Manage REACH requests with the Services Dashboard in Rich Media CMS

Content updated: 11/18/2026

This article is designated for administrators.

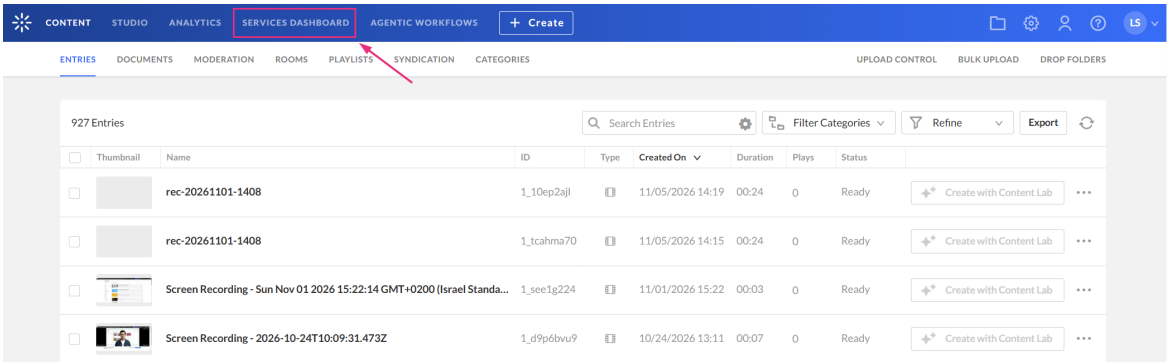
About

The REACH **Services Dashboard** gives administrators one place to track captioning, translation, and enrichment requests.

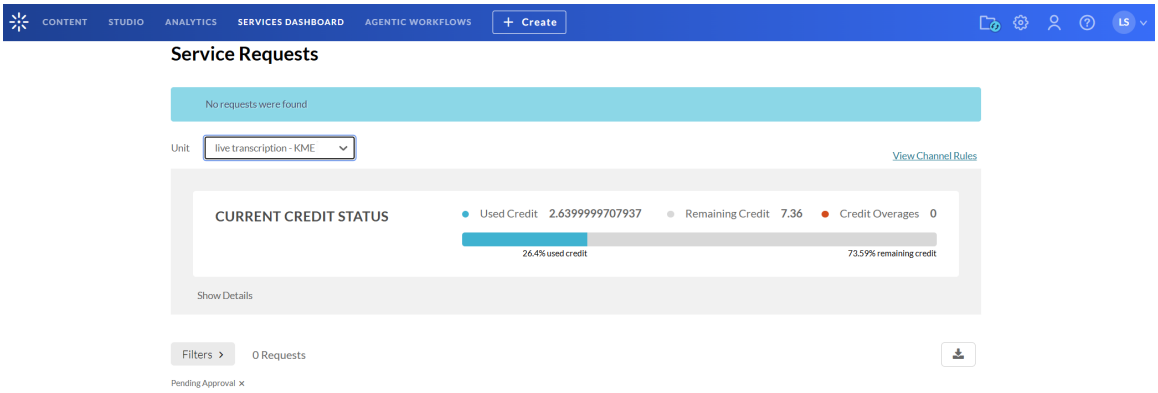
In the Rich Media CMS, you can use it to monitor usage and credit, review and filter requests, manage department-level billing, and approve or reject pending orders.

Access the Services Dashboard

1. Log in to the Rich Media CMS.
2. Select **Services Dashboard** at the top of the page.



The **Service Requests** page displays.



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For moderation to work, set it up in both the Rich Media CMS and Content Hubs / legacy Video Portal:

a. In the Rich Media CMS, turn on moderation for each REACH profile ID. For more information, see REACH profiles and services.
b. In Content Hubs / legacy Video Portal, go to the Configuration Management console, and set up moderators and entitlements in the REACH module.

Dashboard overview

The Services Dashboard provides a snapshot of your organization's captioning and translation activity. It includes:

- Your available line of credit for ordering services
- The unit or department that submitted requests (shown only if you have more than one)
- A graph of total service requests and their statuses
- A **download** icon to export a report of all orders
- Filters to refine the view by language, service type, turnaround time (TAT), and more
- A moderation section to manage pending approvals
- Usage metrics and historical request data

