Proprietary & Confidential

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

Ready to get some Headspace?

To activate your Headspace membership through Virgin Pulse, you'll need to start on Virgin Pulse.

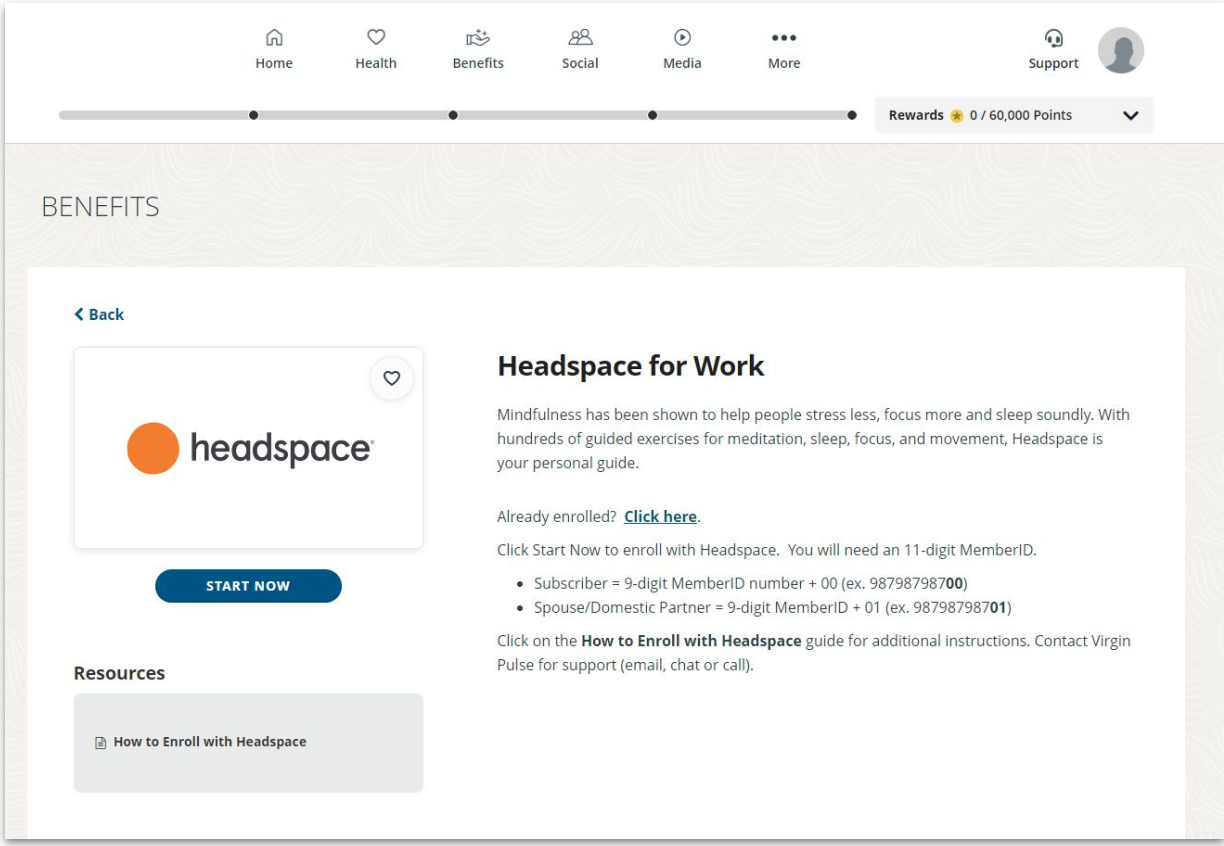
Sign into Virgin Pulse and navigate to the Benefits Page to find the Headspace enrollment page.

Click the "Start Now" button.

Already registered for Headspace through Virgin Pulse?

Select the "**Click here**" link to be taken directly to Headspace.

