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Securing Your Uptime.com Status Page



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Updated 4 months ago

This article will review Basic Authorization, Single Sign-On (SSO), and External User login related to Status Pages. These three techniques can be used to secure your Uptime.com Status Page. This tutorial branches off from generally [setting up your status page](#), and is best followed after you have familiarity with the [Status Page Forms & Fields](#).

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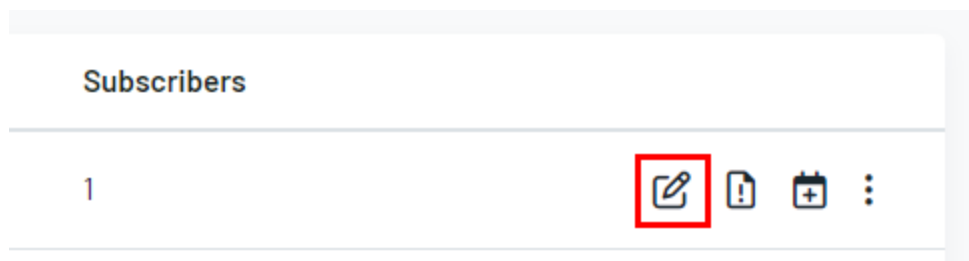
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Basic Authorization

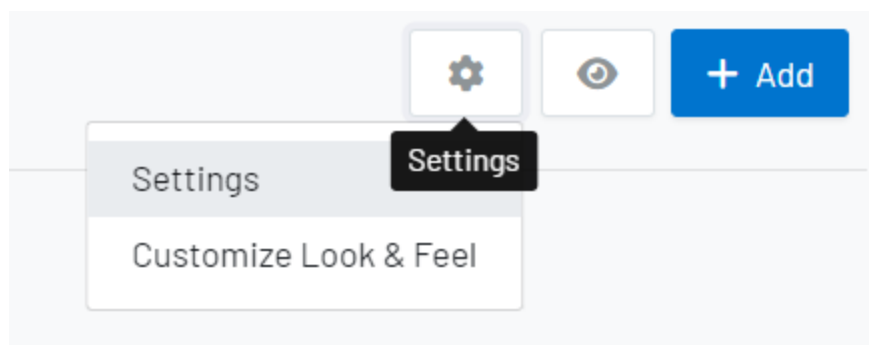
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Every account tier can utilize [Basic Authorization](#) to secure a status page. If you would like to share your status page with colleagues or clients without having it freely available for anyone surfing the web, this may be your best solution.

First, locate your status page and click the **Edit Public Page** icon:



Next, click the **Settings** icon followed by **Settings**:



In the Settings dialog box, set the **Visibility Level** to **Public**:

Settings



Global

Current Status

History & Incidents

A Public Status Page conveys information on scheduled maintenance, downtime events, and general system uptime to your site or service users. [View our documentation here →](#)

Status Page Name *

Test Status Page

Status Page Description ⓘ

Markdown supported.

☒ Allow users to subscribe to this page ⓘ

Visibility Level

Public ▼

Time Zone

(+00:00) London ▼

Confirm the URL Slug is in place (**CNAME is also possible**), and then provide a username and password:

URL Slug ⓘ

basicauth

CNAME ⓘ

Public URL

https://uptime.com/s/basicauth

Username ⓘ

MyUser

Password ⓘ

••••••••

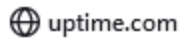


☐ Allow search engine indexing ⓘ

☐ Allow visitor drill down into individual checks ⓘ

Click the **Save** button once you have completed these required steps.

Users who visit your Status Page will be prompted to enter the Basic Authorization **Username** and **Password** you configured:



This site is asking you to sign in.

