



# Welcome to Healy World

Guidelines on Support Center

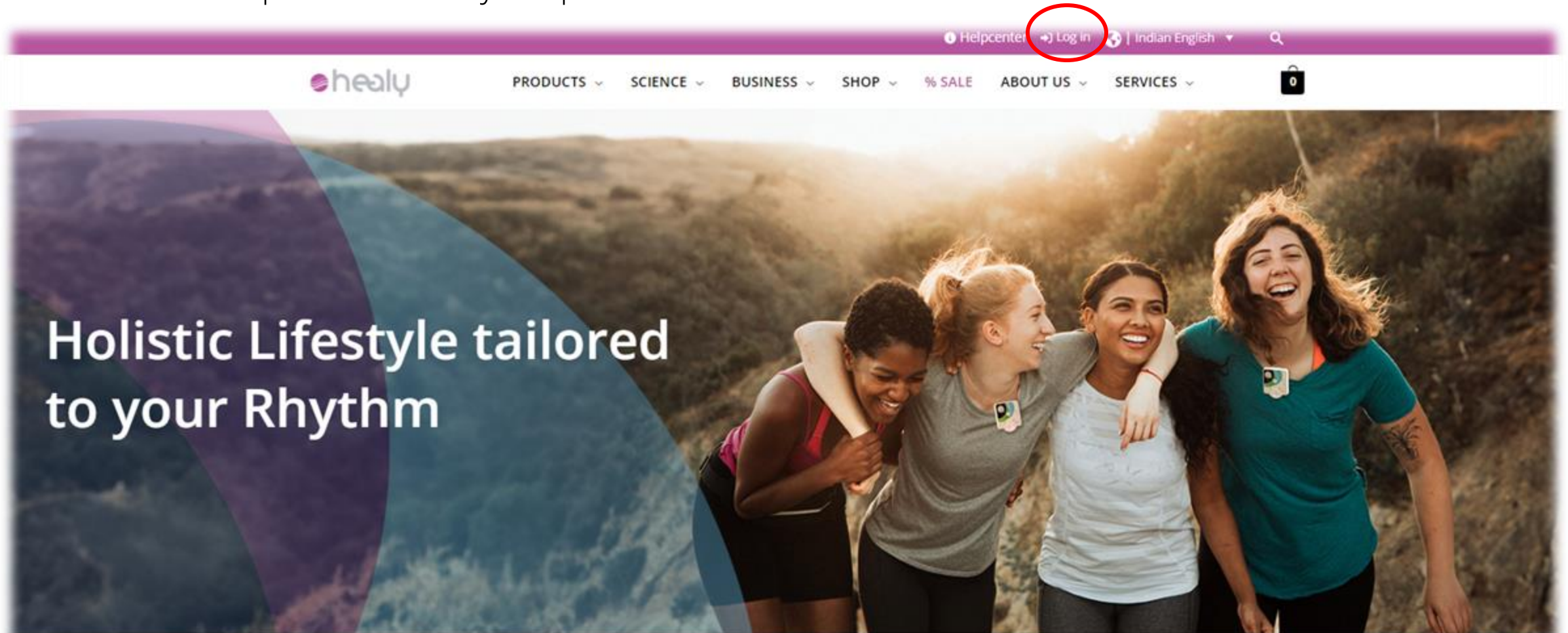
[www.healy.world](http://www.healy.world)

# Method 1: Healy Shop

# Healy Shop

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

Click on the login icon.





