


Virtual Event Registration - A guide for Tier One Support team members

Last Modified on 03/17/2025 5:00 pm IST

 This article is designated for tier one support team members

About

This article provides the information necessary for Tier 1 Event Support Team members to assist and ensure all users can complete the registration process and gain access to the event.

Herein, we will cover registration flows, including form, invite, and webhook registration; common issues and general information; how to information; errors; and the proper escalation method.



Your screens may differ slightly from those shown herein depending on the following:

1. Configurations made by the Admin/Event Organizer
2. The platform that you are using

Registration Flows

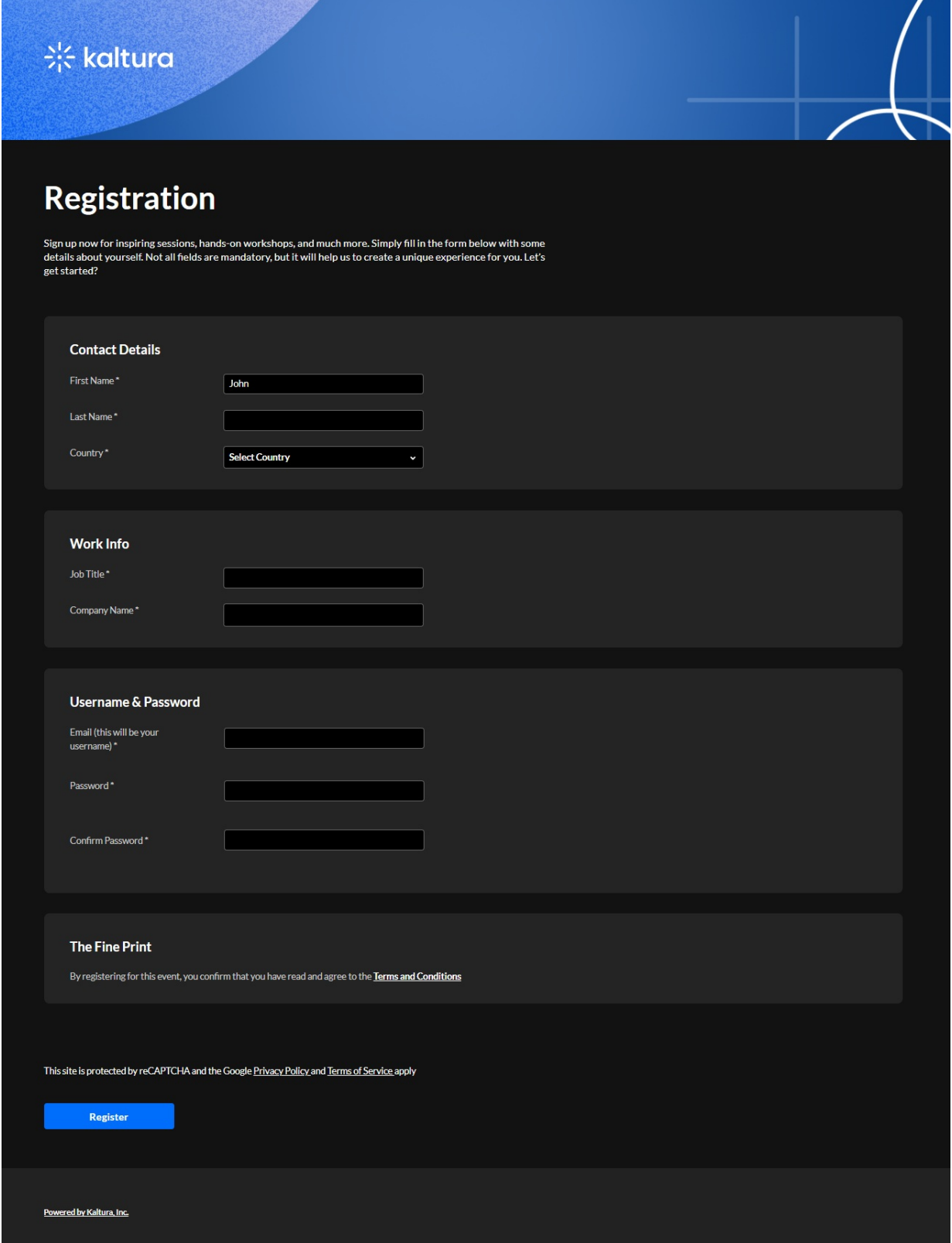
Form Registration

In this registration flow, the Admin/Event Organizer designed the registration form users are required to complete in order to officially register for the event. The Admin/Event Organizer published the registration for the event and a unique registration URL ("[event site URL]/register") was created containing the registration form. *In this scenario, users are navigating to the unique registration URL to complete their registration.*

Admin/Event Organizers who are creating a new event using a preset event template can choose how users will enter the event - with email and password or with a login link via email (AKA "Magic Link"). The event registration form differs slightly according to the method of login chosen.

Form Registration with email and password

1. The user accesses the unique registration URL.
The Registration form displays.



The screenshot shows a registration form on a dark background. At the top left, the Kaltura logo is displayed. Below it, the word "kaltura" is written in white. The main heading "Registration" is in large white font. A sub-heading explains the purpose of the form. The form is divided into four sections: "Contact Details", "Work Info", "Username & Password", and "The Fine Print". Each section contains input fields for user information. A blue "Register" button is at the bottom. A small text line at the bottom left of the form area mentions reCAPTCHA and Google policies. At the very bottom, it says "Powered by Kaltura, Inc."

Contact Details

First Name *

Last Name *

Country *

Work Info

Job Title *

Company Name *

Username & Password

Email (this will be your username) *

Password *

Confirm Password *

The Fine Print

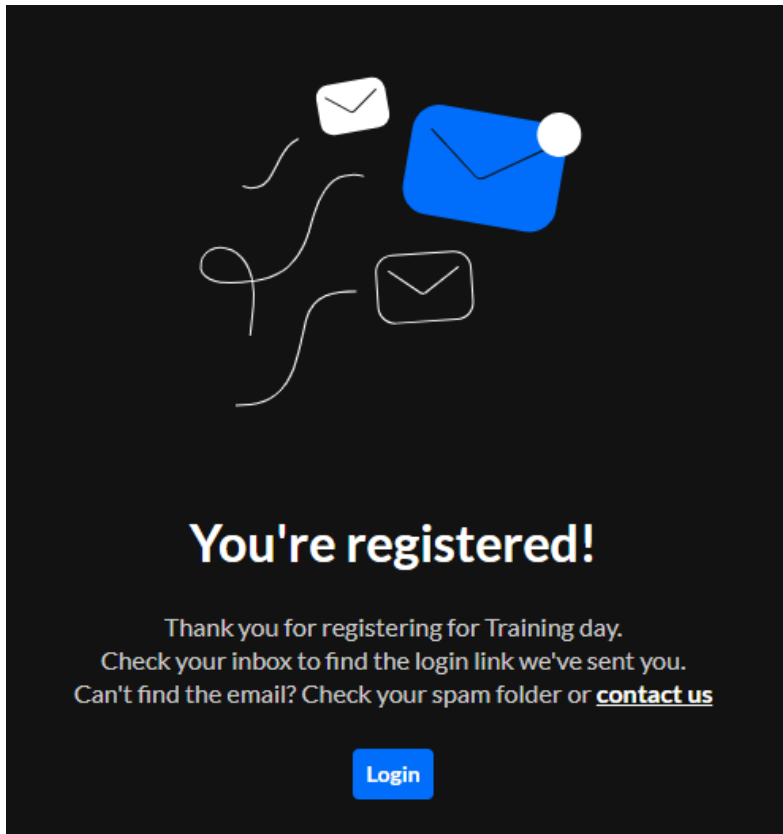
By registering for this event, you confirm that you have read and agree to the [Terms and Conditions](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply

Register

Powered by Kaltura, Inc.

2. The user types the required information (indicated with an asterisk). The user *is* required to set a password in this scenario.
3. When finished filling out the registration form, they click **Register***. A registration confirmation message displays.



4. The user can click **Login** to enter the event, and they are also sent a login link via email.



Jane, thanks for registering!

Hi Jane,

You have registered to Training day. We can't wait to see you participating in our valuable sessions and meet our inspiring speakers.

We look forward to seeing you on October 25th 2024, 2:00 pm America/New_York.

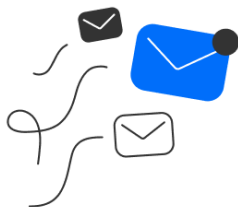
Want to explore more? Once you're logged in, visit the event site, it's all set and ready for you.

[Visit event site](#)

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[Privacy](#) | [Terms](#)

***NOTE:**

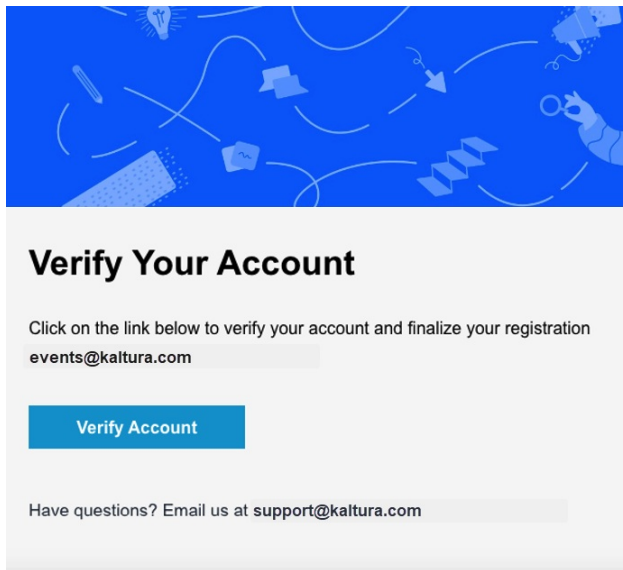
Depending on their event configuration, when the user clicks **Register**, they may be asked to check their inbox for a verification email so that they can complete the registration process. If you need to resend the verification email, see [here](#).



Almost done!

Please check your inbox for the verification Email.
If you did not receive any email, check your spam/promotion folder for an email with the subject "please verify your email".

The email they receive has a link to verify their account.



The user clicks **Verify Account**.

A registration confirmation message displays.

