Manage Q&A during a live session

Content updated: 05/15/2026

This article is designated for moderators

About

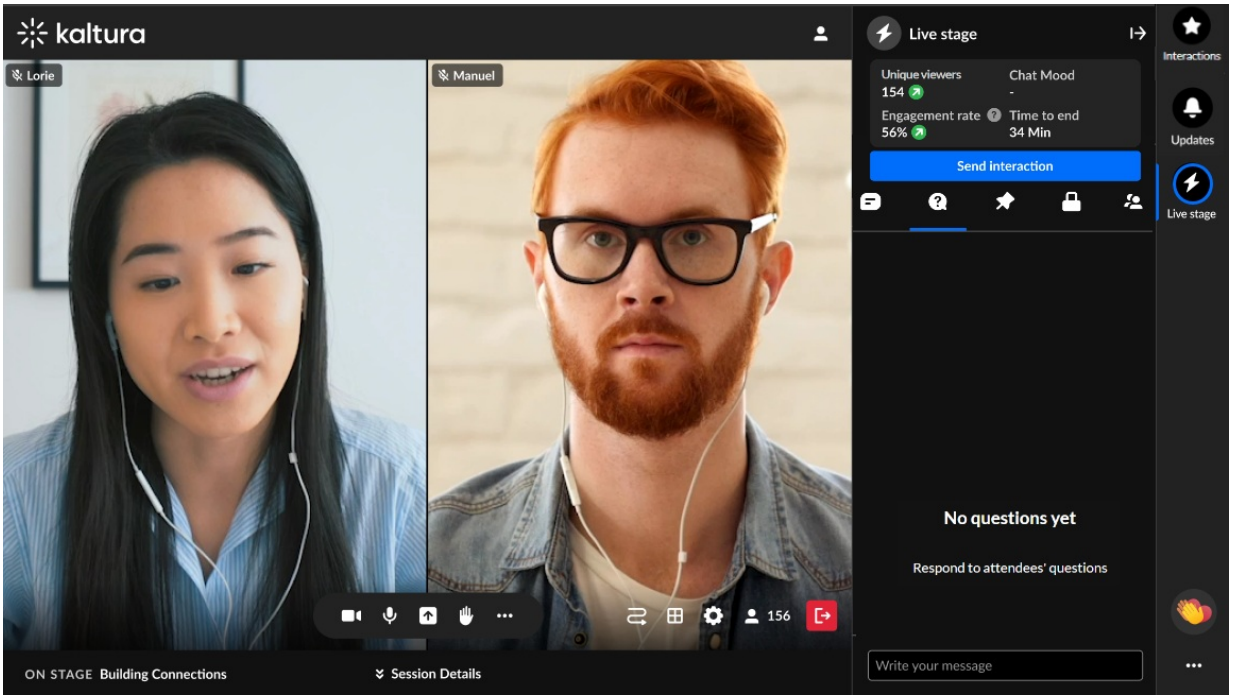
Moderators can use **Q&A** to review questions from participants, claim questions, and respond directly during a session.

This article describes the Q&A experience when **Public Q&A isn't enabled**. Public Q&A is available only in Kaltura Virtual Events & Webinars. If your account uses Public Q&A, see Manage Public Q&A during a live session.

Open Q&A

1. On the session page, click **Live stage** in the right navigation.
2. Click the **Q&A icon** at the top of the Live stage panel.

   The Q&A area opens. If no questions have been submitted yet, **No questions yet** displays.

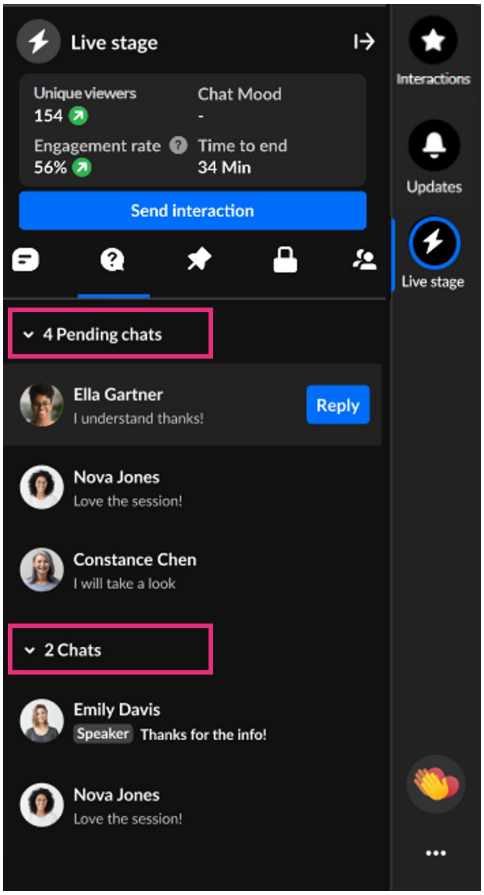


If participants have submitted questions, they appear under **Pending chats** or

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Chats.

