

## Passcode - User Guide

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

 This article is designated for all users.

### About

This guide explains how users with the necessary permissions can add a passcode to an entry in the Video Portal. Once set, users will need the passcode to view **Public** or **unlisted** entries. **Private** entries will require both the passcode and user authentication to view.



This guide is for Theming & non-Theming users.



This module is designed specifically for VOD entries and does not support live entries.



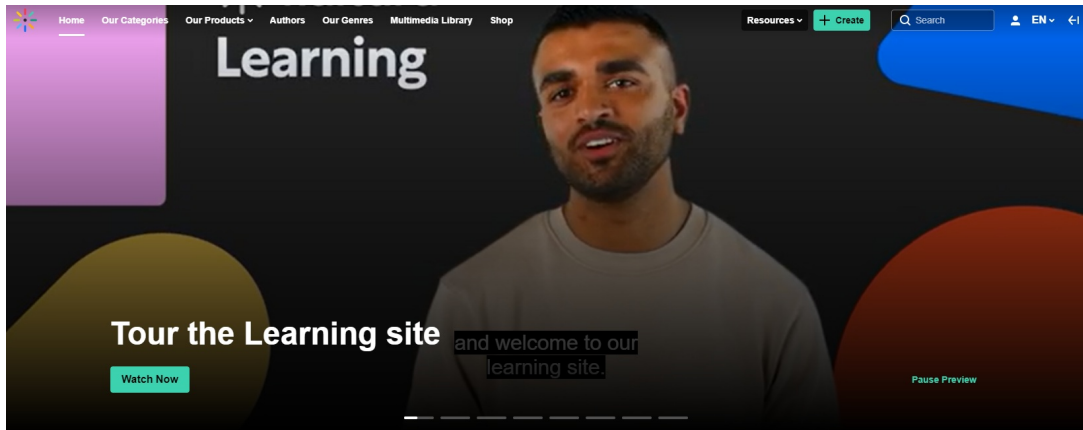
For technical support, contact Kaltura Customer Care. For all other inquiries, reach out to your Customer Success Manager.

### Set passcode

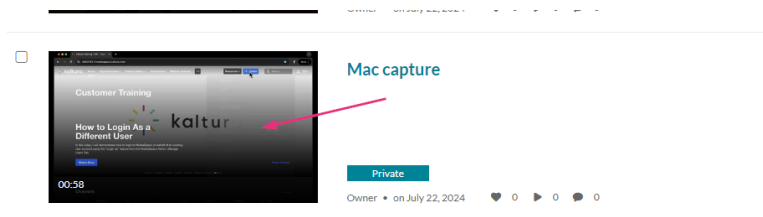
#### Theming users

1. Log into your [Video Portal](#). If you need help, follow the instructions in our article [Log into your Video Portal](#).

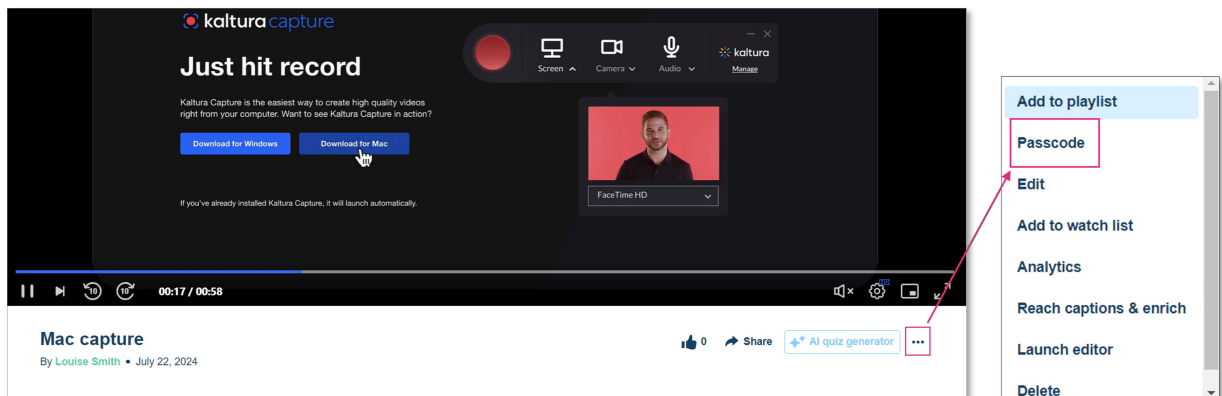
The Video Portal homepage displays.