Member's Benefits Page



1

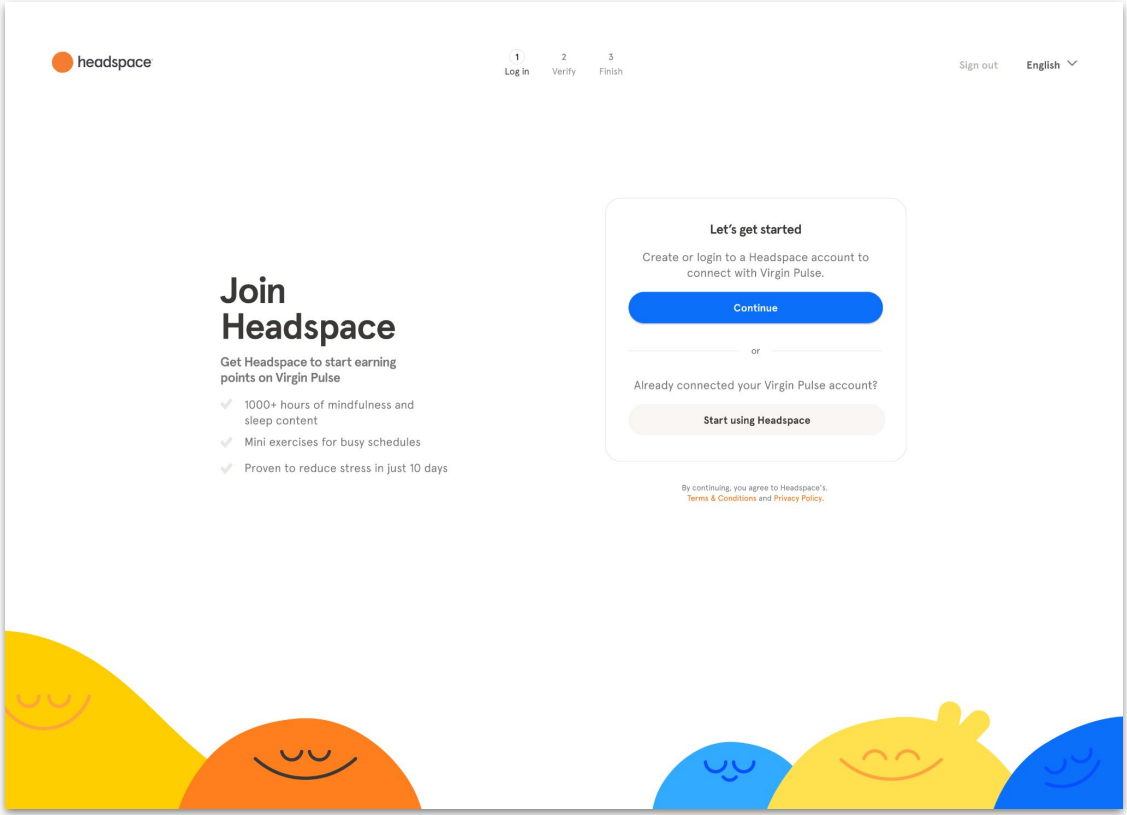
Log in

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

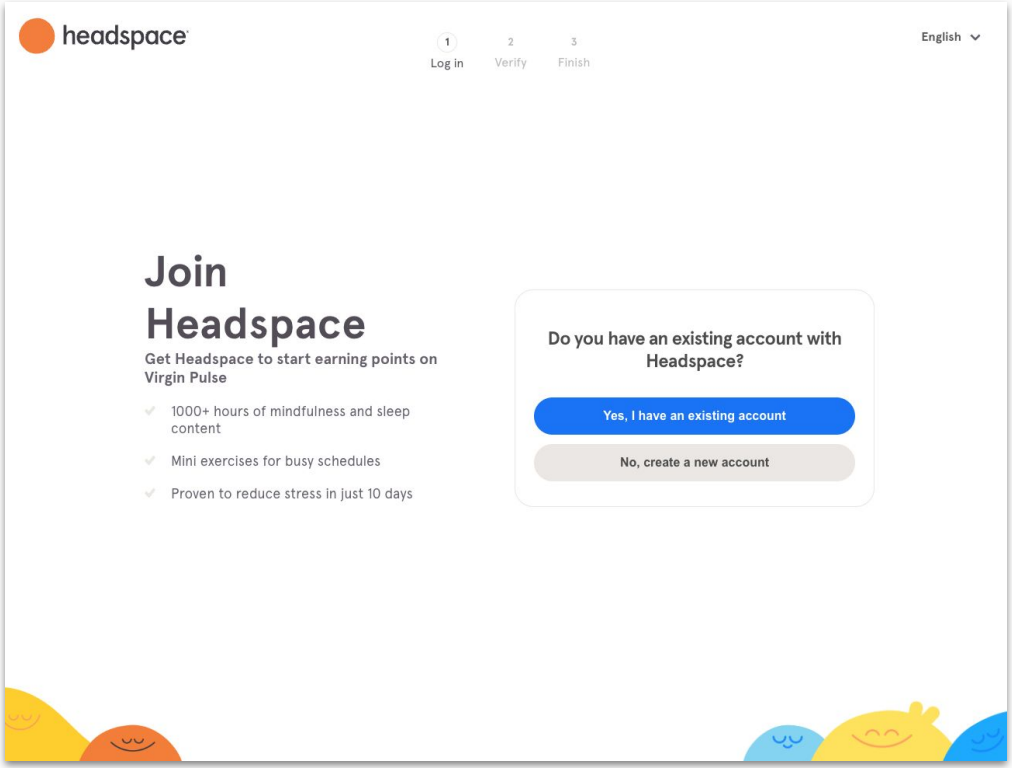
Log in

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.



