

The

GETTING STARTED

GUIDE

with



WELCOME TO PINGDOM

Monitoring your website or servers doesn't have to be hard at all. This guide will help you get your first check up and running. We'll also offer tips on real user monitoring (RUM) for keeping track of your website's performance, and making sure you get the right alert at the right time when something happen.

In this guide, you'll learn how to:

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Should you have questions that aren't answered here, there is a handy [FAQ page](#) that you might want to look at, from where you also can contact our support.

Now, let's get started.

1. CREATE YOUR FIRST CHECK

SO WHAT IS A CHECK?

A check is what you create to monitor your site or server. The check will perform the tests you specify at a time interval of your choice.

The check interval, how often your site or server is monitored by our system, can range from once every minute to once every hour.

The checks available on your plan can be used for website monitoring, multi-step transactions, DNS monitoring, and whole lot more. You can create many different types of checks, but for this first example we will set up basic uptime and performance monitoring for a website. If you don't have a Pingdom account, you can [get one here](#).

SET UP A CHECK

Follow these simple steps to set up your first check. Many variables have been predetermined to save you time, we'll explain briefly what these mean and do.

Creating a check is simple: in [your dashboard](#), click on the 'Add uptime check' in the top right corner. You'll then be presented with a number of variables you can choose from.

Add Uptime Check ×

Name of check:

Starting by giving your check a name. This will allow you to identify it easily, in case you set up several uptime checks.

Check interval:

1 minute

Select a check interval. Choose how often Pingdom will test the website or server uptime, response time. We recommend a 1 minute interval between checks, but you can choose anything up to every hour.

Email Network Web

Check type:

HTTP(S)
Monitor a web page

HTTP Custom
Monitor scripts on your web page

Choose a check type. Choose from a variety of check types that can be performed, such as website URL, network server checks to email server checks. Through this guide, we'll use the HTTP(S) check as an example.

Optional Required

URL/IP: http://

Simply add the URL of the website you want to monitor in the URL/IP field. Remember to choose whether the URL you want to monitor uses HTTP or HTTPS!

- i** Test from:
- Default (North America and Europe)**
 - North America**
 - Europe**
 - Asia Pacific**

Choose a test location. By default, we'll test your uptime check from our server clusters in North America and Europe. If testing from a more specific region is important to you, you can select from North America, Europe or Asia Pacific.

- i** Use IPv6:

- i** Tags:

Choose whether you use IPv6, and add any tags you might wish. These are optional but useful for grouping or identifying a check, if you plan to have many checks running simultaneously.

Now you're pretty much done but remember to click **Test Check** to make sure there isn't a typo in your URL and to make sure it is up and running.

You could go ahead and click **Create Check**, but you'll want to be alerted if an incident happens with your check. We'll show you how to **Set up alerting** in the chapter below.

2. SET UP ALERTING SETTINGS

Now that you have created a check we'll make sure downtime notifications, or alerts as we typically call them, are sent to you whenever we detect a problem.

Choose who will be alerted should an incident occur with this particular check. By default, you'll be set up as the contact to be alerted for this check.

Alerting Settings

 Who to alert? Your Name - That's you!

You are able to set multiple people as contacts for a particular check once you've set them up as contacts, but we'll get to that later. For now let's work with what you've got and set yourself as the contact for this uptime check.

Select how quickly after an incident of downtime you would like to be notified. Please note that setting this to "instantly" will alert you of even tiny disruptions to your service. Unless this service is highly critical, we suggest you have a margin of a few minutes.

If you want repeated notifications for the same downtime, use the next slider.

When down, alert after: 
5 minutes

Resend alert every: 
Never

Pingdom can also provide a notification when the website is back up again. This message will also show for how long the website was down.

 Alert when back up:

If you'd rather not receive this message once your site is back up, deselect the option by clicking on the check box.

