

Understanding Shared Users

This article is designated for administrators.

What's a 'shared user'?


The concept of a 'shared user' in the context of Kaltura's applications is less about the individual being shared but rather how the application (for example, MediaSpace Video Portal) handles the user. When a shared user logs into one video portal instance and subsequently logs into another, the application checks for an existing profile (identified by their email and external ID). If the system recognizes that user, it allows access. Shared users have the same user ID across different video portals, and have the same My Media across all instances they access.

On the other hand, non-shared users (single-application users) get a new user ID every time they log into a new instance, which can result in one user potentially having multiple user IDs.

How do I enable shared users?

Any user that authenticates through [Authbroker](#) gets an external ID and automatically becomes a shared user. If Authbroker isn't set up, shared user settings can be configured in the [Application module](#), specifically the **userProfile** field.

A value of 1 in the **userProfile** field indicates that this video portal application will treat all users as shared users, while a value of 0 means they are treated as single-application users.

 It's important to note that a single video portal instance can be configured for either shared **or** single-application users, **not both**. Once set, this configuration cannot be changed midway (unless you delete all users and start afresh).

Where does the user's profile come from?

The user's profile comes from the information in the User Management page of the Configuration Management console, as shown below.

There are two sections of information which are stored in different databases:

Basic user information - This information (name, email, title, company, etc.) is stored and cannot be overridden. Passwords are also part of basic user information but are kept in a different location. If a user tries to set a new password, it's overridden by the

old one, ensuring consistency across events. Note, if a returning user has previously logged in without a password (using a magic link, for example), they might need to set one for events that require password authentication.

Additional registration fields - This information is event-specific and may vary from event to event.

Understanding user IDs

A video portal instance may have different user types with different IDs, as shown below:

KMC users do not appear in the User Management table.

'**Other**' refers to users authenticated via SAML, and legacy user IDs created without advanced kauth. It does not include advanced authentication users.

Here's how the IDs differ:

- **Single-application user ID:** Partner ID + instance ID + email
- **Shared user ID:** Partner ID + email

In Kaltura's back-end, shared users also have a unique external ID that will help Kaltura administrators identify that user as being a shared user. The **externalId** field (shown in the image below) will be empty if the user is NOT a shared user.

What is a returning user?

A 'returning user' is a shared user who has joined previous events and returns for another event. When registering for the new event, if the application is set up for shared users, it checks for an existing profile (identified by their email and external ID). If found, they receive a message (as shown in the image below) and can skip entering basic information; unlike single event users who need to re-enter their details for each event.

You can track analytics on shared and returning users. This includes monitoring their activities, interactions, and metadata across different events, allowing for detailed analysis on a per-event and per-user basis.

The screen in the image above pertains to Events and Webinars, and not the the video portal, which will give a generic confirmation message.

FAQs

Can you have some video portals set for shared users and other video portals set for single-application users under the same Partner ID?

Yes, when a user accesses the video portal, each video portal will handle each user according to how it has been set.

If a shared user registers to a new event set up for single-application too, will the user get the registration emails?

Yes, everyone will receive emails. Returning users might get a special email recognizing their status and letting them know their previous event information is saved. If no specific email is set up for returning users, they'll get the standard one, same as regular users. You can customize an email template specifically for returning users in the [siteregistration](#) module.

You can also customize an invitation email specially for returning users in the [inviteUsers](#) module

What happens when I delete a shared user from the system?

Deleting a shared user from the system can only be done using the API. When deleted, the user's information and access rights across all events and video portal applications will be removed, and the user will no longer be able to log in or access any content or events associated with their account. Deleting a user from the video portal management console only removes the user from the instance, but the user still exists on the database.

What happens if I block a shared user on one event, are they blocked on all events?

Yes, if you block a shared user on one event, they'll be blocked from logging into all events. You can consider using "remove from site" as an alternative to blocking.

Are shared users relevant for SSO only use cases?

Since SSO users are identified by their Identity Provider ID, SSO users are always considered Shared users, as long as the ID passed from the authentication provider is the same.

Are shared users based on email only?

Yes.



Why would we even have a video portal set up for single-application users?

This may be necessary for events that are entirely external and cater to individuals who are not part of the regular user base. This ensures a separate user base specifically tailored for that event, or for less secure environments where you don't want information to flow between different events. Non-shared video portal instances create separate user profiles for each event, ensuring data privacy and security.

Can I use shared users for some events and single-application users for others if I don't want to share users between applications / events?

Please contact your Kaltura Representative.

How can I begin using the shared users system?

To transition from current authentication methods to the new shared user system, please reach out to your Kaltura representative for assistance.

[template("cat-subscribe")]
