Welcome to Healy World

Guidelines on Support Center

www.healy.world

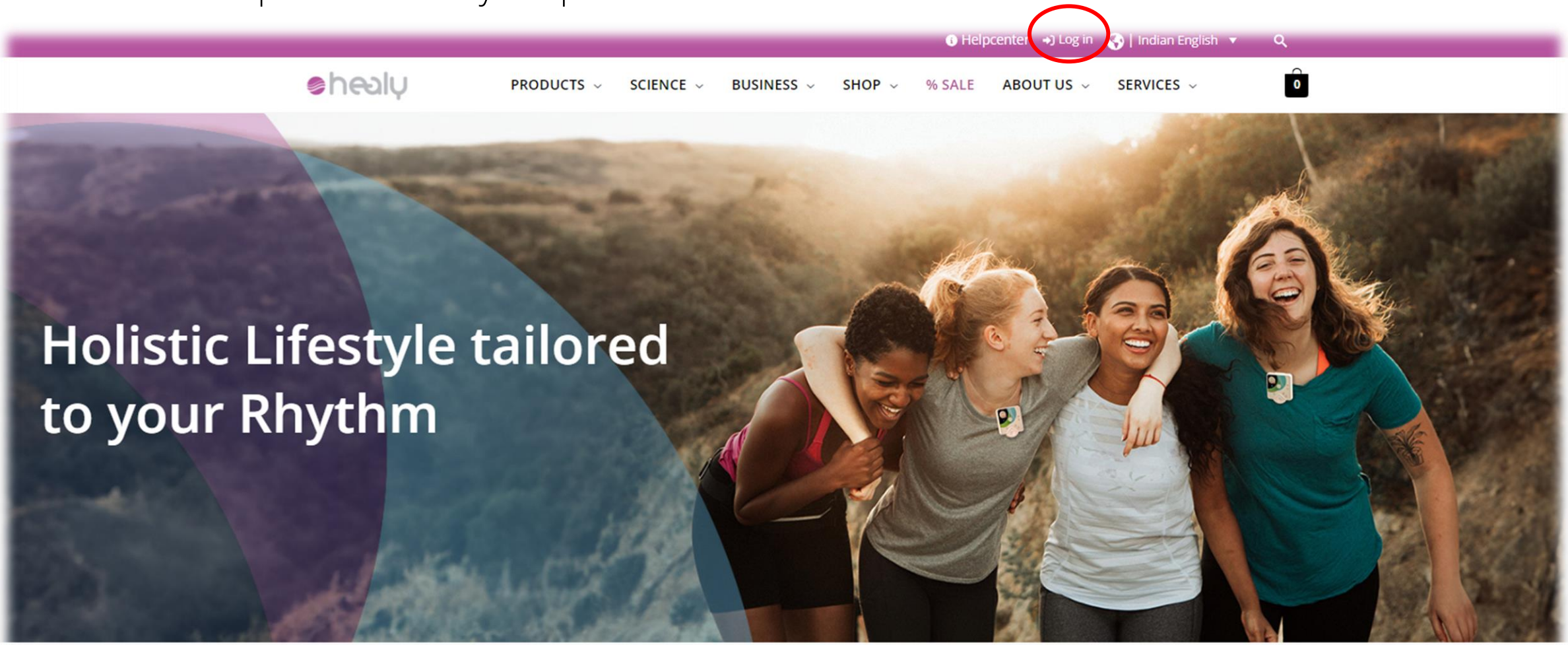
Vers.1.2 | 2024-04-25

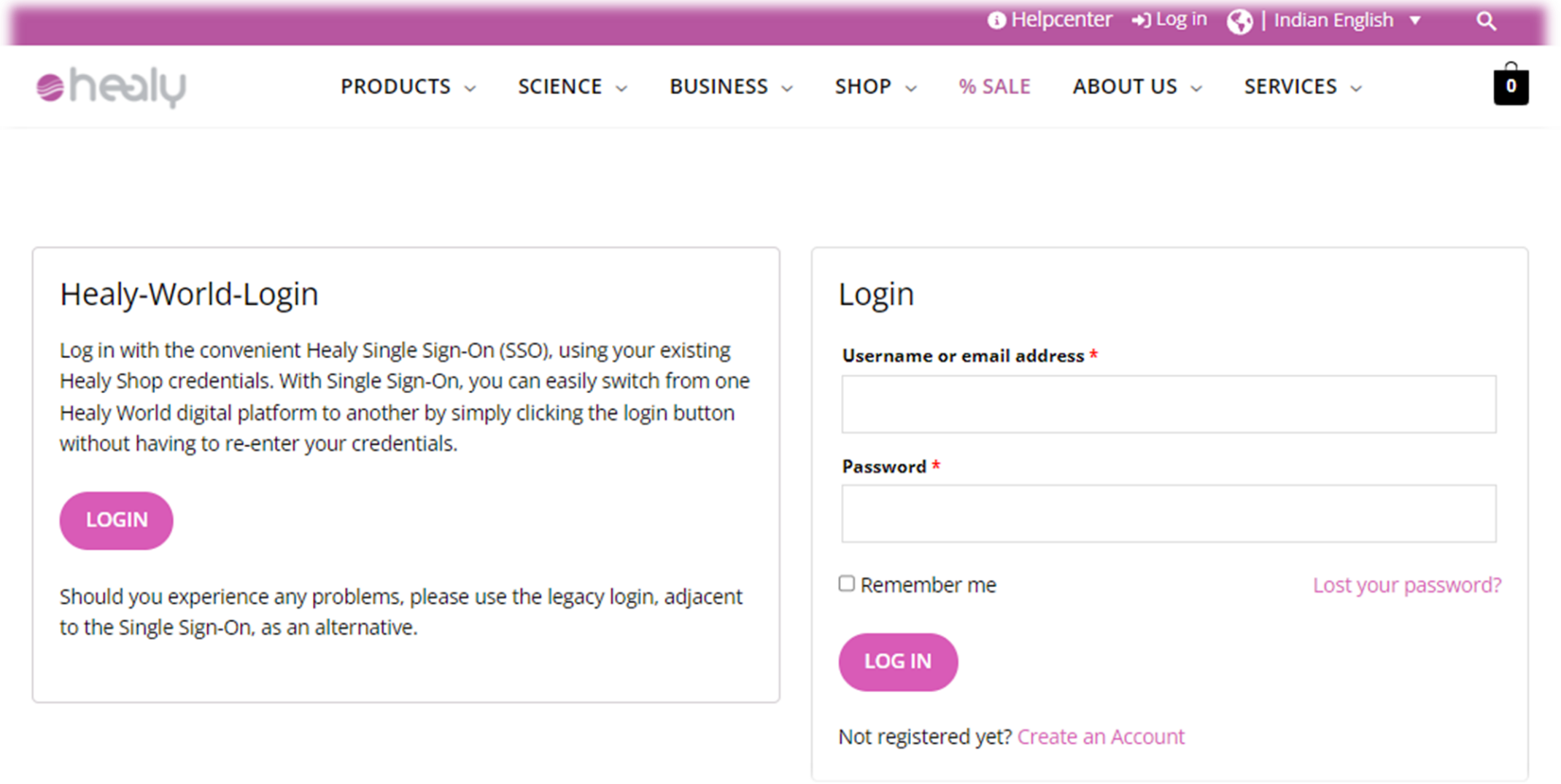
Method 1: Healy Shop

Healy Shop

