Event settings, custom URL, and custom SSL certificate

Last Modified on 08/10/2026 3:52 pm IDT

This article is designated for all users.

About

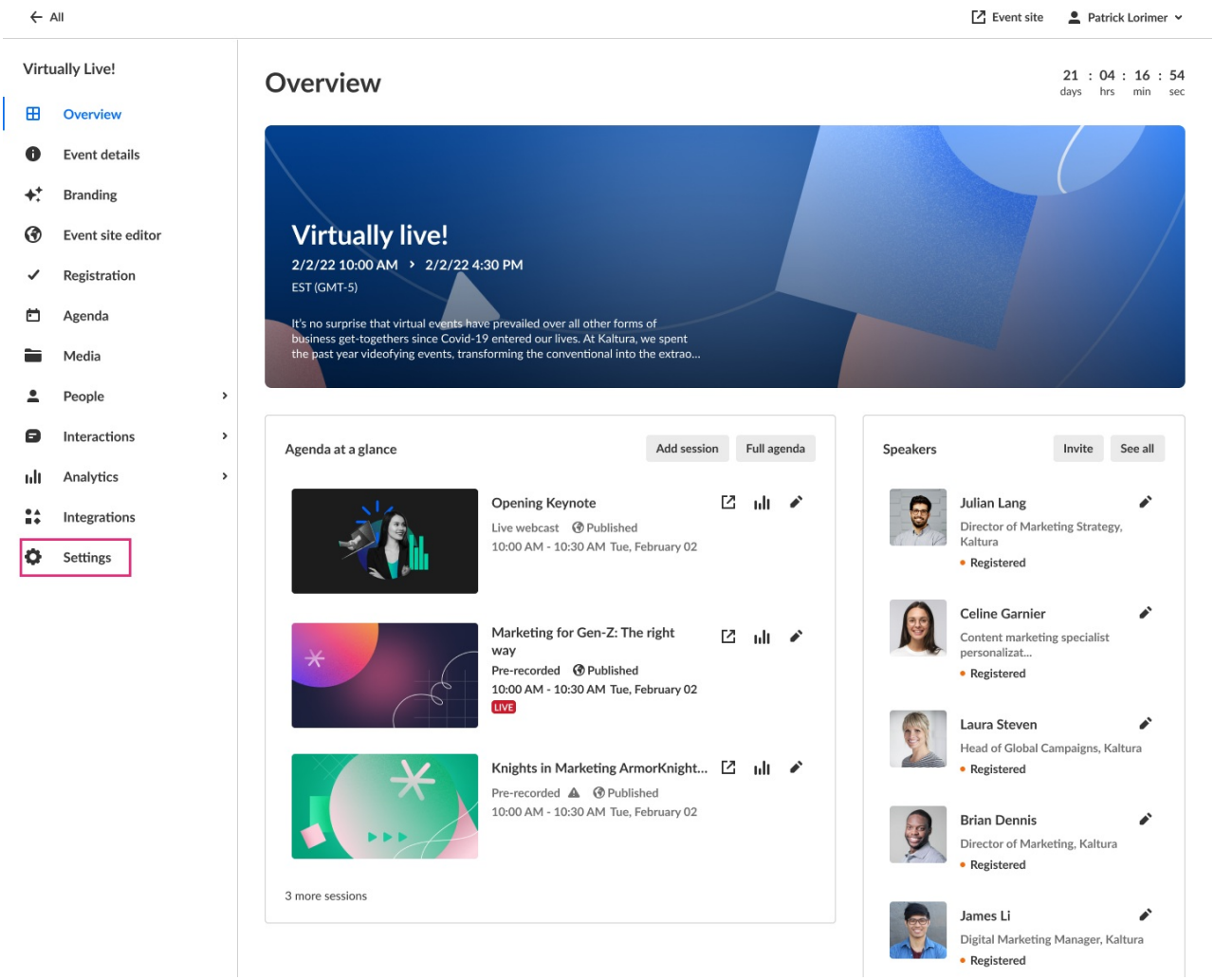
This article describes how to enter a support email address for attendees, enter Host details to display in notifications and networking, copy and/or access your event domain, and set a custom URL, as well as a custom SSL certificate.

