


Kaltura Virtual Events - Basic troubleshooting

Last Modified on 06/12/2026 5:46 pm IDT

 This article is designated for all users.

About

This article describes how to troubleshoot common issues and questions on Kaltura Virtual Events.

 This article pertains only to multi-session events.

Types of users

There are three types of Kaltura Events users - Admin, Organizer, and Content manager.

Admin is the platform admin; the one who has access to all configurations and events created for this account, adds/removes team members, and manages their user type.

Organizer manages specific event(s). The Organizer has full access only to events they manage and within them can manage and configure all the different capabilities, settings, content, and people. Organizers are also assigned as moderators on their events.

Content manager manages content of specific events. The Content manager is responsible for curating, organizing, and managing the content that will be presented during the event. Content managers **cannot** create events and do **not** have access to the full user list, analytics, and reports.

Event roles

In addition to Admin, Organizer, and Content manager user types, there are also event roles such as Session Moderators and Speakers which have additional permissions on the event/session level.

Session Moderators moderate the chat on live sessions. For Interactive webinars and Live DIY sessions, they act as the Interactive Room Host, are allowed to launch the room, and moderate the chat.

Speakers are users with added "speaker" metadata. They can enter the room prior to

the session once the Moderator has launched the session.

Finally, we have Attendees.

Attendees are users with viewing permission only for a specific event. They can access the event site after registration.

Below are some common questions a Tier One Support Team member may receive from Organizers and Session Moderators.

I'm a moderator. Why can't I moderate and manage the Chat and Collaboration activity?

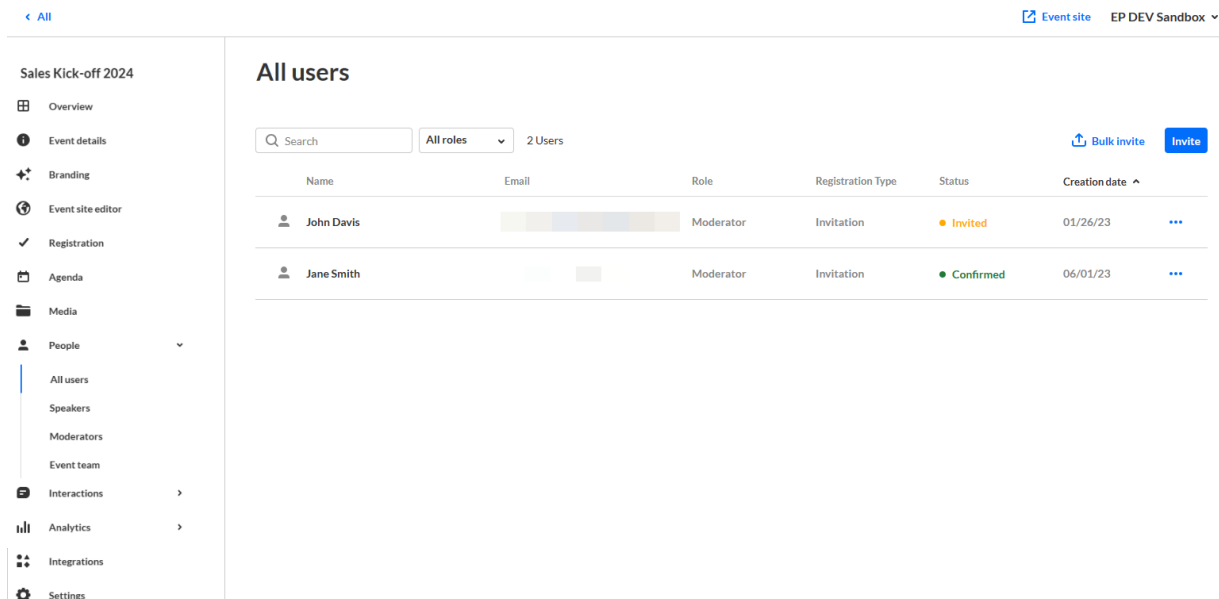
Moderators must be assigned at both *Event Level* and *Session Level* in order to moderate and manage the Chat and Collaboration activity.



The team member who created the event (AKA "Event Organizer") is **automatically** assigned as "Moderator" to both the event they created (at the "Event Level") and the first session that was created as part of the event (at the "Session Level"). However, the team member who created the event (AKA "Event Organizer"), as well as any other moderators must be **manually** assigned to all **subsequent** sessions that are added to the event.

Check to ensure the user is assigned as moderator at the event level

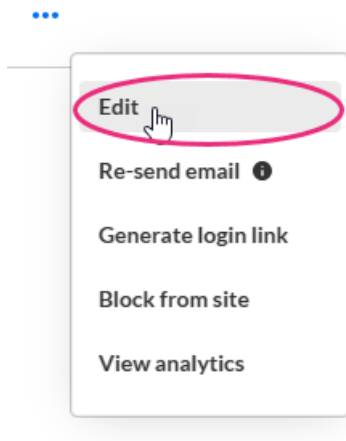
1. Navigate to the Users page; from the Event page, click the People tab > All users.



