

Send technical feedback during a Kaltura Room session in Canvas

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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 \bullet on the bottom right of the screen.
- 2. Select **Give feedback** from the settings menu.



The Give Feedback screen displays.



Give Fe	edback
Give Feedback	
Please include as much info as p	ossible
Webcam Quality	×
Cancel	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.

Give Feedback	
iive Feedback	
Please include as much info as possible	
Choose an area	^
Webcam Quality	
Microphone Quality	
Content Disuback	

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.



	Your feedback #71316 has been successfully submitted
	ок
Plan your session)N storyboard to create your presentation
attached zip file to support ticket. maximum size '50000kb', file size '209.11 kme-room v11.10.12 (stable)	ikb' Join stage 🚺 🖐 …

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