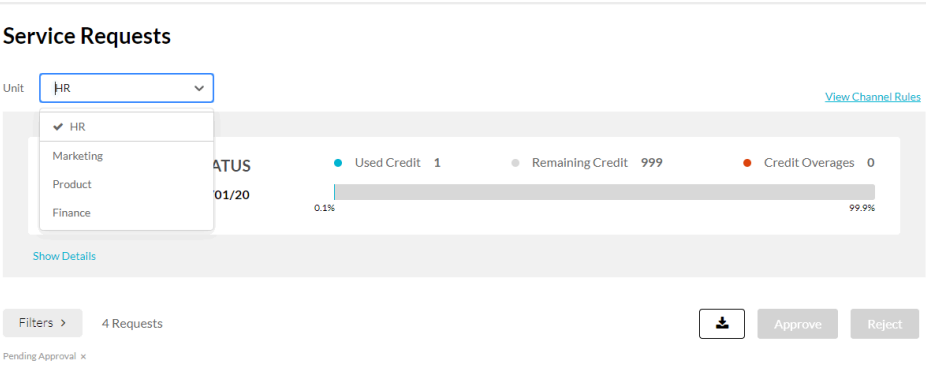
Use the dashboard to track service usage, monitor departmental activity, and manage approvals across your organization.

For department-level billing and moderation setup, see REACH department level billing and moderation.

Display department-level billing and moderation

If your site has multiple REACH profiles (units or departments), a **Unit/Department** dropdown appears at the top of the dashboard. Use it to switch between departments at any time, and to view or compare their service usage and requests.

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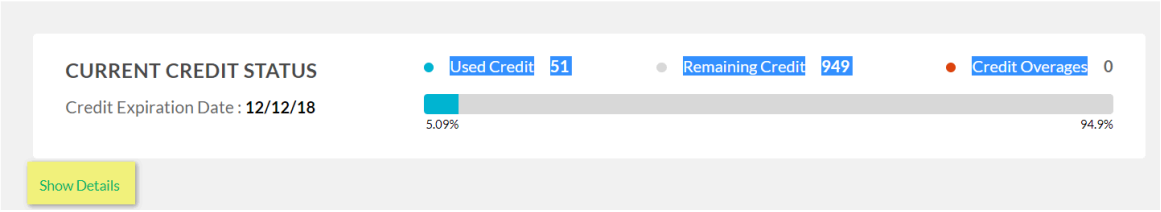


Credit status

The dashboard displays the current credit status, including:

- **Credit expiration date**
- **Used credit**
- **Remaining credit**
- **Credit overages**

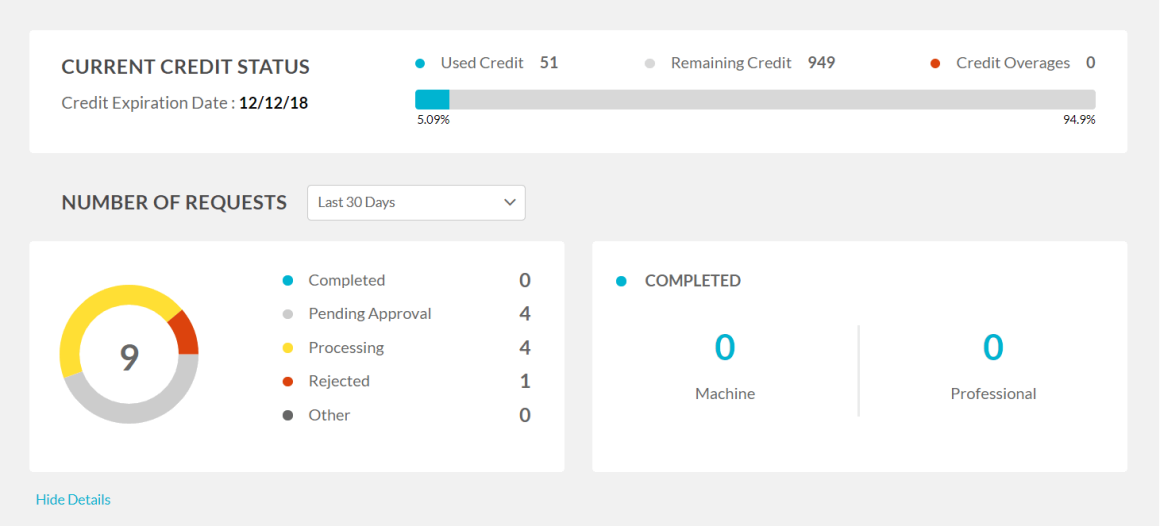
Select **Show details** to open the Services Status Dashboard. Select **Hide details** to close it.



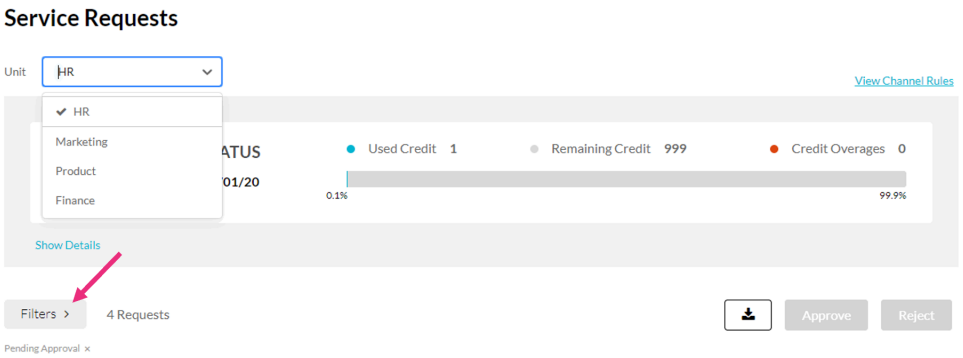
Services status dashboard

The Services Status Dashboard displays information and status for machine and human caption requests and for translation requests.

