

Send feedback or report issues in a Kaltura Room in webinars

Last Modified on 05/13/2026 10:48 pm IDT

 This article is designated for all users.

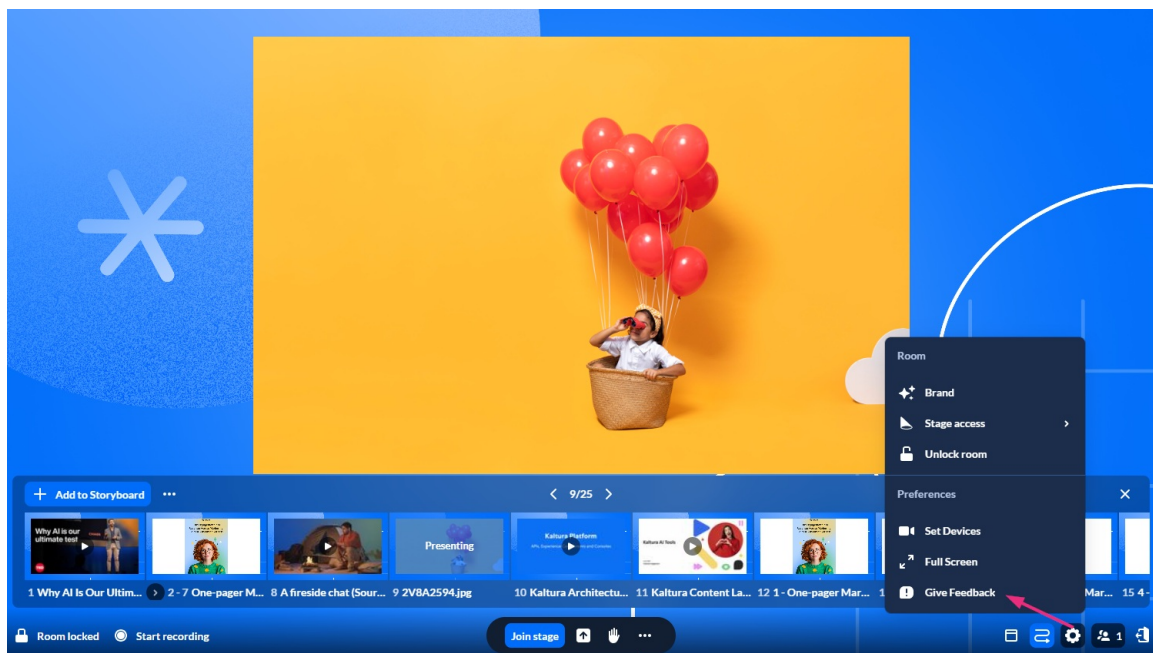
About

You can send feedback or report technical problems, such as webcam quality, microphone quality, or content playback directly from within a Kaltura Room session.

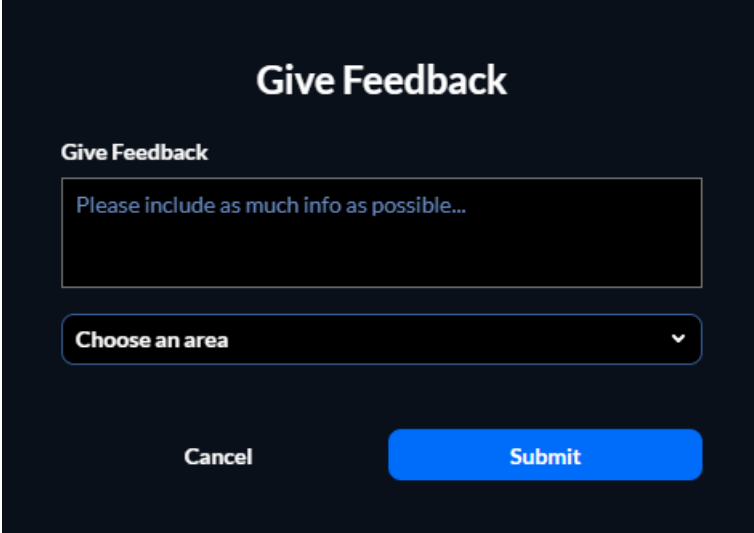
When feedback is submitted, a support log from your session is automatically attached to help technical support investigate the issue.