The number of conversations displays next to each section. Click the **arrow** next to a section to expand or collapse it.



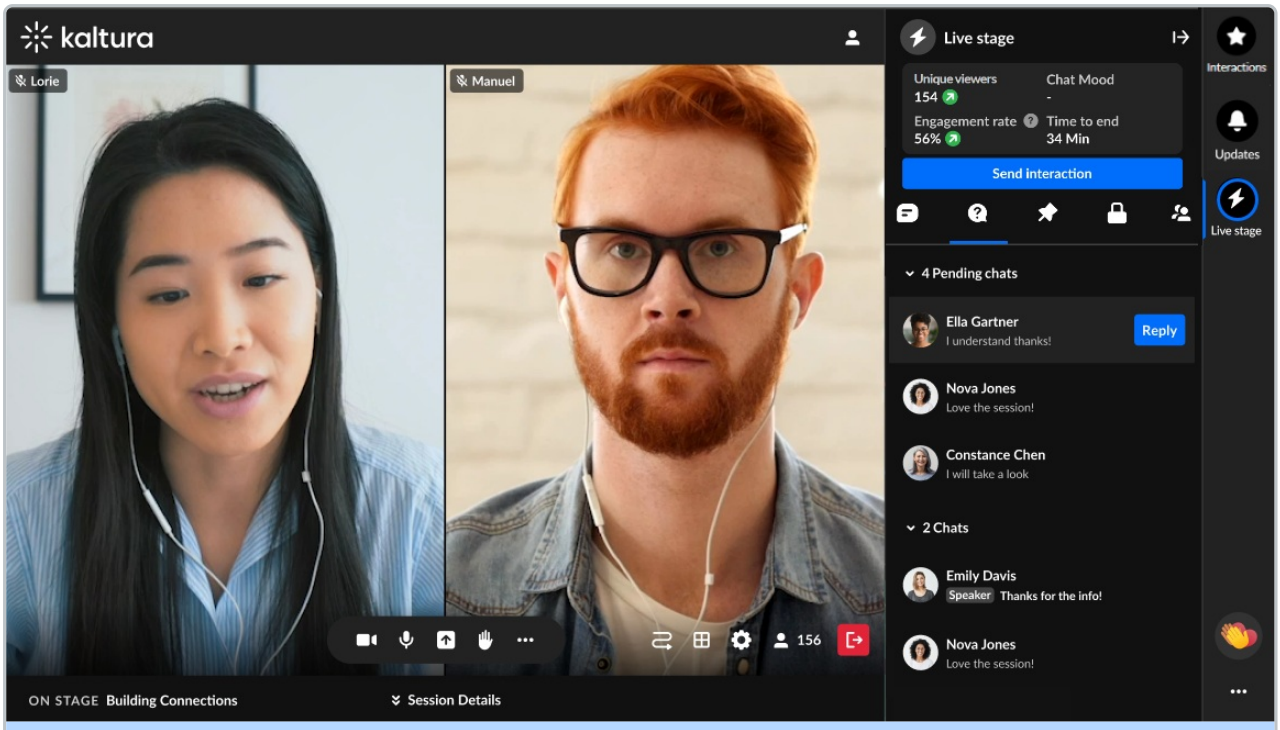
To read a conversation without claiming it, click the conversation itself.

How participant questions are organized

Your administrator can configure Q&A to use a single conversation thread or multiple conversation threads for each participant:

- **Single thread (default)** – All questions from a participant appear in the same conversation.
- **Multi thread** – Each question starts a separate conversation. A participant can have multiple conversations open with moderators or speakers at the same time.

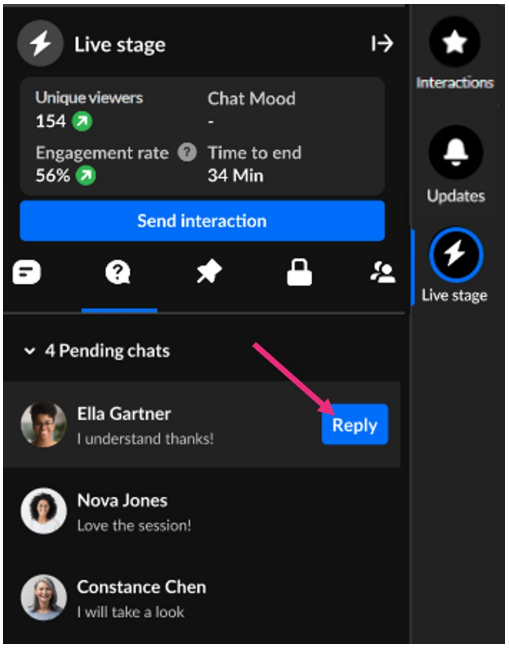
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Multi thread