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By default, the list shows only requests with the **Pending Approval** status. To view all requests, select **Filters** and remove the status filter.



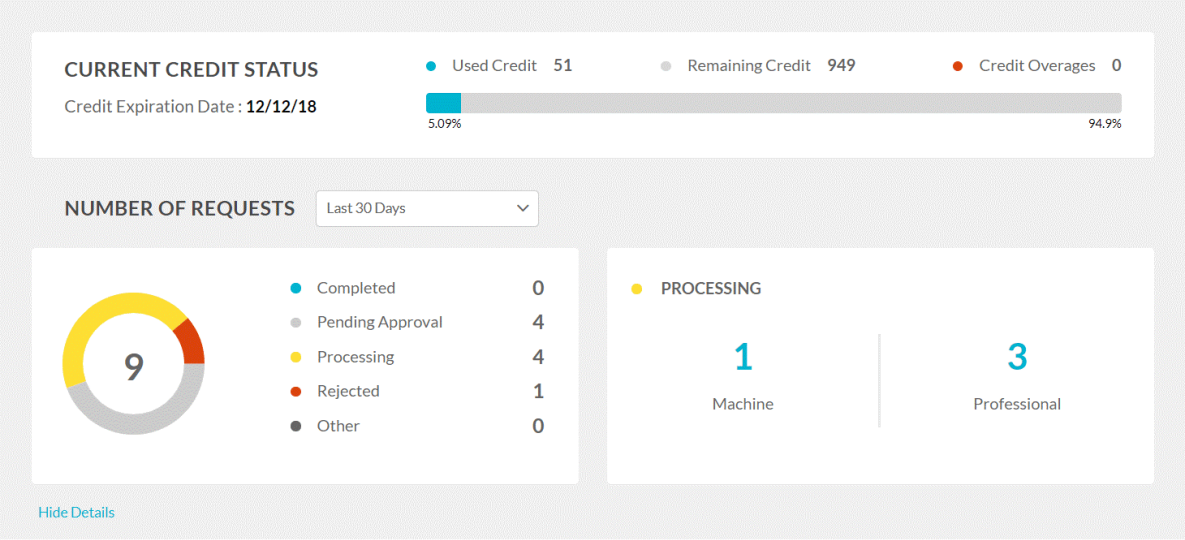
Filter service requests by period

Select an option from the **Number of Requests** dropdown.

Display statistics for each status

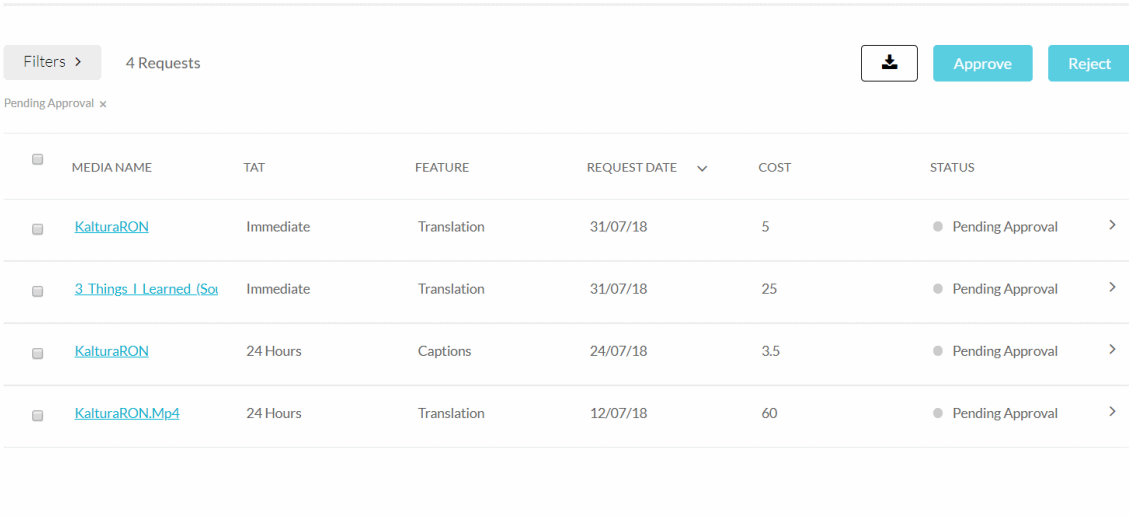
Select a status. In the following example, **Pending Approval** shows that four requests are waiting for approval. The **Processing** section shows one **Machine** request and three **Professional** caption requests pending approval.

