

The logo for HEAL, featuring the letters H, E, A, and L in a dark blue, sans-serif font. The letter H has a red diagonal bar on its left side. The letter E has a green horizontal bar on its right side. The letter A has a gold diagonal bar on its right side. The letter L has a teal vertical bar on its left side.

HEAL

DOCUMENTATION

Getting Started

HEAL Software Inc.

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This page covers the first day in HEAL. Log in, set your time zone, and get familiar with the main tabs.

Before you start

- HEAL UI URL from your admin team.
- Username and password (or SSO credentials).
- HEAL server IP added to your `/etc/hosts` file, if your setup needs it.
- A supported browser (Chrome, Edge, or Firefox).

First login

1. **Open the HEAL UI** in your browser using the URL shared by your admin.
2. **Enter your username and password**, then complete the CAPTCHA.
3. **Click Login**.
4. **Set your time zone and date format** from the user profile menu in the top-right corner.

What you will see after login

- **Service list.** Every onboarded service in your environment.
- **Application Summary.** The high-level health of your applications.
- **Navigation menu.** Access to Service, Reports, Signal, and Admin tabs.
- **Dashboards and Reports.** KPI views, trends, and audit data.

Tabs you will use daily

Service. Lists all onboarded services and their health. Use it for daily checks and drill-downs.

Application Summary. Shows overall application health. Use it for morning checks and reports.

Service Details. Per-service KPIs, components, and instances. Use it when looking into a specific service.

Signal. Early warnings, incidents, and root cause. Use it during an active issue.

Reports. Trends, audits, and ML insights. Use it for weekly reviews and post-incident analysis.

If something is off

- **Login page does not load.** Check VPN, network, and that the HEAL IP is in `/etc/hosts` if needed.
- **Account locked.** Use Forgot Password or contact your admin.
- **No services visible.** Confirm with your admin that your role has access to the right service groups.
- **Dashboards show wrong time.** Set your time zone in the user profile.

Next

- Accessing HEAL UI . step-by-step first login.
- Changing Password . rotate your password.
- HEAL UI Security . how sessions are protected.