



Member Enrollment Guide

Join Headspace via Virgin Pulse



Getting started with Headspace

Ready to get some Headspace? Get started with the steps below:

- Create an account / log-in with an existing account
- Connect to Virgin Pulse
- Verify eligibility



Click on the **How to Enroll with Headspace** guide for additional instructions. Contact Virgin Pulse for support (email, chat or call).

1

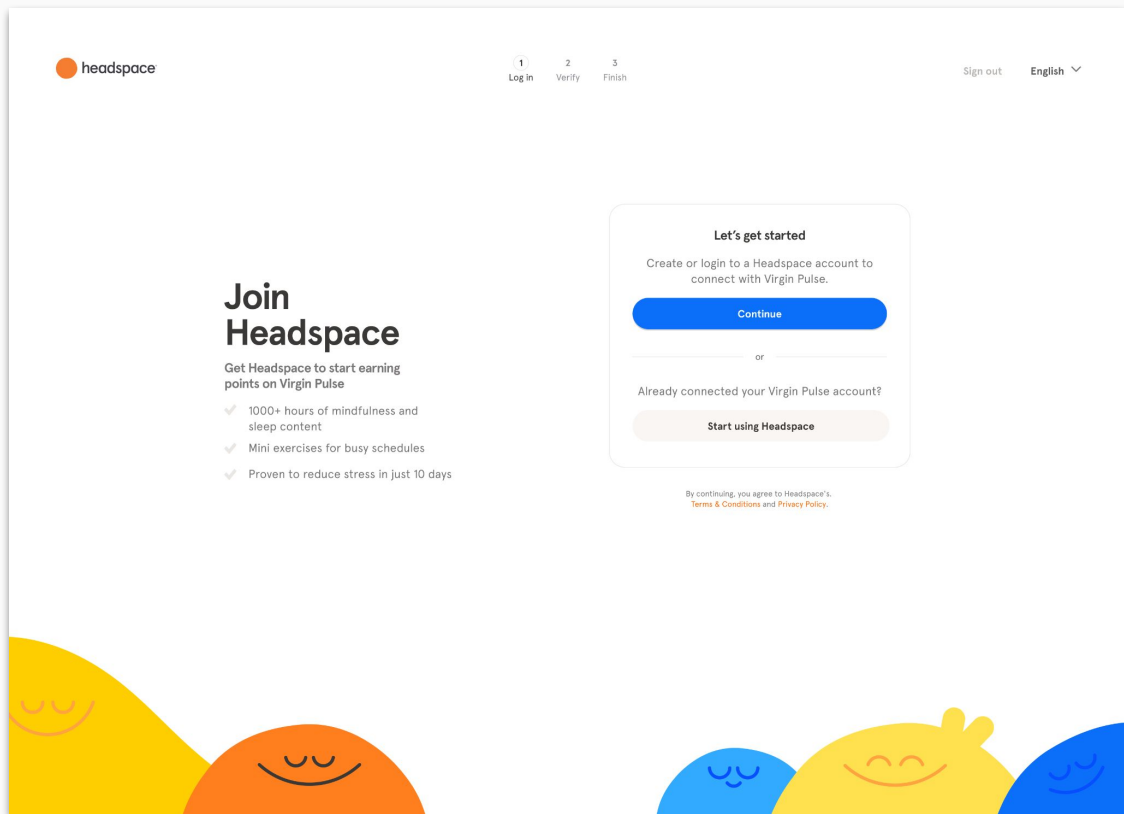
Log in

To Create or login to an existing Headspace account via web browser.

Click “Continue” to get started.

Did you already make a Headspace account and connect to Virgin Pulse?

Please use the “Start Using Headspace” option to go directly to Headspace content



1

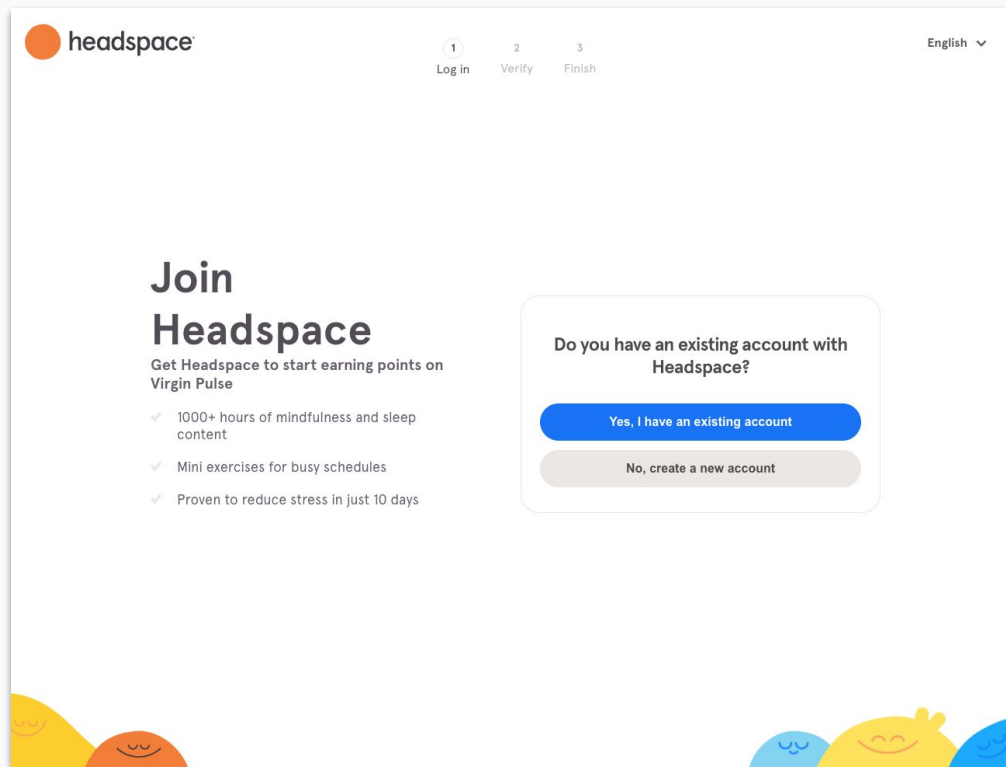
Log in

Option 1:

Existing Headspace users will answer “Yes” and sign in with their existing Headspace account details.

