



# Welcome to Healy World

Guidelines on Support Center

[www.healy.world](http://www.healy.world)

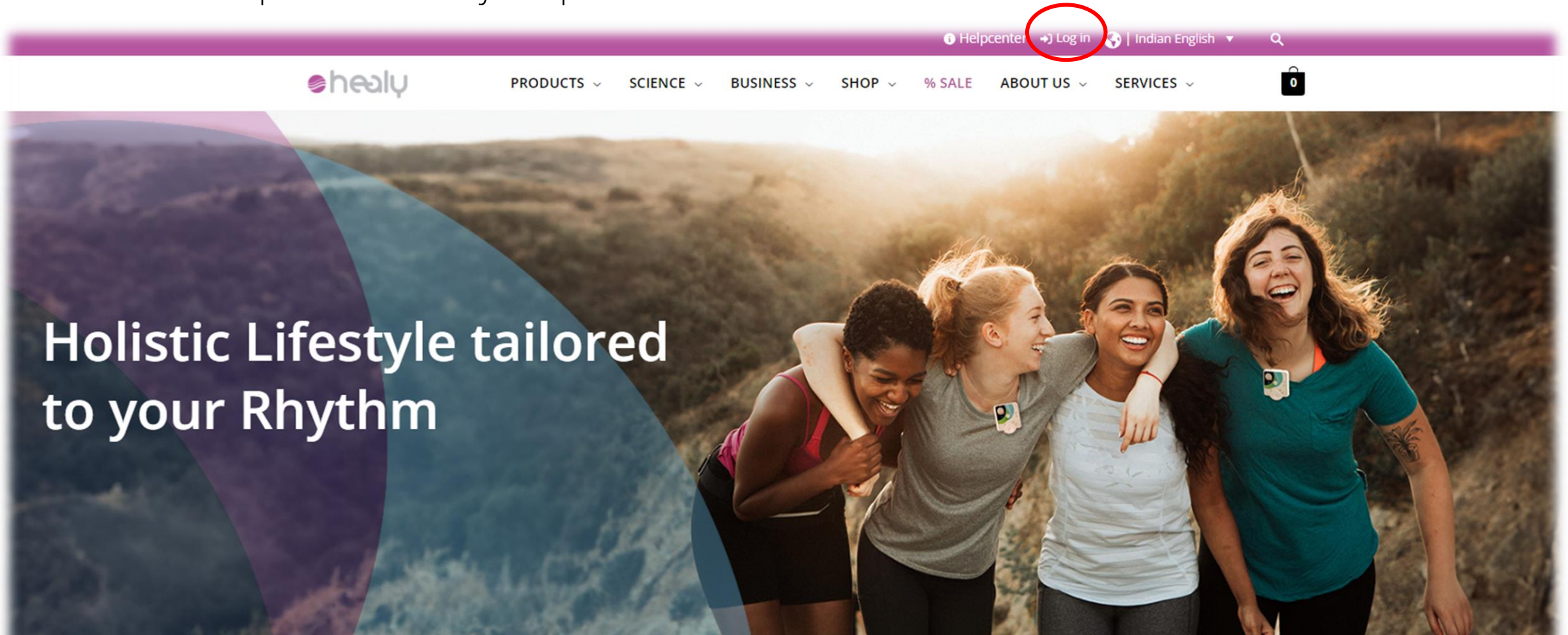
# Method 1: Healy Shop



# Healy Shop

<https://india.healy.shop/>

Click on the login icon.





## Healy-World-Login

Log in with the convenient Healy Single Sign-On (SSO), using your existing Healy Shop credentials. With Single Sign-On, you can easily switch from one Healy World digital platform to another by simply clicking the login button without having to re-enter your credentials.

LOGIN

Should you experience any problems, please use the legacy login, adjacent to the Single Sign-On, as an alternative.

## Login

Username or email address \*

Password \*

Remember me

[Lost your password?](#)

LOG IN

Not registered yet? [Create an Account](#)

➤ Click on “Log in with your Healy World platform account” icon.

➤ Login with your login credentials.