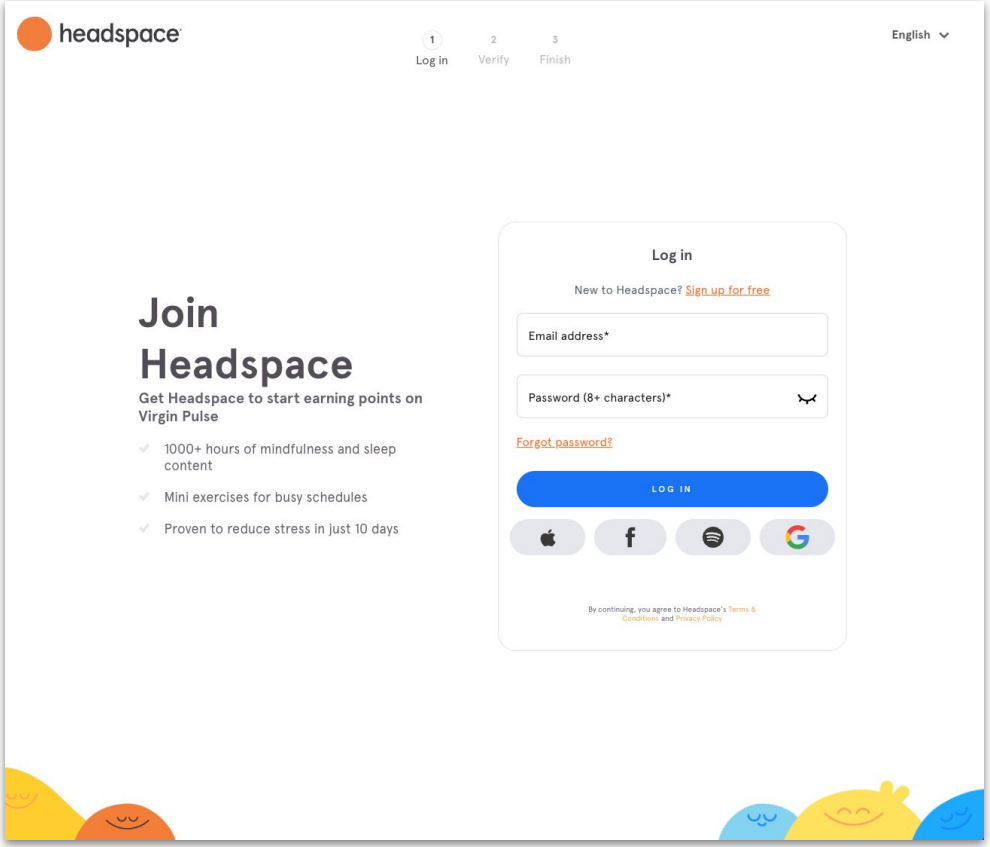
1

Log in

Option 1: Existing Members

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

