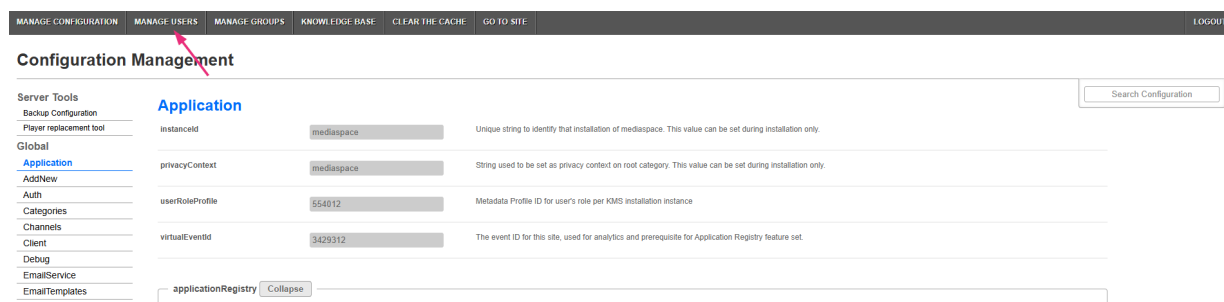
Only users who are authenticated and authorized by your system administrators can access the site. Users who are not authenticated by your system will be denied access and unable to log in.



KMC users do NOT appear in the User Management table.

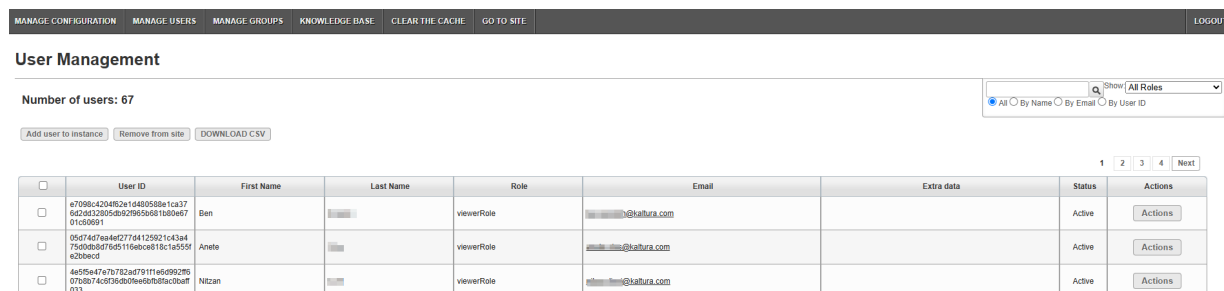
## Access the User Management page

1. Log into your Configuration Management console.
2. Click the **Manage Users** tab.



The screenshot shows the Configuration Management console with the 'MANAGE USERS' tab selected. The left sidebar contains a list of navigation items: Server Tools, Backup Configuration, Player replacement tool, Global, Application (selected), AddNew, Auth, Categories, Channels, Client, Debug, EmailService, and EmailTemplates. The main content area displays the 'Application' configuration page with fields for InstanceId, privacyContext, userRoleProfile, and virtualEventId, each with a value and a description. A red arrow points to the 'MANAGE USERS' tab in the top navigation bar.

## The User Management page displays



The screenshot shows the User Management page with a table of users. The top navigation bar includes 'MANAGE CONFIGURATION', 'MANAGE USERS' (selected), 'MANAGE GROUPS', 'KNOWLEDGE BASE', 'CLEAR THE CACHE', 'GO TO SITE', and 'LOGOUT'. The page title is 'User Management'. Below the title, there is a 'Number of users: 67' and a search bar with a dropdown menu for 'Show All Roles'. There are also buttons for 'Add user to instance', 'Remove from site', and 'DOWNLOAD CSV'. The table has columns for User ID, First Name, Last Name, Role, Email, Extra data, Status, and Actions. The table contains three rows of user data.

	User ID	First Name	Last Name	Role	Email	Extra data	Status	Actions
<input type="checkbox"/>	e7096c420482e164805881ca37640c4123065a207865081180a6701c80691	Ben		viewerRole	ben@kaltura.com		Active	Actions
<input type="checkbox"/>	09674d7ea4e27704125921c43a475d48d076d51198c0a18c1a35dfe2b2e0cd	Aneta		viewerRole	aneta@kaltura.com		Active	Actions
<input type="checkbox"/>	4e9f5e47e7b702ad7911e6d99296070d074d5036d0fe0b08c0ba0ff033	Nitzan		viewerRole	nitzan@kaltura.com		Active	Actions

## User Management features

At the top of the page, you'll see the total number of users, along with these options:

- **Add user to instance** - Add a new user (see [below](#))
- **Remove from site** - Delete selected users (see [below](#))
- **Download CSV** - Export a list of all users
- **Bulk login links** - See our [Emaillogin module](#) article for more details

## User Management

Number of users: 9

<div> Add user to instance Remove from site DOWNLOAD CSV BULK LOGIN LINKS </div>			
<input type="checkbox"/>	User ID	First Name	Last Name
<input type="checkbox"/>	4a3de7220ba765ee9073bb158b8cb2b1		
<input type="checkbox"/>	aec8281dd13e8d22669e7bc29136ef90		
<input type="checkbox"/>	4bb46b6a40ea64bda925661905d6f53a		

## Add or remove users

### Add a user



If you create a new user with the **same user ID** as a deleted user, their old content won't automatically be reassigned. To reassign content, use the [More actions menu](#) in KMC.