Option 2:

New users will answer “No, create a new account” and should follow the prompt to create an account.



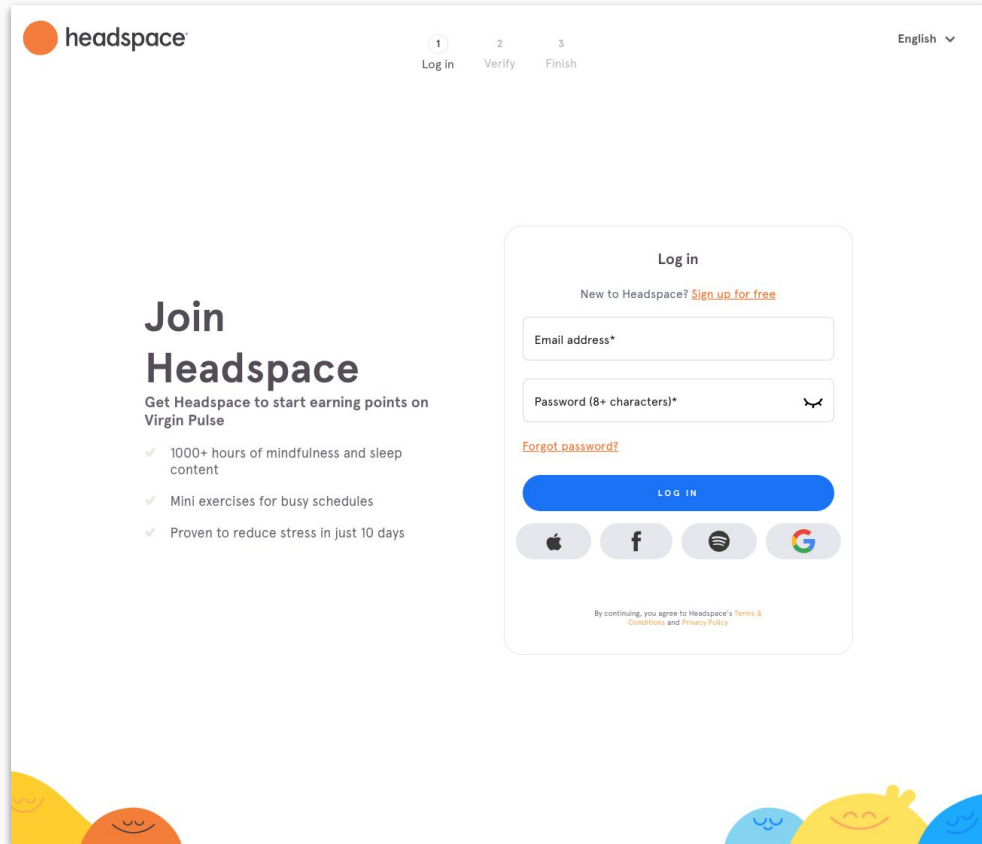
1

Log in

Option 1: Existing Members

Members with existing Headspace accounts should sign in with the email and password associated with that account

If you created a Headspace account using an Apple, Facebook, Spotify or Google account, use those methods to log in.



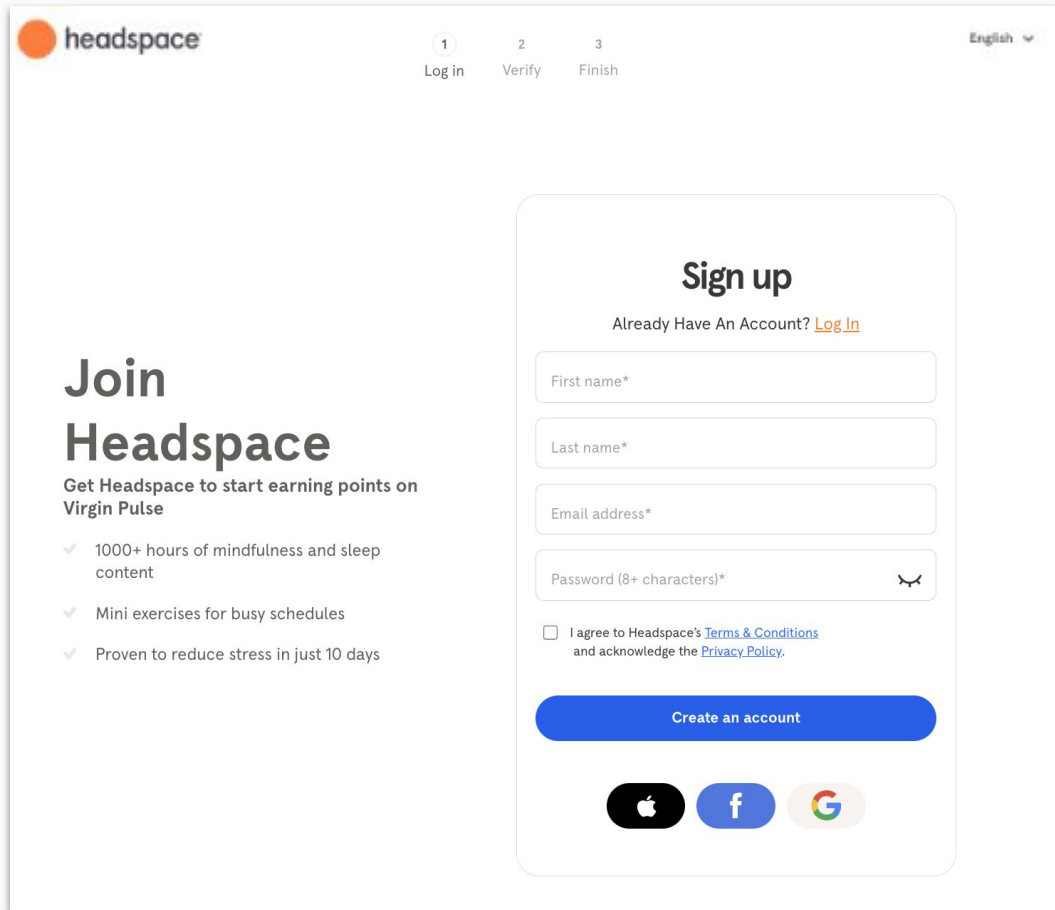
The screenshot shows the Headspace login interface. At the top, the 'headspace' logo is on the left, and navigation links '1 Log in', '2 Verify', and '3 Finish' are in the center. A language dropdown 'English' is on the right. The main heading 'Join Headspace' is followed by the text 'Get Headspace to start earning points on Virgin Pulse'. Below this are three bullet points: '1000+ hours of mindfulness and sleep content', 'Mini exercises for busy schedules', and 'Proven to reduce stress in just 10 days'. The login form on the right is titled 'Log in' and includes a link 'New to Headspace? Sign up for free'. It has input fields for 'Email address*' and 'Password (8+ characters)*' with an eye icon. A 'Forgot password?' link is below the password field. A blue 'LOG IN' button is prominent, followed by social login buttons for Apple, Facebook, Spotify, and Google. At the bottom, a small disclaimer states 'By continuing, you agree to Headspace's Terms & Conditions and Privacy Policy'. Decorative cartoon characters are at the bottom of the page.