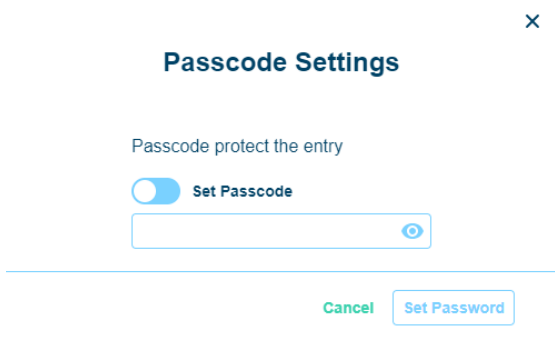
2. Click on the thumbnail of the desired media entry.



3. Click the **three dots menu** and choose **Passcode** from the drop-down list.

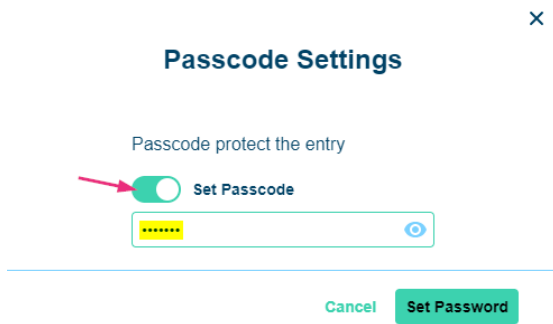


The **Passcode Settings** box displays.



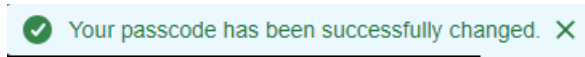
4. Click the toggle to switch it to the 'on' position (green).

5. Enter a password.



6. Click **Set Password**.

A success message displays: *Your passcode has been successfully set.*

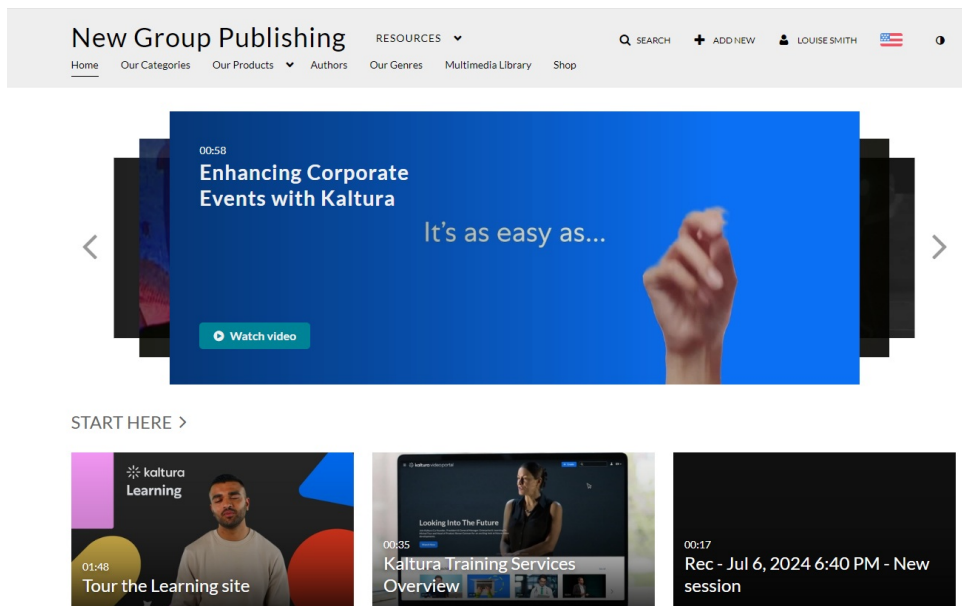


Click the eyeball icon to view your passcode at any time.

