

Remove users

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 This article is designated for all users.

About

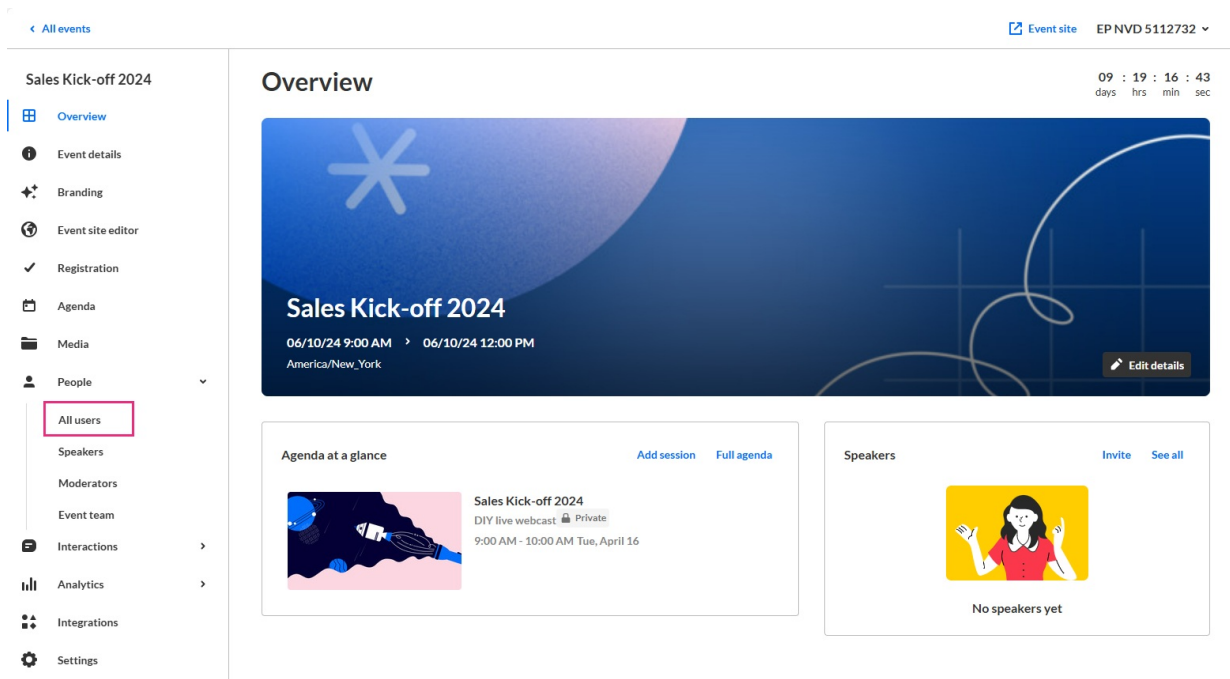
Event organizers have the option of removing an attendee from an event via the All users page, but in order to *completely delete a user from the system*, Event organizers must create a technical support case, providing certain details on the user they would like to delete.

This is because users in the Kaltura system are identified by their email and an external ID. Kaltura applications handle users as "shared" or "non-shared" users. When a "shared" user is deleted, the user and all the user's data is removed from *all* applications, because "Shared" users have the same user ID across different event accounts.

This article walks you through removing an attendee via the All users page, then creating a technical support case to completely delete user from the system.

Remove an attendee from an event via the All users page

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



The All users page displays.

← All events Event site Patrick Lorimer

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- Overview
- Event details
- Branding
- Event site editor
- Registration
- Agenda
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- Speakers
- Moderators
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All users

Manage, track and invite attendees, moderators, and speakers to your event.

All roles
255 Users
Bulk Invite Invite

User details	Email	Event role	Registration type	Status	Creation date	
Eric Grant	eric.grant@kaltura.com	Event manager, Speaker, Moderator	Registration	Blocked from chat	10/09/21	⋮
Lori Hattaway	lori.hattaway@kaltura.com	Moderator	Registration	Registered	10/09/21	⋮
Ella Williams	ella.williams@kaltura.com	Attendee	Registration	Attended	10/09/21	⋮
Julie Davis	julie.davis@kaltura.com	Attendee	Registration	Attended	10/09/21	⋮
James Li	james.li@kaltura.com	Event manager, Moderator	Registration	Unregistered	10/09/21	⋮
Adele Laurelton	adele.laurelton@kaltura.com	Speaker	Registration	Invited	10/09/21	⋮
Liam Gibson	liam.gibson@kaltura.com	Attendee	Registration	Invited	10/09/21	⋮
Sandra Sullivan	sandra.sullivan@kaltura.com	Attendee	Registration	Blocked	10/09/21	⋮

2. Click the three blue dots to the right of Creation date, then choose Remove.

Registration	● Registered	10/09/21	⋮
Registration	● Participated		
Registration	● Confirmed		
Registration	● Invited		

Edit

Re-send email ⓘ

View analytics

Remove

You are asked to confirm your action.

Remove from event

Sam Jones will no longer have access to the event site. Are you sure you want to proceed?

Cancel
Remove

3. Click **Remove** to confirm or **Cancel** to exit.



Create a technical support case to completely delete user from the system

See [Create a new case via the Kaltura Customer Portal](#).

You must provide the following information as part of the new case:

- Username with full name
- Email
- Notation that the user was created in Events

[template("cat-subscribe")]