1

Log in

Option 2: New Members

Users new to Headspace can create an account with email and password or a 3rd party like Apple, Facebook, or Google



The screenshot shows the Headspace sign-up page. At the top, the Headspace logo is on the left, and navigation links 'Log in', 'Verify', and 'Finish' are in the center, with 'English' on the right. The main heading is 'Join Headspace' with a subtext 'Get Headspace to start earning points on Virgin Pulse'. Below this are three bullet points: '1000+ hours of mindfulness and sleep content', 'Mini exercises for busy schedules', and 'Proven to reduce stress in just 10 days'. On the right, the 'Sign up' section contains a link 'Already Have An Account? Log In', followed by input fields for 'First name*', 'Last name*', 'Email address*', and 'Password (8+ characters)*'. Below these is a checkbox for 'I agree to Headspace's Terms & Conditions and acknowledge the Privacy Policy.' and a blue 'Create an account' button. At the bottom are three social login buttons for Apple, Facebook, and Google.

headspace

1 Log in 2 Verify 3 Finish English

Join Headspace

Get Headspace to start earning points on Virgin Pulse

- ✓ 1000+ hours of mindfulness and sleep content
- ✓ Mini exercises for busy schedules
- ✓ Proven to reduce stress in just 10 days

Sign up

Already Have An Account? [Log In](#)

First name*




Last name*

Email address*

Password (8+ characters)*

☐ I agree to Headspace's [Terms & Conditions](#) and acknowledge the [Privacy Policy](#).

Create an account

Connecting to Virgin Pulse

Connect your Headspace account to Virgin Pulse!



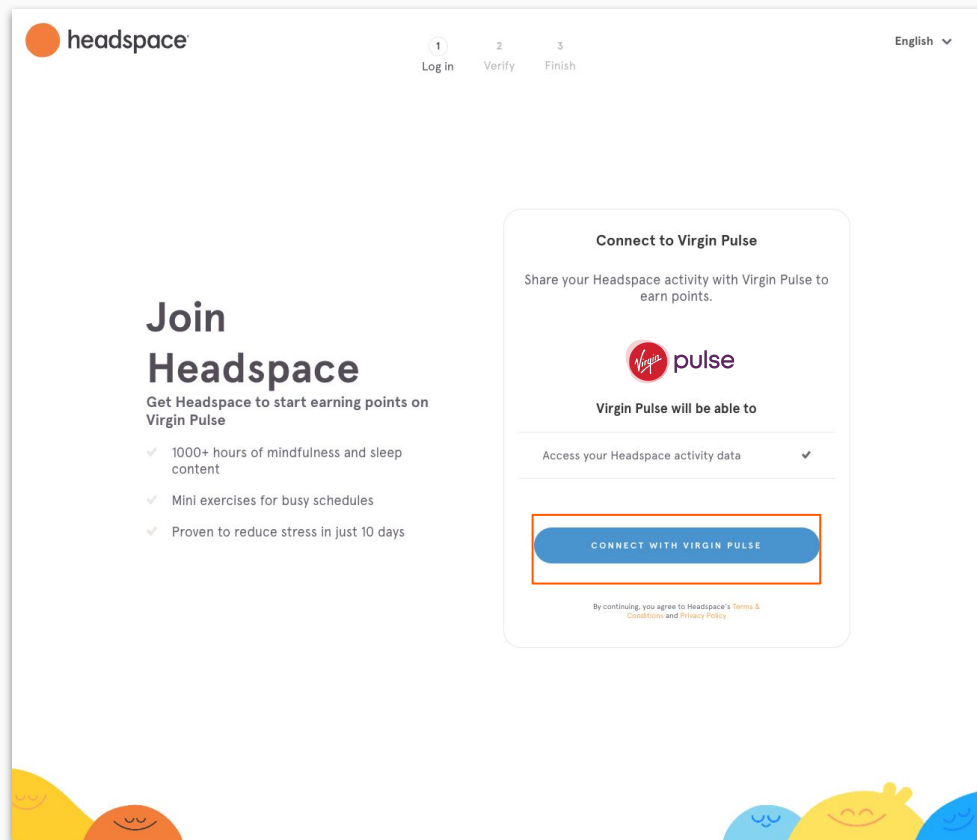
1

Log in

Connecting to Virgin Pulse:

Step 1:

Click “Connect with Virgin Pulse” to link your Virgin Pulse and Headspace accounts



