



healy

Welcome to Healy World

Guidelines on Support Center

www.healy.world

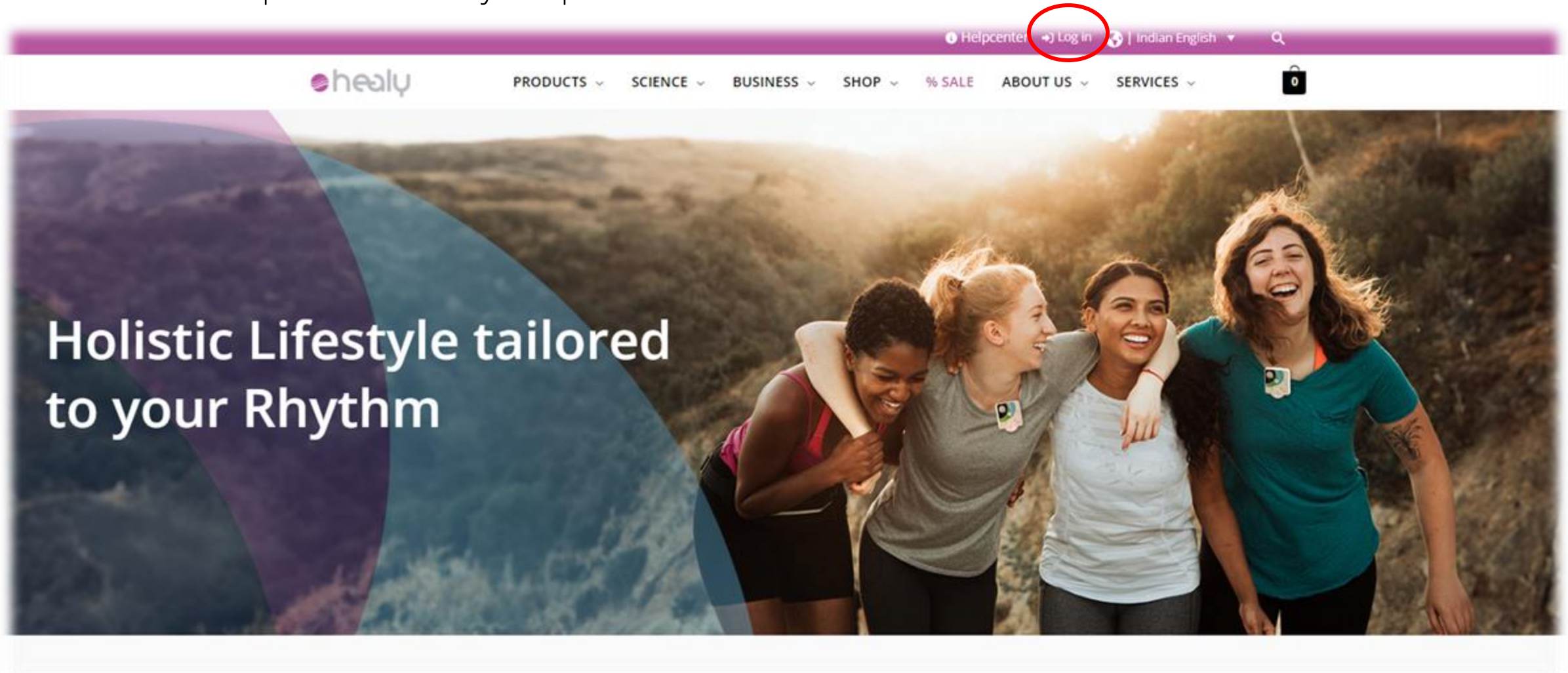


Method 1: Healy Shop

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.

