

Manage channel subscribers

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 This article is designated for all users.

About

Channel owners and managers can use the **Subscribers** feature to view and manage channel subscribers.

From the Subscribers page, you can:

- Enable or disable channel subscriptions
- View channel subscribers
- Download subscriber lists
- Upgrade eligible channels to enhanced subscriptions



This feature requires the following to be enabled:

- [Channelsubscription module](#)
- [Theming module](#) with the 'channeledit' feature set to 'Yes'

Subscription models

Content Hubs supports two subscription models:

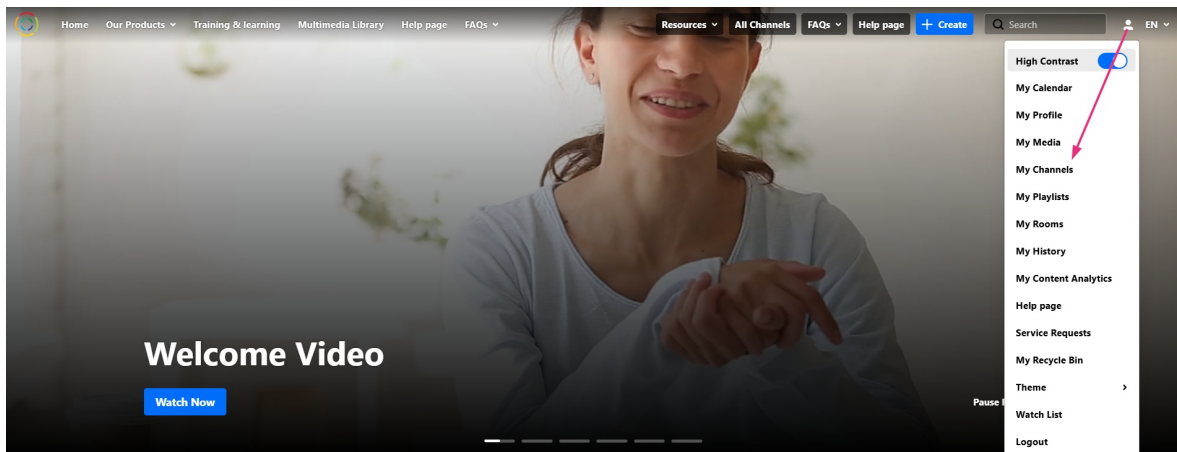
- **Legacy subscriptions** - Used by existing channels that don't have enhanced subscriptions enabled. These channels can be upgraded to enhanced subscriptions ([see below](#)).
- **Enhanced subscriptions** - Used automatically for new channels after the **EnhanceSubscription** field in the [Channelsubscription module](#) has been enabled. Enhanced subscriptions provide [additional capabilities](#).



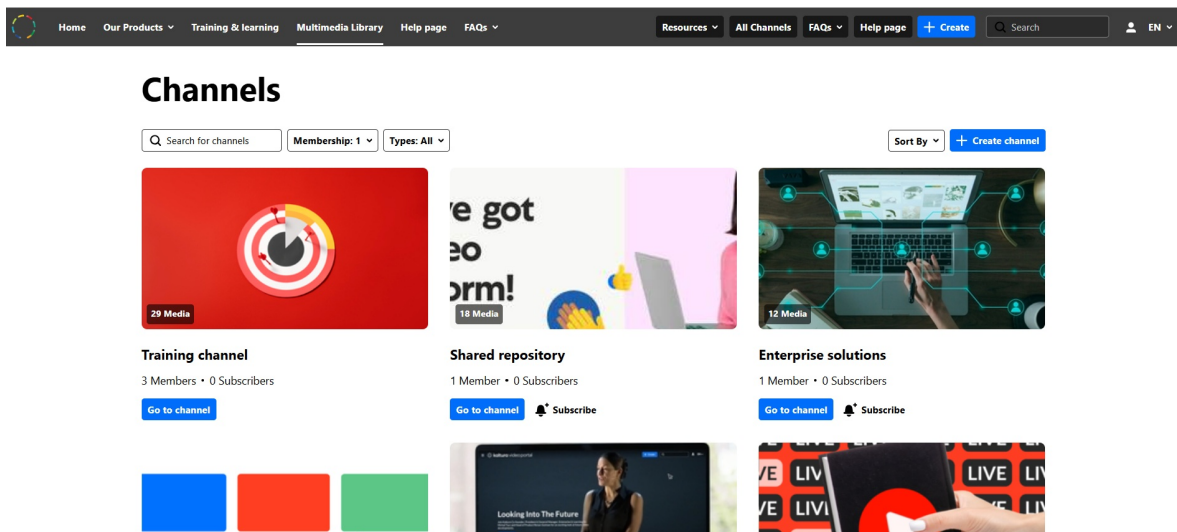
To identify which model your channel uses, look at the Subscribers page. Channels using enhanced subscriptions display a search field and pagination controls.

