


## Passcode - User Guide


Last Modified on 09/11/2024 6:56 pm 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.

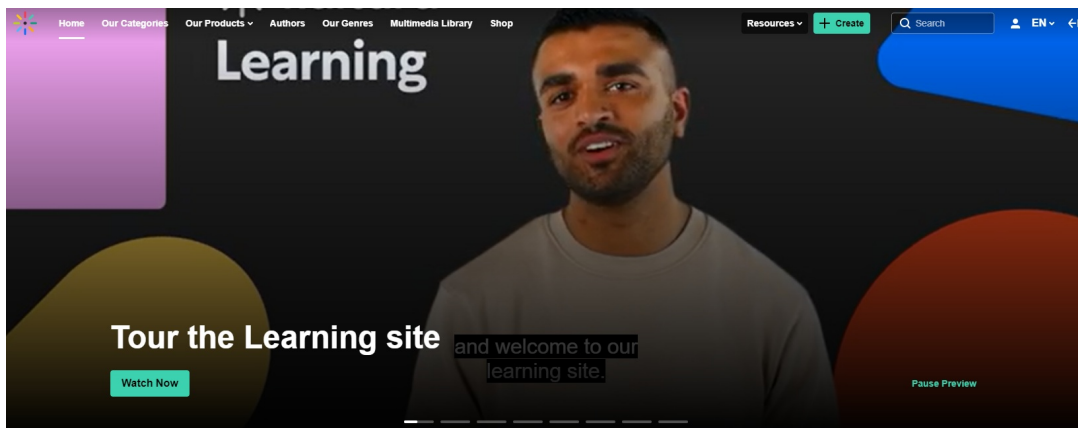
 For technical support, contact Kaltura Customer Care. For all other inquiries, reach out to your Customer Success Manager.

### Set passcode

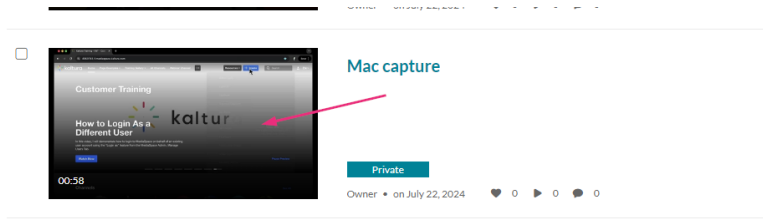
#### Theming users

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

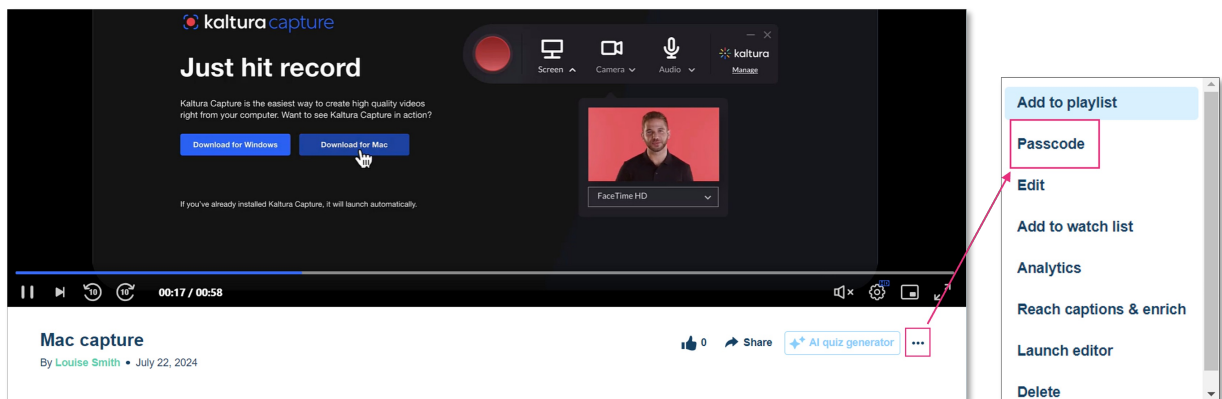
The video portal homepage displays.



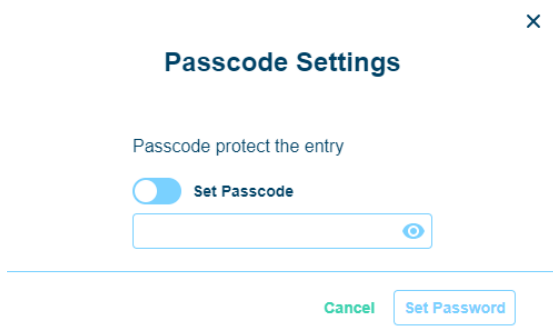
2. Click on the thumbnail of the desired media entry.