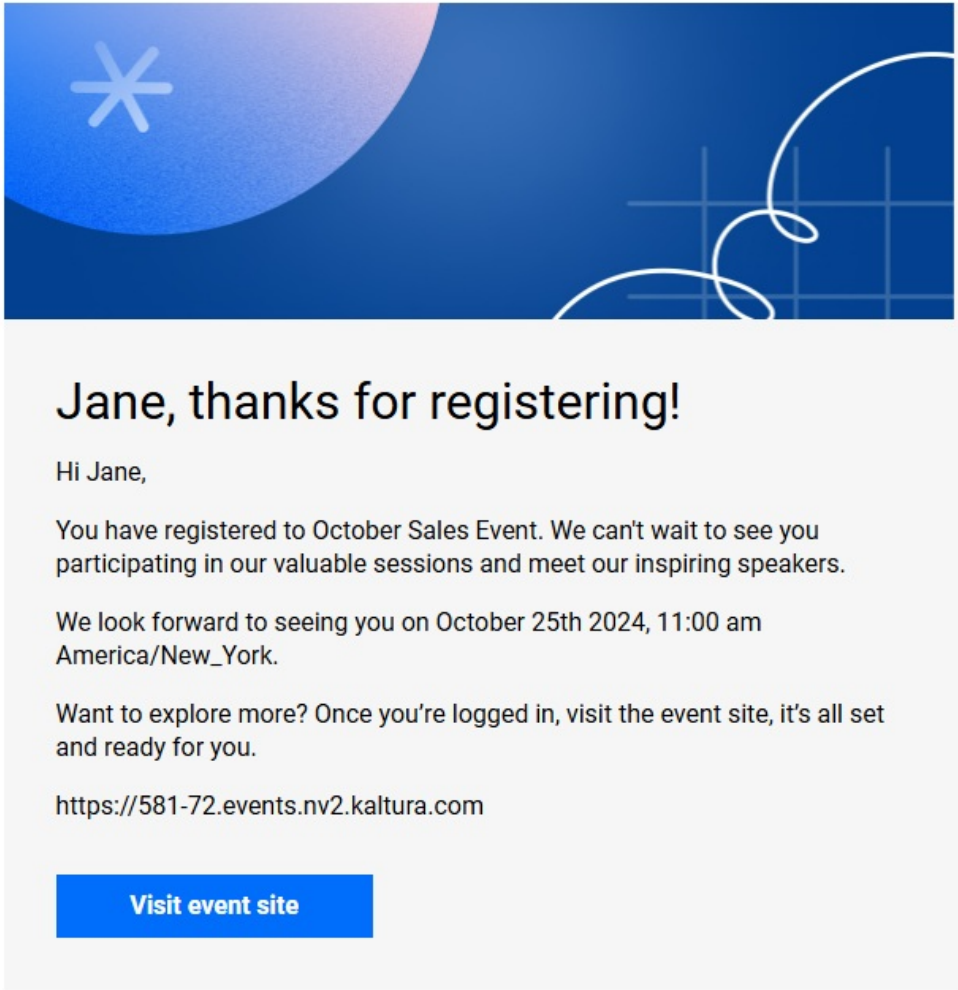


Registration complete

Thank you for registering to Kaltura.
Sign in using the email and password you set during registration.

[Sign In](#)

The user can click Sign In to enter the event, and they are also emailed a link to visit the event site.

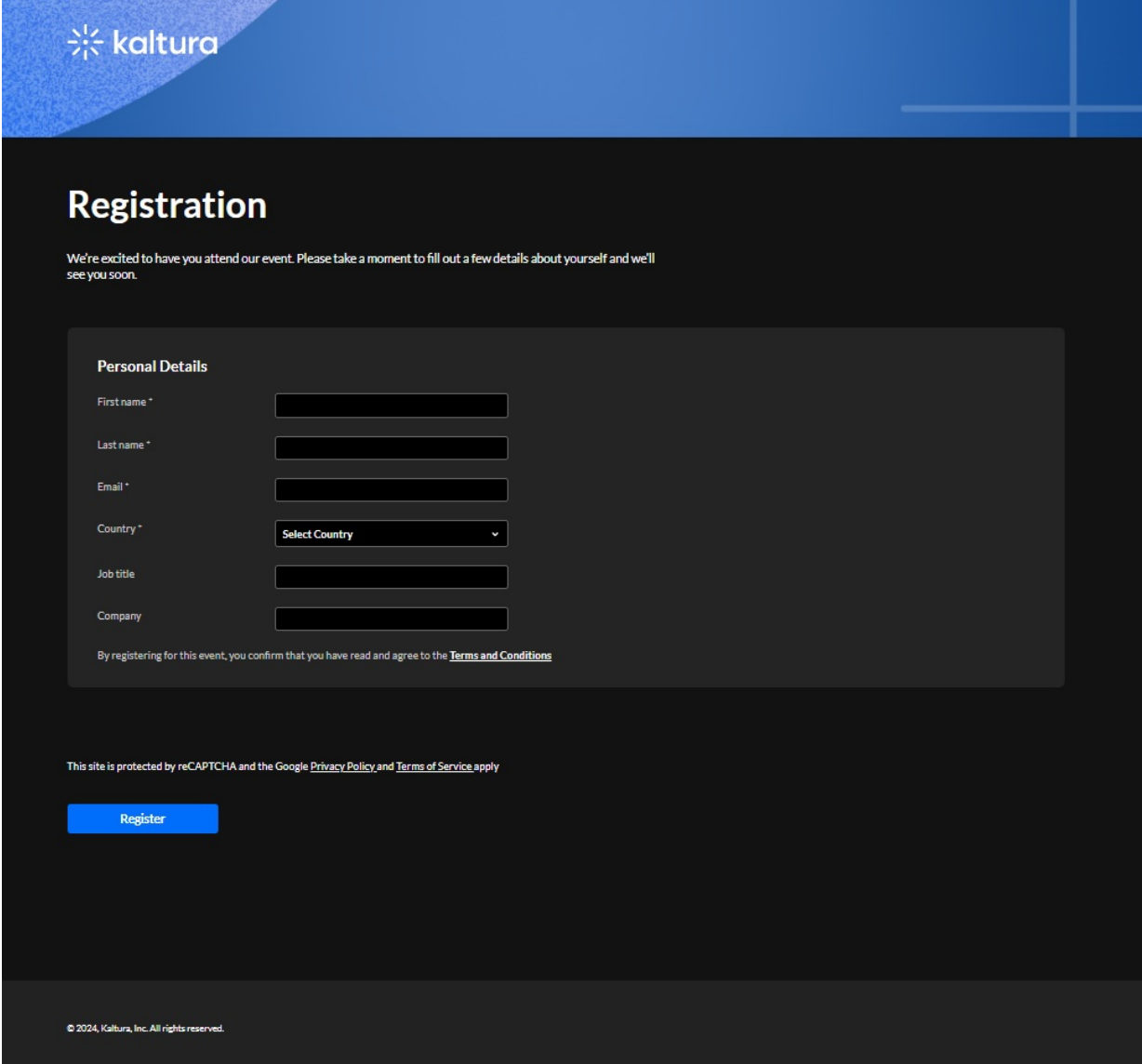


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They can click **Visit event site** to access the event site.

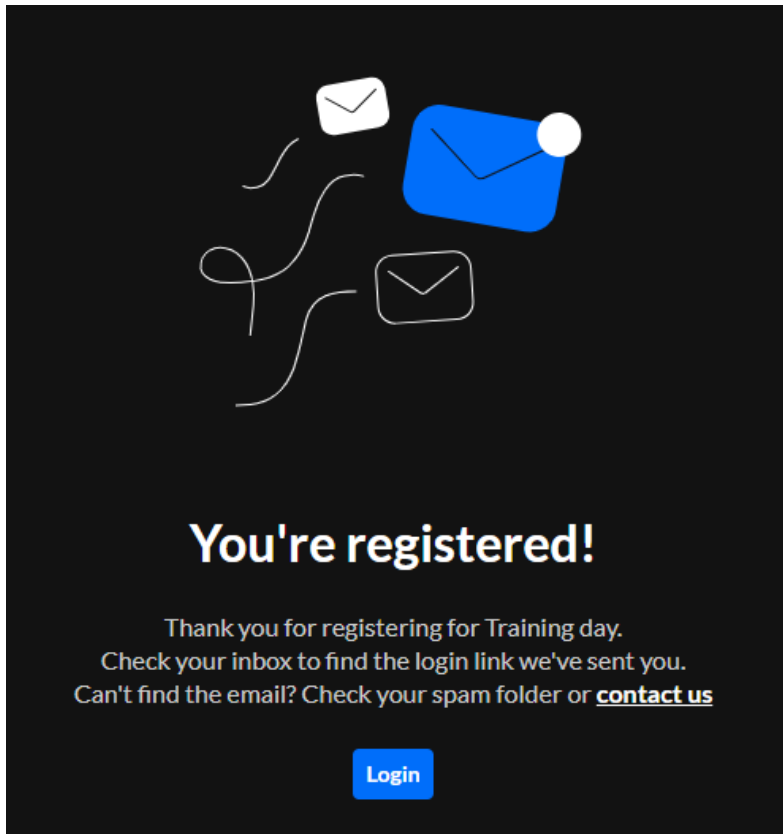
Form Registration with login link via email (AKA "Magic Link")

1. The user accesses the unique registration URL.
The Registration form displays.

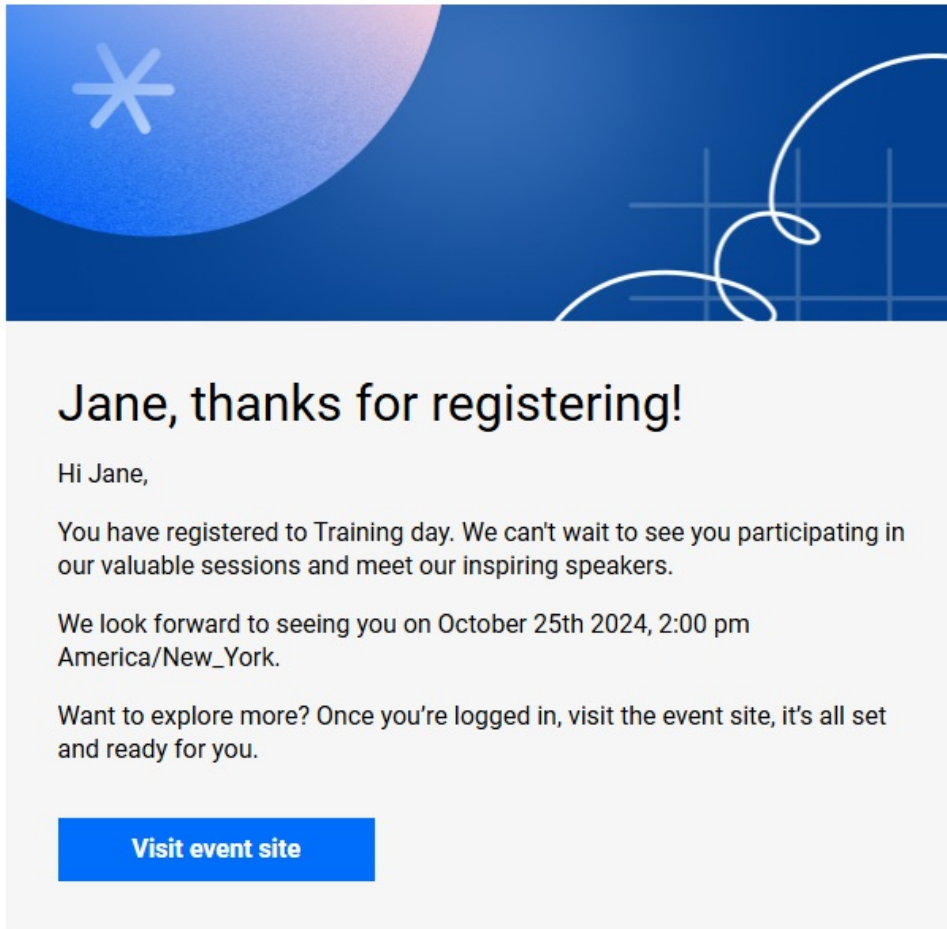


The screenshot shows a registration page for Kaltura. At the top, there is a blue header with the Kaltura logo and name. Below the header, the word "Registration" is displayed in a large, bold font. A short introductory message follows: "We're excited to have you attend our event. Please take a moment to fill out a few details about yourself and we'll see you soon." The main part of the page is a dark grey form titled "Personal Details". It contains several input fields: "First name *", "Last name *", "Email *", "Country *" (with a dropdown menu showing "Select Country"), "Job title", and "Company". Below these fields, a line of text states: "By registering for this event, you confirm that you have read and agree to the [Terms and Conditions](#)". At the bottom of the form area, there is a small note: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply". A prominent blue "Register" button is located below the form. The footer of the page contains the copyright notice: "© 2024, Kaltura, Inc. All rights reserved."