https://india.healy.shop/

Click on the login icon.





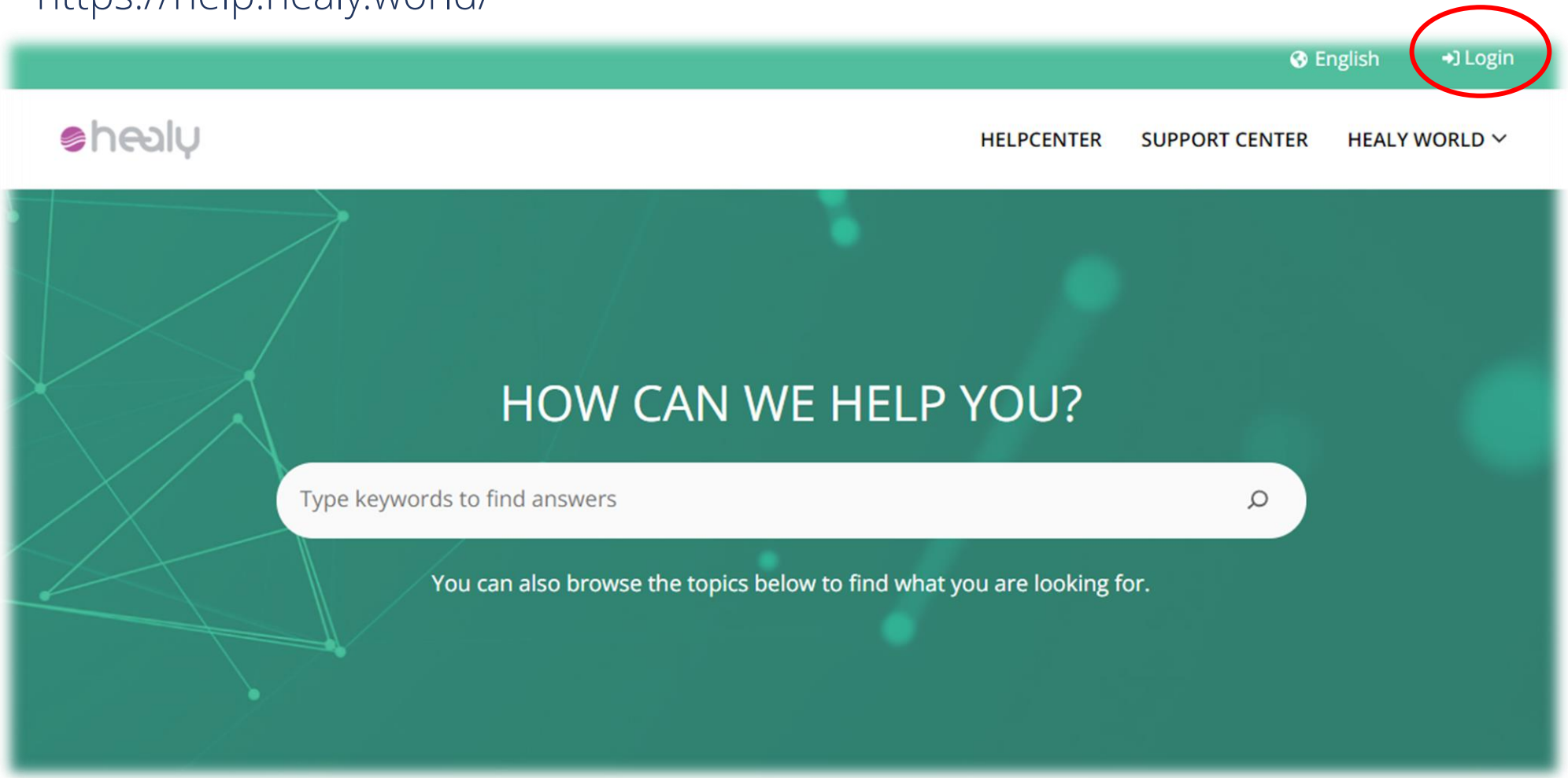
- Click on “Log in with your Healy World platform account” icon.
- Login with your login credentials.