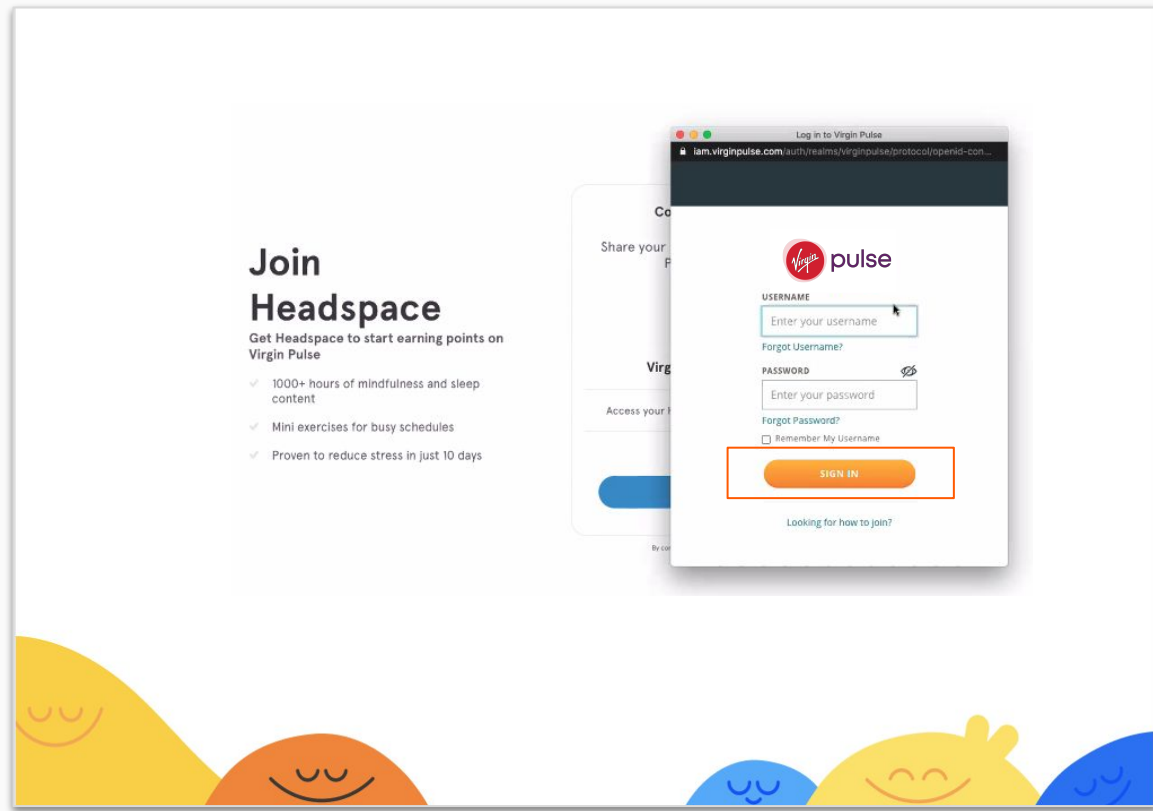
1

Log in

Connecting to Virgin Pulse:

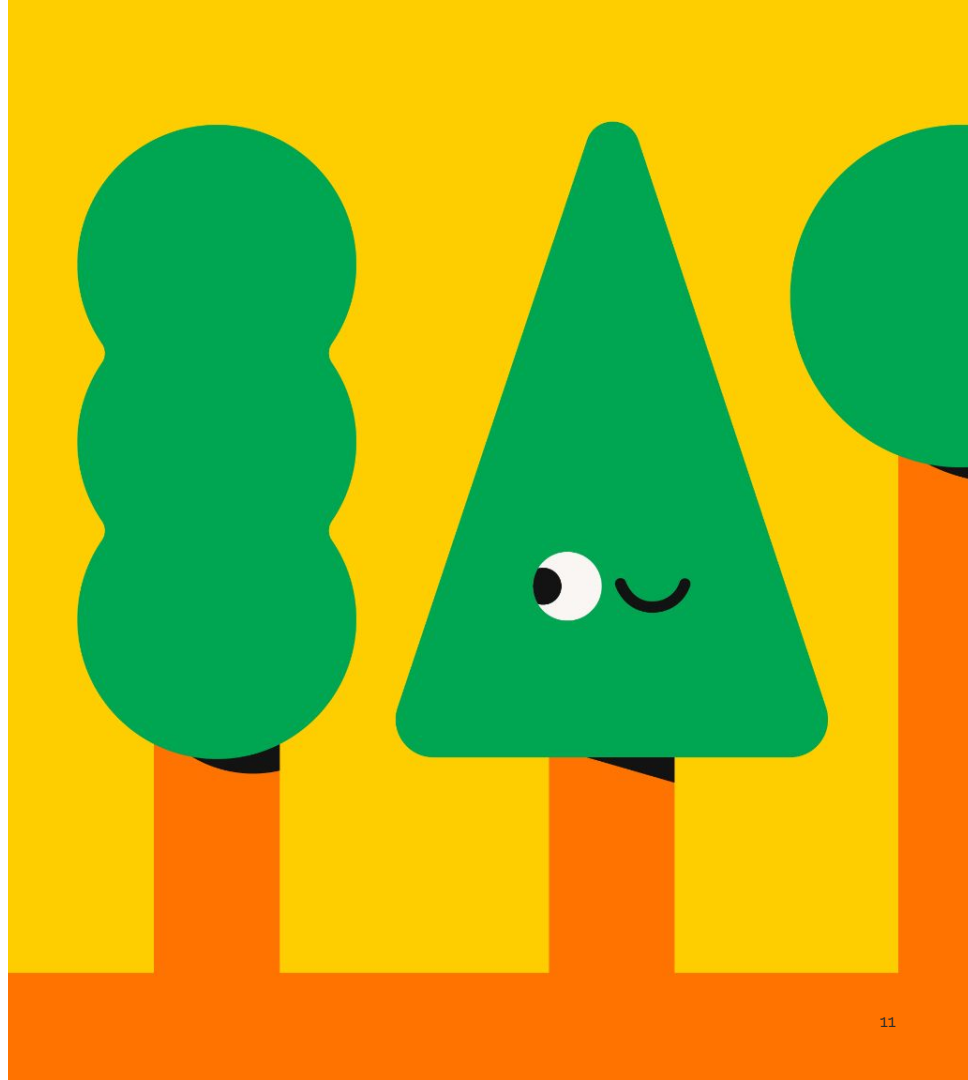
Step 2:

Enter your Virgin Pulse credentials and click “Sign In”



Verify eligibility

Connect your Headspace account to Virgin Pulse!





2

Verify

Verify Eligibility:

Verify your account with your
Last Name & MemberID

*Note: The next page will provide instruction
to locate your MemberID*

✓
Log in

2
Verify

3
Finish

English ▾

Join Headspace

Get Headspace at no cost, from Virgin Pulse for Health Plans

- ✓ 1000+ hours of mindfulness and sleep content
- ✓ Mini exercises for busy schedules
- ✓ Proven to reduce stress in just 10 days

11-digit MemberID* =[9-digit ID number on card]+00 for subscriber, or +01 for spouse/domestic partner. Contact Virgin Pulse for support.

