

Refreshing the Page Causes Moderators to Lose Their Permissions

Last Modified on 08/25/2025 7:30 pm IDT

i Legacy notice

This article documents the **legacy KME Room**. For information on the new room, please visit the [new Kaltura Room documentation](#).

Room owners always retain their status after a page refresh. However, moderators in the session will lose their permissions after they refresh their page.

If the room owner loses host functionality, they should submit a support ticket from the room so Kaltura can investigate the issue.

[Click here](#) for additional information.