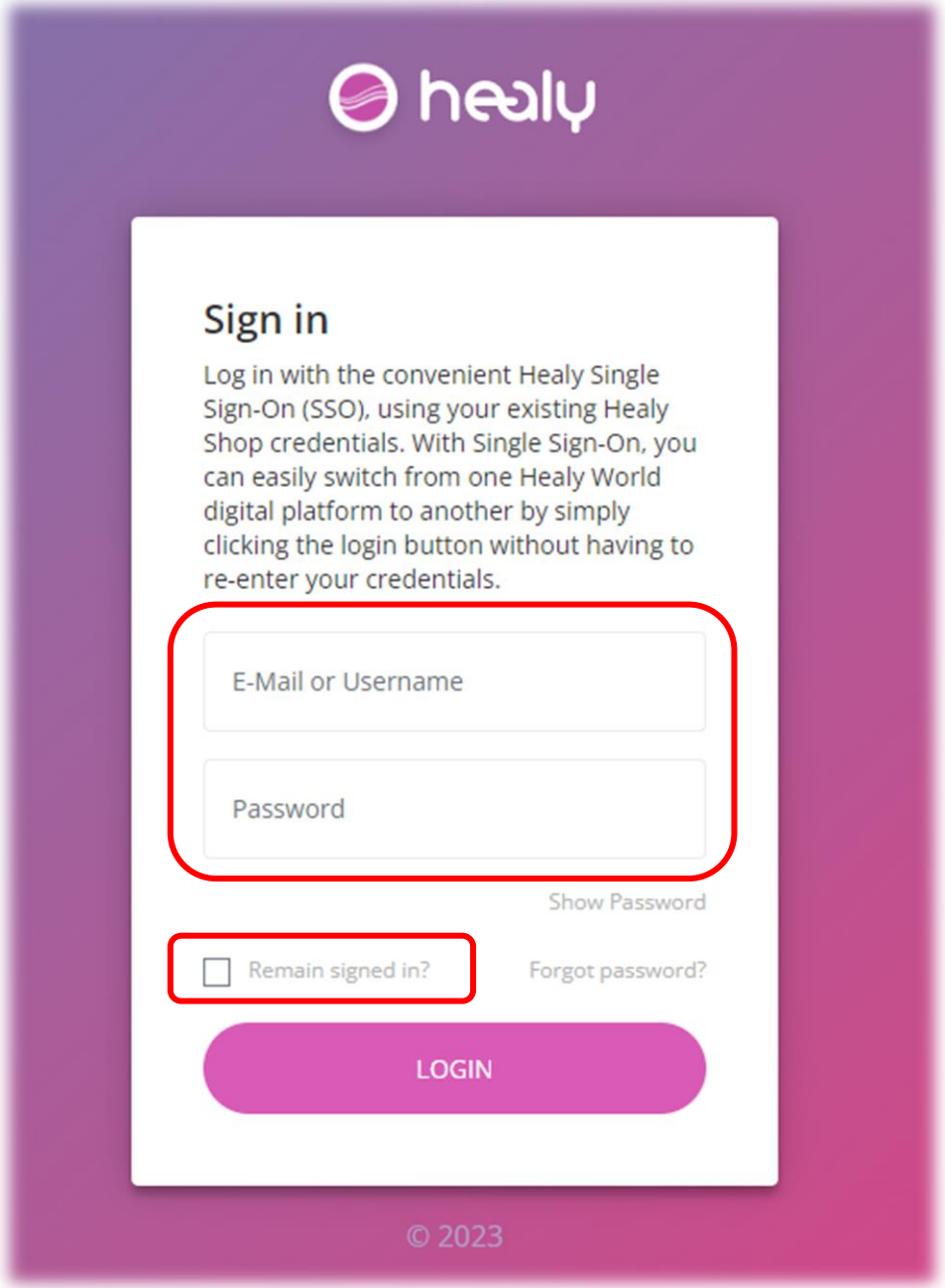
Method 2: HelpCenter

HelpCenter

https://help.healy.world/

Click on the login icon.





Login Page

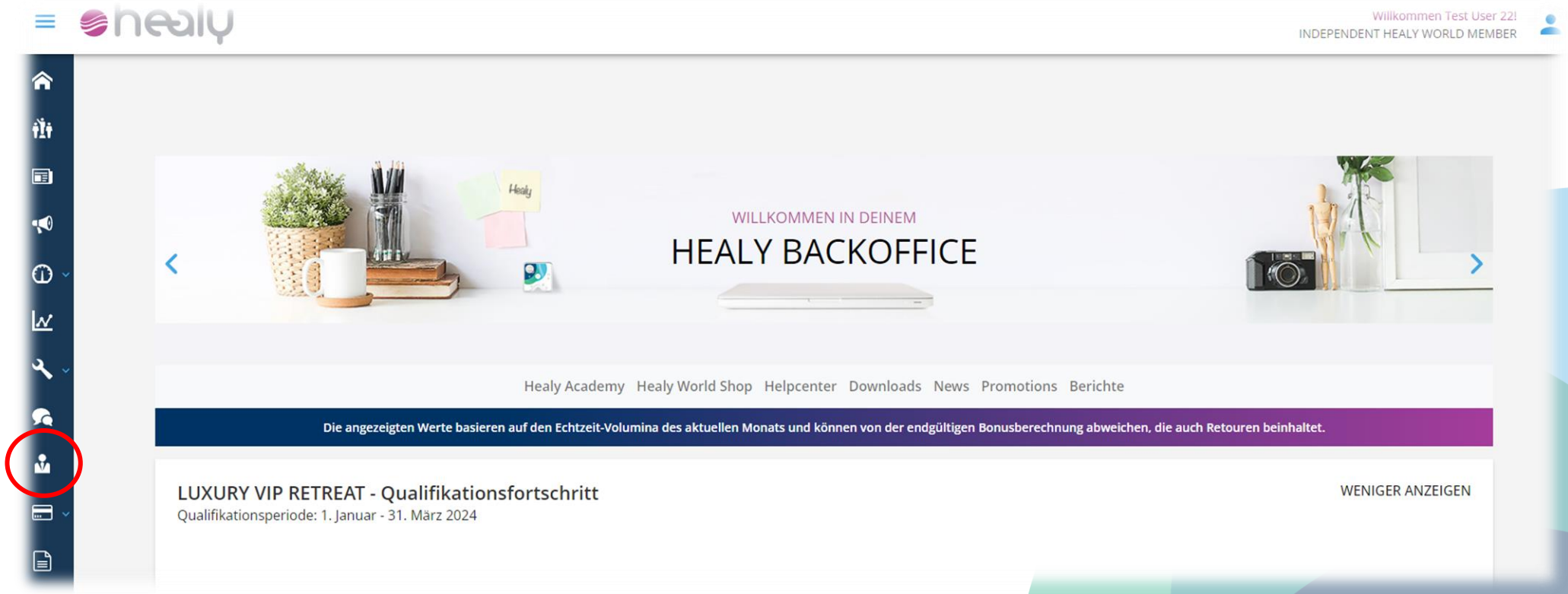
- Key in your login credentials.
- The login credentials has to be the same as the one that was used upon registration with Healy.
- Please tick the "**Remain signed in**."
  - You do not require to re-login into the Healy support center or the Healy academy again.
  - When only using your own laptop or handphones for security purposes.

