

Kaltura's Multi-Account Management Console User Manual

Version: Falcon



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Introduction to the Multi-Account Management Console

Kaltura's Multi-Account Management Console enables the management of multiple content accounts in Kaltura (AKA KMC accounts, partner accounts) from a central location. The Multi-Account Management Console is suitable for Kaltura's customers that manage multiple content accounts in Kaltura. For example:

- Universities – When each school/department manages its content in a separate KMC account
- Enterprise - When each Office/Department manages its content in a separate KMC account
- TV/Media Network – when each channel is managing its content in a separate KMC account
- Kaltura SaaS Value Added Resellers - Organizations that resell Kaltura's SaaS packages and need central control over the account sold by them
- Kaltura's SaaS OEM partners – Organizations that fully integrate Kaltura into their service offering, yet want to remain on the SaaS platform with ability to manage the KMC accounts sold with their service.



NOTE: The Multi-Account Management Console is enabled for eligible customers. Contact Kaltura to learn how to enable this option.

Summary of Enabled Capabilities

The following capabilities are available in Kaltura's Multi-Account Management Console.

All account management options listed below are applicable for managing only the accounts managed by a single organization of a specific SaaS customer:

- Controlled access to the multi-account management console.
- Ability to seamlessly log into each account's KMC from a single page.
- Ability to block/unblock accounts
- Ability to delete accounts
- Ability to create accounts from pre-defined templates
- Ability to view bandwidth and storage usage information of all accounts from a single page for a given timeframe.
- One click export of bandwidth and storage usage information of all accounts for further analysis and internal billing processing.

How are Multiple Accounts Associated within a Single Organization?

Content accounts are managed at Kaltura with complete content separation and API security. Each content account is accessed separately from the KMC, by users that are specifically authorized by the account administrator.

Each content account is identified by a **Partner ID** which is the unique identifier of the account in Kaltura for all purposes.

When a single organization needs to manage multiple accounts, a **Parent Account** is defined and all accounts related to the organization are associated with it.

The associations can be made ad-hoc for existing accounts by Kaltura, or automatically, for new accounts created from the Multi-Account Management Console.

The **Parent Account** is the entity that connects multiple accounts under the same organization. The parent account is a regular content account with KMC access, and a list of authorized users, however it is set by Kaltura to serve as the **Parent** of all accounts under the same organization.

Users authorized to access the KMC of the **Parent Account** also have access to the Multi-Account Management Console for managing all accounts associated with the **Parent Account**.



NOTE: We recommend that you create and use the Parent Account only for the purpose of associating multiple accounts to the same organization and for authorizing user access to the Multi-Account Management Console. Using this account for actual content management or web integrations is possible but not recommended.

Authorizing User Access to the Multi-Account Management Console

Once a Parent Account is set for your organization by Kaltura, you can define the list of users that will be able to access the Multi-Account Management Console. These users will have full access to all accounts managed by your organization.

To define the list of users that can access Multi-Account Management Console

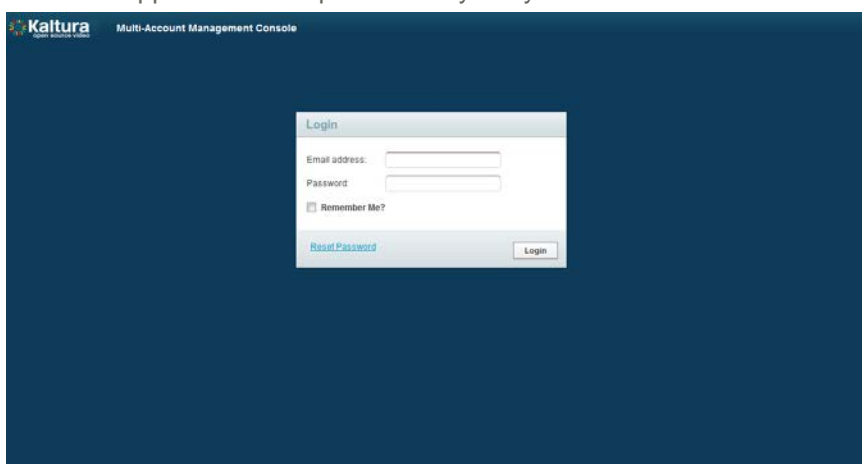
1. Login to the KMC of the parent account .
2. Go to the Administration tab.
3. Create new users and set them with 'Publisher Administrator' Role.

Only KMC users that are authorized to access your Parent Account with a Publisher Administrator Role will be able to log into the Multi-Account Management Console. The KMC user credentials will be used as the credentials for the Multi-Account Management Console.

Getting Started

To login to the Kaltura Multi-Account Management Console

1. Go to the application URL provided to you by Kaltura.



2. Enter your KMC credentials.
3. Check the "Remember Me" box for the system to complete your password automatically after you typed in your user name.
4. Click the Reset Password link to send a password reset link to your email . Since the KMC and the Multi-Account Management Console credentials are unified for a specific user in the system, this resets your KMC credentials and prompts you to set new KMC credentials instead.

Managing your Accounts – The Accounts Page

You can seamlessly access each account’s specific KMC to assist account administrators with their content management, publishing flow settings, and other management tasks. You may block/unblock or delete your accounts when needed.

Here you can manage and access the KMC of each your accounts

Search By: Show Status Types: Active Blocked Removed

Accounts (3 publishers)

Status	ID	Account Name	Website URL	Administrator	Admin Email	Admin Phone	Creation Date	Actions
Active	3971	Public Portal	http://www.kaltura.com	Mike Black	mike.black@email.com	212-123-2243	July 19, 2012	Select Action
Active	3961	Internal Training	http://www.kaltura.com	Dan Green	dan.green@email.com	212-123-2243	July 19, 2012	Select Action
Active	3951	Marketing Department	http://www.kaltura.com	John Smith	john.smith@email.com	212-123-2243	July 19, 2012	Select Action

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To search and view the details of registered publishers

1. Go to the Multi-Account Management Console.
2. Go to the Accounts page.

Search By: Show Status Types: Active Blocked Removed

None
Partner ID
Account Name
Free-form text

3. Use the Search By drop down menu and select the search criteria based on either
 - The account Partner ID
 - The Account Name
 - Free-form text

The free-form text search is applied to the account name, the website URL , the administrator name or email address

4. Use the Show Status Types to select a specific status type you want to use as a list filter.
5. Click Search.

Account Management Actions

Accounts (3 publishers)

Status	ID	Account Name	Website URL	Administrator	Admin Email	Admin Phone	Creation Date	Actions
Active	3971	Public Portal	http://www.kaltura.com	Mike Black	mike.black@email.com	212-123-2243	July 19, 2012	Select Action
Active	3961	Internal Training	http://www.kaltura.com	Dan Green	dan.green@email.com	212-123-2243	July 19, 2012	Select Action KMC Login Block Remove
Active	3951	Marketing Department	http://www.kaltura.com	John Smith	john.smith@email.com	212-123-2243	July 19, 2012	

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You can perform the following actions to each account from the Actions column:

- KMC Login** – Enables full access to the specific KMC account. From the specific KMC account, you can monitor and control all of the account’s activities and fully support each account administrator’s questions or problems. You will be logged into the KMC account as if you were the account primary administrator (AKA the account owner). When using this action, the specific account’s KMC information is displayed in a separate browser tab.
- Block** - Allows you to temporary block an account. KMC users of the blocked account will not be able to log into their KMC and will not be able to view content managed in this account.
- Unblock** – Release the account blocking and resets the account to a fully active state as it was before it was blocked.
- Remove** - Allows you to permanently remove an account. The removed accounts can still appear in the Accounts list (if the status type filter includes the removed option), however, none of the account management actions will be available.

Add New Account Page

Use the Add New Account page to create or add a new KMC account that is automatically set under your management.

Kaltura Multi-Account Management Console

Accounts **Add New Account** Usage Reports

Please fill in the following form to create a new sub-account. When a new account is created, a registration email will automatically be sent to the Administrator Email you have provided below.

Current status: 10 accounts in use*. 9 additional remaining. Need more accounts? [Contact Kaltura](#) to request an upgrade.
*active or blocked accounts which are not used as templates.

Account Info

Administrator:

Account Name:

Administrator Email:

Administrator Phone:

Website URL:

Copy Content from Template Account:

To create an account

1. Go to the Multi-Account Management Console
2. Click Add New Account.
The Create New Account window is displayed.
3. Enter the information for the new account:
 - Administrator Name
 - Account Name
 - Administrator Email
 - Administrator Phone
 - Website URL (optional)
4. Select the template account from the drop down menu.
The drop down list includes Kaltura's Default Template Account and all the accounts associated with your Parent Account that were set by Kaltura as your Template Accounts.
5. Click Create.
The new account will be created and will be listed in the Accounts page.