2. The user types the required information (indicated with an asterisk). With login link, the user *is not* required to set a password.
3. When finished filling out the registration form, they click **Register**. A registration confirmation message displays.



4. The user can click **Login** to enter the event, and they are also sent a login link via email.



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5. They can click **Visit event site** to access the event site.

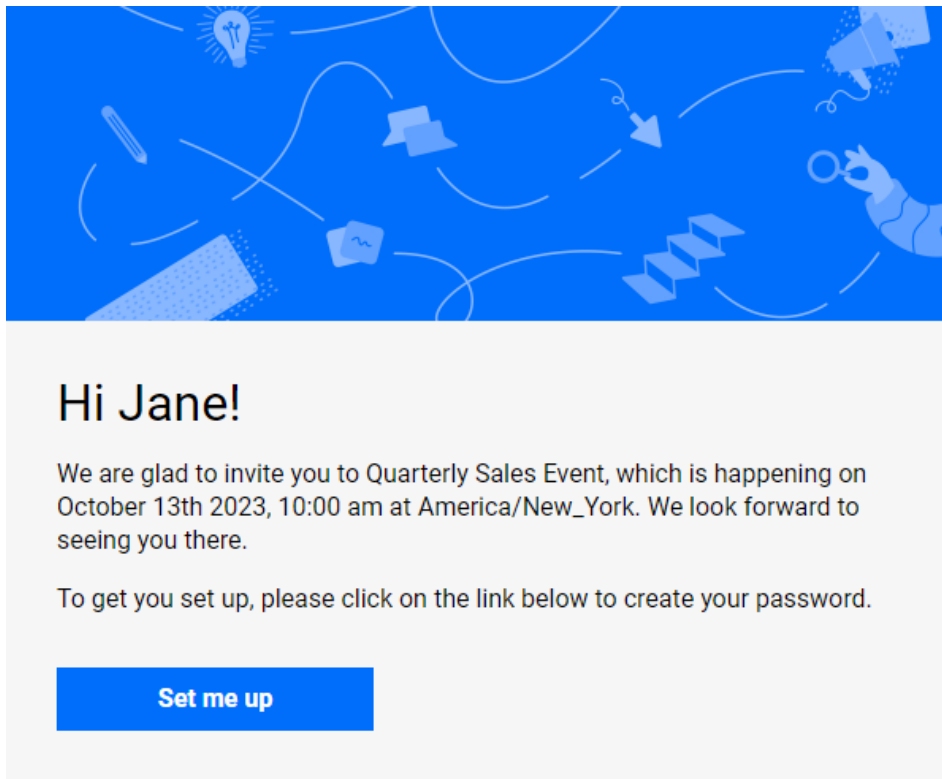
Invite Registration

In this registration flow, as with the Form Registration, the Admin/Event Organizer designed the registration form users are required to complete in order to officially register for the event. The Admin/Event Organizer published the registration for the event and a unique registration URL ("[\[event site URL\]/register](#)") was created containing the registration form. *In this scenario, the Admin/Event Organizer invites a user via email to complete the registration for the event.*

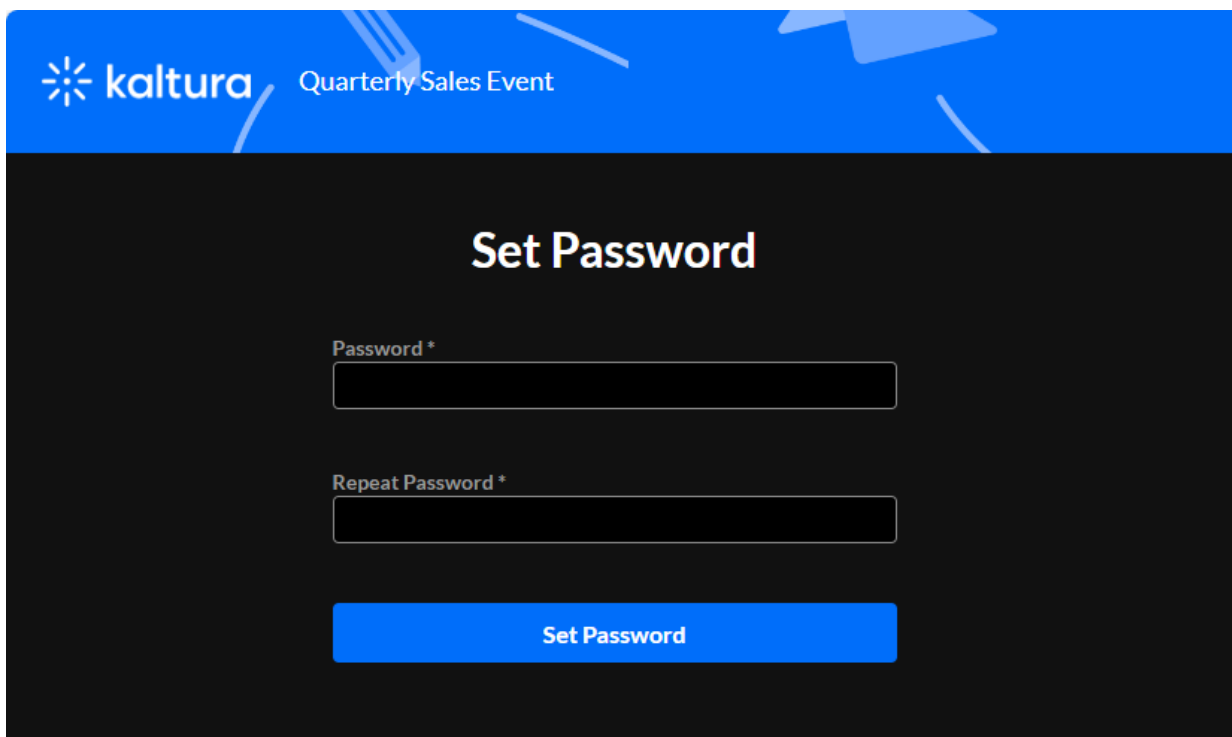
Just like with Form Registration, Admin/Event Organizers who are creating a new event using a preset event template can choose how users will enter the event - with email and password or a login link via email (AKA "Magic Link"). The event registration form differs slightly according to the method of login chosen.

Invite Registration with email and password

1. When a user is invited to an event with email and password, they receive an email prompting them to create a password.