Method 3: BackOffice

BackOffice Dashboard

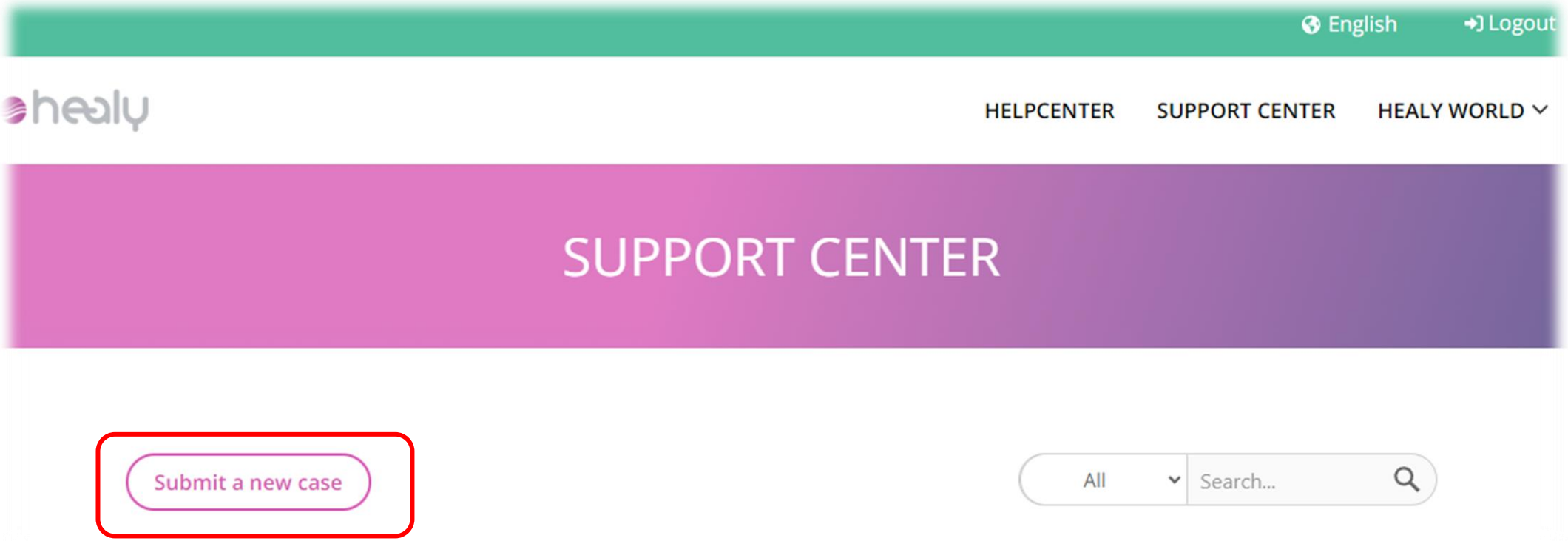
https://my.healy.world/

Click on the “Support Center.” icon



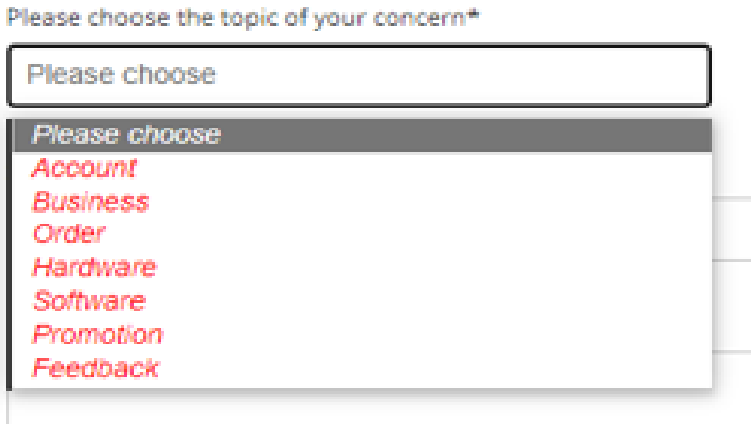
How to Create a Support Center Ticket

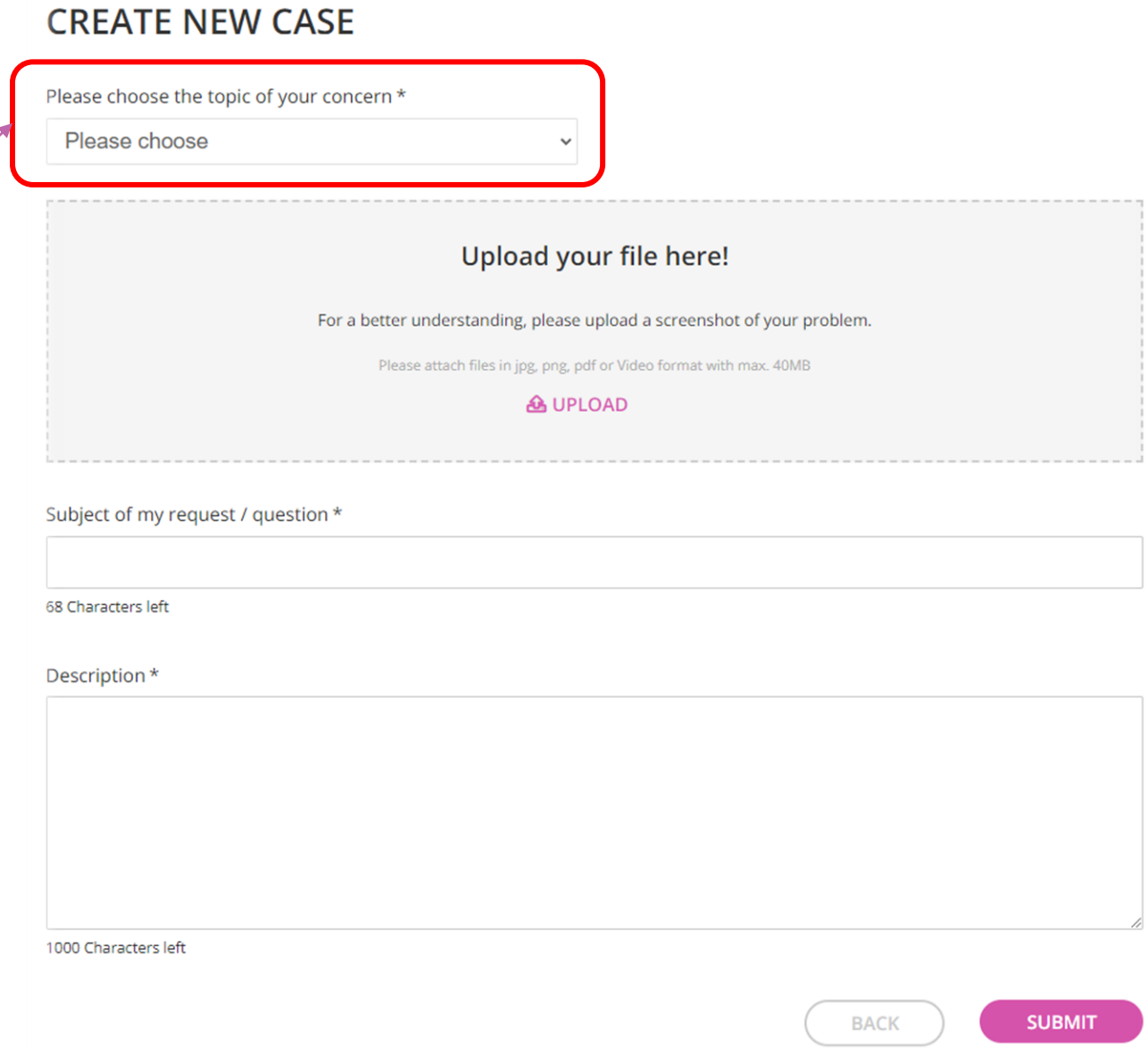
Step 1: Click on “submit a new case.”

