Logging in to Kaltura Experiences

Content updated: 11/11/2026

This article is designated for all users.

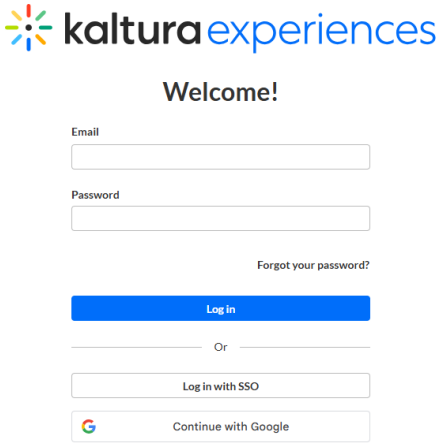
About

Once you are added to a Kaltura Experiences account, you can log in using one of three methods:

- Email and password
- Single sign-on (SSO)
- Google

Email and password

1. Navigate to your Kaltura Experiences URL. The Login screen appears.



2. Type your email address in the **Email** field and your password in the **Password** field.
3. Click **Log In**.

   The Kaltura Experiences home page opens with either the **Home** tab or the **Agents** tab displayed by default.

   In our example below, only **Conversational Agents** is enabled on the account, therefore the **Agents** tab is displayed by default.

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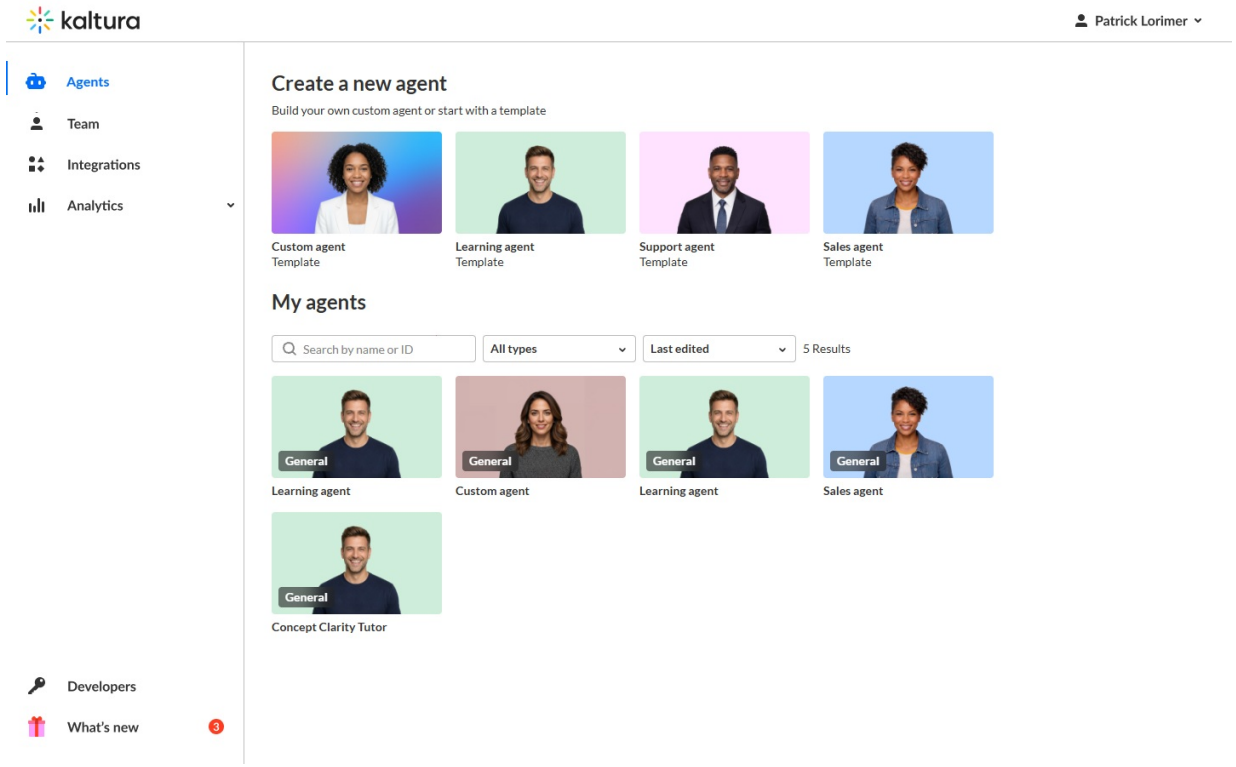

Single sign-on (SSO)

Note: Authentication through your IdP is required before you may access Kaltura experiences. If you haven't authenticated before beginning the process of logging into Kaltura experiences, you will be asked to do so. Steps to complete the authentication may include entering a username and password, sending a "push" notification to obtain an authentication code, etc.