The screens shown here represent a multi-session event. The same actions apply when working with single session.

Navigate to the Settings page

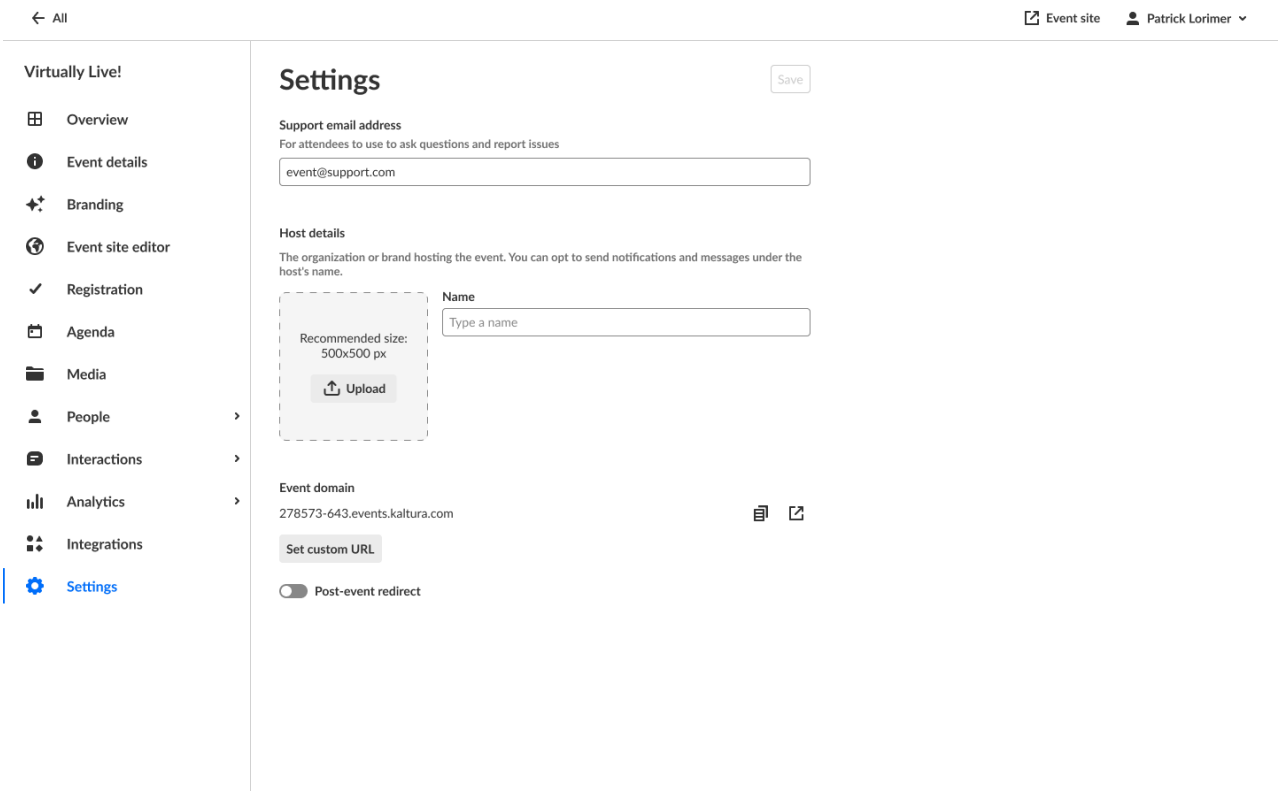
From the Event page, click the Settings tab.

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The Settings page displays.

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Here you can enter a support email address for attendees to use to ask questions and report issues. The support email will appear in every text where the **Customization tag** {SUPPORTEMAIL} is used.

You may enter host details. This information is displayed as the sender details in notifications and networking.

