Invite attendees to your multi-session event

Content updated: 04/27/2022

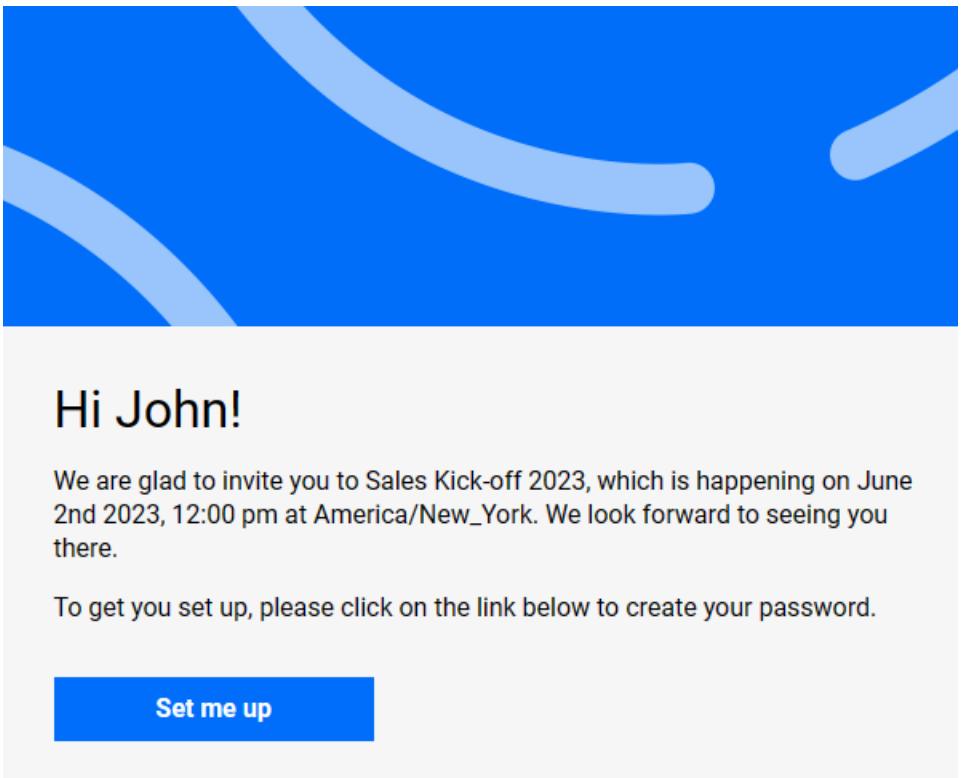
This article is designated for all users.

About

This article describes how to:

- Invite attendees to your event via email. An invitation will be sent as an email to complete the registration. You may do this individually or in bulk.
- Add participants to the event *without sending them an invitation email* - individually or in bulk. Once you're ready, simply use the "Resend Email" option to send the invites.
- View a list of attendees for an upcoming event and monitor their progress through the registration process.
- Perform additional actions on attendees per registration status.
- Manage event access for "closed" Single sign on (SSO) event - using custom event template only.

Following is one example of an invitation an attendee may receive.



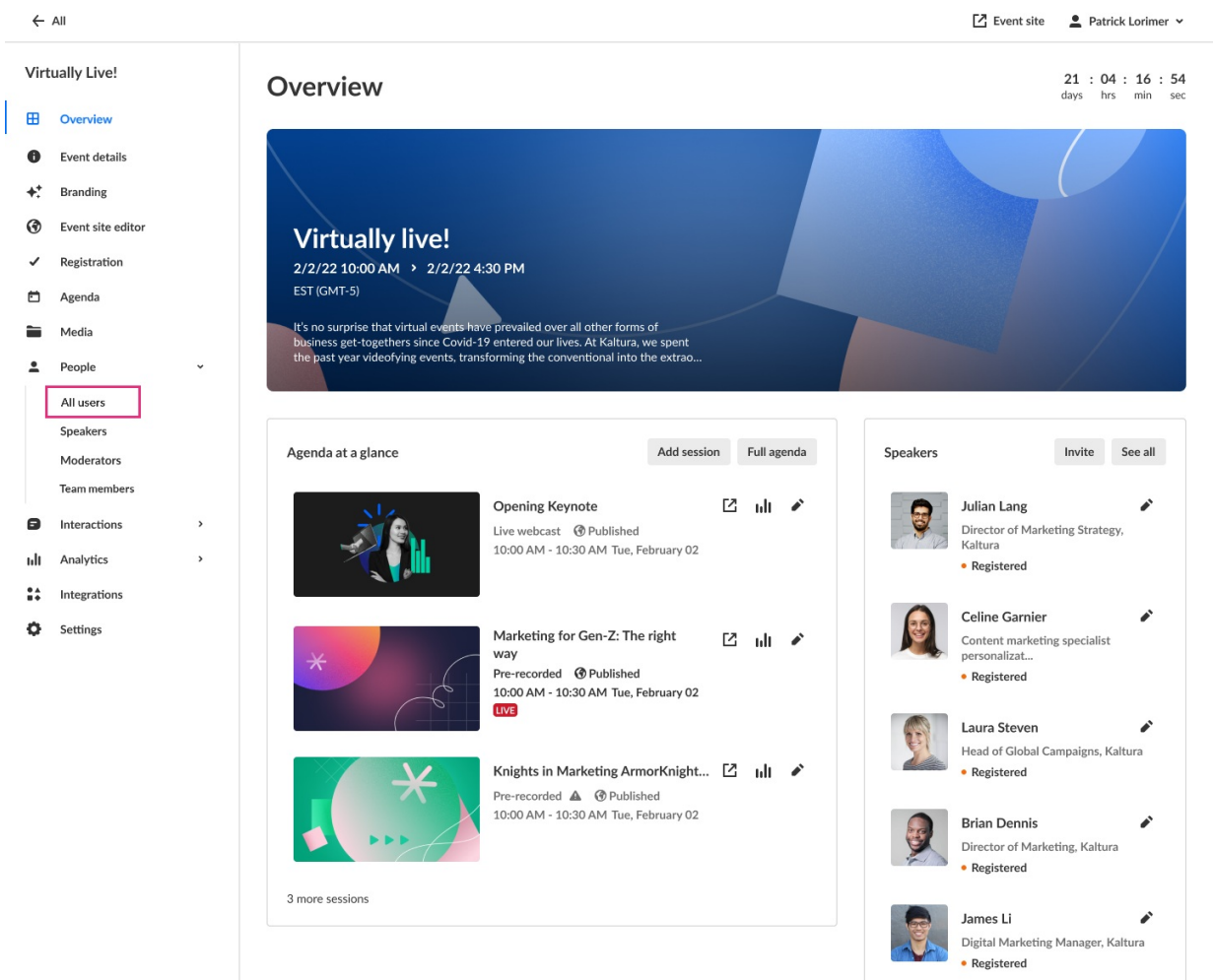
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This article pertains only to multi-session events.

Some behavior described here applies to a non-default configuration. Customer-specific variations are highlighted where applicable.

