

### **Emailnotifications module**

Last Modified on 08/24/2025 1:44 pm IDT

a This article is designated for administrators.

### **About**

The **emailnotifications** module lets you easily set up and customize email notifications to be automatically sent every time a user carries out a specific action. You can choose to enable email notifications for alerting channel moderators about new items awaiting moderation, informing media creators of the approval or rejection status for their content in a channel, and much more.



The 'Event Notifications' feature must be enabled on the account level for the email notifications and channel subscriptions feature to work. If your account does not have these features enabled, contact your account 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.

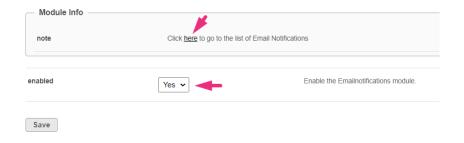
### Configure the module

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.



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

### **Emailnotifications**



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.

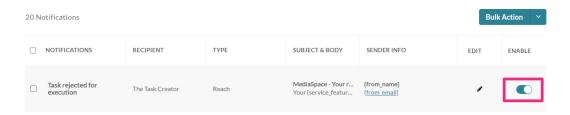


REACH notifications will appear in the list only when the REACH module is enabled and configured.

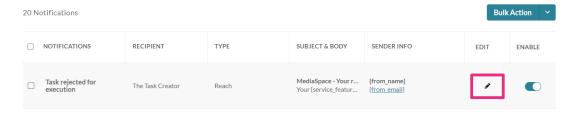
• Application specific refers to notifications that are triggered by events in a specific application. Each application can have its own notifications. Different text and alerts can be sent according to the trigger location.



- **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.



2. Click the pencil icon to configure the notification.



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.** 

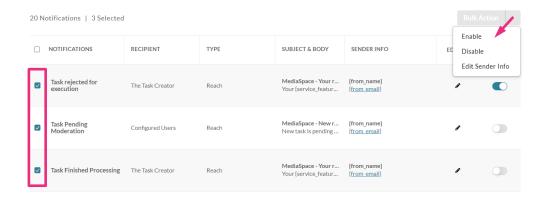
# **Edit Notification** Notification: Task rejected for execution Sender Name: from name Sender Email: {from email} Subject: MediaSpace - Your request was rejected for execution Body: Your {service\_feature} request [#{task\_id}]: For entry name $\{entry\_name\} \, and \, entry \, ID \, \{entry\_id\} \, requested \, on \,$ {request\_date} Was Rejected. Rejection reason is {reject\_reason} Update Cancel

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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.
- 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.





### 6. Click Update.

### Notification types

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

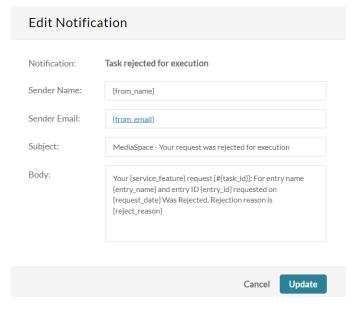
- Application Specific applies only within the current Video Portal or LMS instance
- External applies globally across all applications under the same account (Partner ID)

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}



## 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]



# Notification: Task Pending Moderation 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] Update 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** Task Finished Processing Notification: 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} Update 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: {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} Update

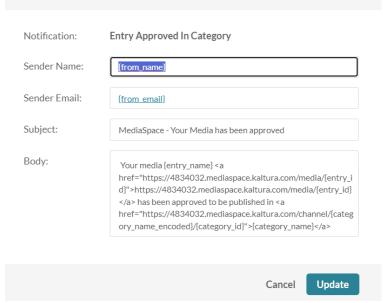
### New item pending moderation

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}

Cancel

# **Edit Notification**



### 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: {from\_name} Sender Email: {from email} Subject: MediaSpace - Your Media has been approved Body: Your media {entry\_name} <a href="https://4834032.mediaspace.kaltura.com/media/fentry\_i d}">https://4834032.mediaspace.kaltura.com/media/{entry\_id} </a> has been approved to be published in <a href="https://4834032.mediaspace.kaltura.com/channel/{categ ory\_name\_encoded}/{category\_id}">{category\_name}</a> Cancel Update

### Entry rejected in category

Recipient = The Entry Creator, Type = Application Specific

- Sender Name: {from\_name}
- Sender email: {from\_email}
- Subject: MediaSpace Your Media has been rejected
- **Body:** Your media {entry\_name} <a