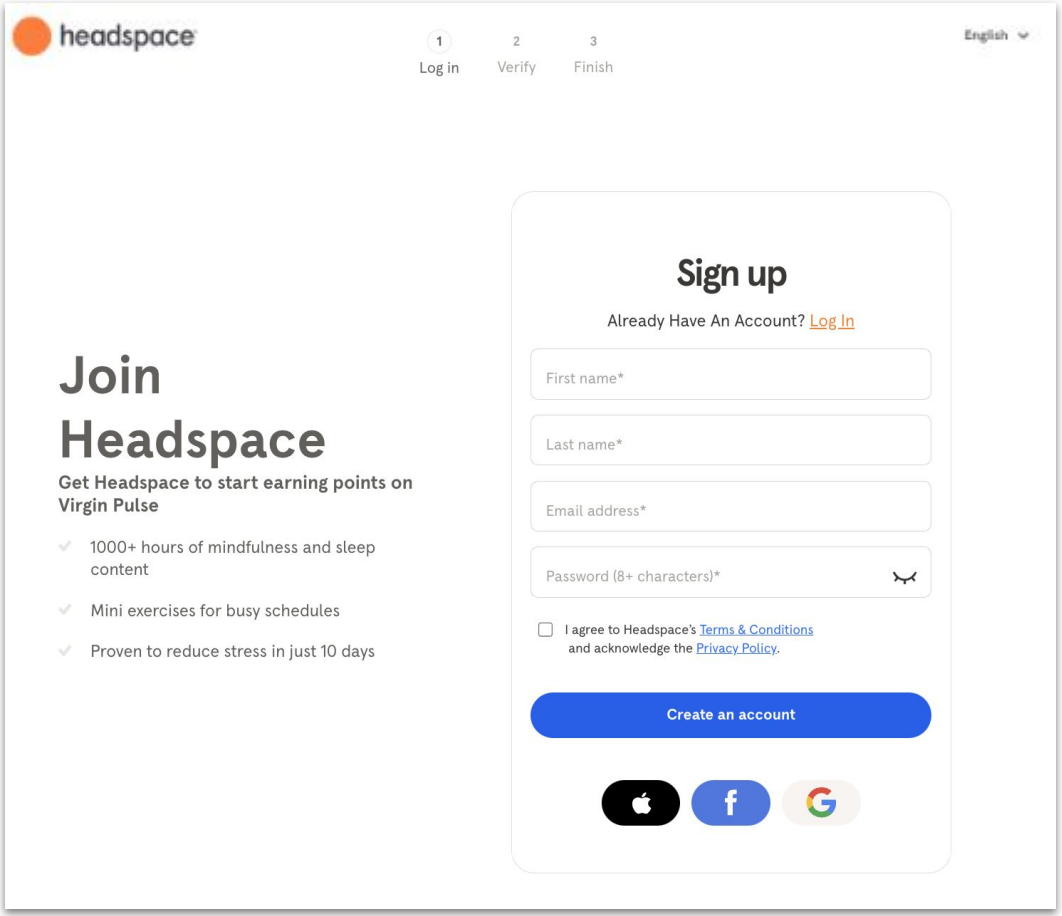
If you created a Headspace account using an Apple, Facebook, Spotify or Google account, use those methods to log in.



