

Incident Notes

Last updated by | Shawn Schoenrock | Aug 24, 2023 at 10:01 AM PDT

Contents

[Adding Notes to Incidents](#)

Notes can be added to incidents using the **Timeline** tab.

Adding Notes to Incidents

1. Select the **Timeline** tab

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 1 day ago No impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

Write a note, link or code block. Press Shift + Return to submit

+ Add Note

2. Add your note with basic markdown formatting

Write a note, link or code block. Press Shift + Return to submit

+ Add Note

Markdown Help

Aug 24 2023 09:57:43 AM

3. Click **Add Note**

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 1 day ago No impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

Sample note

+ Add Note

Markdown Help

Aug 24 2023 09:58:48 AM

4. Note is added to timeline

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 1 day ago No impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

Hide Controls 4 entries Oldest First

Content Type

Status Update 3

Integration Update 1

Responder Note 1

Important

Yes 1

No 3

Responder

Shawn Schoenrock 4

Aug 23 2023 7:53 am PDT

Incident declared **ACTIVE** by Shawn Schoenrock

IR-39: Incident management process demo

Severity **SEV-3**

Incident Commander Shawn Schoenrock

8:46 am

Impact added by Shawn Schoenrock

Scope: Customers unable to login

Type Customer

Started at Aug 23, 7:53 am

Aug 24 2023 8:50 am PDT

Impact removed by Shawn Schoenrock

Scope: Customers unable to login

10:00 am

Shawn Schoenrock

Sample note