Promote a site user to the Rich Media CMS

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This article is designated for administrators.

About

A user with an account on your Content Hubs site or legacy Video Portal can be promoted to a Rich Media CMS user. This gives them access to Rich Media CMS and its administrative functions for the site. Their role determines which content and settings they can manage.

The user keeps any media they've already uploaded.

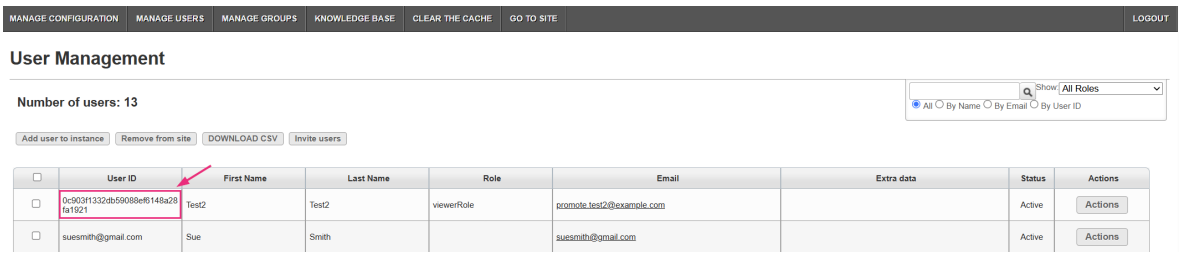
To learn more about user roles, see Manage Rich Media CMS user roles and permissions.

Before you start

- You must be the account owner or have the **Publisher administrator** role.
- Your site and your Rich Media CMS account must use the same partner ID.
- You need the user's ID from your site. The next section shows how to find it.

Find the user ID on your site

1. Go to your Configuration Management console, and then select **Manage Users**. The **User Management** page opens.
2. In the **User ID** column, copy the ID of the user you want to promote.



In our example, the site has the **Advancedkauth module** enabled, so the **User ID** is a long string that the system generated. If **Advancedkauth** isn't enabled, the **User ID** is usually the user's email address.

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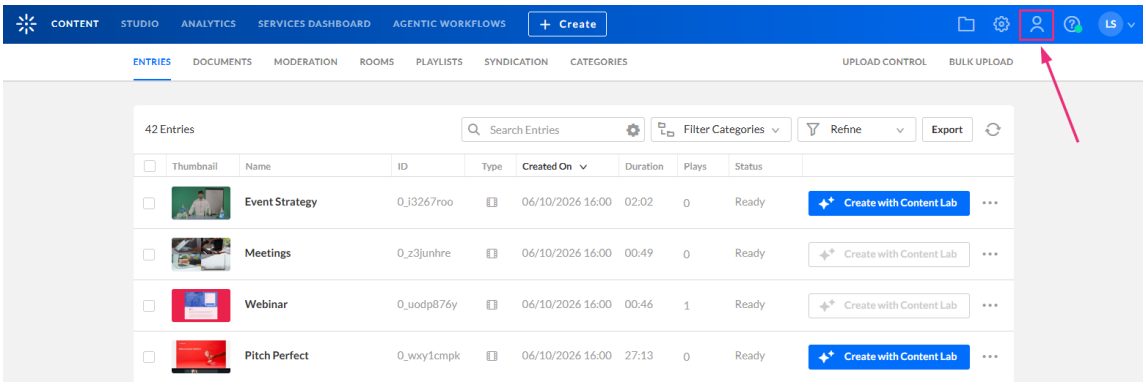
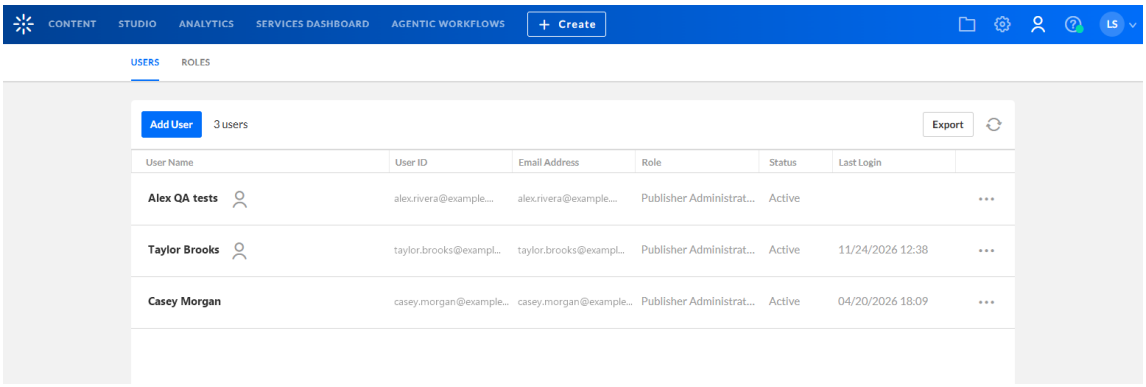
Promote a user to the Rich Media CMS

Use the same ID the user has on your site. A different ID creates a duplicate user instead of promoting the existing one.

