Add and manage users in KMC

Last Modified on 07/24/2025 5:34 pm IDT

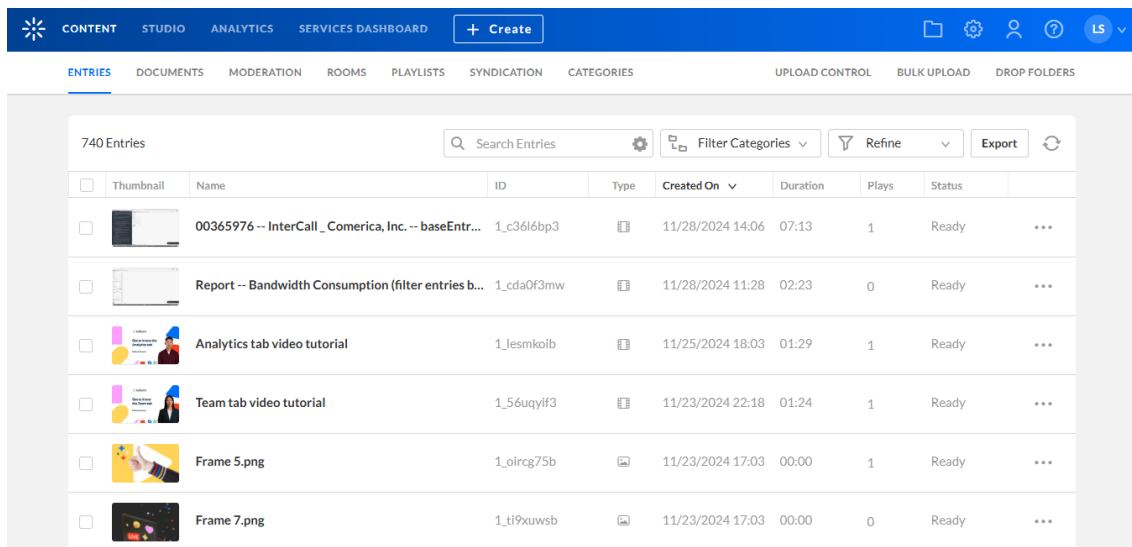👤🔒 **This article is designated for administrators.**

About

The **Users** page in the Kaltura Management Console (KMC) allows administrators to manage user accounts effectively. Each KMC account includes up to 10 users by default, with the option to request additional users through your Kaltura representative.

From this page, you can view all users associated with your KMC account, their assigned roles, and account ownership status. Administrators can add new users, edit account details, manage permissions, block/unblock access, remove or permanently delete users. Additionally, you can export a report of all users for record-keeping or analysis.

Access the Users page

1. Log into your KMC.

   The **Content** page displays.

2. Click the **Administration icon** at the top right.
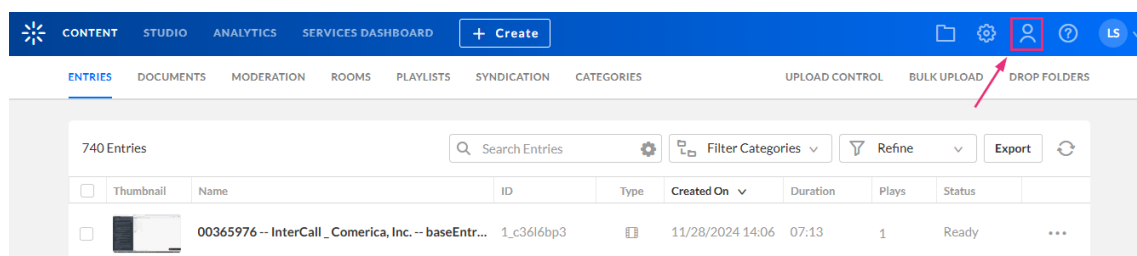
The **Users** page displays.

The Users page lists all users for the KMC account, their roles, and account ownership.

Add users

1. Click **Add User**.

The **Add User** window displays.

