Manage Public Q&A during a live session

Content updated: 05/15/2026

This article is designated for moderators

About

Moderators can use **Public Q&A** to review and respond to participant questions, manage conversations, and mark replies as correct during a session.

This article describes the Q&A experience when Public Q&A is enabled. If your account doesn't use Public Q&A, see Manage Q&A during a session.

Public Q&A is available only in **Kaltura Virtual Events & Webinars**.

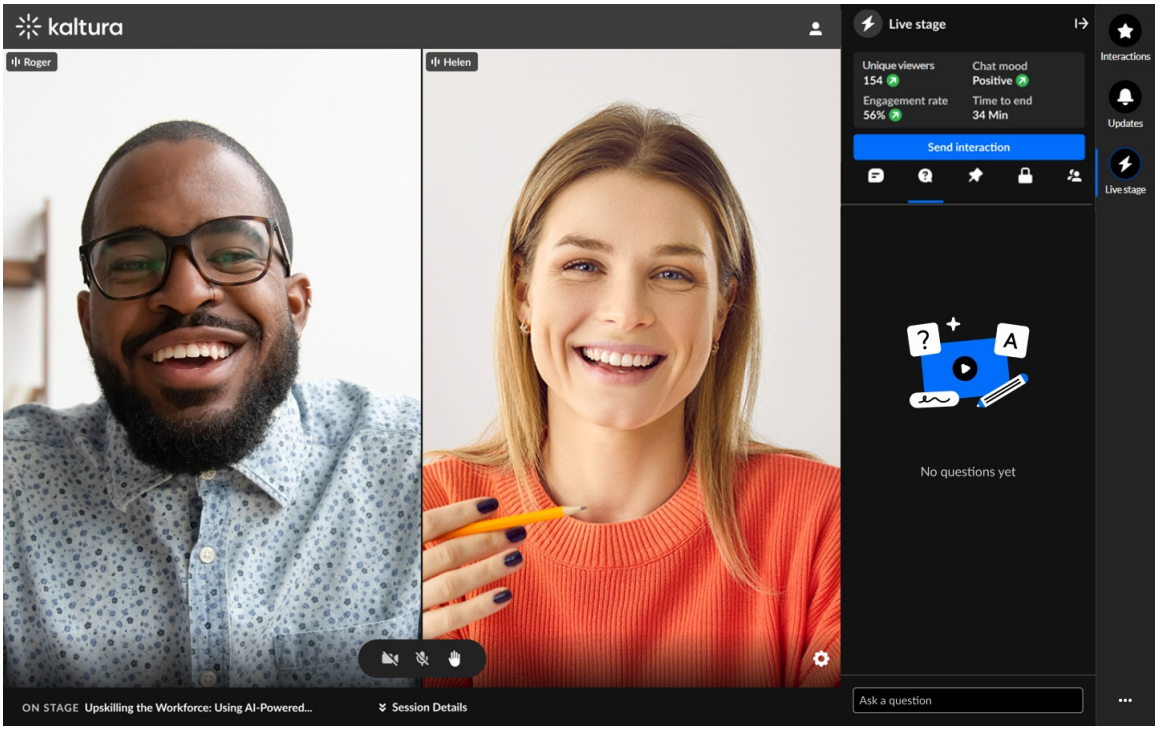
Public Q&A is configured in the Chatandcollaboration module in `mediaChat` settings.

