

How to Investigate Missing Alerts

1. Open the check page and look for how the check is configured to send notifications
 - a. Find in 'Edit' > 'Basic'
2. Check your user settings to make sure you are set up to receive email/sms/call alerts
 - a. Find in Top Menu (profile photo) > 'Settings' > 'Edit'
3. If using an Alert Webhook, run 'Test' to confirm it works (only available to admin users)
 - a. Find In Top Menu (3 dots) > 'Alert Webhooks' > 'Edit'
4. Search back to the first run that failed during the affected time period
5. Were any alerts sent at all? (Including Escalations and 'Back Online' alerts)
 - a. Yes? - Rigor sends one initial alert when a check has failed and remains silent until it's Back Online (unless the check has escalations configured). This is to avoid flooding inboxes
 - b. No? - Contact Rigor Support with the information you've uncovered from following the steps above