You may also copy and/or access the event domain by clicking the appropriate button;

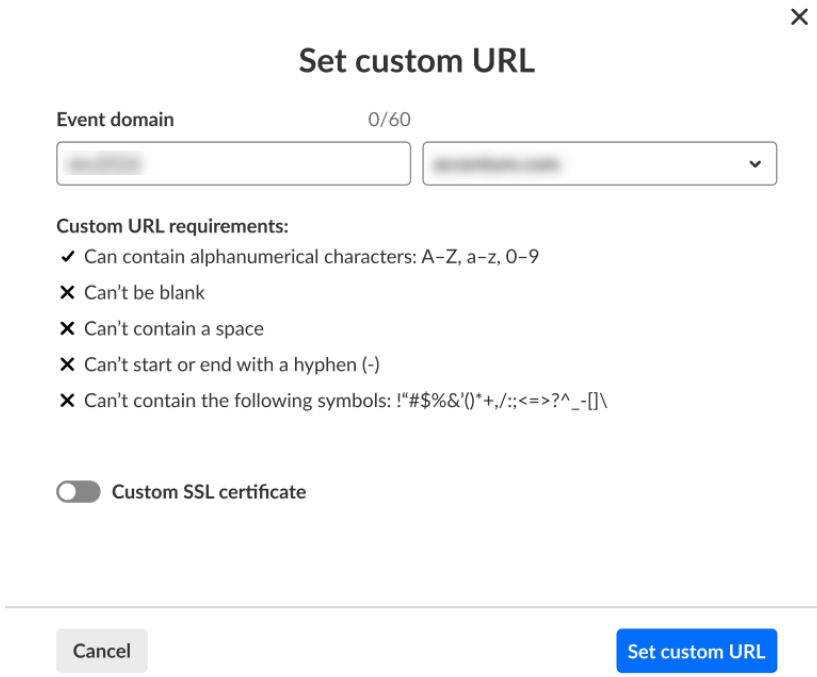
 to copy or  to access.

Set a custom URL

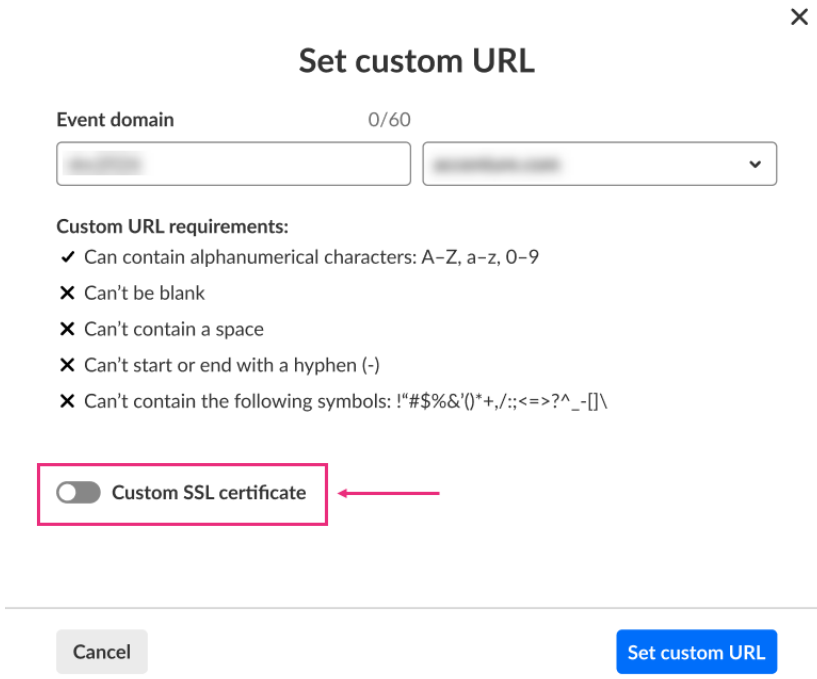
If configured by your Admin, a **Set Custom URL** button displays on the Settings page allowing you to change the default generated event URL to customize it for your event.

