Enable and 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:

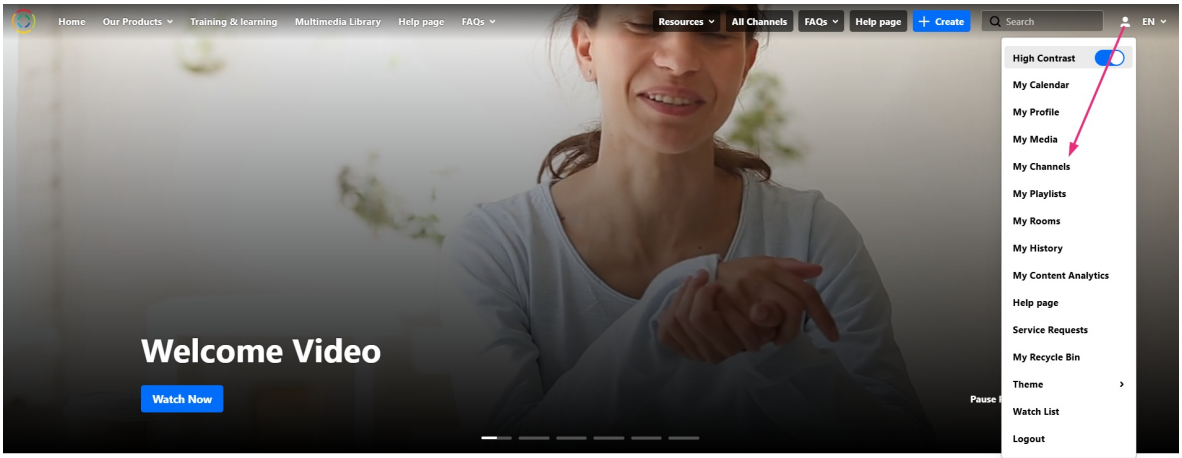
- **Legacy subscriptions** - Used by existing channels that don't have enhanced subscriptions enabled. These channels can be upgraded to enhanced subscriptions (see below).
- **Enhanced subscriptions** - Used automatically for new channels after the **EnhanceSubscription** field in the Channelsubscription 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.

