

REACH department-level billing and moderation

Last Modified on 06/19/2025 7:18 pm IDT

 This article is designated for administrators.

Some of our users requested that they would like to handle billing and moderation for multiple departments in their organization in the same KMS/KAF instance. REACH now offers department level billing and moderation for REACH profiles that are created by your Kaltura representative as per your request. Every Kaltura account may have multiple Reach Profiles configured on their instances in the [REACH](#) module `reachProfileId` field.

The REACH profiles may be defined and customized for your Partner ID so that you can easily display parameters, credit, analytics and other metrics per department or unit, based on roles and permissions.

The label ID for the REACH Profile IDs is the Unit name that is configured by your KMS/KAF administrator in the [REACH](#) module `unitFieldName`. The default name is Unit, Your KMS /KAF admin can change the name respectively, to for example, Faculty, Department etc.

Users may be allowed to use several REACH Profile IDs and can select the relevant unit from the drop down Unit list, displayed on the REACH dashboard.

The user can then choose to see all the credit and usage information per unit/department and other metrics from the REACH Services Dashboard.

If there is only one REACH Profile ID, the Unit field is not displayed.

Units are automatically **ordered** according to the following logic:

1. Active profiles (not expired) with credit > 0. If there is more than one active profile, the nearest to be expired will display first.
2. Active profile without positive credit value.
3. Expired profile - in case they were selected in KMS admin.

Permissions per unit can be configured in the KMS admin. The permissions include determining:

- the Reach Profile IDs that may be used with the instance
- the permissions for the REACH Profile IDs - who can enter the services dashboard, who can use the account to bill, order or moderate service requests and other permission based transactions.

An example use case may be where there are several departments (REACH Profile IDs) that allow a user to choose which department to charge the requested services to.

Another example may be when ordering services in bulk or when creating rules, a user that has permissions to order from different departments (budgets) can choose which department to charge the request to.

Service Requests