Username

Password

Sign in

Cancel

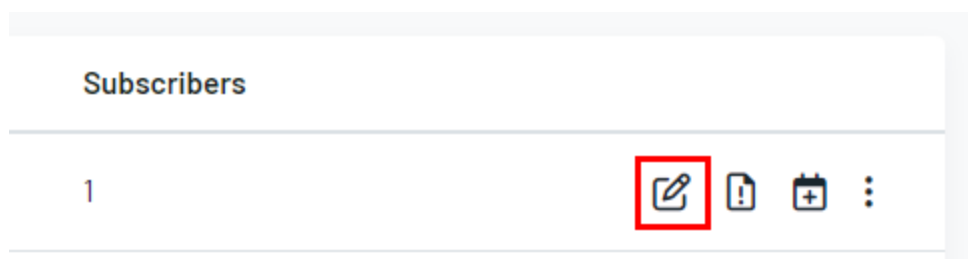
Please note: the exact appearance of the login window for the Basic Authorization may vary by browser.

Status Page Access for External Users

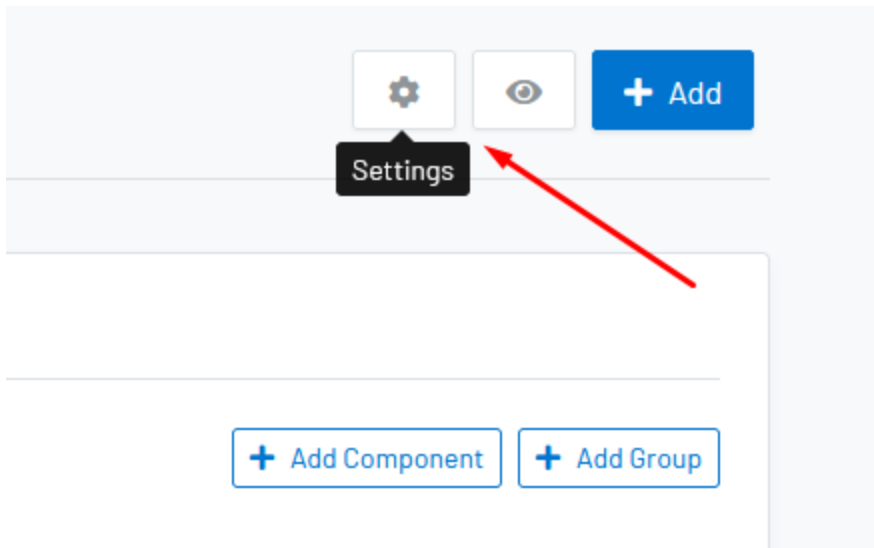
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It is possible to secure a publicly available status page and manage the user base that has access, unlike the general basic auth mentioned at the start of this document. There are two methods of access management: via username and password from the Uptime.com login portal (**External Users**), or via an external SAML Single Sign-On (**SSO**) Identity Provider.

First, locate your status page and click the **Edit Public Page** icon:



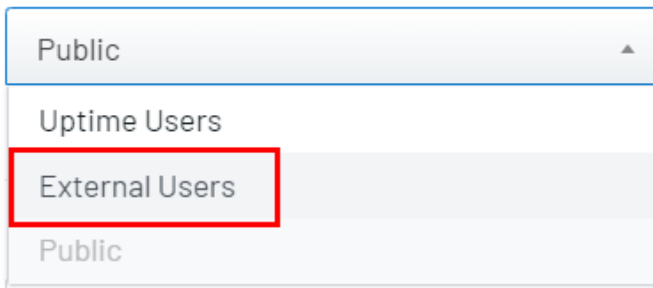
Next, click the **Settings** cog icon, then **Settings**.



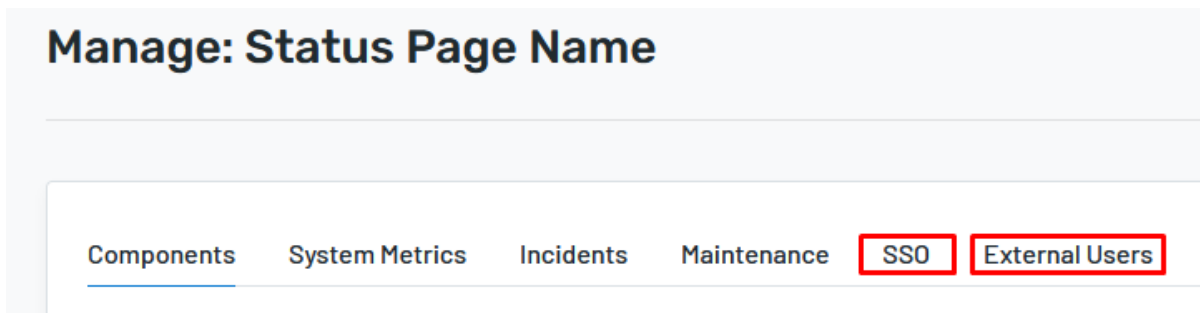
Then, click the **Visibility Level** drop down and select **External Users**.

