kaltura

Manage Reach profiles and department-level billing

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> This article is designated for administrators.

About

Reach supports department-level billing and moderation. This lets organizations manage billing, usage, and permissions for multiple departments or units in the same Video Portal / LMS Video instance. Each department is linked to a Reach profile, which is created by your Kaltura representative upon 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.

Units and labels

- The label for a REACH profile is the unit name, set by your administrator in the REACH module (unitFieldName).
- The default label is Unit, but administrators can rename it (for example, Faculty, Department).
- Users with access to multiple profiles can select the relevant unit from the Unit dropdown list 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 multiple, the one closest to expiration displays first.
2. Active profiles without credit.
3. Expired profiles (if enabled in Video Portal Configuration Management console).

Permissions

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

- Which REACH profiles can be used in the instance.
- 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.