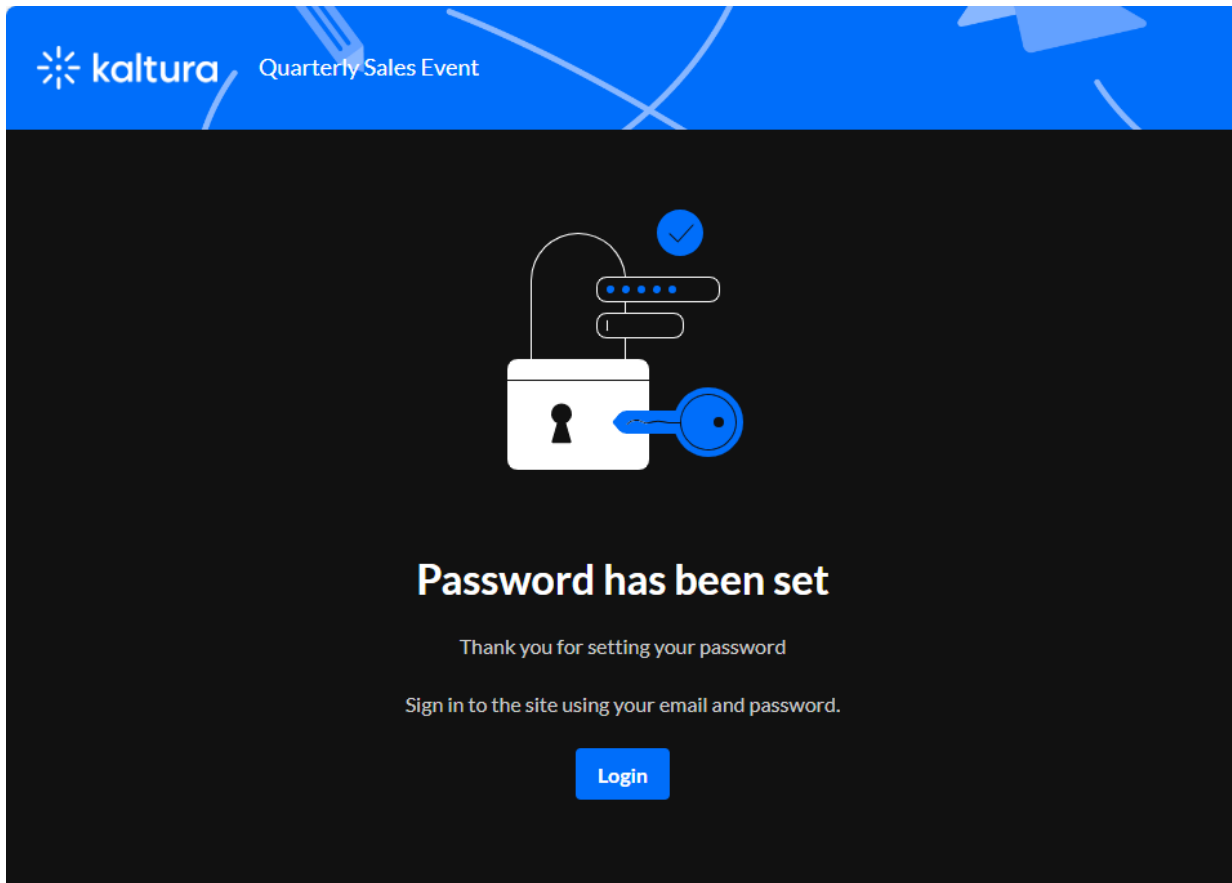


2. The user clicks **Set me up**.
The Set Password window displays.

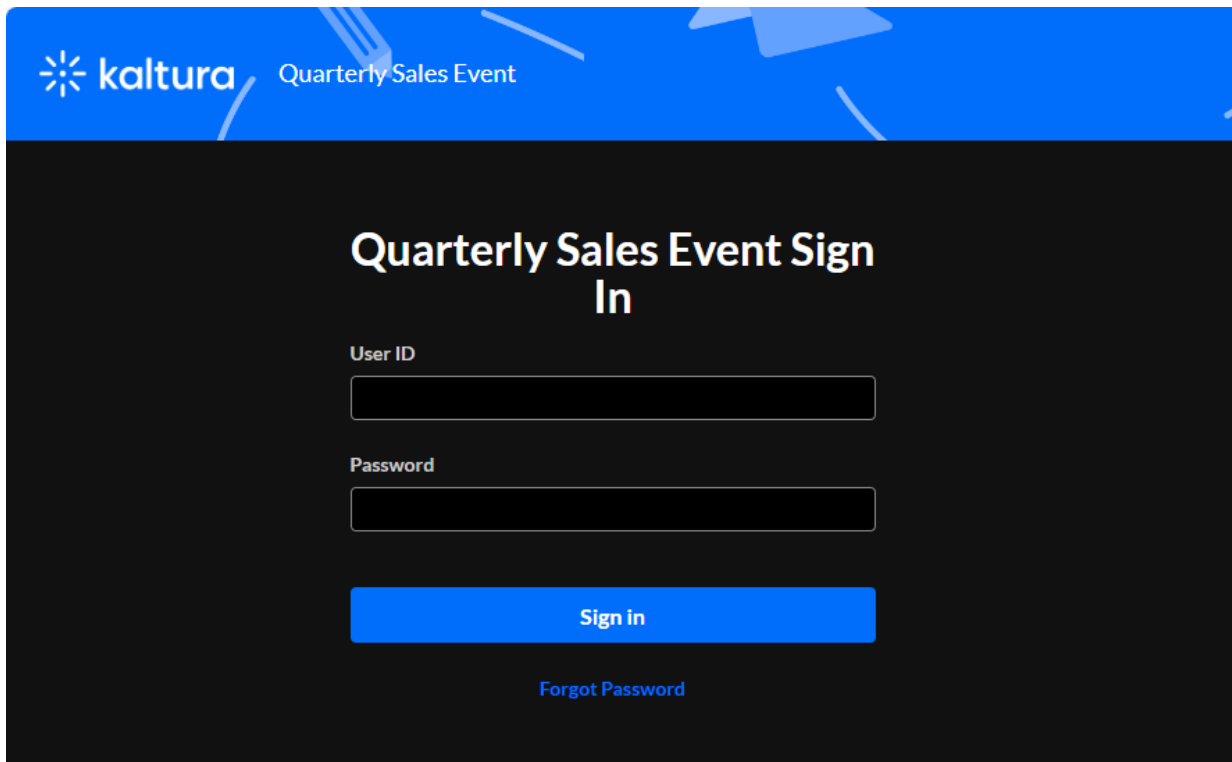


3. The user types a password in the Password field to meet password requirements.
4. The user types the password again in the Repeat Password field.

5. The user clicks **Set Password**. They receive notification that the password has been set and they are prompted to sign into the site using their email and password.



6. When the user clicks **Login**, the Login screen displays.

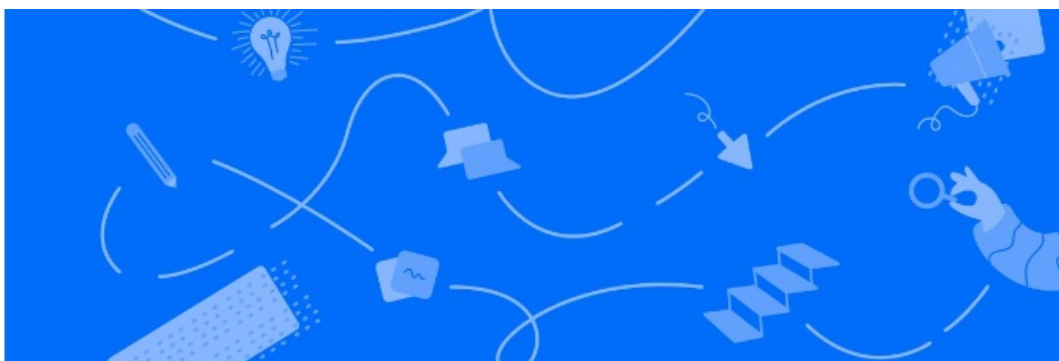


7. The user types their User ID (email address) in the User ID field.
8. The user types their password in the Password field.
9. When the user clicks **Sign In**, they are redirected to the event site.



Invite Registration with login link via email (AKA "Magic Link")

1. When a user is invited to an event with login link via email, they receive an email allowing them to access the site and register.



Hi Jane!

We are glad to invite you to Marketing Kick-off 2023, which is happening on August 14th 2023, 9:00 am at America/New_York.
We look forward to seeing you there.

To access the event site, please click on the link below.

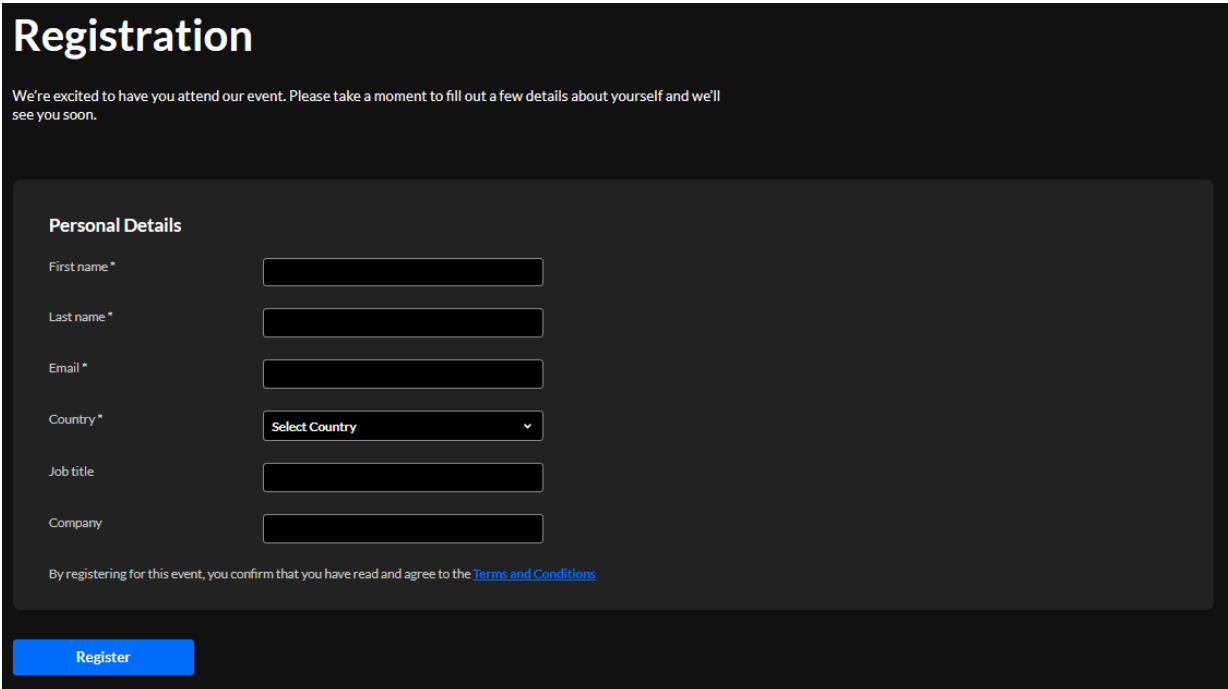
[Access site](#)

2. When the user clicks **Access site**, they arrive at the event site.



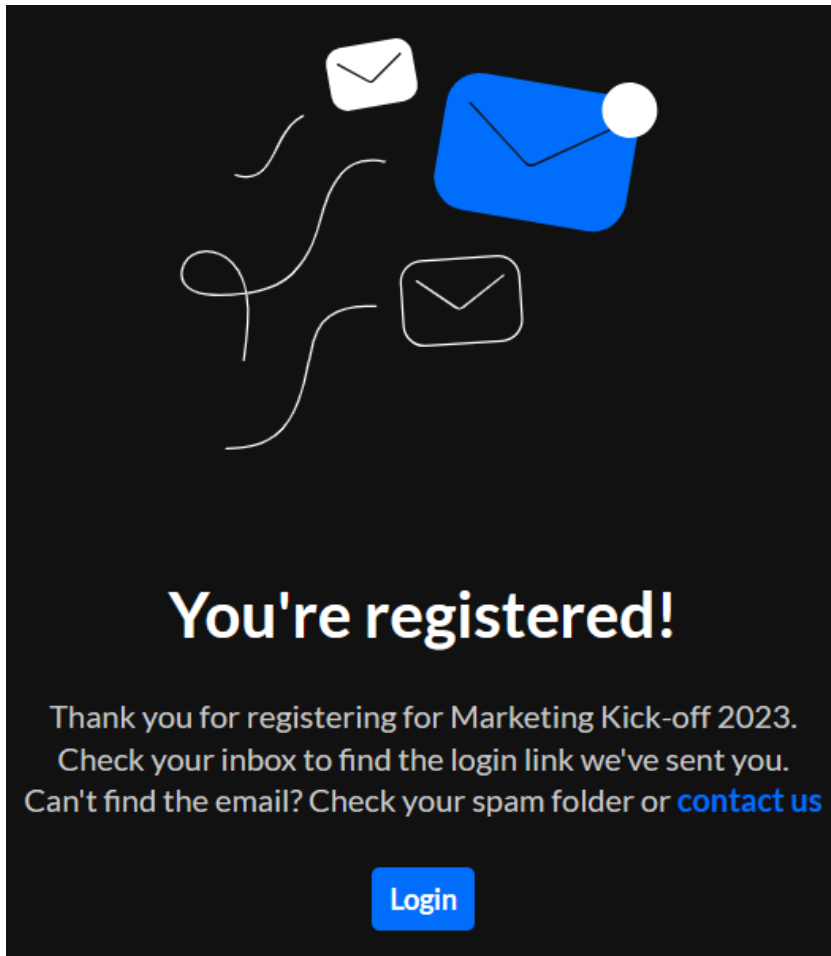
3. If registration has been published, the **Register** button displays on the event site. When the user clicks **Register**, they arrive at the Registration form.