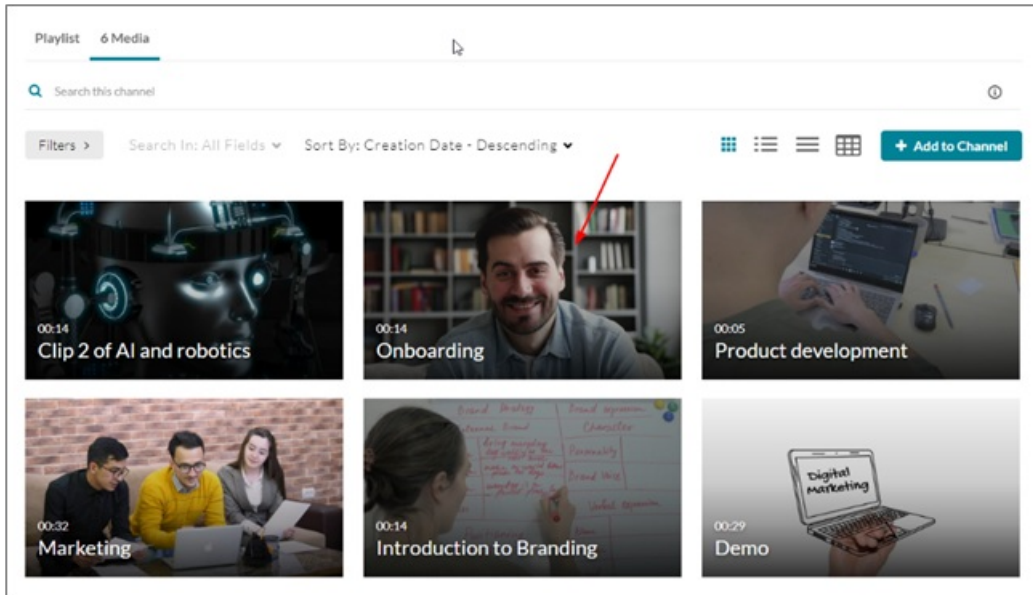
## Non-Theming users

1. Log into your Video Portal. If you need help, follow the instructions in our article [Log into your Video Portal](#).

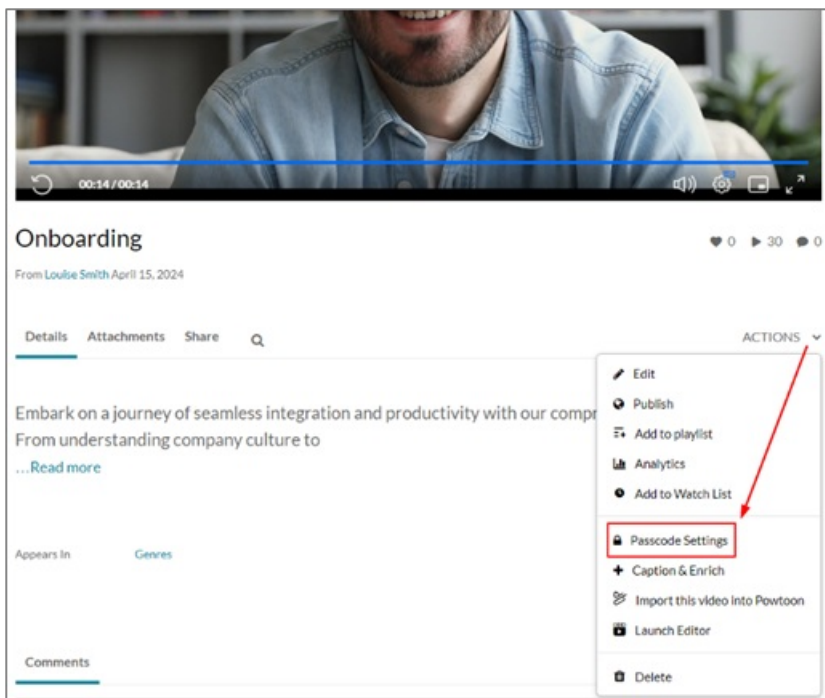
The Video Portal homepage displays.



2. Click on the thumbnail of the desired media entry.



3. Click the **Actions** menu and choose **Passcode Settings** from the drop-down list.



4. Check the box next to “Passcode protect the entry” to enable a passcode, then enter your desired password.



5. Click **Set Passcode**.

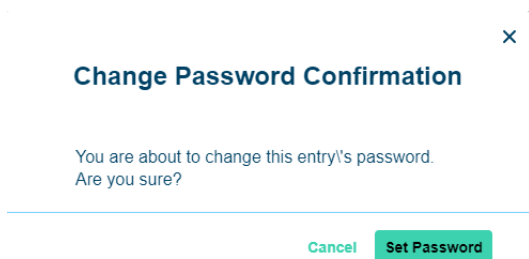
A success message displays: *Passcode was set successfully.*

Click the eyeball icon to view your passcode at any time.

## Unset passcode

### Theming users

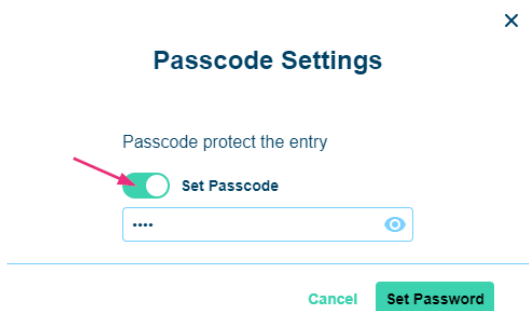
1. To unset the passcode, follow steps [1-2 above](#).
2. The **Change Password Confirmation** box displays.



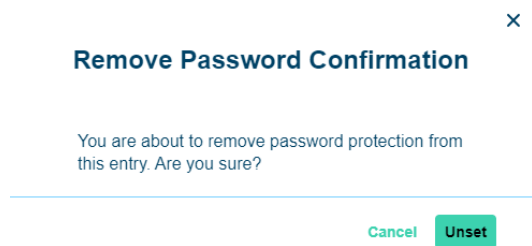
3. Click **Set Password**.

The **Passcode Settings** box displays.

4. Click the toggle to turn it to the 'off' position.

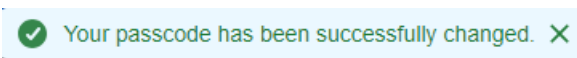


The **Remove Password Confirmation** box displays.



5. Click **Unset**.

A success message displays: *Your passcode has been successfully changed.*



## Non-Theming users

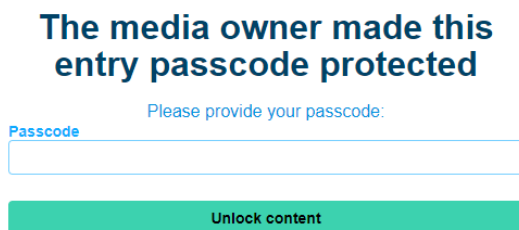
To unset the passcode, simply uncheck the box next to “Passcode protect the entry” (see [step 3 above](#)).

A confirmation message displays: *You are about to remove password protection from this entry. Are you sure?*

## User experience

### Theming users

When unauthorized users try to access media protected by a passcode, they'll see the following screen:



### Non-Theming users

When unauthorized users try to access media protected by a passcode, they'll see the following screen:

### The media owner made this entry passcode protected

Please provide your passcode:



This document is maintained by Kaltura's Professional Services team. Please send comments or corrections to your Customer Success Manager. Ask them to forward it to the Professional Services team. We are committed to improving our documentation and your feedback is appreciated.