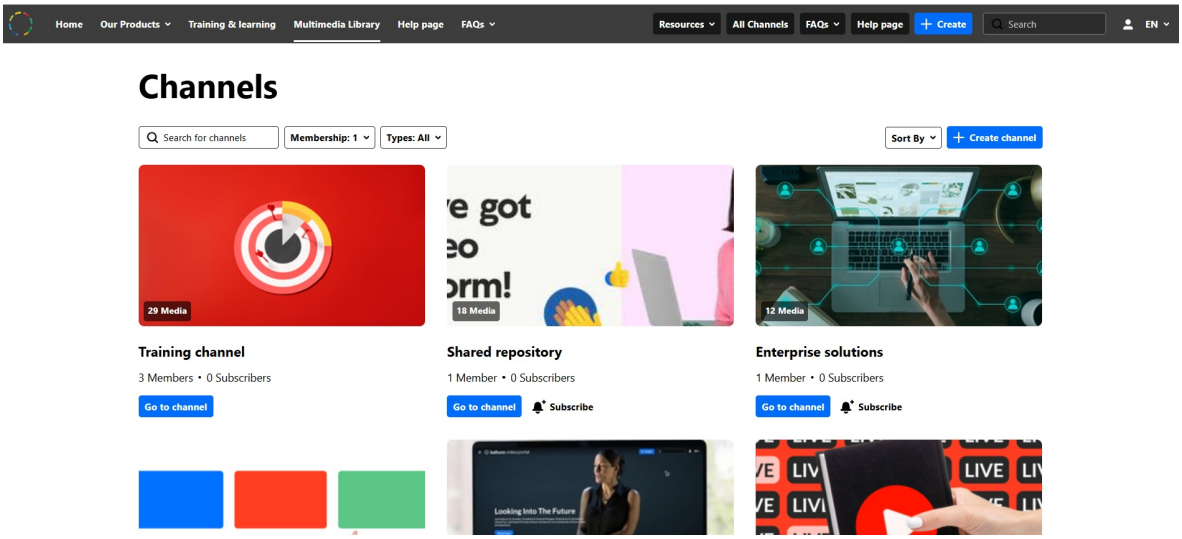
Access the Subscribers page

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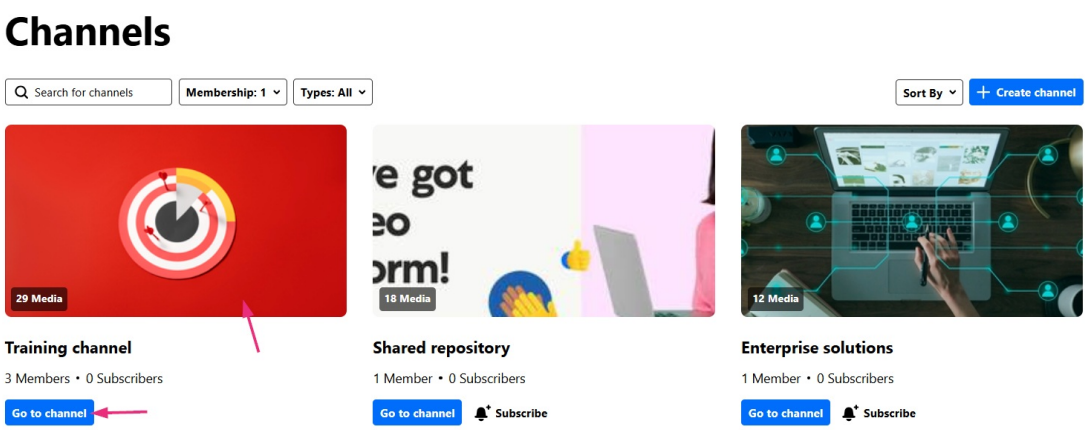
1. From the user menu, select **My Channels**.



The **My Channels** page displays.