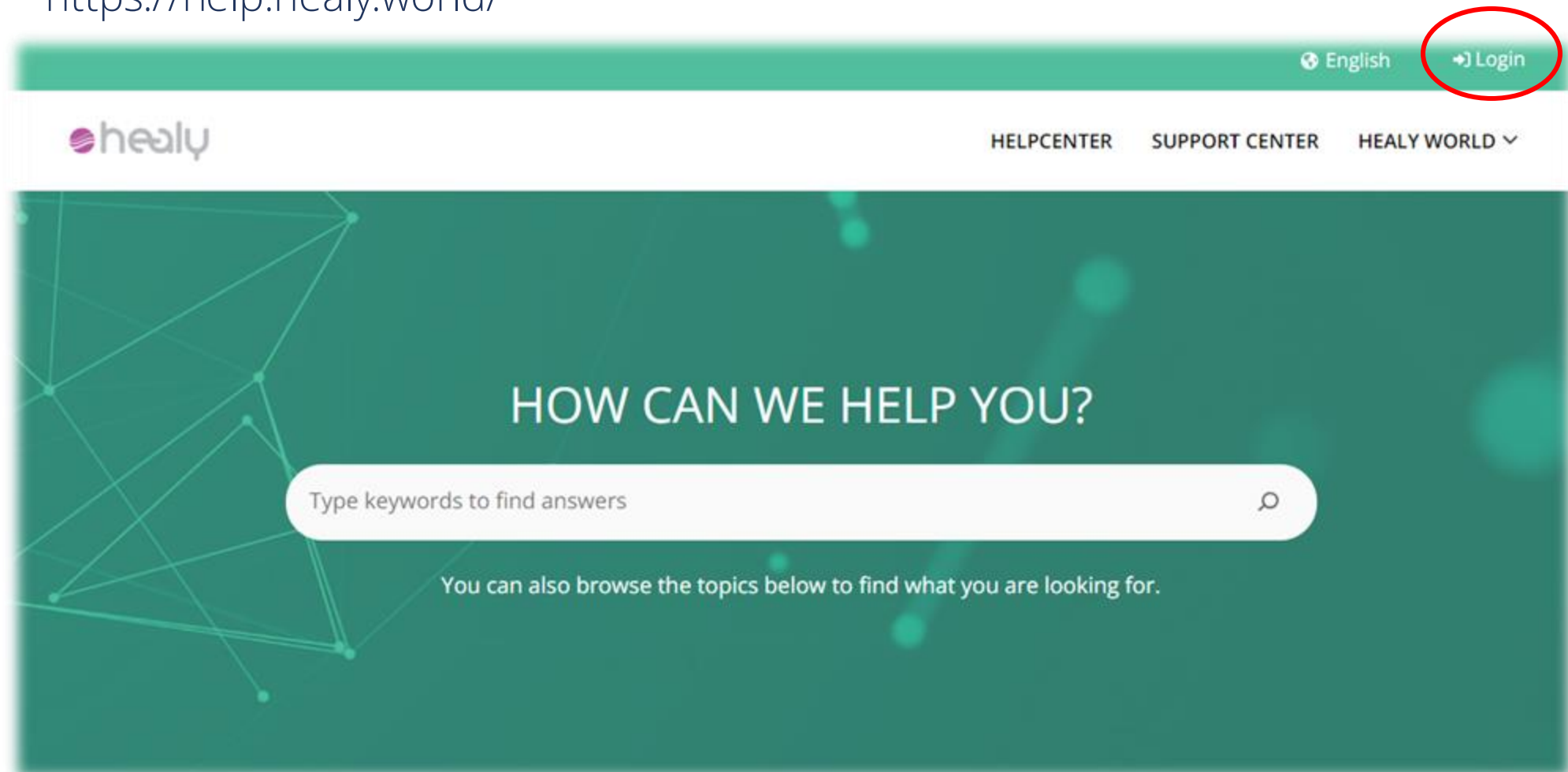
➤ Login with your login credentials.

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?](#)

