Manage Rich Media CMS users

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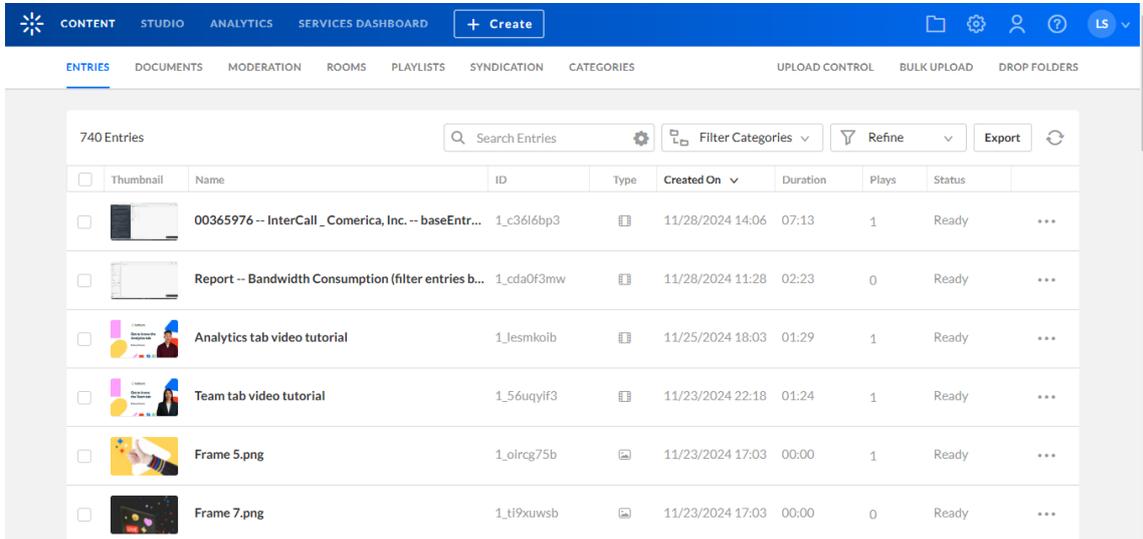> 🔒 **This article is designated for administrators.**

About

The **Users** page in the Rich Media Content Management System (Rich Media CMS) lets administrators manage user accounts and access.

From this page, you can view users, assign roles, update account details, and control access by blocking, removing, or deleting users. You can also export a user report.
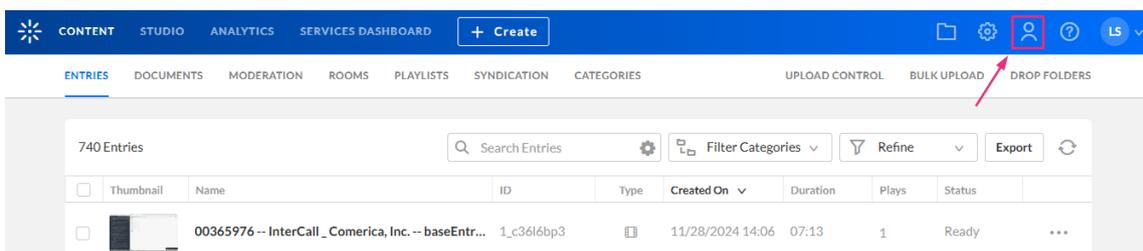
Each Rich Media CMS account includes up to 10 users by default. You can request additional users through your Kaltura representative.
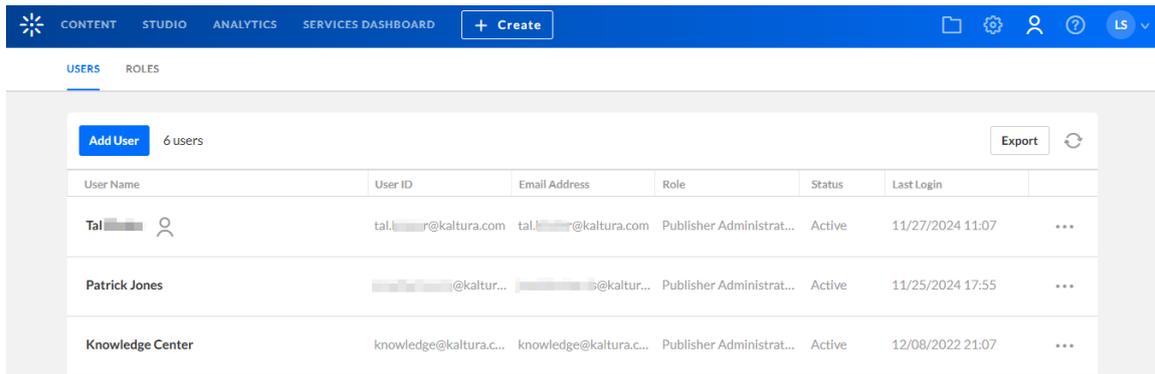
Access the Users page

1. Log into your Rich Media CMS.
   The **Content** page displays.

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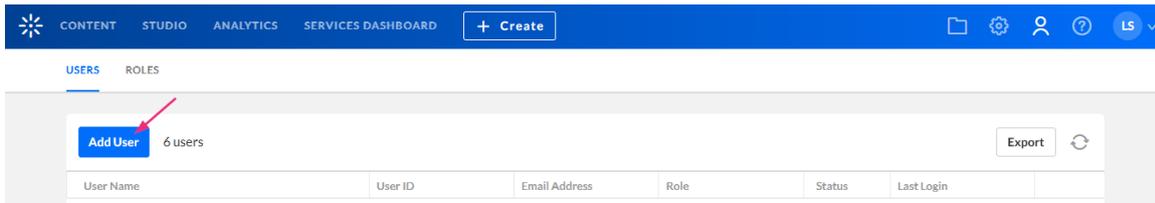
The **Users** page displays.