The information you are asked to provide during the login process depends on how your account is configured. See the following administrative articles regarding account configuration using Auth Broker:

Create and manage SAML profiles

Subscribe Rich Media CMS and Event accounts to Auth Broker profiles

Auth Broker

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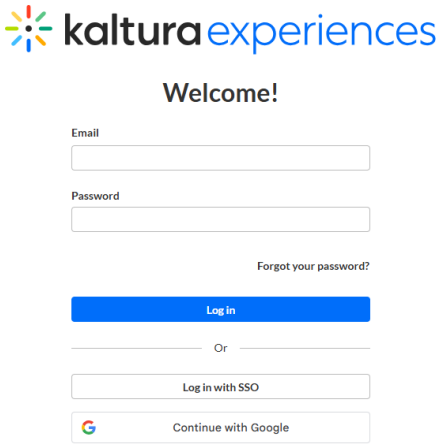
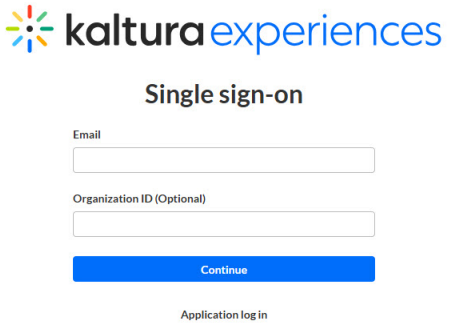


2. Click **Log in with SSO**. The Single sign-on Login screen appears.



3. Type your work email in the **Email** field.
4. If you have been provided an Organization ID for login, type it in the **Organization ID (Optional)** field.

>
> Organization ID is only optional if your company does not require one for login. If you do not enter an Organization ID when your company requires one for login, you will be prompted to enter an Organization ID before proceeding with the login process.

5. Click **Continue**. If multiple authentication profiles exist on this account, the login screen expands to display an additional field called **Select authentication profile**.

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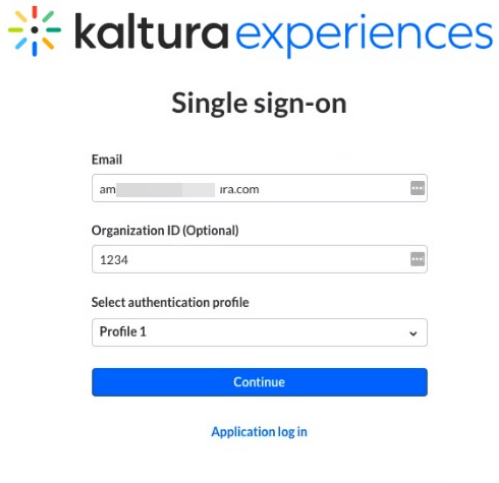
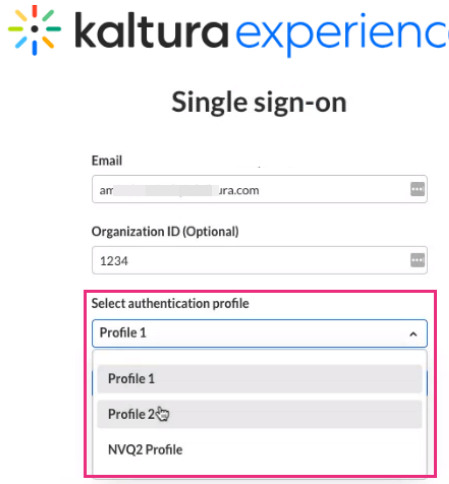