# Method 2: HelpCenter

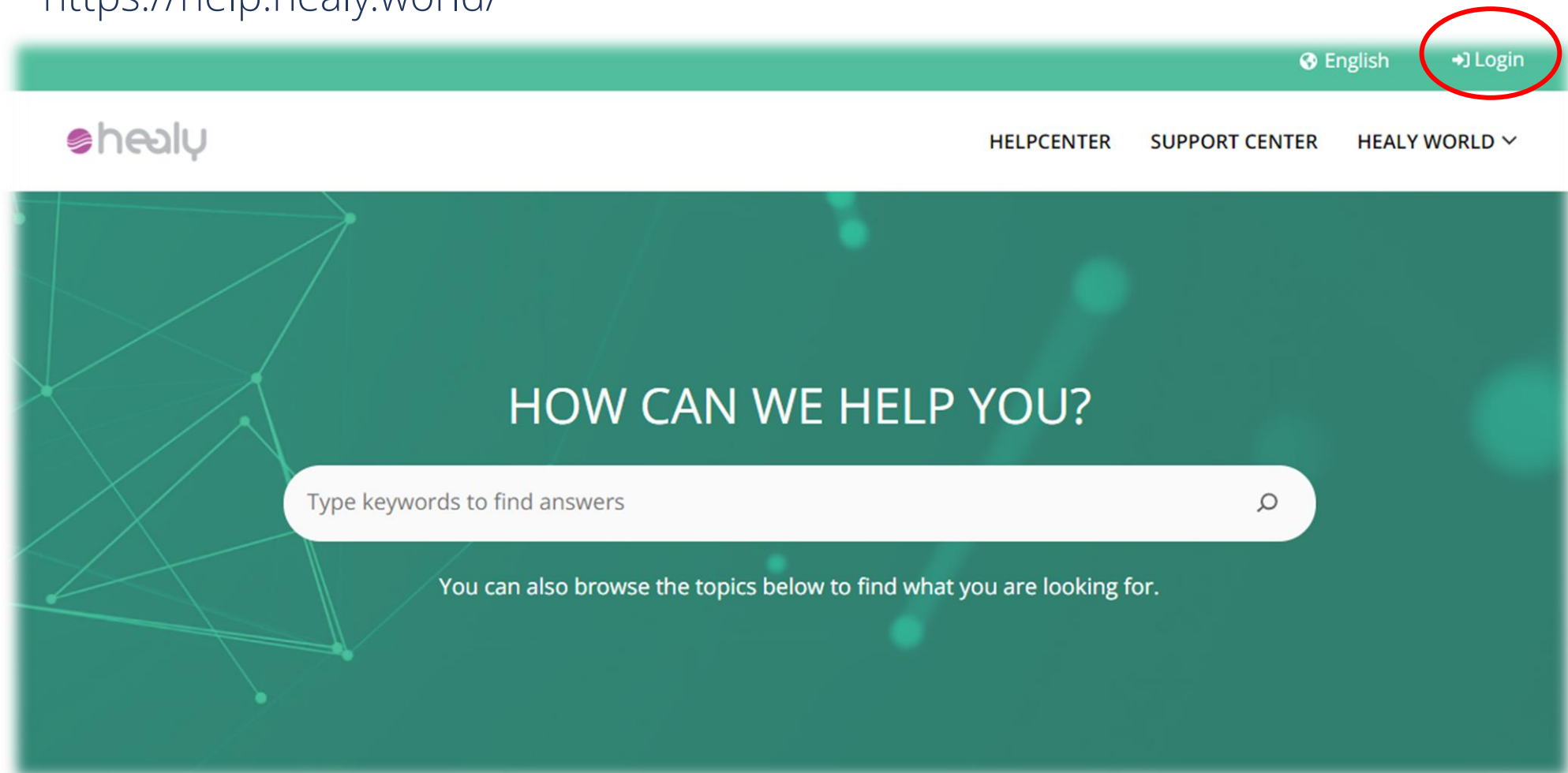




# HelpCenter

https://help.healy.world/

Click on the login icon.





## Sign in

Log in with the convenient Healy Single Sign-On (SSO), using your existing Healy Shop credentials. With Single Sign-On, you can easily switch from one Healy World digital platform to another by simply clicking the login button without having to re-enter your credentials.