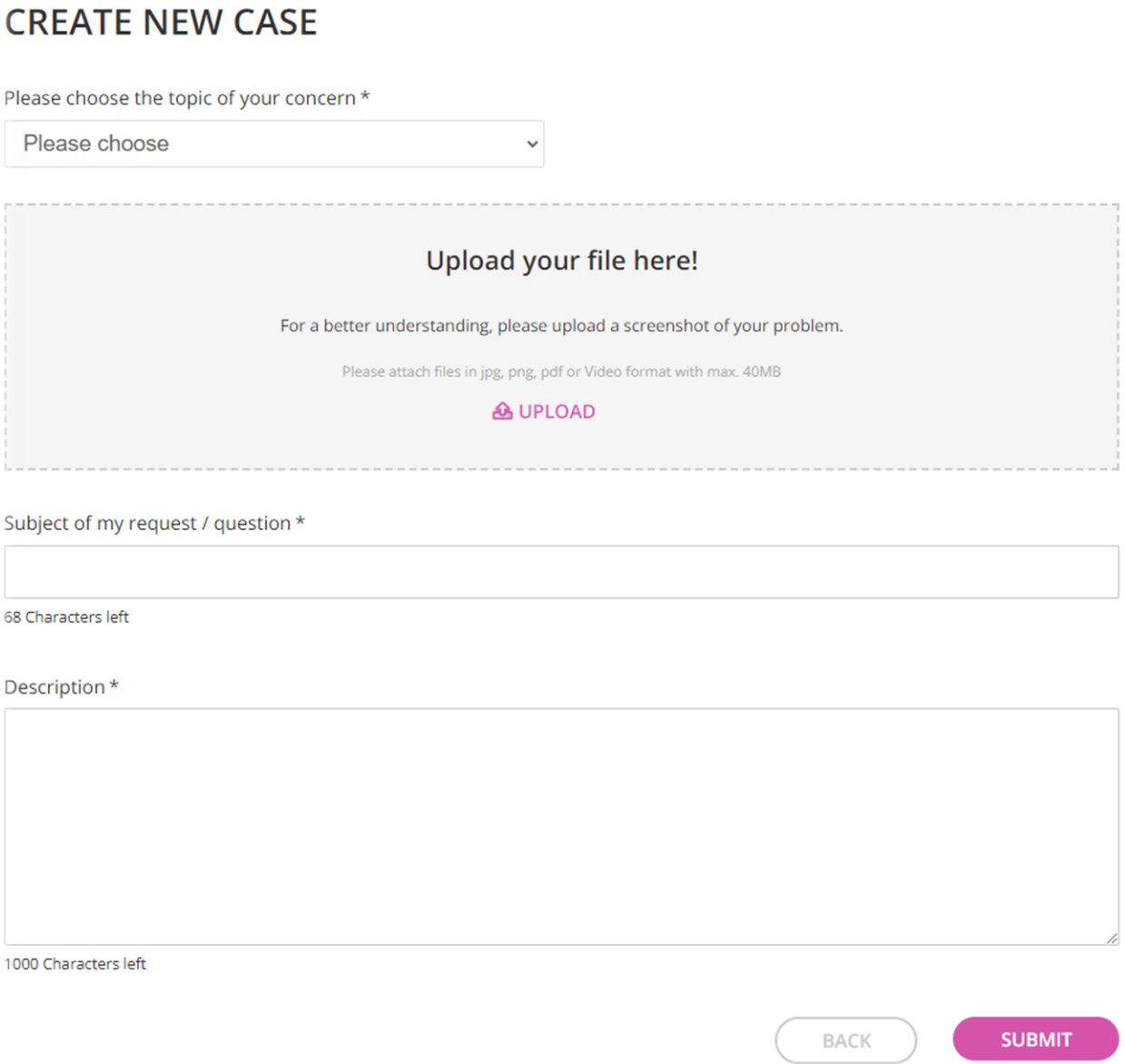


Step 2:

Click on the type of topic regarding your query.







Step 3:

A. File upload:

- Click on the “File upload” to upload supporting documents.