6. Select your authentication profile from the pull-down menu.



7. Click **Continue**.

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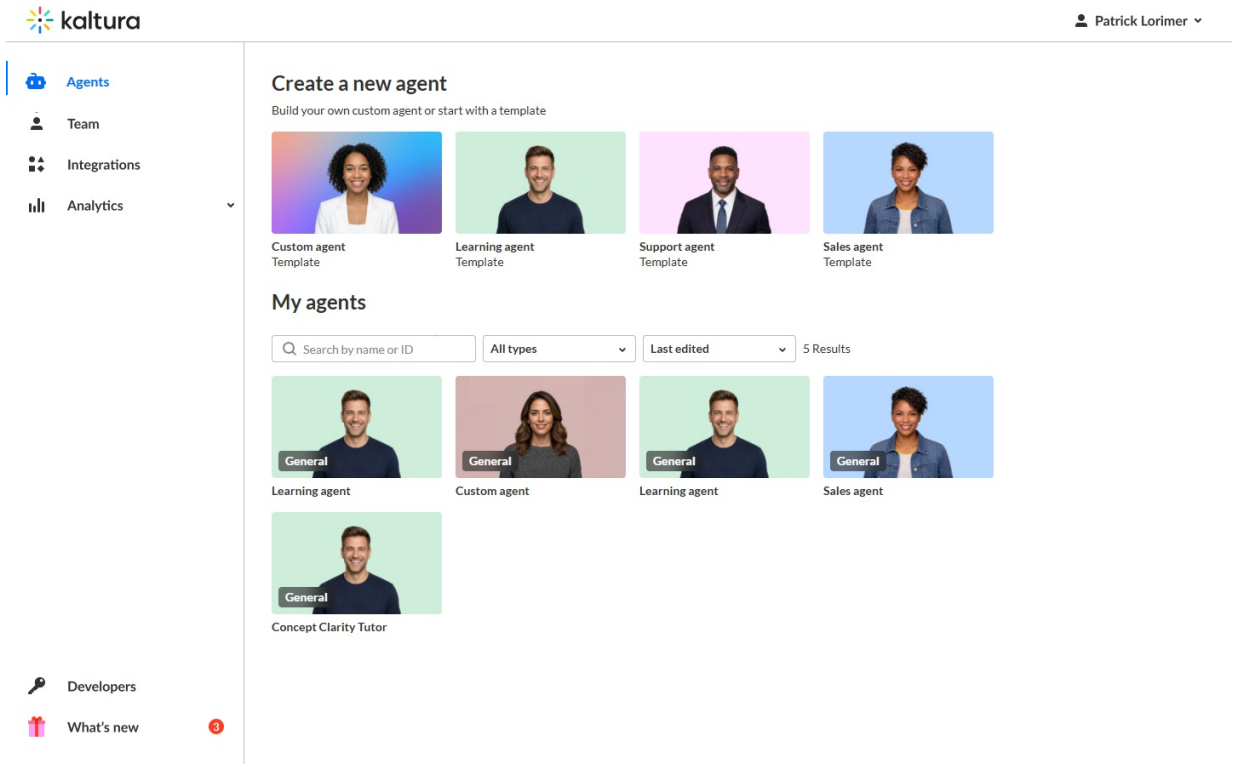

Google

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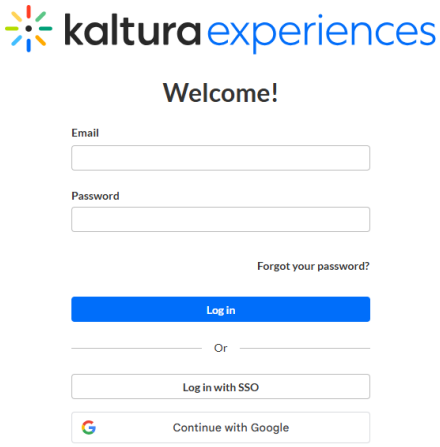