 $href="https://4834032.mediaspace.kaltura.com/media/{entry_id}">https://4834032.mediaspace.kaltura.com/media/{entry_id} </a> has been rejected to be published in <a$ 

 $href="https://4834032.mediaspace.kaltura.com/channel/\{category\_name\_encoded\}/\{category\_id\}">\{category\_name\}</a>$ 

# Edit Notification Entry Rejected In Category Notification: Sender Name: {from\_name} Sender Email: {from email} Subject: MediaSpace - Your Media has been rejected Body: Your media {entry\_name} < a href="https://4834032.mediaspace.kaltura.com/media/{entry\_i d}">https://4834032.mediaspace.kaltura.com/media/{entry\_id} </a> has been rejected to be published in <a href="https://4834032.mediaspace.kaltura.com/channel/scateg ory\_name\_encoded}/{category\_id}">{category\_name}</a>

Entry rejected (application specific)

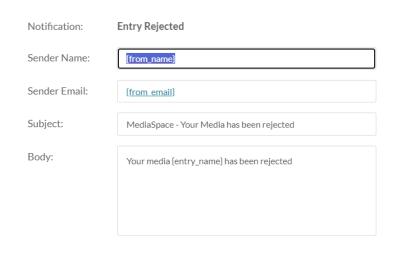
Recipient = The Entry Creator, Type = Application Specific

Cancel

Update



- Sender Name: {from\_name}
- Sender email: {from\_email}
- **Subject:** MediaSpace Your Media has been rejected
- Body: Your media {entry\_name} has been rejected



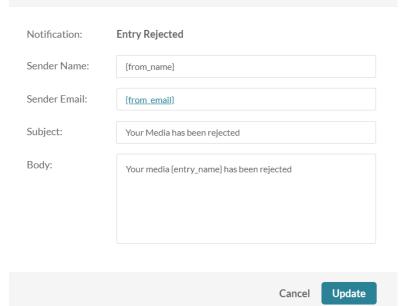
Cancel Update

### 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**



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:	{from_name}
Sender Email:	{from email}
Subject:	MediaSpace - Your Media has been approved
Body:	Your media {entry_name} has been approved

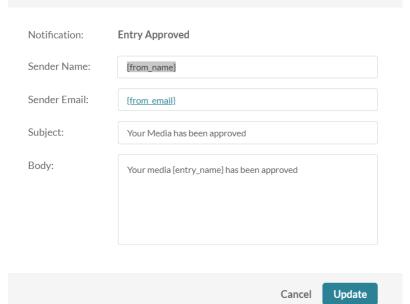
Cancel Update

### 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**





### 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,A new entry is ready for publishing:Entry Name: {entry\_name} <br>Entry ID: {entry\_id}<br>Entry Creator: {creator\_name}, {creator\_id}/{creator\_email}<br>Entry Link: <a href="https://4834032.mediaspace.kaltura.com/media/{entry\_id}">https://4834032.mediaspace.kaltura.com/media/{entry\_id}</a>

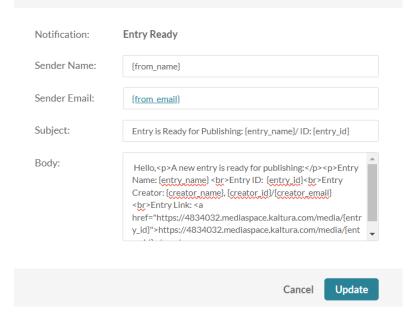
# **Edit Notification** Notification: **Entry Ready** Sender Name: {from\_name} Sender Email: {from email} Subject: MediaSpace - Entry is Ready for Publishing: {entry\_name}/ ID: {en Hello, A new entry is ready for publishing: Entry Body: Name: {entry\_name} <br/> br>Entry ID: {entry\_id}<br/> br>Entry Creator: {creator\_name}, {creator\_id}/{creator\_email} <br/> <br/> br>Entry Link: <a href="https://4834032.mediaspace.kaltura.com/media/{entr y\_id}">https://4834032.mediaspace.kaltura.com/media/{ent ry\_id}</a> Update Cancel

### 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,A new entry is ready for publishing:Entry Name: {entry\_name} <br>Entry ID: {entry\_id}<br>Entry Creator: {creator\_name}, {creator\_id}/{creator\_email}<br>Entry Link: <a href="https://4834032.mediaspace.kaltura.com/media/{entry\_id}">https://4834032.mediaspace.kaltura.com/media/{entry\_id}</a>