[Show Password](#) Remain signed in?[Forgot password?](#)

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## 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



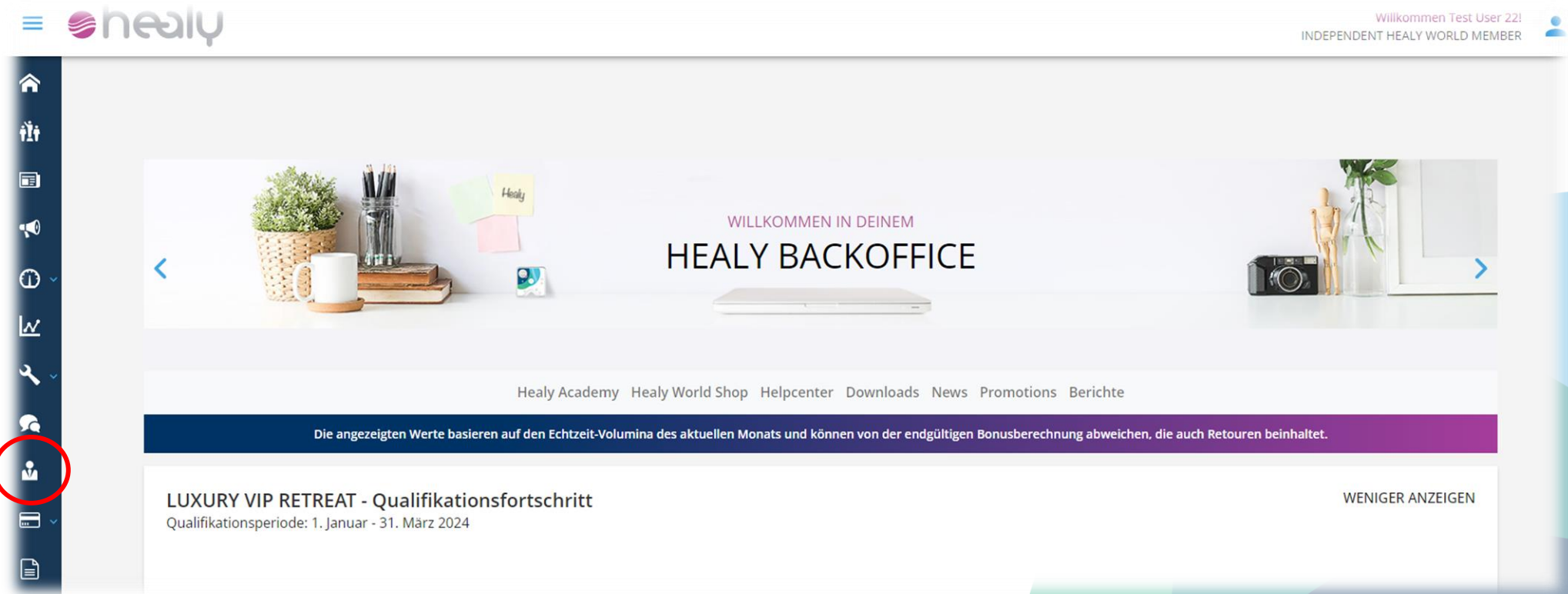




# BackOffice Dashboard

<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.”

A screenshot of the Healy Support Center website. At the top, there is a green navigation bar with "English" and "Logout" links. Below this is a white header with the Healy logo on the left and "HELPCENTER", "SUPPORT CENTER", and "HEALY WORLD" with a dropdown arrow on the right. A large purple banner with the text "SUPPORT CENTER" in white is centered below the header. In the main content area, a button labeled "Submit a new case" is highlighted with a red rectangular border. To the right of this button is a search bar with a dropdown menu set to "All" and a search icon.

## Step 2:

Click on the type of topic regarding your query.

### CREATE NEW CASE


Please choose the topic of your concern \*

Please choose

Upload your file here!

For a better understanding, please upload a screenshot of your problem.