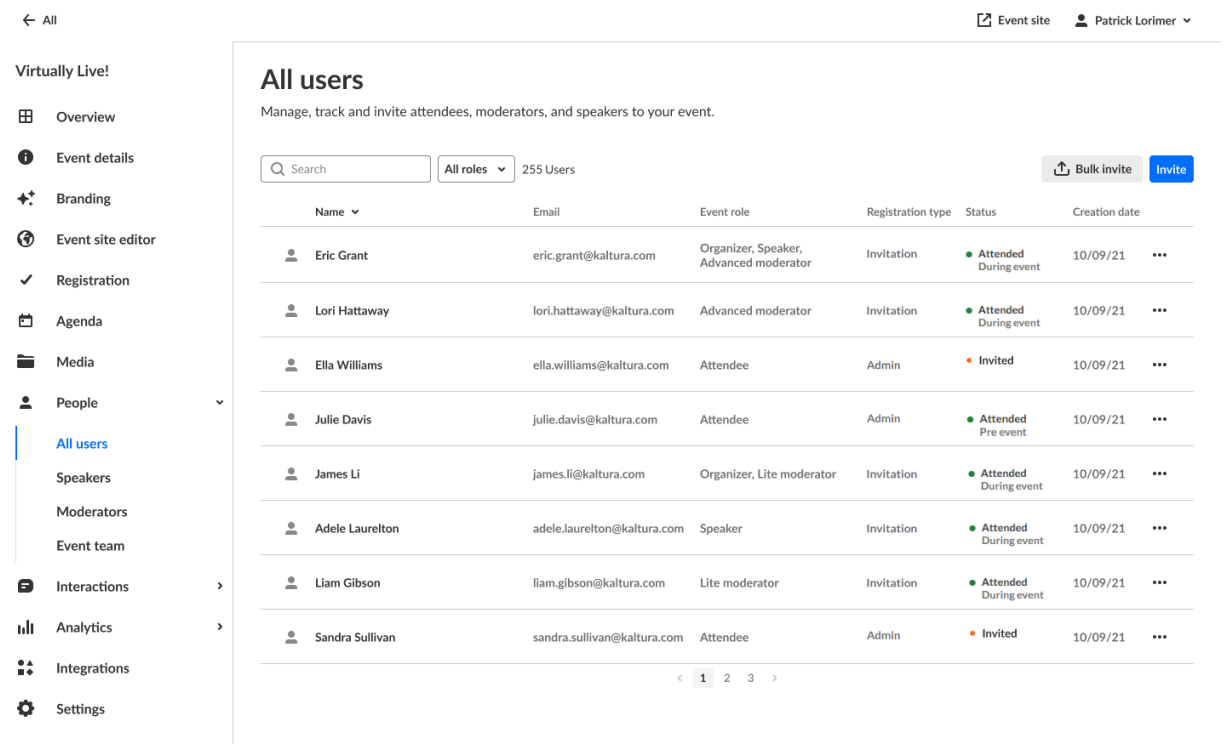
Invite individual participants to your event

1. Navigate to the All users page; from the Event page, click the People tab > All users.



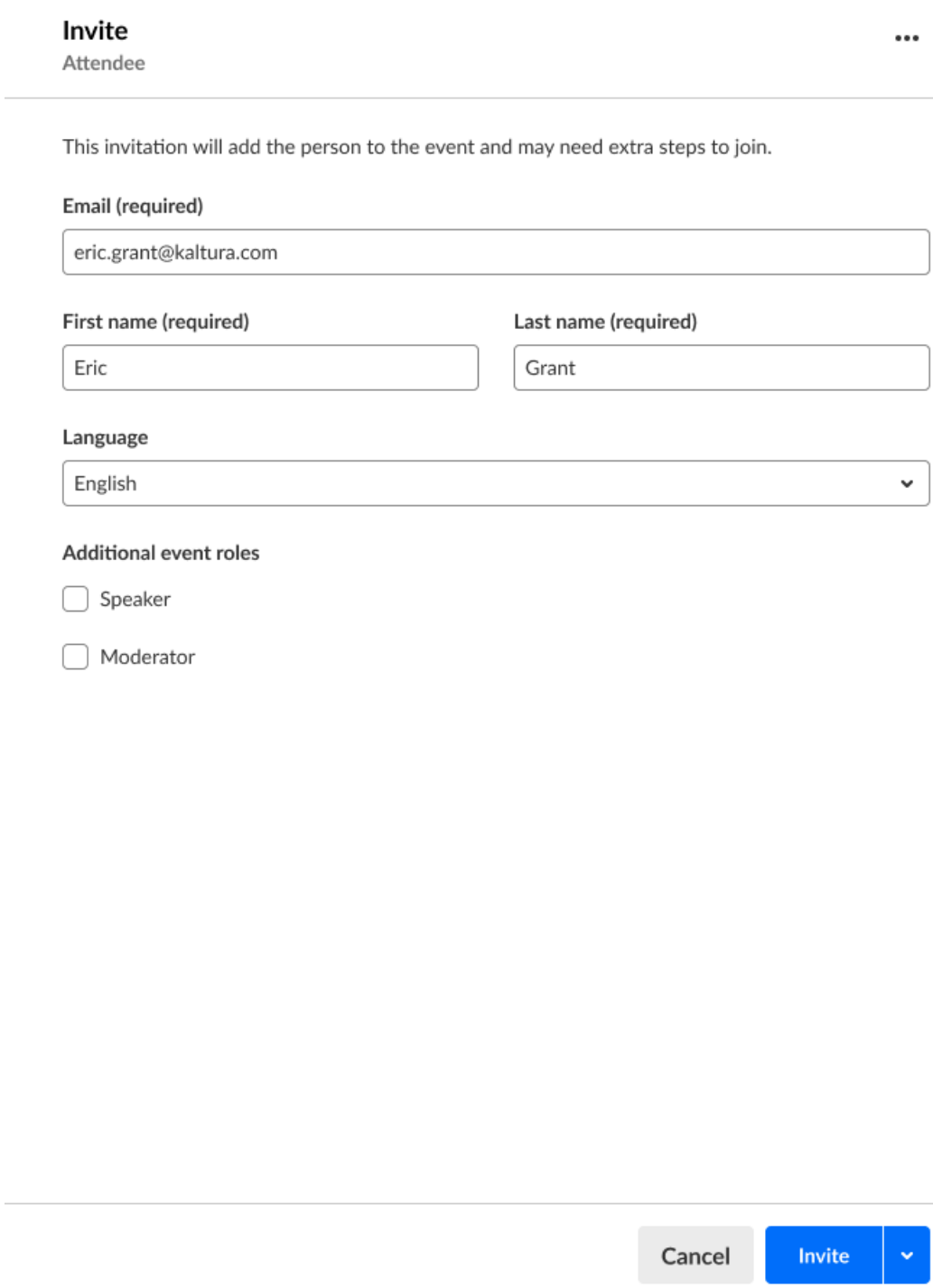
The All users page displays.

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2. Click **Invite**. The Invite screen displays.

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3. Type the attendee's email address (required) and first and last names (required).
4. Select the appropriate language to set the language for this person and send them a localized version of the invitation.

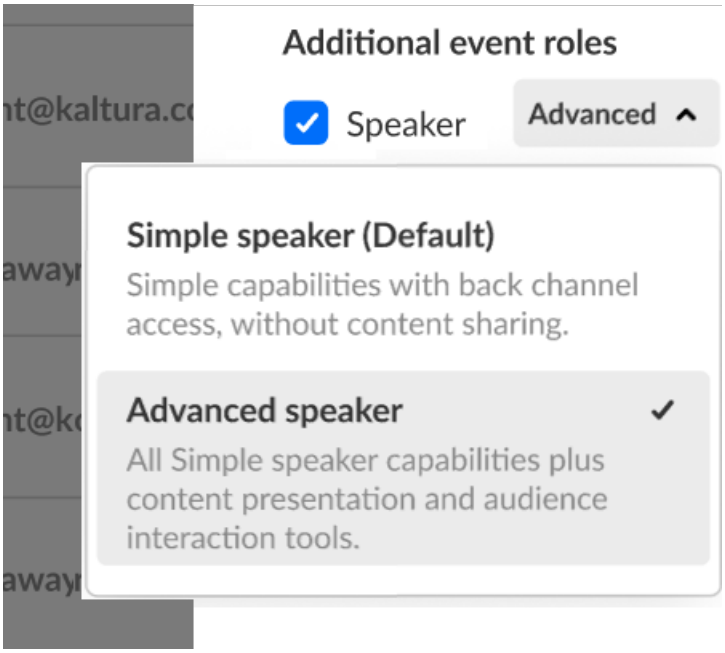
Looking for more information about this feature? Feel free to contact your Kaltura representative.

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5. Choose whether (in addition to having a general attendee role) they will have the additional role(s) of Speaker and/or Moderator.