1. Click **Add user to instance**.

## User Management

Number of users: 3

Add user to instance

Remove from site

DOWNLOAD CSV

<input type="checkbox"/>	User ID	First Name	Last Name	Role
<input type="checkbox"/>	863373c3cae0d7e9784c6c034bb8e417805c90981d1ba669a1f72638fcef4569	Brian	Dean	viewerRole
<input type="checkbox"/>	879fe9a1f0153c2efed267e80b55dc356e093b8e5f9d48777aae8d4cf141f8ed	John	Smith	viewerRole
<input type="checkbox"/>	dc314569121b7e130b5fe1e933a5be09de53b3bc599c39fc461d1e67e75de36f	Ruby	Samuels	adminRole

KMS (mediaspace) version 5.151.1, build 0

The **Add new user** window appears.

Add New User

Important! Click for notes...

\* Email (Required):

\* First Name (Required):

\* Last Name (Required):

Password :

Confirm Password :

[generate new password](#) / [undo](#) | [send by email](#)

\* Role (Required):

viewerRole

Save

Cancel

2. Fill out the following fields:

- **Email**
- **First Name**
- **Last Name**

- **Password**
- **Confirm password**
- **Role** - Choose an option from the drop-down list:
  - viewerRole
  - privateOnlyRole
  - adminRole
  - unmoderatedAdminRole
  - unconfirmedViewerRole

**Add New User**
✕

[Important! Click for notes...](#)

**\* Email (Required):**

**\* First Name (Required):**

**\* Last Name (Required):**

**Password :**

**Confirm Password :**

[generate new password](#) / [undo](#) | [send by email](#)

**\* Role (Required):**  

viewerRole

viewerRole

privateOnlyRole

adminRole

unmoderatedAdminRole

unconfirmedViewerRole

### Important notes when creating a new user

- Using an existing user ID will overwrite that user's details.
- User ID, password, and email can include: numbers (0–9), letters from most languages (UTF-8), and these symbols: ~ . ! @ # \$ % \_ - +
- Passwords cannot be retrieved - only overwritten.

3. Click **Save**.

The new user is added to the list at the top.

## User Management

Number of users: 4

☒ All ☐ By Name ☐ By Email ☐ By User ID   

<input type="checkbox"/>	User ID	First Name	Last Name	Role	Email	Extra data	Status	Actions
<input type="checkbox"/>	888ae3891a21985d857b20b0c26d23de534dc5ae0c5e60a43d7293359	Louise		adminRole	louise@kaltura.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	863373c3cae0d7e9784c5c0348b0e417895c90881d1ba669a1f72638fca4659	Brian	Dean	viewerRole	louisezemach@yahoo.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	6799e0a18153c2efec267a60b055dc35e093b8e59d48777aee8d4cf1418ed	John	Smith	viewerRole	szmoliszlouise@gmail.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	dc314559121b7e130e59e1e933a5ba098a53b3bc359c39f461e1e67e75de36f	Ruby	Samuels	adminRole	louiseszmolisz@gmail.com		Active	<input type="button" value="Actions"/>

## Remove a user

You can remove users from the site without deleting their accounts. This prevents the user from accessing the site, while keeping their metadata and content ownership intact.

1. Click the checkbox next to the left of the users you want to remove.
2. At the top of the page, click **Remove from site**.

A confirmation message displays.

Delete User

Are you sure you want to delete the user "private@kaltura.com"?

3. Click 'Yes' to confirm.

## Actions menu

Click the **Actions** button to the far right of any user to display a list of actions.

Status	Actions
Active	<div>Actions</div> <div> Edit User  Login As  Show Groups  Clear Cache  Block  Remove from site  Copy Login Link </div>
Blocked	
Blocked	
Blocked	
Blocked	
Blocked	
Active	<div>Actions</div>

The following actions can be performed:

- **Edit user** - Update the user details
- **Login as** - Log in as the selected user to help troubleshoot or test features



In KAF, this is not the same as the LMS impersonation tool. It opens the user's My Media directly.

- **Show groups** - View the groups an individual user belongs to.
- **Clear cache** - Clear the user's cache.
- **Block** - Temporarily disable access for the user. You can unblock the user at any time.
- **Remove from site** - Remove users without deleting their accounts. This prevents the user from accessing the site, while keeping their metadata and content ownership intact.
- **Copy login link** - See [Emaillogin module](#) article for details.