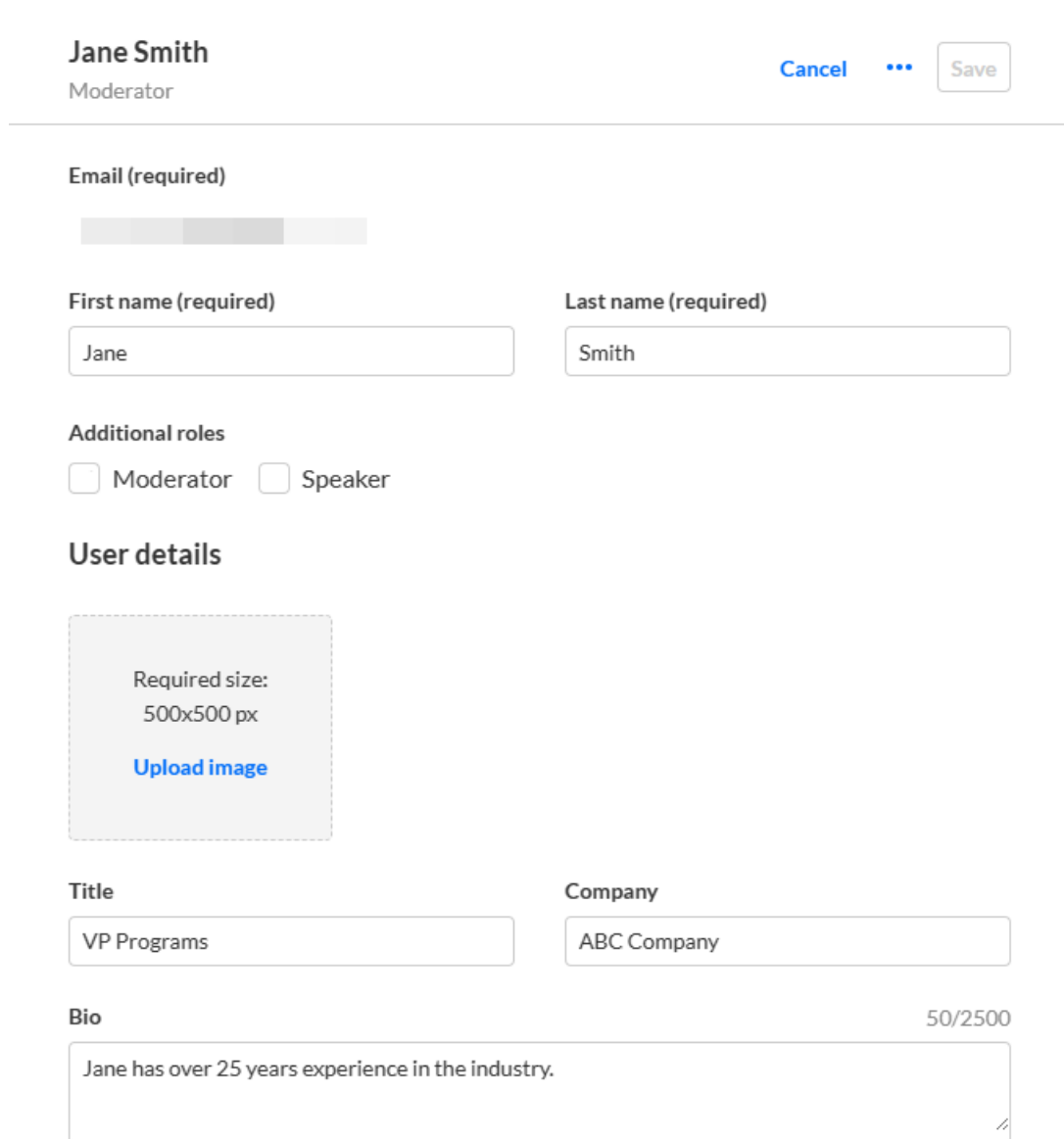
The screenshot shows the 'All users' page for the event 'Sales Kick-off 2024'. The left sidebar contains a navigation menu with 'People' selected. The main content area shows a table of users with the following data:

Name	Email	Role	Registration Type	Status	Creation date
John Davis		Moderator	Invitation	Invited	01/26/23
Jane Smith		Moderator	Invitation	Confirmed	06/01/23

2. Click the three blue dots to the right of the user you wish to moderate the session and select **Edit**.



The Edit User window displays.

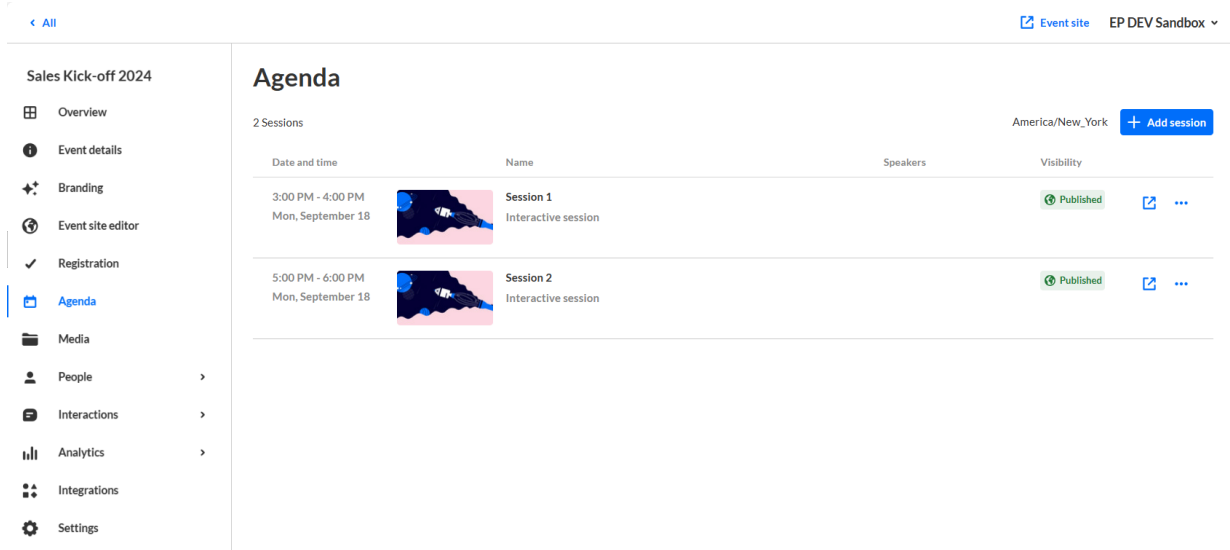
A screenshot of the 'Edit User' window for Jane Smith. The window has a header with the user's name 'Jane Smith' and role 'Moderator'. On the right side of the header are 'Cancel', a blue ellipsis icon, and a 'Save' button. Below the header is a section for 'Email (required)' with a blurred input field. The next section contains two input fields: 'First name (required)' with 'Jane' and 'Last name (required)' with 'Smith'. Below these is the 'Additional roles' section with two checkboxes: 'Moderator' (checked) and 'Speaker' (unchecked). The 'User details' section includes an image upload area with a dashed border, containing the text 'Required size: 500x500 px' and a blue 'Upload image' link. Below the image area are two input fields: 'Title' with 'VP Programs' and 'Company' with 'ABC Company'. At the bottom is a 'Bio' section with a text area containing 'Jane has over 25 years experience in the industry.' and a character count '50/2500'.

3. Ensure the user is marked as Moderator in the Additional roles section (the checkbox next to the user's name must be checked). If not, click the checkbox next

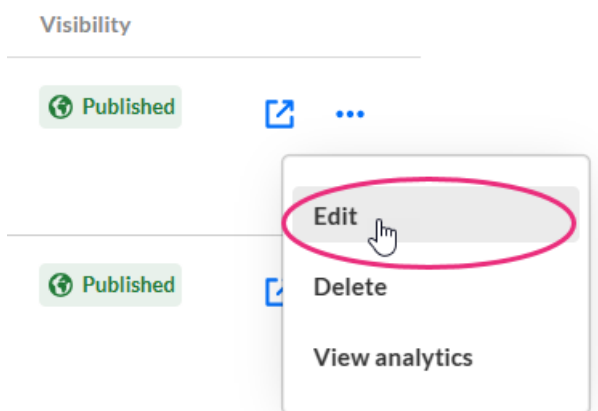
to the user's name and then click **Save**.

Check to ensure the user is assigned as moderator on the relevant session (session level)

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



2. Click the three blue dots to the right of the session the user wants to moderate and select **Edit**.



The Edit Session window displays.