Access the Subscriptions page

1. From the user menu, select **My Channels**.

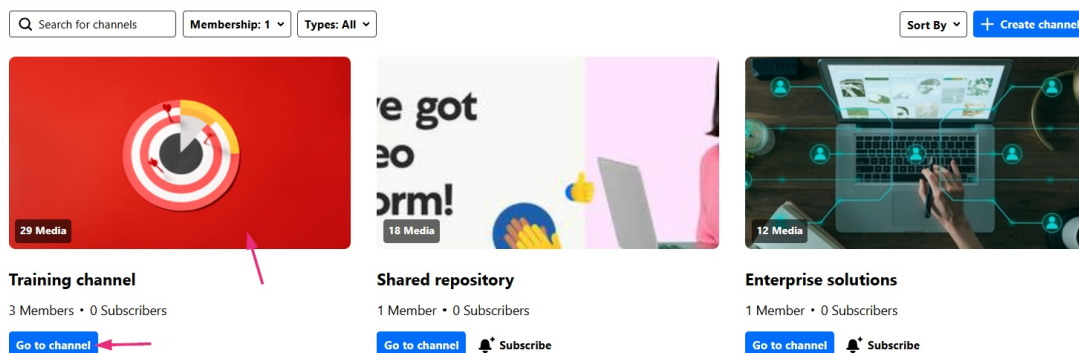


The **My Channels** page displays.

