

Invite people to your Kaltura Room session in Content Hubs

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 This article is designated for moderators

About

Kaltura Room managers can send a secure link that gives someone direct access to a session, including standalone and **channel room** sessions, without requiring them to log in through the site's normal authentication process.

When invitees use this link, they'll be taken to the session according to the site's login and access rules. It's especially useful for:

- Inviting external guests, speakers, or moderators to a room.
- Giving temporary, role-based access to someone outside your organization.
- Promoting an attendee to a higher role during a live session.



- This feature requires the following to be enabled:
 - **Invitetomedia module**
 - **Theming module** with the 'mediapage' feature set to 'Yes'
- You must be the room **owner**, **co-owner**, **co-editor**, or **co-publisher** to invite people.
- The **Invite users** option is only available for Kaltura Rooms where **Chat & Collaboration** (C&C) is enabled.



If you need to provide quick access for external participants without assigning roles, you can share a **guest link** instead. See [Share a guest link to a live session](#).

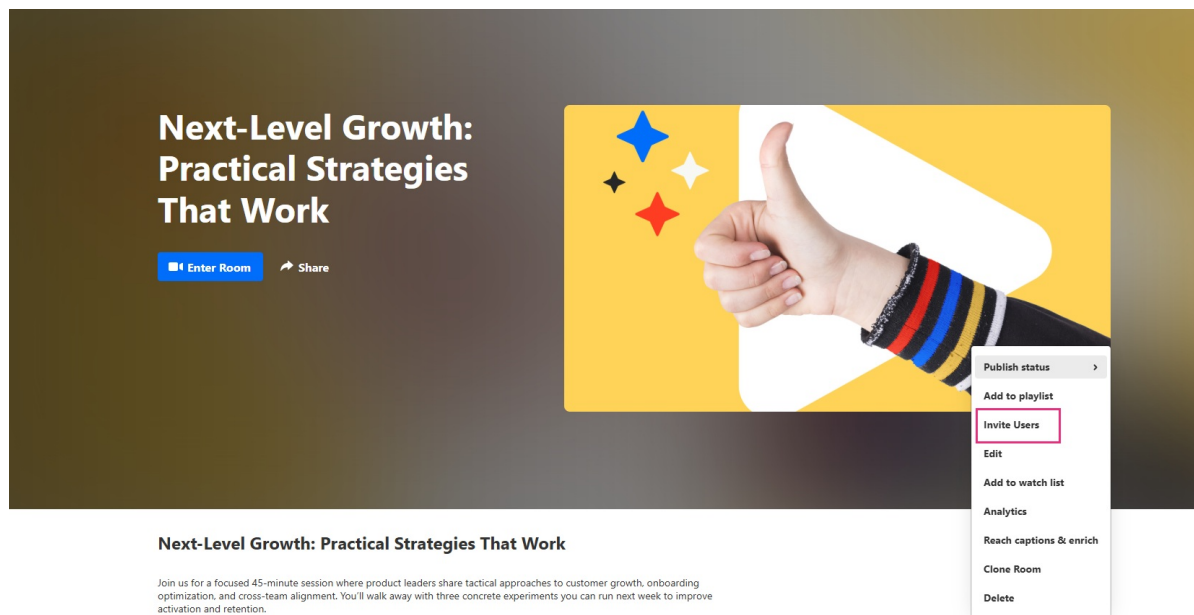
Access the invitation settings

You can access the invitation settings from different locations depending on the type of room:

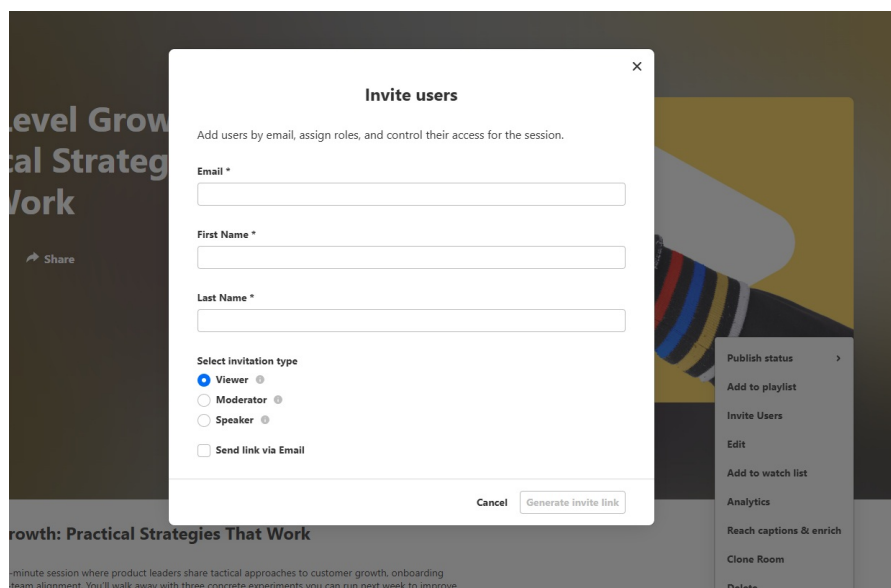
- For standalone Kaltura Rooms, you can open the invitation settings from the media page or from the Participants tab during a live session.
- For **Channel Rooms**, invitation settings are available from the Participants tab during the live session.

