Manage REACH profiles and department-level billing

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This article is designated for administrators.

About

Organizations with several departments can use **REACH profiles** to manage billing, usage, and permissions for each department or unit.

REACH supports department-level billing and moderation. This works for multiple departments or units on the same legacy Video Portal or LMS Video site. Each department is linked to a REACH profile, which your Kaltura representative creates on request.

REACH profiles

- A Kaltura account can have multiple REACH profiles configured in the REACH module (`reachProfileId`).
- Profiles are defined and customized for your Partner ID.
- Each profile lets you view parameters such as credit, analytics, and usage metrics per department or unit, based on roles and permissions.
- Each profile has its own dictionary. A new profile doesn't inherit the dictionaries of your other profiles, so add your words to each one. For more information, see Improve caption accuracy with a REACH dictionary.

Units and labels

- The label for a REACH profile is the unit name, which your administrator sets in the REACH module (`unitFieldName`).
- The default label is **Unit**, but administrators can rename it, for example to **Faculty** or **Department**.
- Users with access to multiple profiles can select the relevant unit from the **Unit** dropdown in the REACH dashboard.
- If only one profile exists, the **Unit** field is hidden.

Ordering of units

Units appear in the following order:

1. Active profiles (not expired) with available credit. If there are several, the one

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closest to expiration displays first.
2. Active profiles without credit.
3. Expired profiles, if enabled in the legacy Video Portal Configuration Management console.

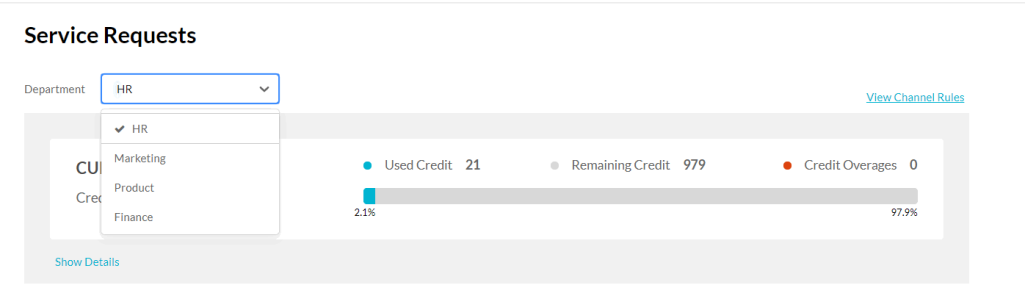
Permissions

Permissions are managed in the legacy Video Portal Configuration Management console and include:

- Which REACH profiles can be used on your site.
- Who can:
  - Access the REACH Services Dashboard
  - Bill services
  - Order captioning or translation services
  - Moderate service requests

Example use cases

- A university with multiple departments can let users select which department budget to charge for captioning requests.
- A user with access to multiple budgets can choose which department to charge when ordering services in bulk or when creating automated rules.



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