REACH module

Last Modified on 08/30/2026 4:06 pm IDT

This article is designated for administrators.

About

The **REACH module** enables organizations to order and manage media localization and accessibility services directly from Kaltura. Depending on your configuration and subscription, users can order services such as captions, translations, dubbing, audio descriptions, chaptering, and live captions.

Administrators can use the REACH module to configure the services available to users, define default ordering options, manage permissions, and control moderation workflows.

REACH also supports moderation, allowing administrators to approve requests before they are submitted for processing. This helps organizations manage costs and ensure requests comply with internal policies.

For moderation to work correctly, complete the setup in both the REACH module and Rich Media CMS:

- In the **REACH module**, assign moderators and configure entitlements.
- In **Rich Media CMS**, enable moderation.

For more information, see our article REACH profiles and services in Rich Media CMS.

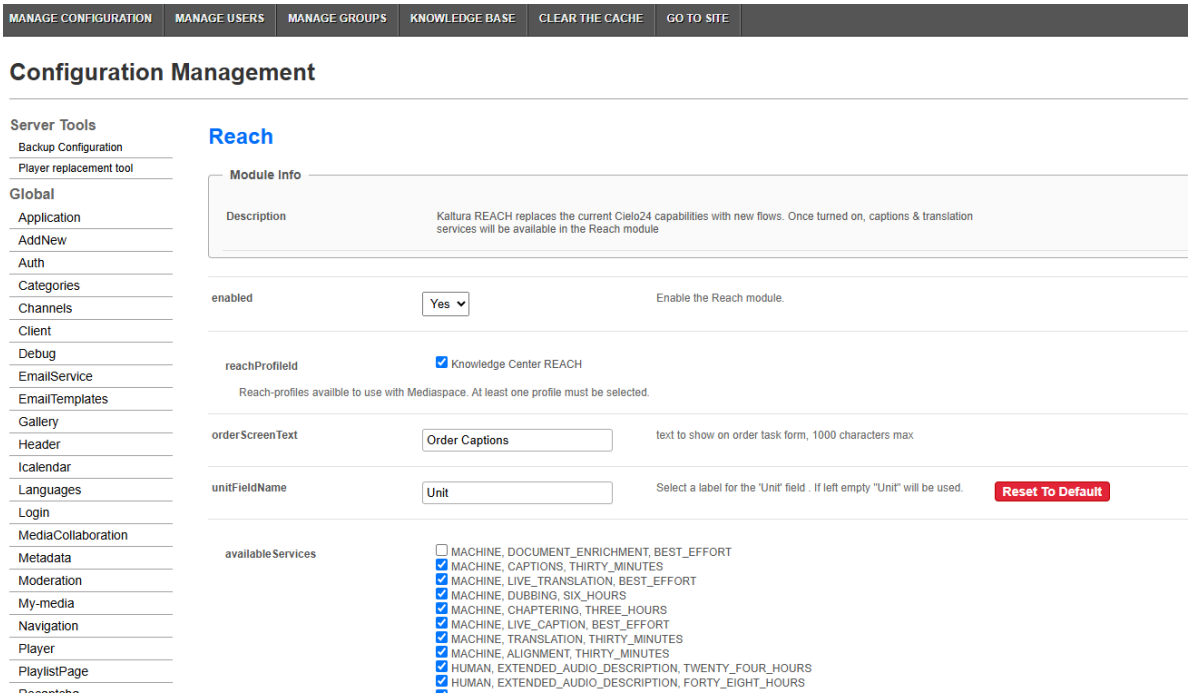
Configure

1. Go to your Configuration Management console and click on the **Reach** module. You can also navigate to it directly: `https://{your_site_URL}/admin/config/tab/reach`.

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- Recorder
- Recyclebin
- Related
- Replacemedia
- Robots

The Reach page displays.



2. Configure the following:

General settings

Enabled - Set to Yes to enable the REACH module.

Reach profile ID - Select at least one or more REACH profiles to make available. The selected profile determines the services, defaults, moderation settings, and other ordering options available to users.

Customize order screen

Order screen text - Enter text to display at the top of the REACH order screen. You can use this field to provide instructions, policy information, or other guidance for users ordering REACH services.

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- This field supports HTML-formatted text.
- Max: 1,000 characters.

Unit field name - Enter the label to display for the Unit field on the REACH order screen. If left blank, the default label 'Unit' is used. Max: 80 characters.

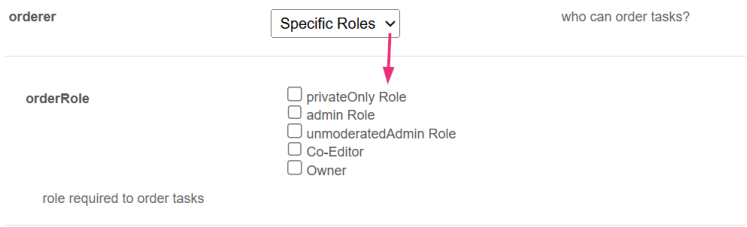
Default order values

Available services - Select the service combinations users can order. Only the selected services are available on the REACH order screen.

View entry requests role - Select the minimum role required to view REACH requests.

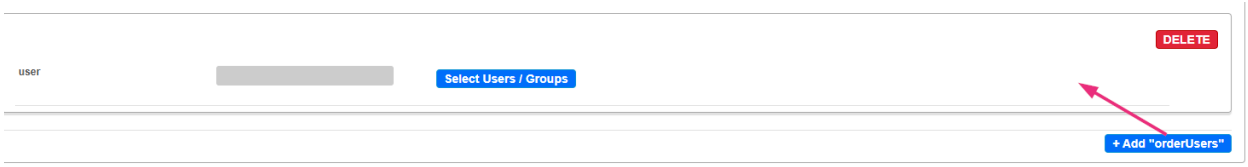
Orderer - Select who can submit REACH orders. Choose either **Specific roles** or **Specific users**.