- The file/image should not be more than 20MB in size.

B. Subject of the request/Question:

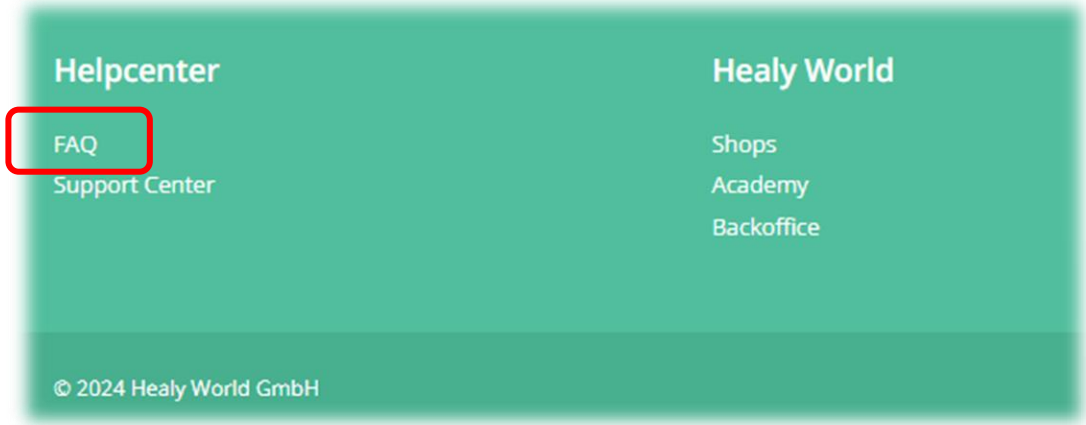
- Write a short summary regarding your query.

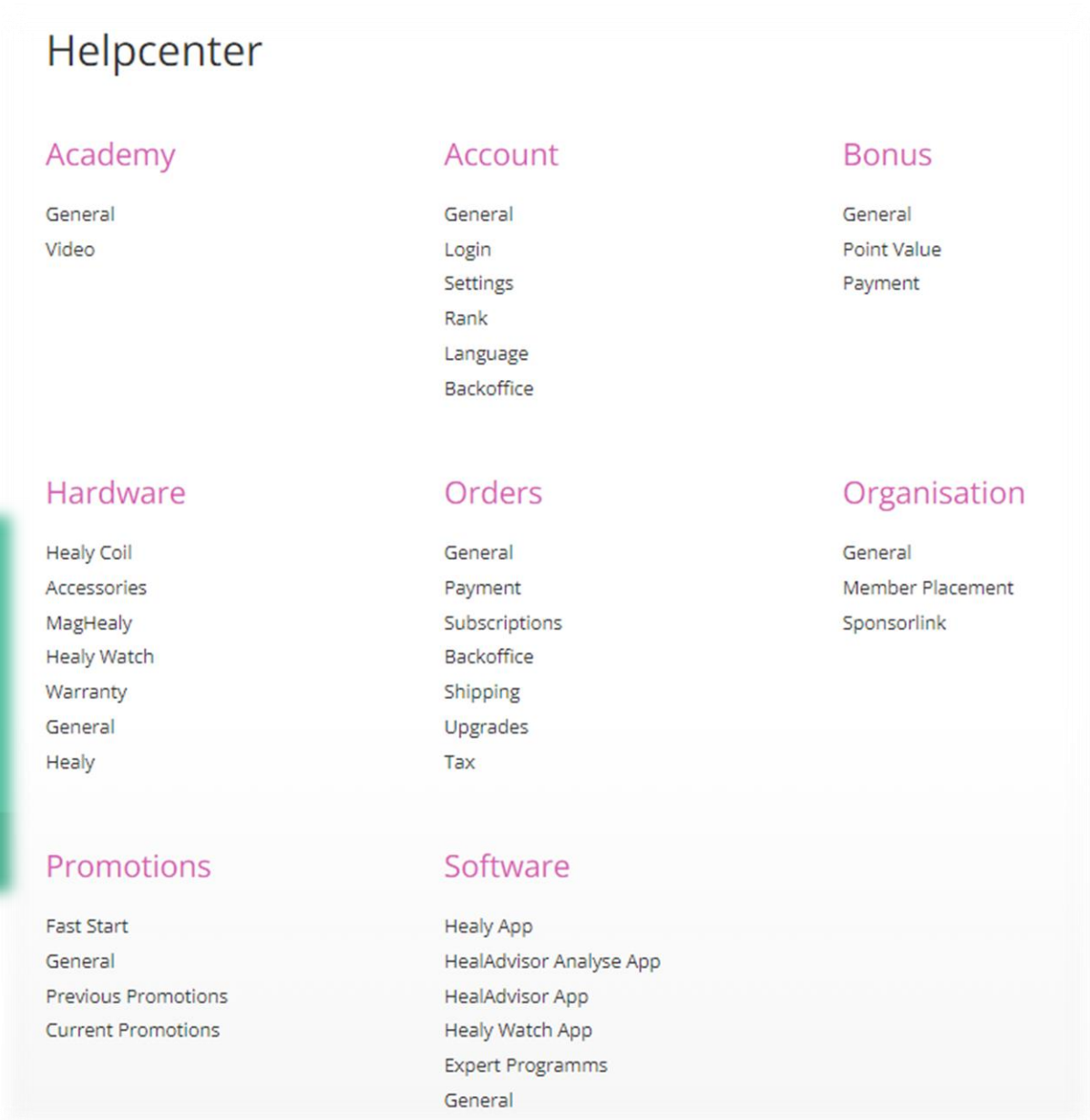
C. Description:

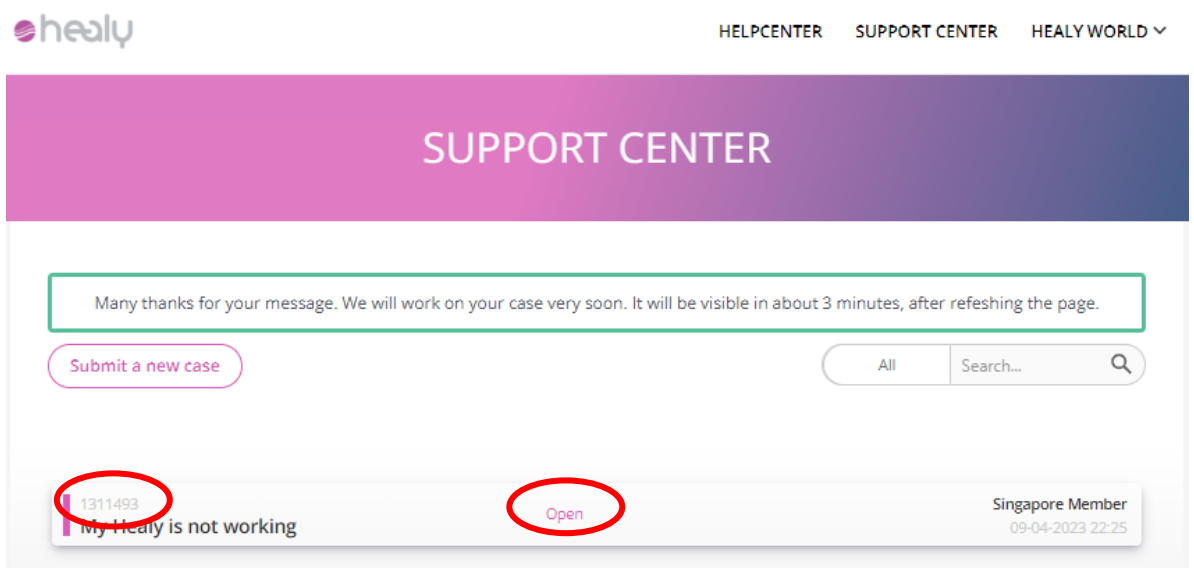
- Write in detail about your query based on the chosen topic.

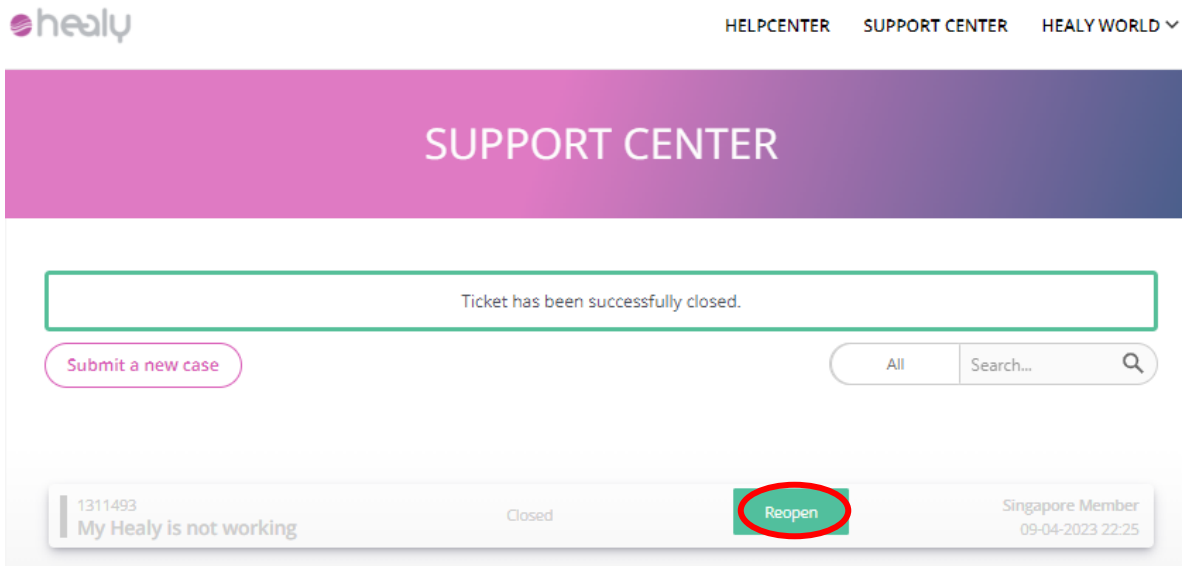
D. Click on “Submit” to submit a ticket.

