Emailnotifications module

Last Modified on 08/20/2026 6:50 pm IDT

This article is designated for administrators.

About

The **Emailnotifications module** lets you set up and customize automated email notifications triggered by specific user actions.

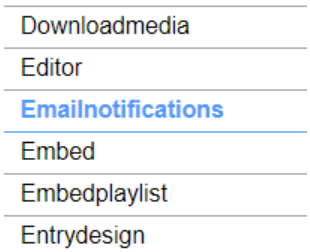
You can notify channel moderators when new items are awaiting moderation, inform media creators when their content is approved or rejected, and much more.

The **Event Notifications** feature must be enabled at the account level for email notifications and channel subscriptions to work. If it isn't enabled, contact your Kaltura representative.

Changes to **Application specific** notifications apply only to the current application. Notifications of type **Reach** and **External** apply across all Content Hub, legacy Video Portal and KAF instances under the same Kaltura Partner ID.

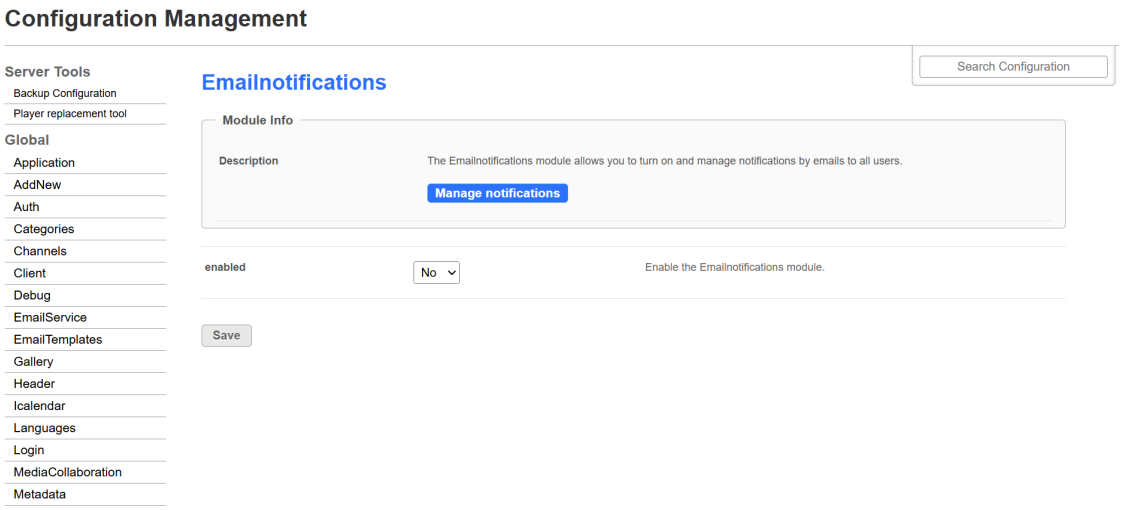
Configure the module

1. Go to your Configuration Management console, and click the **Emailnotifications** module. You can also navigate directly using a link: https://{your_site_url}/admin/config/tab/emailnotifications.

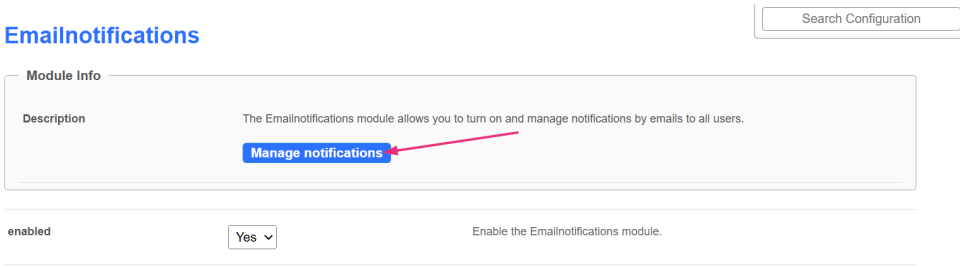


The 'Emailnotifications' page opens.