2. Click **Continue with Google**. The Google Login screen appears.

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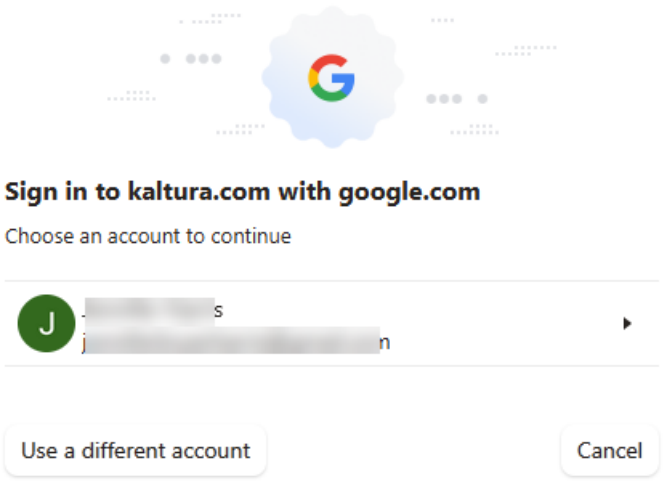

3. Choose an account to continue or click **Use a different account** to enter other credentials.
4. Click **Continue**.

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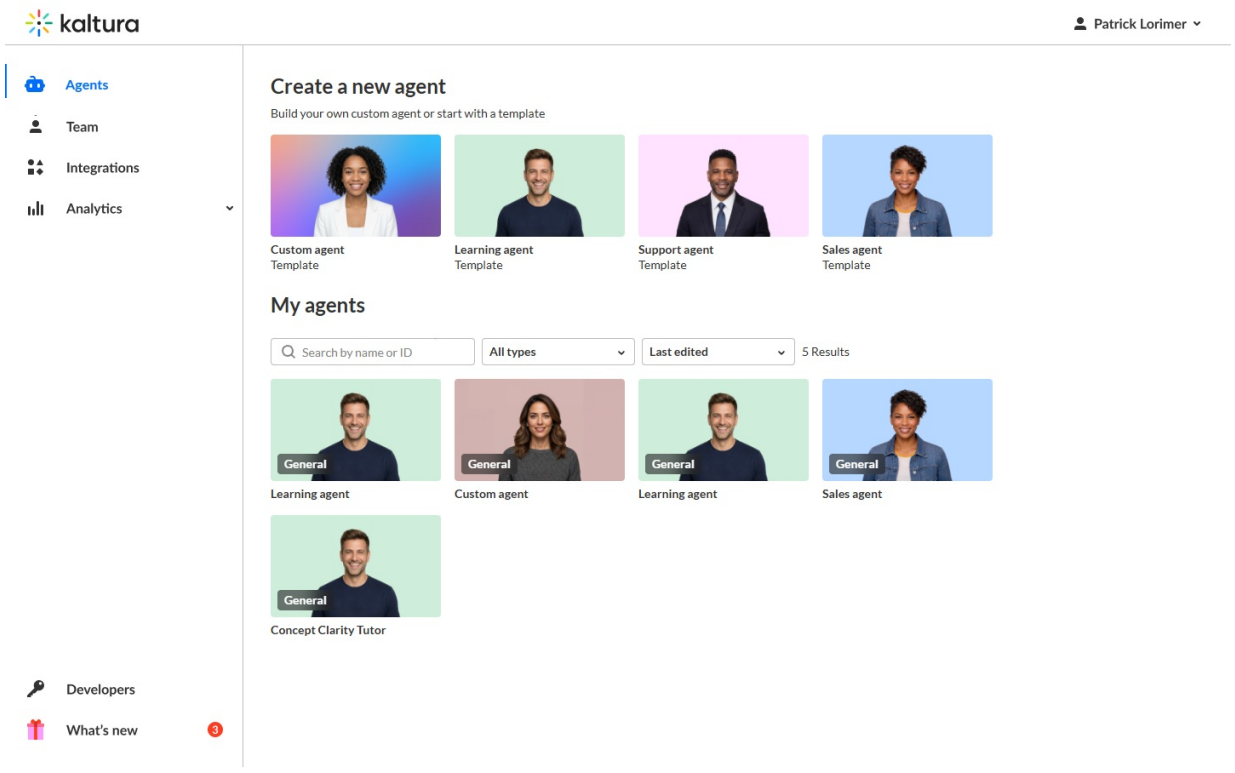

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See additional information on advanced features - Two Factor Authentication and Switching Accounts.

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