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



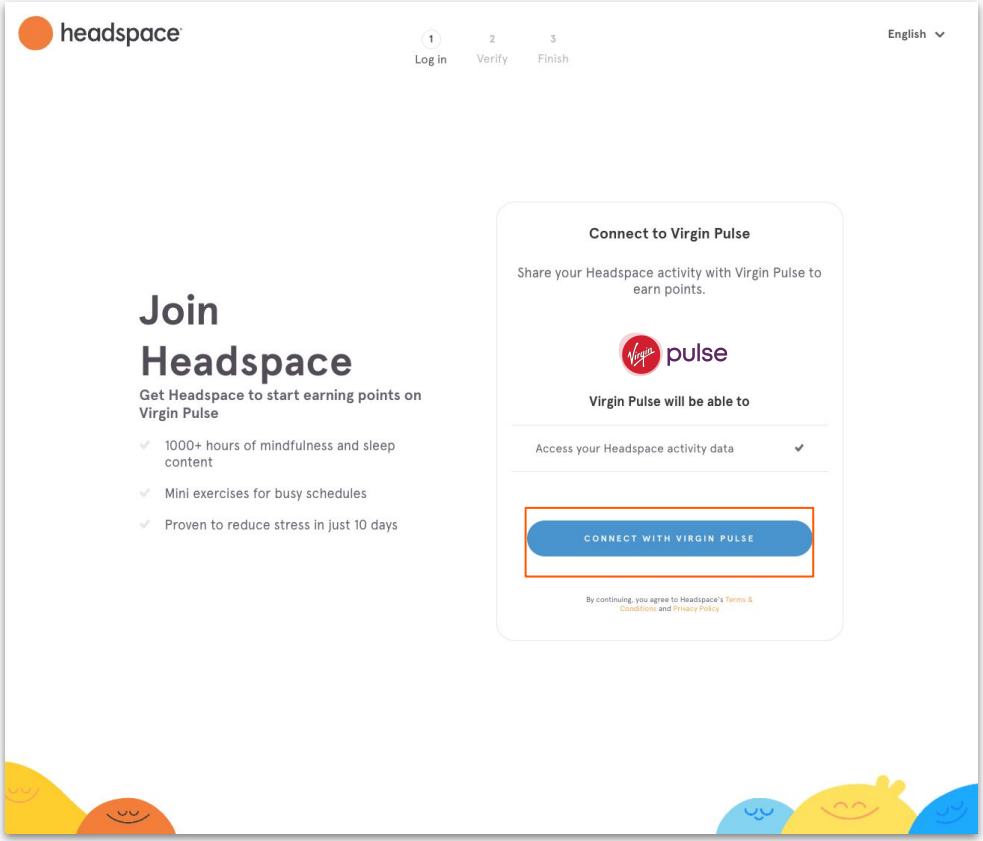
Connecting to Virgin Pulse