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

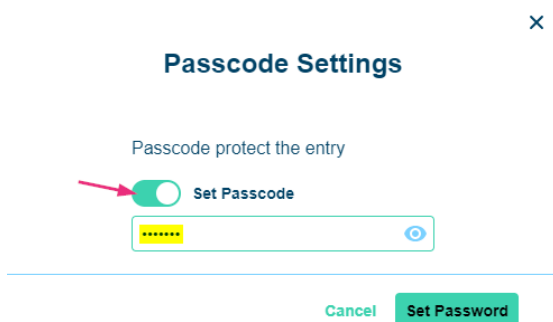


The **Passcode Settings** box displays.



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.*

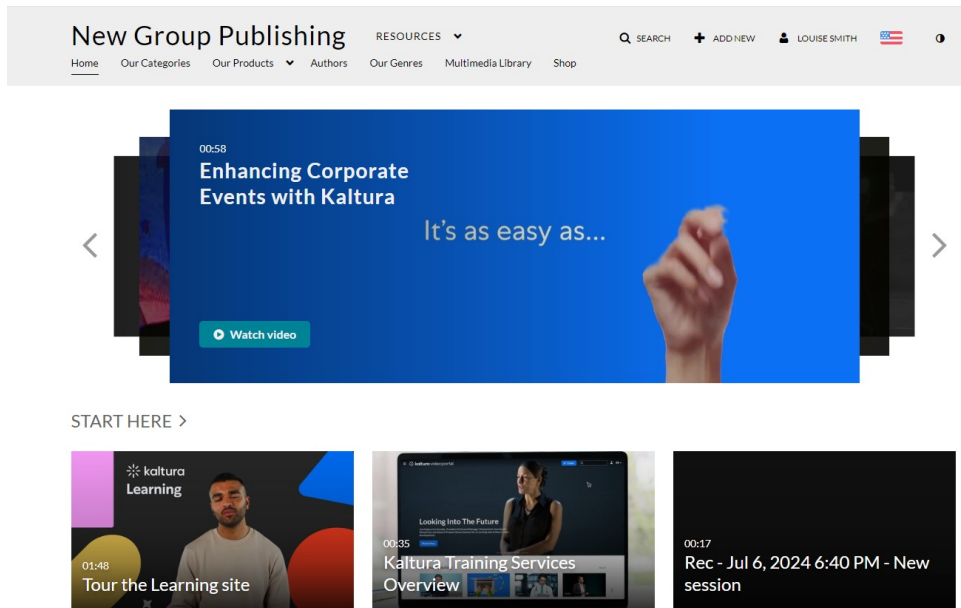
✔ Your passcode has been successfully changed. ✕

