

Email Notifications

Last Modified on 06/01/2020 2:00 am IDT

Setting Up Email Notifications

KMS/KAF Administrators can manage Email Notifications that are sent to users in response to supported events.

NOTE: The “Event Notifications” feature must be enabled on the account level for the email notifications and [channel subscriptions](#) feature to work. If your account does not have these features enabled, contact your account representative for additional information.

Configurable Events

The following two tables describe the different events that can be configured through the [EmailNotifications](#) module (both Global and Application-Specific Mode).

Kaltura advises all administrators to upgrade to the new Application-specific notifications feature. For instructions on upgrading, see [Upgrading Email Notifications from Global to Application Specific](#)

Global Mode

Notification Name	Recipient	When is it Triggered?
New Item Pending Moderation	Category Moderators	A new media is added to a moderated category
Entry Approved In Category	Entry Creator	The media is approved by the category moderator to appear in the category
Entry Rejected In Category	Entry Creator	A submitted media is rejected by the category moderator from appearing in the category
Entry Rejected	Entry Creator	The uploaded media is rejected by the account moderator
Entry Approved	Entry Creator	A media is approved by the account moderator
Entry Ready	Entry Creator, Account Owner	The encoding of the media is complete
User was added to category as [role]	Category Member	The user is added to a category
User's role was changed in category	Category Member	The role of the user in a category is changed
User was removed from category	Category Member	The user is removed from a category
Entry was added to channel	Channel Subscriber	A new media is published to a channel
Comment was added to entry	Entry Creator	A new comment is added to a media
Task rejected for execution	Task Creator	A request was rejected for execution by moderator
Task Pending Moderation	Configured User	A new task is pending approval by moderator

Task_Finished_Processing Notification Name	Task Creator Recipient	An entry vendor task has finished processing When is it Triggered?
Task approved for execution	Task Creator	A request is approved by moderator for execution

Application-Specific Mode

Notification Name	Recipient	Type	When is it Triggered?
Task rejected for execution	Task Creator	Reach	A request was rejected for execution by moderator
Task Pending Moderation	Configured User	Reach	A new task is pending approval by moderator
Task Finished Processing	Task Creator	Reach	An entry vendor task has finished processing
Task approved for execution	Task Creator	Reach	A request is approved by moderator for execution
New Item Pending Moderation	Category Moderator	Application Specific	A new media is added to a moderated category
Entry Approved in Category	Entry Creator	Application Specific	The media is approved by the category moderator to appear in the category
Entry Rejected in Category	Entry Creator	Application Specific	A submitted media is rejected by the category moderator from appearing in the category
Entry Rejected	Entry Creator	Application Specific	The uploaded media is rejected by account moderator
Entry Rejected	Entry Creator	External	The uploaded media is rejected by account moderator
Entry Approved	Entry Creator	Application Specific	A media is approved by account moderator
Entry Approved	Entry Creator	External	A media is approved by account moderator
Entry Ready	Entry Creator, Account Owner	Application Specific	The encoding of the media is complete
Entry Ready	Entry Creator, Account Owner	External	The encoding of the media is complete
User was added to category as [role]	Category Member	Application Specific	The user is added to a category
User's role was changed in category	Category Member	Application Specific	The role of the user in a category is changed
User was removed from category	Category Member	Application Specific	The user is removed from a category
Entry was added to			A new media is published to a channel

Channel Notification Name	Channel Subscriber Recipient	Application Specific Type	When is it Triggered?
Comment was added to entry	Entry Creator	Application Specific	A new comment is added to a media

NOTE: REACH notifications will appear in the list only when the REACH module is enabled and configured. Please see the [Kaltura REACH V2 KMS/KAF Administration Guide](#) for instructions on enabling and configuring the REACH module.

Enable Emailnotifications Module

1. On the Configuration Management Section of MediaSpace, enable the [Emailnotifications](#) module by selecting “Yes” for enabled.
2. Click **Save**.

Configure Email Notifications

In the Module Info area, click on the dedicated page link to access the notifications configuration.

If you are in Global Mode, the configuration page displays as follows:

Email Notifications

- This module will allow you to customize email notifications of this Kaltura account.
- All the settings that are configured in this application are shared with other applications (MediaSpace and KAF) under the same Kaltura Partner ID.
- If you want to customize email notifications for each application separately, you can upgrade to the new notifications feature by clicking the button below. Please note that this action should be performed on each application individually. After upgrading all your applications, you will be able to customize each application's notifications separately.

