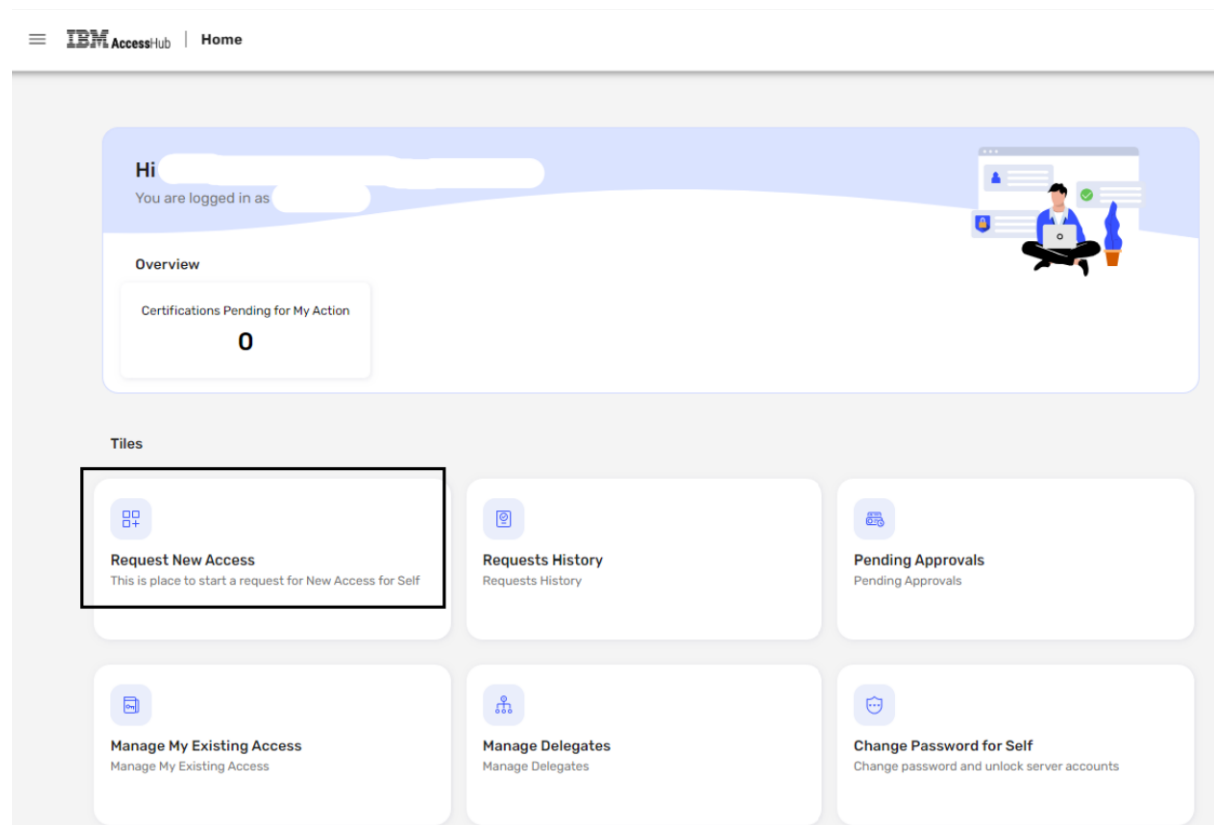# IBM PagerDuty Onboarding Process

Step1: Creating Teams for PagerDuty

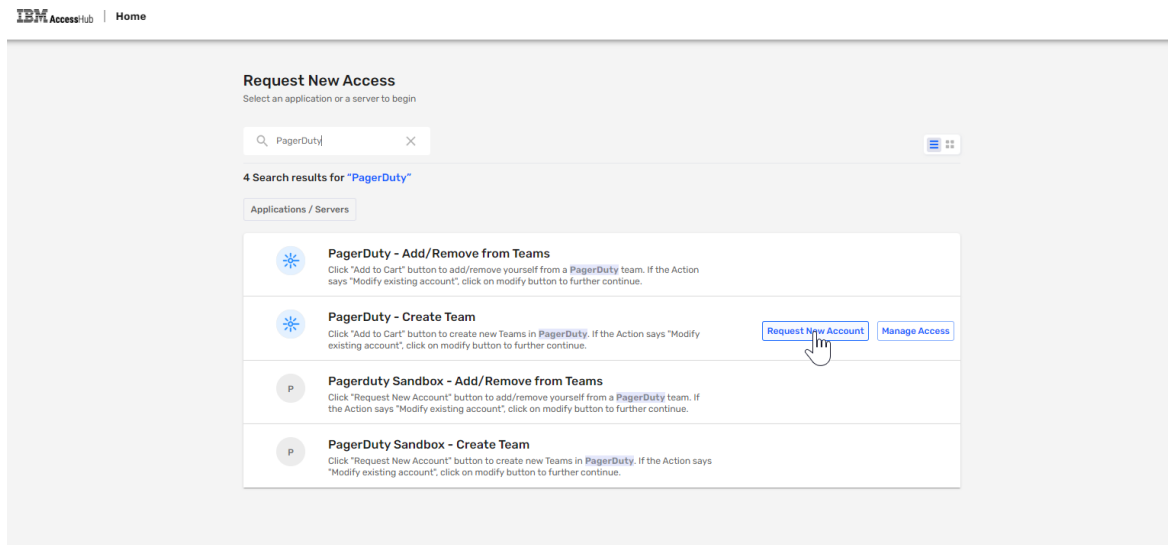Go to AccessHub Portal using below URL. Ensure your IBM VPN is connected

https://ibm.idaccesshub.com/ECMv6/request/requestHome

Click on ==Request New Access==

On **PagerDuty - Create Team**, Click on **Request New Account**

On the next screen enter your email address as **Account Name**, Enter a **Team Name** as per your requirement, Enter Parent Team as **PNBDGCJ**