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

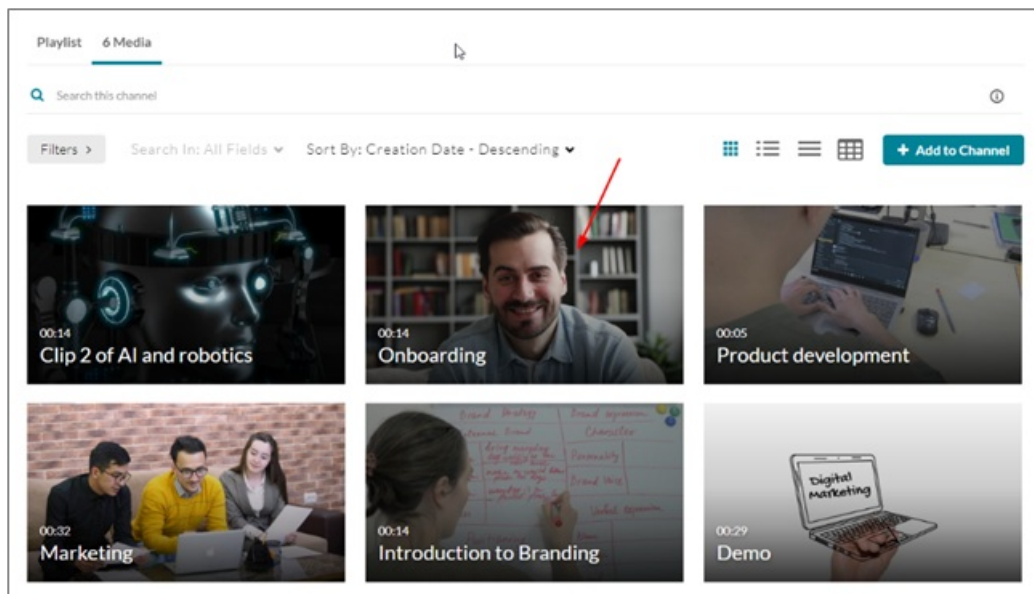
## Non-Theming users

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

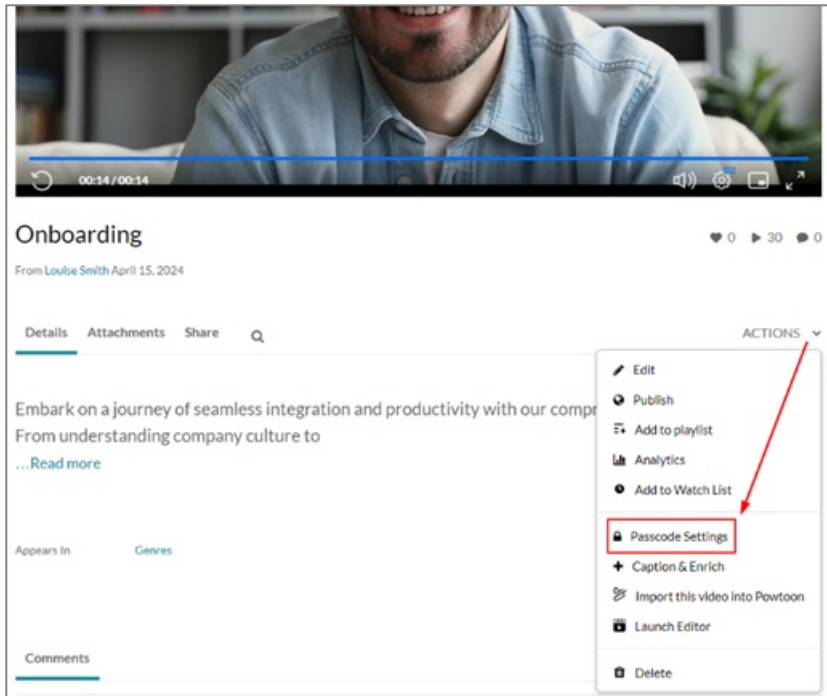
The video portal homepage displays.



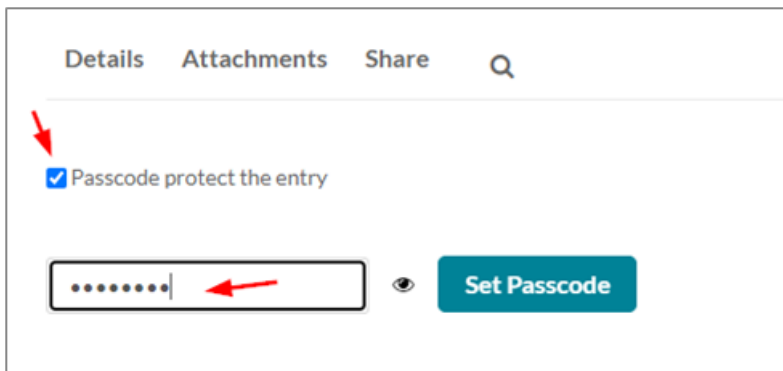
2. Click on the thumbnail of the desired media entry.




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.



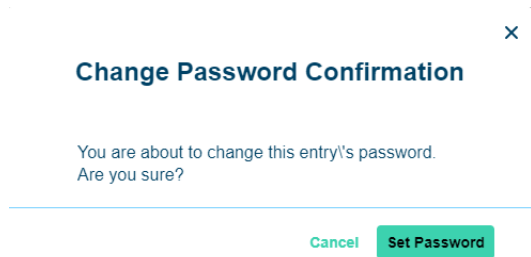
5. Click **Set Passcode**.  
A success message displays: *Passcode was set successfully.*

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

## Unset passcode

### Theming users

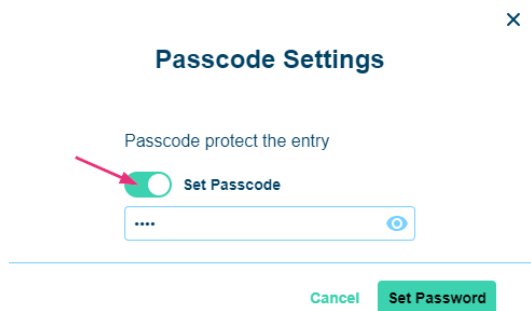
1. To unset the passcode, follow steps [1-2 above](#).
2. The **Change Password Confirmation** box displays.



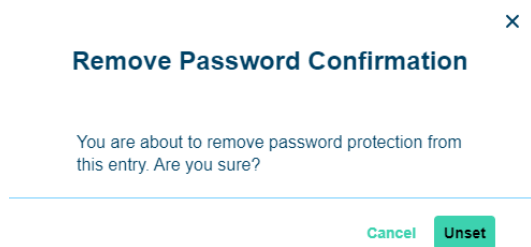
3. Click **Set Password**.

The **Passcode Settings** box displays.

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

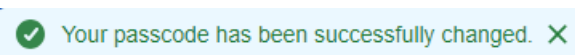


The **Remove Password Confirmation** box displays.



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:

**The media owner made this entry passcode protected**

Please provide your passcode:

Passcode

**Unlock content**

## 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:

Enter passcode  **Submit**

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