

Invite people to your Kaltura Room session in Canvas

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 This article is designated for all users.

About

Kaltura Room managers can send a secure link that gives someone direct access to a specific session without requiring them to log in through the site's normal authentication process. This is done using the **Invitation to media** feature.

When invitees use this link, they'll be taken to the session according to the site's login and access rules. It's especially useful for:

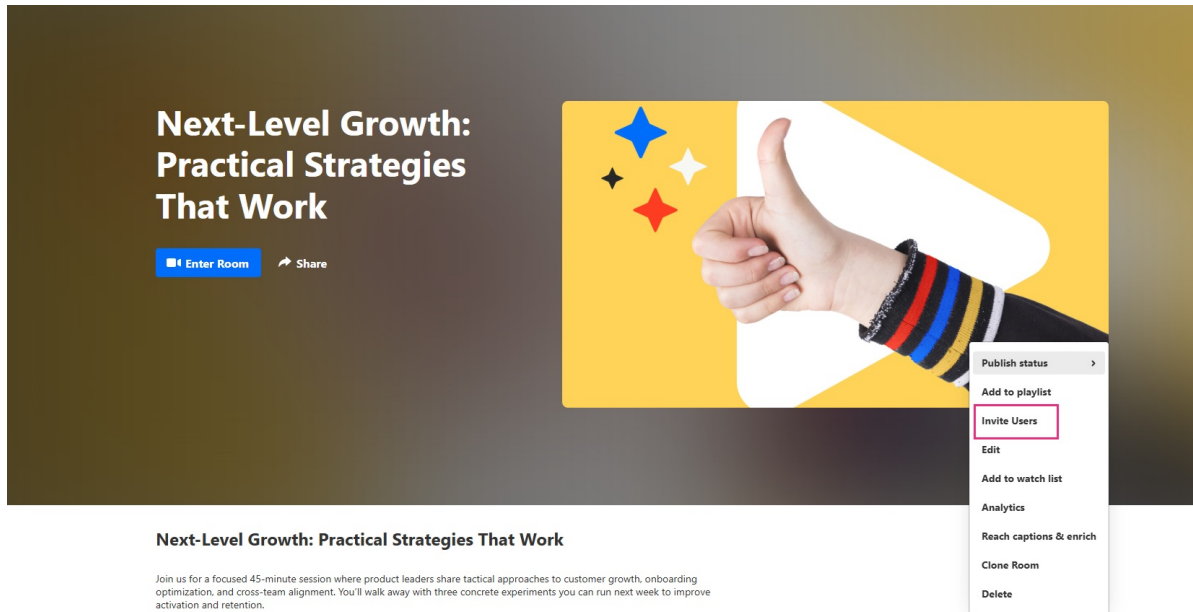
- Inviting external guests, speakers, or moderators to a room.
- Giving temporary, role-based access to someone outside your organization.
- Promoting an attendee to a higher role during a live session.



- This feature requires the following to be enabled:
 - [Invitetomedia module](#)
 - [Theming module](#) with the 'mediapage' feature set to 'Yes'
- You must be the room **owner**, **co-owner**, **co-editor**, or **co-publisher** to invite participants.
- The **Invite users** option is only available for Kaltura Rooms where Chat & Collaboration (C&C) is enabled.

Send an invitation link

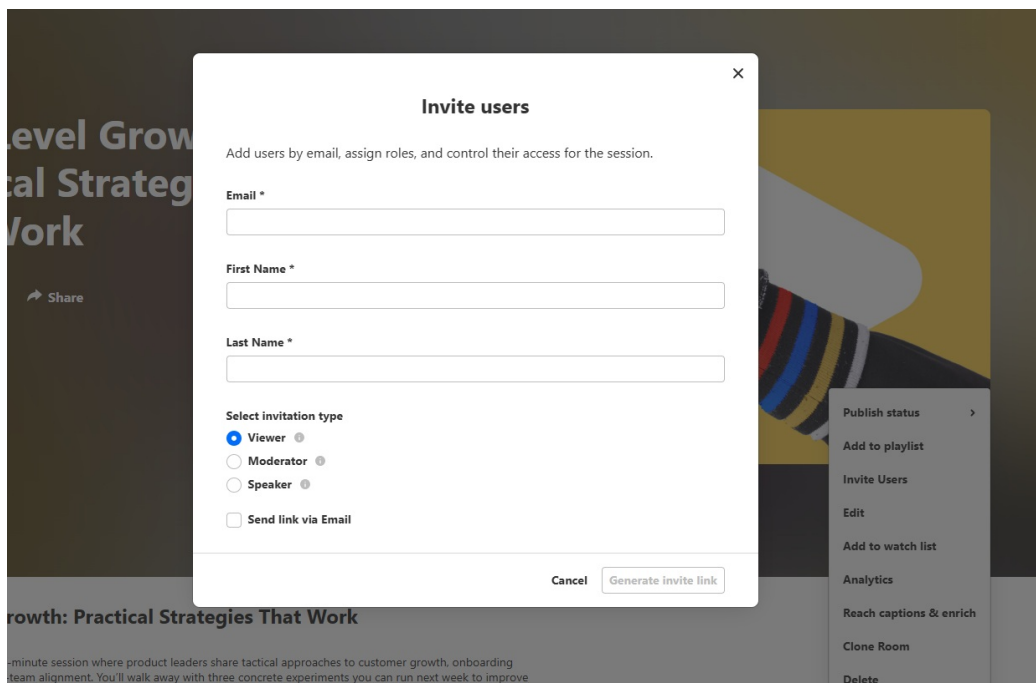
1. Go to the media page for your Kaltura Room.
2. Click the **three-dot menu** below the screen and select **Invite users**.



