

# About Heylo

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## Pricing

Most of Heylo's communications and leader tools are free to use. There are no limits to the number of members or [admins](#) a group can have.

To access more tools, group leaders can select the pricing plan that is best for their group. All subscriptions benefit all admins and members of the group.

## Heylo Pro

Heylo Pro unlocks an additional features in Heylo to help leaders organize their group. To access Heylo Pro features, pay the subscription and features will become available immediately.

To learn more about the latest features and pricing for Heylo Pro, please visit:

<https://heylo.com/pricing>

## Manage Heylo Pro

Any group admin can manage the Heylo pro subscription. All admins of the group can see who is paying the subscription and the last 4 digits and type of the card.

Payment info is privately linked to individuals on Heylo. Any admin can use their payment info to purchase Heylo Pro. Another admin of the group can take over the payments for Heylo Pro by canceling Heylo Pro and signing up again with a new payment.

## Cancel Heylo Pro

Any admin can cancel Heylo Pro at any time. Upon cancellation, the group immediately loses access to the available Heylo Pro features. Any past activity, such as a waiver signature for a prior member, remains, but the feature is not applicable for new members.

## Annual subscriptions

Annual subscriptions are not available at this time.

## Free Trial or Demo

Heylo may offer a free trial or demo period. Check the website for any current promotional offers, or [contact team Heylo](#).

## Heylo Enterprise

Heylo Enterprise is a custom priced subscription for organizations with many groups and chapters. Pricing is customized based on the needs of the group.

To see the latest pricing, please visit the pricing page:<https://heylo.com/pricing>

To learn the latest features, please visit [Heylo Enterprise](#).

## Signing Up

Signing up for Heylo is easy – anyone to join. You can sign up with any web browser (no need to download a new app) or with apps on iOS or Android.

1. Web browser. You'll need to provide your name and phone number. Phone numbers are used to verify you're a real human. We will never sell your data or share your phone number with members of the group.
2. Google. If you have a Google account, you can sign in with Google by selecting the Google button. Your name will be passed to Heylo and shared with your group.
3. Apple. If you have an Apple account, you can sign in with Apple by selecting the Apple button. Your name will be passed to Heylo and shared with your group.

Everyone only needs to sign up once to join a group on Heylo. Phone numbers are not visible to other members, which keeps the group secure. Heylo will never spam anyone or sell their data.

To switch a sign-up method, [get in touch with the Heylo team](#).

## Availability and Devices: iOS, Android, Web

Heylo is available on all devices - iOS app, Android app, mobile web, iPad browser, and desktop browser. All browser types are supported as well, such as Google Chrome, Apple Safari, Firefox, etc.

All interactions are automatically synced across all platforms. For example, an [event](#) created on a computer is immediately editable from the phone app.

The Heylo mobile app for both Android and iPhone is available in over 60 countries, and Heylo can be used on any internet connection unless blocked by local regulation.

## Accessible Countries and Languages

### Available Geographies

Heylo is available on the web in all compliant geographies. The Android and Apple mobile app is available in 100+ major countries.

### Language Support

The language for Heylo will be selected in accordance with the local device language. To cater to our diverse user base, Heylo is available in multiple languages with more coming soon:

- **English (US)**
- **Spanish**
- **French**
- **Japanese**

## Leadership resources

We ♥ leaders. Our team compiled the best resources for leaders to get the most out of their groups:

- [Get inspired by stories of leaders on Heylo](#)
- [Follow us on Instagram](#) for real-time tips and announcements
- [Subscribe](#) to our leader newsletter

## Heylo's referral program

Anyone with a Heylo account can share their unique link to refer a new group to Heylo. When a qualified group activates on Heylo, both the person who referred Heylo and the new group will each receive \$50.

### Terms and Conditions

To qualify, a group or its leader must not have had a previous account on Heylo and must add least 50 members to their group. Recipients choose how payments are delivered — Venmo, Paypal, or as Heylo credit.

Heylo reserves the right to end the referral program at any time. Heylo also reserves the right to withhold the reward on a case-by-case basis (e.g. abuse of the program).

## Contact the Heylo Team

Connecting with groups is our joy. You can reach us anytime in Heylo Support Chat in your Heylo private chats. Or email us at [support@heylo.com](mailto:support@heylo.com). We are also active on Instagram as [@heylo\\_co](https://www.instagram.com/heylo_co) and you can reach us through direct messages there too. Reach out anytime with your feedback and ideas - we'd love to connect with you!

Furthermore, everyone on Heylo has access to our work to improve Heylo via "What's New". See "What's New" from profile settings, or check out more releases [on our website](#).

## Heylo Instagram collab post guidelines

We're excited to collaborate with your group on Instagram! Collab posts allow us to share your community's story while expanding your reach. Here's everything you need to know to make it happen.

### 1. Post format

We can collaborate on:

- ☑ **Feed posts** (single image or carousel)
- ☑ **Reels** (our favorite for reach and high engagement)

### 2. Content guidelines

Your post should include one or more of the following:

- ☑ **Your community's experience**—events, traditions, or what makes your group special
- ☑ **How you use Heylo**—check-ins, event calendar, communication, etc.
- ☑ **Visually engaging content**—high-quality, well-lit photos or videos that capture the energy and excitement of your group

**Need inspiration? Here are some examples of recent collabs:**

[Central Park Track Club x Heylo](#)

[Vibe Ride x Heylo](#)

[Jacksonville Run Club x Heylo](#)

[Threshold Trail Series x Heylo](#)

### 3. How to add Heylo

- Add [@heylo\\_co](https://www.instagram.com/heylo_co) as a **collaborator** when posting.
- If Heylo accepts, the post will appear on both accounts.

## 4. Tag and hashtag

- Tag **@heylo\_co** and include the hashtag **#HeyloGroups**

## 5. Approval Process

- Send us a quick DM if you plan to include Heylo in a collab. We'll do our best to accept it based on our content calendar.
- **We can only accept one collab post per group per week.**

Ready to collab? Reach out, and let's showcase your incredible community! 📩

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