

PagerDuty Responder Checklist

Welcome! As a responder, your primary responsibility is responding to incidents when they are assigned to you. Use the checklist below as a guide to manage incidents your way so that you can get notified and take action on issues immediately, from any device, wherever you may be:

Going on-call

- ☐ I've set up my [user profile](#) and [notification rules](#)
- ☐ I understand [how I can get paged for an incident](#)

Responding to a notification

- ☐ I understand the [3 possible incident states](#) - triggered, acknowledged, resolved
- ☐ I have downloaded the [mobile app](#) for optimized response times and coordination
- ☐ I know how to [respond to incidents via SMS and phone](#)
- ☐ I know how to [respond to incidents via the mobile app](#)

Managing an incident

Understand the various actions to take on an incident to ensure a coordinated, streamlined response.

- ☐ I know how to [reassign an incident](#)
- ☐ I know how to [add responders to an incident](#)
- ☐ I know how to [inform stakeholders during an incident](#)
- ☐ I know how to spin up a [conference bridge](#)
- ☐ I know how to [run a Response Play](#)
- ☐ I know how to [assign an incident priority](#)
- ☐ I know how to [merge](#) and [unmerge](#) incidents
- ☐ I know how to [run a custom incident action](#)

Postmortem an incident

Learn from major incidents by capturing a summary of events that transpired, how the response was handled, and what resolution steps were taken.

- ☐ I know how to [create a postmortem](#)
- ☐ I know how to [build a postmortem timeline](#)

Managing your on-call shifts

- ☐ I know how to [create schedule overrides](#)
- ☐ I know how to look at all my [on-call shifts in one place](#)
- ☐ I know how to [export my schedules](#)