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The 'Invite users' window opens.

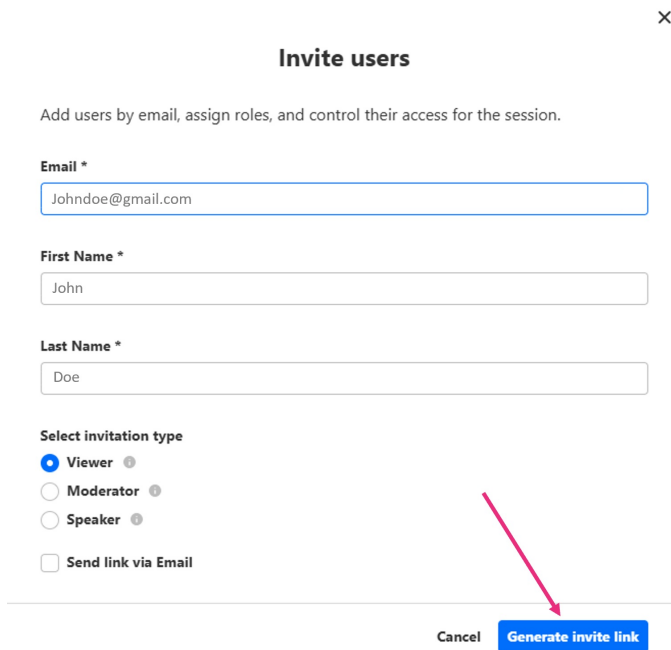


3. In the Invite users window:

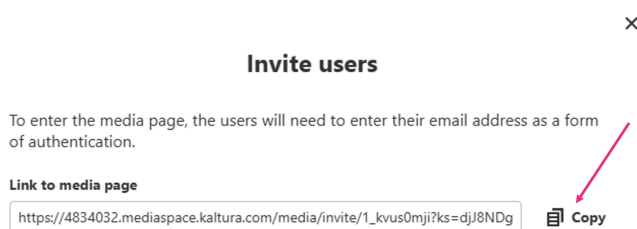
- **Email address** – (Required) Begin typing the participant’s email. If there’s a match with an existing user, they’ll appear in the drop-down menu. Select the correct person to auto-fill their details. If they’re not in the system, type the full email address.
- **First and last name** – (Required) Enter the participant’s name.
- **Select an invitation type** - Choose from the following:
 - **Viewer** – Access to chat, answer interactions, and Q&A.

- **Moderator** – Access to backchannel, initiate interactions, and Q&A.
- **Speaker** – Access to backchannel, interactions, and Q&A.
- **Send link via email** - Check this box if you want the system to email the invite to the user. The email uses the template your admin set up and includes the invitee's name, session details, and a direct link to join. If no template is configured, this option won't appear.

4. Click **Generate invite link** at the bottom right.



5. Copy the generated link from the confirmation window.



6. Share the link with the invitee using your preferred method.



For security, links can't be reused on multiple devices.

What the invitee sees



When an invitee clicks the link, what happens depends on whether the session has started and how they're logged in.

- **If the session hasn't started** – The invitee will access the room page with event details and a countdown until the start time.
- **When the session is open** – If the invitee is logged in with the invited email, they'll go directly into the room. If they're not logged in, they'll first see a lobby screen where they must enter the invited email.

To learn more, visit our article *Join a Kaltura Room from an invitation link*.

Troubleshooting

- **Email doesn't match** – Make sure the invitee is logged in with, or enters, the email address that received the invitation.
 - **Link expired or already used** – Generate a new link and share it with the invitee.
 - **Room deleted or invite removed** – The invite will no longer work.
 - **Domain restrictions** – If the invitee's email domain is blocked, try a different email address or contact the admin.
 - **Role didn't update** – If you promoted an invitee but they don't see their new permissions, ask them to refresh the room.
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