4.

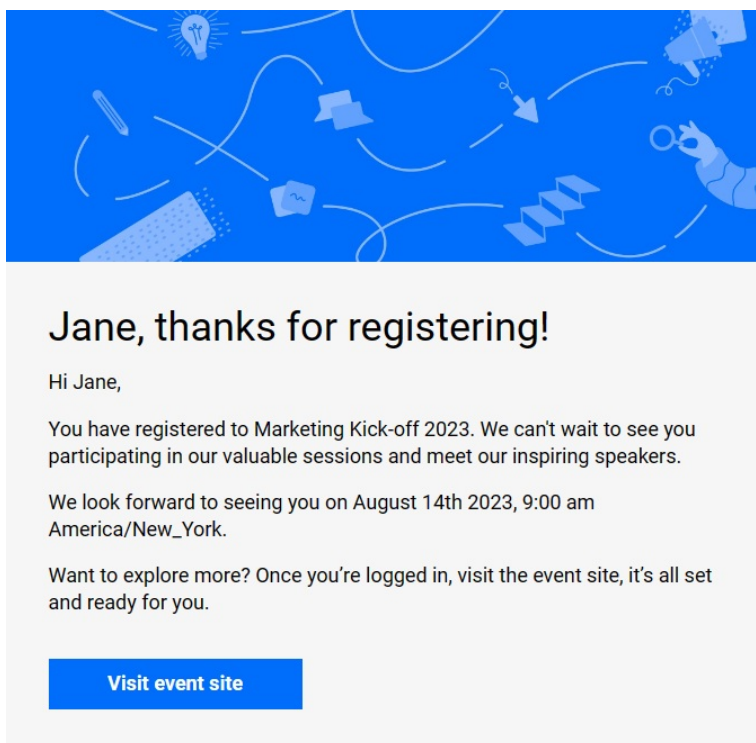
A screenshot of a registration form titled 'Registration' in a large, bold, white font. Below the title, a message reads: 'We're excited to have you attend our event. Please take a moment to fill out a few details about yourself and we'll see you soon.' The form is set against a dark background and contains several input fields under the heading 'Personal Details'. The fields are: 'First name *', 'Last name *', 'Email *', 'Country *' (with a dropdown menu showing 'Select Country'), 'Job title', and 'Company'. Each field is represented by a dark rectangular box. At the bottom of the form, there is a blue button with the word 'Register' in white. Below the button, a small line of text states: 'By registering for this event, you confirm that you have read and agree to the [Terms and Conditions](#)'.

The user types the required information (indicated with an asterisk). With login link, the user *is not* required to set a password.

5. When finished filling out the registration form, they click **Register**. A registration confirmation message displays.



6. The user can click **Login** to enter the event, and they are also sent a login link via email.

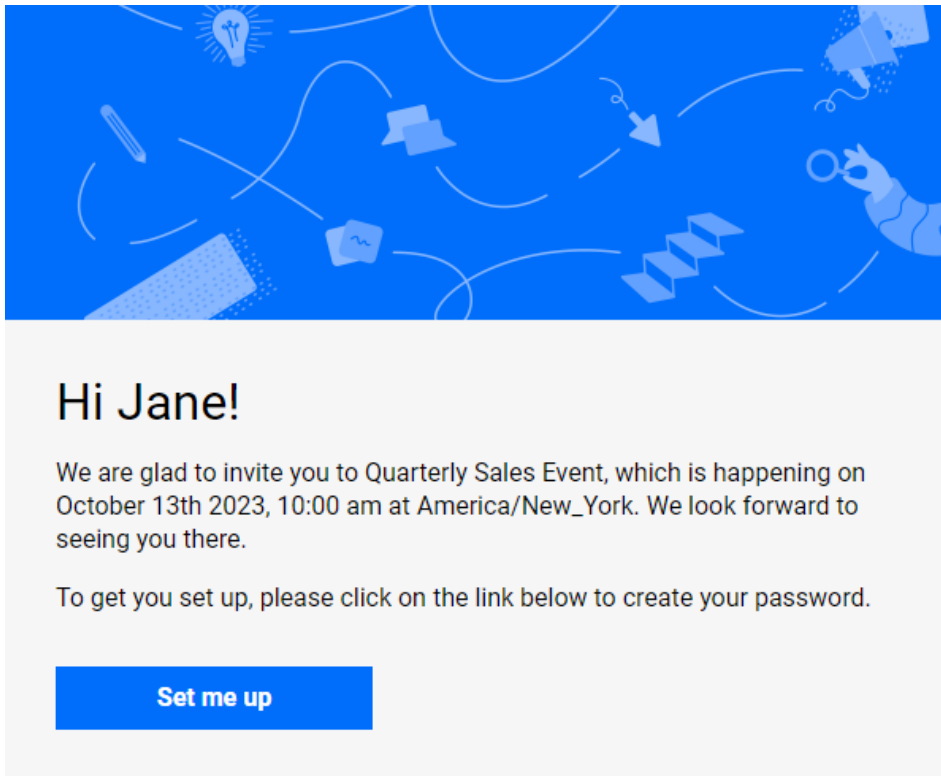


7. They can click **Visit event site** to access the event site.

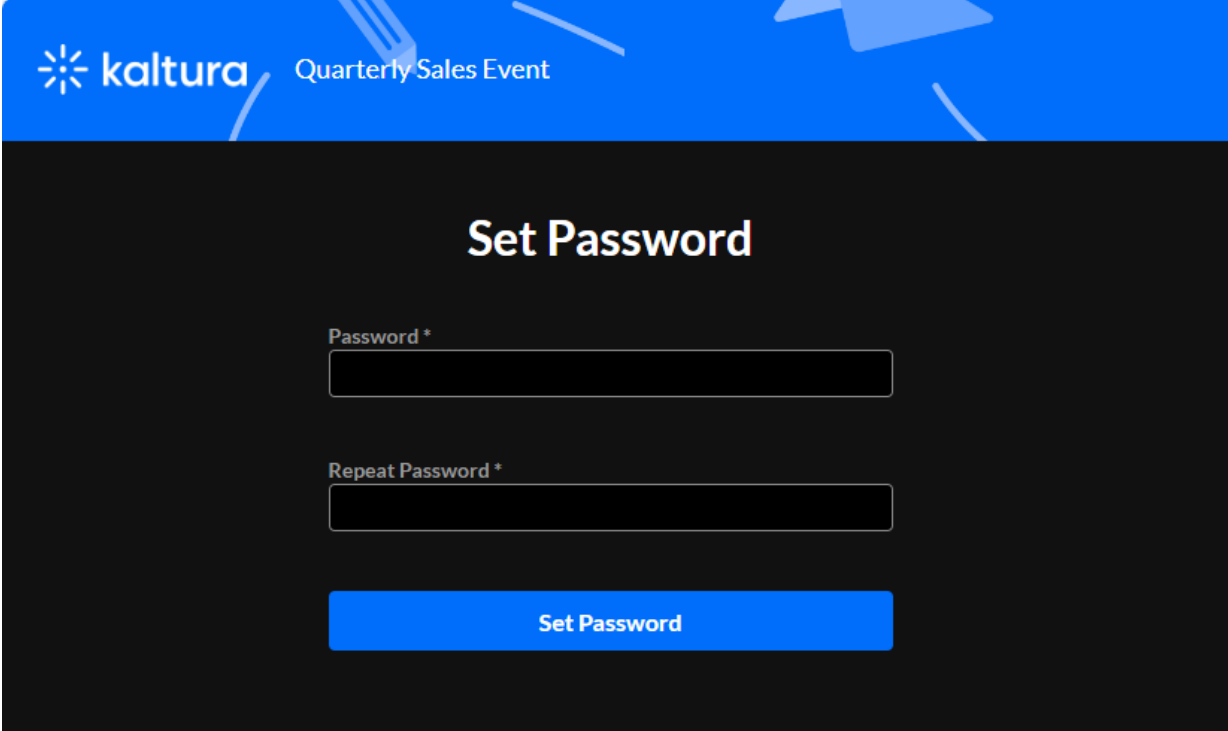
Webhook Registration


In this registration flow, Kaltura's registration form is embedded in social networks (LinkedIn, Facebook, etc.). *In this scenario, a user fills out the required registration details on the social media site, an integration webhook pushes that user data to Kaltura, and Kaltura sends them an email with a unique link to set their password.*

1. The user accesses the registration form embedded in the social media site, types the required information (indicated with an asterisk) into the form, and clicks **Submit**. An integration webhook pushes that user data to Kaltura.
2. The user receives an email with a unique link to set their password.



