

DOCUMENTATION

Getting Started

HEAL Software Inc.

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.

HEAL Confidential. All Rights Reserved 2026

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.

HEAL Confidential. All Rights Reserved 2026