1. Log in to your Rich Media CMS.
2. Select the **Administration** icon at the top right.



The **Users** page opens.



3. Select **Add User**.

   The **Add User** window opens.

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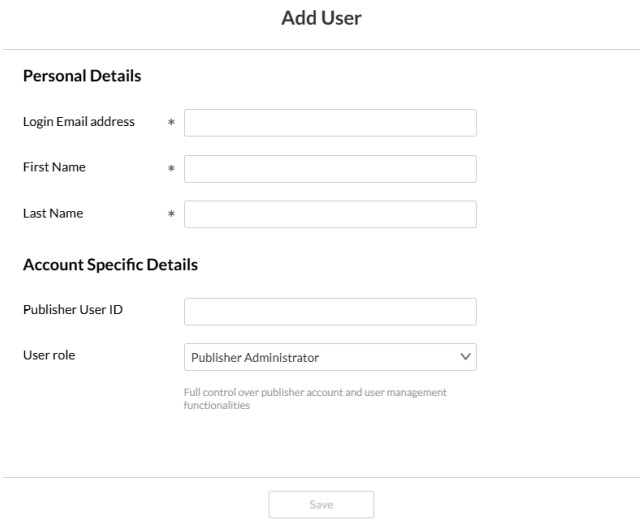
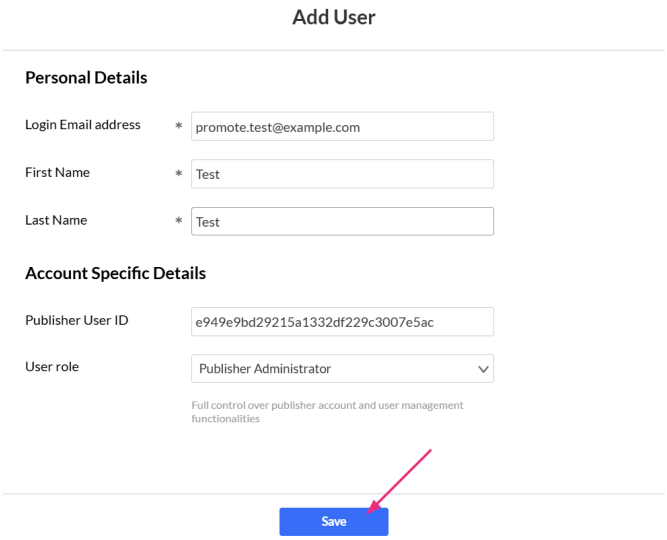


4. In the **Login email address** box, enter the user's email address exactly as it appears on your site.
5. Enter the user's **First name** and **Last name**.
6. In the **Publisher user ID** box, paste the user ID you copied from the Configuration Management console.

> Do this even if the **Advancedkauth module** is enabled on your site. Check the ID carefully before you continue.

7. In the **User role** dropdown, select the role the user needs.



8. Select **Save**.
   A warning message appears: *User with Id ... already exists on the account. Do you want to enable KMC access to this user?*

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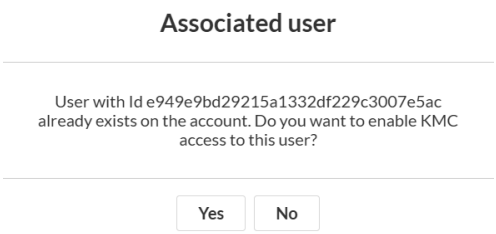
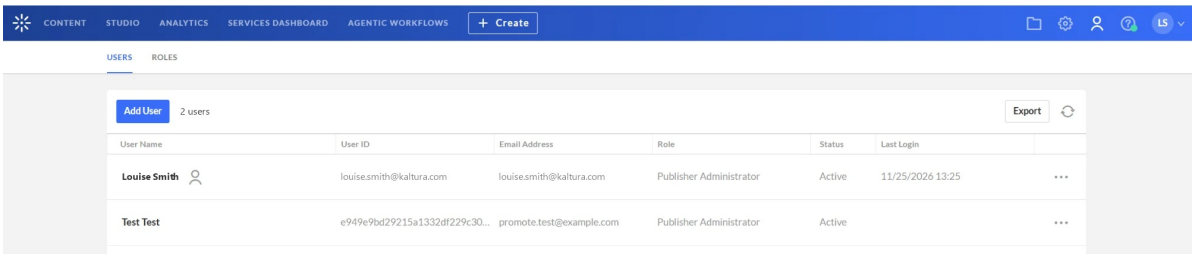


9. Read the warning, and then select **Yes**.
   The user appears in your Rich Media CMS users list.



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