Send feedback or report issues in a Kaltura Room in Blackboard

Last Modified on 03/17/2026 5:15 pm IST

This article is designated for all users.

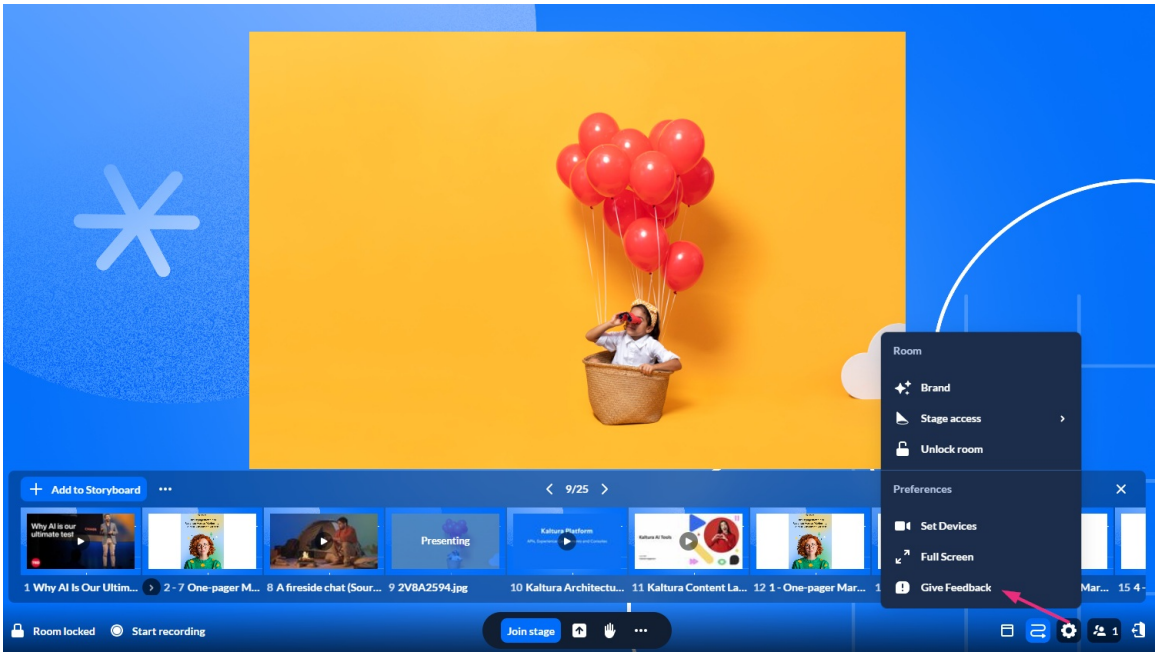
About

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.