The Users page lists all users for the Rich Media CMS account, their roles, and account ownership.

Add users

1. Click **Add User**.

The **Add User** window displays.

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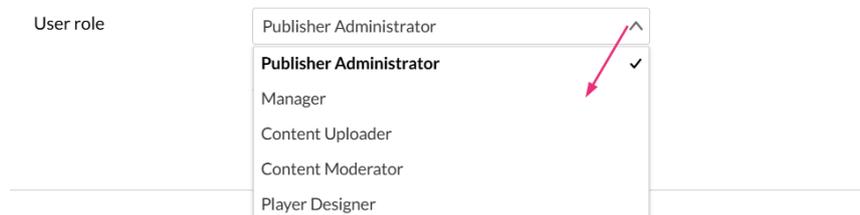
First name, last name - The user's personal details.

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 Rich Media CMS. 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.

User role	Publisher Administrator ^
	Publisher Administrator ✓
	Manager
	Content Uploader
	Content Moderator
	Player Designer

3. Click **Save**.

Add User

Personal Details

Login Email address   *   louise.smith@kaltura.com

First Name   *   Louise

Last Name   *   Smith

Account Specific Details

Publisher User ID   12345678

User role   Content Uploader

Access to content ingestion and management functionalities

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, click the **three dots** to the far right and select **Edit.**

The Edit User window displays.

![Kaltura logo]

Edit User

Personal Details

Login Email address   ✱ louise.smith@kaltura.com

First Name   ✱ Louise

Last Name   ✱ Smith

Account Specific Details

Publisher User ID   louise.smith@kaltura.com

User role   Content Uploader   ⌄

Access to content ingestion and management functionalities

[Save]

Only the Account specific details can be edited.

Edit User

Personal Details

Login Email address   ✱ louise.smith@kaltura.com

First Name   ✱ Louise

Last Name   ✱ Smith

Account Specific Details

Publisher User ID   louise.smith@kaltura.com

User role   Content Uploader   ⌄

Access to content ingestion and management functionalities

[Save]

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

2. Click **Save**.

Remove users

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

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

Louise		louise.____@kaltura.com	louise.____@kaltura.com	Publisher Administrator	Active	04/02/2024 10:38	...
Louise Smith		louise.____@kaltura.com	louise.____@kaltura.com	Publisher Administrator	Active	10/18/2025 11:08	Edit
____ ____		____@kaltura.com	____@kaltura.com	Publisher Administrator	Active	03/13/2024 14:54	View Analytics / Block / Unblock / Remove / Delete

A confirmation message appears: *This action will only remove the user from the Rich Media CMS, keeping all their metadata and ownership.*

2. Click **Yes** to confirm.

Once removed:

- The user will no longer appear in the Rich Media CMS.
- They will not be able to log in.
- They no longer count toward your Rich Media CMS user limit.

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

Delete or block / unblock users

You can prevent users from logging into the Rich Media CMS temporarily or permanently. **Blocking** a user will prevent the user from logging into the Rich Media CMS. 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.
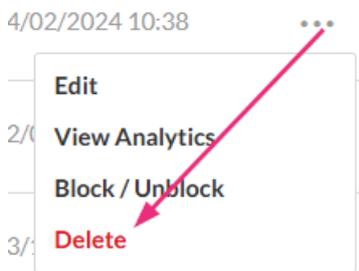
1. Under the **Users** tab, locate the desired user, click the **three dots** to the far right and select **Block / Unblock.**

The user's status changes according to your modification, and the status updates in the users list.

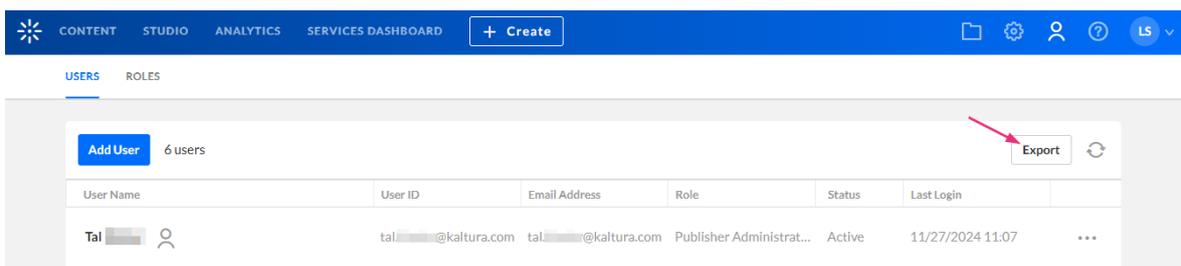2. Select **Delete** from the drop-down options to remove a user permanently.

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

3. 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.*

2. Click **OK**.

The report includes:

- User Name
- User ID

- Email Address
- Role
- Status
- Registration Date
- Last Login