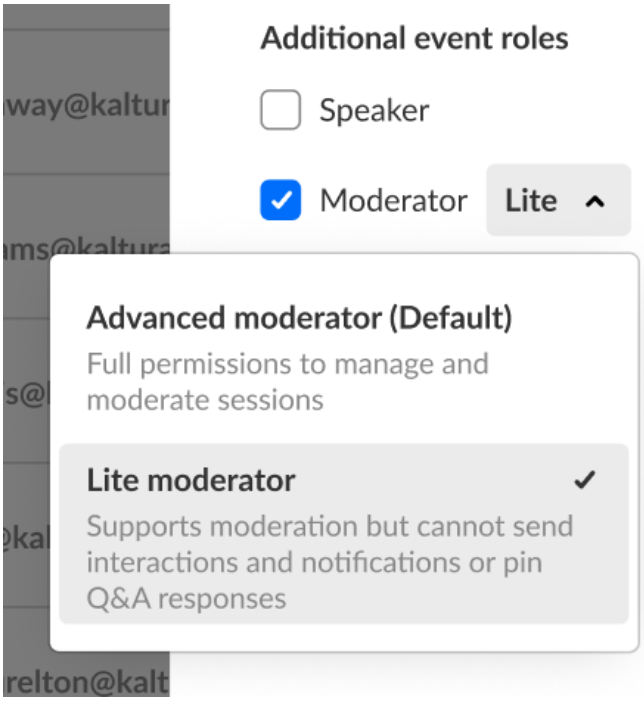
>
> Depending on your account settings, you may only be able to assign moderator roles to users with approved email domains.

6. If you designate them as a Speaker, select their Speaker permissions - either Simple speaker (default) or Advanced speaker.



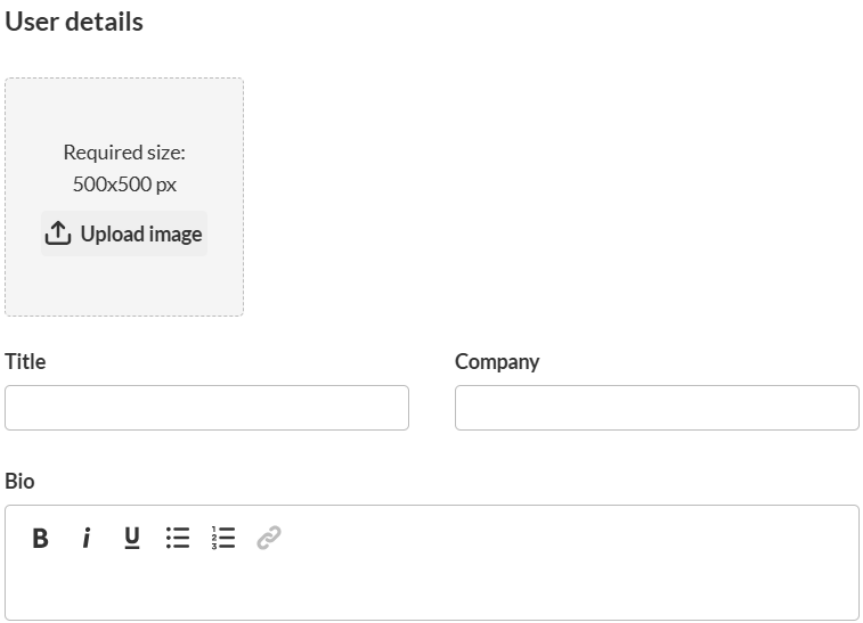
7. If you designate them as a Moderator, select their Moderator permissions - either Advanced moderator (default) or Lite moderator.

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Depending on your account settings, moderator permissions may not be enabled.

8. Complete the additional user details for the speaker and/or moderator.



- Profile image (optional) - Click **Upload image** to add an image. Recommended size: 500x500px
- Title (optional field) - Job title of the user

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- Company (optional field) - Company of the user
- Bio (optional field) - Short description for the user's profile page on the event site. Character limit: 2500

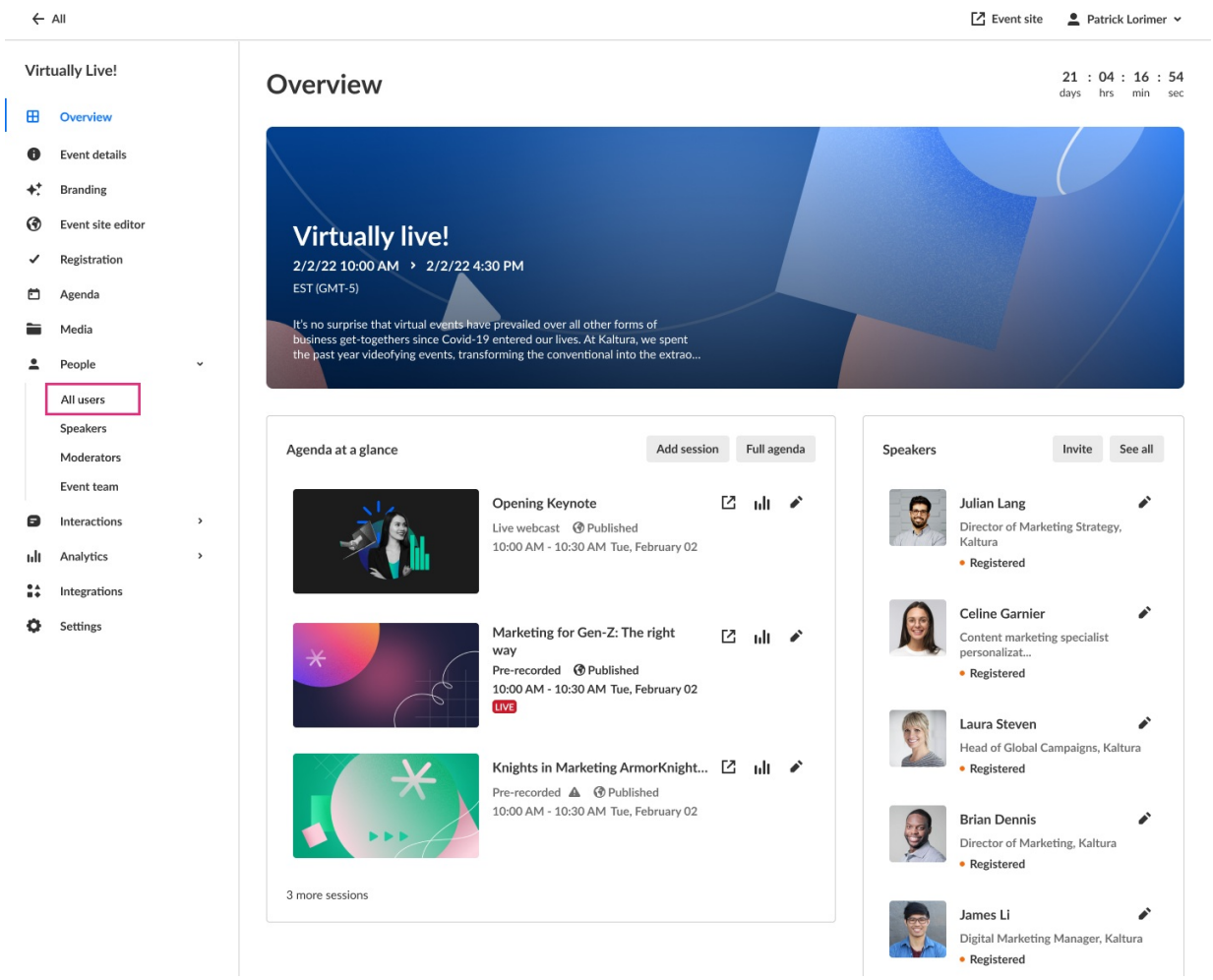
9. Once finished, click **Invite** to send an invitation email, or click the down arrow to the right of the **Invite** button and choose **Invite without an email** to add this person to the event *without sending them an invitation email*.

> If you chose to add this person to the event without sending them an invitation email, once you are ready to send them the invite, you can click the three blue dots to the right of Creation date and select the 'resend email' option on the All users page.

You receive confirmation that the invite was sent successfully.

