

Unconfirmed viewer role in Brightspace

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 This article is designated for all users.

About

The **Unconfirmed Viewer** role is a restricted access role in LMS Video. It's similar to the 'Viewer' role but with additional limitations. Users with this role can watch media in a course but can't upload, interact with, or manage any content or settings.

Limitations of the Unconfirmed Viewer role

Media Gallery interactions

Users with this role cannot:

- Add or edit content in the Media Gallery
- Manage gallery members or settings
- View restricted Media Galleries

Content interactions

Users with this role cannot:

- Upload or create media
- Edit or delete entries
- Create, edit, or save playlists
- Be added as a collaborator
- Comment, like, or unlike media
- Publish media
- Download media (if anonymous access is restricted)
- Search for users or groups
- Access entry CTAs (e.g., surveys, watched media)
- Access My Media

Moderation and reporting

Users with this role cannot:

- Moderate entries
- View moderation queues
- View user reports

Session and chat features

Users with this role cannot:

- Moderate chats or view chat transcripts
- Participate in group chats
- Edit session chats

Other limitations

Users with this role cannot:

- Order REACH captioning or enrichment services
- Access certificates (e.g., CPE certificates)



If you see limited functionality when accessing course media, your LMS role may be mapped to the Unconfirmed Viewer role. Check with your course admin if this should be changed.