- If you select **Specific roles**, the **orderRole** field displays. Choose the role from the options:
  - privateOnly role
  - admin role
  - unmoderatedAdmin role
  - Co-editor
  - Owner



- If you select **Specific users**, the **orderUsers** field displays.

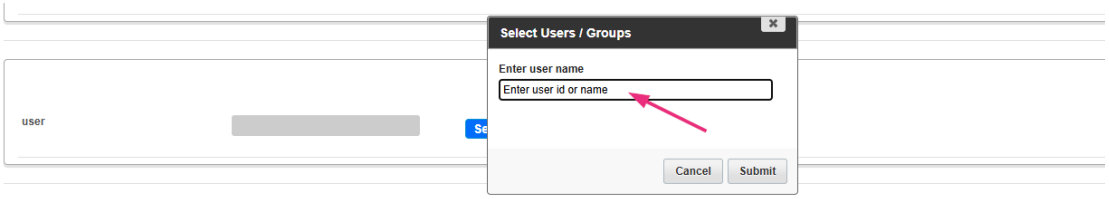
  Click **+Add "orderUsers"** to open the **user** field.



  Click **Select users / groups**.

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In the window that opens, add the user ID or name, then click **Submit**.



Repeat the process to add more users who can submit REACH orders.

These settings determine the default values displayed when users create a REACH order.

Service type default - Select the default service type.

Service feature default - Select the default service feature.

Source language default - Select the default source language.

Turnaround time default - Select the default turnaround time.

Permissions

These settings control whether users can change the default selections when creating REACH orders.

For any setting in this section, selecting **Specific users** displays an additional users section where you can click **Select Users / Groups** to add one or more users.

Service selection role - Select the minimum role required to change the service type.

Feature selection role - Select the minimum role required to change the service feature.

TAT selection role - Select the minimum role required to change the turnaround time.

Speaker selection role - Select the minimum role required to request a speaker ID.

Users who don't have the required role see only the configured default value for that option and can't change it.

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Dashboard access role - Select the minimum role required to access the requests dashboard and review REACH requests.

Request approval role - Select the minimum role required to approve REACH requests.

Notified users - Click **+Add "notifiedUsers"** to add users who receive email notifications for requests that are pending moderation. Make sure email notifications are enabled in the email notifications configuration.

Trusted users - Click **+Add "trustedUsers"** to add users whose requests bypass the moderation workflow.

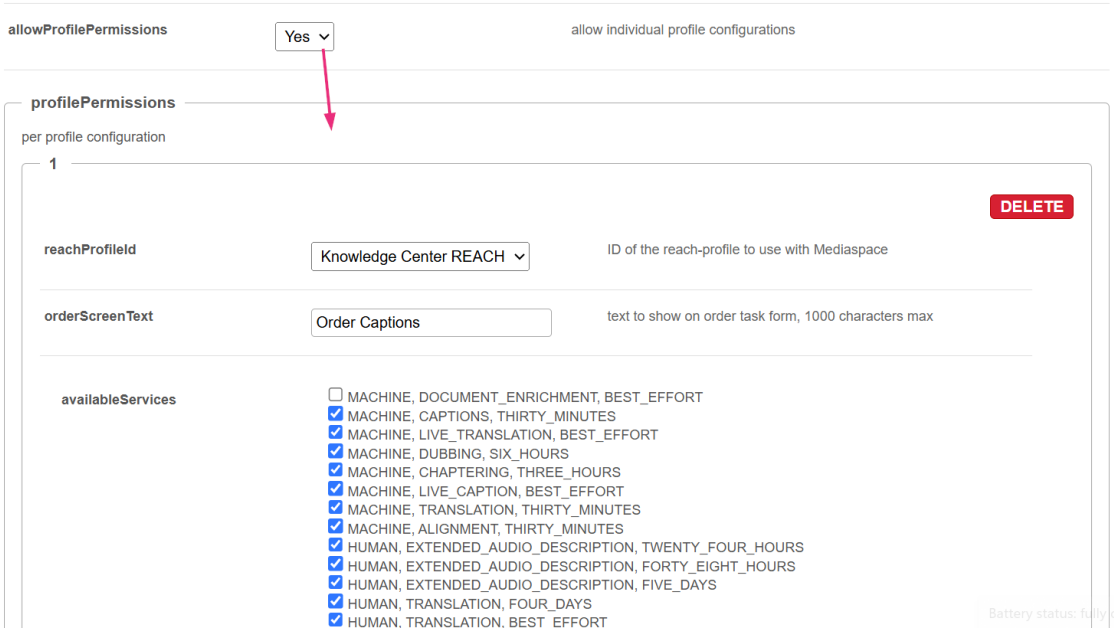
Category rule order role - Select the roles that can order REACH services at the category level.

Caption edit role - Select the roles that can open the captions editor after captions are completed.

Profile permissions

Allow profile permissions - Set to 'Yes' to configure settings for individual REACH profiles.

When enabled, the **Profile permissions** section displays.



Click **+Add "profilePermissions"** to configure one or more REACH profiles.

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reachProfileId - Select the REACH profile ID from the drop-down options

Configure the settings for the selected REACH profile as needed.

The available settings are the same as the global REACH settings described above. Configure only the settings you want to apply to the selected REACH profile.

Settings configured for a profile override the global REACH settings for users assigned to that profile.

Live captions

Enable live captions - Set to 'Yes' to make Live Caption services available for eligible users. If disabled, Live Caption services aren't available for ordering even if Live Caption catalog items exist.

3. When you've finished configuring the module, click **Save**.

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