Click and **Save & Add More Applications**

On the right side of the page the request is saved. Click on <mark>Review</mark> at the bottom of the page.

Provide <mark>Business Justification</mark> on the Review Page click on the <mark>Checkbox</mark> and <mark>Submit</mark>
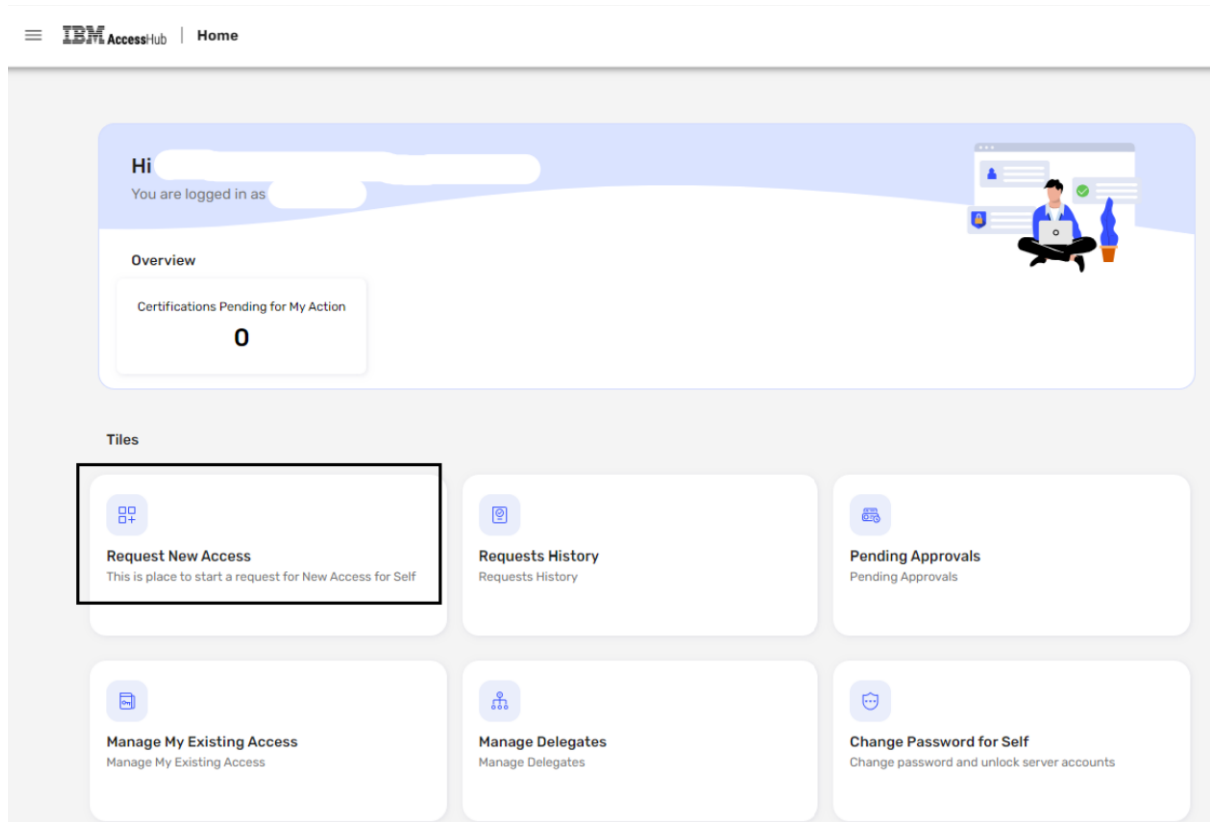

Access Hub Team will approve this request so that the Team will be created in PagerDuty system.