Open Q&A

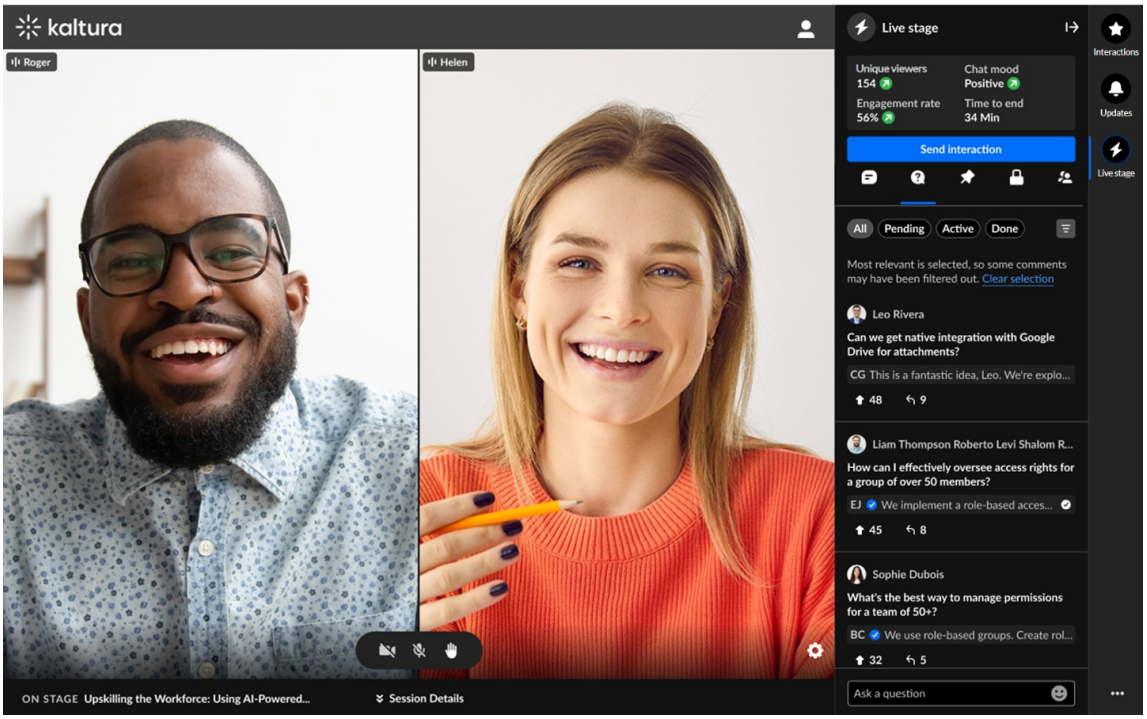
1. On the session page, click **Live stage** in the right navigation.
2. Click the **Q&A** tab (**question mark icon**) at the top of the Live stage panel.

   The Q&A area opens. Before participants submit questions, the Q&A area is empty.

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After participants submit questions, they appear in the Q&A area.

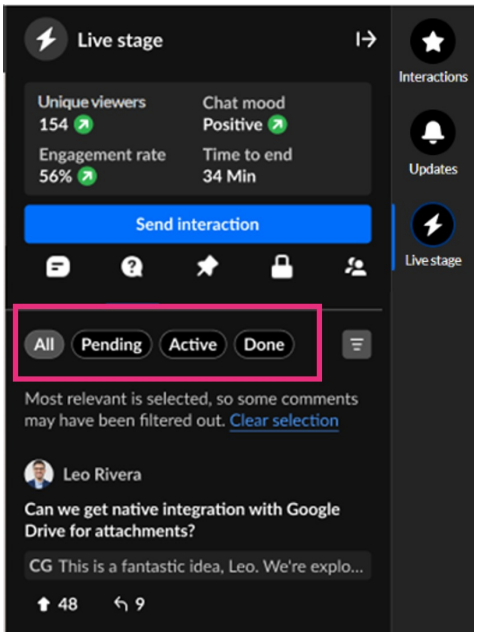


A verified badge identifies users with a session management role.

View questions by status

Use the status options to find questions based on their current state:

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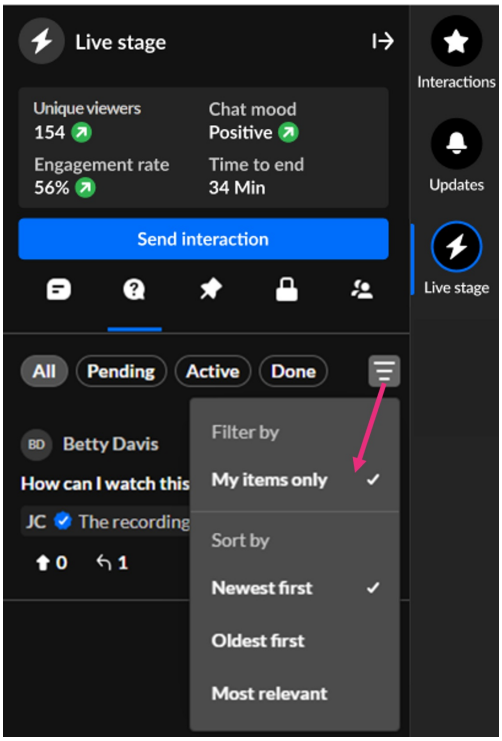


- **All** – Displays all questions except deleted or archived questions.
- **Pending** – Displays questions that haven't received a moderator response.
- **Active** – Displays open questions that have received a moderator response and don't have a reply marked as correct.
- **Done** – Displays questions with a reply marked as correct or conversations that have been ended.