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

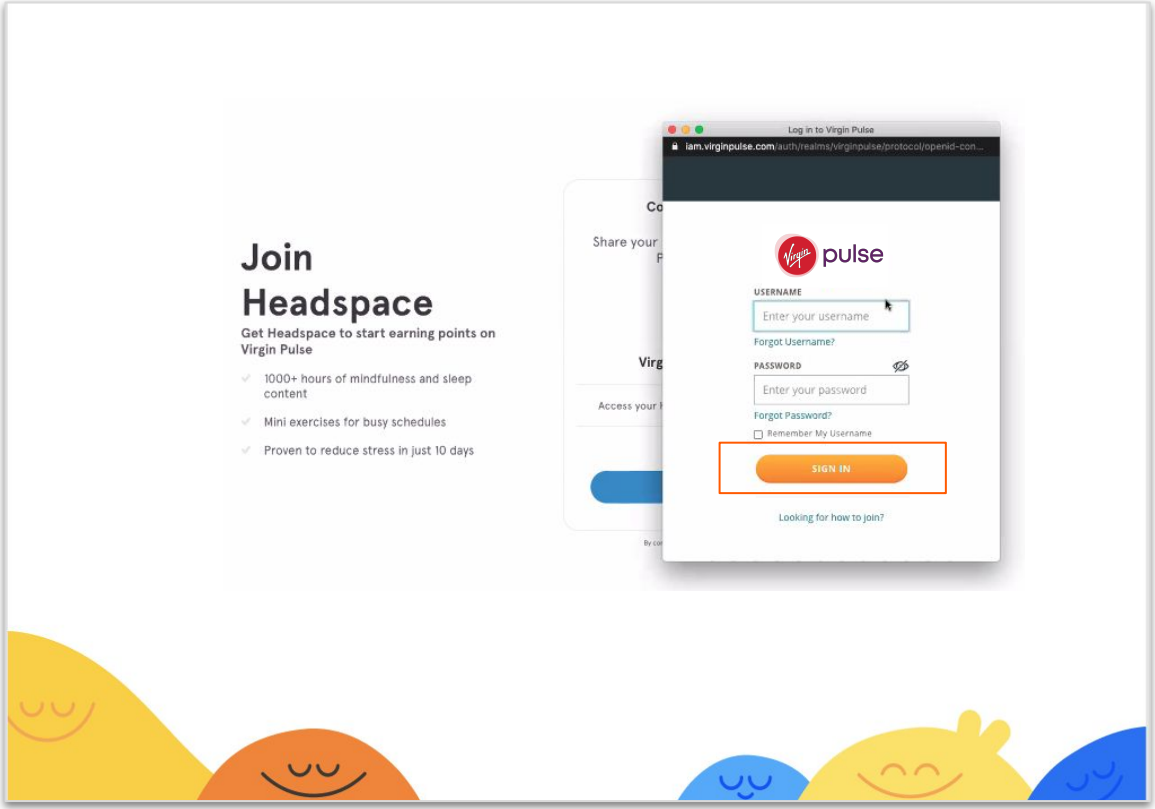


1

Log in

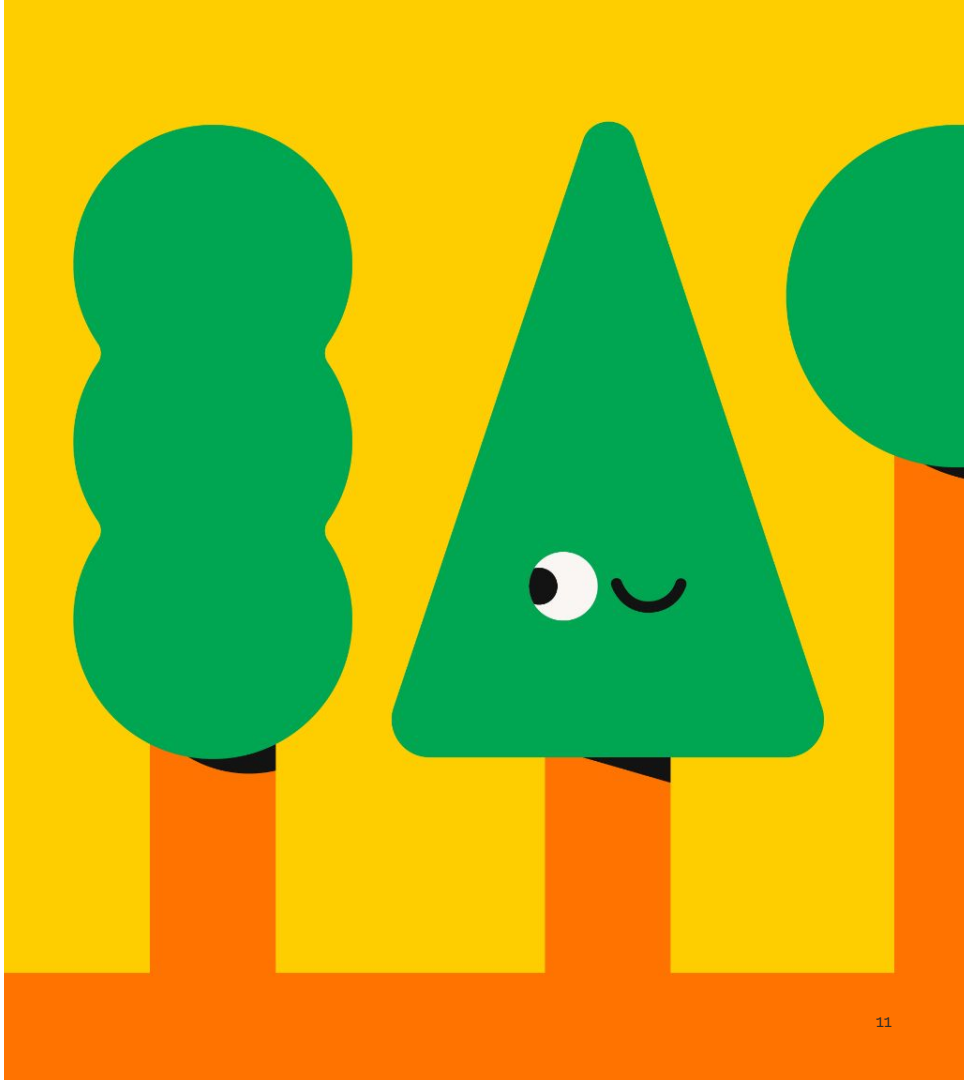
Connecting to Virgin Pulse:

