

Contents

• [View the Virtuoso Status page](#)

• [Login to Instatus.com admin portal](#)

• [Incident Management](#)

• [Create Incident](#)

• [Update Incident](#)


• [Resolve Incident](#)

View the Virtuoso Status page

<https://status.virtuoso.com/>

Login to [Instatus.com](#) admin portal

<https://dashboard.instatus.com/login>



Login with email

Login to your status page

[Forgot password?](#)

Incident Management

Create Incident

Creating an incident should be automated, based on Datadog Monitor states. This incident will be set to **"investigating"** by default.

You will need to continue to update the status accordingly, until the issue is resolved, and the monitor can resolve the Instatus incident.

Update Incident

Within the open incident, click **Add an Update**

Add an update

+

• Here you can use a template or select an update state and write an update message suitable for our customers and the general public

• Ensure the right components are selected

• When complete, click on **Add Update** at the bottom to save the change.

Incident Title

Impact

Virtuoso Service Disruption

Degraded performance

SHOW UPDATES HISTORY

Close

Add update

ADD AN INCIDENT UPDATE

Use a template

Resolved

September 20 at 11:44 AM

Monitoring

September 20 at 11:32 AM

Monitoring

September 20 at 11:32 AM

Investigating

September 20 at 11:20 AM

Investigating

Identified

Monitoring

Resolved

Description

Write

Preview

H

B

I

We are currently investigating this incident.

Affected components

Virtuoso.com Website

www.virtuoso.com/wanderlist

www.virtuoso.com

Enterprise Login Services

Operational

Resolve Incident

Resolving an incident that was created by automation should also be resolved based on Datadog Monitor states.

If you manually created an incident, follow the same steps above to update, but select the **Resolved** button to indicate the state instead.

https://virtuoso.visualstudio.com/Technology/_wiki/wikis/Technology.wiki/3882/Instatus.com

1/2

Incident Title

Virtuoso Service Disruption

Impact

Degraded performance

SHOW UPDATES HISTORY

Close

Add update

ADD AN INCIDENT UPDATE

Use a template

Resolved

September 20 at 11:44 AM

Monitoring

September 20 at 11:32 AM

Monitoring

September 20 at 11:32 AM

Investigating

September 20 at 11:20 AM

Investigating

Identified

Monitoring

Resolved

Description

Write

Preview

H

B

I

S

Link

Quote

Code

Table

Table

Table

This incident has been resolved.

Affected components

Virtuoso.com Website

www.virtuoso.com/wanderlist

www.virtuoso.com

Enterprise Login Services

Virtuoso Martine Fuente Website

Operational