CONNECTING INTEGRATIONS

In the final section of the check creation process, you can connect your favourite apps such as Slack or Pagerduty to receive notifications for this uptime check. If you haven't connected any integrations, click on New integration. As integrations are not required for setting up your Pingdom monitoring, we'll talk about this in a separate guide.

You are now all set for your website monitoring and your alert settings so click **Create Check** - congratulations! The website you are monitoring is now visible in your [Uptime checks panel](#).

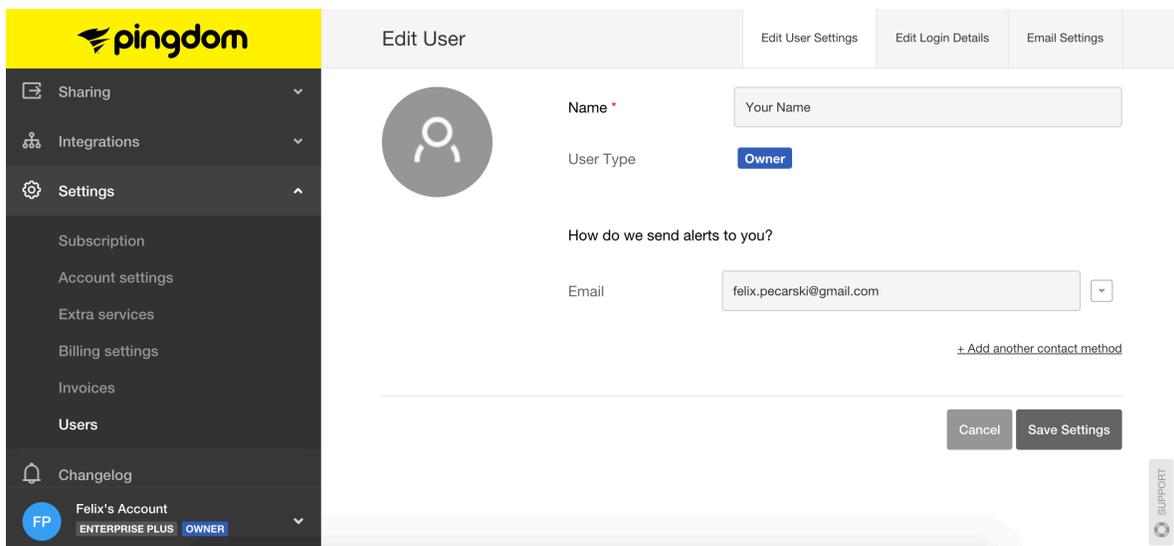
	SITE NAME ▲	TAGS	TYPE	UPTIME	UP SINCE
<input type="checkbox"/>	 My first check www.pingdom.com		HTTP	100.00%	∞ N/A 0 min

For a minute the status icon will show as a gray question mark. This is not an error but Pingdom starting up the monitoring of your website or server.

3. ADDING AND EDITING CONTACTS

You've set yourself up as the contact for your uptime check, but of course no alerts can be sent anywhere if we don't have your correct details, so let's take a look at that too.

You'll find your contact and user details in the **Users** tab in the left-hand navigation. To navigate your way there, click on **Settings**, and then **Users**.



Here is where all the details for yourself are stored along with the details of any additional users or contacts you might have for your Pingdom account. For now, we'll make sure that your own details are complete and correct so you can get the appropriate alert when an incident happens on your check.

CONTACTS AND USERS

Depending on your subscription plan, you can give multiple users varying levels of access to your Pingdom account.

Users are members who can log in and see any checks you've authorized them to see. User levels range from view-only access to admin level access.

Contacts are members who will receive alerts when an incident occurs on a check that they have been set as a contact for. As opposed to Users, they do not have access to the Pingdom dashboard.

You can add as many contacts as you like, regardless of what plan you are on. A contact can either be active or paused. If it's paused it means it will not receive any notifications.

When you visit this page for the first time, the information you see is the one you provided when you signed up.