3. Once the user clicks **Set me up**, the Set password window displays.



 Quarterly Sales Event

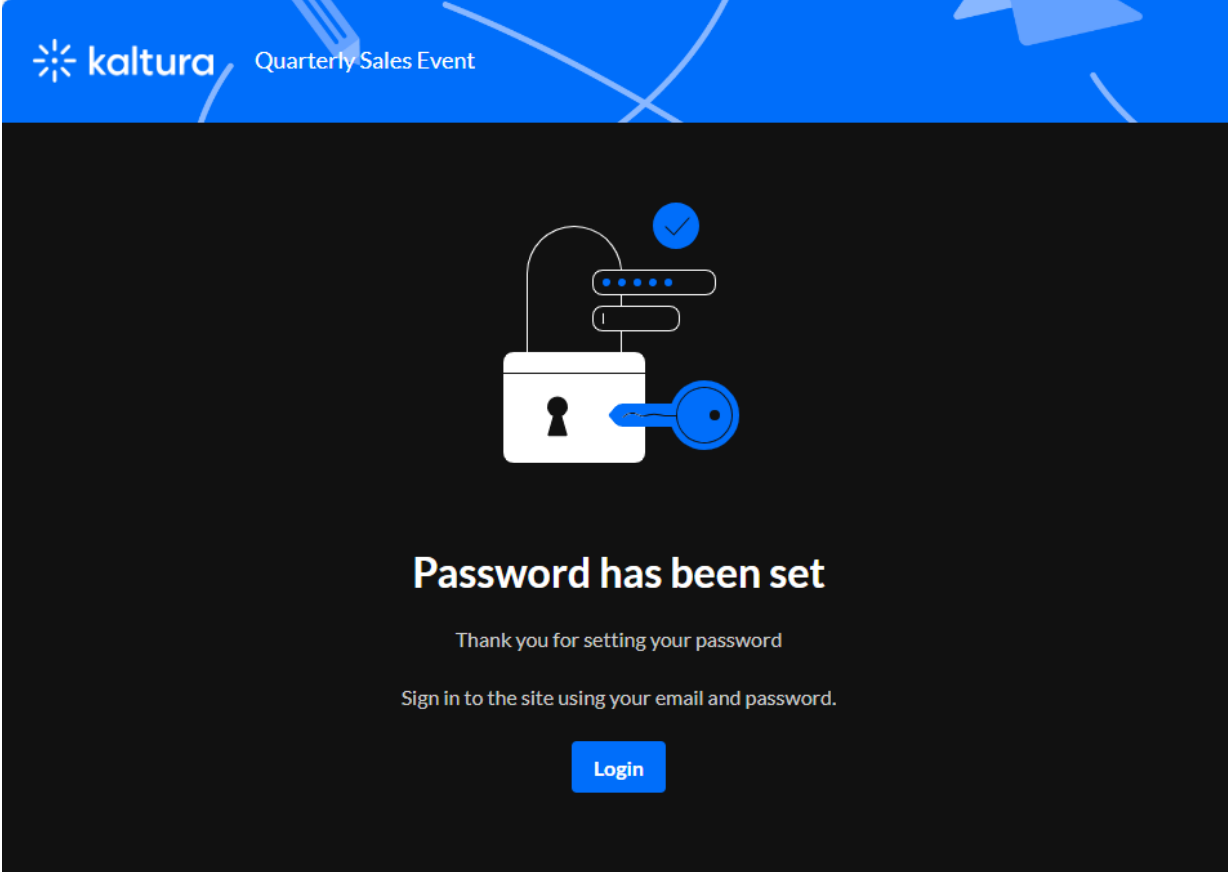
Set Password


Password *

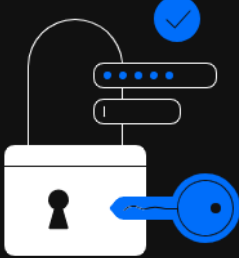
Repeat Password *

Set Password

4. The user types a password in the Password field to meet password requirements.
5. The user types the password again in the Confirm Password field.
6. Once the user clicks **Set password**, they receive notification that the password has been set and they are prompted to sign into the site using their email and password.



 Quarterly Sales Event



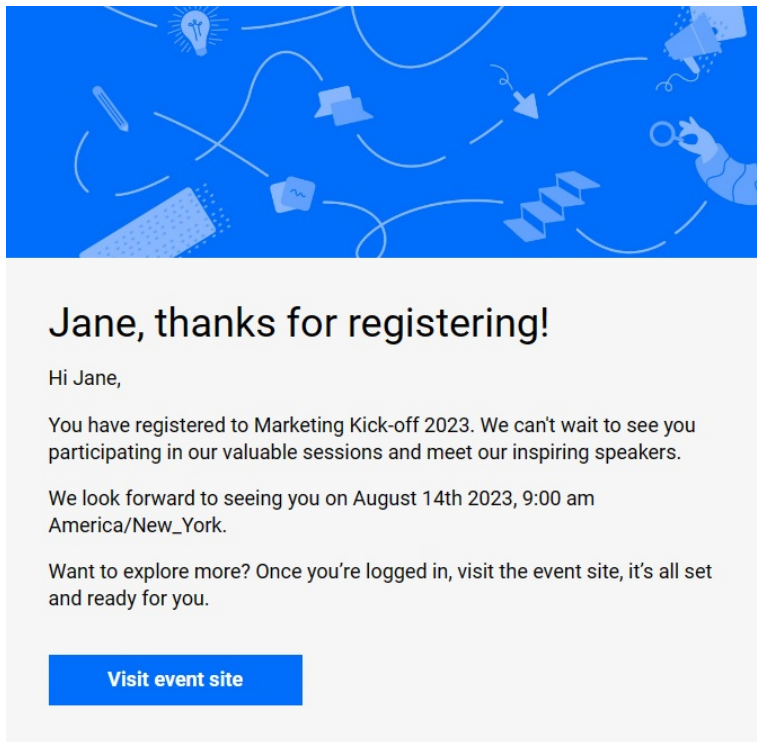
Password has been set

Thank you for setting your password

Sign in to the site using your email and password.

Login

7. The user can click **Login** to enter the event, and they are also sent a login link via email.



8. They can click **Visit event site** to access the event site.

Common issues and general information

The registrant doesn't understand how to fill in the form, or the meaning of a specific field

Guide them through the registration process.

User is unable to set a password

Explain the password requirements that are applicable to your event (for instance, related to length, character case, symbols, etc.).

User is only seeing Coming Soon page (before the event starts)

Explain that it's okay and exactly what they should see before the event starts.

User doesn't have access to the email they signed up with

Ask them to re-register with another email to which they do know the password.

The registrant is not able to fill in the form because the form does not open

1. Check which browser and device they are using.

2. If not in the list of supported browsers, tell them to open a supported one and try again.
3. If the browser is in the list, ask to close and re-open and try again.
4. Suggest to clear cache.
5. If still an issue, involve the admin - check if it's a personal issue for a specific user or a wider issue for a group with a common parameter (i.e. geographic location and such).
6. If still an issue and it is reproducible, an escalation to Kaltura may be required.

Specific fields in the form are not reachable

1. Check which browser and device they are using.
2. If not in the list of supported browsers, tell them to open a supported one and try again.
3. If the browser is in the list, ask to close and re-open and try again.
4. Suggest to clear cache.
5. If still an issue, involve admin - probably means it's an R&D issue and involve the Kaltura team in high priority.

Accessibility is not functioning

1. Check which browser and device they are using.
2. If not in the list of supported browsers, tell them to open a supported one and try again.
3. If the browser is in the list, ask to close and re-open and try again.
4. Suggest to clear cache.
5. If still an issue, involve admin.

Registrant reports receiving an additional "Registration Complete" email

When a user is trying to register with an already registered email address, they should receive a "Registration Complete" email.

User registered via Webhook but didn't receive an email from Kaltura

Investigate integration on your (the customer) side.

Registration using a public email domain

We do not allow registrants to use public email domains, such as Mailinator.

Supported browsers

Browser	Version
Chrome	Last 2 versions
Edge	Last version
Firefox	Latest version, current extended support version
Safari	Last version
Mobile: iOS Safari, Chrome	Last version
Tablet: iOS Safari, Chrome	Last version

User didn't receive registration-related email

Verify they didn't receive the registration-related email (for instance, no-reply@events.xyz.com).

1. Ask the user to check in their junk mail/spam/promotions folders.
2. Ask the user to check if the email domain is whitelisted in their contact list.
3. Ask the user to look for an email from "quarantine@messaging" and check for a registration-related email.

If found, follow the instructions to release from quarantine (only relevant for organizational mailbox).

How to information

How to look up and verify users' registration status

In the Kaltura Admin Configuration Management page



Note: Kaltura Admin Configuration Management page is not supported on mobile devices.

1. Open the Kaltura Admin Configuration Management page ("[event site URL]/admin/user-list").
For more information on logging in - via application or SSO, see [here](#).
2. Type your credentials and click the **Sign in** button.
3. Go to the "Manage Users" tab.
4. Insert the user's email address and click **Enter** or the Search icon.
If the Name/ID/Email Address exists, the user is registered in Kaltura.
The user's registration status is displayed under the Registration status and Status

columns.

Note that the status value changes automatically according to the user's current step in the registration flow.

In Kaltura Event Platform Management page



Note: Kaltura Event Platform Management page is not supported on mobile devices.

1. Open the Kaltura Event Platform Management page ("eventplatform.kaltura.com/login").



Welcome!

Email

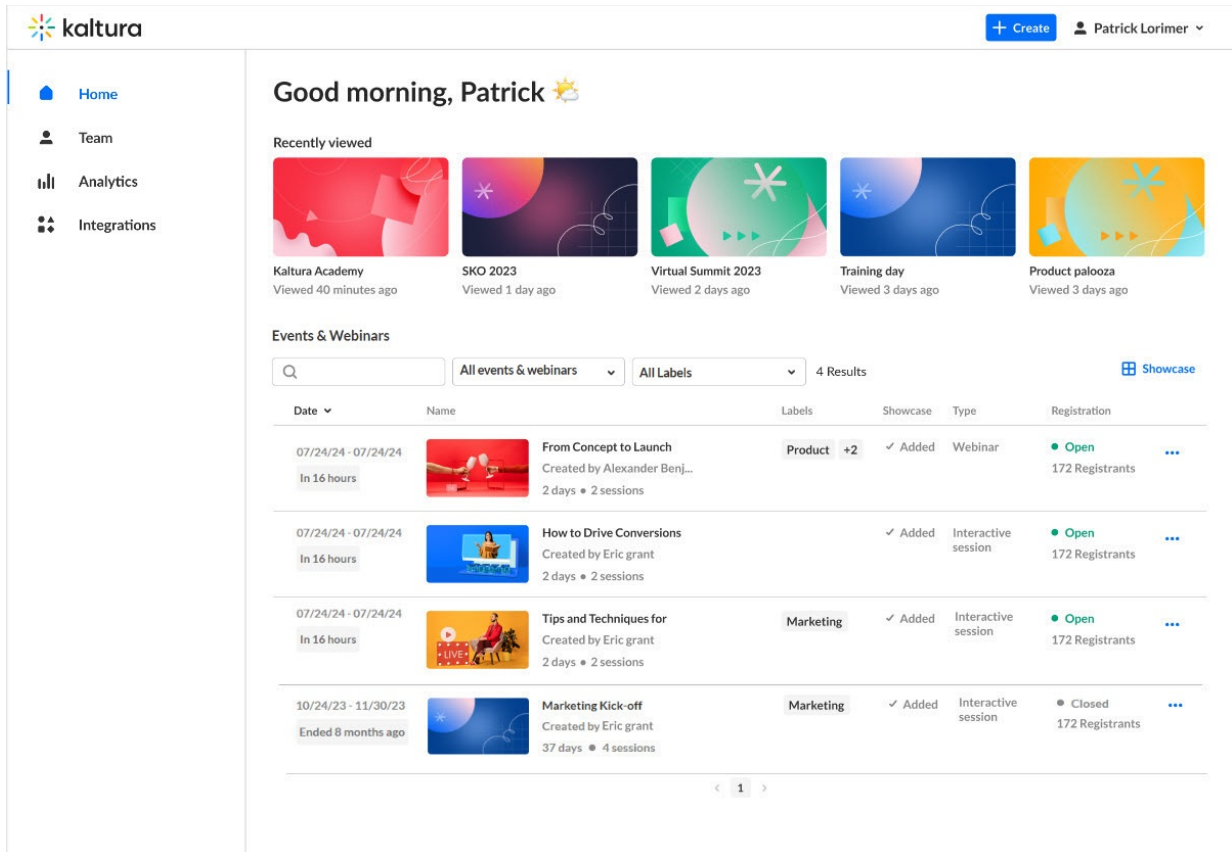
Password

[Forgot your password?](#)

Log In

[Login SSO](#)

2. Type your credentials and click the **Log In** button. For more information on logging in - via application or SSO, see [here](#).
The Kaltura Events Home page displays.