☒ Allow users to subscribe to this page ⓘ

Visibility Level



This will refresh your screen, and there will be new tabs visible in the **Settings** page: **SSO** (if enabled) and **External Users**.

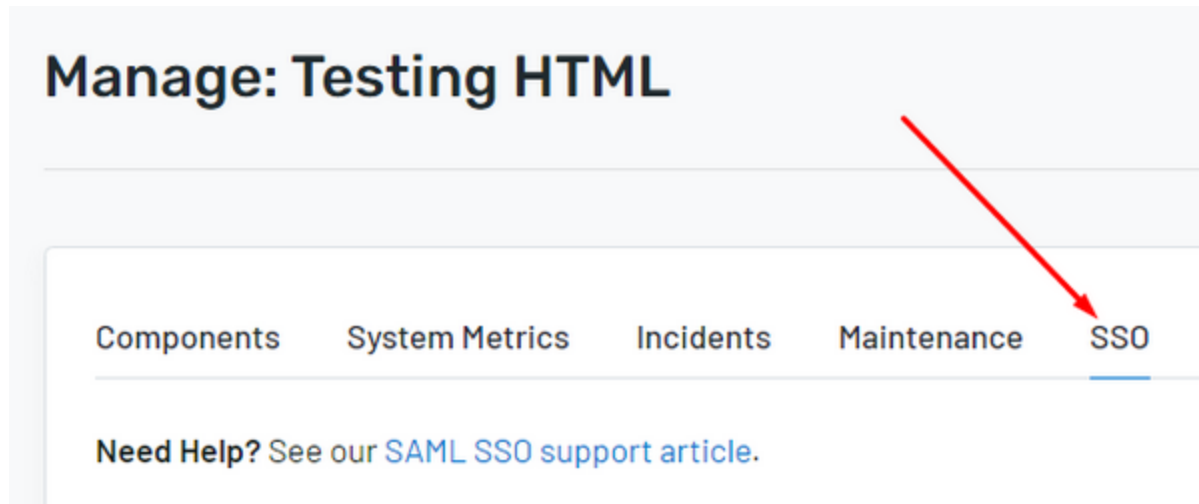


Accessing Status Pages via SSO

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For accounts with SSO enabled, status pages can be configured for an Identity Provider (IdP) application to grant non-Uptime account users access via SAML Single Sign-On (SSO).

To start, follow from the instructions from the previous section to set **Visibility Level** to **External Users**, and then refresh the page and click the **SSO** tab.



This part of the tutorial expects that you have read and are familiar with [SSO Troubleshooting and Basics](#), and perhaps have even configured SSO for your primary account.

You will need to add a new SAML SSO application in your Identity Provider specifically for your Status Page viewers.

Users will login to the status page via the IdP, or via the WAYfless URL if testing the connection.

Please note: this feature may not be available in all account tiers. If you do not find these SSO settings in your status page please reach out to support@uptime.com.

Granting Access to External Users

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Login access to a protected Status Page can also be granted by an email invite to create an Uptime.com status page login. **This will only grant access to this specific Status Page**, and this user will not be able to view any other part of the wider Uptime.com account.

To invite an external user, go to the **External User** tab in the status page's **Settings**, and invite the user by email.

Please note: To add the same user to another status page, you will need to navigate to the secondary status page settings and repeat the process.

Add External Account User

✕

First Name**Last Name****Email Address**

An email invite will be sent to this address
with a link for creating a password.

Save

Cancel

Below is an example of the invitation email the external user will receive to create their login credentials:



Dear [REDACTED]

You've been invited to join the Uptime.com account of [REDACTED]

To get started, please click the following link, or copy and paste it into your web browser:

<https://uptime.com/statuspages/invitation/NA/bg3f1t-8d72c4fd7ec87d5f436a0afb53c7de91>

Your username is: [REDACTED]

This invite link is valid for 12 hours. If you experience any issues, please contact your account owner directly.