Users

Search... Showing 1 of 1 user [Add new user](#)

USER	USER TYPE	CONTACT METHODS
 Your Name	Owner	 felix.pecarski@gmail.com 

As your the owner of your Pingdom account, this will be displayed as such under **User Type**. If you have given multiple users access to your Pingdom dashboard, they will be displayed here along with the access level they have.

Let's make sure your contact details are correct! To do so, click on the drop-down arrow on the right-hand side of your user details and the click on **Edit User**.

USER USER TYPE CONTACT METHODS

 Your Name **Owner** ✉️ felix.pecarski@gmail.com

- Edit User
- Edit Login Details
- Email Settings

On this page, you'll be able to edit your name and contact methods. Make sure your email address is entered correctly if you'd like to receive email alerts and monthly reports.

To add additional contact methods, such as a phone number for SMS alerting, or another email address, click **+ Add another contact method** in the bottom right corner.

How do we send alerts to you?

Email youremail@pingdom.com ▾

SMS/Text Sweden (+46) 0123456789 ▾

[+ Add another contact method](#)

Make sure you select the correct country/country code when entering a phone number to receive SMS alerts!

Once you've added all of the contact methods you'd like to have associated with your User account, click on **Save Settings**. Your multiple contact methods will now be displayed on the **Users** overview screen.

ADD NEW USER

To add a new user, the procedure is similar to what we just did. Click the **Add new user** button in the top right corner.

Depending on your plan, you'll be able to invite multiple users to your Pingdom account with varying access levels:

- **Admin** access allows the user to make changes to the account and checks etc. including changing subscription information. They can also invite new users.
- **Editor** access allows the user to add and edit checks, view reports and comment on outages.
- **Viewer** access allows the user to view checks, reports and outages.

To add a contact, select the To add a contact, select the Contact option after which you will be presented with several fields.

option after which you will be presented with several fields.

Alerts only (unlimited)

Contact

Name *

How do we send alerts to this user?

Email	<input type="text"/>	<input type="button" value="v"/>	
SMS/Text	Country code	<input type="text" value="000 555 55 55"/>	<input type="button" value="v"/>

[+ Add another contact method](#)

Make sure you enter their name as you would like them to appear in the Pingdom account. Also enter any email addresses or phone numbers through which they can be alerted. Once you've entered all of the contact details, remember to click **Create Contact**.