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.



Give Feedback

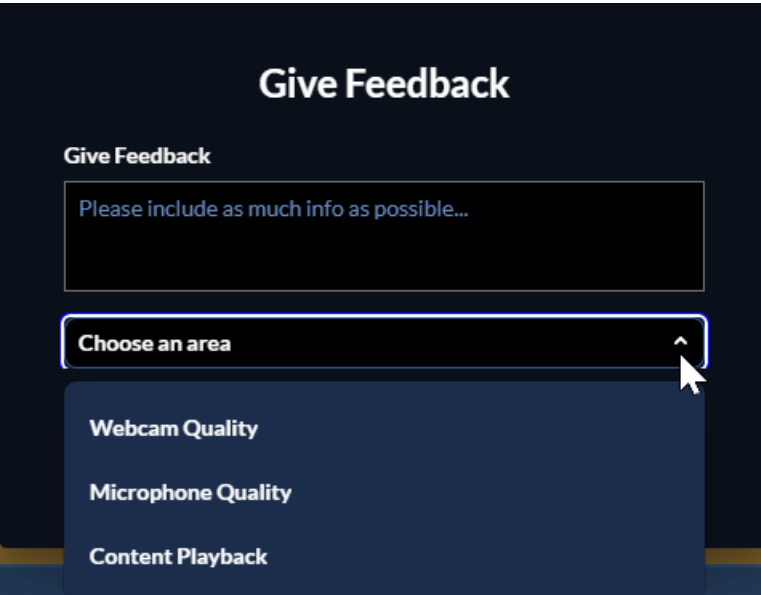
Give Feedback

Please include as much info as possible...

Choose an area

Cancel Submit

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



Give Feedback

Give Feedback

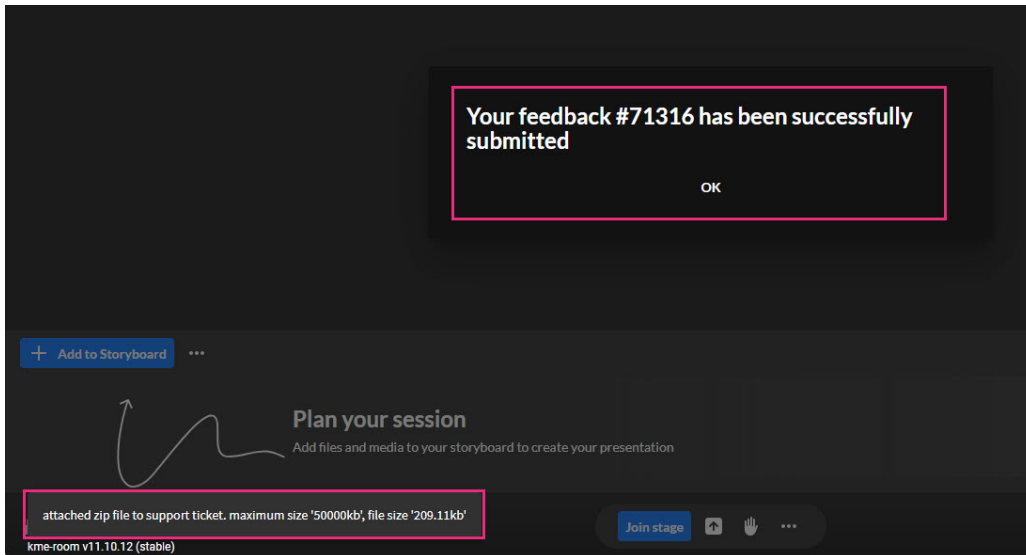
Please include as much info as possible...

Choose an area

- 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.



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