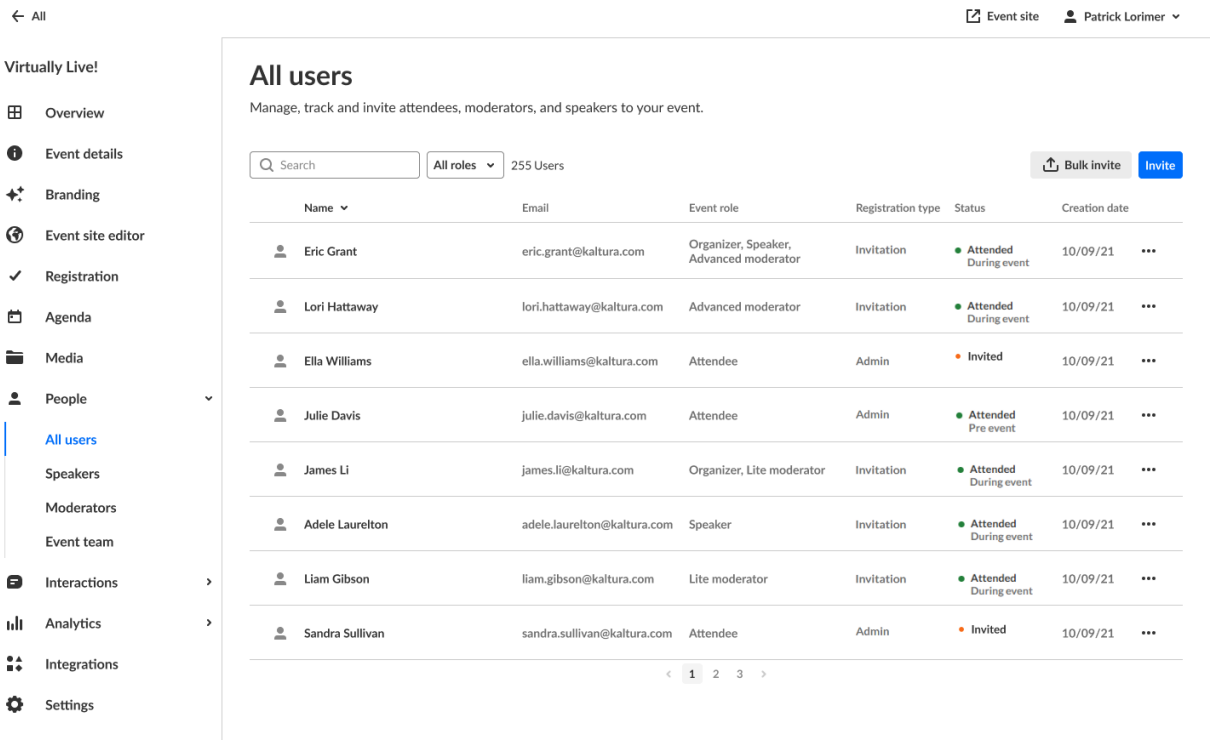
Invite participants to your event in bulk

1. Navigate to the All users page; from the Event page, click the All users tab.

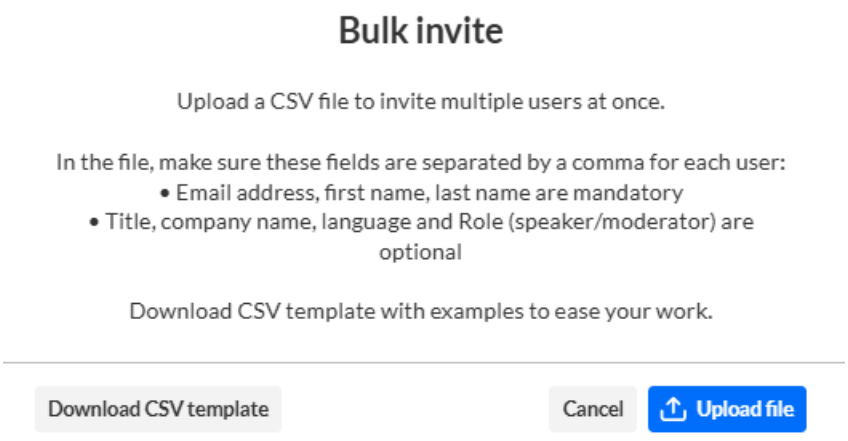


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The All users page displays.



2. Click Bulk invite. The Bulk invite screen displays.



3. Here you have three choices:
   - Click **Download CSV template** to download a file that is already formatted and includes examples. Type the appropriate information for your users (email, first name, and last name are mandatory; company, title, language, and role (speaker/moderator) are optional), save, then click **Upload file** to upload.

     OR

   - Click **Upload file** to upload your own CSV file (without using the pre-made

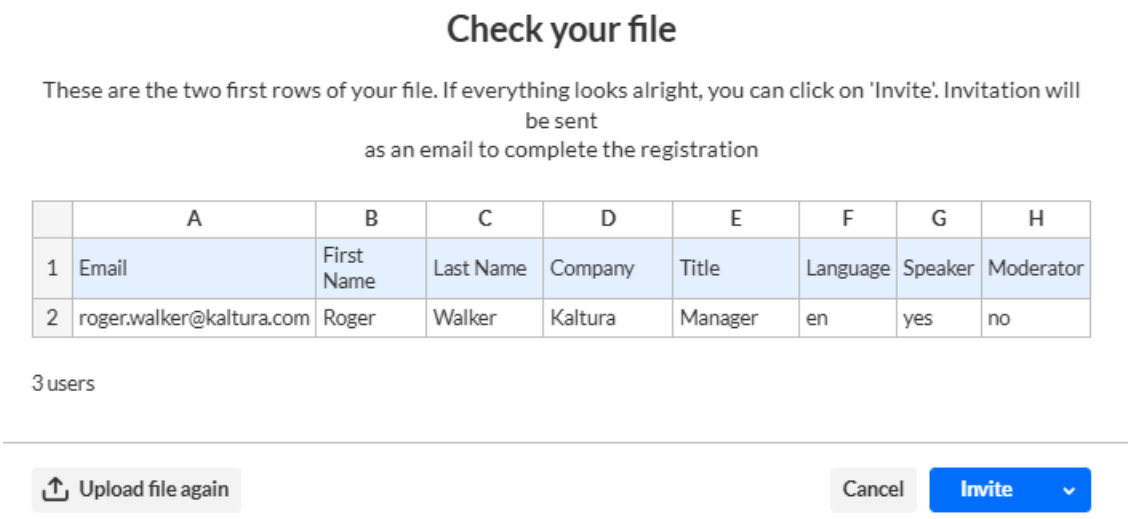
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template).

OR

- Click **Cancel** to cancel the action.

4. If you chose to upload a file (either your own or using a pre-made template), you are asked to check your file.

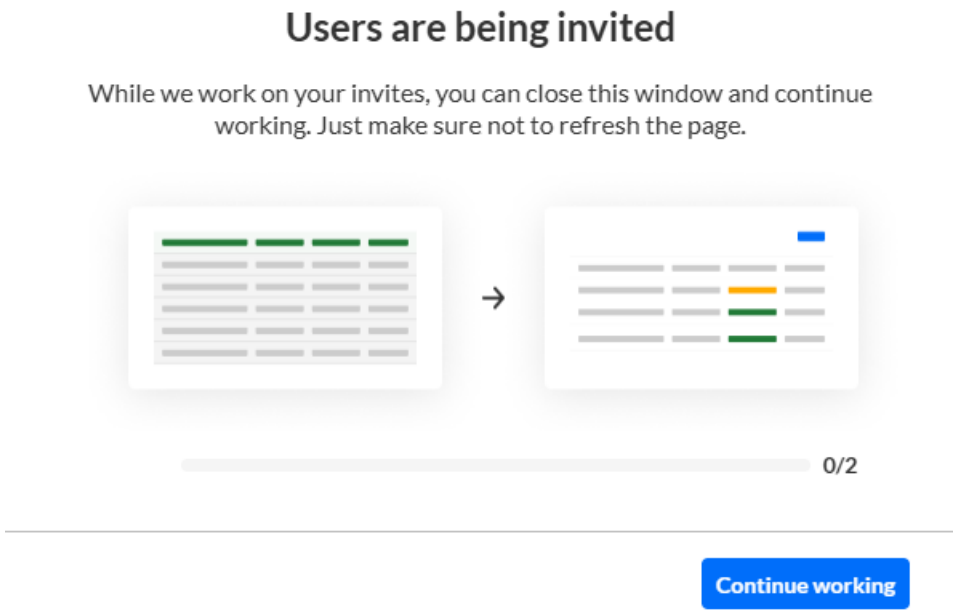


Depending on your account settings, users with unapproved email domains in your CSV will still be invited. However, even if their moderator column is set to "yes", they cannot be assigned as moderators and will be added as regular participants.