Add User

Personal Details
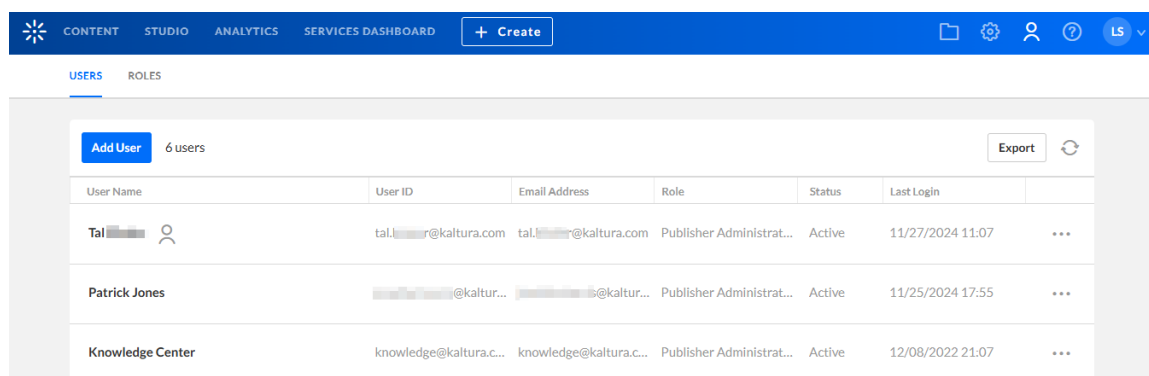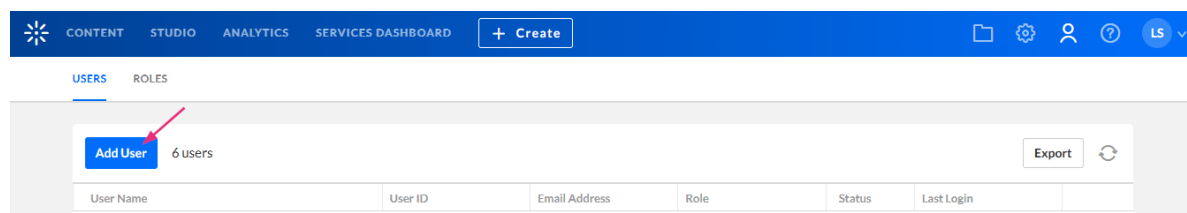
Login Email address   *   [   ]

First Name   *   [   ]

Last Name   *   [   ]

Account Specific Details

Publisher User ID   [   ]

User role   [Publisher Administrator   ∨]

Full control over publisher account and user management functionalities

Save

2. Complete the following fields:

Login email address - The user's email, used as their login username, unique identifier, and recipient for system notifications. A welcome email with a password setup link is sent when the account is created.

First name, last name - The user's personal details.

Publisher user ID - A unique identifier used across systems where the user is recognized as a content contributor. If not provided, the user's email address will be used as the default value.

User role - Select the user's permissions from the drop-down menu based on their tasks in the KMC. Roles are managed on the Roles page (see Create and manage roles for information). Choose from the drop-down menu:

- **Publisher administrator** - full control over publisher account and user management functionalities
- **Manager** - full control over publisher account functionalities
- **Content Uploader** - access to content ingestion and management functionalities
- **Content Moderator** - access to publisher content moderation panel
- **Player Designer** - access to publisher studio

