

Using the [myHEZO](https://myhezo.pl/) myHEZO portal will require another, one-time registration in the application.

For this purpose, after entering the website:

<https://myhezo.pl/> (Polish language version) or <https://myhezo.com/> (English language version)

select the option: **Login** and then: **Register**.



In the registration process - in addition to contact details - it is crucial to enter three main parameters on the basis of which the authorization process will take place, these are:

- **company's tax identification number (for Poland – PL, for United Kingdom – GB, etc)**
- **number of one of the purchased contracts (service contract number),**
- **one of the serial numbers from the contract indicated above.**

To finish logging in process you have to use two factors authentication. Depending on your choice, these may be, for example, Google Authenticator, Microsoft Authenticator, Okta Authenticator.

Please note. If more than one service was purchased for the indicated serial number - in case of errors in authorization - use the optional:

After logging in, all purchased service contracts and the serial numbers assigned to them will be displayed in the new notation.

In case of problems with authorization or an urgent need to contact us, you will find a link to the contact form and a telephone number on the myHEZO portal.

The following will be transferred to the new application:

1. all active myHEZO service contracts - there is no need to re-register them,
2. all active reports, which will have the following form:
 - the subject of the report (will remain unchanged),
 - dialogue from the case (will be saved as a PDF file and placed as an attachment).

Processes closed in the current application will not be transferred to the new platform.

Access to previous applications will be possible immediately after re-registering on the portal.

In accordance with GDPR, a modification has been introduced to the application interface.

When creating a case, the myHEZO user has the option of specifying whether he grants access to the

content of the submitted report to the employees of the company that provided him with the license.

If you have any questions, please contact us:

phone +48 12 25 25 600

e-mail pomoc@myhezo.pl

Best regards!

myHEZO Team