1. Click the **Set Custom URL** button.
2. Enter a unique Event domain according to the validation rules, then click on the right-hand list to choose from the list of root domains your Admin configured.

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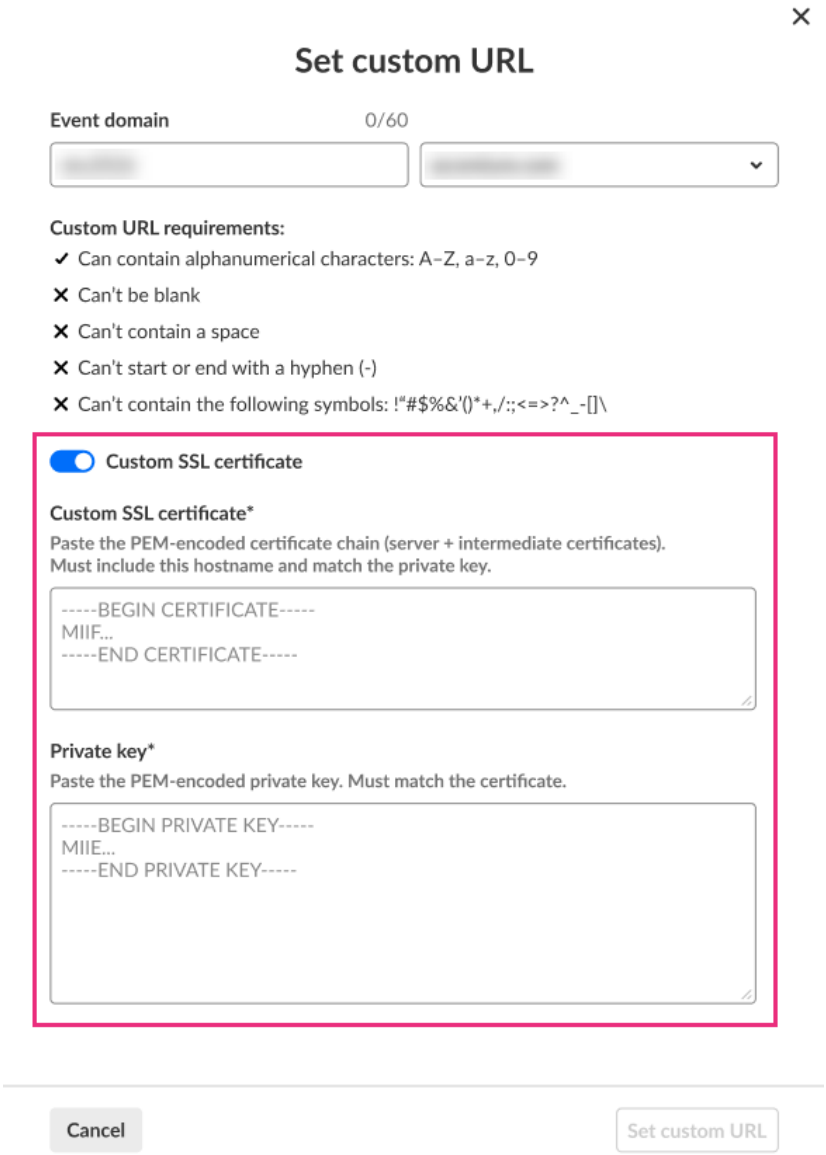