Please attach files in jpg, png, pdf or Video format with max. 40MB

 **UPLOAD**

Subject of my request / question \*

68 Characters left

Description \*

1000 Characters left

BACK

SUBMIT

Please choose the topic of your concern\*

Please choose

*Please choose*

*Account*

*Business*

*Order*

*Hardware*

*Software*

*Promotion*

*Feedback*



## CREATE NEW CASE

Please choose the topic of your concern \*

Please choose

Upload your file here!

For a better understanding, please upload a screenshot of your problem.

Please attach files in jpg, png, pdf or Video format with max. 40MB

 **UPLOAD**

Subject of my request / question \*

68 Characters left

Description \*

1000 Characters left

BACK

**SUBMIT**

### 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/>

**Helpcenter**  
 Support Center

**Healy World**  
 Shops  
 Academy  
 Backoffice

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## Helpcenter

- Academy**
  - General
  - Video
- Account**
  - General
  - Login
  - Settings
  - Rank
  - Language
  - Backoffice
- Bonus**
  - General
  - Point Value
  - Payment
- Hardware**
  - Healy Coil
  - Accessories
  - MagHealy
  - Healy Watch
  - Warranty
  - General
  - Healy
- Orders**
  - General
  - Payment
  - Subscriptions
  - Backoffice
  - Shipping
  - Upgrades
  - Tax
- Organisation**
  - General
  - Member Placement
  - Sponsorlink
- Promotions**
  - Fast Start
  - General
  - Previous Promotions
  - Current Promotions
- Software**
  - Healy App
  - HealAdvisor Analyse App
  - HealAdvisor App
  - Healy Watch App
  - Expert Programms
  - General



## SUPPORT CENTER

Many thanks for your message. We will work on your case very soon. It will be visible in about 3 minutes, after refreshing the page.

[Submit a new case](#)
[All](#) 

1311493  
My Healy is not working

[Open](#)

Singapore Member  
09-04-2023 22:25



## SUPPORT CENTER

Ticket has been successfully closed.

[Submit a new case](#)
[All](#) 

1311493  
My Healy is not working

Closed

[Reopen](#)

Singapore Member  
09-04-2023 22:25

➤ 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.



< BACK

My Healy is not working Request solved? Click [here](#) to close the case

Case Number	Serial Number (SN)	Order Number	Topic	Status	healy.pdf
1311493			Healy	Open	

---

**Singapore Member**  
from 2023-04-09 14:25

Dear Sir,

My Healy does not connect to Bluetooth and cannot charge.

Please assist.

---

**Your answer**

1000 Characters left

**Attachments**  
Please attach files in jpg, png or pdf format with max. 10MB

[FILE UPLOAD](#) [SUBMIT ANSWER](#)

- ❖ 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	<ul style="list-style-type: none"> <li>Change Personal Information</li> </ul>	<ul style="list-style-type: none"> <li>Name/Email/Phone number change</li> <li>Country or shipping address change</li> </ul>
	<ul style="list-style-type: none"> <li>Login Problems</li> </ul>	<ul style="list-style-type: none"> <li>Forget password/Login issue</li> </ul>
	<ul style="list-style-type: none"> <li>Change Device Owner</li> </ul>	<ul style="list-style-type: none"> <li>Device Transfer</li> </ul>
	<ul style="list-style-type: none"> <li>Change Account Owner</li> </ul>	<ul style="list-style-type: none"> <li>Change Owner for the account</li> </ul>
	<ul style="list-style-type: none"> <li>Change Account Type to Member</li> </ul>	<ul style="list-style-type: none"> <li>Change status from customer to member</li> </ul>
	<ul style="list-style-type: none"> <li>Change Account Type to Customer</li> </ul>	<ul style="list-style-type: none"> <li>Change status from member to customer</li> </ul>
	<ul style="list-style-type: none"> <li>KYC Process (Identity Verification Process)</li> </ul>	<ul style="list-style-type: none"> <li>Update of KYC/provide KYC documents</li> </ul>
	<ul style="list-style-type: none"> <li>Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>Issue receiving Newsletter</li> </ul>
	<ul style="list-style-type: none"> <li>Account Deletion</li> </ul>	<ul style="list-style-type: none"> <li>Terminate Healy account</li> </ul>



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.