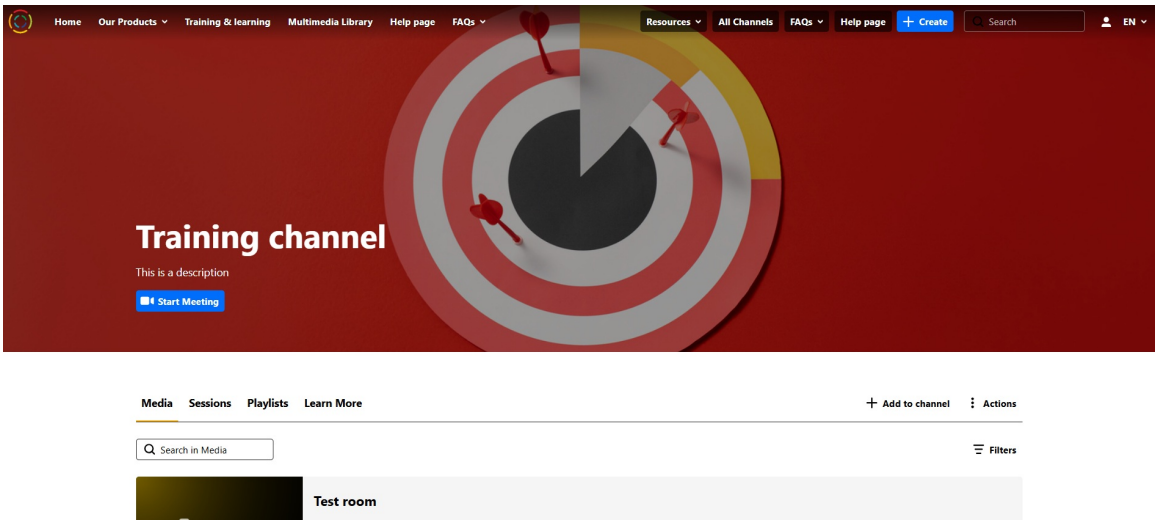


2. Find the channel you want to edit and either click **Go to channel** button or the media thumbnail.

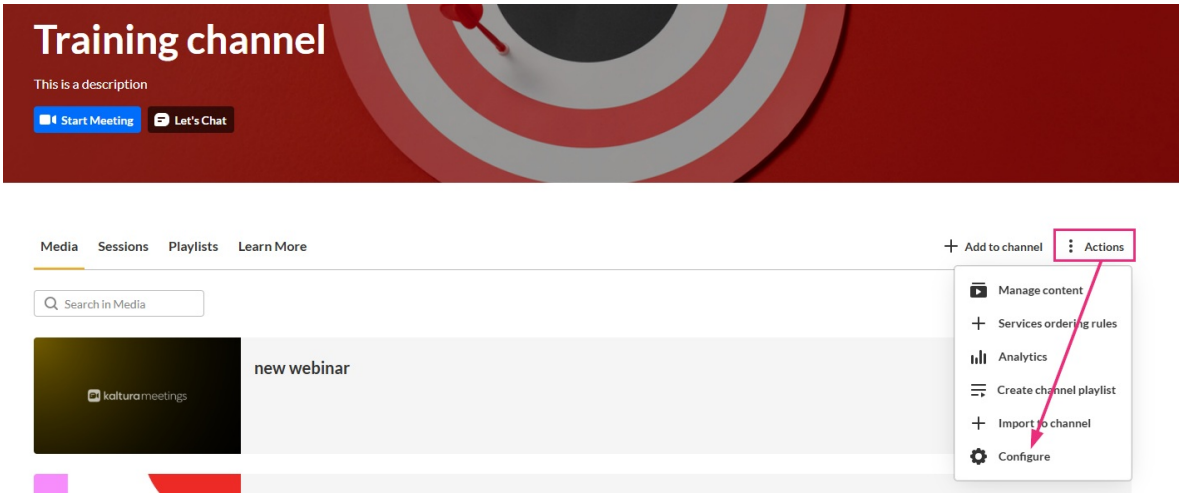


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The channel page opens.

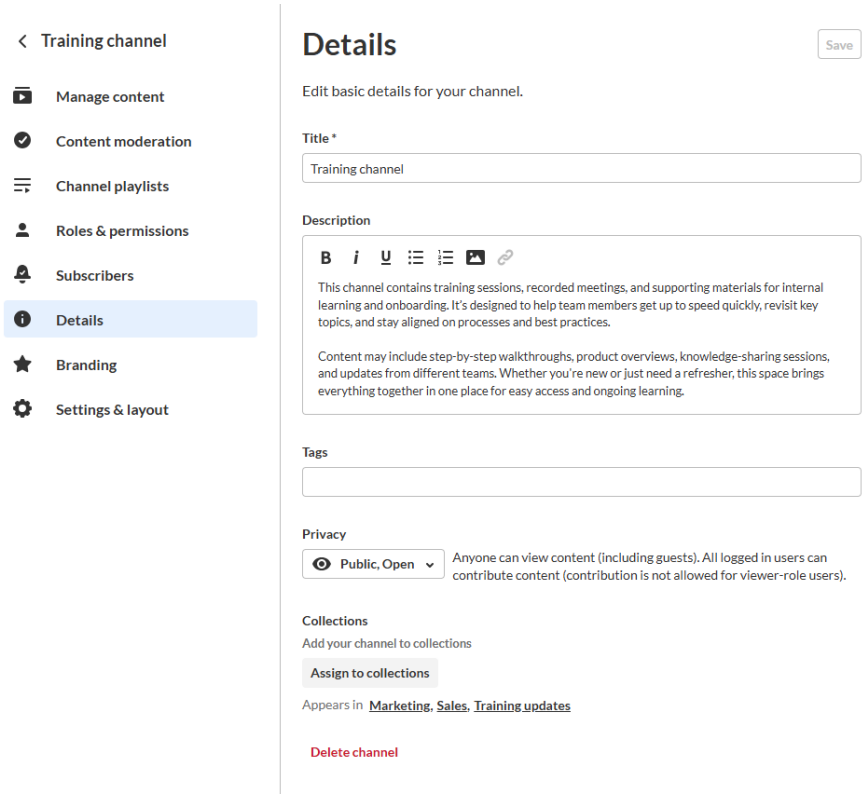


3. At the far right, click the **Actions** menu and select **Configure**.

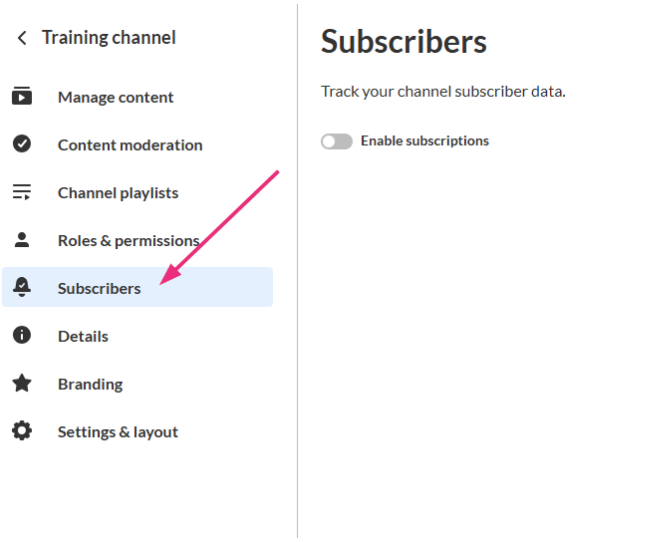


The configure page opens on the **Details** tab by default with a left-hand navigation.

