

## Add end users in bulk

Last Modified on 05/06/2026 8:40 pm IDT

 This article is designated for administrators.

### About

Bulk upload lets administrators add or update multiple end user accounts in the Rich Media Content Management System (Rich Media CMS) at once.

You can use a CSV or XML file to import user information, such as names, email addresses, roles, and statuses, for your Kaltura end users. This helps you manage large groups efficiently, keep user information consistent, and save time compared to adding users one by one.

You can add users in bulk using either a CSV or XML file. CSV is best for quick, spreadsheet-style uploads. Use XML if you need to include additional user metadata or

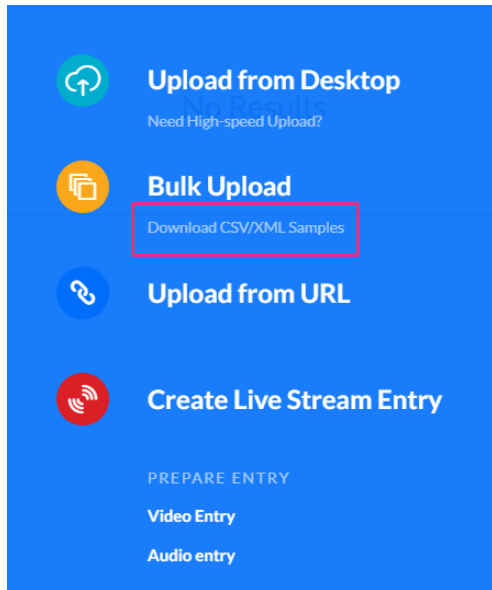


For bulk actions that will create more than 5,000 users, please contact your Kaltura representative to coordinate the upload.

### Prepare your file

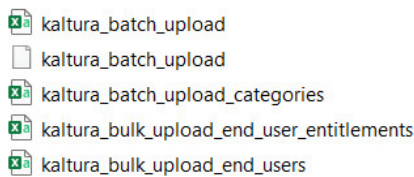
Before adding users, download Kaltura's sample templates and update them to include your category information.

1. Click **+Create** in the navigation bar.  
The download page opens.
2. Click **Download CSV/XML Samples**.



3. Open the downloaded folder (**kaltura\_batch\_upload\_sample**).

Each file includes a preformatted example with field descriptions and usage guidelines. Use the sample named **kaltura\_batch\_upload\_end\_users** to prepare your upload.



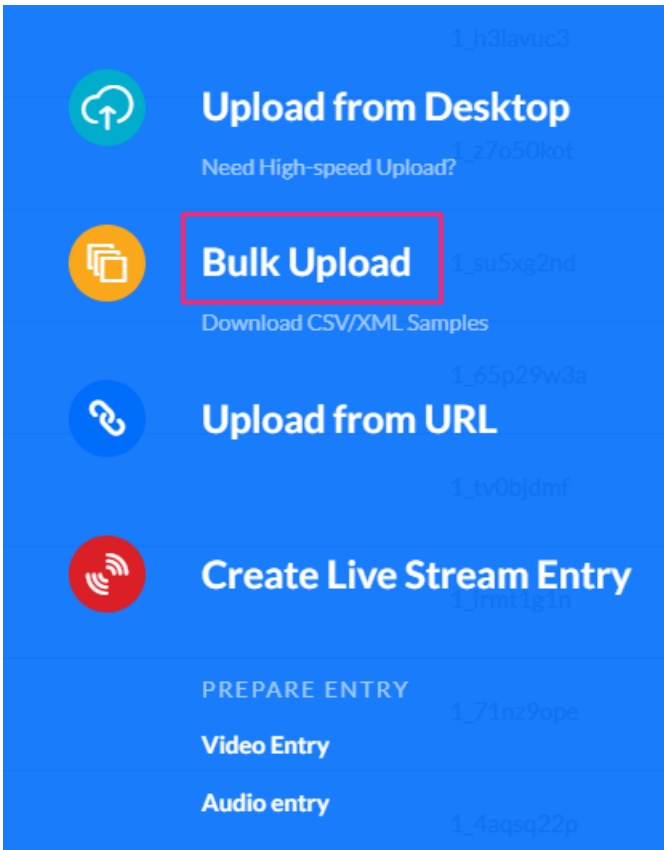
Each row in the file defines a category and its metadata, such as:

- User ID or username
- Email address
- First and last name
- Role or permission level
- Status (active or inactive)

For detailed field definitions and examples, see [Learn about CSV and XML files for bulk upload](#).

## Upload your file

1. In the Rich Media CMS, click **+Create** in the navigation bar, then select **Bulk Upload** from the menu.



2. Choose **End users** from the entity type list.

## Bulk Upload

---

Select CSV/XML Type

Entries

Categories

End Users

End Users Entitlement

3. Browse your computer to locate the prepared CSV or XML file that lists your categories, then select it.

A confirmation message appears once the upload starts.

Your request has been submitted. Track the progress of your bulk job in the [Bulk Upload Log Page](#).

---

OK

You can continue working in Rich Media CMS while the upload is in progress.



After starting a bulk upload, you can track its progress and review completed uploads in Rich Media CMS. To view upload status, progress, and logs, see [Monitor & manage uploads](#).