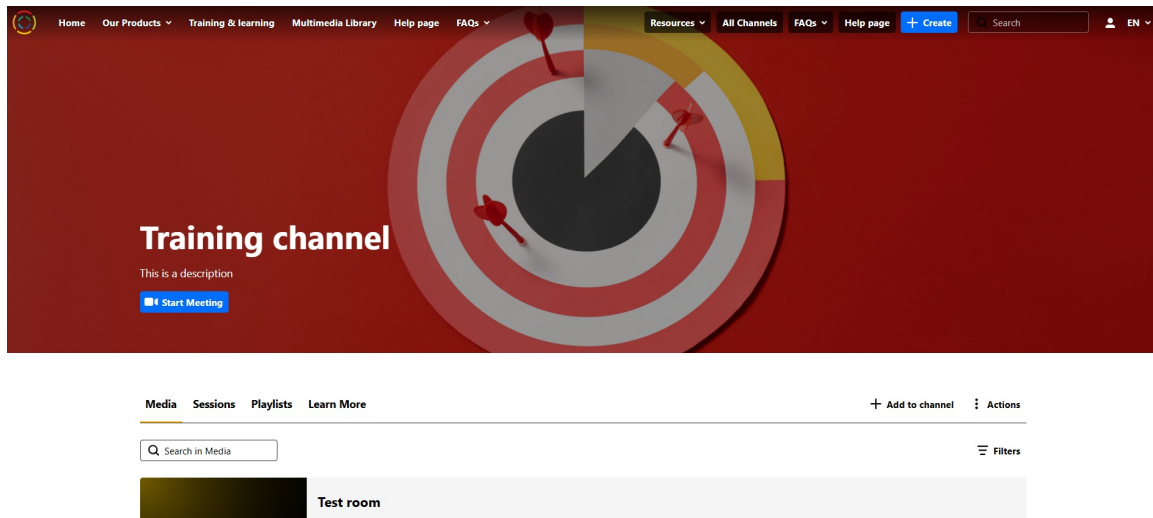


2. Find the channel you want to edit and either click **Go to channel** button or the media thumbnail.

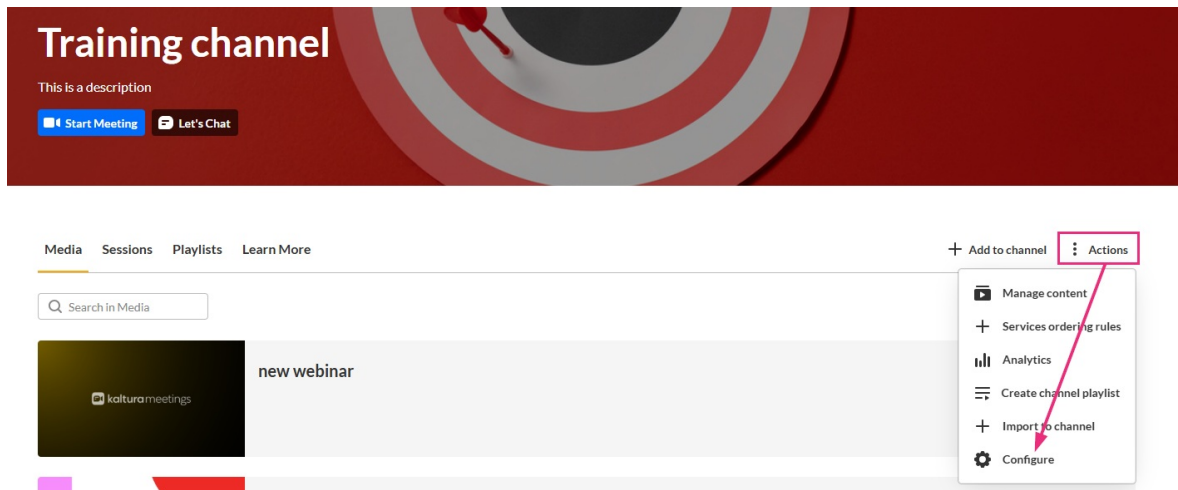
Channels



The channel page opens.



3. At the far right, click the **Actions** menu and select **Configure**.



The configure page opens on the **Details** tab by default with a left-hand navigation.

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- Content moderation
- Channel playlists
- Roles & permissions
- Subscribers
- Details**
- Branding
- Settings & layout

Details

Save

Edit basic details for your channel.

Title *

Training channel

Description

B *i* U    

This channel contains training sessions, recorded meetings, and supporting materials for internal learning and onboarding. It's designed to help team members get up to speed quickly, revisit key topics, and stay aligned on processes and best practices.

Content may include step-by-step walkthroughs, product overviews, knowledge-sharing sessions, and updates from different teams. Whether you're new or just need a refresher, this space brings everything together in one place for easy access and ongoing learning.

Tags

Privacy

Public, Open

Anyone can view content (including guests). All logged in users can contribute content (contribution is not allowed for viewer-role users).

Collections

Add your channel to collections

Assign to collections

Appears in [Marketing](#), [Sales](#), [Training updates](#)

Delete channel

4. Click the **Subscribers** tab to open the Subscribers page.

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Subscribers

Track your channel subscriber data.

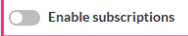
Enable subscriptions

Enable or disable subscriptions

Use the **Enable subscriptions** toggle to allow or prevent users from subscribing to the channel.

Subscribers

Track your channel subscriber data.