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Login Page

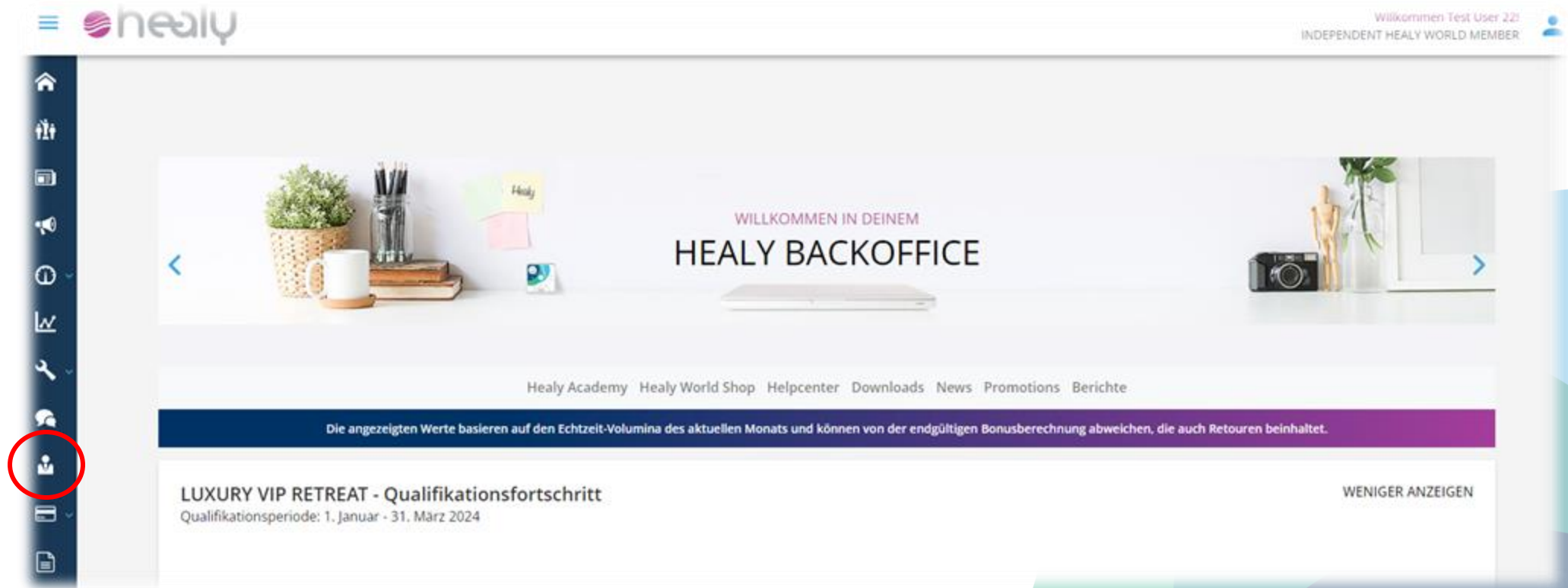
- Key in your login credentials.
- The login credentials has to be the same as the one that was used upon registration with Healy.
- Please tick the “Remain signed in.”
 - You do not require to re-login into the Healy support center or the Healy academy again.
 - When only using your own laptop or handphones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

Method 3: BackOffice

BackOffice Dashboard

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

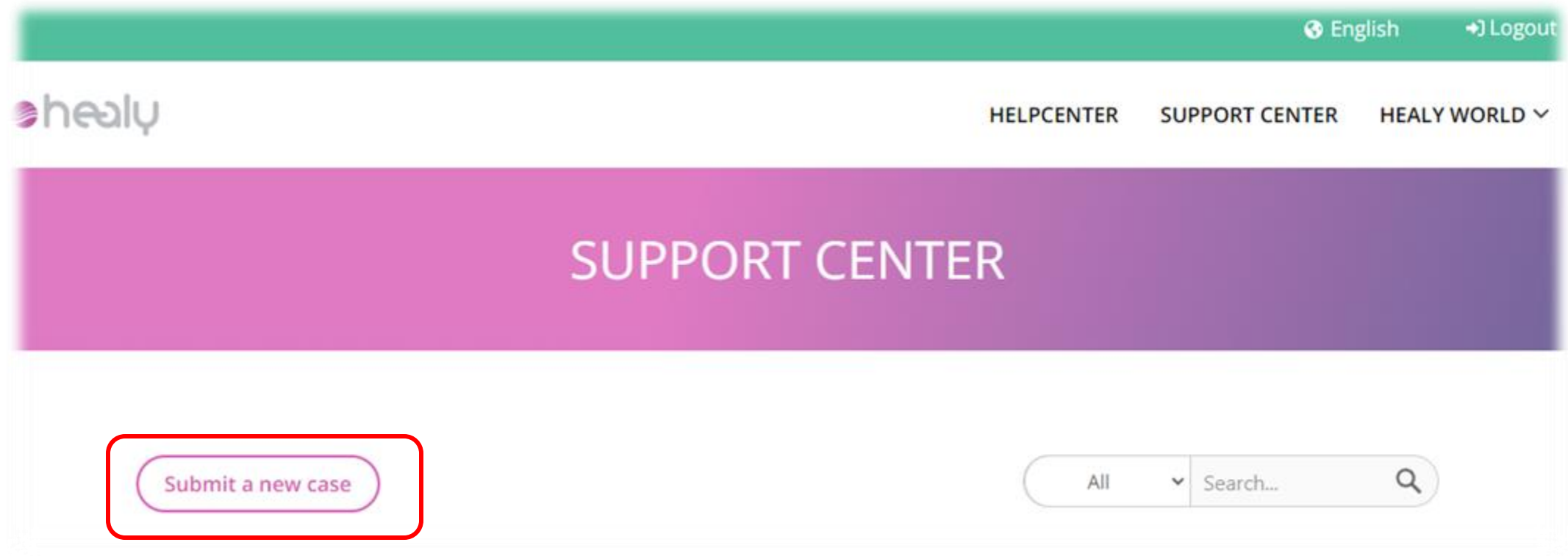
Click on the "Support Center." icon



How to Create a Support Center Ticket



Step 1: Click on “submit a new case.”



