

Emailnotifications module

Last Modified on 10/08/2025 1:30 pm IDT

 This article is designated for administrators.

About

The **emailnotifications module** lets you set up and customize automated email alerts triggered by specific user actions. For example, you can notify channel moderators when new items are awaiting moderation, or 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 your account doesn't have this feature enabled, contact your Kaltura representative.



Changes to [application specific notifications](#) will only affect this application. Notifications of type 'Reach' and 'External' will take effect on all [Video Portal](#) and LMS Video 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_KMS_URL}/admin/config/tab/emailnotifications.

Downloadmedia
Editor
Emailnotifications
Embed
Embedplaylist
Entrydesign

2. Enable the module by selecting 'Yes'.
3. Click **Save** to apply your changes.
4. Click on the dedicated page link ('[here](#)').

Emailnotifications

Module Info

note Click [here](#) to go to the list of Email Notifications

enabled Yes ▼ Enable the Emailnotifications module.

The email notifications page displays.

Configure the notifications

On this page, you can enable the different email notification events and define the email templates for each. In each notification, the recipient, type, subject & body text and sender information will display.

There are three types: **REACH**, **Application specific**, and **External**.

- **REACH** refers to notifications coming from the REACH module.




REACH notifications will appear in the list only when the [REACH module](#) is enabled and configured.

- **Application specific** refers to notifications that are triggered by events in a specific application. Each application can have its own notifications. Different text and alerts can be sent according to the trigger location.

- **External** refers to global notifications that affect all applications under the same account. If you have a few Video Portal instances and an LMS, the same external notifications are sent by triggers from any instance events. These also include notifications from applications outside of Video Portal / LMS (API or KMC for example).


1. Click on the toggle button to enable the requested notification. Note that all enable switches are defaulted to OFF position.

20 Notifications Bulk Action ▾


<input type="checkbox"/>	NOTIFICATIONS	RECIPIENT	TYPE	SUBJECT & BODY	SENDER INFO	EDIT	ENABLE
<input type="checkbox"/>	Task rejected for execution	The Task Creator	Reach	MediaSpace - Your r... Your {service_featur...	{from_name} {from_email}		<input type="checkbox"/>

2. Click the pencil icon to configure the notification.

20 Notifications Bulk Action ▾

<input type="checkbox"/>	NOTIFICATIONS	RECIPIENT	TYPE	SUBJECT & BODY	SENDER INFO	EDIT	ENABLE
<input type="checkbox"/>	Task rejected for execution	The Task Creator	Reach	MediaSpace - Your r... Your {service_featur...	{from_name} {from_email}		<input type="checkbox"/>

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

 Default Sender's Name and Sender's Email are 'Kaltura Automated Response' and 'customer_service@kaltura.com' respectively. You can customize these fields per individual email notification. **Only one value per field is possible.**

Edit Notification


Notification: Task rejected for execution

Sender Name:

Sender Email:

Subject:

Body:


 Changing the sender email requires steps by both the customer and Kaltura:

- 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).
- Kaltura step:** Kaltura will then whitelist the email in your admin console and update the notification templates.

4. Click **Update**.
5. To enable, disable or edit the sender information for several notifications in bulk, select the desired notifications and click **Enable, Disable or Edit sender info** under the bulk actions menu.

20 Notifications | 3 Selected

<input type="checkbox"/>	NOTIFICATIONS	RECIPIENT	TYPE	SUBJECT & BODY	SENDER INFO	EDIT	STATUS
<input checked="" type="checkbox"/>	Task rejected for execution	The Task Creator	Reach	MediaSpace - Your r... Your {service_featur...	{from_name} {from_email}		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Task Pending Moderation	Configured Users	Reach	MediaSpace - New r... New task is pending...	{from_name} {from_email}		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Task Finished Processing	The Task Creator	Reach	MediaSpace - Your r... Your {service_featur...	{from_name} {from_email}		<input type="checkbox"/>

Bulk Action
 Enable 
 Disable
 Edit Sender Info

6. Click **Update**.

Notification types



Some notification types appear in both Application Specific and External versions.

- **Application Specific** - applies only within the current Video Portal or LMS instance
- **External** - applies globally across all applications under the same account (Partner ID)

If both are enabled, users may receive **duplicate** notifications.

Task rejected for execution

Recipient = the task creator, Type = Reach

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your request was rejected for execution
- **Body:** Your {service_feature} request [{task_id}]: For entry name {entry_name} and entry ID {entry_id} requested on {request_date} Was Rejected. Rejection reason is {reject_reason}

Edit Notification

Notification: **Task rejected for execution**

Sender Name:

Sender Email:

Subject:

Body:

Task pending moderation

Recipient = Configured Users, Type = Reach

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - New request is awaiting approval
- **Body:** New task is pending approval for entry name {entry_name}, entry id {entry_id}. Task was requested on {request_date} by {creator_name}({creator_email}). In order to approve please go to the services requests page in [AppTasksUrl]

Edit Notification

Notification: **Task Pending Moderation**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Task finished processing

Recipient = the task creator, Type = Reach

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your request has finished processing.
- **Body:** Your {service_feature} request [#-{task_id}]: For entry name {entry_name} and entry ID {entry_id} requested on {request_date} finished processing. To view task go to https://4834032.mediaspace.kaltura.com/media/{entry_id}

Edit Notification

Notification: **Task Finished Processing**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Task approved for execution

Recipient = the task creator, Type = Reach

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your request is approved for execution
- **Body:** Your {service_feature} request: For entry {entry_name} with {entry_id} requested on {request_date} Was approved. {service_feature} will be automatically uploaded to your video upon completion. To view progress go to https://4834032.mediaspace.kaltura.com/media/{entry_id}

