

Send technical feedback during a Kaltura Room session in Video Portal


Last Modified on 04/25/2025 1:35 pm IDT

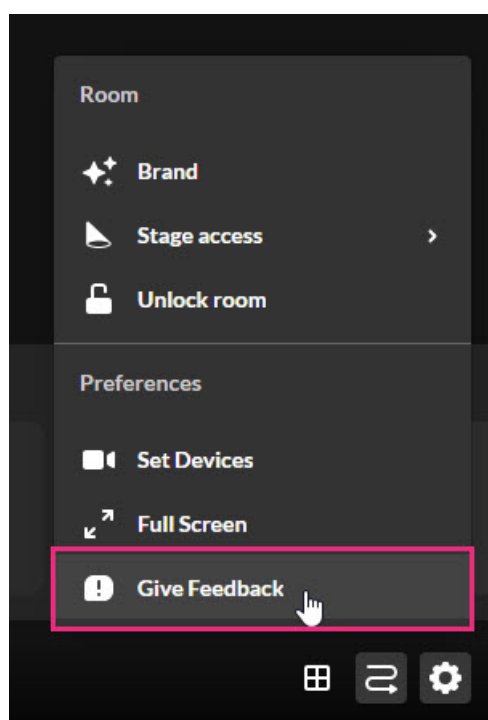
 This article is designated for all users.

About

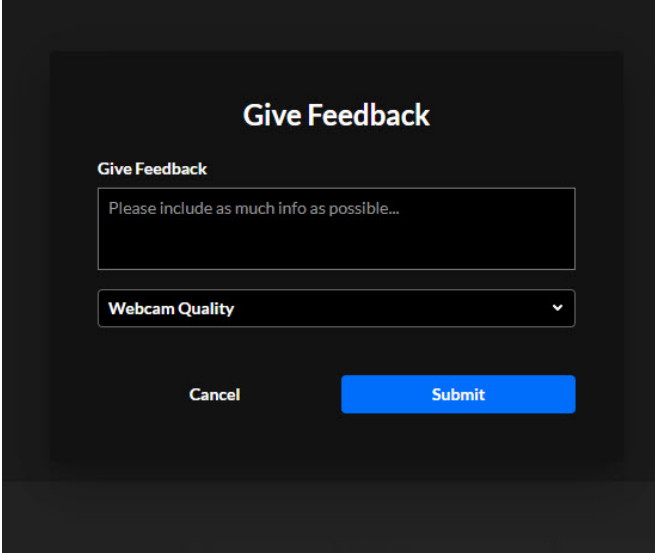
Want to send feedback? Report an issue you're experiencing? You can easily give feedback on webcam and microphone quality and content playback during a session. That feedback, along with a support log, will be submitted to technical support on your behalf.

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.

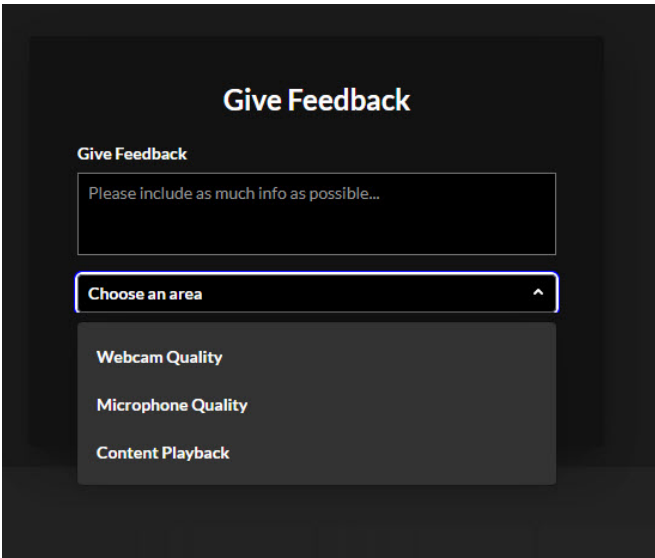


The Give Feedback screen displays.



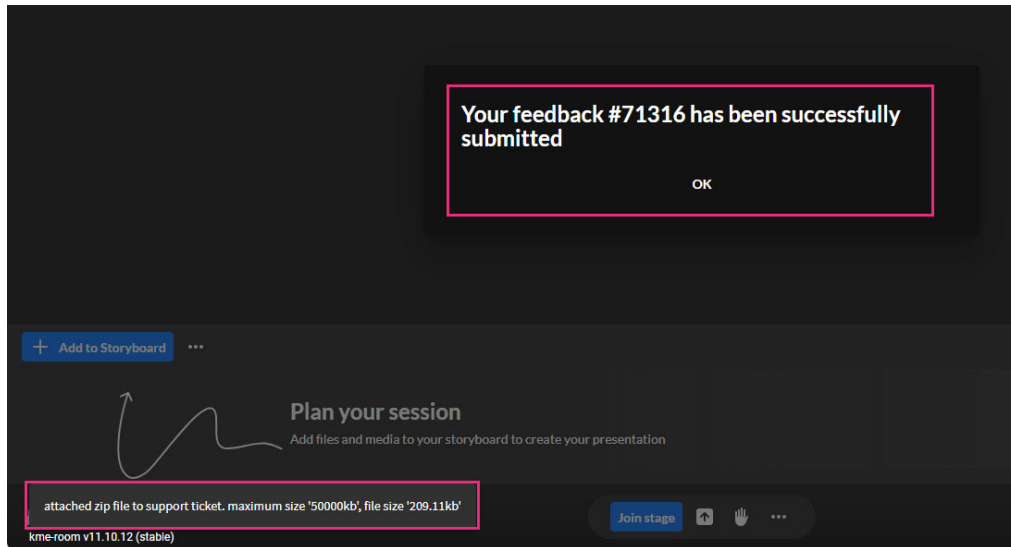
The screenshot shows a dark-themed 'Give Feedback' modal. At the top, the title 'Give Feedback' is centered. Below it, a text input field contains the placeholder 'Please include as much info as possible...'. Underneath the text field is a dropdown menu currently showing 'Webcam Quality'. At the bottom of the modal are two buttons: a 'Cancel' button and a blue 'Submit' button.

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 'Give Feedback' modal with the dropdown menu open. The dropdown menu is expanded, showing three options: 'Webcam Quality', 'Microphone Quality', and 'Content Playback'. The text input field above it still contains the placeholder text. The 'Cancel' and 'Submit' buttons remain at the bottom.

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.