

Overview

SheerID maintains a SheerID-status notification email list used for advanced notification of scheduled service downtime and real-time incident notification of unscheduled performance degradation. Appropriate customer staff are strongly encouraged to subscribe to this notification service to stay informed about SheerID availability incidents and service changes.

Subscription

Users can subscribe by sending an email to sheerid-status+subscribe@googlegroups.com. Once subscribed, users have the option of receiving email updates or digest summaries. A history of past notification topics is available via the Google Groups web interface.

Notifications

- Advance notice for any scheduled maintenance requiring service downtime (24 hours as a minimum)
- Acknowledgement of an unplanned availability event, including any ETA on service restoration (as quickly as reasonably possible)
- Event details and root cause analysis (made available as applicable after resolution of significant issues)
- Other important information applicable to consumers of SheerID REST API and applications.