Send feedback or report issues in a Kaltura Room

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This article is designated for all users.

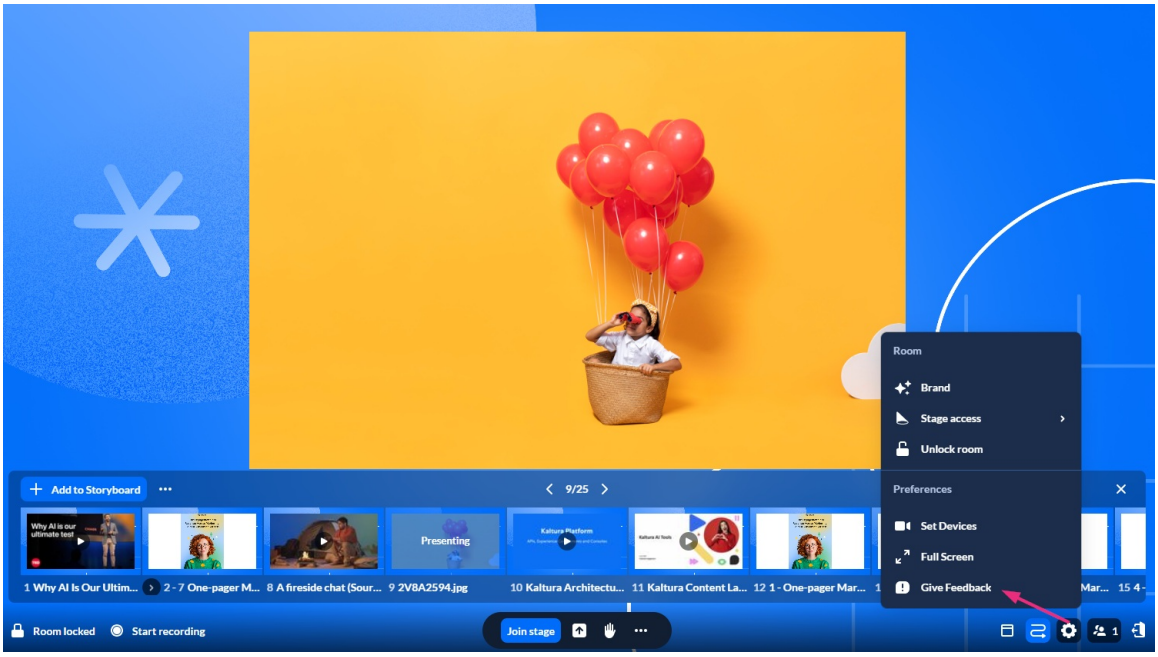
About

If something isn't working during a **Kaltura Room** session, such as your webcam, microphone, or content playback, you can report it without leaving the room.

When you submit your feedback, a support log from your session is attached automatically, so technical support has what they need to investigate the issue.

