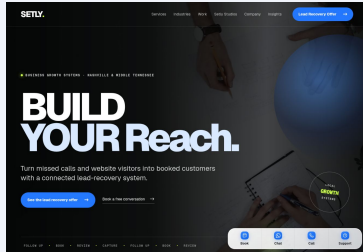


Website incident first-response sheet

Collect the facts needed to handle a live problem.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Record the symptom, affected pages and when it was first noticed.
- 2 Separate what you observed from suspected causes.
- 3 Notify the responsible person and preserve useful logs without exposing secrets.
- 4 Verify the fix and record a short prevention action after recovery.

EXAMPLE - ILLUSTRATIVE

The contact form returns an error is more useful than The whole website is broken when other pages still work.

CHECK YOUR RESULT

Can another person reproduce the issue from the report?

Website incident first-response sheet

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Observed issue:**First noticed:****Affected journey:****Evidence:****Owner notified:****Recovery result:****DONE WHEN**

Can another person reproduce the issue from the report?

FURTHER READING

[Wix Help Center](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.