[PRODUCTS](#) ▾[SCIENCE](#) ▾[BUSINESS](#) ▾[SHOP](#) ▾[% SALE](#)[ABOUT US](#) ▾[SERVICES](#) ▾

## 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.

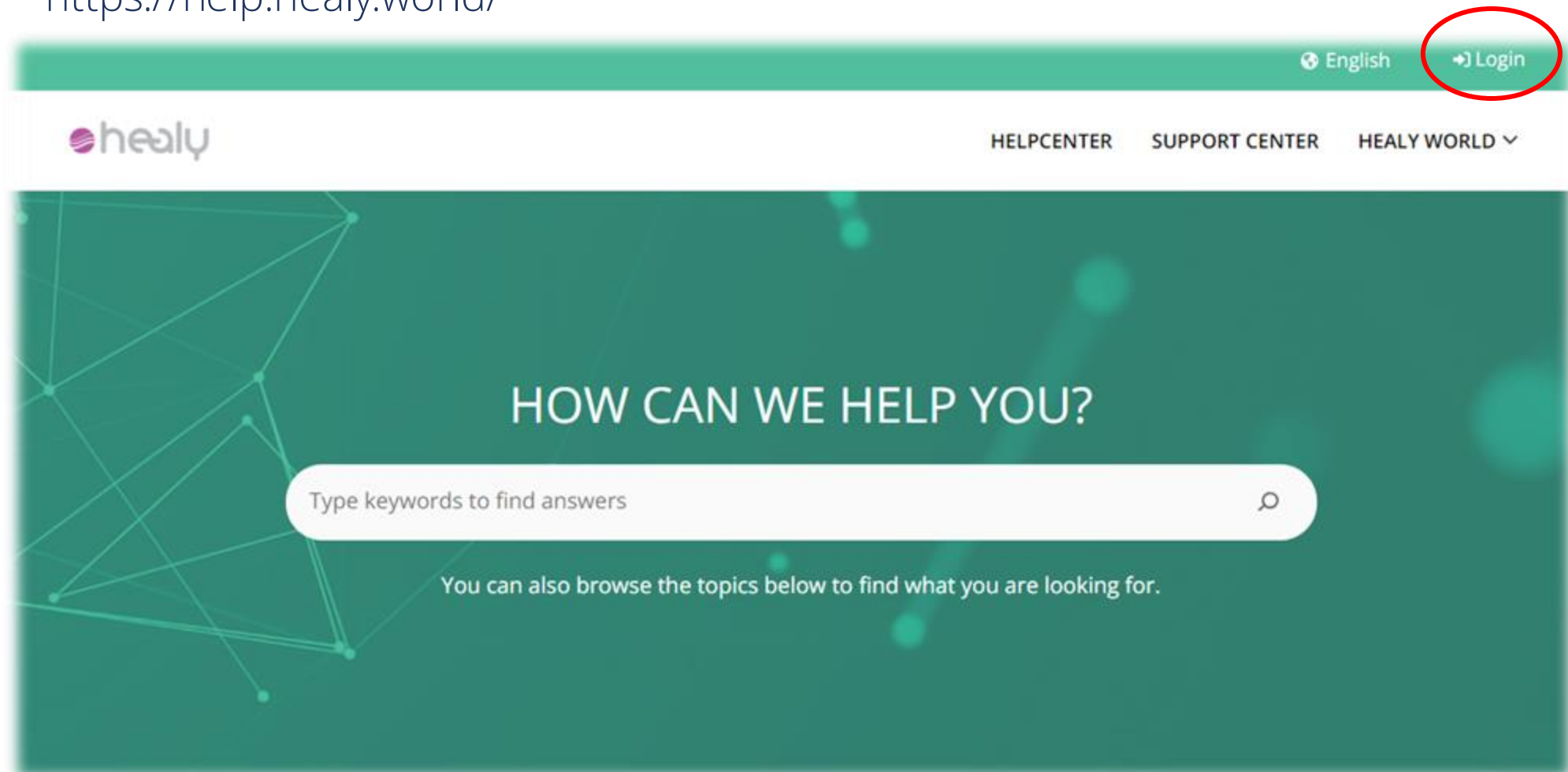
➤ Login with your login credentials.