You can create a custom role which will appear in the drop-down menu. For instructions, see our article Create and manage roles.
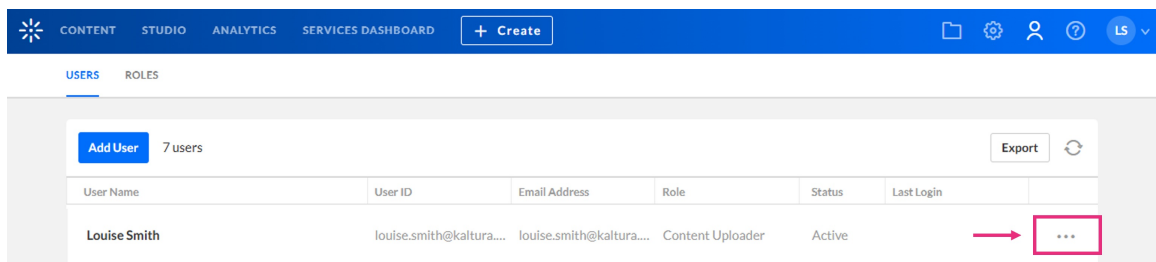
Kaltura

3. Click **Save**.

When a user is created, an email is sent to the specified email address containing a link to set the account password.
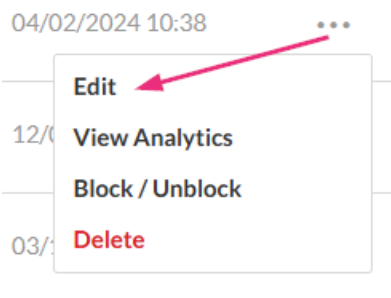
Edit users

After a user account is set in the system, the user's personal details can only be set by the user personally.

1. Under the **Users** tab, locate the desired user and click the **three dots** to the far right.

2. Choose **Edit** from the three-dots menu.

The Edit User window displays.

Only the Account specific details can be edited.

> ⚠️ It's not possible to edit the user role that is defined as the Account Owner. In addition, a KMC user with access to user management functionalities cannot edit the user role selection in their account.
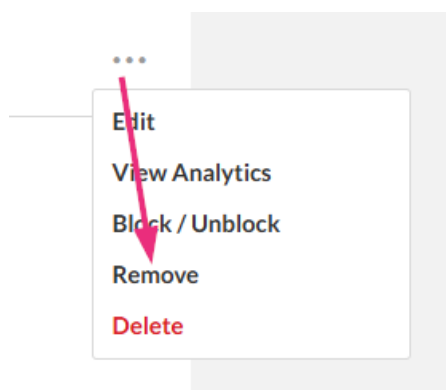
3. Click **Save**.

Remove users

You can remove users from the KMC without deleting their accounts. This prevents the user from accessing the KMC or other Kaltura applications, while keeping their metadata and content ownership intact.

1. Under the **Users** tab, locate the desired user and click the **three dots** to the far right.
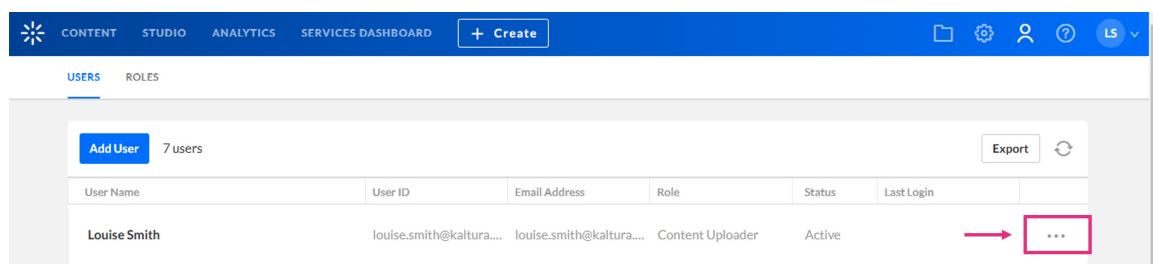
2. Choose **Remove** from the drop-down options.

A confirmation message appears: *This action will only remove the user from the KMC, keeping all their metadata and ownership. Are you sure you want to remove {user name} from this KMC?*

3. Click **Yes** to confirm.

Once removed:

- The user will no longer appear in the KMC.

![Kaltura logo]

- They will not be able to log in.
- They no longer count toward your KMC user limit.

> ✅ Use this option instead of **Delete** if you want to retain the user's content ownership but free up a KMC user slot.