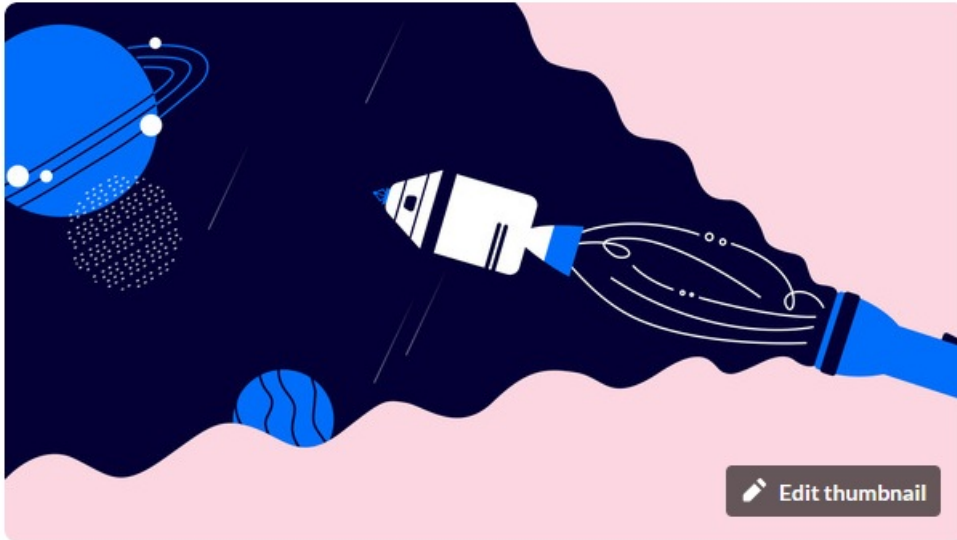
Session 1

Interactive session



[Visit session page](#)

[Copy session link](#)



[Edit thumbnail](#)

Title (required)

9/60

Session 1

Description

B *i* U ☰ ☷ 🔗

Start time (required)

📅 09/18/2023

🕒 03:00 PM



End time

📅 09/18/2023

🕒 04:00 PM

Event time zone America/New_York

Speakers

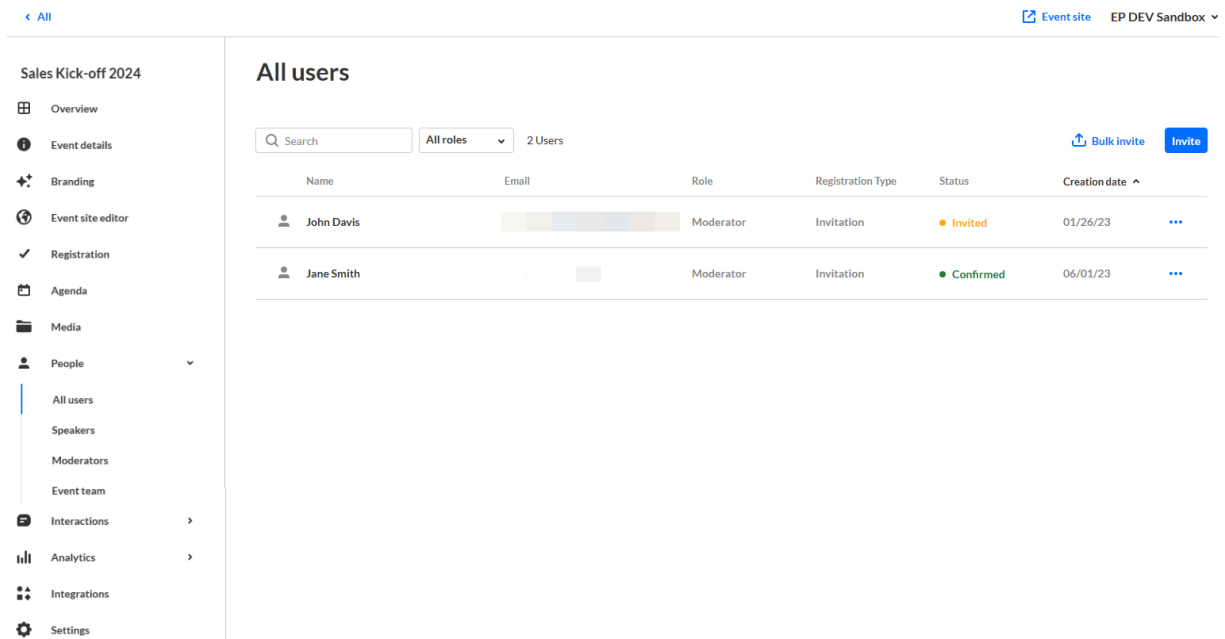
Add speakers



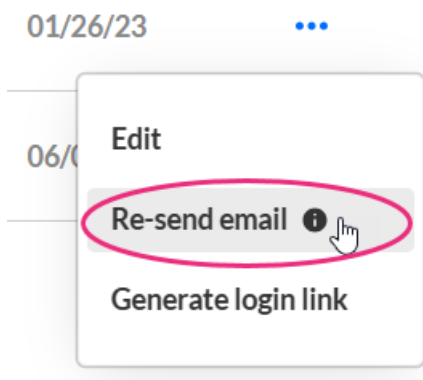
Moderators (required)

Add moderators to monitor and support attendees' questions

3. Scroll down and click the down arrow to the right of the Moderators (required) section.



2. Click the three blue dots to the right of the user and select **Re-send email**.



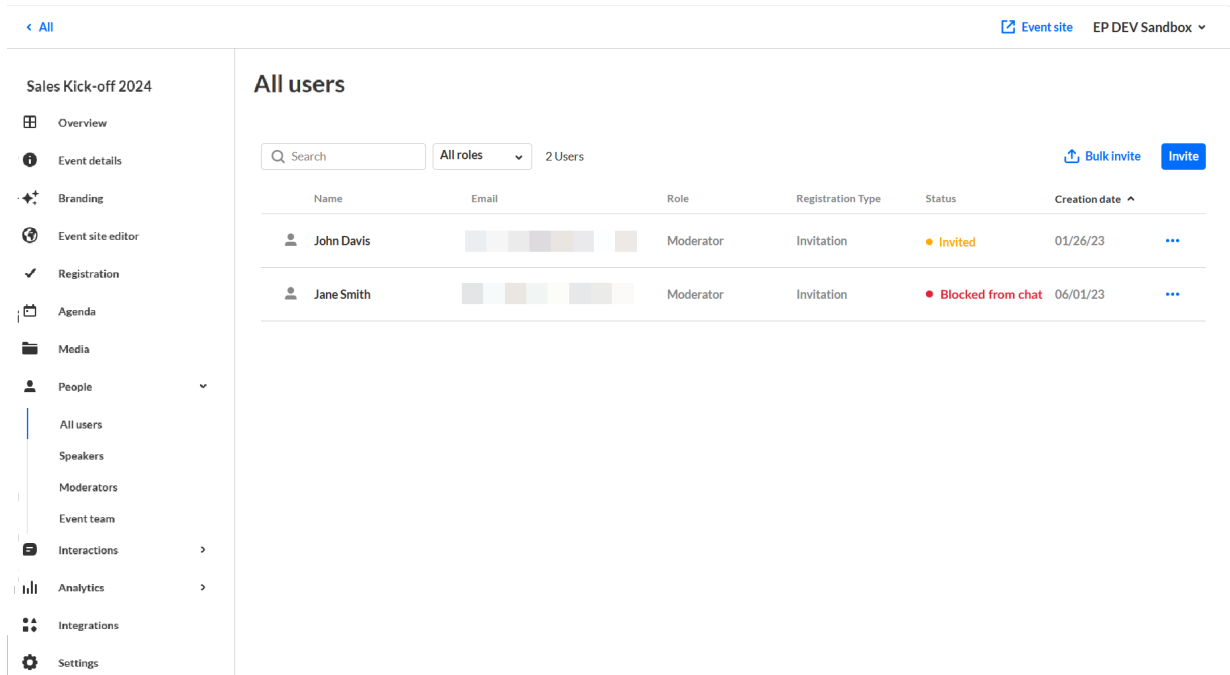
3. You receive confirmation that the invitation email was sent successfully.

