

# How to customize default messages in your LMS video integration for Sakai

Last Modified on 07/06/2025 10:24 am IDT

#### B This article is designated for administrators.

### About

When a user performs a certain action, such as completing a registration process or trying to access unauthorized content, a default message is displayed. If you'd like to change the wording of a message or completely rewrite it to suit your brand's personality, you can do so using language exception. Here are a couple of examples of how to change your default messages.

### Changing the Thank You message

By default, the following message is displayed when a user completes the registration process for a media item.



## Here's how it works

 Go to your Configuration Management console and click on the Languages module. You can also navigate to it directly using a link:

https://{your\_video\_portal\_URL}/admin/config/tab/languages.

Global
Application
Auth
AddNew
Categories
Channels
Client
Debug
EmailService
EmailTemplates
Gallery
Header
Languages
Login



2. In the Languages window, click +Add Language Exception.

Languages	Search Configuration
DownloadLocaleText	
Download texts Download a Zip file with all texts for all languages for this instance. These resources can be used to create or	
UploadCustomLanguage	badCustomLanguage"
LanguageException	'msgid'

3. Complete the following fields:

**Language** - Select the language you would like to apply the change to, if relevant. **msgid** - Copy the exact text from the message you want to change.

You should copy one line at a time as each line is configured separately, for
example, you can see we have <i>Thank You!</i> on one line in our set up. In addition,
the text must be copied <u>exactly</u> as it appears on the message, including capital
letters and punctuation.

4. **Exception** - Enter the new text to replace the existing text, in this instance, *You're the greatest!* 

LanguageException							
Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid' + Add LanguageException							
SAVE CANCEL							
Language	English - en 💙	Choose the Language you would like to apply this change to.					
msgid 🛛 🛶	Thank you!	Indicate what is the text you would like to change. You should copy the exact msgid from the PO file.					
Exception	You're the greatest!	Enter the new text to replace the existing one.					
SAVE CANCEL							

- 5. Click Save.
- 6. Repeat steps 2-4 for each line of text.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



_	LanguageException					
	LanguageLACeption					
í	Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid' + Add LanguageException					
L '						
ſ	SAVE CANCEL					
	Language	English - en 🗸	Choose the Language you would like to apply this change to.			
	msgid	Your registration has been receive	Indicate what is the text you would like to change. You should copy the exact msgid from the PO file.			
	Exception	Your registration has been receive	Enter the new text to replace the existing one.			
	SAVE CANCEL					

7. After clicking **Save** each time, you'll see the list of exceptions you made which you can edit or delete if you change your mind.

<ul> <li>Language</li> </ul>	Exception						
Add a languag + Add Lan	Add a language exception, to change any string in the app. It is recommended to download the English PO to retrieve all the relevant text in the form of 'msgid' + Add LanguageException						
Language	msgid	Exception	Actions				
en	Thank you!	You're the greatest!	EDIT CLONE DELETE				
en	Your registration has been received. We will be in touch and contact you soon!	Your registration has been received. We'll be in touch soon!					

8. When you've finished, scroll down the page and click **Save**.

The next time a user registers for a media item, they'll see this message.



## Changing the Access Denied message

The Access Denied message is displayed when a user doesn't have the right to access content, for example, when sharing subscription links with users who aren't members of the channel or who weren't invited to the channel.



#### **Access Denied**



#### To change the **Access Denied** message, follow steps 1-7 above.



In this instance, we've made changes to the top three lines of the message. This is the result:



#### Oooops!

Sorry but you can't access this page. If the issue persists, please send the below information to customer support. Session data: NjQyMDRkNWRINDhjZCwyNi8wMy8yMDIzIDEzOjQ5OjE4LG55LW52cDEta21zLTJiZGI=

Сору

The following video demonstrates how to change an error message:

## Changing text in the PO file

If you don't have the site's exact text available, then you can download the text and edit it in the PO file. Here's how:

- 1. From the **Languages** module, go to DownloadLocaleText and click **Download texts** to download the zip file with all the texts for your instance.
- 2. Select the relevant language PO file and open it with a text editor such as Notepad++ or Poedit.exe.
- 3. Retrieve the relevant source text (you can search using ctrl+F).
- 4. The msgid will remain the same and you can modify the msgstr with the specific text you'd like to change in the message.

```
🧊 default - Notepad
File Edit Format View Help
#: application/controllers/UserController.php:569
msgid "Invalid OTP Code"
msgstr ""
#: application/controllers/UserController.php:681
#: modules/recorder/controllers/IndexController.php:26
#: modulesCustom/core/recscheduling/controllers/IndexController.php:209
msgid "Sorry, you cannot access this page."
msgstr "Sorry, you cannot access this page."
#: application/controllers/UserController.php:753
#: application/controllers/UserController.php:877
#: application/views/scripts/partials/mymedia/eSearchFilterBar.phtml:25
#: application/views/scripts/partials/mymedia/searchBar.phtml:2
#: application/views/scripts/user/my-media.phtml:64
#: modules/addcontent/views/scripts/partials/eSearchMyMediaFilterBar.pht
#: modules/addcontent/views/scripts/partials/header.phtml:58
```

#### When you've finished, upload the file.

## 🔆 kaltura

The session data and button may be removed with the CSS.

---- CSS Sample to hide the session data and the button -----

.error-msg .sub\_heading .bold {

display: none;

} .error-msg .copy-wrap {

display: none;

}

## 0

If you are looking to customize the look and feel of your site, see the Theming module.