Good morning, Patrick

Recently viewed

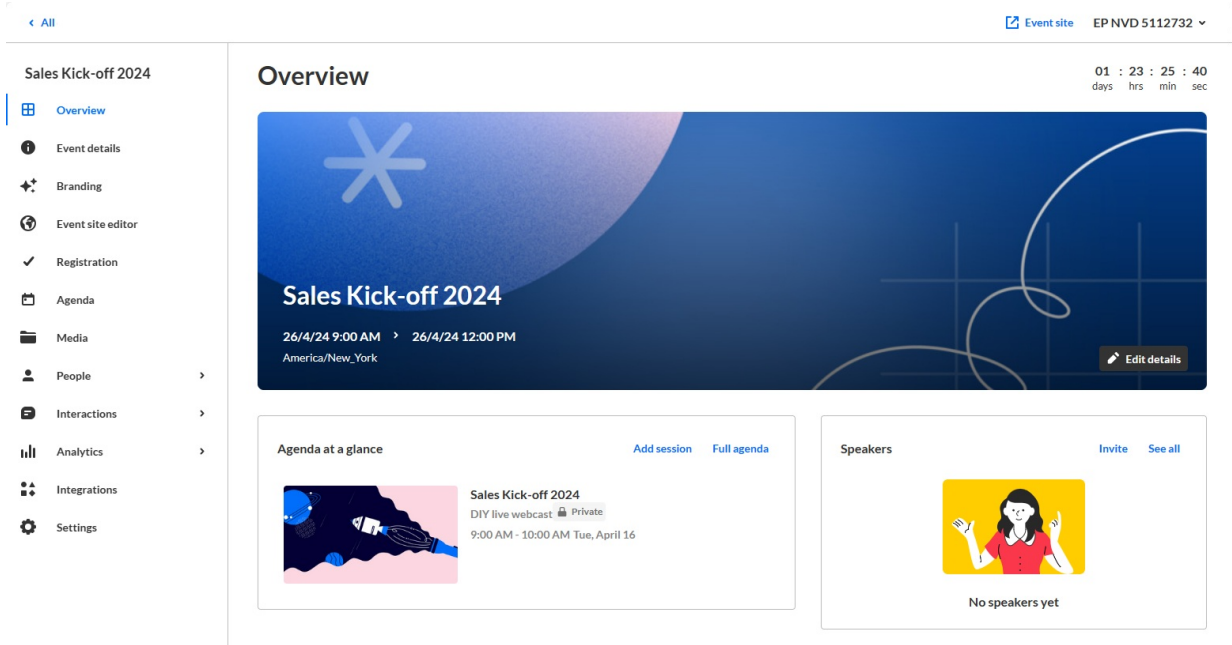
- Kaltura Academy (Viewed 40 minutes ago)
- SKO 2023 (Viewed 1 day ago)
- Virtual Summit 2023 (Viewed 2 days ago)
- Training day (Viewed 3 days ago)
- Product palooza (Viewed 3 days ago)

Events & Webinars

4 Results

Date	Name	Labels	Showcase	Type	Registration
07/24/24 - 07/24/24 In 16 hours	From Concept to Launch Created by Alexander Benj... 2 days • 2 sessions	Product +2	✓ Added	Webinar	Open 172 Registrants
07/24/24 - 07/24/24 In 16 hours	How to Drive Conversions Created by Eric grant 2 days • 2 sessions		✓ Added	Interactive session	Open 172 Registrants
07/24/24 - 07/24/24 In 16 hours	Tips and Techniques for Created by Eric grant 2 days • 2 sessions	Marketing	✓ Added	Interactive session	Open 172 Registrants
10/24/23 - 11/30/23 Ended 8 months ago	Marketing Kick-off Created by Eric grant 37 days • 4 sessions	Marketing	✓ Added	Interactive session	Closed 172 Registrants

3. Click on the desired event. The Event page displays with the Overview tab open by default.



Overview

01 : 23 : 25 : 40
days hrs min sec

Sales Kick-off 2024

26/4/24 9:00 AM - 26/4/24 12:00 PM
America/New_York

Agenda at a glance [Add session](#) [Full agenda](#)

Speakers [Invite](#) [See all](#)

No speakers yet

4. Navigate to the People tab > All users.

← All Event site Patrick Lorimer

Virtually Live!

- Overview
- Event details
- Branding
- Event site editor
- Registration
- Agenda
- Media
- People
 - All users
 - Speakers
 - Moderators
 - Event team
- Interactions
- Analytics
- Integrations
- Settings

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	Organizer 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	Organizer 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	⋮

< 1 2 3 >

5. Type the desired name/email address in the Search field and click **Enter**.

All users

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

All roles
35 Users

If the name/email address is returned on the search, the user is registered in Kaltura.

The user's registration status is displayed under the Status column.

← All Event site Patrick Lorimer

Virtually Live!

- Overview
- Event details
- Branding
- Event site editor
- Registration
- Agenda
- Media
- People
 - All users
 - Speakers
 - Moderators
 - Event team
- Interactions
- Analytics
- Integrations
- Settings

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
Ella Williams	ella.williams@kaltura.com	Attendee	Registration	Attended	10/09/21

Hovering over the registration status reveals a higher granularity of status. See [Registration Status](#). Note that the status value changes automatically according to the user's current step in the registration flow.

ella.williams@kaltura.com	Event manager, Speaker, Moderator	Registration	Blocked from chat	10/09/21	...
patrick.lorimer@kaltura.com	Moderator	Registration	Registered	10/09/21	...
patrick.lorimer@kaltura.com	Attendee	Registration	Attended	10/09/21	...
patrick.lorimer@kaltura.com	Attendee	Registration	Attended	10/09/21	...

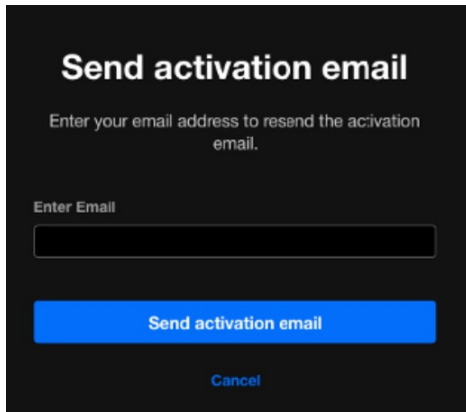
How to resend the verification email

There are a few options in order to resend a user the verification (activation) email.

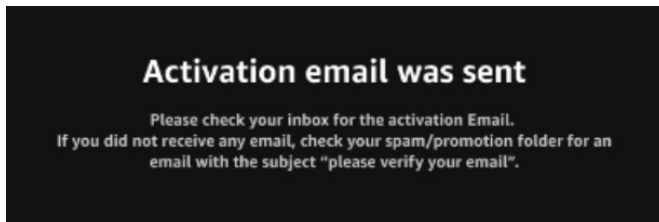
By the user

Instruct the user to follow these steps in order to resend the verification email from their end.

1. Go to the Send Activation Email page at "[event site URL]/registration/activate".
2. The Send activation email screen is displayed.



3. Enter the email address and click the **Send activation email** button.
The following "Activation email was sent" message is displayed on the screen, informing the user to check their inbox and verify their registration.



4. The user gets an email according to their registration status.
 - a. In case the user didn't verify their account, they should receive a verification email (email's subject: 'Verify your account') that contains a link that the user needs to click in order to proceed. (Link expiration depends on event configuration.)
 - b. In case the user previously verified their account, they should receive a confirmation email (email's subject: 'Registration Complete') that contains a **Login** button. (It is a link to the login page.)
5. Once the user clicks on the **Verify account** button in the verification email, the Verify your account screen is displayed.
6. Once the user clicks on the **Verify** button, the Registration Complete screen is displayed.
7. The user should receive a confirmation email (email's subject: 'Registration Complete') that contains a **Login** button. (It is a link to the login page.)



Note: The described flow above (from step 1 to step 3) can be done by Tier 1 support team on behalf of the user. Then, Tier 1 support team should ask the user to check their inbox and proceed with verifying their registration.

How to resend the registration (Magic link) email



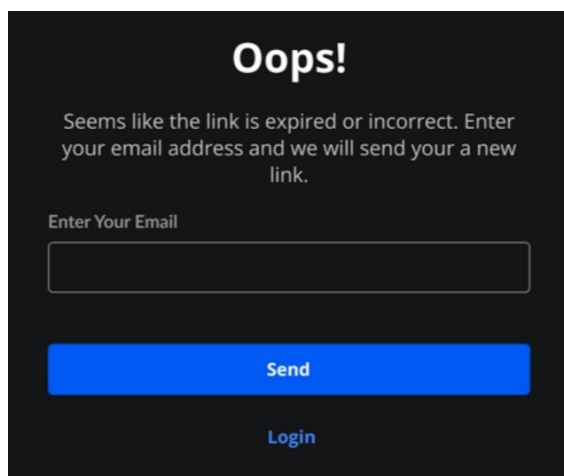
Please keep in mind that the magic link can only be used once, and the magic link's expiration time is configurable.

There are several options to resend a user the registration (Magic link) email.

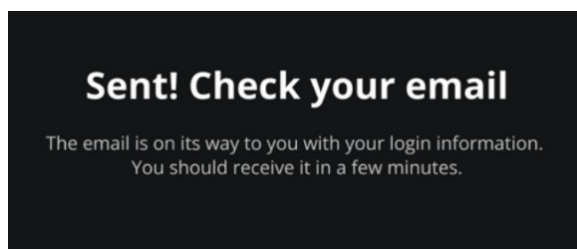
By the user

Instruct the user to follow these steps to resend the registration email from their end.

1. Open the "Registration Confirmed" email and click on the **Log in** button.
2. If the link has expired, the following screen will be displayed to users:



3. As the user to enter the email address and then click on the **Send** button. The following message is displayed on screen, informing the user to check their inbox.



The user gets a new login email.

4. Once the user clicks the **Log in** button in the new email, they are redirected and logged into the site.

By the customer (Tier 1 Team)

1. Open the Kaltura Event Platform Management page ("eventplatform.kaltura.com/login").

Welcome!

