

# Manage users in Video Portal and LMS Video


Last Modified on 06/04/2026 9:18 am IDT

 This article is designated for administrators.

## About

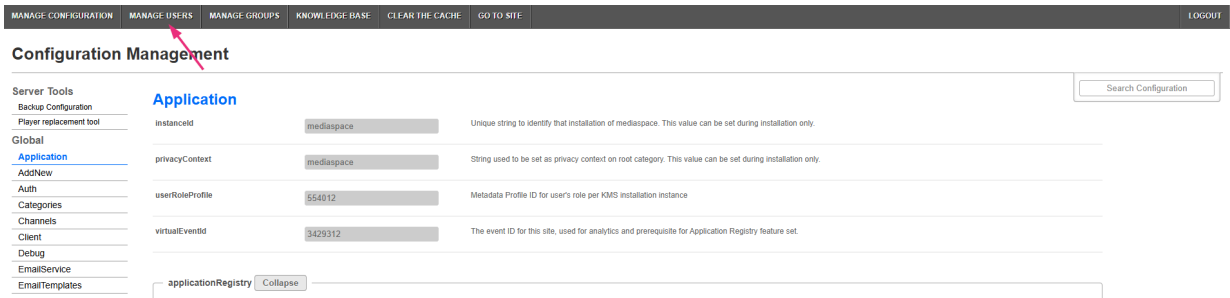
The **Manage Users** tab in the Configuration Management console lets you add, edit, and manage user accounts for your site.

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.

 Rich Media CMS users do NOT appear in the User Management table.

## Access the User Management page

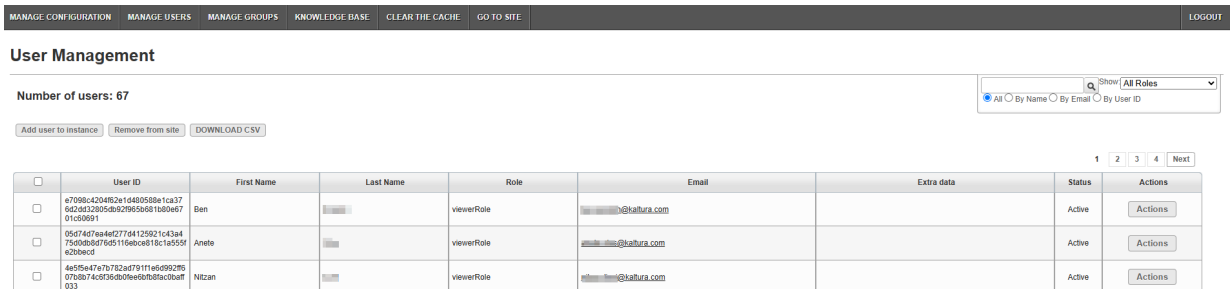
1. Log into your Configuration Management console.
2. Click the **Manage Users** tab.



The screenshot shows the Configuration Management console with the 'MANAGE USERS' tab selected. The 'Application' section is expanded, showing configuration details for 'mediaspace'.

Property	Value	Description
InstanceId	mediaspace	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	554012	Metadata Profile ID for user's role per KMS installation instance
virtualEventId	3429312	The event ID for this site, used for analytics and prerequisite for Application Registry feature set.
applicationRegistry	Collapse	

## The User Management page displays



The screenshot shows the User Management page with a table of users. The table has columns for User ID, First Name, Last Name, Role, Email, Extra data, Status, and Actions.

User ID	First Name	Last Name	Role	Email	Extra data	Status	Actions
e7098c4204f82e16480588a1ca376d0ca3229696a9279690681180a8701c69691	Ben		viewerRole	ben@kaltura.com		Active	Actions
09574d78a4e27764125921c43a476d982607f6d51196ac618c1a5c5f62b2e6cd	Anela		viewerRole	anela@kaltura.com		Active	Actions
4e95e47e7b782ad7911e6d992f8070a074c5036a0e0b08c0a0c0a0f033	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

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Number of users: 9

<input type="checkbox"/>	User ID	First Name	Last Name
<input type="checkbox"/>	4a3de7220ba765ee9073bb158b8cb2b1	[REDACTED]	[REDACTED]
<input type="checkbox"/>	aec8281dd13e8d22669e7bc29136ef90	[REDACTED]	[REDACTED]
<input type="checkbox"/>	4bb46b6a40ea64bda925661905d6f53a	[REDACTED]	[REDACTED]

## 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 Rich Media CMS](#).

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):**

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
- 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 
 Show **All Roles**

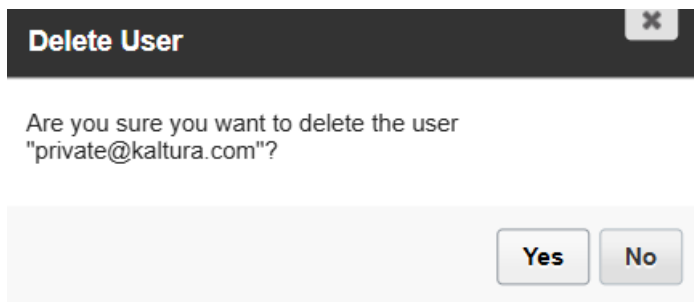
<input type="checkbox"/>	User ID	First Name	Last Name	Role	Email	Extra data	Status	Actions
<input type="checkbox"/>	888aa3801a21985af857b206c26d25de34dc5aed0c5e60ba4307293390	Louise		adminRole	louise@kaltura.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	863373c3ca907e9784c5c0348a08e417895c90981d1ba669a1f72838fc4f859	Brian	Dean	viewerRole	louisezmach@yahoo.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	8799e0a10153c2efec267a60b855dc355e093b8e5f948777a5e8d4cf1418ed	John	Smith	viewerRole	szmoisz@kaltura.com		Active	<input type="button" value="Actions"/>
<input type="checkbox"/>	dc314559121b7e1300561e933a5e4096a53b3bc399c39f461d1e67975de38f	Ruby	Samuels	adminRole	louisezmach@yahoo.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.



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 style="border: 1px solid gray; padding: 2px; display: inline-block;">Actions</div>
Blocked	<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p><b>Edit User</b></p> <p><b>Login As</b></p> <p><b>Show Groups</b></p> <p><b>Clear Cache</b></p> <p><b>Block</b></p> <p><b>Remove from site</b></p> <p><b>Copy Login Link</b></p> </div>
Blocked	
Blocked	
Blocked	
Blocked	
Blocked	
Blocked	
Active	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Actions</div>

The following actions can be performed:

- **Edit user** - Update the user details
- **Log in 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.