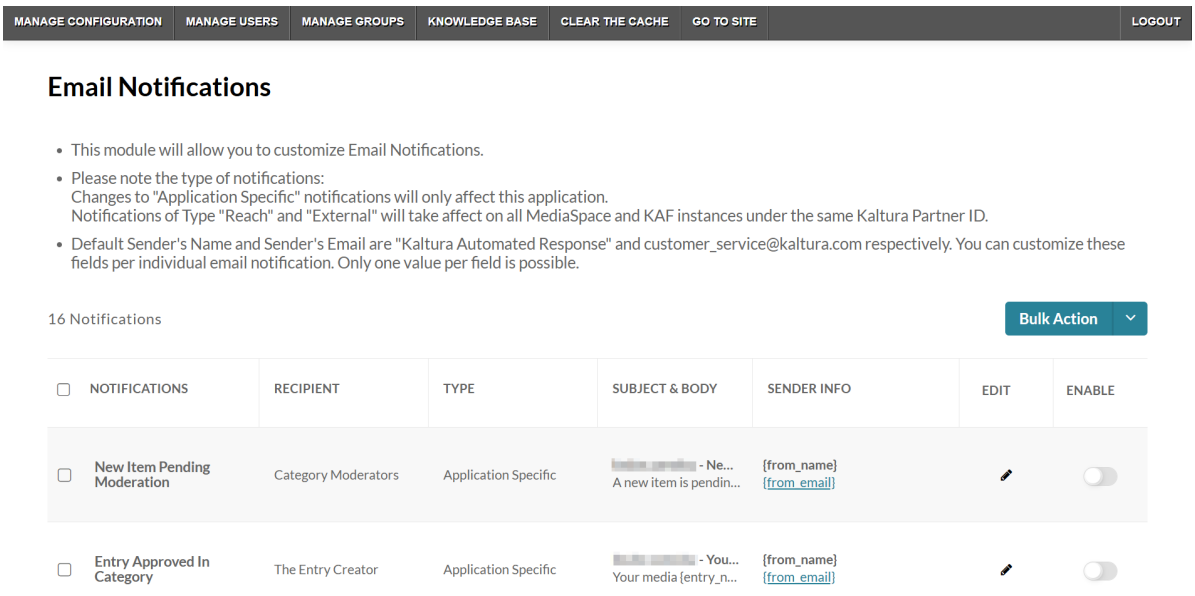
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2. Enable the module by selecting 'Yes'.
3. Click **Save** to apply your changes.
4. Click **Manage notifications**.



The 'Email Notifications' page displays.



Notification types

Email notifications are grouped by type:

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- **Application specific** – Changes apply only to the current application.
- **Reach** and **External** – Changes apply across all Content Hubs, legacy Video Portal and LMS instances under the same Kaltura Partner ID.

If both **Application specific** and **External** versions of the same notification are enabled, users may receive duplicate emails.

REACH notifications will appear in the list only when the REACH module is enabled and configured.

Sender details

The default sender details are:

- **Name**: Kaltura Automated Response
- **Email**: customer_service@kaltura.com

You can customize these fields per notification. Each field supports **one** value.

Configure notifications

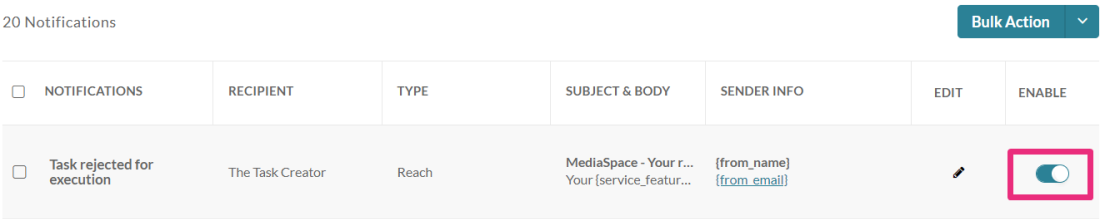
You can enable notification events and customize their email templates.

Each notification includes:

- Recipient
- Type
- Subject
- Body
- Sender name and email

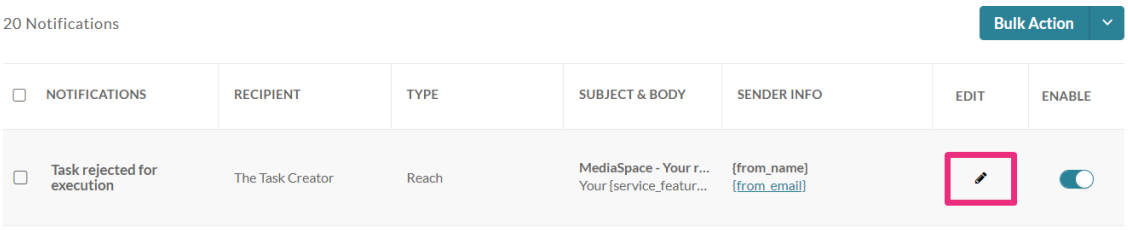
1. Use the toggle to enable or disable a notification.

   All notifications are disabled by default.