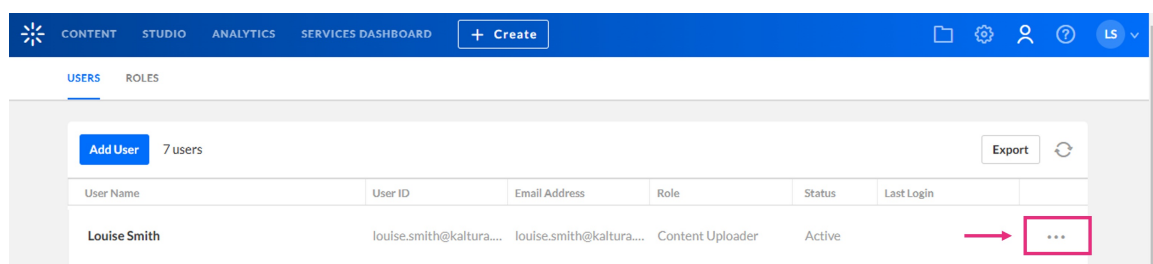## Delete or block / unblock users

You can prevent users from logging into the KMC temporarily or permanently. **Blocking** a user will prevent the user from logging into the KMC. This restriction can be removed by applying the **unblock** action.

Deleting a user is a permanent action. The deleted user's content contribution records will be kept in the system.

> ℹ️ Creating a new user with the same user ID as a deleted user will not automatically associate the content with the new user. Instead, to associate content with a user, see More Actions menu **-** change owner.

1. Under the **Users** tab, locate the desired user and click the **three dots** to the far right.
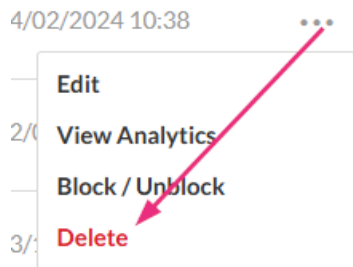

2. Choose **Block / Unblock** from the drop-down options to block a user temporarily. The user's status changes according to your modification.
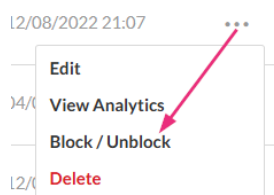
The status updates in the users list.

Louise Smith   louise.smith@kaltura....   louise.smith@kaltura....   Content Uploader   Blocked ⟵   •••

3. Select **Delete** from the drop-down options to remove a user permanently.

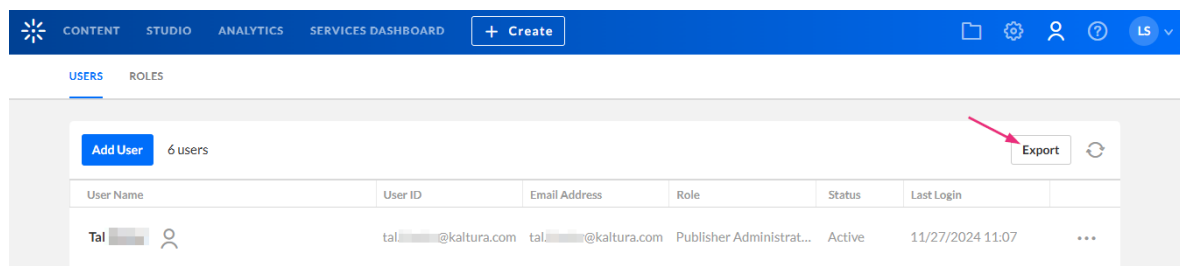A confirmation message displays: *Are you sure you want to delete the selected user?*

4. Click **Yes**.

Export the Users report

1. At the top right of the **Users** page, clock **Export**.

A confirmation message displays: *We are preparing your report. We will send it to your email address shortly.*

Export Users

We are preparing your report. We will send it to your email address shortly.

OK

2. Click **OK**.

   The following fields are included in the Users report:

- User Name
- User ID
- Email Address
- Role
- Status
- Registration Date
- Last Login