

Emailnotifications module

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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 for additional information.

Changes to **Application Specific** notifications will only affect this application. Notifications of Type **Reach** and **External** will take effect on all Video Portal (MediaSpace) and KAF instances under the same Kaltura Partner ID.

Configure the module

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

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. Please see the [Kaltura REACH V2 KMS/KAF Administration Guide](#) for instructions on enabling and configuring the REACH module.

- **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 a KAF, the same external notifications are sent by triggers from any instance events. These also include notifications from applications outside of Video Portal/KAF (API or KMC for example).

⚠ Please note you should only enable 1 email notification if you have both **External** and **Application Specific** to avoid getting duplicate emails.

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.**

⚠ Changing the Sender email requires additional actions from the customer's side and Kaltura side. The customer needs to approve Kaltura to send emails on behalf of their domain. This can be done via SPF record (Sender Policy Framework) by adding include:mailer.kaltura.com. Then Kaltura can configure the requested email in the partner's admin console whitelist and edit each email notification template with the desired "Sender Email" value.

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

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]

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}

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}

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}

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}

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

Entry Rejected

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} has been rejected

Entry Rejected

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

Entry Approved

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

Entry Approved

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

Entry Ready

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>

Entry Ready

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>

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}

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}

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}

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}

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: https://4834032.mediaspace.kaltura.com/media/

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}

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}

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

[template("cat-subscribe")]