How do I unblock users from the event site?

How do I unblock users from sending messages in the Chat and Collaborate widget?

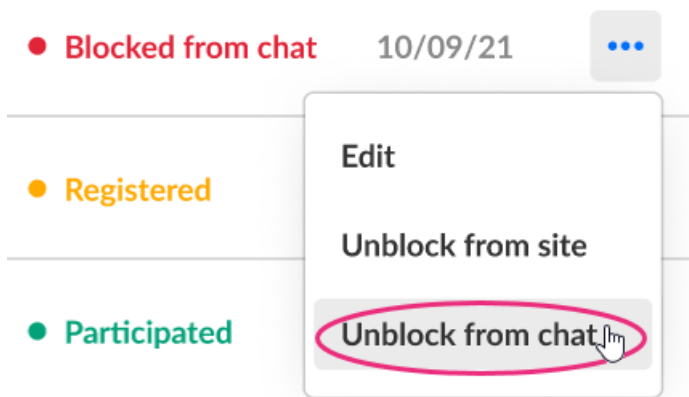
Users who have been previously blocked from the event site and/or blocked from sending messages in the Chat and Collaborate widget can be "unblocked" via the Users page.

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



In our example, above, the user has been previously blocked from sending messages in the Chat and Collaborate Widget (including Group chat, Q&A, and Private chat).

2. Click the three blue dots to the right of the user and select **Unblock from chat**.



Likewise, if the user had been previously blocked from the Event site, you can click on **Unblock from site**.

3. You receive confirmation that the user was successfully unblocked from sending messages in the Chat and Collaborate Widget.

Why can't my attendees access the event site before the event date and time?

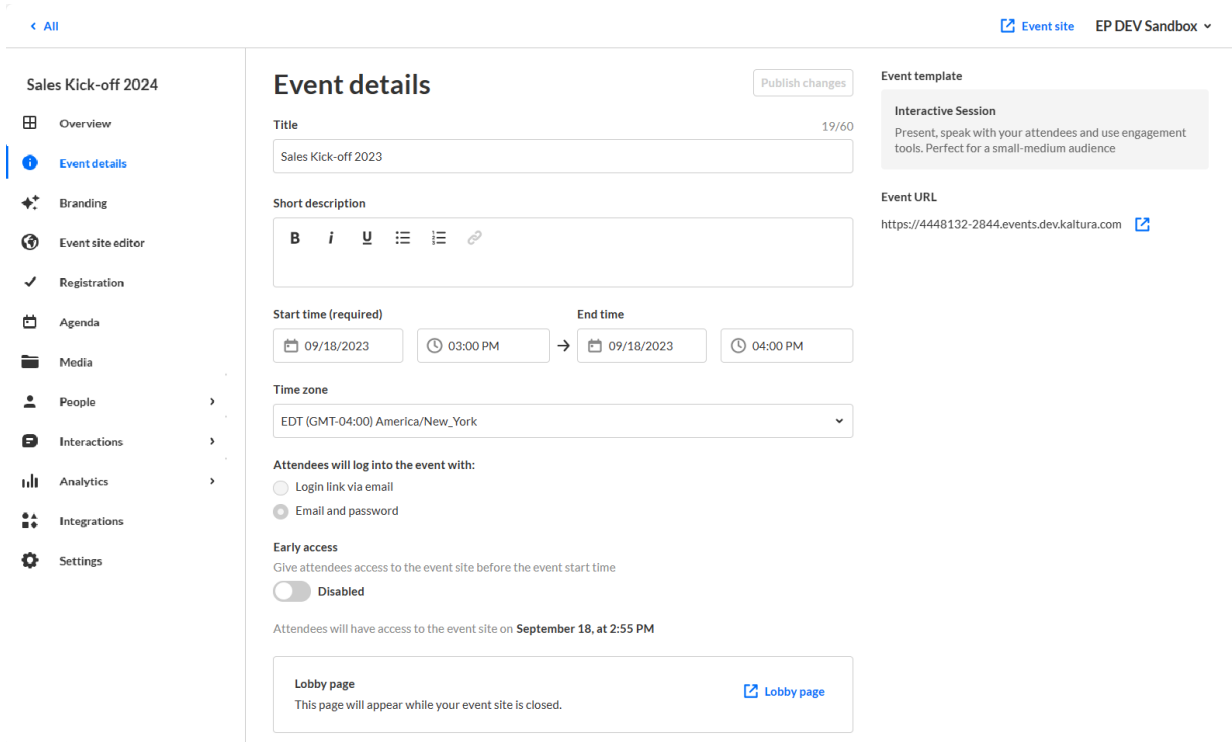
The event site may be accessed prior to the event start date/time *only when early access is enabled*.



If early access is not enabled, attendees remain in the "Lobby Page" and are not permitted to access the event site until 5 minutes before event start time.

Enable early access

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



The screenshot shows the 'Event details' page for 'Sales Kick-off 2024'. The 'Early access' section is currently set to 'Disabled'. The page includes a sidebar with navigation options like Overview, Event details, Branding, etc. The main content area shows event title, description, start/end times, and time zone. A 'Lobby page' section is visible at the bottom, indicating that attendees will not have access to the event site until 2:55 PM on September 18.

2. In the Early access section, click the toggle switch to enable the feature. This will give attendees access to the event site before the event starts.

Early access

Give attendees access to the event site before the event start time



Enabled

5

Minutes

before the event start time

Attendees will have access to the event site on **September 18, at 2:55 PM**

3. Use the field and pull-down menu to select the minutes, hours, days, or weeks ahead of start time that your attendees will be able to access the event site.