Filter and sort questions

Click the **Filter** icon to filter or sort the questions.

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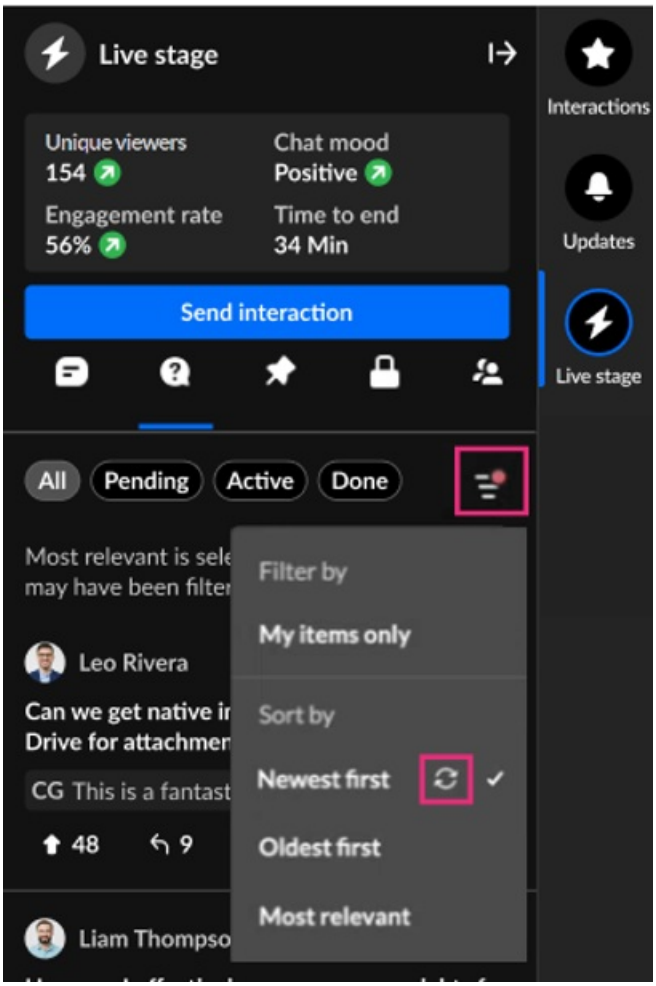
You can:

- Select **My items only** to display questions that you created or replied to.
- Sort questions by **Newest first**, **Oldest first**, or **Most relevant**.

Select **Most relevant** to prioritize questions with the most upvotes.

When new activity is available, a **red indicator** appears on the **Filter icon**. Click the **Refresh icon** to update the list with the latest activity.

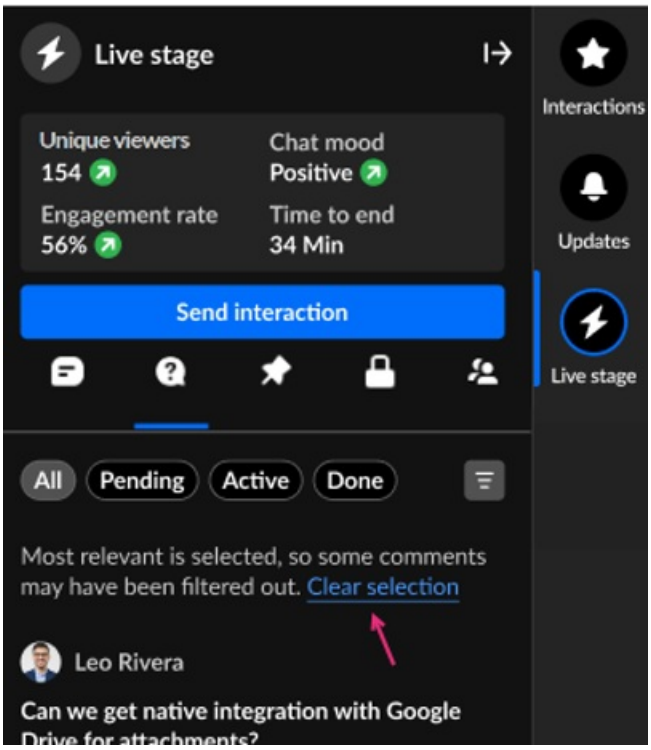
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Refreshing the list clears **My items only** and resets the sort to **Newest first.**

Click **Clear selection** to return to the complete list.

