

# Community Partner I Onboarding

## Program Overview

The Kaltura Community Partnership program is focused on creating an entry-level path to partnership between Kaltura and qualified, third-party organizations. The Community Partnership program allows partners to establish a business relationship with Kaltura by creating technical integrations between their solutions and the Kaltura platform and products. With minimal investment and direct access to Kaltura's library of robust, open APIs, Community Partners can easily develop, publish and begin generating revenue from their Kaltura integration.

Becoming a Kaltura Community partner increases the opportunity for organizations to expand their customer base, increase adoption, and streamline user experiences for mutual clients. Upon joining the program and developing an integrated solution or service, partners will be featured on the [Kaltura Exchange marketplace](#).

## Qualifications

- Must be in good standing as a business organization.
- Ensure processes are in place to coordinate ongoing technical and customer support escalation plans.
- Partners are required to sign a software license agreement permitting access to a sponsored Kaltura account.
- Free to Join!

## Become a Kaltura Community Partner

*Follow the steps below to become a Kaltura Community Partner*

1. \*If you have questions about the community partnership program, start by contacting [partners@kaltura.com](mailto:partners@kaltura.com).
2. To join the community partnership program, please start by registering for a free Kaltura account at: <http://corp.kaltura.com/free-trial>.
3. Once you've registered for a Kaltura account, please [fill out this form](#) to allow us to create an internal partner profile for you and send you our partner agreement.
  - The form above will request your Partner ID – you can find this in the KMC > Settings > Integration Settings (you must sign up for a free trial account in order to receive and access your Partner ID).
  - If not otherwise specified, the primary contact identified in your form will receive the partner agreement and act as the signatory. If you need the agreement reviewed by your legal counsel or sent to someone other than the primary contact, please contact [partners@kaltura.com](mailto:partners@kaltura.com).
4. Review the documentation below to familiarize yourself with Kaltura's APIs and get started:
  - [Review the Kaltura Player Docs and Features Hub](#)
  - [Review the API documents](#)
  - [Watch the API training presentation](#)
  - [Kaltura MediaSpace Setup and User Manuals](#)
  - [Kaltura MediaSpace Certification and Developer Docs](#)

- Contact [partners@kaltura.com](mailto:partners@kaltura.com) once you've developed your integrated solution for review and approval to get listed on the Kaltura Exchange.

## Support Process

*Please follow the support processes below for all partner or client issues*

- The support contact you supply in your partner profile form will be our main point of contact for any support related inquiries over the course of the partnership. To change your support contact(s), please email [partners@kaltura.com](mailto:partners@kaltura.com).
- Please follow the guidelines below unless otherwise specified:
  - If the issue is clearly a partner issue, the client should report it directly to the partner.
  - If it's unclear, Kaltura will serve as the first line of support, if the issue is found to be with the partner, Kaltura will escalate to the partner accordingly.
  - Partners will be expected to provide Kaltura with access to their support practices/tools where Kaltura can escalate and report tickets, and keep up to date with release information.

## Create a Profile Listing on the Kaltura Exchange Marketplace

*Follow these quick steps to add your organization and integrated solution to the Kaltura Exchange marketplace*

1. Visit the [Kaltura Exchange marketplace](#) to view existing profiles before creating your own.
2. From the Exchange site, click on "[Add Your Solution](#)" toward the bottom of the page.
3. Select "Step 3: List Solution"
4. Follow the instructions provided to create a new account.
5. Once you've created an account, make sure to log in and fill out the integration profile, separate from the company listing.
  - Note: The Kaltura Partner Team will not be able to review and publish your profile until both parts of your listing have been filled out.
6. Email [partners@kaltura.com](mailto:partners@kaltura.com) when your listing is complete
7. Review of your Exchange profile listing can take between 24-72 hours.