

Send feedback or report issues in a Kaltura Room

Last Modified on 03/08/2026 7:00 pm IST

 This article is designated for all users.

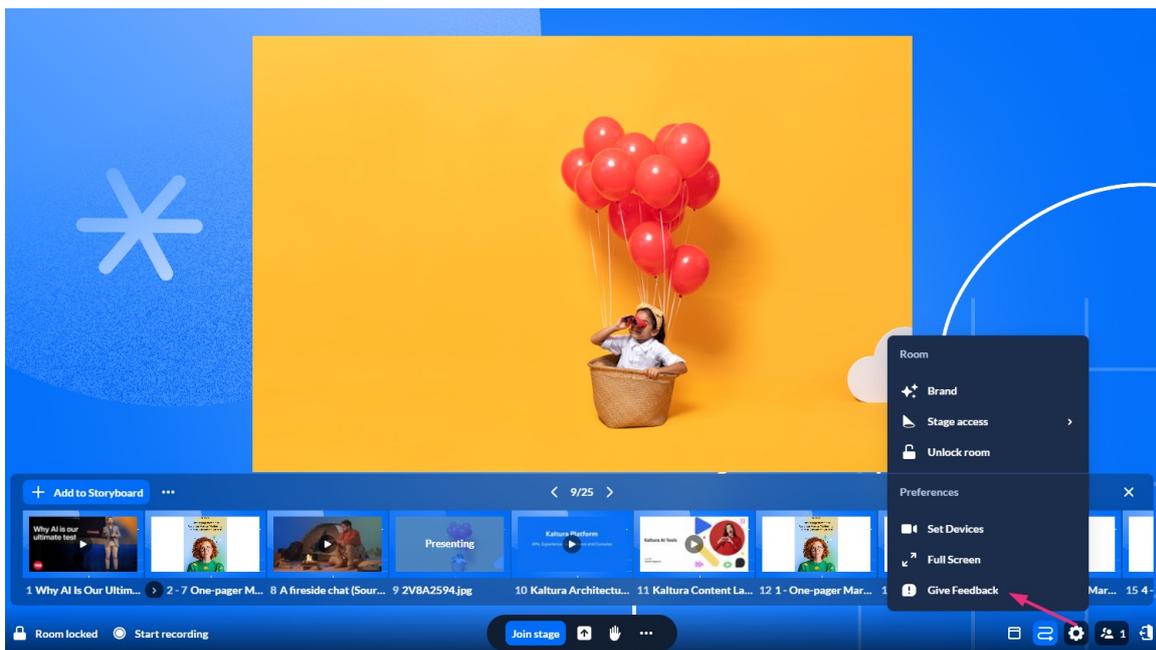
About

You can send feedback or report technical problems, such as webcam quality, microphone quality, or content playback directly from within a Kaltura Room session.

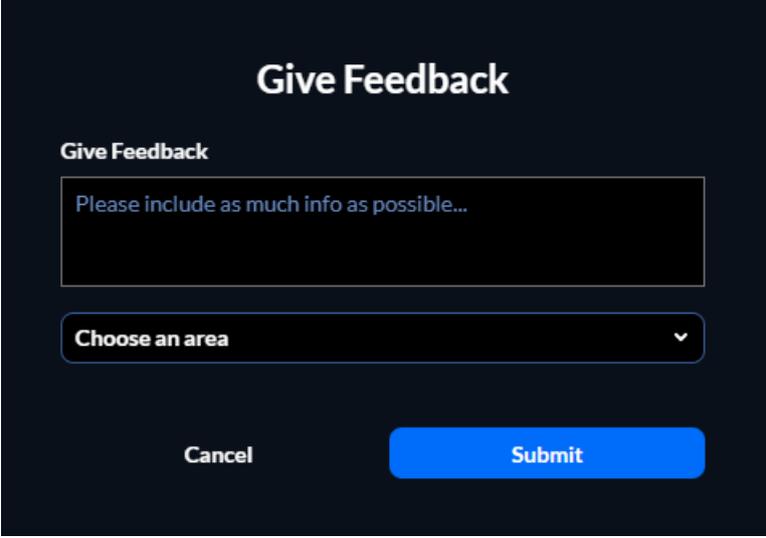
When feedback is submitted, a support log from your session is automatically attached to help technical support investigate the issue.

