

Send feedback and logs during a session


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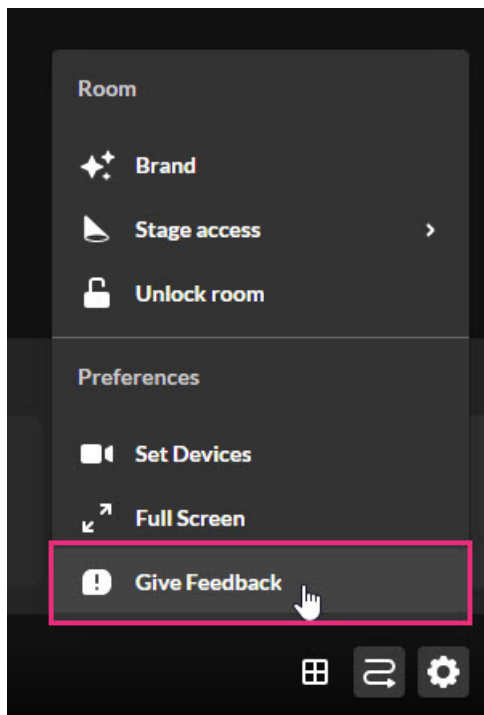
 This article is designated for all users.

About

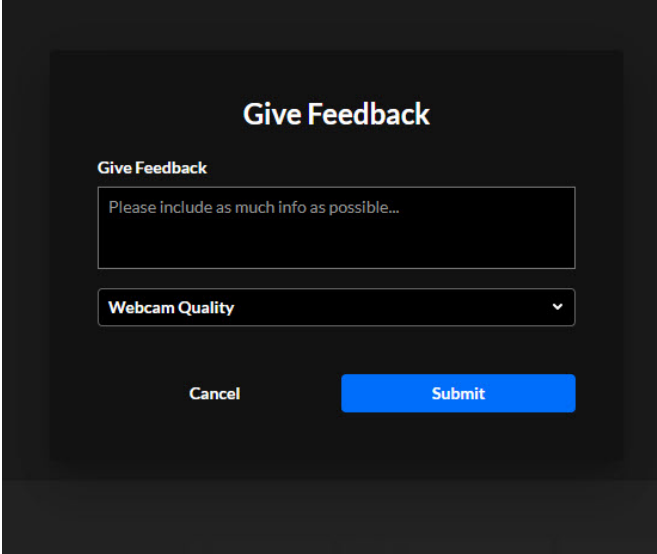
Want to send feedback? Report an issue you're experiencing? You can easily give feedback on webcam and microphone quality and content playback during a session. That feedback, along with a support log, will be submitted to technical support on your behalf.

Send feedback or report an issue

1. Click the settings icon  on the bottom right of the screen.
2. Select **Give feedback** from the settings menu.

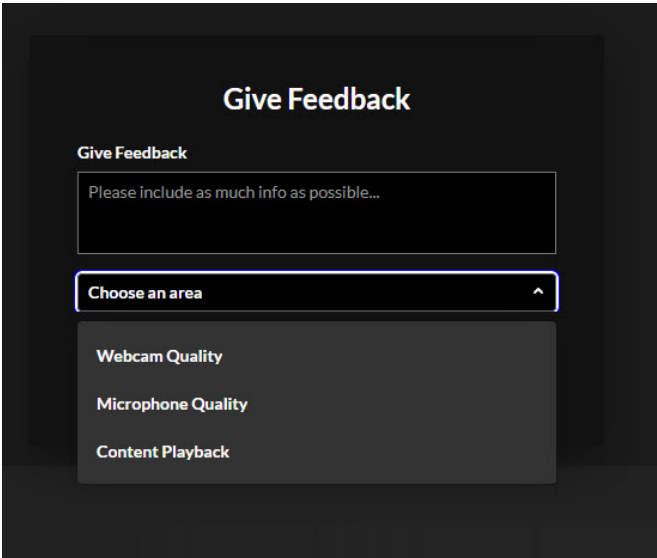


The Give Feedback screen displays.



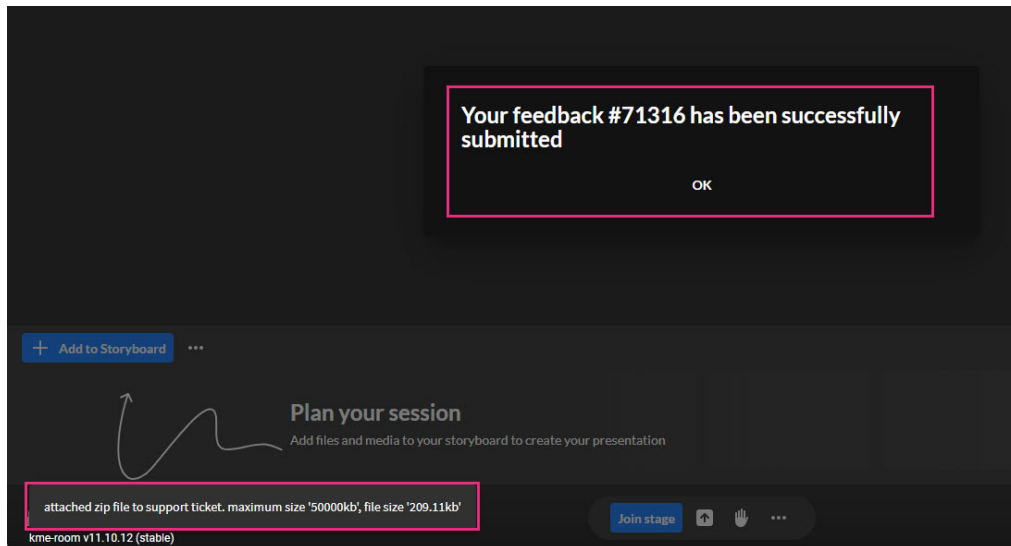
The screenshot shows a dark-themed 'Give Feedback' modal. At the top, the title 'Give Feedback' is centered. Below it, the label 'Give Feedback' is followed by a text input field containing the placeholder text 'Please include as much info as possible...'. Underneath the text field is a dropdown menu with 'Webcam Quality' selected. At the bottom of the modal, there are two buttons: 'Cancel' and 'Submit'.

3. Type your feedback in the Give Feedback field.
4. Select what this feedback pertains to. You can choose from webcam quality, microphone quality or content playback.



This screenshot shows the same 'Give Feedback' modal, but the dropdown menu is open. The dropdown menu is highlighted with a red border and contains three options: 'Webcam Quality', 'Microphone Quality', and 'Content Playback'. The text 'Choose an area' is visible at the top of the dropdown menu.

5. Click the **Submit** button. You receive confirmation that your feedback was successfully submitted and that a support log was attached to the support ticket.



6. Click **OK** to close the pop-up.

[template("cat-subscribe")]