Step 2: Getting Access to PagerDuty
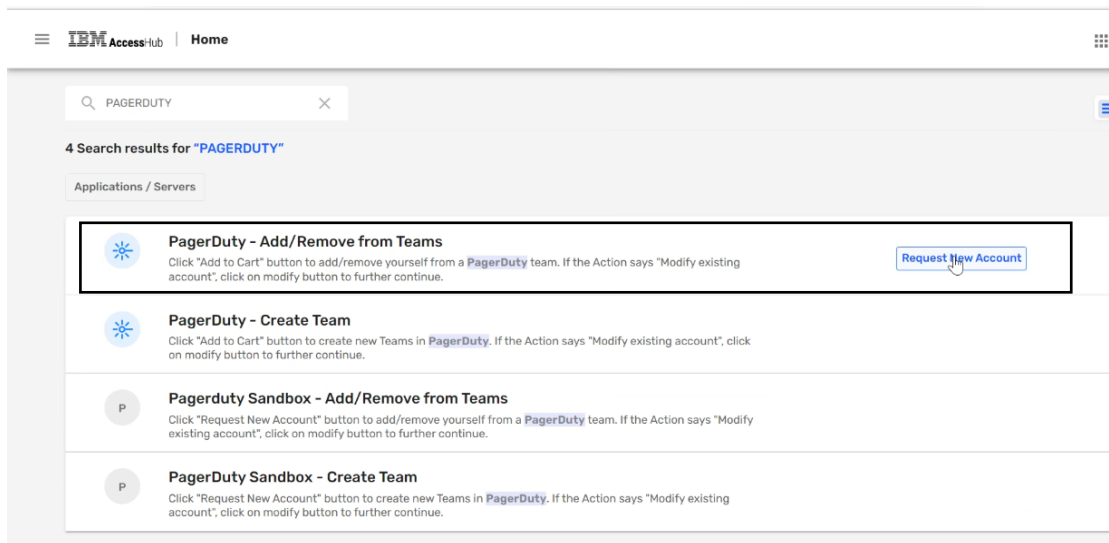
Go to AccessHub Portal using below URL. Ensure your IBM VPN is connected

https://ibm.idaccesshub.com/ECMv6/request/requestHome

Click on <mark>Request New Access</mark>

Search for **PagerDuty** in the Search field and click on **Request New Account** on **PagerDuty – Add/Remove from Teams**

Enter your IBM email address in the **Account Name** field

➢ **Please do not add any client email addresses as this tool is for IBMers only. To engage clients License is required. Please reach out to pagerduty@us.ibm.com if you have any clarifications in this regard.**

In the same screen click on **Add** on the **Teams** Section in the below screen

Search for **XYZ_Team** which was created in **Step 1** and click on **Select**

Click on **Done** after Selecting

Select the **Checkbox** and click on **Review**

Write **Business Justification** in the below screen as per your requirement

Click on the **checkbox** after writing Business Justification and click on **Submit**