From the session entry page

1. Go to the [media page](#) for your [Kaltura Room](#).
2. Click the **three-dot menu** below the screen and select **Invite users**.



The 'Invite users' window opens.



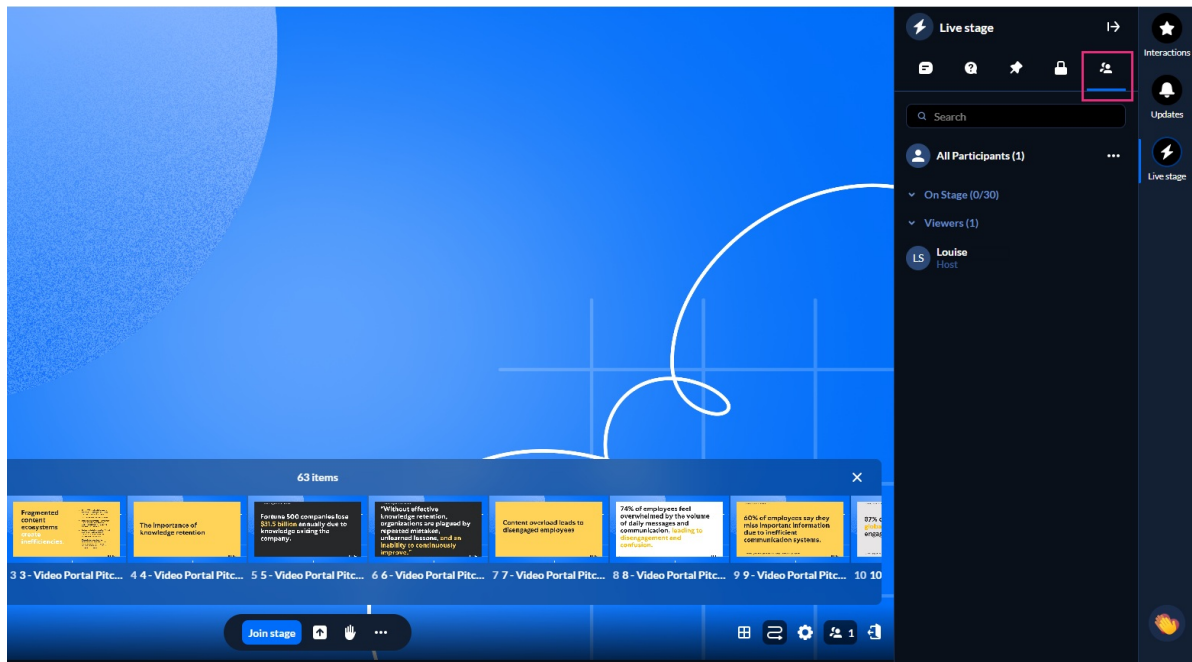
From the Participants tab



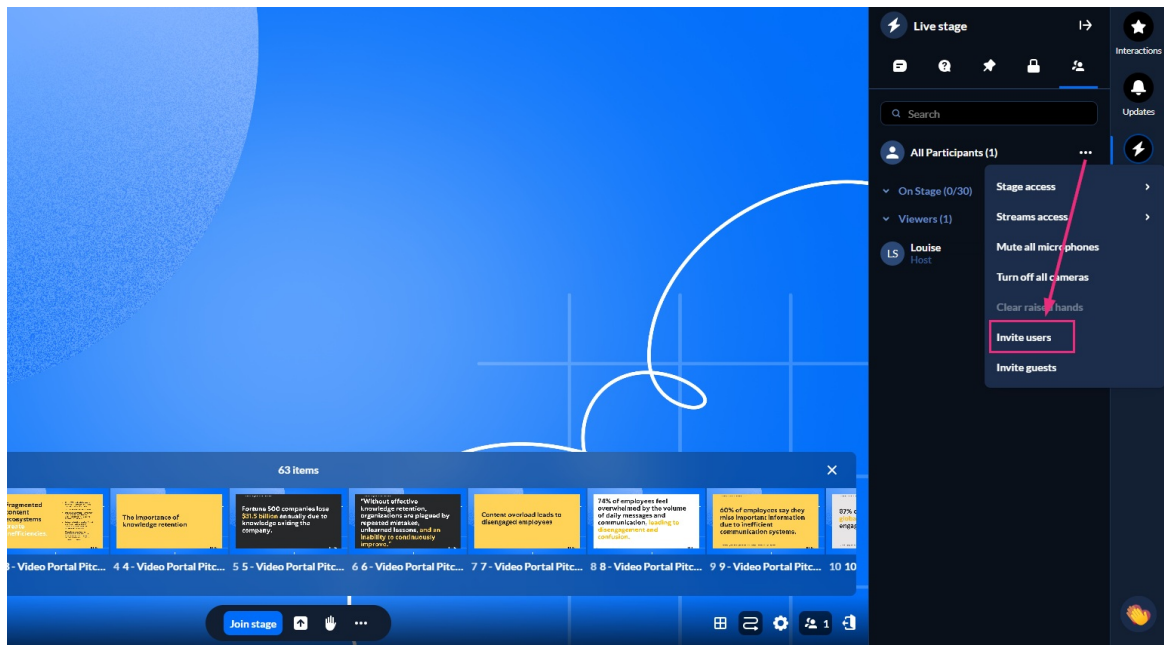
- The **Participants** tab is available for live sessions held in a [Kaltura Room](#).
- For Kaltura Events, the **Participants** tab is automatically included in some custom event templates. If you're using a custom event template and the **Participants** tab isn't visible, contact your Kaltura representative to have it added.