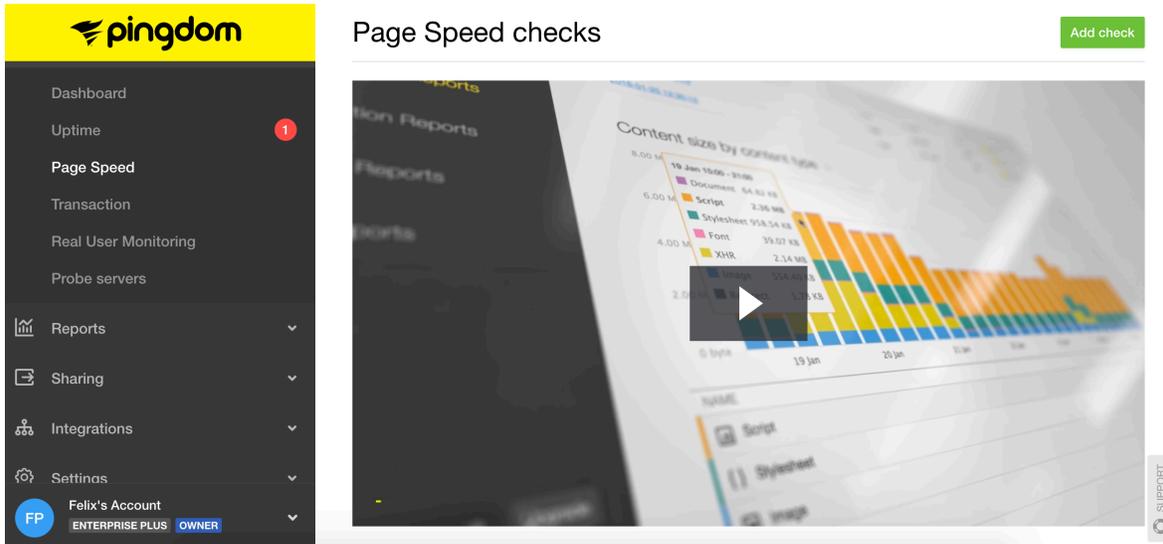
4. SETTING UP PAGE SPEED MONITORING

Search engines like Google will penalize your search result rankings if your site is slow or produces a poor end-user-experience. And after all, everyone loves a fast website.

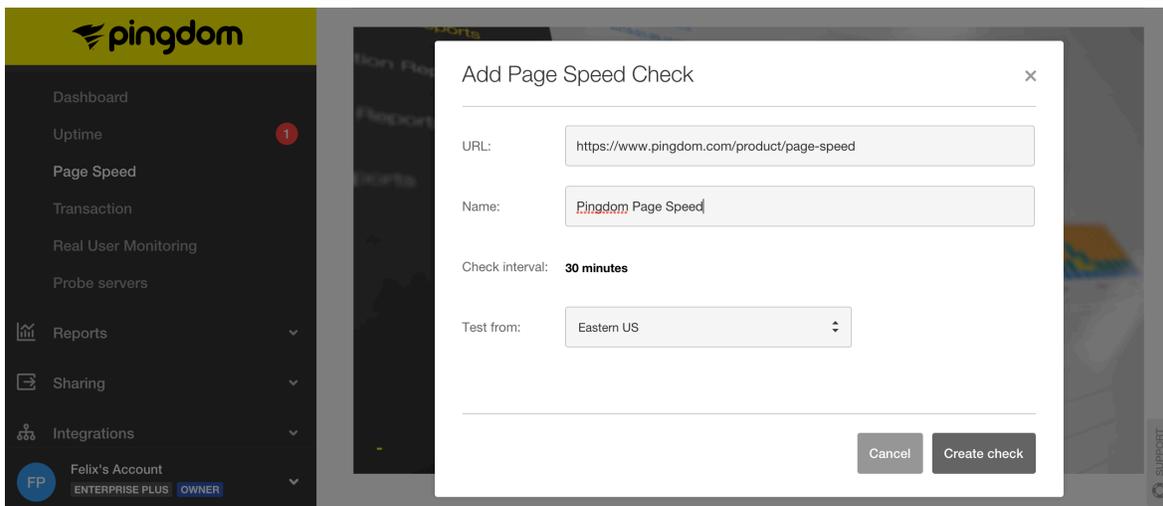
Our Page Speed test is here to help you analyze the load speed of your websites and learn how to make them faster. With the help of this check type you can identify what about a web page is fast, slow, too big and what best practices you're not following.

Here's how to get started with monitoring the speed of your page:

Click on the Page Speed tab under **Monitoring** in the left-hand navigation on your My Pingdom account.



Click on **Add check** in the top right-hand corner to bring a modal where we'll enter the details for this check.



Enter the URL of the page you wish to monitor. Note that Page Speed monitors the load speed of a particular page, not an entire website, so be specific! For example, if we want to monitor the product page for Page Speed on the Pingdom website, we need to enter `https://pingdom.com/product/page-speed` as the URL.