3. If you would like to upload your own SSL certificate, click the toggle to enable **Custom SSL certificate**.



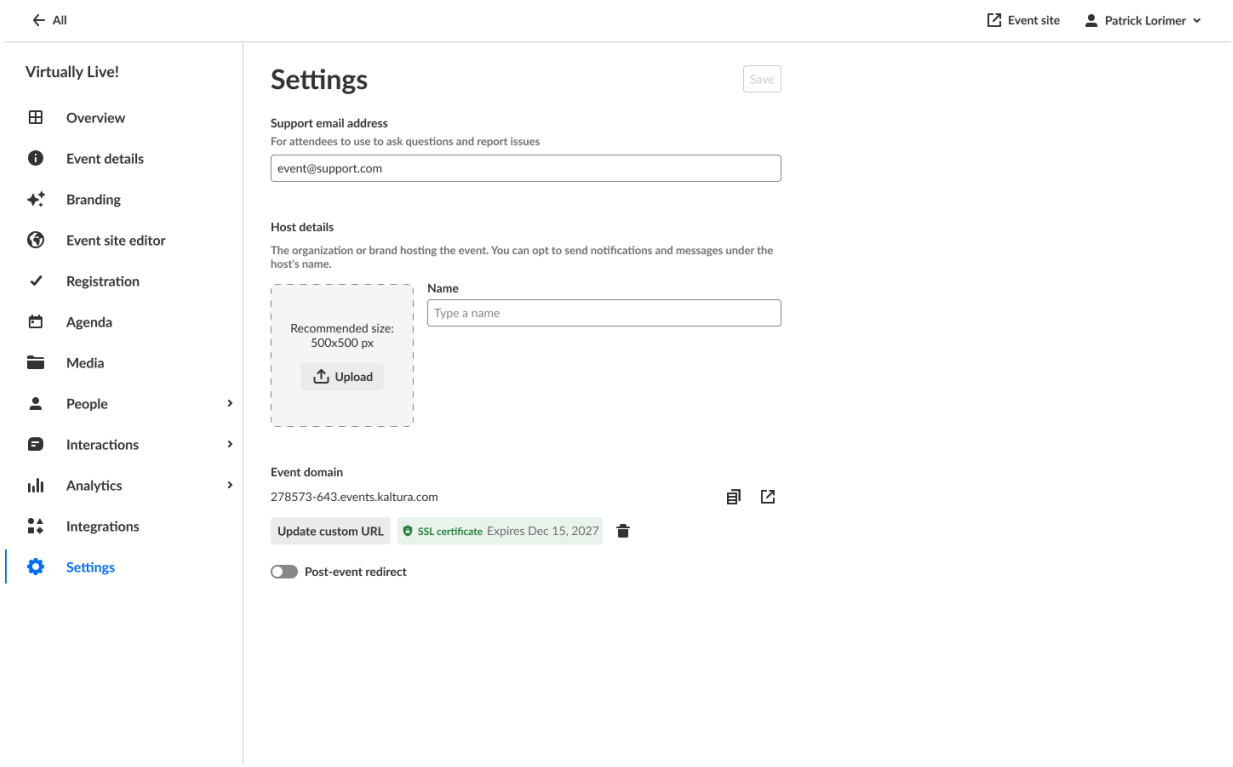
Once enabled, additional fields display.

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4. In the **Custom SSL certificate** field, paste your PEM-encoded certificate chain between 'BEGIN CERTIFICATE' and 'END CERTIFICATE'.
5. In the **Private key** field, paste your PEM-encoded private key between 'BEGIN PRIVATE KEY' and 'END PRIVATE KEY'.
6. Once finished, click **Set Custom URL**.
   The Settings page is updated with your changes.

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Notice that once a custom SSL certificate is added, the button changes from **Enter custom URL** to **Update custom URL** and a green badge displays indicating when the SSL certificate you added expires. It the SSL certificate has already expired, a red badge displays indicating when the SSL certificate expired.

You can always delete the SSL certificate by clicking the trashcan icon to the right of it.

Important -

Configure your custom URL **before** opening registration or connecting any external registration tools (e.g., Marketo, HubSpot).

Magic links in confirmation emails are generated based on the domain used at the time of registration. If the custom URL is changed after registration has begun, external webhooks and embedded forms must be manually updated to the new URL and previously sent confirmation emails may contain broken links.

Auto assign a custom domain

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If you would like all events created on your account to be auto assigned a custom domain, please see contact your Kaltura representative.

When an event with a custom URL or domain is deleted, the URL is automatically released. This ensures the URL can be reused for future events.

- **Set a post-event redirect**
- You can redirect visitors to another page after your event ends by turning on a handy **post-event redirect** setting. Visit our article Add a post-event redirect link to your event to learn more.

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