Verify your access

We need to verify your access to Virgin Pulse for Health Plans's Headspace plan.

Last Name

Member ID

Verify

Contact teamsupport1@headspace.com or visit our [FAQ](#) if you experience any issues with enrollment.

How to locate your member ID

Subscriber:

Subscriber = 9-digit MemberID number + 00 (ex. 987987987**00**).

Spouse/Domestic Partner:

Spouse/Domestic Partner = 9-digit MemberID + 01 (ex. 987987987**01**)

Need more support?

Check out support.virginpulse.com

Live Chat: Monday – Friday 2am – 9pm (ET)

Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

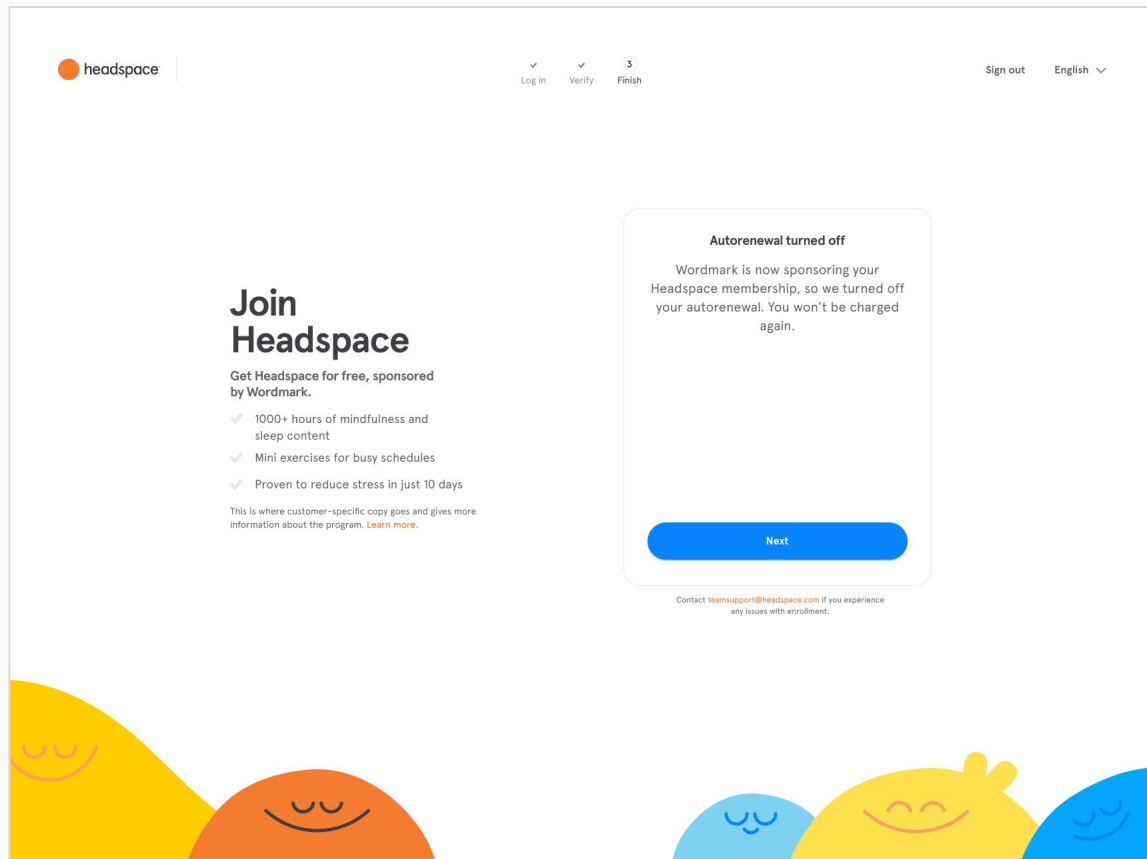
Send an email at support@virginpulse.com



3

Finish

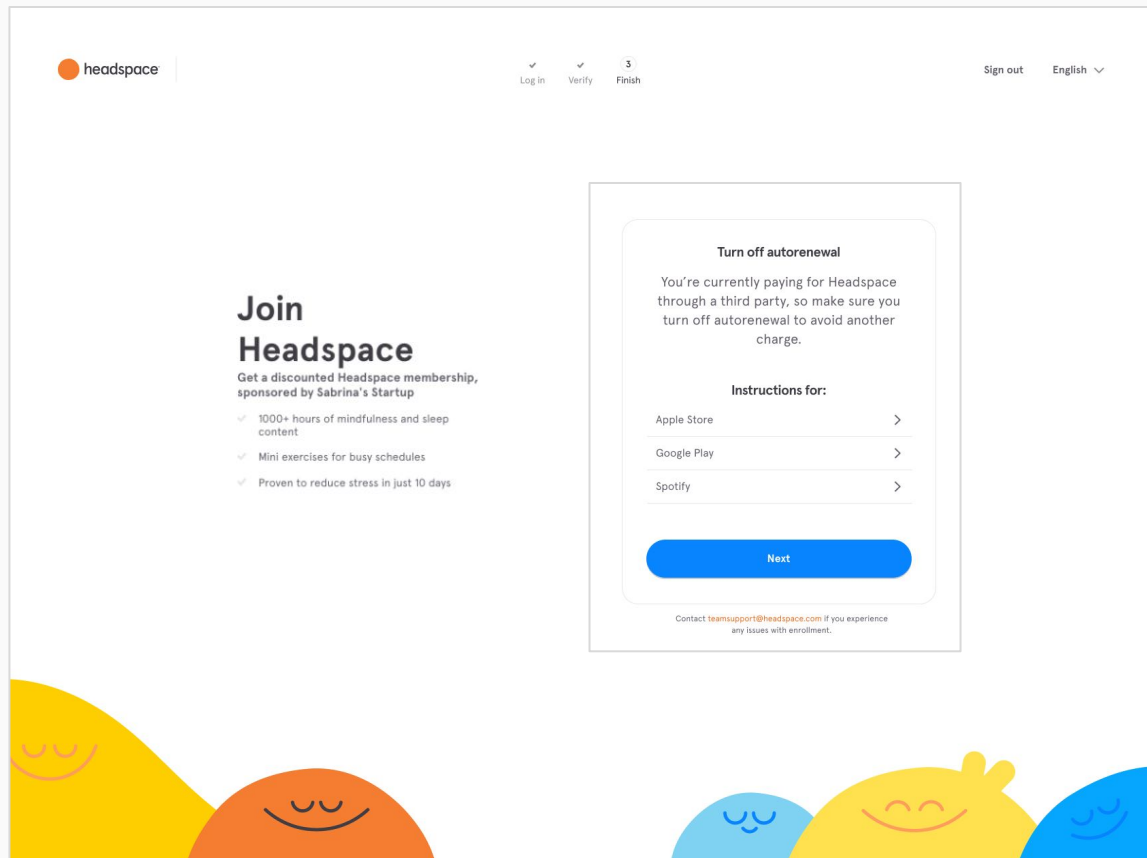
If you had an existing paid Headspace membership, future auto-payments through Headspace are automatically paused.



