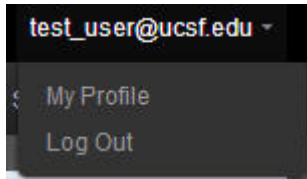


PagerDuty User Profile
 Your User Profile contains your **Contact Methods** and **Notification Rules**. It also displays your individual User Activity for the past 7 days.

Basic Profile Information

To access your User Profile, in the upper-right corner of PagerDuty, click your login email address.



- A drop-down menu will appear displaying **My Profile** and **Log Out**. Select My Profile.

| | | |
|--|----------------------|--------------------------------------------------------------------------------------------|
| | Name | Test User |
| | Login email | test_user@ucsf.edu |
| | Role | User |
| | Time zone | Pacific Time (US & Canada) (GMT-08:00) [account default] |
| | Calendar Feed | GCal / iCal / Outlook feed (?) or Download .ics file (?) |
| | Communication | Click to stop receiving email updates about new features and announcements |

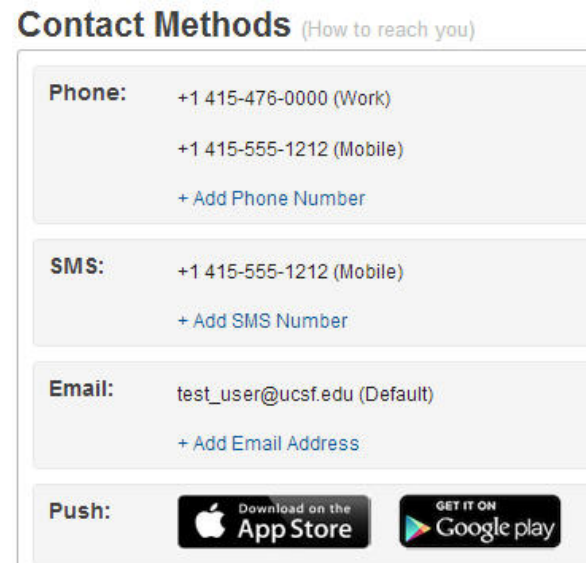
- **Name** will be pre-populated based on the Username already assigned to you.
- **Login Email** will be pre-populated based on the email that received the PagerDuty invitation.
- **Role** is determined by the Account Owner.
- Select the **Time Zone** that you want all your schedules to default to and what time zone your incidents are logged in. The default time zone will be set to the account time zone. You can change it to view everything in a different time zone.
- **Calendar Feed** is used to sync your on-call schedule to your GCal/ iCal/ or Outlook feed. This is a good way to set reminders in your phone/calendar when you are scheduled to be on-call. This link is transmitted through the WebCal protocol, which can be used by most modern calendar applications. You will be able to get live updates from this schedule in your calendar without having to

click this link again. Google Calendar will automatically update when you make a change to your PagerDuty Calendar. However, Google Calendar only updates daily so the change may not appear instantaneously.

- **Communication:** You can click the marketing link to stop receiving promotional emails from PagerDuty to your login email.

Contact Methods (how to reach you)

Contact methods are set up in each individual’s user profile. This is where the User enters the Email addresses, phone numbers, SMS numbers, and push notification numbers that they would like to be notified by when an incident is triggered.





- Your email address is already populated (and it will be your login email). You can add an additional email if you would like your alerts to be sent to multiple email addresses. You do not need to enter in all three contact method types. To add a contact method, click on **+Add Phone Number**, **+ Add SMS Number**, or **+Add Email Address**.
- For phone & SMS numbers, confirm that it is a correct 10 digit number.
- Click Save when done.

Notification Rules (when to reach you and by which methods)

Notification rules are **when** and **where** you will be notified if an incident is triggered in PagerDuty. Notification Rules are individually set up for each profile. The default notification rule setup (for a new account) is to email the User immediately after an incident is assigned to them. It is recommended that you set your Notification Rules to send a Phone and/or SMS alert a few minutes after an alert is triggered so that you do not miss any critical alerts.

Notification rules (Which methods should we use to reach you)

 Immediately after an incident is assigned to me, **phone** me at +1 415-555-1212 (Mobile)

 5 minutes after an incident is assigned to me, **SMS** me at +1 415-555-1212 (Mobile)

[+ Add Notification Rule](#)

- Click on +Add Notification Rule.
- Enter the amount of time from the moment an incident is triggered to receive a notification from the drop-down menu.
- Select the contact method you would like to be notified by.
- Click Save when done.

In the above example, when an incident is assigned to this User, PagerDuty will immediately call the phone number listed. If the User does not acknowledge the call, 5 minutes later PagerDuty will send an SMS. Additional notification rules can be added.

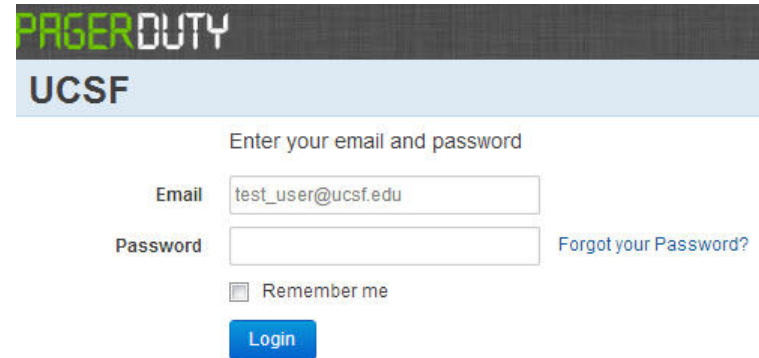
Change Password

If you **know** your password and you want to **change** it:

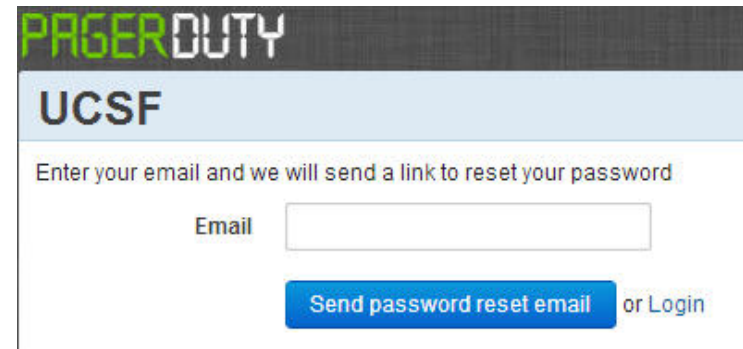


- From your User Profile, click the **Change Password** button.

If you **forgot** your password and you need it **reset**:



- From the login screen, click the link "Forgot your Password?"



- Enter your email and click the button "Send password reset email".