

REACH module

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REACH offers two different service options, human captioning and ASR machine transcription, which can be used separately or together. Captions ordered directly within the Kaltura interface are automatically delivered and can be edited for quick review and modification.

Kaltura REACH allows you to **moderate caption requests**, giving you control over which requests are approved before processing. This ensures accuracy and compliance with your organization's standards.



For moderation to work properly, you need to complete the setup in both the REACH module and [KMC](#):

In the REACH module: Assign moderators and set entitlements.

In KMC: Ensure moderation is enabled in the settings. Both steps must be completed, or moderation will not work. For more details, refer to our article [REACH profiles and services in KMC](#).

Field	Description	Values
enabled	Enable the REACH Module.	
reachProfileId	ID of the REACH profile to use with Kaltura MediaSpace or KAF. The Reach profile includes the credit, and other parameters such as: moderation flow, file types etc.	At least one profile must be selected.
orderScreenText	Text to show on the order task form: 1000 characters max.	

unitFieldName	Select a label for the 'Unit' field . If left empty "Unit" will be used.		
availableServices	Allow users to select the following services.	<p>Combinations of all available services, features are TAT.</p> <p>For example:</p> <p>HUMAN, CAPTIONS, THIRTY_MINUTES</p> <p>HUMAN, CAPTIONS, SIX_HOURS</p> <p>HUMAN, CAPTIONS, FORTY_EIGHT_HOURS</p> <p>HUMAN, CAPTIONS, BEST_EFFORT</p> <p>HUMAN, CAPTIONS, TWENTY_FOUR_HOURS</p> <p>HUMAN, TRANSLATION, TWENTY_FOUR_HOURS</p> <p>HUMAN, TRANSLATION, IMMEDIATE</p> <p>HUMAN, TRANSLATION, THREE_HOURS</p> <p>HUMAN, TRANSLATION, SIX_HOURS</p> <p>MACHINE, TRANSLATION, SIX_HOURS</p> <p>MACHINE, TRANSLATION, BEST_EFFORT</p> <p>MACHINE, CAPTIONS, THREE_HOURS</p> <p>MACHINE, CAPTIONS,</p>	

		SIX_HOURS MACHINE, CAPTIONS, THIRTY_MINUTES
viewEntryRequestsRole	Select the role required to access the entry task requests screen.	privateOnlyRole adminRole unmoderatedAdmin Role Co-Editor Owner
orderer	Select who can order tasks.	Specific Roles Specific Users
orderRole	The minimal role required to order tasks.	privateOnly Role admin Role unmoderatedAdmin Role Co-Editor Owner
serviceTypeDefault	Select the default service type.	Machine Human
serviceFeatureDefault	Select the default service feature	Captions Translation Alignment Audio Description
sourceLanguageDefault	Select the default source language.	See Source Media Languages .

turnaroundTimeDefault	Select the default turnaround time.	<div style="border: 1px solid #ccc; padding: 5px;"> IMMEDIATE ▾ IMMEDIATE BEST_EFFORT EIGHT_HOURS SIX_HOURS TWO_HOURS THIRTY_MINUTES TEN_DAYS TWENTY_FOUR_HOURS TWELVE_HOURS FORTY_EIGHT_HOURS THREE_HOURS </div>
serviceSelectionRole	The minimal role required for service selection.	privateOnly Role admin Role unmoderatedAdmin Role Specific Users
featureSelectionRole	The minimal role required for feature selection.	privateOnly Role admin Role unmoderatedAdmin Role Specific Users
TatSelectionRole	The minimal role required for TAT selection.	privateOnly Role admin Role unmoderatedAdmin Role Specific Users
speakerSelectionRole	The minimal role required for speaker selection.	privateOnly Role admin Role unmoderatedAdmin Role
dashboardAccessRole	The minimal role required to approve task requests.	Specific Users admin Role

	Once a user/group is added in dashboardAccessRole, a new menu item displays for them on the User menu in KMS - "Services Request".	unmoderatedAdmin Role
requestApprovalRole	The minimal role required to approve task requests.	Specific Users admin Role unmoderatedAdmin Role
notifiedUsers	Select specific users who will receive email notifications about items pending moderation. To customize notifications, go to email notifications configuration.	Enter the user name. Existing users may be found using the autocomplete feature: type in the first three characters of the user's name.
trustedUsers	Select users who do not need approvals for their requests.	
categoryRuleOrderRole	Select who can order on category level.	Channel Manager Channel Owner
captionEditRole	This role is required to open captions editor	privateOnly Role admin Role unmoderatedAdmin Role Co-Editor Owner
allowProfilePermissions	Allow individual profile configurations.	Select Yes and then configure values for each profile according to the values in this article.

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