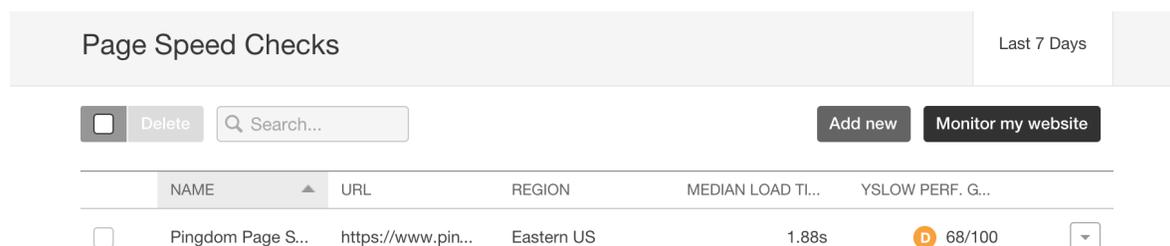
Don't forget to give it a name that will allow you identify which check is which in your dashboard. This is important if you plan to have multiple, similar Page Speed checks later.

The **check interval** is automatically set to test the page every 30 minutes.

Set the test location from our test server regions. There are 5 available regions: Australia, Europe, Eastern Asia, Eastern US and Western US. This is important if you wish to monitor how your page loads for your visitors in specific regions. For example, if you'd like to monitor how quickly your page loads for your Australian visitors, we recommend you select the corresponding test region.

Once you've filled out all the fields and you're happy, click **Create check**.

Your check will now appear in the **Page Speed** tab under **Reports**, in the left-hand menu. Pingdom will perform the first test immediately and then every 30 minutes thereafter.



	NAME	URL	REGION	MEDIAN LOAD TI...	YSLOW PERF. G...	
<input type="checkbox"/>	Pingdom Page S...	https://www.pin...	Eastern US	1.88s	D 68/100	<input type="button" value="v"/>

At a glance, you can see the Median Load Time of the page and it's performance grade based on the [YSlow.org](https://www.yesnope.org/) scoring system.

By clicking on your Page Speed check, you'll be able to view further details of of the check and access historical reports for that particular check.

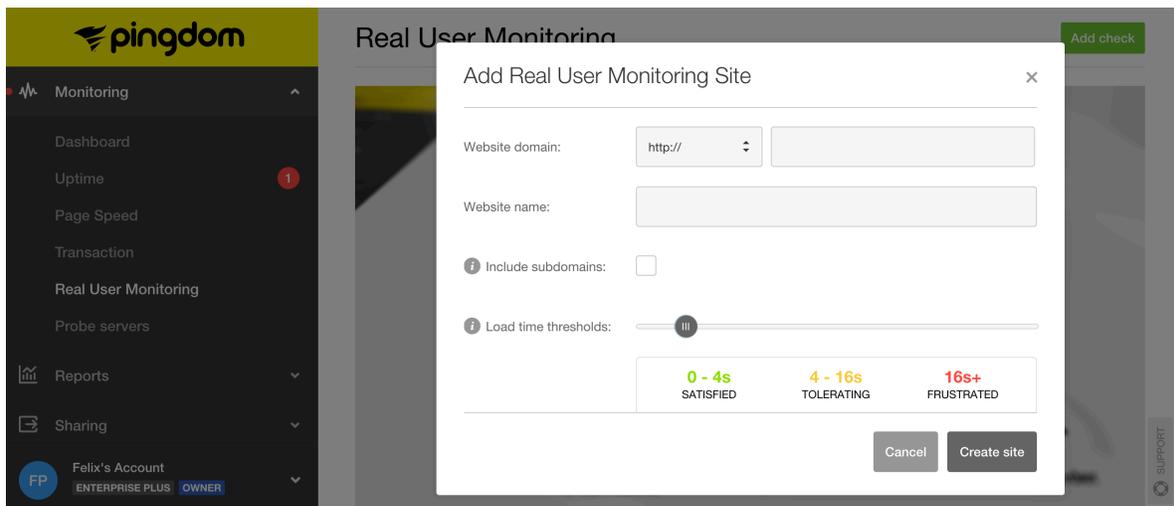
5. ADD REAL USER MONITORING (RUM)

When it comes to website performance, there is one question that is more interesting than all others: How fast does your website load? Historically this hasn't been easy to answer, especially taking into account all the variables involved like the visitors' connection speed, browsers, devices, etc.

