

Remove an attendee from an event via the All users page

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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.



The screens shown here represent a multi-session event. The same actions apply when working with single session.

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.

← All
Event site Patrick Lorimer ▾

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 - Moderators
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- Interactions >
- Analytics >
- Integrations
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Overview

21 : 04 : 16 : 54
days hrs min sec

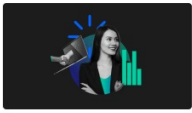
Virtually live!

2/2/22 10:00 AM > 2/2/22 4:30 PM
EST (GMT-5)


It's no surprise that virtual events have prevailed over all other forms of business get-togethers since Covid-19 entered our lives. At Kaltura, we spent the past year videofying events, transforming the conventional into the extrao...

Agenda at a glance


Add session Full agenda



Opening Keynote
Live webcast Published
10:00 AM - 10:30 AM Tue, February 02



Marketing for Gen-Z: The right way
Pre-recorded Published
10:00 AM - 10:30 AM Tue, February 02
LIVE




Knights in Marketing ArmorKnight...
Pre-recorded Published
10:00 AM - 10:30 AM Tue, February 02


3 more sessions

Speakers


Invite See all




Julian Lang
Director of Marketing Strategy, Kaltura
Registered




Celine Garnier
Content marketing specialist personalizat...
Registered



Laura Steven
Head of Global Campaigns, Kaltura
Registered



Brian Dennis
Director of Marketing, Kaltura
Registered



James Li
Digital Marketing Manager, Kaltura
Registered

The All users page displays.

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All users

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

All roles ▾
255 Users
Bulk Invite Invite

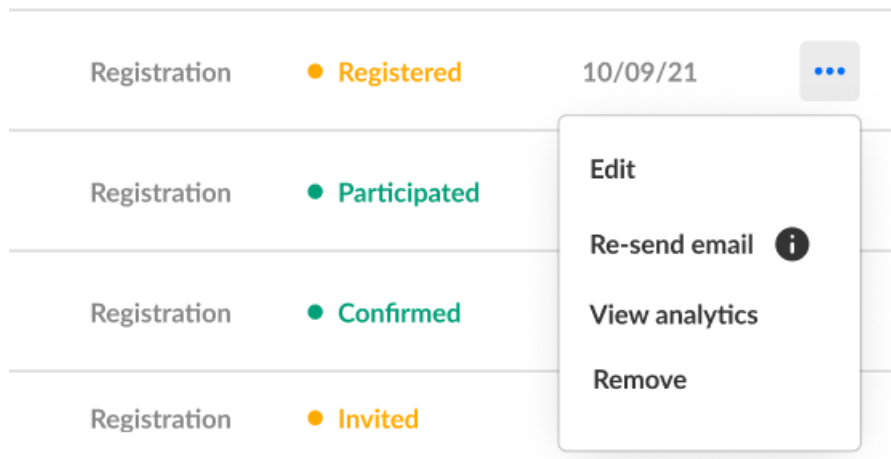
User details	Email	Event role	Registration type	Status	Creation date	
 Eric Grant	eric.grant@kaltura.com	Event manager, Speaker, Moderator	Registration	Blocked from chat	10/09/21	⋮
 Lori Hattaway	lori.hattaway@kaltura.com	Moderator	Registration	Registered	10/09/21	⋮
 Ella Williams	ella.williams@kaltura.com	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	⋮

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2. Click the three blue dots to the right of Creation date, then choose 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 Kaltura Virtual Events