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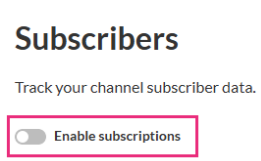
4. Click the **Subscribers** tab to open the Subscribers page.



Enable or disable subscriptions

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

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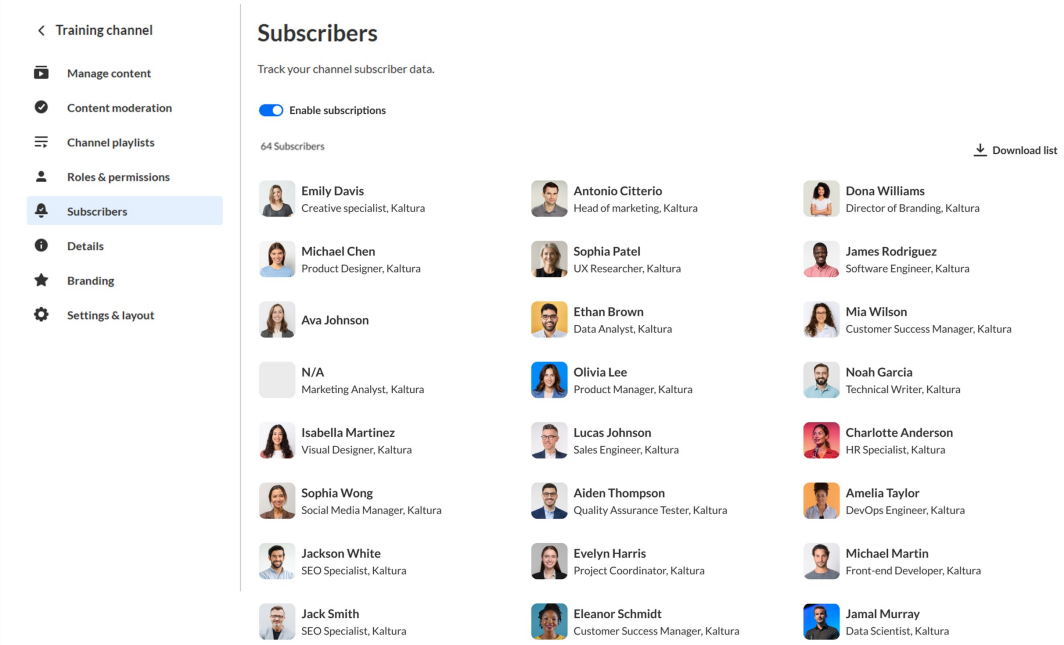


When subscriptions are enabled, users can subscribe to the channel and receive notifications when new content is added.

View subscribers

The Subscribers page displays the following:

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



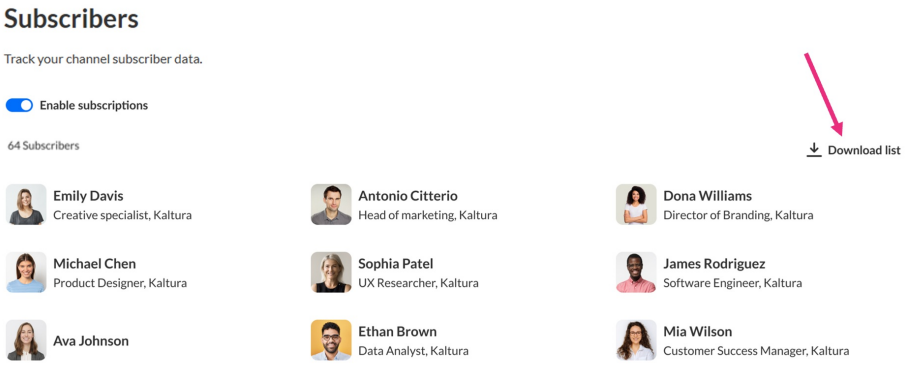
Channels using the legacy subscription model display up to 100 subscribers. To access the complete subscriber list, click **Download list**.

Channels using the enhanced subscription model can search subscribers and navigate through paginated subscriber results.

