Send an invitation link to your Kaltura Room

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> 👥 **This article is designated for all users.**

About

Kaltura Room managers can send a secure link that gives someone direct access to a specific session 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:
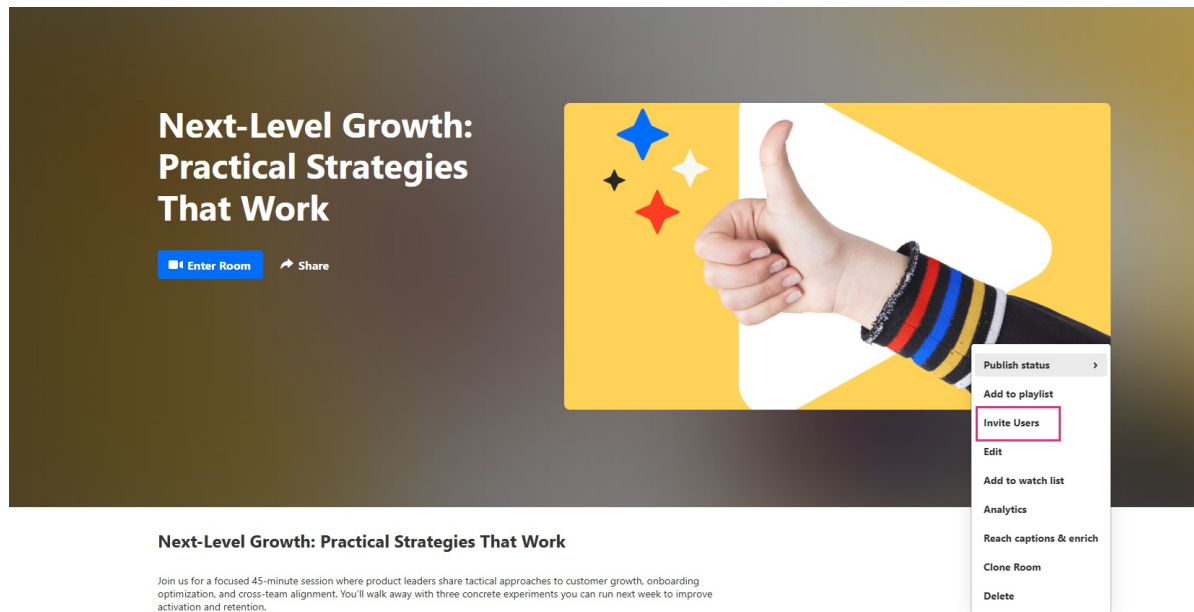
- Inviting external guests, speakers, or moderators to a room.
- Giving temporary, role-based access to someone outside your organization.
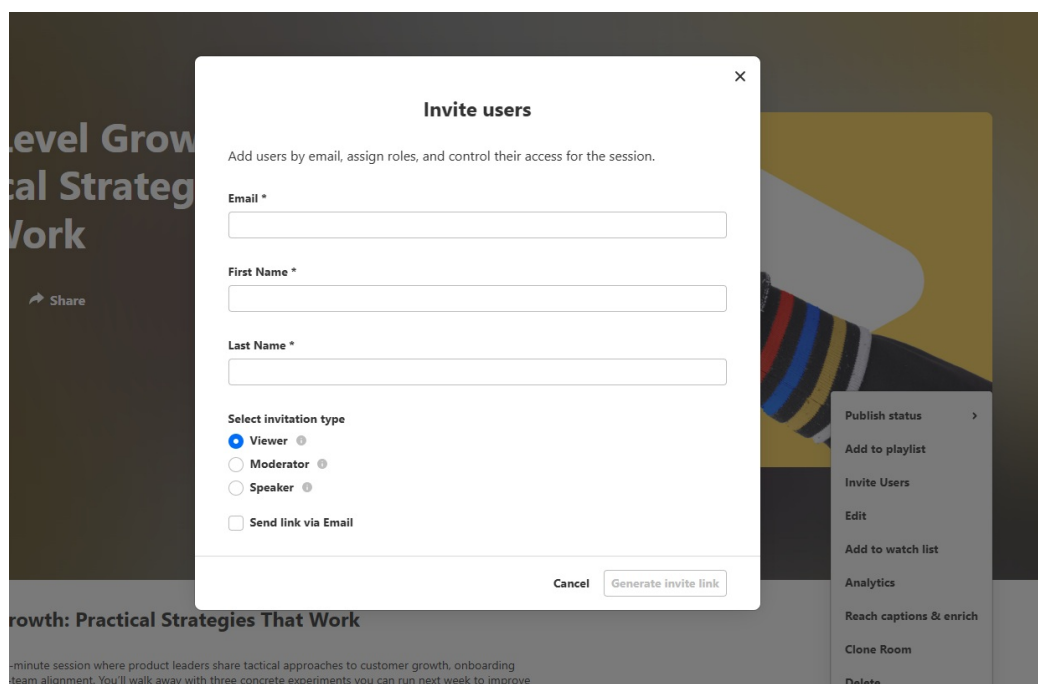- Promoting an attendee to a higher role during a live session.

> ℹ️
> - This feature is enabled in the inviteToMedia module.
> - 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.

Send an invitation link

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.

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

- **Email address** – (Required) Enter the invitee's email. If there's a match with an existing user, they'll appear 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.

> ℹ 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.

5. Copy the generated link from the confirmation window.

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

> ℹ 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.