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

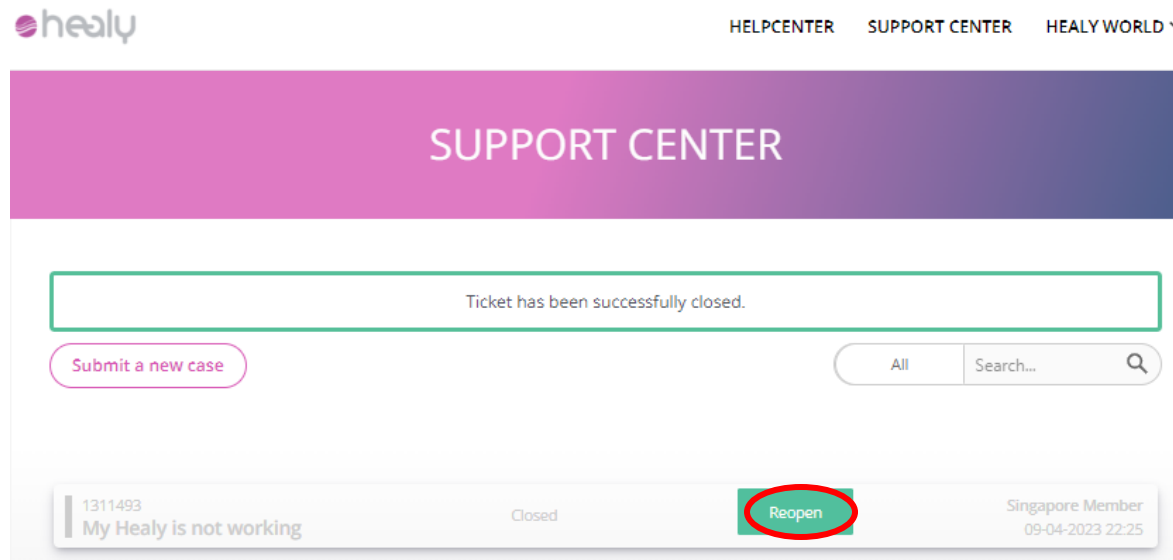
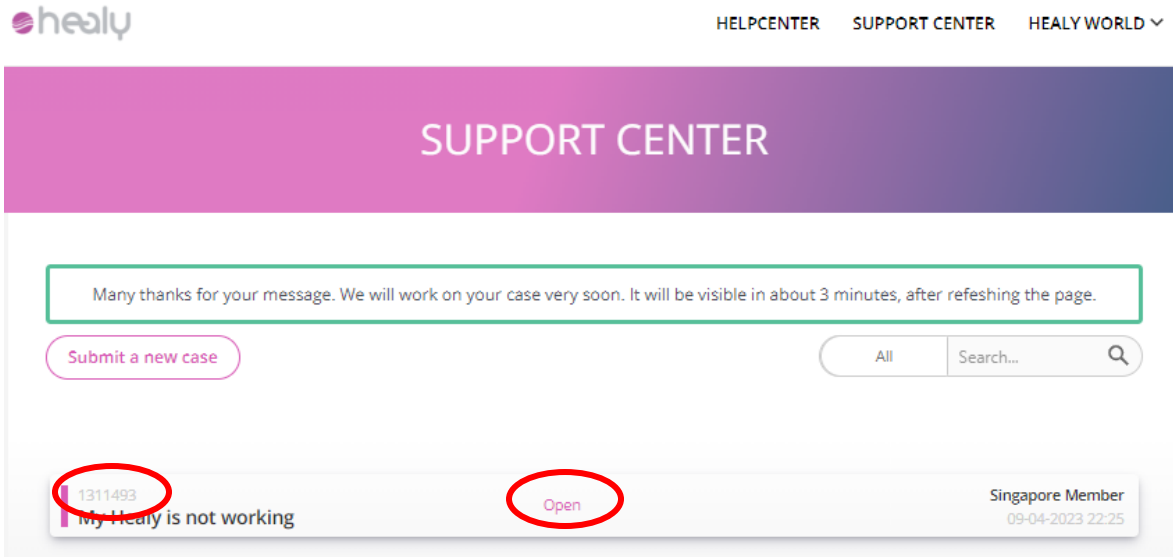
General
Member Placement
Sponsorlink

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	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 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
	• 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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