Now you can know exactly how your visitors are experiencing your website. Our Real User Monitoring, or RUM for short, gives you insight into performance and helps you answer questions like, how does your website really perform from a specific country or web browser.

Real User Monitoring is available on all Pingdom plans, and this is how you get started.

In the left-hand menu, click **Real User Monitoring** under **Monitoring**, and then **Add check** in the top right corner menu to start creating a new RUM check.



Enter the URL of the website you want to monitor (we support subdomains but no wildcards) and a website name. If you'd like to include subdomains, remember to click on the check box!

Choose your load time thresholds using the slider bar. Pingdom applies the Apdex threshold, which you can read more about [here](#).

Select a timezone for site. This is important as we store all data in GMT by default. Please select your local timezone to display visitor data relative to your local time.

Click Create site to create the RUM site.

Add Real User Monitoring Site ✕

And we're off, congratulations! Please paste the code between the `<head>` and `</head>` tag on your site to start collecting data.

```
<script>
var _prum = [['id', '588218fe71a183412879dcd4'],
            ['mark', 'firstbyte', (new Date()).getTime()]];
(function() {
  var s = document.getElementsByTagName('script')[0]
    , p = document.createElement('script');
  p.async = 'async';
  p.src = '//rum-static.pingdom.net/prum.min.js';
  s.parentNode.insertBefore(p, s);
})();
</script>
```

I'm done!

Now, the unique JavaScript for your RUM site will be displayed. You'll have to add this in the **<head>** tag of your website in order to begin gathering data. If you run your website on WordPress, [there is an official Pingdom plugin](#) to help you add your code snippet to the `<head>` section of your WordPress blog.

When a user is visiting your website this script basically asks the user's browser:

- How much time did the website take to load completely?
- Of that time, how much was spent on network, backend and frontend? There are great many things to consider like DNS, connect, DOM processing, rendering and much more. In other words how long did it take to wait for the server and network? And how much time was spent on processing?
- This information is sent to the Pingdom servers. This is then sorted and presented on our control panel in a way that is easy to understand. For privacy reasons we do not save the IP-addresses of your visitors.

How can you benefit from this? Knowing exactly how actual users, rather than a server, experience your site lets you catch issues that you might not have thought about when setting up external monitoring.

Also note that the JavaScript will download other scripts needed to gather your data. This is done asynchronously so it does not affect the performance in any way.

Please note that this guide is just to get you started with Pingdom, we go into greater detail what you can do with Real User Monitoring in another guide.

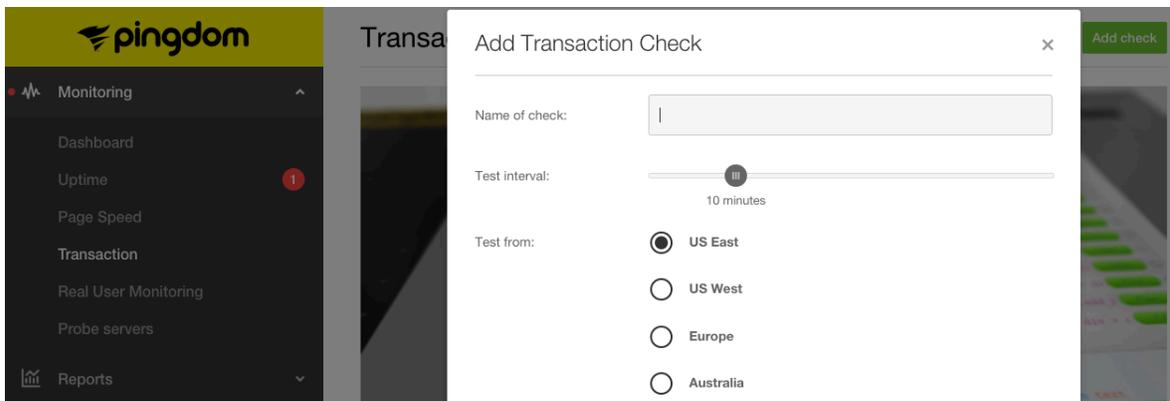
6. SET UP TRANSACTION MONITORING

Many of the website applications you create and rely on today involve several steps or scripts working together to form a transaction, which must produce a certain output. This could be, for example, a user registering a new account, or a customer putting something in the shopping cart and checking out, etc.