Early access

Give attendees access to the event site before the event start time



Enabled

Hours



before the event start time

Attendees will have access to the event site on **September 18, at 2:00 PM**

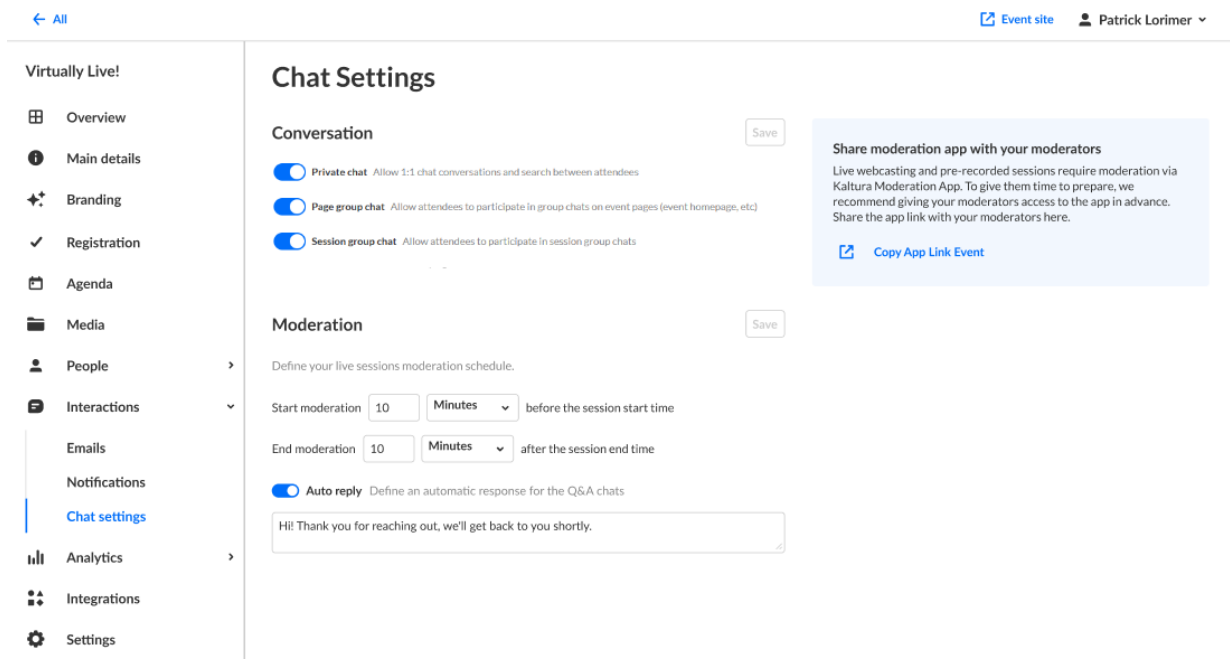
In the example above, we are allowing our attendees to access the Event site one hour before event start time.

4. Click **Publish changes**.

Why aren't my attendees able to ask the Moderator questions via the Q&A tab of the Chat and Collaborate widget before the event date and time?

You can define your live session's moderation schedule in Chat settings. If you want your attendees to be able to ask questions of the moderator before the event starts, you must set the moderation to begin before the session starts.

1. Navigate to the Chat Settings page; from the Event page, click the Interactions tab > Chat settings.



2. In the Moderation section, set when you would like moderation to start and end for your live session.

In the example below, we are starting moderation 1 hour before the session start time and ending moderation 15 minutes after the session end time. That means attendees can ask questions of the moderator 1 hour before the session all the way until 15 minutes after the session has ended.

< All [Event site](#) EP DEV Sandbox ▾

Sales Kick-off 2023

- Overview
- Event details
- Branding
- Registration
- Agenda
- Media
- People >
- Interactions ▾
- Emails
 - Notifications
 - Chat settings
 - Analytics >
 - Integrations
 - Settings

Chat settings

Conversation Save

Private chat Allow 1:1 chat conversations and search between attendees

Page group chat Allow attendees to participate in group chats on event pages (event homepage, etc)

Session group chat Allow attendees to participate in session group chats

Moderation Save

Define your live sessions moderation schedule.

Start moderation before the session start time

End moderation after the session end time

Auto reply Define an automatic response for the Q&A chats

Share moderation app with your moderators

The Kaltura moderation App increases audience engagement by providing your session moderators the ability to chat with participants and answer their questions during the session.

Use the link to give your moderators access to the Kaltura moderation app during the event or in advance.

[Copy app link event](#)

3. Once you are finished setting your moderation schedule, click **Save**.

Why doesn't my session start time match the event hours?

If you are creating an event that contains a session *in a time zone other than the one stipulated during event creation*, be sure the details of that session reflect the time for that region.



The time zone stipulated at event creation is not editable per session.

Use case:

When creating an event, I choose "EDT America/New_York" time zone.

Let's get started


Start with a few details about your event


Title 0/60

Short description


B *i* u ☰ ☷ 🔗


Start time **End time**

 mm/dd/yyyy

 hh:mm (a|p)m

→

 mm/dd/yyyy

 hh:mm (a|p)m

Time zone

EDT (GMT-04:00) America/New_York▼

Attendees will log into the event with:

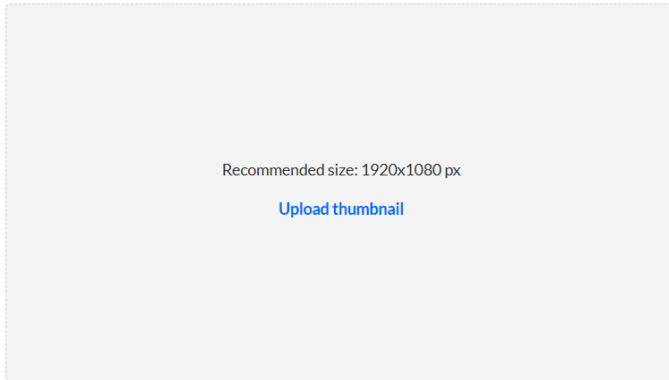
Login link via email

Email and password




Create Cancel

I want to add a session to my event for a group of attendees in Israel. Because Israel is 7 hours ahead of New York, I must factor that in when entering details for this session. So, if I want this session to start at 1:00 PM in Israel, I need to enter a start time of 6:00 AM in the session details because 6:00 AM in New York is equivalent to 1:00 PM in Israel.

New session
Interactive session



Title (required) 0/60

Description
B *i* u   

Start time End time
 → 🕒

Event time zone America/New_York

Speakers

Moderators (required)
Add moderators to monitor and support attendees' questions

Visibility
 This session is available on the event agenda

[Cancel](#)

How do I control visibility for sessions as part of an on-going event?