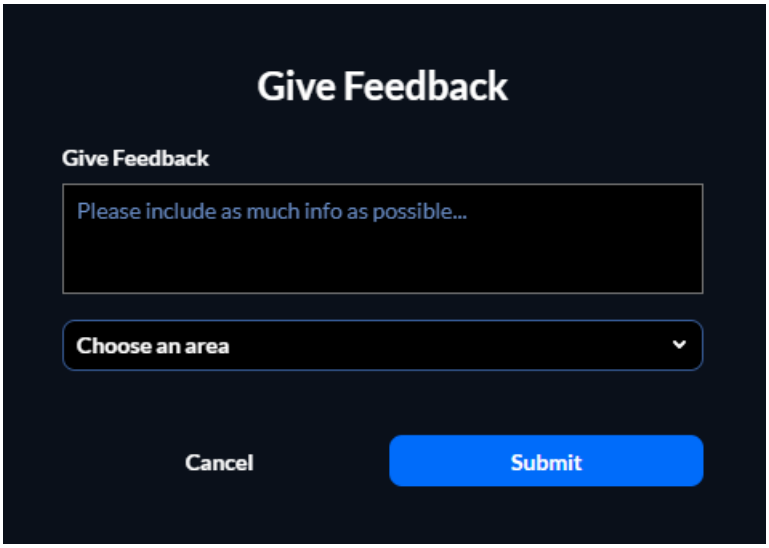
Send feedback or report an issue

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

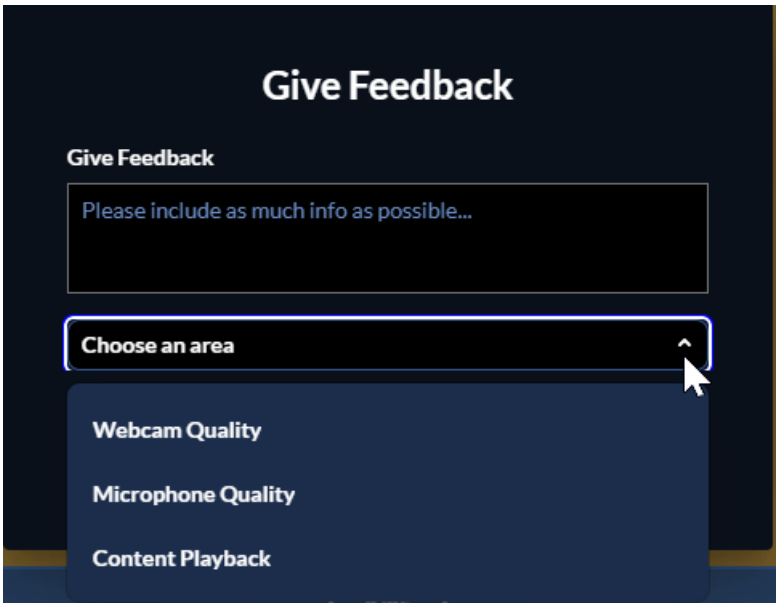


The **Give feedback** window opens.

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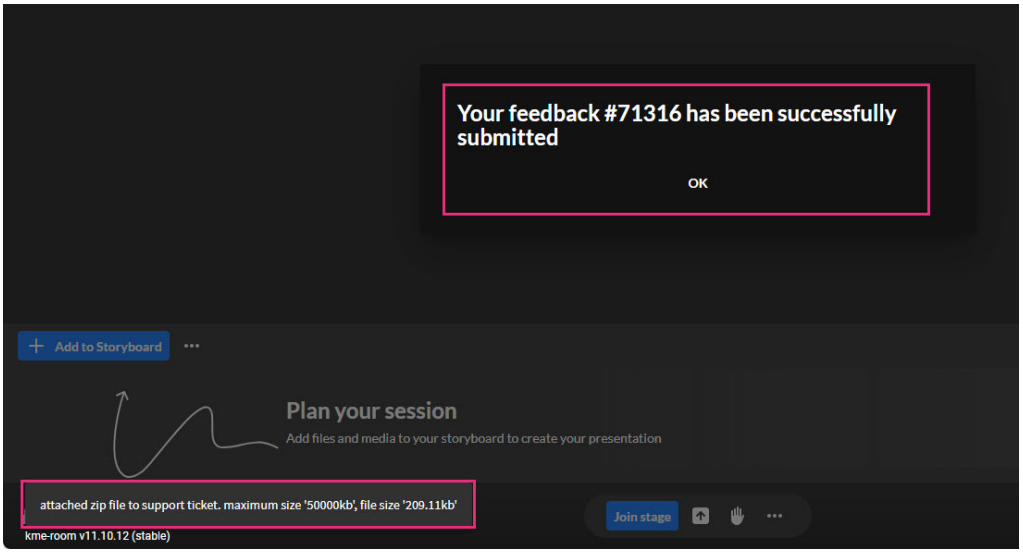


2. Enter your feedback in the **Give feedback** field.
3. In the **Choose an area** drop-down menu, select the category that best describes the issue:
   - **Webcam quality**
   - **Microphone quality**
   - **Content playback**



4. Select **Submit**.
   A confirmation message appears. It confirms that your feedback and a support log were submitted.

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5. Select **OK**.

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