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Services moderation dashboard

This section lists service orders that are waiting for approval. You can approve or reject individual requests from here.



Approve or reject a service order

1. Select the checkbox next to an order.
2. Select **Approve** or **Reject**.

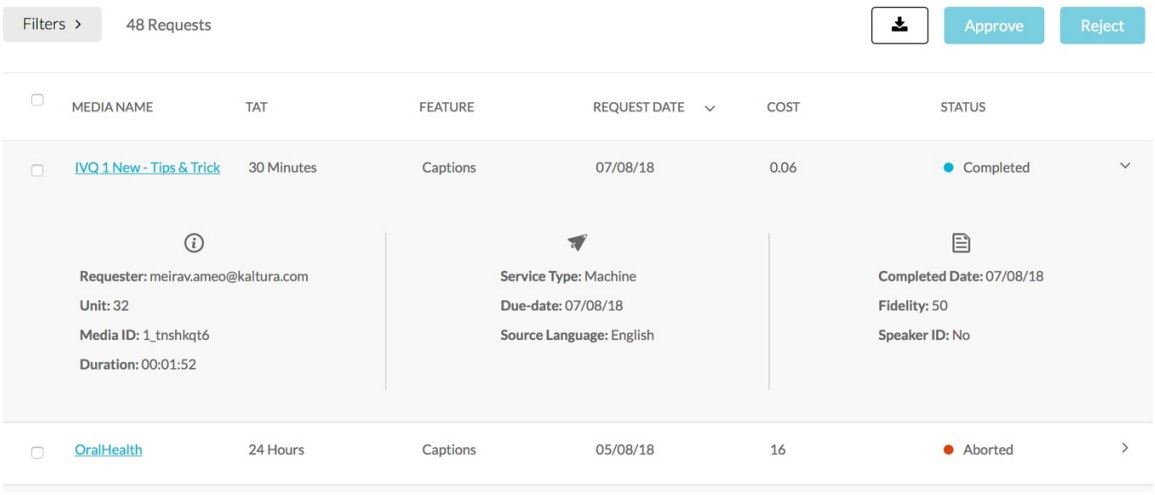
A confirmation message appears.

View more details for each request

1. Select the arrow next to a service request to expand its details.

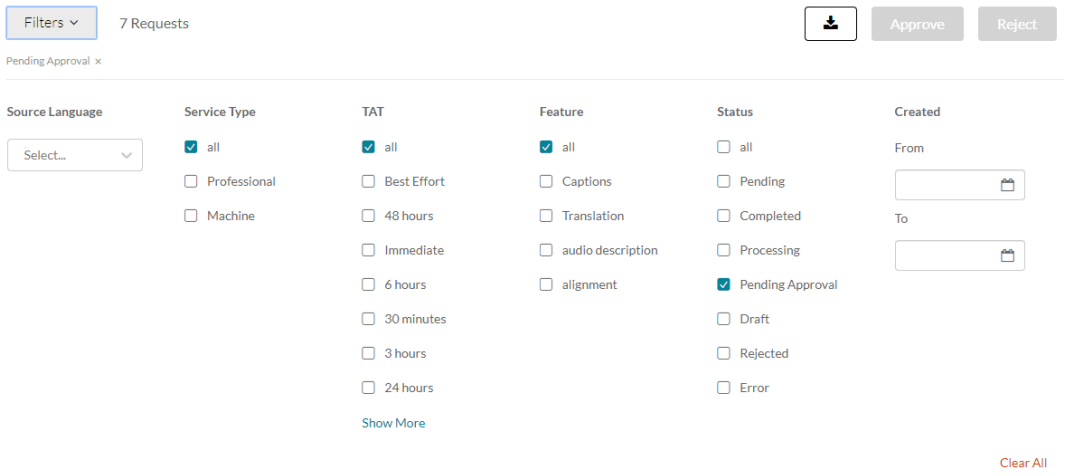
   The requester, unit, media ID, duration, service type, source and target languages, and any speaker ID options display.
2. Select the arrow again to collapse the details.

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Filter requests and orders

Select **Filters** to filter requests and orders. The number of **Requests** displays. If you select an order to view or change it, the order is marked as selected.



You can filter your order requests by:

- **Source language** - select a language from the dropdown.
- **Service type**
- **Feature**
- **Turnaround time (TAT)**
- **Status**
- **Date created** - enter the **From** and **To** values.

To see all requests, select **All** under each filtering option. Select **Show more** to see more information.

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