You may also wish to review this [Quickstart guide](#) or or watch this [intro video](#).

Sincerely,
The Uptime.com Team

Please contact support@uptime.com if you're receiving these emails in error.



Please note: A base quota of user seats are provisioned based on subscription level. If you need more user seats for External User access to a Status Page, they can be purchased in bundles of 50 from the [self-service subscription tool](#) (**Billing > Upgrade**).

For assistance with this, please contact support@uptime.com.

Managing SSO and External User Access

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Disabling SAML SSO

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SSO access for the entire Status Page can be removed at any time using the **Disable SAML SSO** button, located at the bottom of the **SSO** tab.

- ☐ Use legacy SHA-1 for signing instead of the recommended SHA-256.
Please check this only if your identity provider does not support login requests signed with SHA-256.
- ☐ Don't digitally sign SAML AuthN login requests (required for Azure)
If you are unable to perform a SAML login via the Uptime.com login form, try enabling this setting.

[Save Settings](#)[Disable SAML SSO](#)

Please note: this button will remove the SAML SSO settings for the entire Status Page. It is recommended to remove a specific user via your IdP or user management system before disabling the entire SAML SSO integration.

There will be a confirmation message pop-up to finalize the removal of the SAML SSO integration.

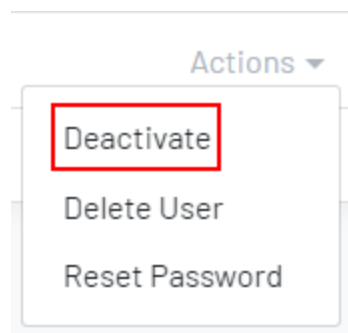
Once disabled, a banner at the top of the screen will confirm that the SAML SSO settings have been removed.

Your SAML single sign-on settings have been removed.

Removing External Users

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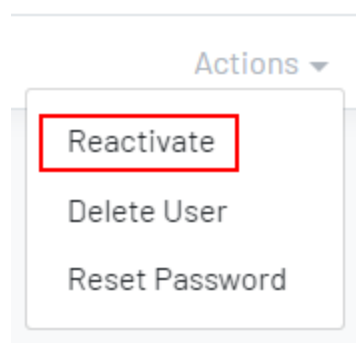
To remove an External User, go to the **External Users** tab, then press the **Actions > Deactivate** button to remove the External User.



The user will remain visible in the External Users tab, with an X marking them as **Inactive**.



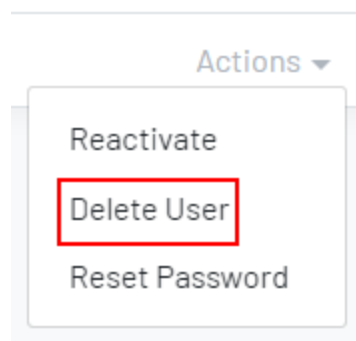
To Reactivate an Inactive user, press **Actions > Reactivate**.



Deleting External Users

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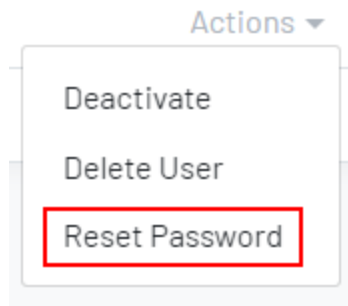
Users with the necessary permissions can delete current external users. Click **Actions > Delete User** to delete a user from the status page as opposed to being "**Inactive**".



Reset Password

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As a user with the permission to access the status page that has the visibility set to **external users**, there is an option to reset the users' password by selecting **Actions** > **Reset Password**.



Also, public status page users can also have the option to reset the password, from the **Forgotten Password** link, from the status page login screen.



Final Thoughts

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Status Pages are vital sources of information, and it may be necessary to protect their access. Public Status Pages at Uptime.com can be secured in three ways: Basic Authorization, Single Sign-On (SSO), or External User login. If you need assistance with any stage of this process, don't hesitate to reach out to support@uptime.com for help!