Critical User Notification Is Being Sent To An Invalid Email In production

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How to Identify

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Critical User Notification Is Being Sent To An Invalid Email In production OR **[Monitor Alert] Recovered: Recovered: Critical User Notification Is Being Sent To An Invalid Email In production**	**[Monitor Alert] Triggered: Critical User Notification Is Being Sent To An Invalid Email In production** **What's happening:** A merchant's email is either no longer valid or misentered. **How to investigate it:** Find out which merchant this invalid email is tied to and immediately let the merchant know of this error. https://app.datadoghq.com/event/stream?tags_execution=and&show_private=true&per_page=30&query=tags%3Aenv%3Aproduction%20status%3Aerror%20%22Invalid%20Email%20For%20Critical%20Event%22%20priority%3Aall&aggregate_up=true&use_date_happened=false&display_timeline=true&from_ts=1582227000000&priority=normal&is_zoomed=false&status=all&to_ts=1582313400000&is_auto=false&incident=true&only_discussed=false&no_user=false&page=0&live=true&bucket_size=240000 @support@bolt.com 1 event triggered this monitor, here is the last one. **Invalid Email For Critical Event** User Notification of Type merchant_onboarding_welcome failed to send to an invalid email: daw {"user_id":61274232,"mercha ation_token":"f50703e7d0721028f17i ↓ Jump to latest message

What to do

	Instruction Step	Screenshot
1	The Datadog ticket will contain a `merchant_division_id` within the email - copy this.	
2	Head to https://admin.bolt.com/division/id but replace the /id with the merchant division ID you copied earlier. It should look like this: https://admin.bolt.com/division/2948	
3	✅ Great! You've now located the merchant that this user belongs to.	
4	Now determine if this merchant is live, and if we can update or deactivate the bad username. You can also reach out to the Merchant's Admin letting them know. Finally, you can loop in Spencer if this is a One Click merchant and if they need help onboarding.	

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary
1.0.0	Ziyaad Motala	11/18/22	• Created Alert Playbook