This request will go to your **BluePage Manager** for Approval. Please reach out to your BluePage Manager to approve the request.
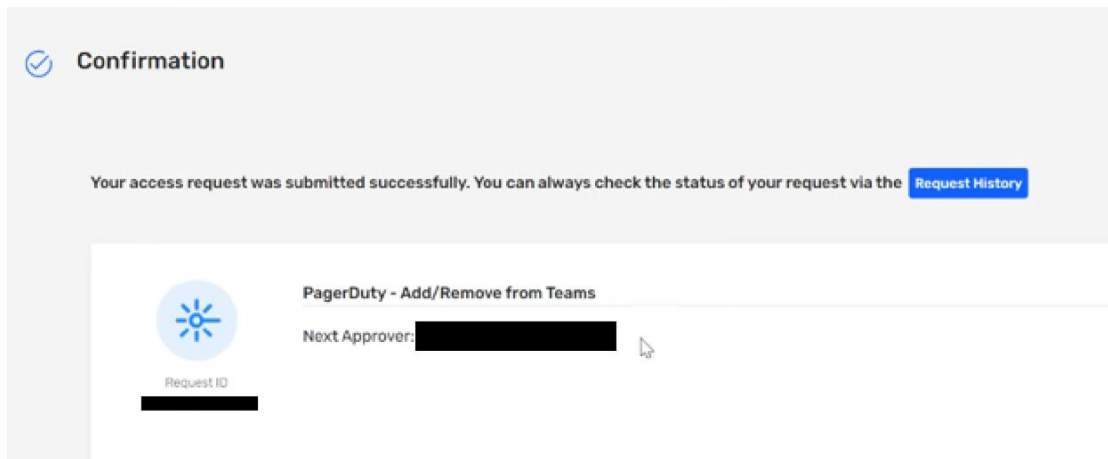
Once the request is approved you will be able to login to PagerDuty system using the URL https://ibm.pagerduty.com using your W3 credentials.

Step 3: Register Mobile Number in PagerDuty

After getting Access to PagerDuty Click on icon on the top right corner and go to ==My Profile==
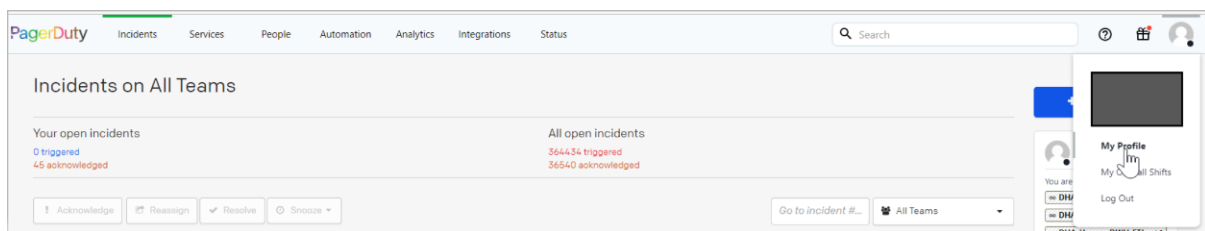
On User Profile page click on icon and change your ==Time Zone== and verify Current Time is reflecting as per your local time. If Current time is not changing please refresh the page.
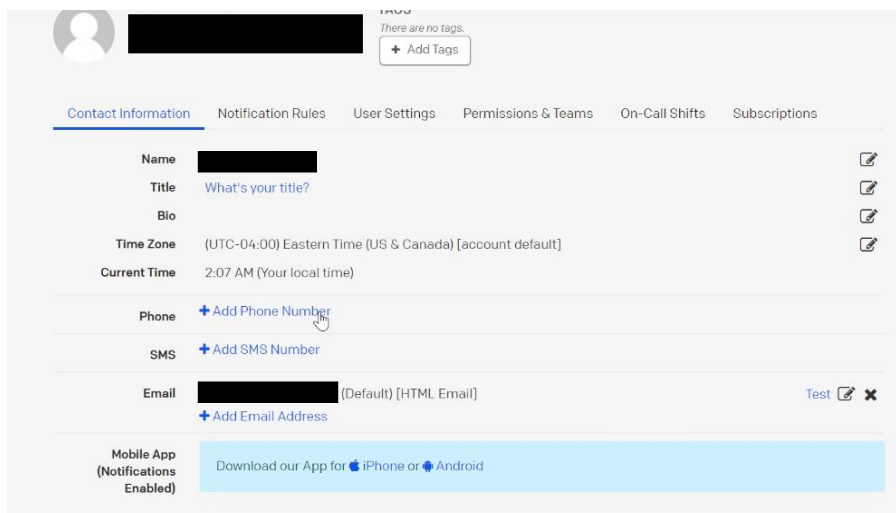
Add your ==Phone Number==, ==SMS Number== and ==Email== by clicking corresponding ➕ symbol. After adding use Test functionality to verify if you are receiving Test Call, SMS and Email from PagerDuty.

> ➢ **Please note after attending phone call from PagerDuty you need to <mark>press 4</mark> to acknowledge the call or <mark>press 6</mark> to resolve the incident, otherwise the incident will be marked as open in PagerDuty System and you will receive multiple calls.**

With this step PagerDuty Onboarding Process Completes.

If you have any issues during this process please raise send a mail to pagerduty@us.ibm.com to get the support, also you can join 🔷 #guild-pagerduty slack channel to get community support.