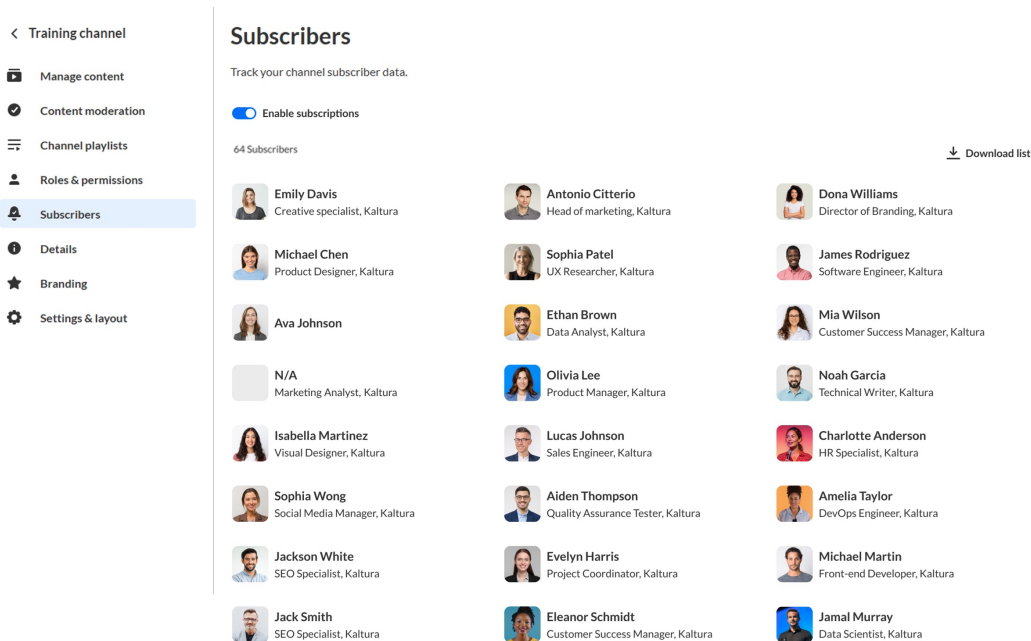


When subscriptions are enabled, users can subscribe to the channel and receive notifications when new content is added.

View subscribers

The Subscribers page displays the following:

- total number of channel subscribers
- subscriber names
- subscriber titles
- profile images or initials



Subscribers

Track your channel subscriber data.

Enable subscriptions

64 Subscribers Download list

Emily Davis Creative specialist, Kaltura	Antonio Citterio Head of marketing, Kaltura	Dona Williams Director of Branding, Kaltura
Michael Chen Product Designer, Kaltura	Sophia Patel UX Researcher, Kaltura	James Rodriguez Software Engineer, Kaltura
Ava Johnson	Ethan Brown Data Analyst, Kaltura	Mia Wilson Customer Success Manager, Kaltura
N/A Marketing Analyst, Kaltura	Olivia Lee Product Manager, Kaltura	Noah Garcia Technical Writer, Kaltura
Isabella Martinez Visual Designer, Kaltura	Lucas Johnson Sales Engineer, Kaltura	Charlotte Anderson HR Specialist, Kaltura
Sophia Wong Social Media Manager, Kaltura	Aiden Thompson Quality Assurance Tester, Kaltura	Amelia Taylor DevOps Engineer, Kaltura
Jackson White SEO Specialist, Kaltura	Evelyn Harris Project Coordinator, Kaltura	Michael Martin Front-end Developer, Kaltura
Jack Smith SEO Specialist, Kaltura	Eleanor Schmidt Customer Success Manager, Kaltura	Jamal Murray Data Scientist, Kaltura

Channels using the [legacy subscription](#) model display up to 100 subscribers. To access the complete subscriber list, click **Download list**.

Channels using the [enhanced subscription](#) model can search subscribers and navigate through paginated subscriber results.

Download subscribers list

Click **Download list** to export subscriber information.

Subscribers

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Software Engineer, Kaltura



Ava Johnson



Ethan Brown
Data Analyst, Kaltura



Mia Wilson
Customer Success Manager, Kaltura



The export includes:

- First name
- Last name
- Email address
- User ID



Large subscriber lists are delivered by email. If no email address is associated with your account, the Download list button is unavailable.

Upgrade subscription recommendation


If the **Enhanced subscriptions** feature was enabled on your site, channels using the legacy subscription model display an *Upgrade your channel subscriptions* message when they approach the subscriber limit.

To start the upgrade, click **Upgrade subscription**.

Subscribers










Track your channel subscriber data.

Enable subscriptions

 You're about to reach your subscription limit. ✕

64 Subscribers

[Download list](#)

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Upgrade your channel subscriptions

Upgrade this channel to the enhanced subscription model to support higher subscriber volume and enable subscribers search.
This upgrade does not impact existing users or channel functionality.

[Upgrade subscription](#)

[Dismiss](#)

The upgrade runs in the background and an *Upgrade subscriptions in progress* message is displayed until the process is complete.









Once the upgrade is complete, the channel uses enhanced subscriptions.

Enhanced subscription capabilities

Channels using enhanced subscriptions provide additional subscriber management capabilities:

- Search subscribers
- Navigate through subscriber pages
- Support for larger subscriber volumes

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














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- | | | |
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