

UnconfirmedChat module

Last Modified on 08/01/2026 8:01 pm IDT

 This article is designated for administrators.

About

The **UnconfirmedChat module** lets administrators enable chat access for users who join a session through a guest link without a verified identity.



This is a custom module and isn't available for self-service. Contact your Kaltura representative if you want to enable this feature.



Because Kaltura doesn't verify the identities of guest users, enabling this feature means your organization accepts responsibility for communications involving those users.

Configure

1. Once the module has been enabled in your application, go to your Configuration Management console and click on the **UnconfirmedChat** module.

ModulesCustom / core

Avatarvodstudio

Channeltv

Classroomcapture

Emaillogin

Foryoupage

Hostnames

Kalturaai

Kwebcast

Newrow

Raptrmedia

Rescheduling

Registration

Rsvp

Unconfirmedchat

The **UnconfirmedChat** page displays.

Configuration Management

Server Tools

[Backup Configuration](#)[Player replacement tool](#)

Global

[Application](#)[AddNew](#)[Auth](#)[Categories](#)[Channels](#)[Client](#)[Debug](#)[EmailService](#)[EmailTemplates](#)[Gallery](#)[Header](#)[Icalendar](#)[Languages](#)[Login](#)

Unconfirmedchat

Module Info

description

Enables chat access for users who joined via a guest link and whose identity has not been verified by Kaltura. This feature is intended for organizations that accept the associated privacy and security risks. By activating this module, your organization assumes sole responsibility for all communications that occur between unverified participants.

enabled

Enable the Unconfirmedchat module.

2. Set **enabled** to 'Yes' to enable the module.

3. Click **Save**.