1. On the session page, click **Live stage** in the right navigation.
2. Click the **Participants (people) icon**.

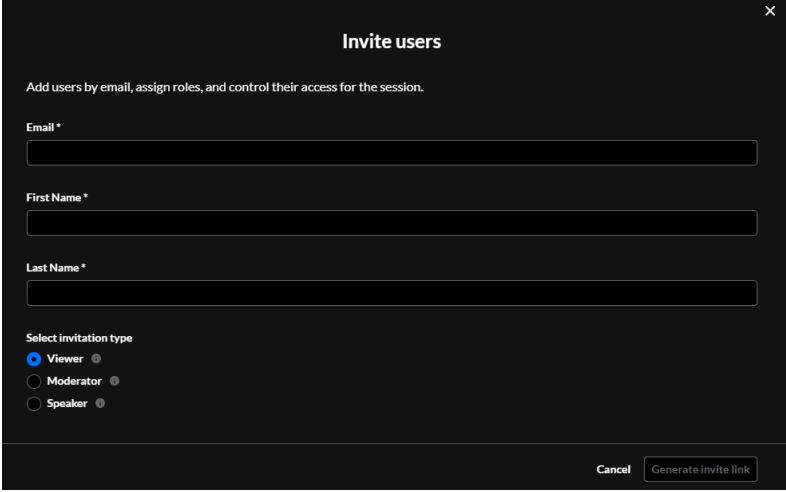
The participants list opens.



3. Click the **three dots** next to **All Participants** and select **Invite users**.



The **Invite users** window opens.



Create an invitation link

1. In the 'Invite users' window, complete the following:

- **Email address** – (Required) Enter the invitee's email. If the email matches an existing user, the user appears in the drop-down menu.
- **First and last name** – (Required) Enter their name.
- **Select an invitation type** - Choose a role for your invitee from the options:
 - **Viewer** – Access to chat, answer interactions, and Q&A.
 - **Moderator** – Access to backchannel, initiate interactions, and Q&A.
 - **Speaker** – Access to backchannel, interactions, and Q&A.
- **Send link via email** - Check this box if you want the system to email the invite to the user.



The email uses the template that was set up in the [EmailTemplates module](#). If no template was configured by your admin, this option won't appear.

4. Click **Generate invite link** at the bottom right.

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Invite users

Add users by email, assign roles, and control their access for the session.

Email *

First Name *

Last Name *

Select invitation type

☒ **Viewer** ⓘ

☐ **Moderator** ⓘ

☐ **Speaker** ⓘ

☐ **Send link via Email**

Cancel
Generate invite link

5. Copy the generated link from the confirmation window.

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Invite users

To enter the media page, the users will need to enter their email address as a form of authentication.

Link to media page

 **Copy**

6. Share the link with the invitee using your preferred method.



For security, links can't be reused on multiple devices.

What the invitee sees

When an invitee clicks the link, what happens depends on whether the session has started and how they're logged in.

- **If the session hasn't started** – The invitee will access the room page with event details and a countdown until the start time.
- **When the session is open** – If the invitee is logged in with the invited email, they'll go directly into the room. If they're not logged in, they'll first see a lobby screen where they must enter the invited email.

To learn more, visit our article [Join a Kaltura Room from an invitation link](#).

Troubleshooting

- **Email doesn't match** – Make sure the invitee is logged in with, or enters, the email address that received the invitation.
 - **Link expired or already used** – Generate a new link and share it with the invitee.
 - **Room deleted or invite removed** – The invite will no longer work.
 - **Domain restrictions** – If the invitee's email domain is blocked, try a different email address or contact the admin.
 - **Role didn't update** – If you promoted an invitee but they don't see their new permissions, ask them to refresh the room.
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