Edit Notification

Notification: **Task approved for execution**

Sender Name:

Sender Email:

Subject:

Body:

Your {service_feature} request: For entry {entry_name} with {entry_id} requested on {request_date} Was approved. {service_feature} will be automatically uploaded to your video upon completion. To view progress go to https://4834032.mediaspace.kaltura.com/media/{entry_id}

Cancel
Update

New item pending moderation

Recipient = Category Moderators, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your request is approved for execution
- **Body:** Your {service_feature} request: For entry {entry_name} with {entry_id} requested on {request_date} Was approved. {service_feature} will be automatically uploaded to your video upon completion. To view progress go to https://4834032.mediaspace.kaltura.com/media/{entry_id}

Edit Notification

Notification: **Entry Approved In Category**

Sender Name:

Sender Email:

Subject:

Body:

Your media {entry_name} https://4834032.mediaspace.kaltura.com/media/{entry_id} has been approved to be published in {category_name}

Cancel
Update

Entry approved in category

Recipient = The Entry Creator, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your request is approved for execution
- **Body:** Your {service_feature} request: For entry {entry_name} with {entry_id} requested on {request_date} Was approved. {service_feature} will be automatically uploaded to your video upon completion. To view progress go to

https://4834032.mediaspace.kaltura.com/media/{entry_id}

Edit Notification

Notification: **Entry Approved In Category**

Sender Name:

Sender Email:

Subject:

Body:

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your Media has been rejected
- **Body:** Your media {entry_name} has been rejected

Edit Notification

Notification: **Entry Rejected**

Sender Name:

Sender Email:

Subject:

Body:

Entry rejected (external)

Recipient = The Entry Creator, Type = External

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** Your Media has been rejected
- **Body:** Your media {entry_name} has been rejected

Edit Notification

Notification: **Entry Rejected**

Sender Name:

Sender Email:

Subject:

Body:

Entry approved (application specific)

Recipient = The Entry Creator, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your Media has been approved
- **Body:** Your media {entry_name} has been approved

Edit Notification

Notification: **Entry Approved**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

Entry approved (external)

Recipient = The Entry Creator, Type = External

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** Your Media has been approved
- **Body:** Your media {entry_name} has been approved

Edit Notification

Notification: **Entry Approved**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

Entry ready (application specific)

Recipient = The Entry Creator, The Account Owner, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Entry is Ready for Publishing: {entry_name}/ ID: {entry_id}
- **Body:** Hello,<p>A new entry is ready for publishing:</p><p>Entry Name: {entry_name}
Entry ID: {entry_id}
Entry Creator: {creator_name}, {creator_id}/{creator_email}
Entry Link: https://4834032.mediaspace.kaltura.com/media/{entry_id} </p>

Edit Notification

 Notification: **Entry Ready**

 Sender Name:

 Sender Email:

 Subject:

 Body:

Cancel

Update

Entry ready (external)

Recipient = The Entry Creator, The Account Owner, Type = External

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** Entry is Ready for Publishing: {entry_name}/ ID: {entry_id}
- **Body:** Hello,<p>A new entry is ready for publishing:</p><p>Entry Name: {entry_name}
Entry ID: {entry_id}
Entry Creator: {creator_name}, {creator_id}/{creator_email}
Entry Link: https://4834032.mediaspace.kaltura.com/media/{entry_id} </p>

Edit Notification

Notification: **Entry Ready**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

User was added to category as [role]

Recipient = The Category Member, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - You have been added to {category_name}
- **Body:** You have been added as {role} to {category_name}

Edit Notification

Notification: **User was added to category as [role]**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

User's role was changed in category

Recipient = The Category Member, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - Your {category_name} role has changed

- **Body:** Your role in {category_name} has changed and is now {role}

Edit Notification

Notification: **User's role was changed in category**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

User was removed from category

Recipient = The Category Member, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - You have been removed from {category_name}
- **Body:** You have been removed from {category_name} by the user {remover_user_id}

Edit Notification

Notification: **User was removed from category**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Entry was added to channel

Recipient = Channel Subscribers, Type = Application Specific

- **Sender Name:** {from_name}

- **Sender email:** {from_email}
- **Subject:** MediaSpace - A new media was added to {category_name}
- **Body:** Media {entry_name} was added to {category_name}. You can see the media here: https://4834032.mediaspace.kaltura.com/media/{entry_id}

Edit Notification

Notification: **Entry was added to channel**

Sender Name:

Sender Email:

Subject:

Body:

Edit Notification

Notification: **Comment was added to entry**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

User replied to a comment

Recipient = The Original Comment Creator, Type = Application Specific

- **Sender Name:** {from_name}
- **Sender email:** {from_email}
- **Subject:** MediaSpace - A new reply was added to your comment
- **Body:** A new reply was added to your comment on media {entry_name} by {reply_user_id}.

 Reply Text: {comment_text}

Edit Notification

Notification: **User replied to a comment**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Update

User deleted a comment

Recipient = The Comment Creator, Type = Application Specific

- **Sender Name:** {from_name}

- **Sender email:** {from_email}
- **Subject:** MediaSpace - A comment was deleted from media {entry_id}
- **Body:** The comment id {comment_id} was deleted from media {entry_name} by {delete_user_id}
Original Comment: {comment_text}

Edit Notification

Notification: **User deleted a comment**

Sender Name:

Sender Email:

Subject:

Body:

Cancel

Content parameters

The following parameters are available:



The term 'category' in this guide refers to both a 'gallery' and 'channel' in the Video Portal (MediaSpace) and to the Media Gallery in KAF 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}
- reject_reason - reason for rejection