# 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?](#)**LOGIN**

© 2023

## 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.

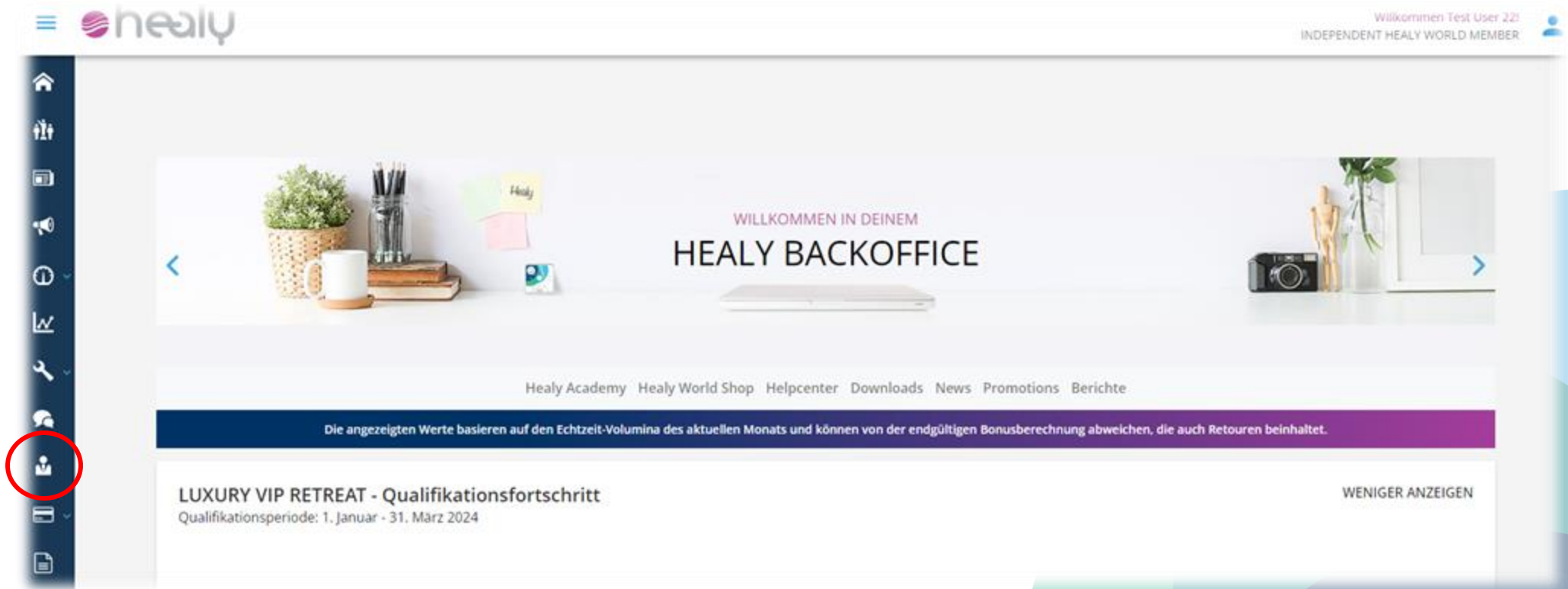
# Method 3: BackOffice



# BackOffice Dashboard

<https://my.healy.world/>

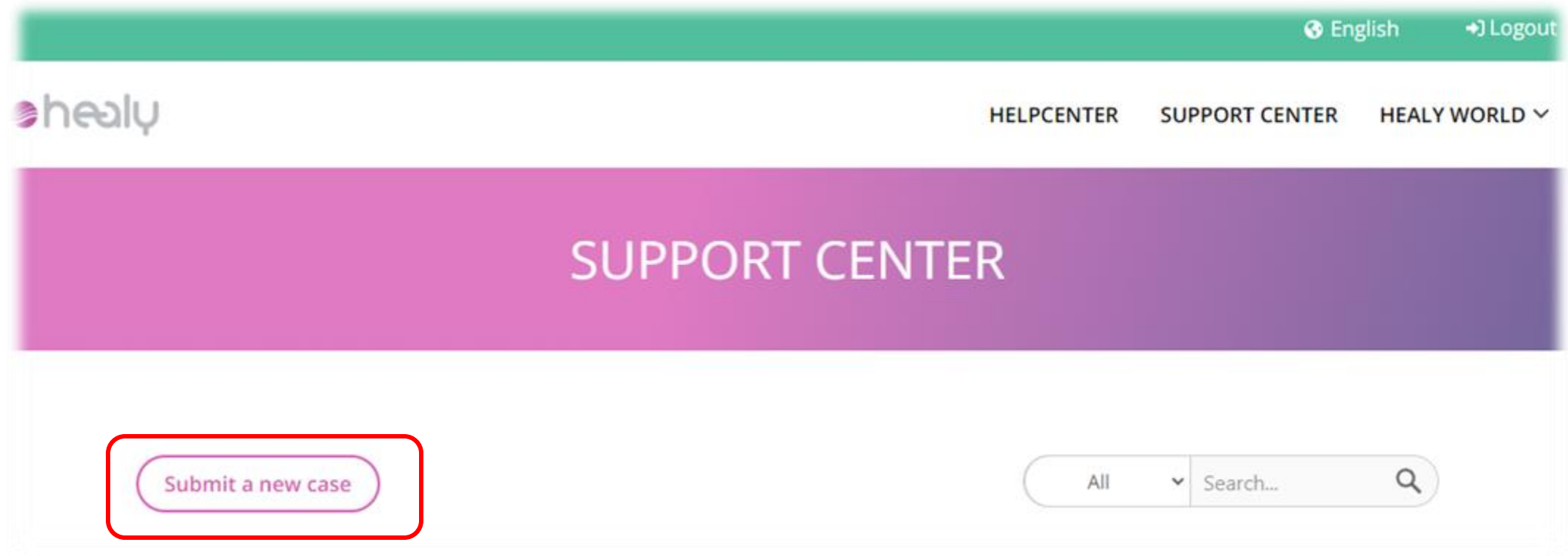
Click on the “Support Center.” icon



# 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.

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