Send feedback or report an issue

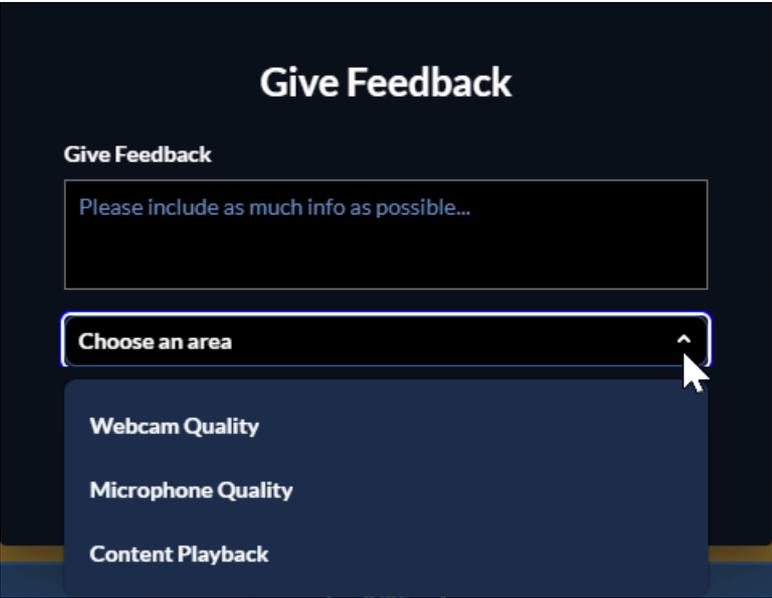
1. Click the **settings icon** at the bottom right of the screen and select **Give feedback** from the menu.



The 'Give Feedback' window opens.

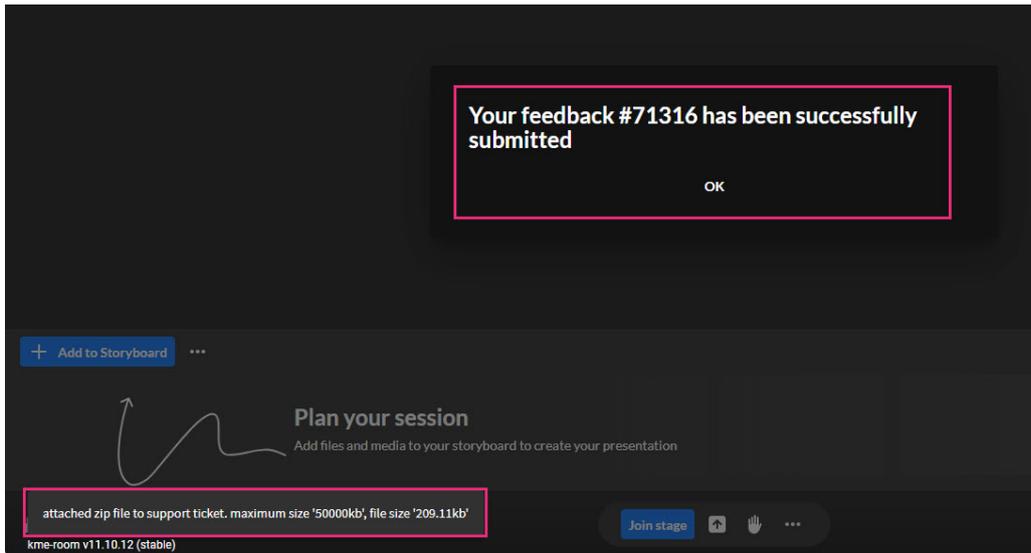


2. Enter your feedback in the **Give Feedback** field.
3. In the **Choose an area** drop-down menu, select the category that best describes the issue:
 - Webcam quality
 - Microphone quality
 - Content playback



4. Click **Submit**.

A confirmation message appears indicating that your feedback was successfully submitted along with a support log.



5. Click **OK** to close the window.