Such a transaction may contain multiple steps and scripts, and span several pages on your site, and it is crucial that all of these steps work without problems.

Transaction monitoring provides a way to automatically test these site interaction synthetically so that these steps keep on working, by reproducing them at set intervals. If something fails in the transaction, you can receive an alert.

Curious to what this can do for you? Okay let's look at a simple example, checking that a search term on Wikipedia yields the correct result. To get started, click on **Transaction** under the **Monitoring** tab in the left-hand menu, then click **Add check**.



Now **give your check a name** and select how often you'd like this check to be performed. We recommend every 10 minutes, which is the default setting but you can perform the test as often as every 5 minutes, and as seldom as every 24 hours.

Select the test region you would like to perform the transaction monitor from. There are 4 available regions: US East, US West, Europe and Australia.

Once you click into the Check editor you are assisted by the autosuggestion wizard. There is a [cheat sheet on our FAQ-page](#) for further assistance what you can do.

Okay, now let's try out this text together:

1. Click in the empty space for line 1 in the Check Editor – and magic ensues. First command is always one of the two displayed now. Double click the line **Go to URL** in the drop down menu. You can also just press enter. **"Go to URL"** now appears on line 1.
2. Now type in the URL you want the check to go to. In this example it's www.wikipedia.org. Hit Enter and the Editor will automatically move down a line.
3. In the drop down menu that is displayed, choose **'Select dropdown'** as the command, enter '#searchLanguage' and type 'en' in the element portion of the command and hit Enter. This will save this line to the Editor and move to the blank line below. If the site has a dropdown menu like wikipedia does, the transaction monitor can open it and select an option, in this case the option is English, in the code of the site the CSS selector is named en so that's what'll show in the script.
4. Now select the command **'Fill in Field'** and type '#searchInput' as the element. Then type 'Pingdom' as the search term.
5. On the next line, select **'Submit form'** as the command and enter '#search-form'. Instead of clicking the search button we use the Submit form functionality to submit the search, either will do really but we want to demonstrate capabilities here.
6. Now we'll add a validation check to make sure that the above command gives the appropriate result. To do this, select the **'URL should be'** command and enter 'https://en.wikipedia.org/wiki/Pingdom'.

- Now we'll select the **'Wait for element'** command and make the element `'vcard'`, which we want to contain the phrase `'Website and Performance Monitoring Company'`. This is the interesting part of verification, what we've done here is found the part of the Pingdom article on Wikipedia that has some company information, found the CSS selector, and verified that it contains the correct text.
- Finally click **Run Test** to set it in motion!

Add Transaction Check ×

Check editor

1	Go to URL <code>www.wikipedia.org</code>	0,21s	×
2	Select dropdown <code>#searchLanguage</code> with <code>en</code>	3.0ms	×
3	Fill in field <code>#searchInput</code> with <code>Pingdom</code>	10ms	×
4	Submit form <code>#search-form</code> →	0.32s	×
5	URL should be <code>https://en.wikipedia.org/wiki/Pingdom</code>	0.0ms	×
6	Wait for element <code>.vcard</code> to contain <code>Website and Performance Monitori</code>	2.0ms	×

Run Test

Just as with the HTTP check you can turn on notifications, so if anything fail in your transaction you will be alerted.

AND THERE IS MORE...

With this guide, you should be able to get started with monitoring and set up each of our types of monitoring. We've covered the basics but if you're interested in getting to know our monitoring tools in greater depth, take a look at our other guides available on pingdom.com/resources.