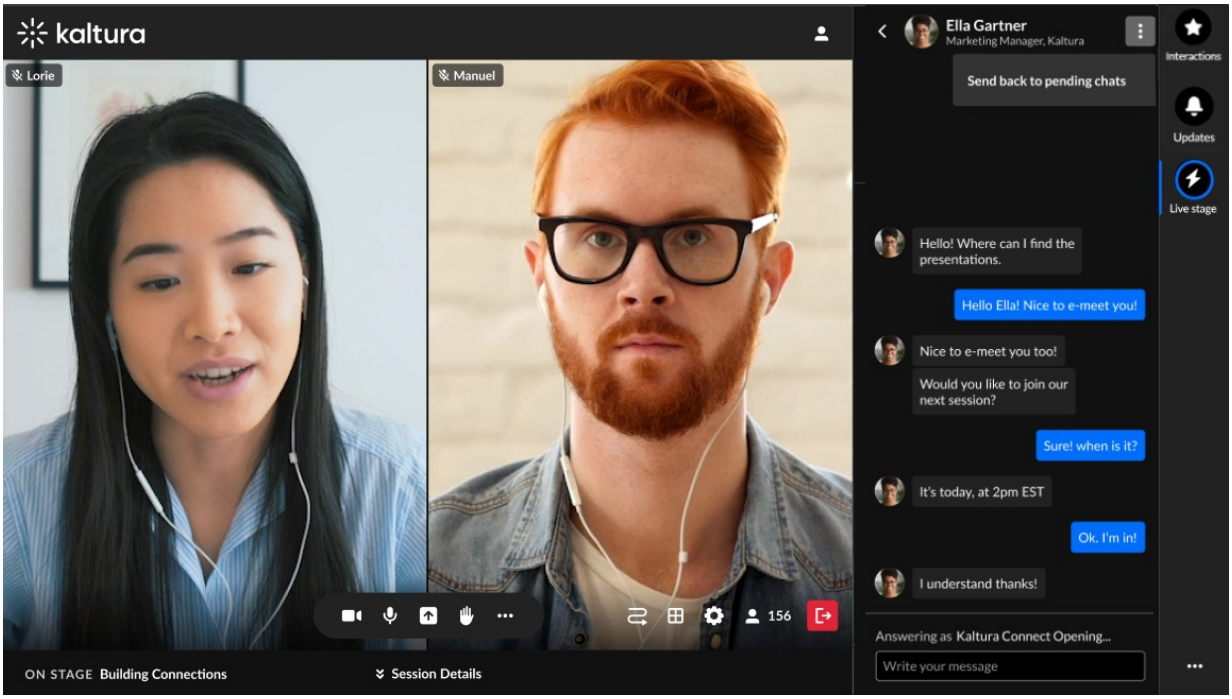
Claim and answer a question

1. Find the participant's question under **Pending chats**.
2. Click **Reply** next to the participant's name.



The conversation opens.

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3. Enter your response in the **Write your message** field.

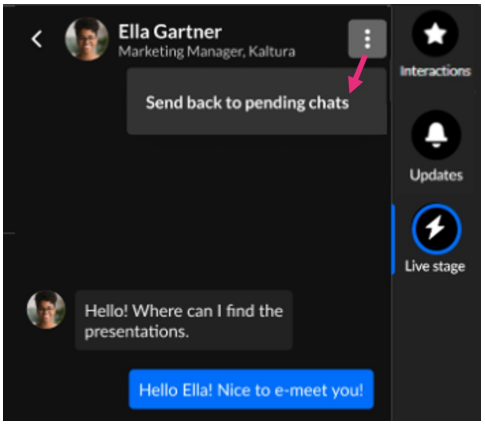
   Answering as [Session Name] displays above the field to indicate that you're responding as a moderator rather than in a private chat.

   To return to the Q&A list, click the **back arrow**.

Send a conversation back to pending

To make a claimed conversation available to other moderators again:

1. Open the conversation.
2. Click the **three dots**.
3. Select **Send back to pending chats**.



Manage messages and participants

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Moderators can also manage messages and participants from Q&A:

- Hover over a message and select the **Like** icon to like a message.
- Hover over any message and select the **Trashcan** icon to delete the message.
- Hover over a message and select the **Pin** icon to pin the message to the top of the list.
- Hover over a message and select the **Block** icon to block the user.

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