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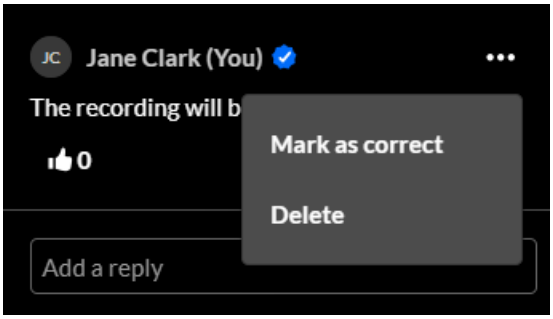
Reply to a question

1. Find the question you want to answer.
2. Click the **Reply** icon.
3. Enter your response.

Replies can contain up to 500 characters. You can only reply to an open conversation.

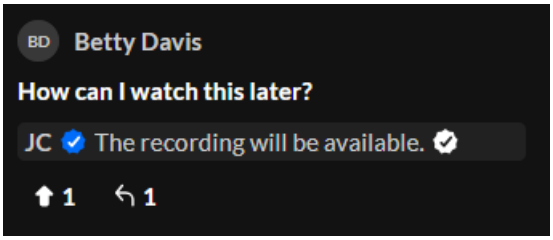
Mark a reply as correct

1. Select the reply you want to mark as correct.
2. Click the **three dots**.
3. Select **Mark as correct**.

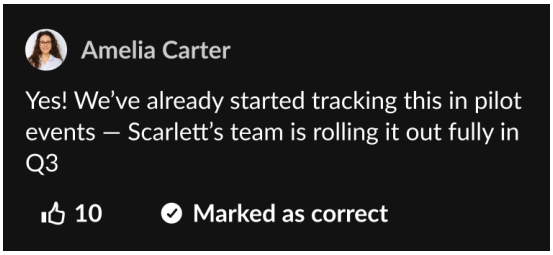


A check mark identifies the reply as correct. The question moves to **Done** when a reply is marked as correct.

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When you open the reply, **Marked as correct** displays.



To remove the designation, click the **three dots** and select **Unmark as correct.**

End or restart a conversation

To prevent participants from adding more replies:

1. Click the **three dots** on the question.
2. Select **End conversation**.

Participants can't reply to an ended conversation. The question moves to **Done**.

To reopen the conversation, click the **three dots** and select **Start conversation**. The question returns to **Active**.

Manage questions and replies

You can also:

- Click the **Upvote** icon to upvote a question.

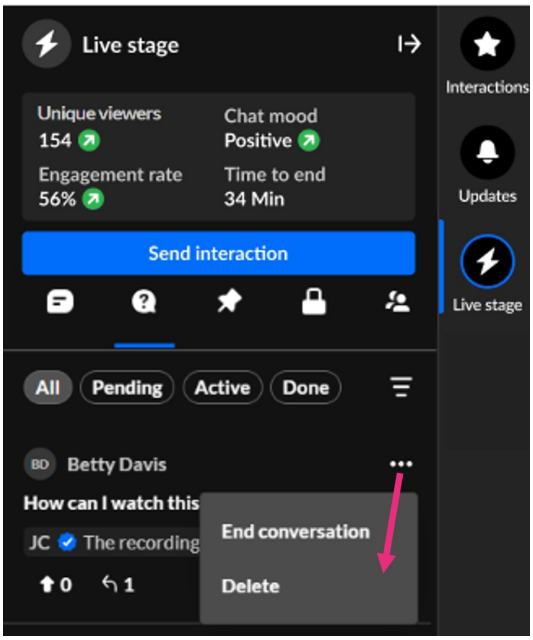


- Click the **Like** icon to like or unlike a reply.



- Click the **three dots** on a question or reply and select **Delete** to remove it from the Q&A area.

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Deleted questions and replies are hidden from participants but aren't permanently deleted. They remain available in reports.

Ask a question

Moderators can also submit questions to Public Q&A.

Enter your question in the **Ask a question** field, then press Enter. Questions can contain up to 500 characters.

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