3
Finish

Future payments through a third party need to be manually paused.

See our Help Center>Billing Questions for instructions.

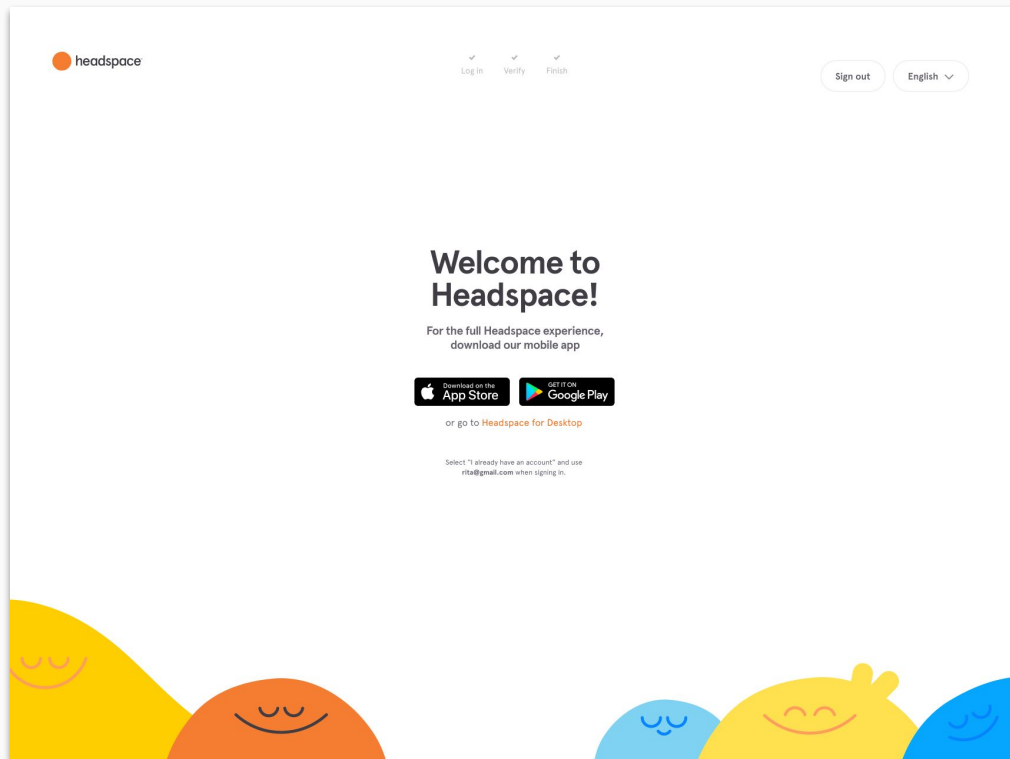


✓
Finish

Joining success!

Members will be prompted
to download the
Headspace iOS or Android
app

To access Headspace going
forward please go directly
to the app or
headspace.com/login



Troubleshooting Guide

In this guide, you'll find helpful tips that address challenges when setting up your Headspace account through Virgin Pulse.



Frequently asked Questions

1. I see a spinning wheel or frozen screen during enrollment, what should I do?
2. How do I verify my Headspace account is linked to my Virgin Pulse account?
3. Can I use “Connect with SSO” to login to Headspace?
4. How do I do complete a Headspace Progress Check in?
5. I’m logged into Headspace and it’s asking me to “Start my free trial”.

Still have questions?

Check out support.virginpulse.com

Live Chat Monday – Friday 2am – 9pm (ET)

Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

Send an email at support@virginpulse.com



I see a spinning wheel or frozen screen after enrollment, what should I do?

Here are a few general tips to try:

- If already created an account and connected to Virgin Pulse, go directly to Headspace app or website
- Ensure cookies and popups are enabled in your browser
- Clear browser cache
- Close and reopen your browser or Headspace app
- Try another web browser

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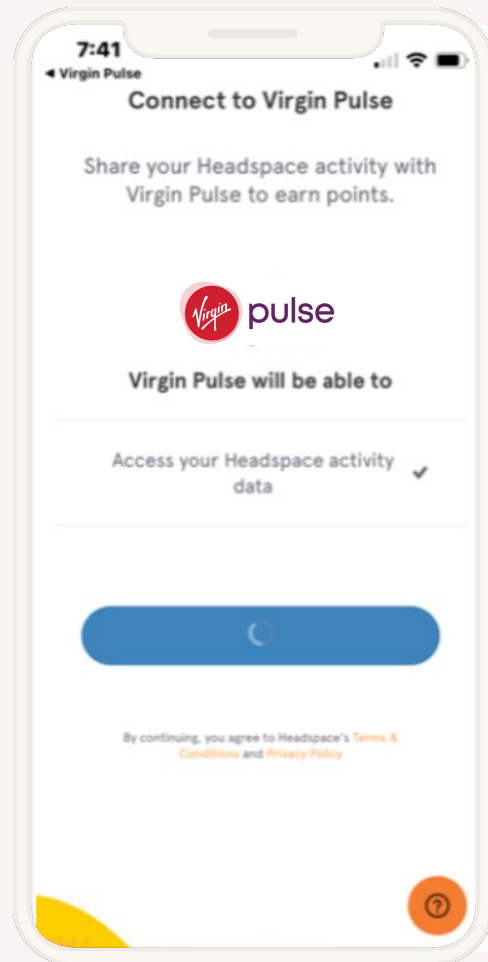
Looking for personal support?