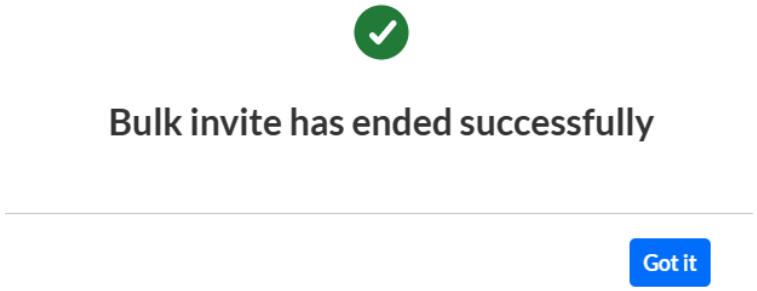
5. If everything looks correct, click **Invite** to send an invitation email, or click the down arrow to the right of the **Invite** button and choose **Invite without sending email** to add these people to the event *without sending them an invitation email*.

   You receive confirmation that the users are being invited.

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When the process is finished, you receive confirmation that the bulk invite has ended successfully.



6. Click **Got it** to close the confirmation message.

The following languages are maintained by Kaltura and are fully supported:

English

German

French

Spanish (ES)

Dutch

Russian

Portuguese (Brazilian)

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Japanese

Chinese (Simplified)

Chinese (Traditional)

Finnish

The following languages are available but not maintained on an ongoing basis:

Italian (Last updated: 2021)

French Canadian (Last updated: 2021)

Korean (Last updated: 2021)

Arabic

Catalan

Danish

Serbian

Swedish

Troubleshooting - things to consider when using bulk invite

Special characters:

- Email addresses cannot contain special characters (e.g., □□□@kaltura.com/Noël@kaltura.com).
- If your CSV contains special characters in any other field (name, title, etc.), it should be uploaded as CSV with UTF-8 encoding format.

Duplications:

Make sure your list does not include duplicate email addresses.

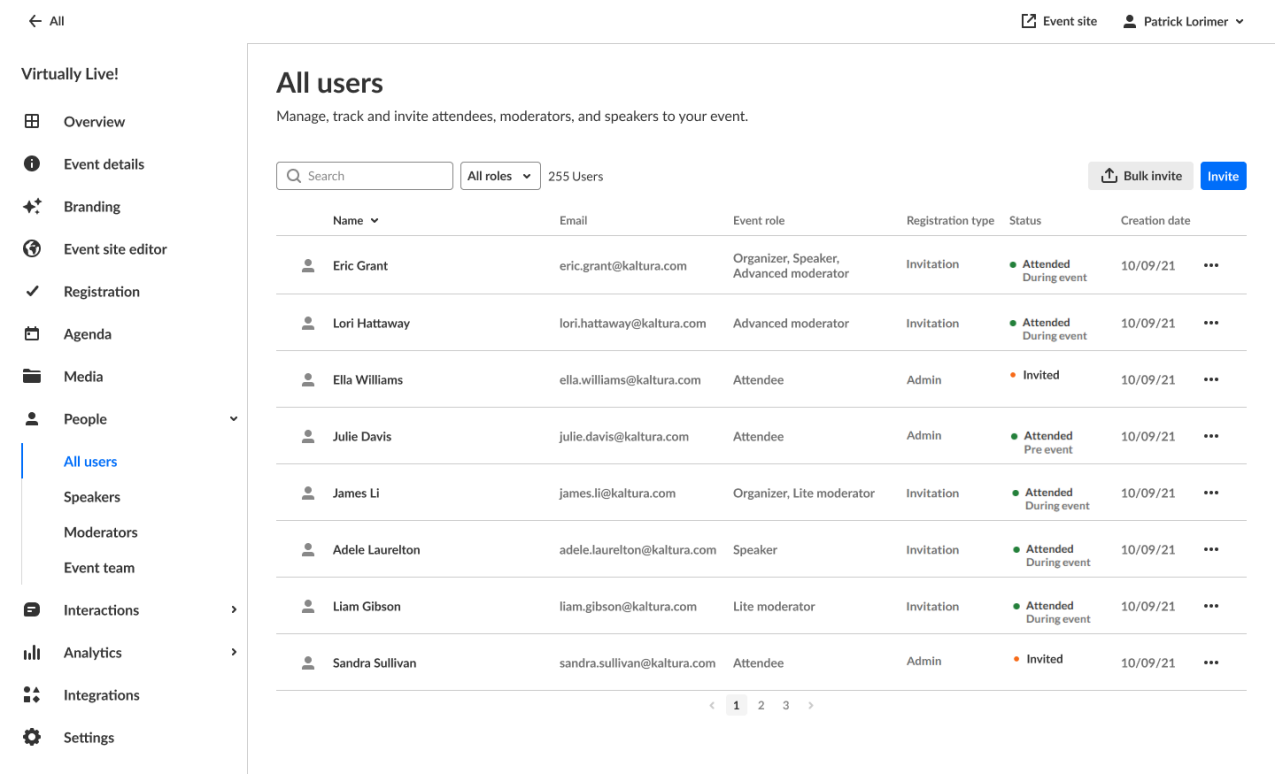
Valid email addresses:

Make sure email addresses are valid (typos like ".con" will result in an error).

View a Full List of Attendees and Monitor their Progress through the Registration Process

Once you have sent your invitations, you can use the All users page to view the full list of attendees for your upcoming event (including name, email, role, status, and creation date) and monitor their progress through the registration process.

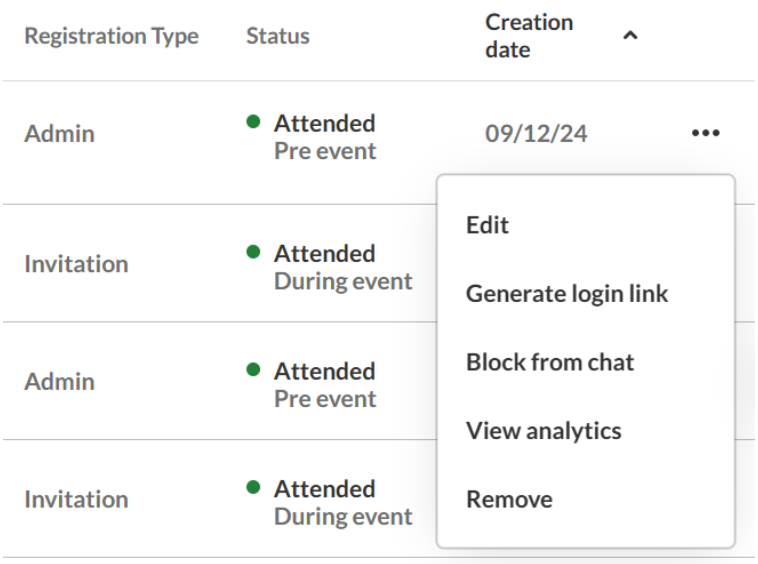
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You can use the search and filter options to locate specific attendees easily.

Perform additional actions on attendees per registration status

You can click the three blue dots to the right of Creation date to access additional options per registration status.



Registration Status	Options
Attended	Edit, View analytics, and Remove
SSO login	Edit, View analytics, and Remove

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Invited	Edit, Re-send the email (invitation), and Remove
Registered	Edit, Re-send email (registration confirmation), View analytics, and Remove
Unregistered	N/A
Blocked	Edit and View Analytics

For information on removing users versus completely deleting them from the system, please see Remove users.