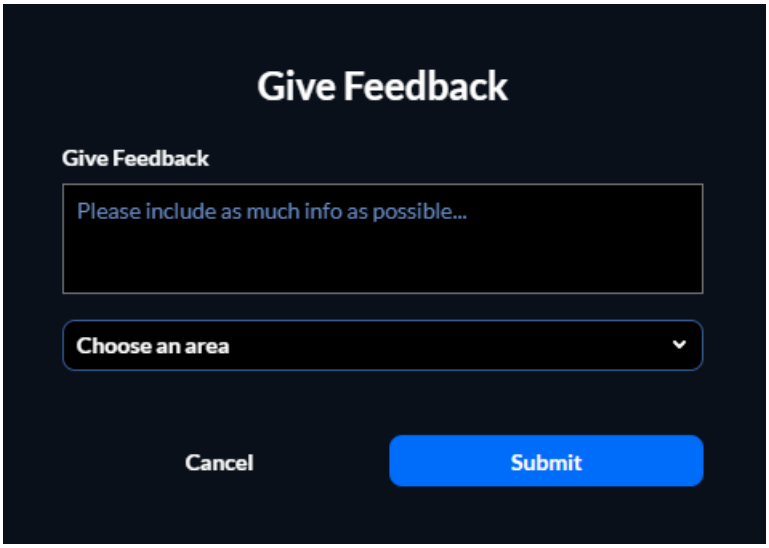
Send feedback or report an issue

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



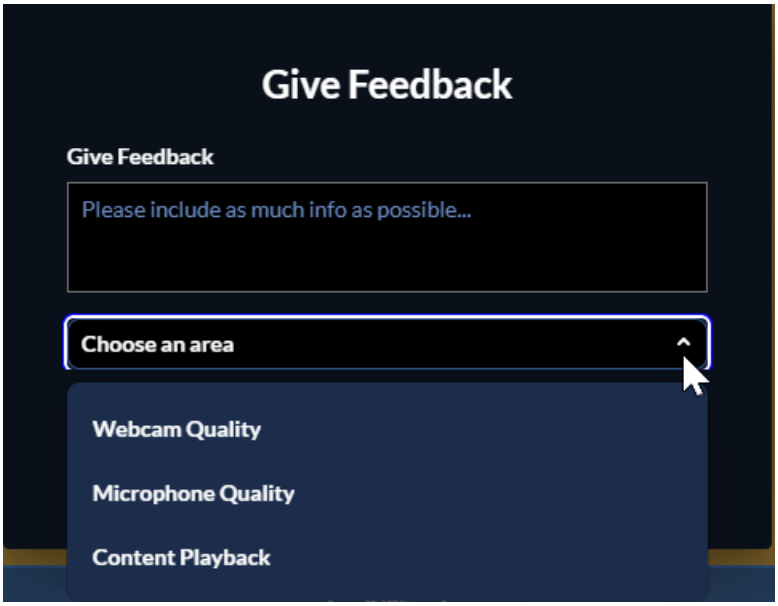
The 'Give Feedback' window opens.

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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:

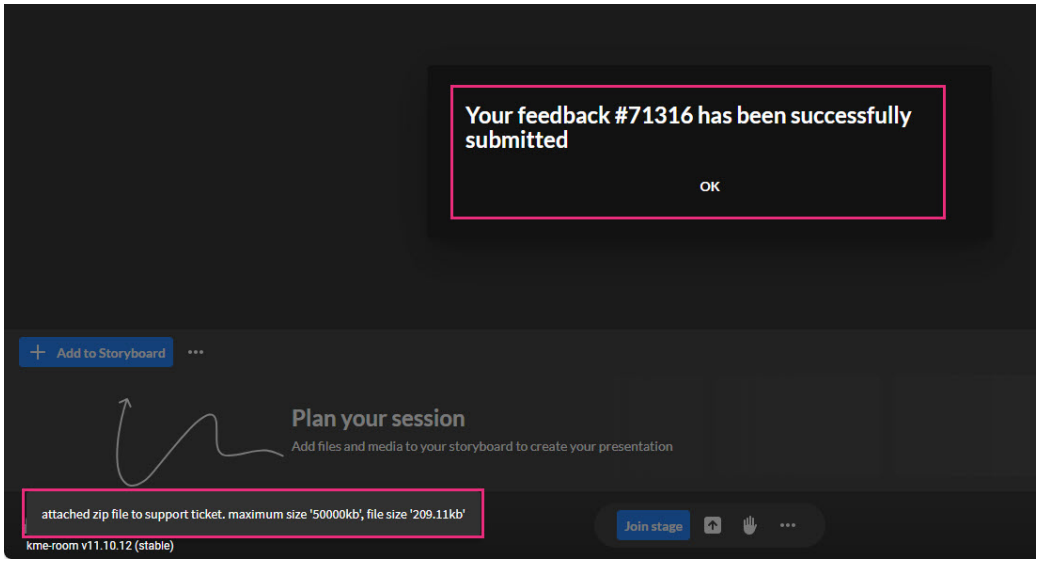
- Webcam quality
- Microphone quality
- Content playback



4. Click **Submit**.

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

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

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