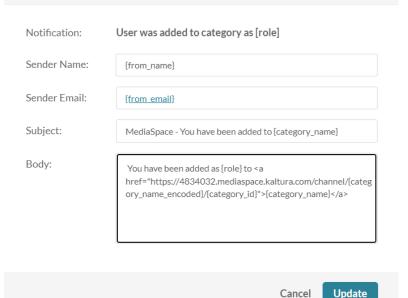
### User was added to category as [role]

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  $\{role\}\ to < a$

 $href="https://4834032.mediaspace.kaltura.com/channel/{category\_name\_encoded}/{category\_id}">\{category\_name\}</a>$ 

### **Edit Notification**



### 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 <a href="https://4834032.mediaspace.kaltura.com/channel/{category\_name\_encoded}/{category\_id}"> {category\_name}</a> has changed and is now {role}

# **Edit Notification** Notification: User's role was changed in category Sender Name: {from\_name} Sender Email: {from email} Subject: $Media Space - Your \{category\_name\} \\ role \\ has \\ changed$ Body: Your role in <a href="https://4834032.mediaspace.kaltura.com/channel/{categ ory\_name\_encoded}/{category\_id}">{category\_name}</a> has changed and is now {role} Update 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}

# Notification: User was removed from category 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} Cancel Update

### Entry was added to channel

Recipient = Channel Subscribers, Type = Application Specific

• Sender Name: {from\_name}



• Sender email: {from email}

You can see the media here: <a

- **Subject:** MediaSpace A new media was added to {category\_name}
- **Body:** Media {entry\_name} was added to <a href="https://4834032.mediaspace.kaltura.com/channel/{category\_name\_encoded}/{category\_id}">{category\_name}</a>.

 $href="https://4834032.mediaspace.kaltura.com/media/{entry\_id}">https://4834032.mediaspace.kaltura.com/media/{entry\_id} < /a>$ 

# **Edit Notification** Notification: Entry was added to channel Sender Name: {from\_name} Sender Email: {from email} Subject: MediaSpace - A new media was added to {category\_name} Media {entry\_name} was added to <a Body: href="https://4834032.mediaspace.kaltura.com/channel/{ca tegory\_name\_encoded}/{category\_id}">{category\_name} </a>, You can see the media here: <a href="https://4834032.mediaspace.kaltura.com/media/{entr y\_id}">https://4834032.mediaspace.kaltura.com/media/{ent ry\_id}</a> Cancel Update

### Comment was added to entry

Recipient = The Entry Creator, Type = Application Specific

- Sender Name: {from\_name}
- Sender email: {from\_email}
- **Subject:** MediaSpace A new comment was added to your video {entry\_name}
- **Body:** A new comment was added to your media {entry\_name}. Comment: {comment\_text}. You can see the media here: <a href="https://4834032.mediaspace.kaltura.com/media/t/{entry\_id}/{category\_id}">https://4834032.mediaspace.kaltura.com/media/</a>



Notification:	Comment was added to entry
Sender Name:	{from_name}
Sender Email:	{from email}
Subject:	MediaSpace - A new comment was added to your video {entry_n
Body:	A new comment was added to your media {entry_name}. Comment: {comment_text}. You can see the media here: <a href="https://4834032.mediaspace.kaltura.com/media/t/{entry_id}{{category_id}">https://4834032.mediaspace.kaltura.com/media/t/{entry_id}{{category_id}</a>

### 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 <a href="https://4834032.mediaspace.kaltura.com/media/t/{entry\_id}/{category\_id}">{entry\_name}</a> by {reply\_user\_id}. <br/> Reply Text: {comment\_text}

Cancel

Update

# **Edit Notification**

Notification:	User replied to a comment
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 <a href="https://4834032.mediaspace.kaltura.com/media/t/[entry_id]/[category_id]">[entry_name]</a> by [reply_user_id]. Reply Text: [comment_text]
	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 <a href="https://4834032.mediaspace.kaltura.com/media/t/{entry\_id}/{category\_id}">{entry\_name}</a> by {delete\_user\_id} <br/>original Comment: {comment\_text}

# **Edit Notification** Notification: User deleted a comment 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 <a href="https://4834032.mediaspace.kaltura.com/media/t/{entry \_id}/{category\_id}">{entry\_name}</a> by {delete\_user\_id} <br/>original Comment: {comment\_text} Update 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