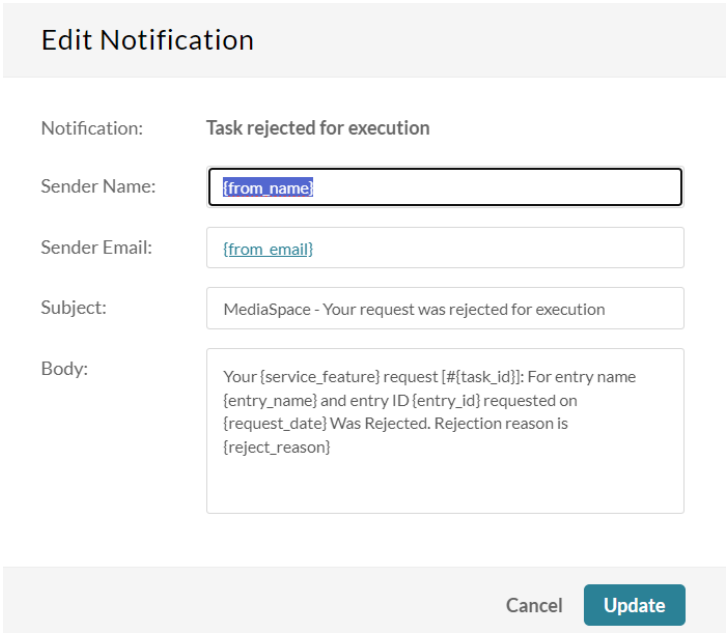


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2. Click the **pencil icon** to edit the notification.



3. Make the desired changes to the sender name, sender email, subject and / or body text.

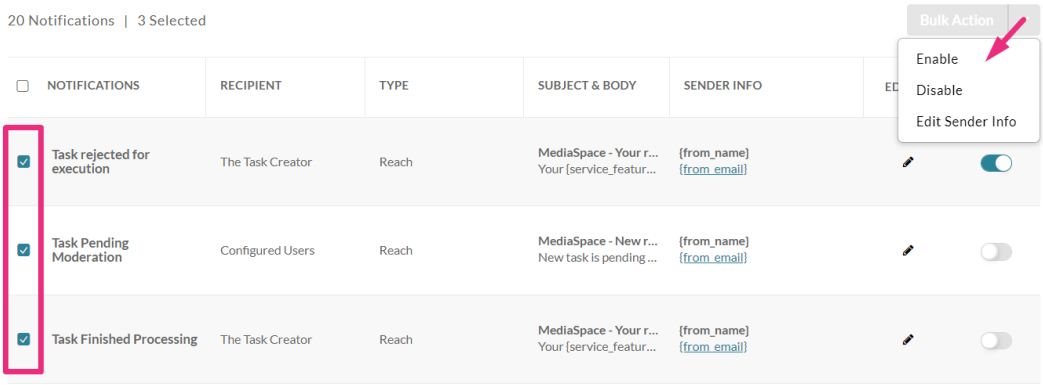


4. Click **Update**.

> Changing the sender email requires steps by both the customer and Kaltura:
>
> a. **Customer step**: Approve Kaltura to send on behalf of your domain by adding an SPF record. Use the value provided by Kaltura (for example: `include:_spf.kaltura.com`).
> b. **Kaltura step:** Kaltura will then whitelist the email in your admin console and update the notification templates.

5. To update multiple notifications, select them and use the bulk actions menu to enable, disable, or edit sender information, then click **Update**.

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Notification events

The Email Notifications page lists all available notifications triggered by system actions.

Reach notifications

Event	Recipient	Type
Task rejected for execution	Task creator	Reach
Task pending moderation	Configured users	Reach
Task finished processing	Task creator	Reach
Task approved for execution	Task creator	Reach

Application specific notifications

Event	Recipient	Type
New item pending moderation	Category moderators	Application specific
Entry approved in category	Entry creator	Application specific
Entry rejected in category	Entry creator	Application specific
Entry approved	Entry creator	Application specific
Entry rejected	Entry creator	Application specific
Entry ready	Entry creator, account owner	Application specific
User added to category	Category member	Application specific
User role changed in category	Category member	Application specific
User removed from category	Category member	Application specific
Entry added to channel	Channel subscribers	Application specific
Comment added to entry	Entry creator	Application specific
Reply to comment	Original comment creator	Application specific
Comment deleted	Comment creator	Application specific

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External notifications

Event	Recipient	Type
Entry rejected	Entry creator	External
Entry approved	Entry creator	External
Entry ready	Entry creator, account owner	External

Content parameters

You can use dynamic parameters in email templates. The following parameters are available:

>
> The term 'category' in this guide refers to both a 'gallery' and 'channel' in Content Hubs, legacy Video Portal, and to the Media Gallery in LMS applications.

- from_email - sender email
- from_name - sender name
- from_email - Server configuration: partner_notification_email
- from_name - Server configuration: partner_notification_name
- entry_id - entry ID
- entry_name - entry name
- comment_text - comment text
- comment_id - comment ID
- category_id - category ID (entry context)
- delete_user_id - ID of the user who deleted the comment
- creator_id - entry creator user ID
- creator_name - entry creator name
- creator_email - entry creator email
- category_name_encoded - HTML-encoded category name (better to use in the message body)
- reply_user_id - ID of the user who wrote the reply
- role - user role
- remover_user_id - ID of the user who executed this action
- request_date - date requested
- AppTasksUrl
- service_feature
- #{task_id}

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- reject_reason - reason for rejection

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