Email

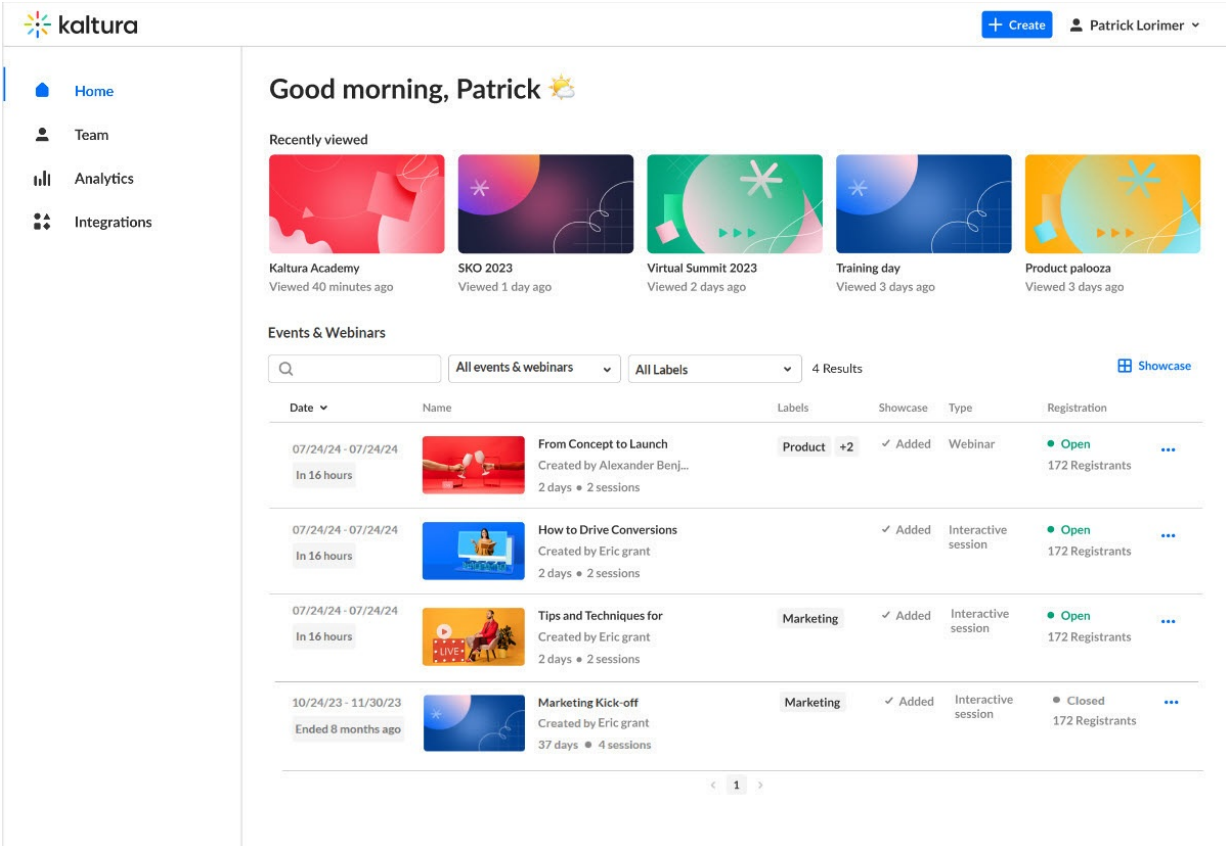
Password

[Forgot your password?](#)

[Login SSO](#)

2. Type your credentials and click the **Log In** button. For more information on logging in - via application or SSO, see [here](#).

The Kaltura Events Home page displays.



The screenshot shows the Kaltura Events Home page. At the top, there is a navigation bar with the Kaltura logo, a '+ Create' button, and the user's name 'Patrick Lorimer'. On the left, there is a sidebar with navigation links: Home, Team, Analytics, and Integrations. The main content area features a greeting 'Good morning, Patrick' and a 'Recently viewed' section with five event cards: Kaltura Academy, SKO 2023, Virtual Summit 2023, Training day, and Product palooza. Below this is an 'Events & Webinars' section with a search bar, filters for 'All events & webinars' and 'All Labels', and a '4 Results' indicator. A 'Showcase' button is also present. The events are listed in a table with columns for Date, Name, Labels, Showcase, Type, and Registration. The first event is 'From Concept to Launch' (Product, Webinar, Open, 172 Registrants), the second is 'How to Drive Conversions' (Interactive session, Open, 172 Registrants), the third is 'Tips and Techniques for' (Interactive session, Open, 172 Registrants), and the fourth is 'Marketing Kick-off' (Interactive session, Closed, 172 Registrants). A pagination bar at the bottom shows '1' of 1 results.

3. Click on the desired event. The Event page displays with the Overview tab open by default.


< All Event site EPNVD 5112732

Sales Kick-off 2024

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


Overview

01 : 23 : 25 : 40
days hrs min sec




Sales Kick-off 2024
26/4/24 9:00 AM > 26/4/24 12:00 PM
America/New_York Edit details

Agenda at a glance Add session Full agenda



Sales Kick-off 2024
DIY live webcast Private
9:00 AM - 10:00 AM Tue, April 16

Speakers Invite See all



No speakers yet

4. Navigate to the People tab > All users.

< All Event site Patrick Lorimer

Virtually Live!

- Overview
- Event details
- Branding
- Event site editor
- Registration
- Agenda
- Media
- People
 - All users
 - Speakers
 - Moderators
 - Event team
- Interactions
- Analytics
- Integrations
- Settings

All users

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

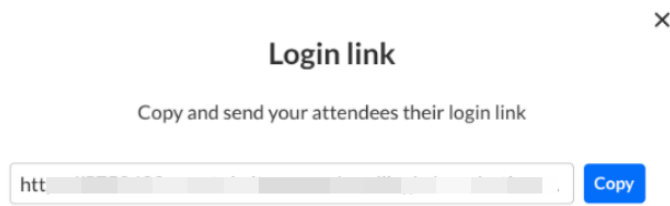
Search All roles 255 Users Bulk invite Invite

User details	Email	Event role	Registration type	Status	Creation date	
Eric Grant	eric.grant@kaltura.com	Organizer 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	Organizer 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	...

< 1 2 3 >

5. Type the desired name/email address in the Search field and click **Enter**.

6. Click the three blue dots to the right of Creation date and select Generate login link.
A window displays with a login link (Magic link).

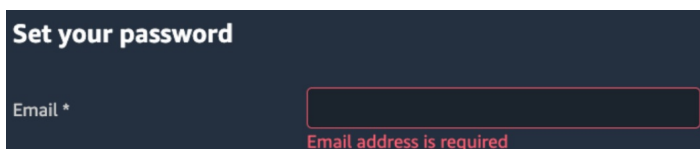


7. Click the **Copy** button to copy the link, then send it to the user.

Errors

The registrant is not able to complete the form submission; getting an error "Mandatory field not filled out <field display name> is required"

Instruct the registrant to fill all required fields in the registration form.



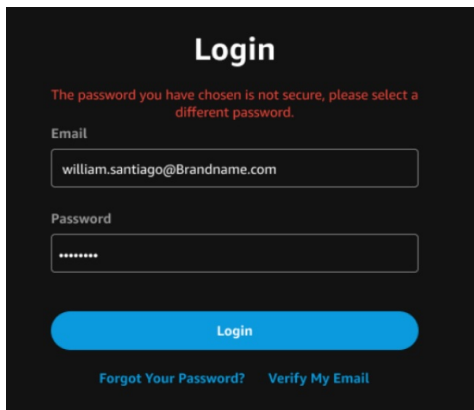
Registrant reports a repeating error of "General Submission"

If a registrant reports a repeating "General Submission" error do the following:

1. Verify they are using a supported browser and device.
2. If not in the list of supported browsers, ask the user to open a supported browser and try again.
3. If the browser is in the list of supported browsers, ask the user to close and re-open it and try again.
4. Suggest clearing cache.
5. In case the issue persists, an escalation to Kaltura support team may be required.

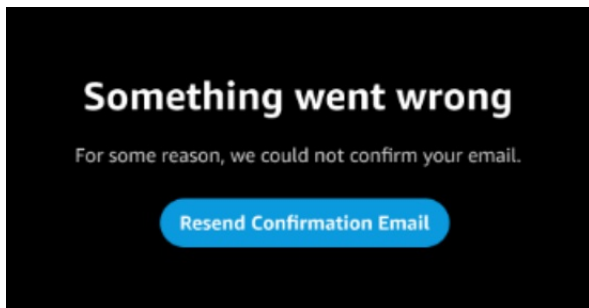
Registrant reports an error of "The credentials provided are incorrect" on the login page

This may occur when the registrant is trying to login to the event using incorrect credentials (email address or password).



"Something went wrong" error

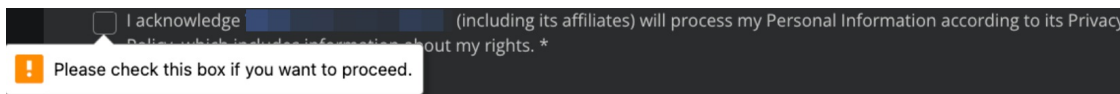
This may occur when the registrant's verification link has expired.



1. Ask the registrant to click on the **Resend Confirmation Email** button and request a new email.
2. In case the issue persists, an escalation to Kaltura may be required.

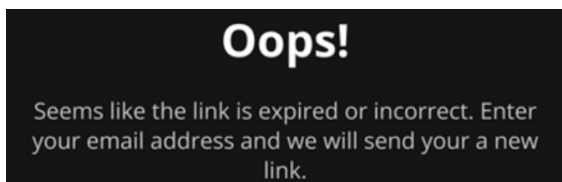
"Please check this box if you want to proceed" error

This may occur when the registrant didn't select the privacy policy checkbox.



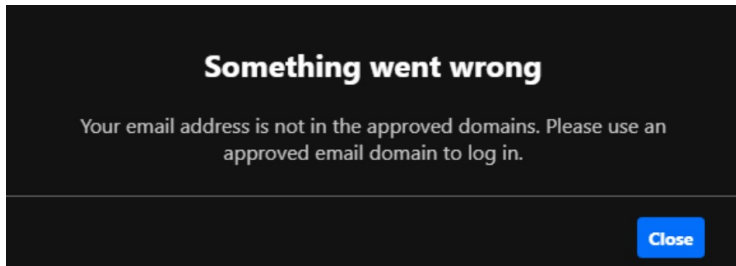
"Oops!" error

Instruct the user to fill their email address and click **Send**.



"Something went wrong" error - registration

This may occur when the registrant is trying to register with an email address that is not in approved domains.



Your Link has Expired - Webhook flow (Set Password link expired)

Guide the user to do the following:

1. Click on the **Send Email** button.
2. An Email Sent screen is displayed and a new "Set Password" email will be generated and sent to their inbox.
3. Click on the **Set Password** button.
4. The "Set Password" form is displayed on screen.
5. The user sets up a password and clicks the **Set Password** button.
6. A confirmation email (email subject: 'Registration Complete') will be sent to their inbox.

"Couldn't set password" Webhook

This may occur when the set password link has expired. (Link expiration depends on event configuration.)

- Check if the email address is already registered – See instructions in [How to look up and verify users' registration status](#).

Next steps:

- Ask the user to click on the **Send Email** button in order to receive a new email and follow the steps.
- If the issue persists, an escalation to Kaltura support team may be required.

Escalation

Kaltura's support portal

Ticketing system (business hours before the event and 24/7 during the event). When opening a support ticket, please provide as much information as possible (URLs + screenshots).