Download subscribers list

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



The export includes:

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

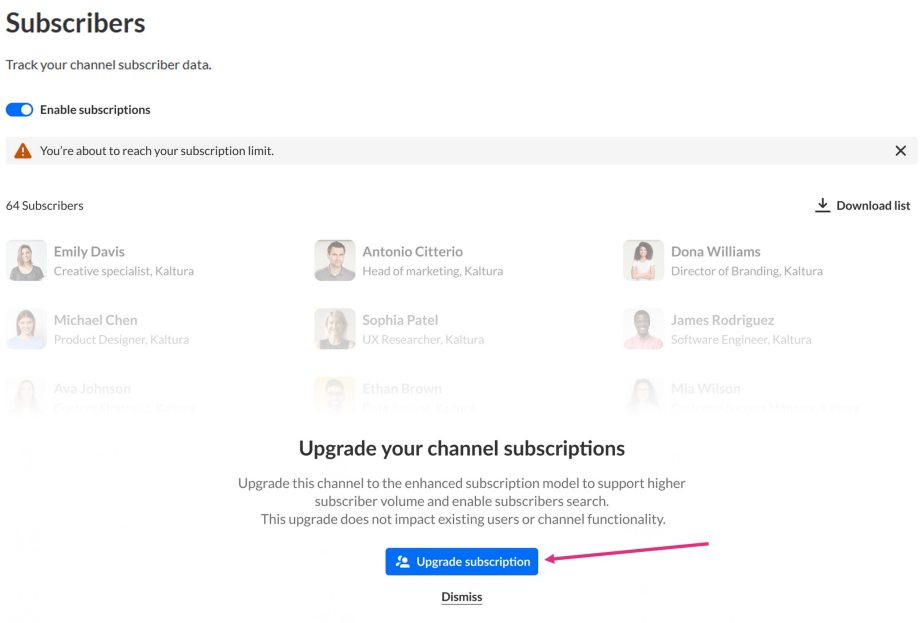
Large subscriber lists are delivered by email. If no email address is associated with your account, the Download list button is unavailable.

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**.

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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.

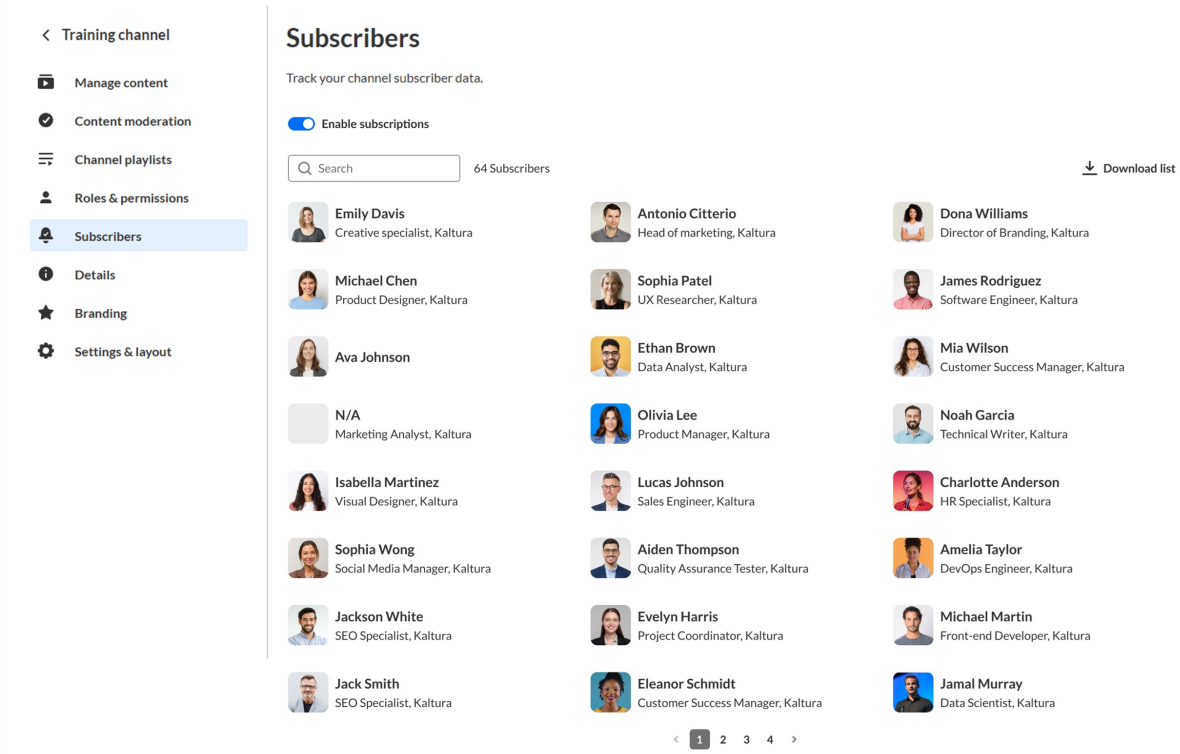
Once upgraded, the channel cannot be reverted to legacy subscriptions.

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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