If a user has already accessed the Event site, opened the Chat and Collaborate widget, and agreed to the widget's terms of use, one additional option displays for Attended users in addition to those listed above - **Block from chat**. Using this option, you can block the user from sending messages in the Chat and Collaborate widget.

If you chose for your attendees to log into your event via email (AKA Magic Link), one additional option displays for Invited and Registered users in addition to those listed above - **Generate login link**. Using this option, you can copy and send attendees the login link.

Hovering over the registration status in the All users page reveals granularity of status which may include the following:

Registration Status	**Detailed Status**
Registered	Registered
Invited	Invited by team member
Invited	Invited by team member to register
Registered	Confirmed email
Registered	Registered no confirmation required
Attended	Pre-event visit
Attended	During-event visit
SSO login	SSO login
Unregistered	Unregistered

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Blocked	Blocked

Speakers page

The Speakers page allows you to view a full list of speakers for your upcoming event (including name, bio, and status) and monitor their progress through the registration process. You may also invite new speakers directly from the Speakers page. See Kaltura Events - Invite Speakers to Your Event.

Moderators page

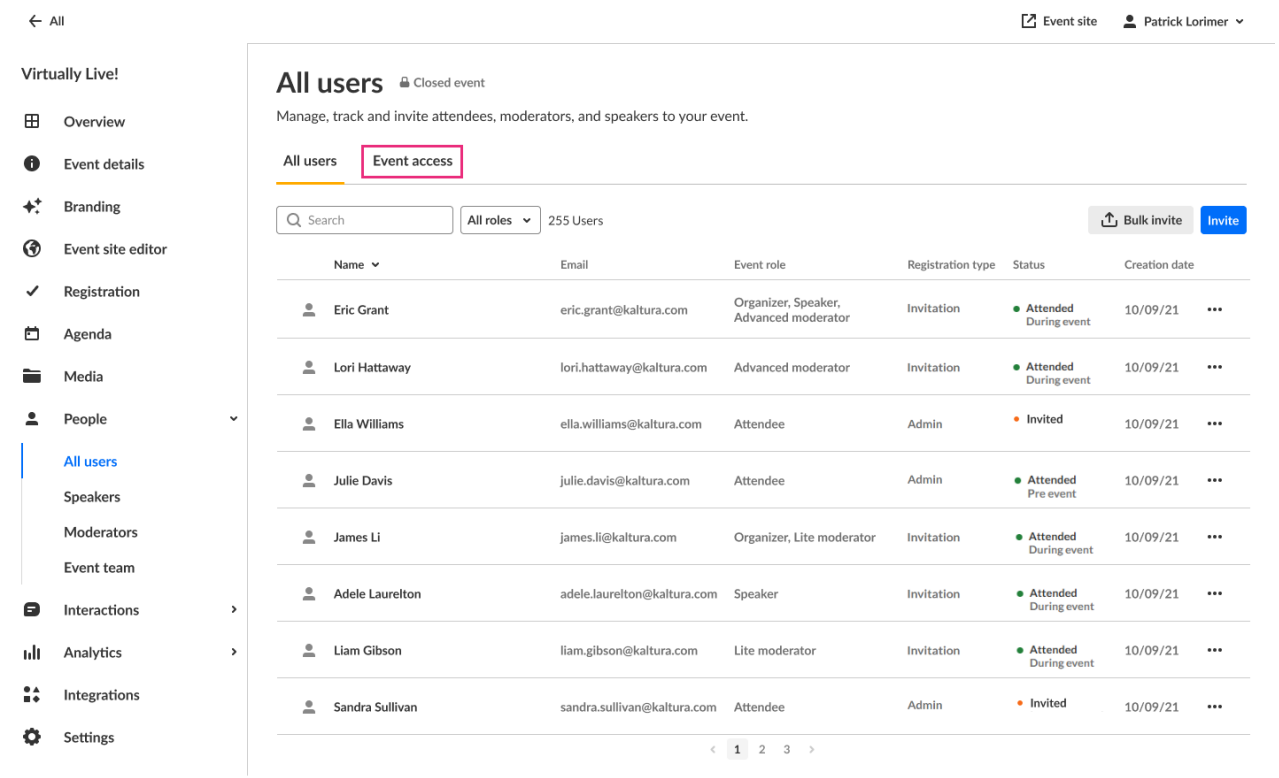
The Moderators page allows you to view a full list of moderators for your upcoming event (including name, bio, and status) and monitor their progress through the registration process. You may also invite new moderators directly from the Moderators page. See Kaltura Events - Invite Moderators to Your Event.

Manage event access for "closed" Single sign on (SSO) event

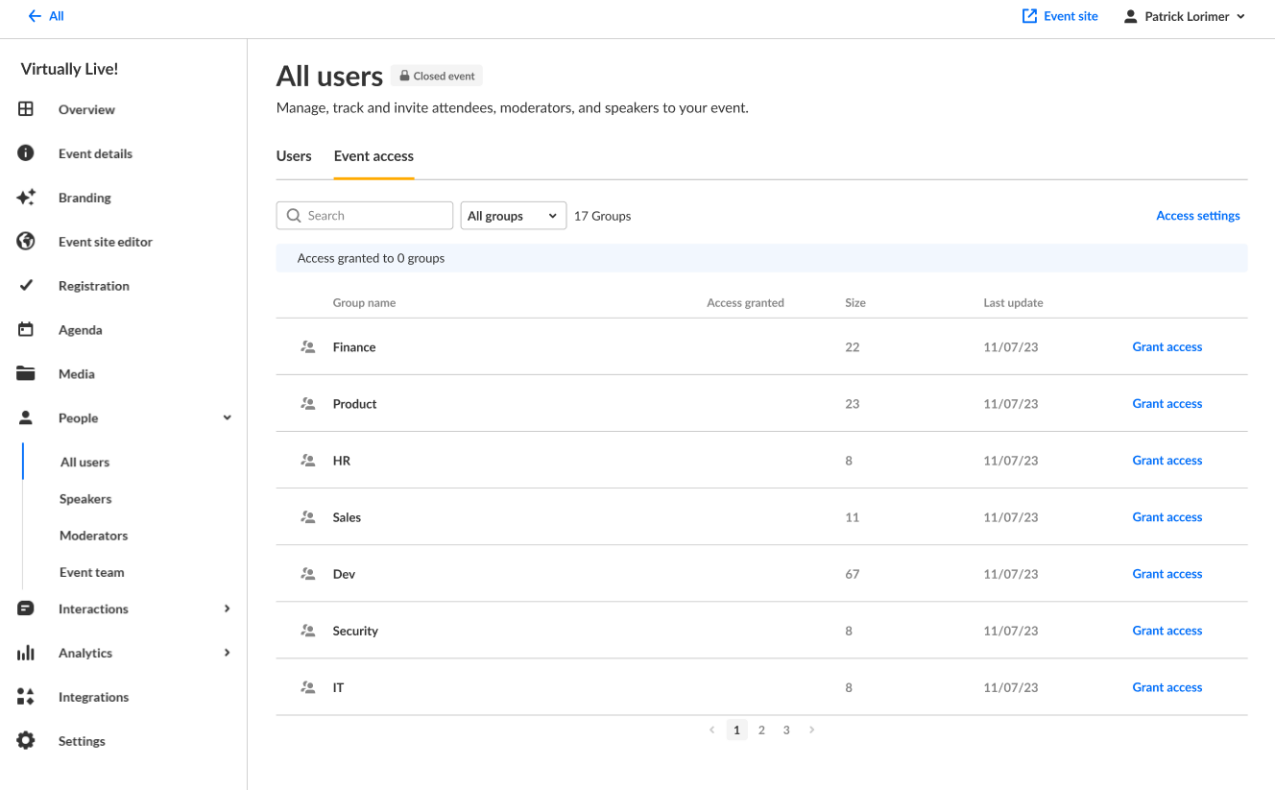
See Closed events for more information. Closed events are available only when using SSO and a "closed" group setup via a custom event template.

If you are hosting a "closed" Single sign on (SSO) event, you can use the All users page to manage access for your attendees. For these types of events, an additional tab displays on the All users page - **Event access**.

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Click the Event access tab. The Event access page displays.