[Upgrade notifications \(for this application only\)](#)

17 Notifications Bulk Action ▾

<input type="checkbox"/>	NOTIFICATIONS	RECIPIENT	SUBJECT & BODY	EDIT	ENABLE
<input type="checkbox"/>	New Item Pending Moderation	Category Moderators	Kaltura MediaSpace - New Item Pending Moderation A new item is pending your approval: http://video.medynsky.com/channel/{category_name_encoded}/{category_id}/tab/channelmode...		<input type="checkbox"/>
<input type="checkbox"/>	Entry Approved In Category	The Entry Creator	Kaltura MediaSpace - Your Media has been approved Your media (entry_name) http://video.medynsky.com/media/{entry_id} has been approved to be published in (category_name)		<input type="checkbox"/>
<input type="checkbox"/>	Entry Rejected In Category	The Entry Creator	Kaltura MediaSpace - Your Media has been rejected Your media (entry_name) http://video.medynsky.com/media/{entry_id} has been rejected to be published in (category_name)		<input type="checkbox"/>
<input type="checkbox"/>	Entry Rejected	The Entry Creator	Kaltura MediaSpace - Your Media has been rejected Your media (entry_name) has been rejected		<input type="checkbox"/>

Kaltura advises all administrators to upgrade to the new Application-specific notifications feature. For instructions on upgrading, see [Upgrading Email Notifications from Global to Application Specific](#)

The columns in the Global Mode consist of the following:

Notification Name: The event that generates this email notification

Recipient: The user who receives this email notification

Subject and Body: Subject and Body of email notification. This field supports text that is specific for each type of notification and is in HTML format.

Edit: Click on the pencil icon to display the Edit Notification Window. Here you may edit Sender Name, Sender Email, Subject, and Body. You may edit both enabled and disabled notifications.

NOTE: Be mindful when editing Sender Email. Kaltura discourages users from changing the Sender Email on SaaS installations. This could result in notifications being mistaken for junk by email systems.

Enable: Switch to enable notification.

Edit Notification

Notification: **Task rejected for execution**

Sender Name:

Sender Email:

Subject:

Body:

Your {service_feature} request [{task_id}]; For entry name {entry_name} and entry ID {entry_id} requested on {request_date} Was Rejected. Rejection reason is {reject_reason}

If you already are in Application-Specific Mode, the configuration page displays as follows:

Email Notifications

- This module will allow you to customize Email Notifications.
- Please note the type of notifications:
 - Changes to "Application Specific" notifications will only affect this application.
 - Notifications of Type "Reach" and "External" will take effect on all MediaSpace and KAF instances under the same Kaltura Partner ID.
- Default Sender's Name and Sender's Email are "Kaltura Automated Response" and customer_service@kaltura.com respectively. You can customize these fields per individual email notification. Only one value per field is possible.

18 Notifications Bulk Action ▾

<input type="checkbox"/>	NOTIFICATIONS	RECIPIENT	TYPE	SUBJECT & BODY	SENDER INFO	EDIT	ENABLE
<input type="checkbox"/>	Task rejected for execution	The Task Creator	Reach	Kaltura MediaSpace - Your request was rejected for execution Your {service_feature} request [{task_id}]; For entry name {entry_n...	{from_name} {from_email}		<input type="checkbox"/>
<input type="checkbox"/>	Task Pending Moderation	Configured Users	Reach	Kaltura MediaSpace - New request is awaiting approval New task is pending approval for entry name {entry_name}, entry id...	{from_name} {from_email}		<input type="checkbox"/>
<input type="checkbox"/>	Task Finished Processing	The Task Creator	Reach	Kaltura MediaSpace - Your vendor task has finished process... Your caption request [{task_id}]; For entry name {entry_name} and ...	{from_name} {from_email}		<input checked="" type="checkbox"/>

The Application-Specific Mode has two additional columns - a Type column and a Sender Info column.

Type: REACH, Application Specific, or External.

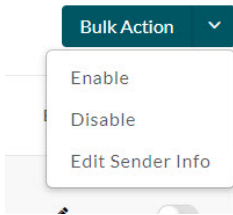
- REACH refers to notifications coming from the REACH module.
- Application Specific refers to notifications that are triggered by events in a specific application. Each application can have its own notifications. Different text and alerts can be sent according to the trigger location.
- External refers to global notifications that affect all applications under the same account. If you have a few KMS instances and a KAF, the same external notifications are sent by triggers from any instance events. These also include notifications from applications outside of KMS/KAF (API or KMC for example).

Sender Info: Sender's name and sender's email address that sends the notification. The default name and default sender is Kaltura Automated Response and customer_service@kaltura.com respectively.

Use the dedicated page to enable/disable individual notifications and modify the templates of the emails that are sent for each notification. Note that all enable switches are defaulted to OFF position.

Bulk Action

You may perform actions in bulk by using the Bulk Action pull down menu.



To enable ALL notifications at the same time, select the radio button to the left of the Notifications main column header, then choose Enable from the Bulk Action pull down menu. All notifications are now enabled.

To disable ALL notifications at the same time, deselect the radio button to the left of the Notifications main column header, then choose Disable from the Bulk Action pull down menu. All notifications are now disabled.

To edit multiple notification's Sender Information, select desired notifications, then choose Edit Sender Info from the Bulk Action pull down menu. The Update Sender Info window displays. If the notifications you selected have the same values, a suggestion displays. If the notifications you selected do not have the same values, no suggestion displays. Edit/type text, then click Update.

Update Sender Info

Sender Name:

Sender Email: