



Kaltura REACH KMS Guide

SETUP NEW ACCOUNT FOR CAPTIONING

1. Email Kaltura@cielo24.com with an account request and include the following:
 - a. The Kaltura account name (e.g. University of USA)
 - b. Partner ID (In the KMC > Settings > Integration Settings)
 - c. Desired service levels (e.g. 48hr TAT, Premium English, 98%)

PERMISSION

1. You will receive a confirmation email from cielo24 with the following:
 - a. Account specific cielo24 email
 - b. cielo24 username and password
2. Add the account specific email address you received as a user on your account and enable two types of permissions:
 - a. Content Management > Modify Metadata
 - b. Content Management > Edit Entry Captions

PLUG-IN CONFIGURATION

1. Log into the Kaltura Media Space Admin Console
2. Click "Management Configuration Tab"
3. Scroll down to "Modules" > Click "cielo24"
4. Select "Yes" to enable module
5. Enter cielo24 provided username and password
6. Enter "https://api.cielo24.com" in the server box
7. Choose caption defaults and account permissions
8. Enter your cielo24 username and password

CAPTION

1. Log into your Kaltura Media Space account
2. Under video, click the "Action" tab
3. Select desired options (e.g. Language, Accuracy, TAT)
4. Click "Order Captions"
5. Email the cielo24 Ops team at Kaltura@cielo24.com for confirmation that your request was received
6. The cielo24 Ops team will email you when your captions are ready