## 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

### 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

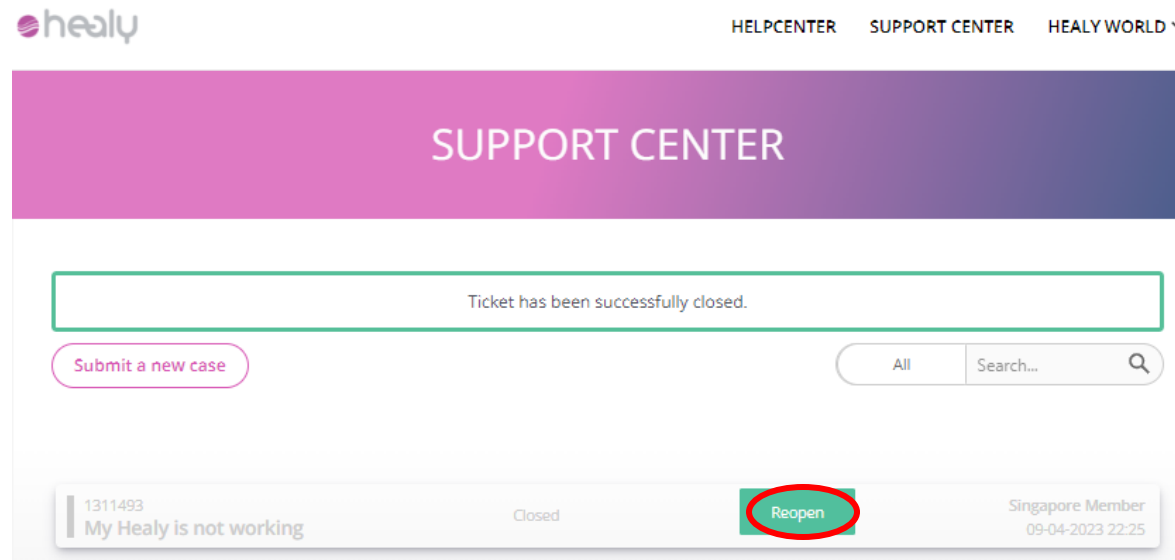
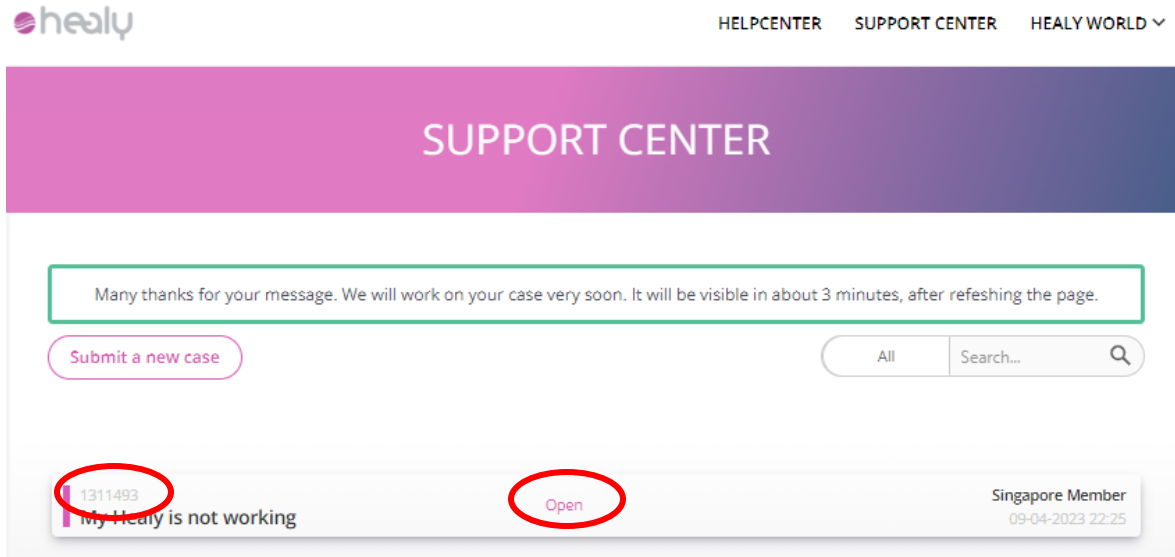
General  
Member Placement  
Sponsorlink

### Promotions

Fast Start  
General  
Previous Promotions  
Current Promotions

### Software

Healy App  
HealAdvisor Analyse App  
HealAdvisor App  
Healy Watch App  
Expert Programms  
General



➤ 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 |  |
| 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.             |