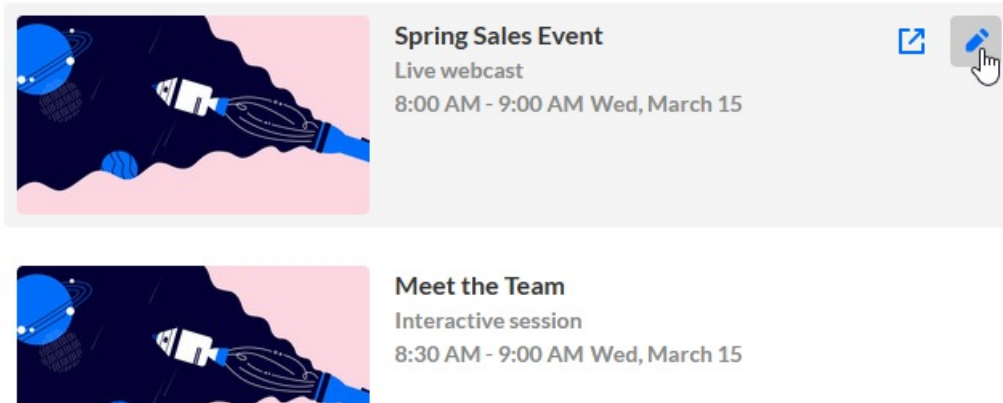
You can control your session's visibility in the Edit Session page.

1. Navigate to the Edit Session page. On the Event Overview page, in the Agenda at a glance section, hover over the session you would like to edit, then click the blue pencil (edit) icon.

Agenda at a glance

[Add session](#)

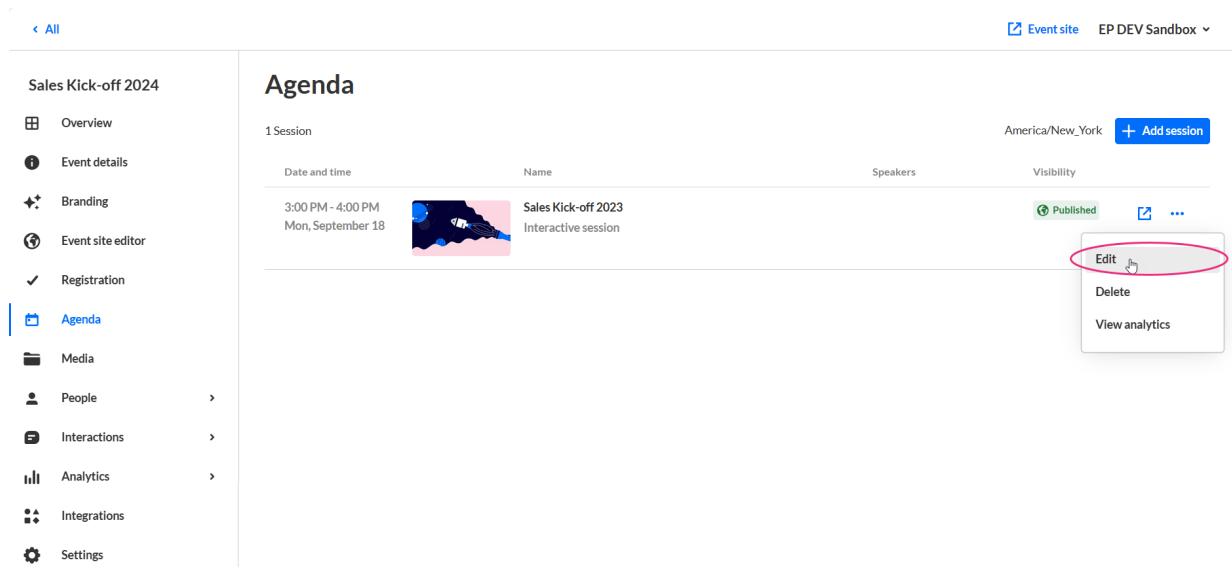
[Full agenda](#)



The image shows two cards from an agenda. The first card is titled "Spring Sales Event" and is a "Live webcast" scheduled for "8:00 AM - 9:00 AM Wed, March 15". It features a blue and white rocket ship illustration against a dark blue background with planets. To the right of the card are two icons: a blue square with a white arrow pointing out, and a grey square with a white pencil icon. The second card is titled "Meet the Team" and is an "Interactive session" scheduled for "8:30 AM - 9:00 AM Wed, March 15". It features the same rocket ship illustration.

OR

On the Event Agenda page, click the name of the session, or the three blue dots to the right of the session and choose **Edit**.



The screenshot shows the "Event Agenda" page for "Sales Kick-off 2024". On the left is a navigation menu with options: Overview, Event details, Branding, Event site editor, Registration, **Agenda** (selected), Media, People, Interactions, Analytics, Integrations, and Settings. The main content area is titled "Agenda" and shows "1 Session". At the top right of the main area are "Event site" and "EP DEV Sandbox" dropdowns, and an "Add session" button. Below this is a table with columns: "Date and time", "Name", "Speakers", and "Visibility". The table contains one row: "3:00 PM - 4:00 PM Mon, September 18" | "Sales Kick-off 2023 Interactive session" | (empty) | "Published" with a blue link icon and three blue dots. A dropdown menu is open from the three dots, with "Edit" circled in red. Other options in the menu are "Delete" and "View analytics".

The Edit session page displays.



Fields in the Edit session page differ according to the session type. Below is an example of an Edit Session page for a DIY live webcast, therefore the fields relevant to a DIY live webcast session are displayed.

Evening Live Webcast

DIY live webcast



[Basic](#) [Captions](#) [Share & embed](#)


Set and manage your broadcast session

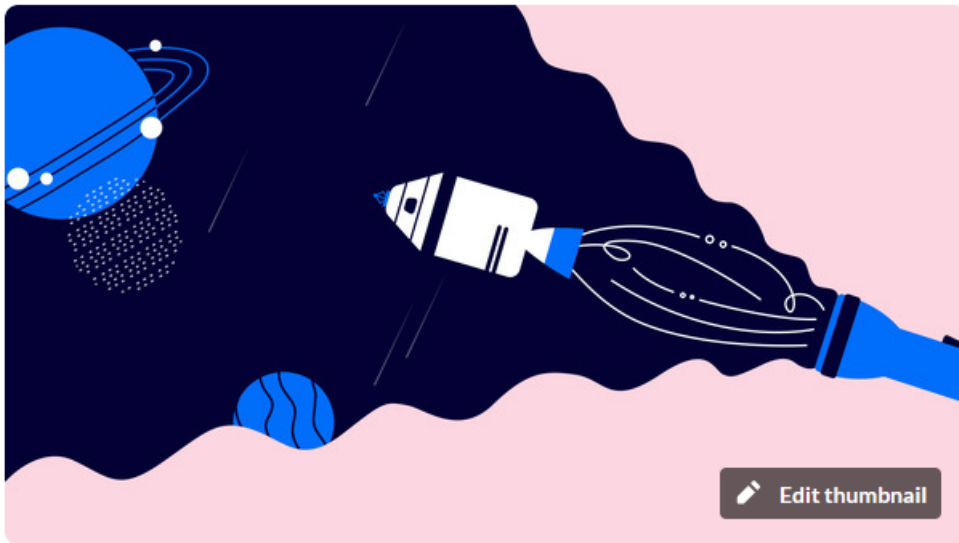
Activate your broadcast studio, add files to your playlist, and start broadcasting. Learn how to broadcast [here](#)




 **Launch studio**

 **Visit session page**

 **Copy session link**



 **Edit thumbnail**

Title (required)

20/60

Evening Live Webcast


Description

B *i* u   

Start time


End time

 03/07/2023

 09:24 AM



 03/07/2023

 10:24 AM

Event time zone America/New_York

Speakers

Moderators (required)

Add moderators to monitor and support attendees' questions


   Add moderators 

Moderation & studio links to share with speakers and moderators

Moderators can manage the session and support attendees via the moderation app. Speakers can prepare their session before it starts via the broadcast studio.