A General FAQ can be found directly at https://help.healy.world/







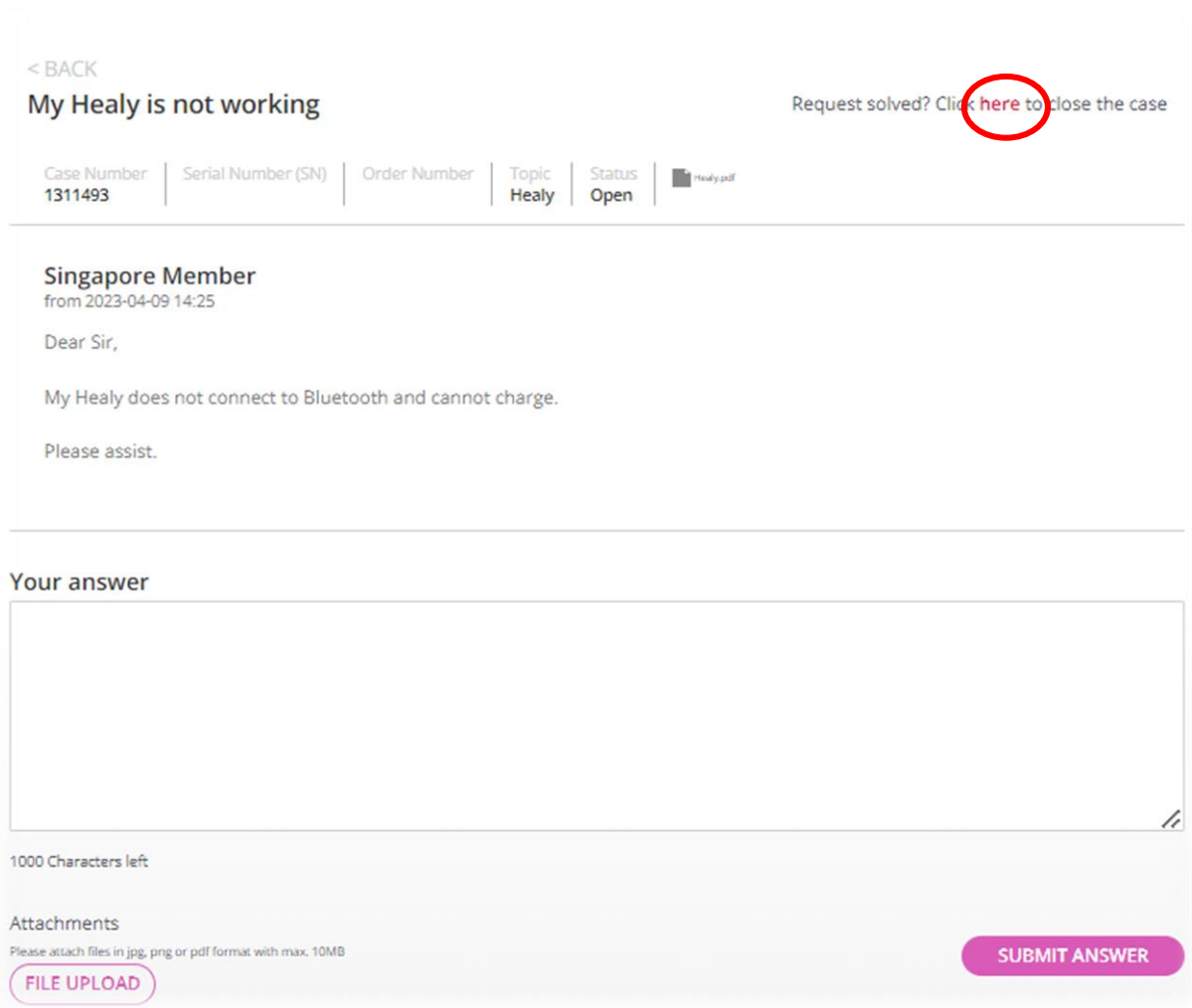


- After submission of the ticket, you will have to wait for 3-5 mins for it to be reflected in the system. Image for your reference.
  - E.g. Ticket number: 1311493.
- You will also be able to open the submitted ticket if you would like to update further.
- You can also reopen the ticket if it has been closed by clicking the “reopen” icon.

Note:

1. Ticket will auto close if it is not responded within 7 days.

2. If the ticket has been closed for more than 30 days, you will not be able to reopen the case.



- This is the page after you reopen your ticket.
- There is also an option to close the ticket.

Examples of Support Center Topics

Main Topic	Sub-Topic	Explanations:
Account	• Change Personal Information	• Name/Email/Phone number change • Country or shipping address change
	• Login Problems	• Forget password/Login issue
	• Change Device Owner	• Device Transfer
	• Change Account Owner	• Change Owner for the account
	• Change Account Type to Member	• Change status from customer to member
	• Change Account Type to Customer	• Change status from member to customer
	• KYC Process (Identity Verification Process)	• Update of KYC/provide KYC documents
	• Newsletter	• Issue receiving Newsletter
	• Account Deletion	• Terminate Healy account

Main Topic	Sub-Topic	Explanations:
Business	• Bonus Payments	• Bonus issues enquiry
	• Point Value	• Query about the volume
	• Rank	• Current rank issues
	• Placement	• Downline placement
	• eWallet/i-payout	• Activation/Verification issue
	• Registration/Sponsor Link	• Unable to use the referral link or issue with registration.
Orders	• Order Process	• Order processing issue
	• Order Payment	• Issue with the payment during placing order
	• Delivery	• Delivery-related enquiry
	• Invoice/Tax	• Wrong invoice
	• Revocation/Return and Refund	• Refund or return request.

Main Topic	Sub-Topic	Explanation:
Hardware	• Healy	• Healy hardware issue
	• Healy Watch	• Healy watch hardware issue
	• Healy Coil	• Healy Coil hardware issue
	• MagHealy	• Maghealy hardware issue
	• Clip	• Clip has been broken
	• Other Accessories	• Accessories issues
Software	• Healy App	• Healy app issue
	• HealAdvisor App	• Healy Advisor app issue
	• HealAdvisor Analyse App	• Healy Advisor Analyse app issue
	• Healy Watch app	• Healy Watch app issue
	• Programs/Subscriptions	• Inquiry about programs or subscriptions

Main Topic	Sub-Topic	Explanation:
Promotion	• Fast Start	• Enquiry about Fast-Start Cashbonus or device.
	• Current Promotions	• Enquiry about the current promotion.
	• Previous Promotions	• Enquiry about the previous promotion.
Feedback	• Positive Experiences	• Able to share the positive experiences.
	• Suggestions for Improvement	• Able to suggest for improvements.

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