Check out support.virginpulse.com

Live Chat Monday – Friday 2am – 9pm (ET)

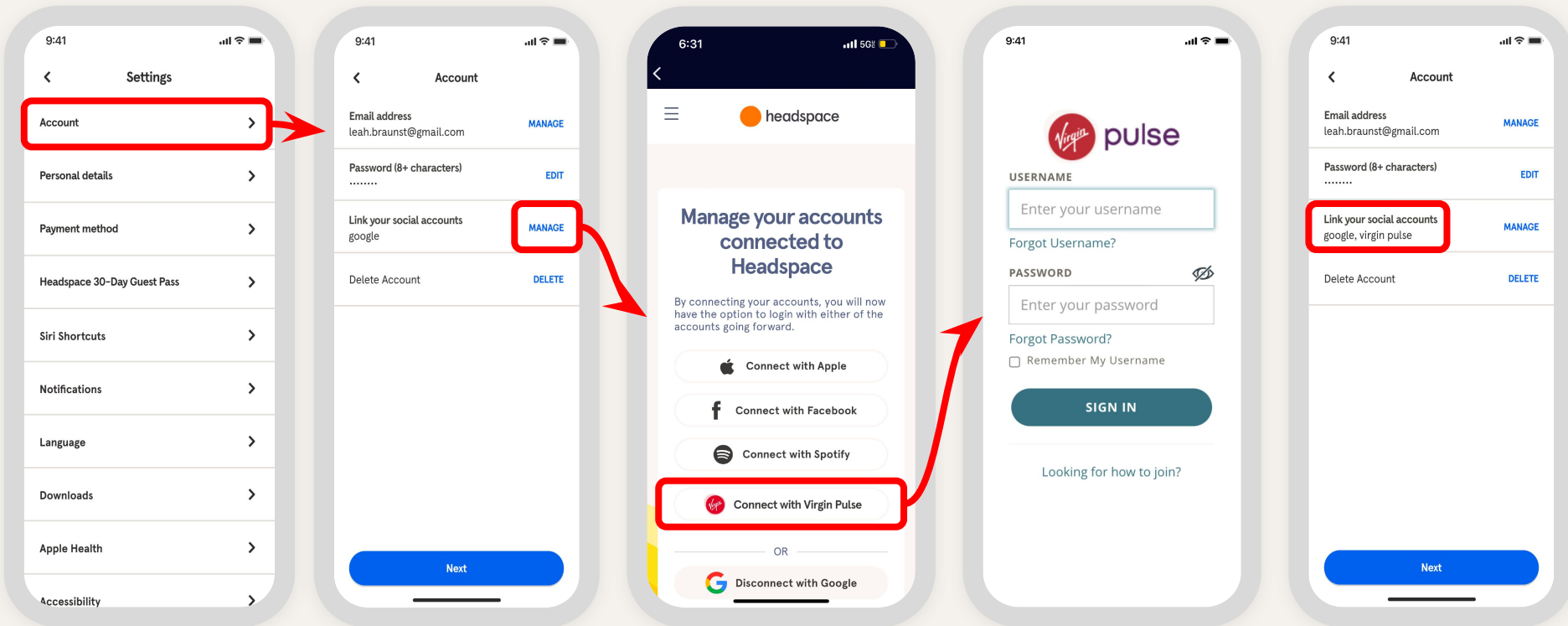
Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

Send an email at support@virginpulse.com



How do I verify my Headspace account is linked to my Virgin Pulse account?

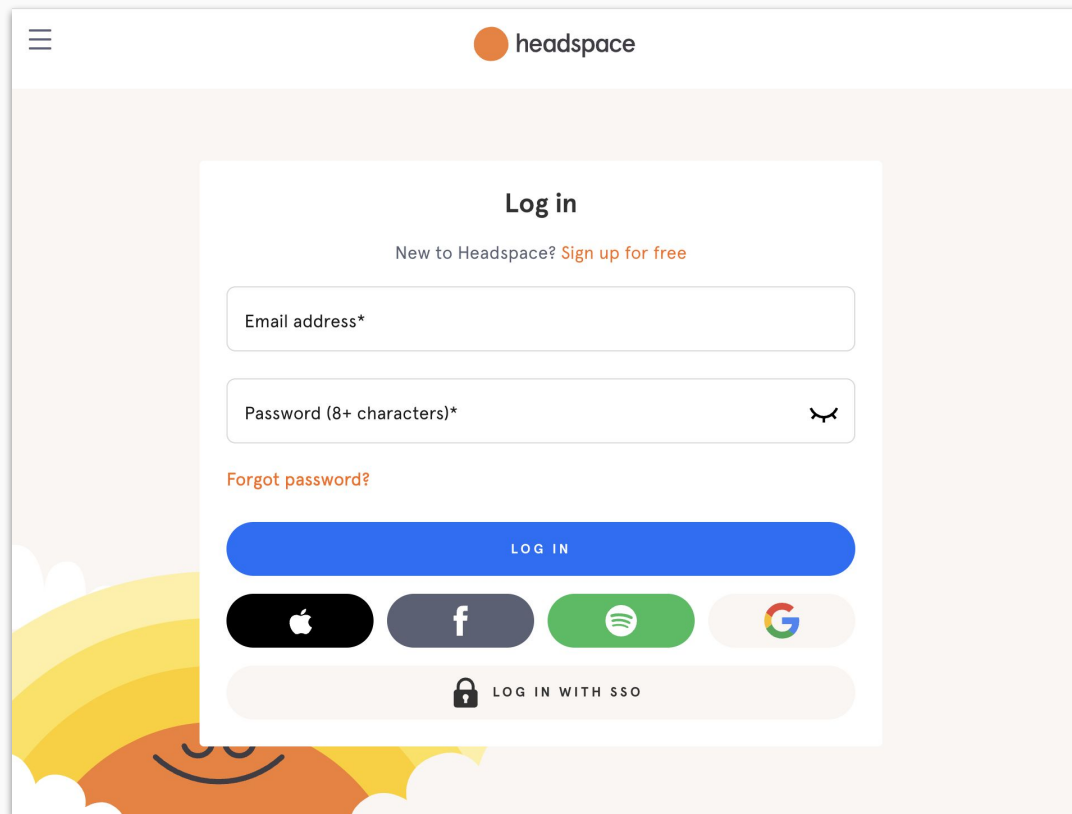
In Setting > Account, a member can view if their Virgin Pulse account is linked. If not, they can choose to Connect to Virgin Pulse & input their credentials right in the Headspace app.