[Launch moderation app](#) [Copy app link](#) [Copy studio link](#)

Visibility

 **Published** ▼ This session is available on the event agenda

Entry ID:

Created: March 6, 2023 9:20 AM

Modified: March 6, 2023 9:20 AM

[Save changes](#)

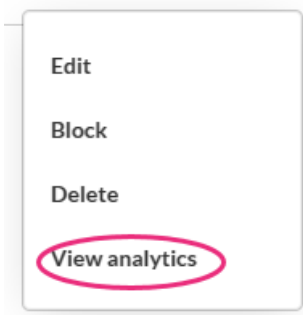
- In the Visibility section, use the pull-down menu to choose visibility of the session.
Private - The session will be available only for team members, not for attendees. It will not be visible on the event site and cannot be accessed outside of the event platform.
Unlisted - The session will be reachable via direct link only (for all authenticated users on the event site).
Published - The session will be available on the event agenda, and accessible to all on the event site.
- Click **Save changes**.

I am a team member who created the event (AKA "Event Organizer"). Why can't I see the analytics of past events?

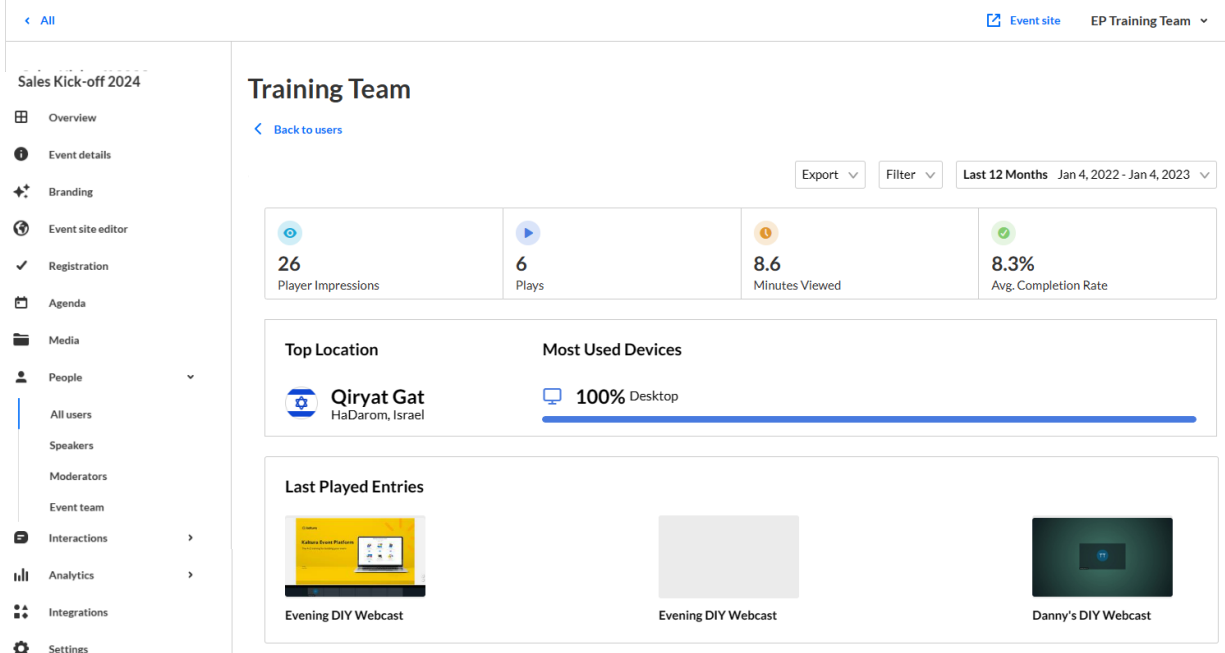
Be sure to apply the proper time frame when pulling reports and filtering dashboards.

For our example below, we will access user analytics and demonstrate how to apply filter for a certain time frame.

- Navigate to the Users Analytics page; from the Event page, click Users tab then click the three blue dots to the right of the creation date and choose View analytics.

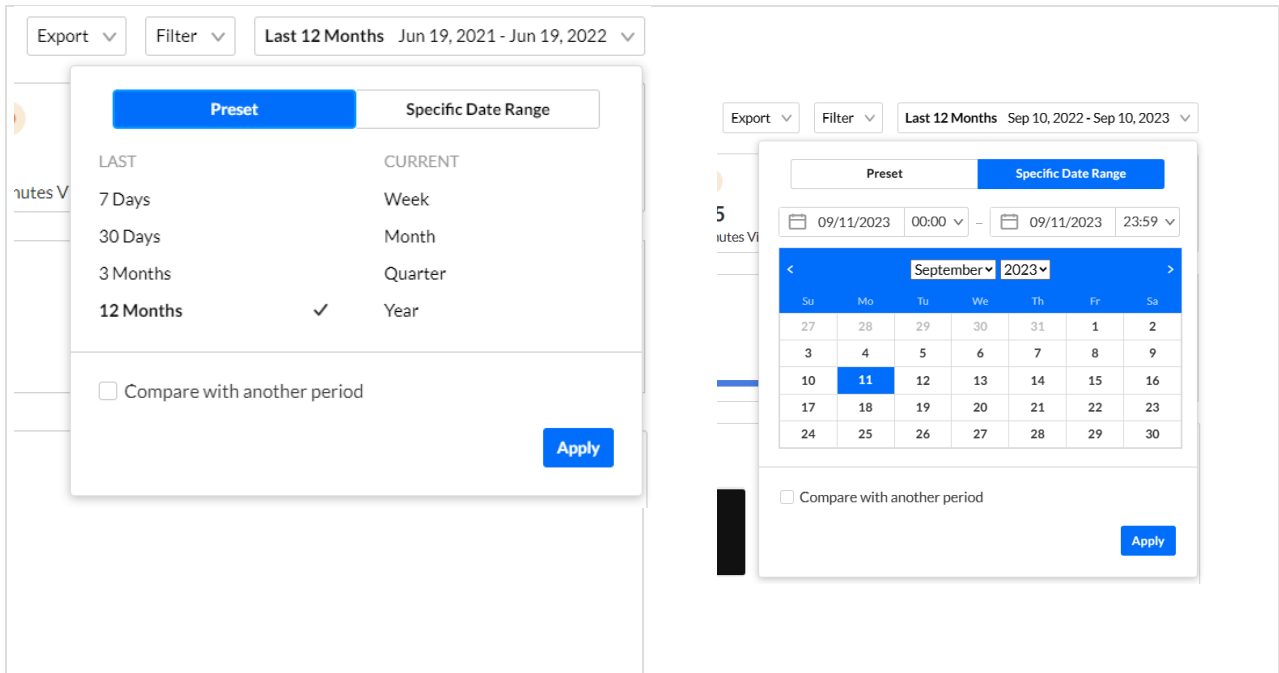


The User Analytics page displays.