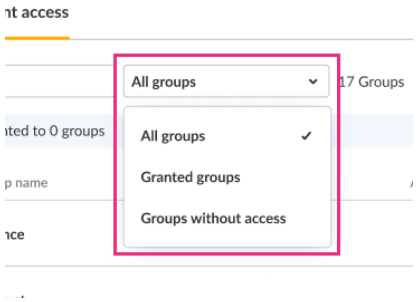


Filter groups

Filter for all groups, groups that have been granted access to the closed event, and for

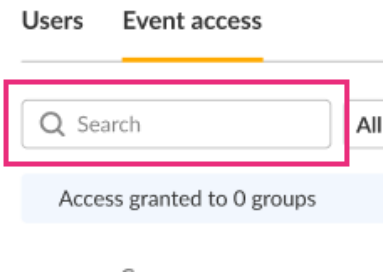
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groups without access to the event. Click to expand the filter pull-down menu and select appropriate filter.



Search for group names

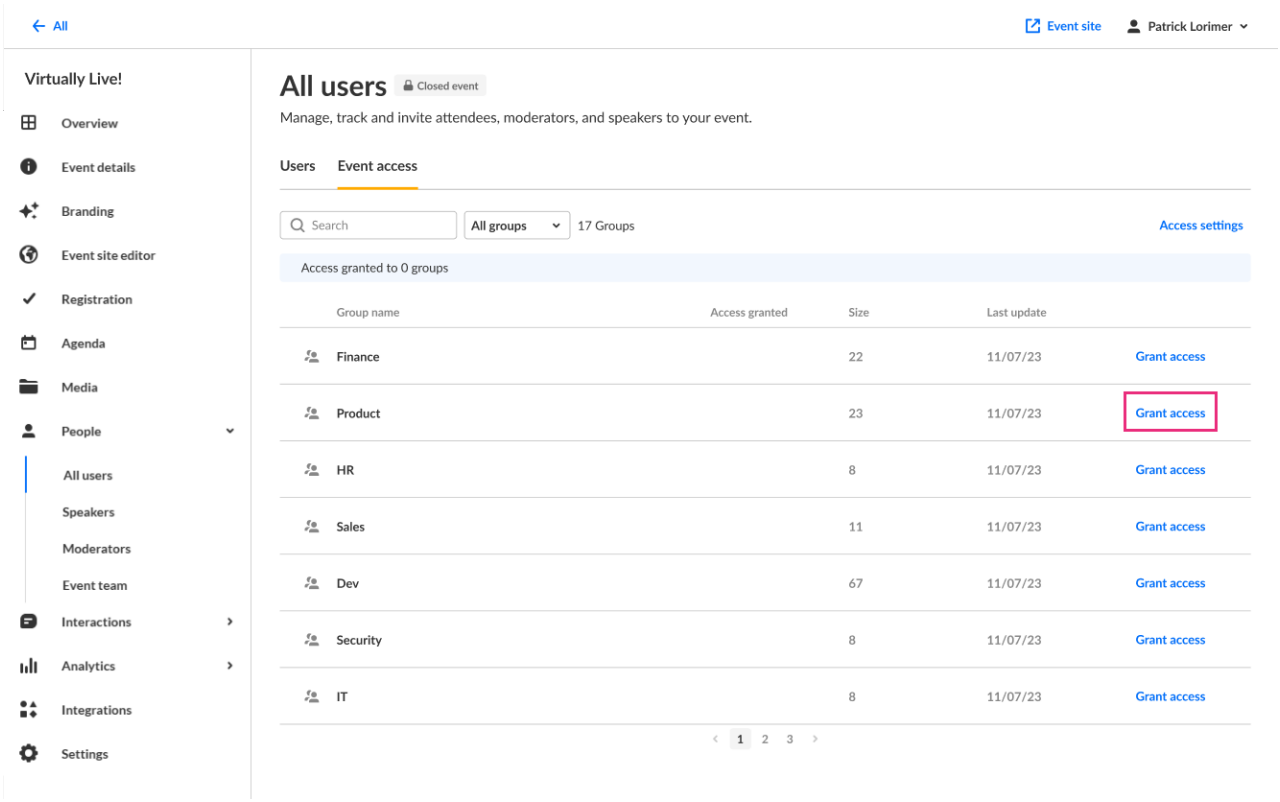
Search for a specific group name from the full list. Type your search criteria in the Search field and press Enter.



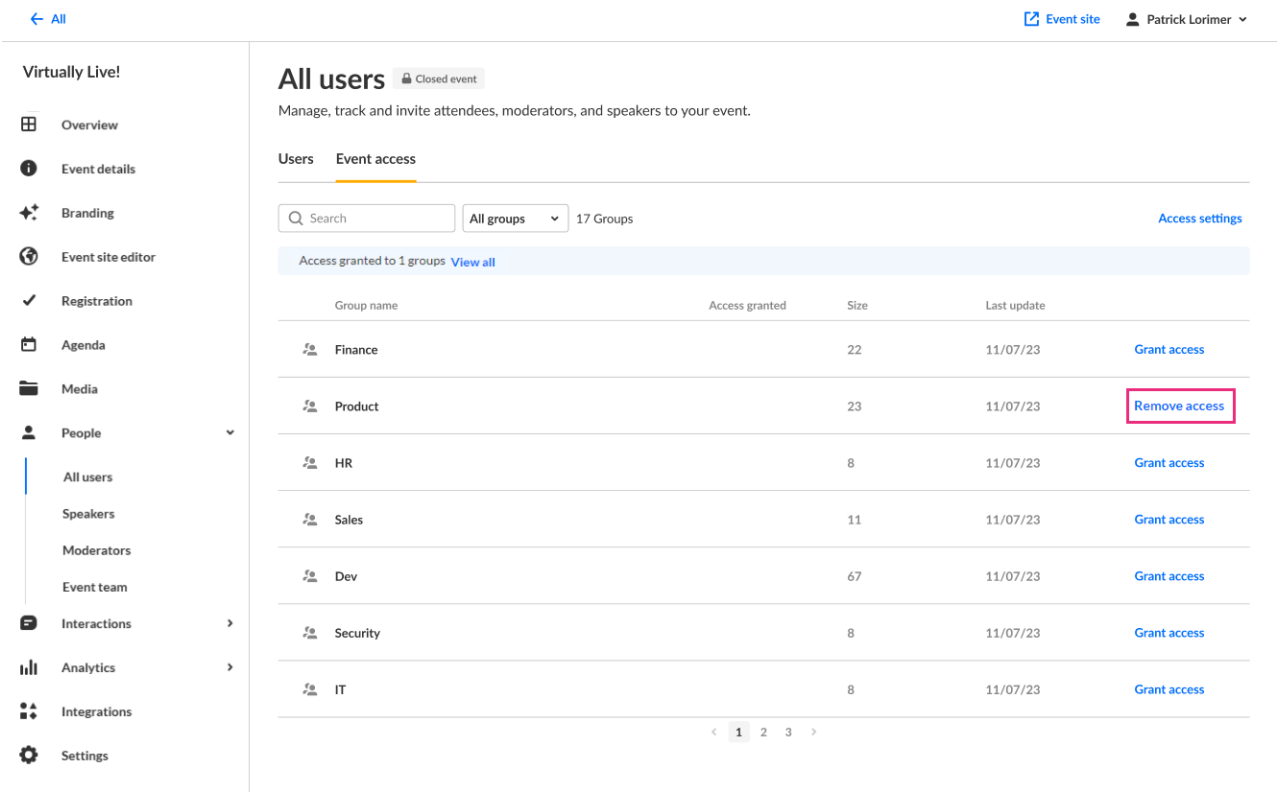
Grant access to the event

Click the **Grant access** button next to the group name to which you would like to grant event access.

