

StatusPage.io

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View the Virtuoso Status page

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

Login to StatusPage.io admin

<https://manage.statuspage.io/login>

► Click to view images

Create Incident

Creating an incident is a manual process.

1. Log into [StatusPage.io](#)
2. Select **Incidents** in the left navigation column
3. Select **Create Incident** in the middle of the page
4. Select **Apply template** in top right

Create incident

Incident name

Incident name

This incident will be posted to page Virtuoso

5. Once the template is applied, set the rest of the settings

Incident Status: Select the appropriate stage

Incident status

Investigating

Identified

Monitoring

Resolved

Components affected: Check the box for the affected product and then select the level of service disruption

Components affected (Select none)

▼ Virtuoso.com Website

☒ www.virtuoso.com

☐ www.virtuoso.com/wanderlist

☐ Virtuoso Enterprise Login Services

☐ Virtuoso Meetings Events Website

☐ Virtuoso API Services

☐ Virtuoso Data Management Portal

☐ Virtuoso Reports

☐ Virtuoso Reports Agency Sync

☐ Virtuoso Ratings and Reviews

Select None

Operational

Operational

Degraded performance

Partial outage

Major outage

Under maintenance

• **Send Notifications:** TBD

• **Long Running Incident Notifications:** TBD

• Finally, select create and the Status Page will reflect the incident

Update Incident

Within the open incident, adjust the incident status as needed. By selecting the other status, the text will update automatically. Then select Update to have the incident updated on <https://status.virtuoso.com/>.

Add new update

Apply template

Incident status

Investigating

Identified

Monitoring

Resolved

Message

The issue has been identified and a fix is being implemented.

Resolve Incident

- Within the open incident, adjust the incident status to Resolved.
- Set the status of the component back to Operational
- Then select Update to have the incident updated on <https://status.virtuoso.com/>

Add new update

Apply template

Incident status

Investigating

Identified

Monitoring

Resolved

Message

This incident has been resolved.