Can I use SSO to log in to Headspace?

No, SSO login is not supported for Virgin Pulse members.

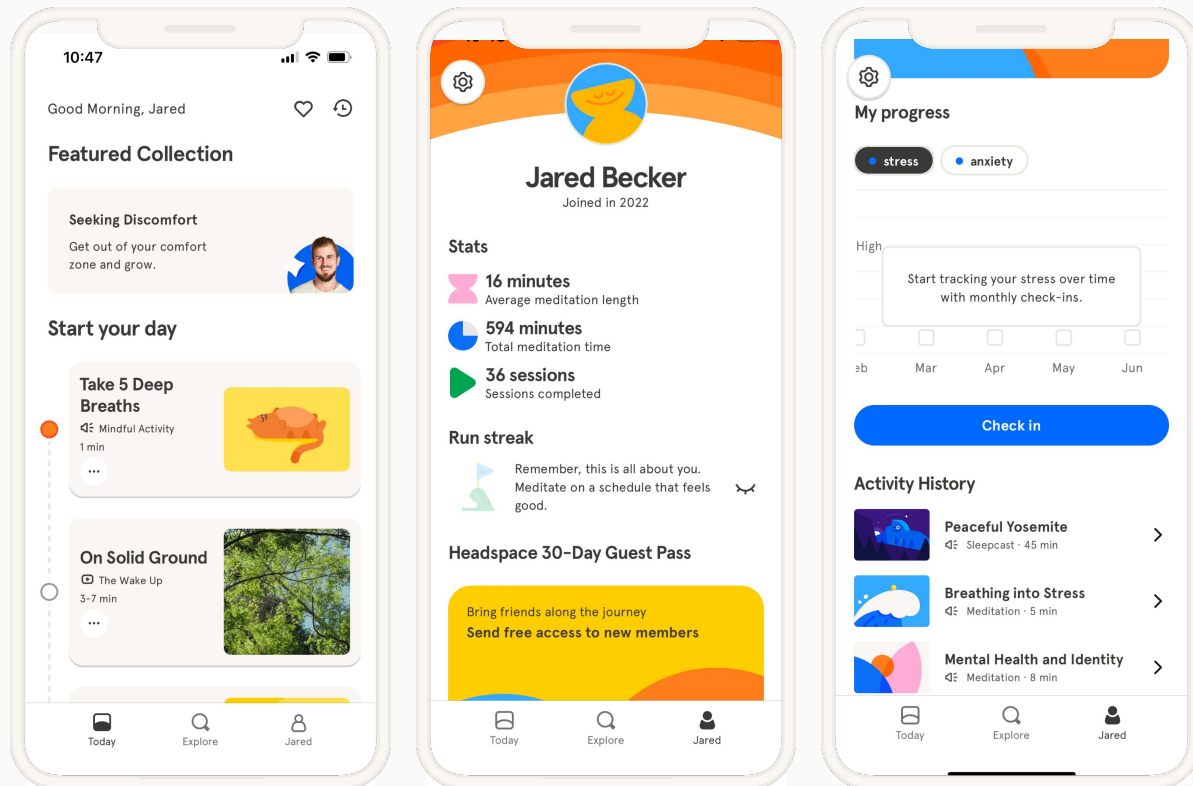
Please use the email or social account you signed up with to login to Headspace.



How do I complete a Headspace check in?

Open your Headspace app and tap on your Profile icon in the bottom right.

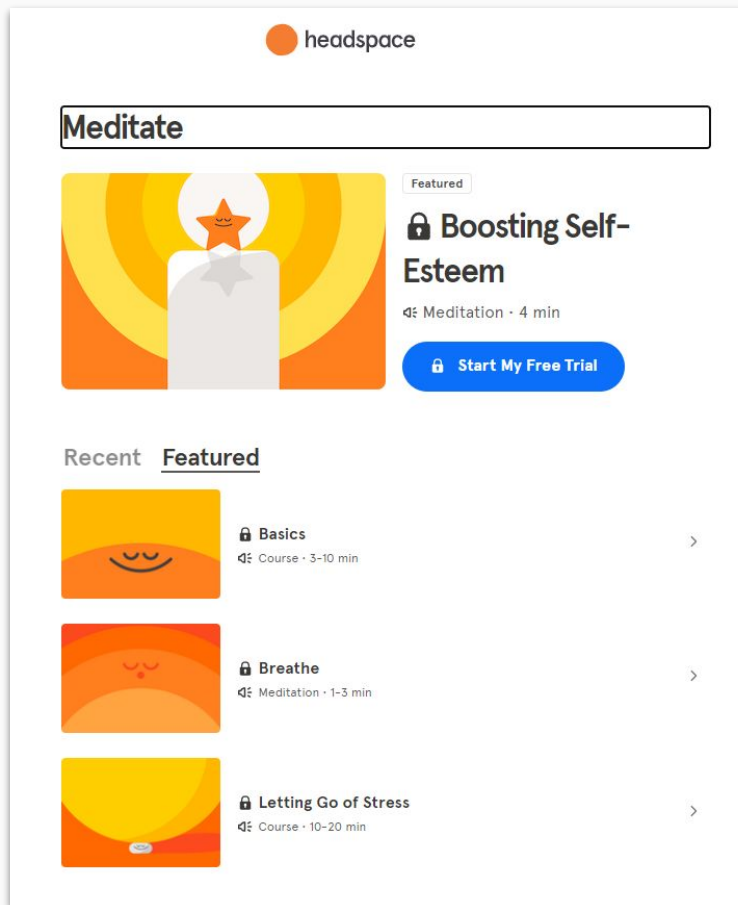
Scroll down to My Progress and tap on the blue “Check In” button.



I'm logged into Headspace
and it's asking me to "Start
my free trial".

You have not yet activated your
Headspace membership via
Virgin Pulse.

See the beginning of this guide
for steps to activate your
Headspace account and unlock
all of Headspace's premium
content.



Thank you!