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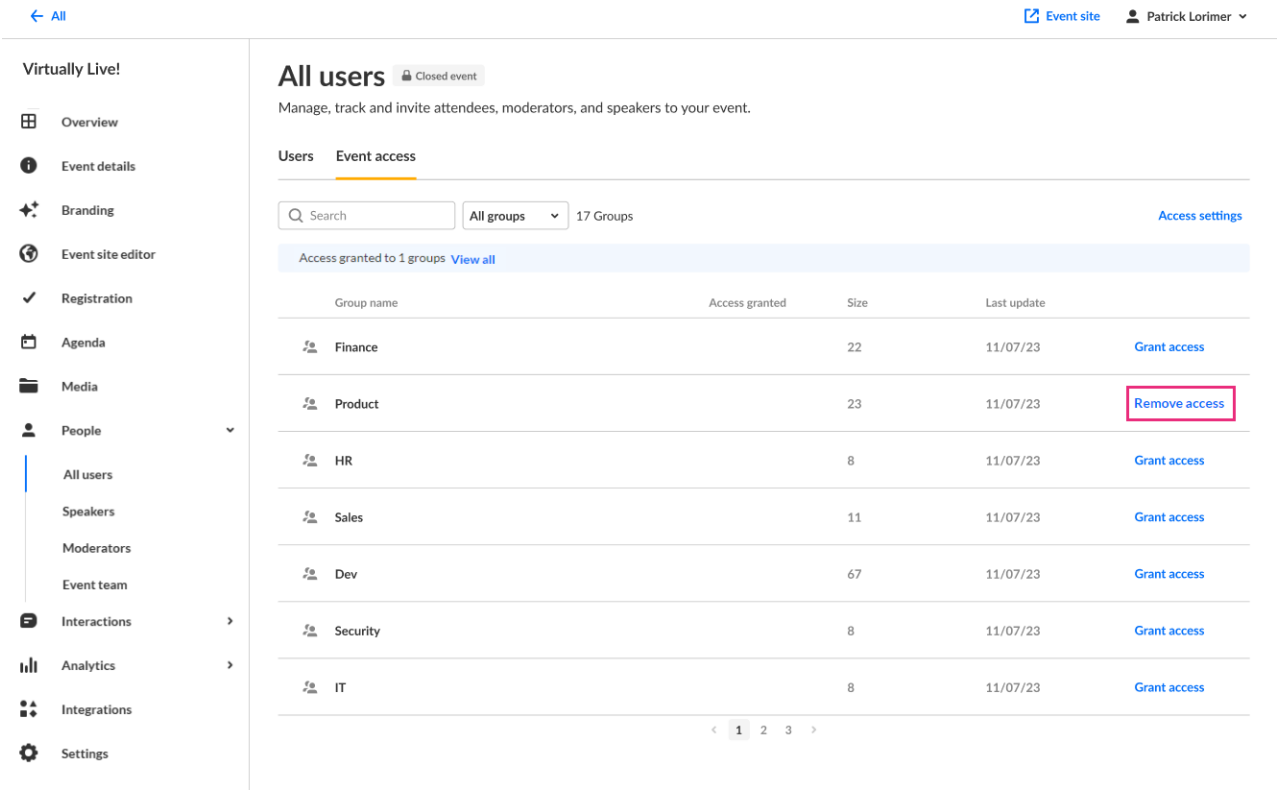
You receive confirmation that the group was granted access to the event and Remove access displays next to the group name.



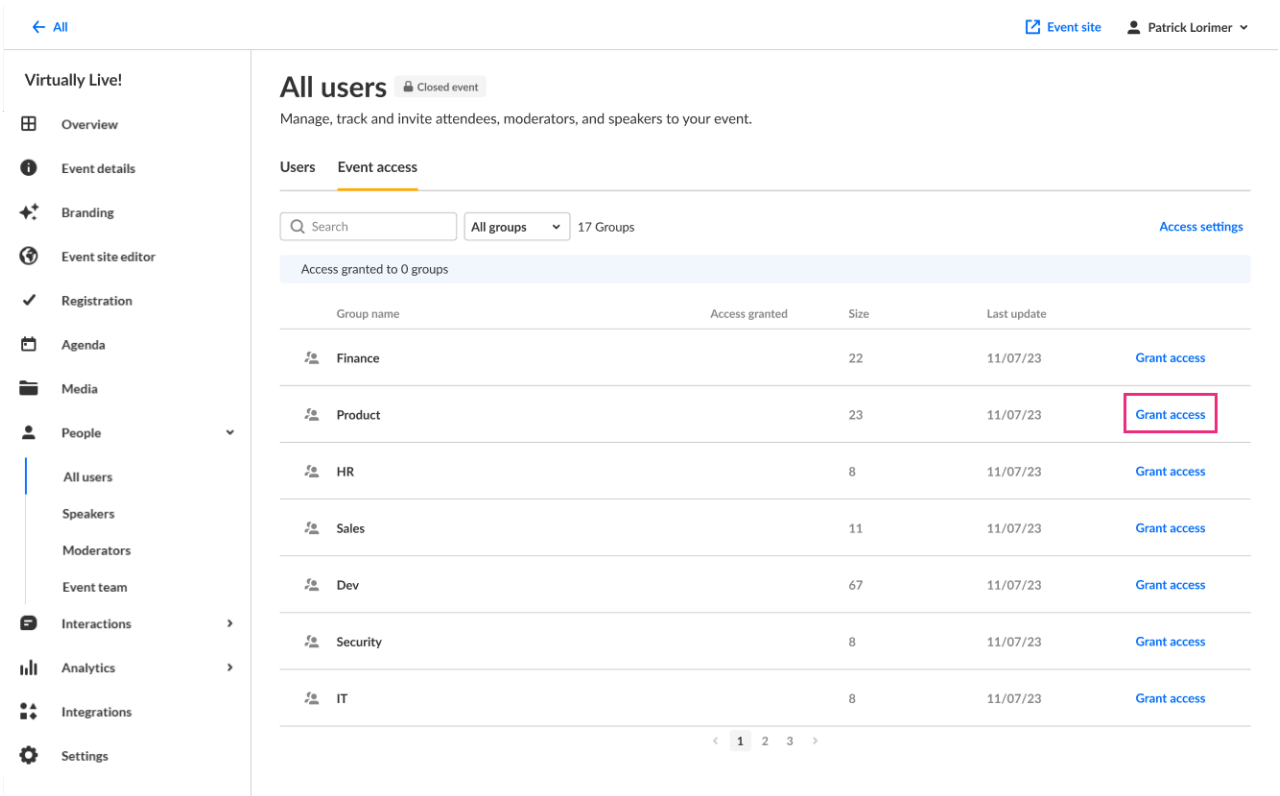
Remove access from the event

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Click the **Remove access** button next to the group name from which you would like to remove event access.



You receive confirmation that access was removed from this group and Grant access displays next to the group name.

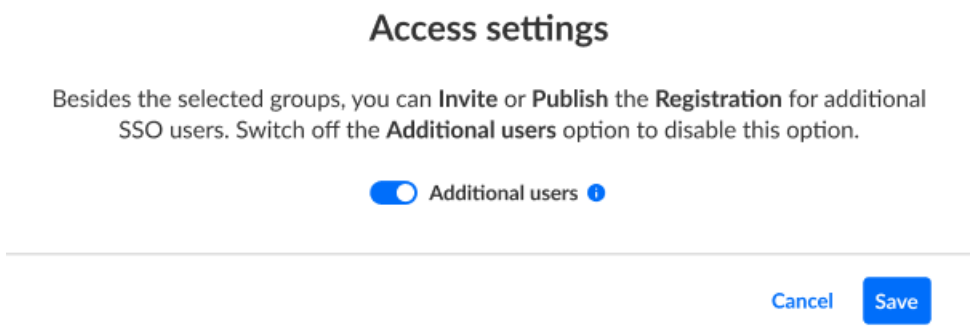


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Access settings

Enable/disable the option to invite or publish registration for additional users outside of the synced IdP groups.

1. Click **Access settings**. The Access settings screen displays.



2. If you would like to enable the option of inviting or publishing registration for additional users outside of the synced IdP groups, turn the toggle switch to the *"on"* (default) position. If you would like disable the option of inviting or publishing registration for additional users outside of the synced IdP groups, turn the toggle switch to the *"off"* position.
3. Once you've made your selection, click **Save**. You receive confirmation that access settings were successfully saved.

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