The screenshot shows the 'Training Team' analytics page. On the left is a navigation sidebar for 'Sales Kick-off 2024' with categories like Overview, Event details, Branding, Event site editor, Registration, Agenda, Media, People, All users, Speakers, Moderators, Event team, Interactions, Analytics, Integrations, and Settings. The main content area has a header with 'Event site' and 'EP Training Team'. Below the header are four key metrics: 26 Player Impressions, 6 Plays, 8.6 Minutes Viewed, and 8.3% Avg. Completion Rate. There are also sections for 'Top Location' (Qiryat Gat, HaDarom, Israel) and 'Most Used Devices' (100% Desktop). At the bottom, 'Last Played Entries' are shown, including 'Evening DIY Webcast' and 'Danny's DIY Webcast'. A date range filter at the top right is set to 'Last 12 Months' (Jan 4, 2022 - Jan 4, 2023).

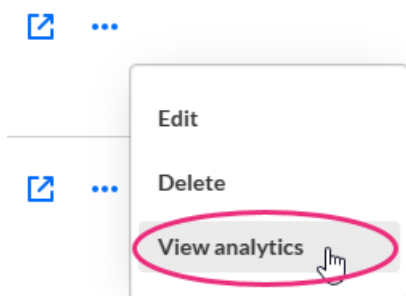
2. Click the third pull-down menu on the right side of the page (**Last 12 Months**) and choose from a Preset list or a Specific Date Range.



I am a team member who created the event (AKA "Event Organizer"). Why can't I see the real time dashboard data?

Real-time analytics are available on your live session during the session and data is saved for 7 days after the broadcast. As a best practice, make sure to export data and save it locally during this time frame.

1. Navigate to the Session Analytics page; from the Event page, click Agenda tab then click the three blue dots to the right of the session and choose View analytics.



The Session Analytics page displays.

← All
Event site Patrick Lorimer ▾

Sales Kick-off 2024

- Overview
- Event details
- Branding
- Event site editor
- Registration
- Agenda
- Media
- People >
- Interactions >
- Analytics >
- Integrations
- Settings

Employee awards ceremony

[Back to Agenda](#) [Real Time Dashboard](#) [Download report](#)

Unique viewers [Export report](#)

2,008

Live 972

Recordings 1,036

Avg. minutes viewed

32:44

Live 34:01

Recordings 31:10

Live engagement

82% Live avg. engagement rate

31% Sent live reactions


Recordings plays [See more](#)

6,554


August 3, 2022 Today

Scheduled session

▼ Roger



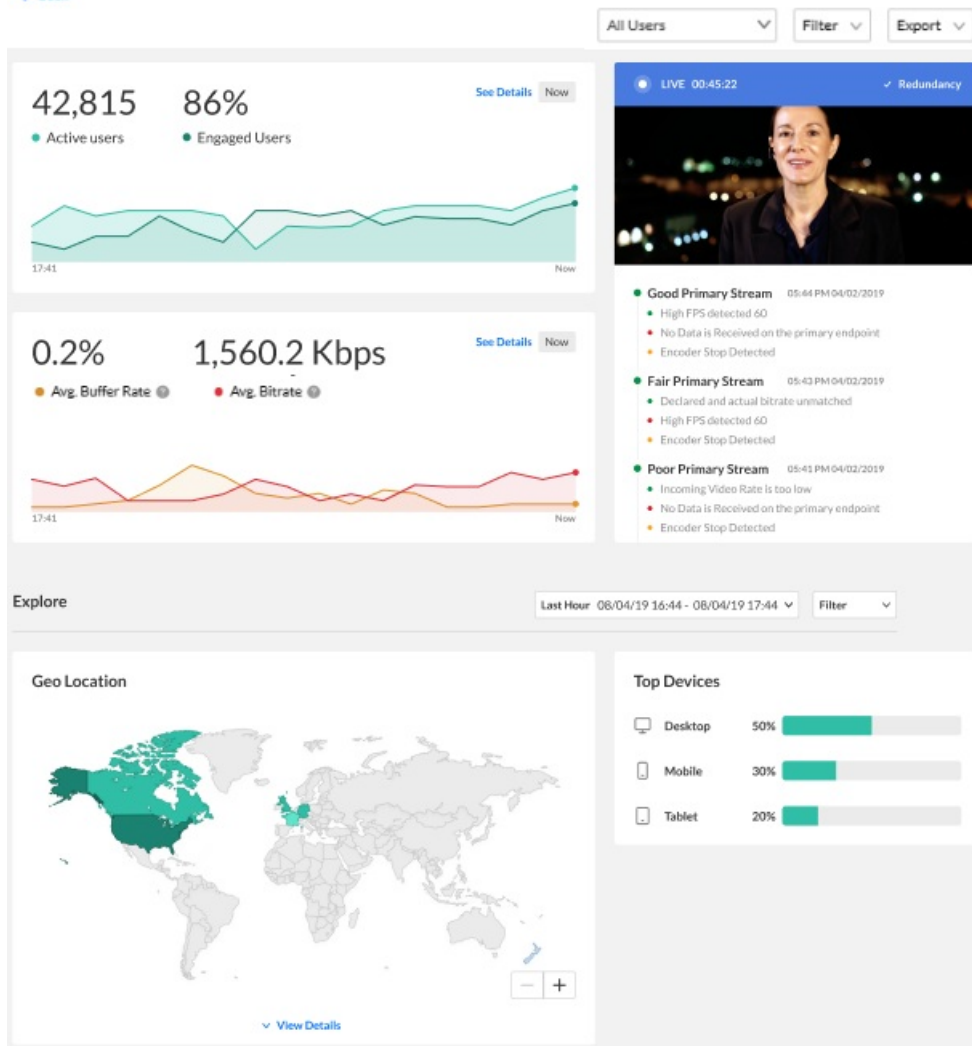
▼ Helen



2. Click Real Time Dashboard. The Real Time Dashboard displays.

LIVE webcast event

[Back](#)



3. Click the Export pull-down menu, choose your report, then click **Export Reports**.