NOTE: In the current release, you can create one account only in your organization using the same administrator email address.



NOTE: A limited number of accounts are allocated by Kaltura according to the contract agreement. This limited number does not include the parent account itself and the accounts used as templates. If you reached your account's quota and need to set additional accounts, please contact Kaltura to request an upgrade.

Template Accounts

Use template accounts to populate pre-defined content defaults into new accounts created by your organization. When the account is create, the following content is copied from the selected template account:

Entries, Categories, KMC Roles, Transcoding Profiles, Custom Data Schemas, Players, Access Control Profiles, Playlists and all Account's Feature Permissions.

Changes made to template accounts are not updated into existing accounts, however , the changes will be set into newly created accounts.

Default content within the template account is limited to a maximum of 500 categories and up to 10 items of the following types: entries, KMC Roles, Transcoding Profiles, Custom Data Schemas, Players, Access Control Profiles, Playlists

How to Create a Template Account

Template accounts are created as any other account and then set as a template account by Kaltura. You may create a new template account from the Multi-Account Management Console and then contact Kaltura to set it as your template. Once an account is set as a template managed by your organization, the template is displayed within the Template Accounts menu in your "Add new Account" Page.

Usage Reports Page

Use the Usage Reports Page to display all the information about your accounts' bandwidth and storage usage. The same information is available per account from the KMC Analytics Bandwidth Usage reports page.

This page shows usage information for your accounts.

- Use the filters and date fields to filter the results.
- To download the information, click "Export to CSV".

Date Range: Time Unit: Search By: Show Status Types: Active Blocked Removed Dates: -

Total				
Bandwidth Consumption	Average Storage	Peak Storage	Storage Added	Combined Storage and Bandwidth Consumption
6000 MB	3000 MB	3000 MB	0 MB	9000 MB

Details (4 results | [Export to CSV](#))

Time Unit	Status	Account Name	ID	Account Creation Date	Bandwidth Consumption	Average Storage	Peak Storage	Storage Added	Combined Storage and Bandwidth Consumption
Jul 2012	Active	University Parent Account	3531	July 1 , 2012	0 MB	0 MB	0 MB	0 MB	0 MB
Jul 2012	Active	Marketing Department	3951	July 1 , 2012	2000 MB	1000 MB	1000 MB	0 MB	3000 MB
Jul 2012	Active	Internal Training	3961	July 1 , 2012	2000 MB	1000 MB	1000 MB	0 MB	3000 MB
Jul 2012	Active	Public Portal	3971	July 1 , 2012	2000 MB	1000 MB	1000 MB	0 MB	3000 MB

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[Export to CSV](#)

The usage reports include the following information:

Field	Description
Bandwidth Consumption	The amount of consumed bandwidth (in MB) in the given timeframe.
Average Storage	Sum of storage used in the given timeframe divided by number of days in the given timeframe.
Peak Storage	The highest storage measured in any specific point in the given timeframe.
Added Storage	The change in the storage in the given timeframe (between the 1st day and the last day of the given timeframe)
Combined Bandwidth and Storage Consumption	The sum of storage and bandwidth (in MB) used in the given timeframe. The sum is of the values of "Average Storage" and "Bandwidth consumption" as described above.

You can filter the usage reports to view the bandwidth and usage information for:

- A specific date range, broken into specific time units (days or months)
- A specific account or all of your accounts.
- A specific account status type (Active, Blocked, remove)

Date Range: Time Unit: Search By: Show Status Types: Active Blocked Removed Dates: -

Storage and bandwidth information is aggregated in kaltura and presented in this page and in the KMC based on EST (Eastern Standard Time).

Totals Table

The Totals Table includes aggregated information for all accounts currently displayed within the Details Table. The total metrics are calculated for the selected date range and selected accounts based on the aggregated data stored in Kaltura and are not a result of adding all respective metrics in the details table.

Details Table

The Details Table includes the 'per account' metrics for each selected time unit within the selected date range. The Details table also includes the usage information for the Parent Account.

Use the **Export to CSV** link to export the information in the current table display into a CSV file for further analysis and your internal billing processing.