Step 2:
Enter your Virgin Pulse credentials and click “Sign In”



Verify eligibility

Connect your Headspace account to Virgin Pulse!

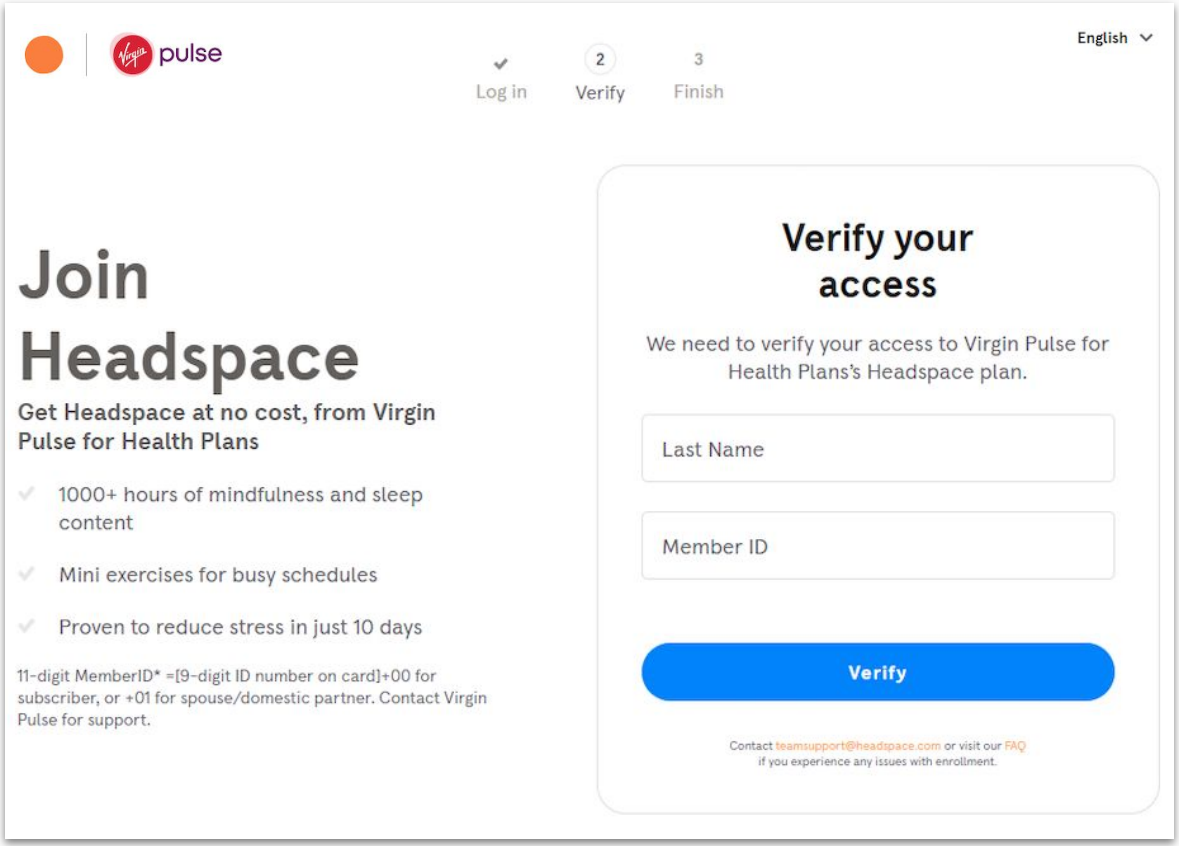


2
Verify

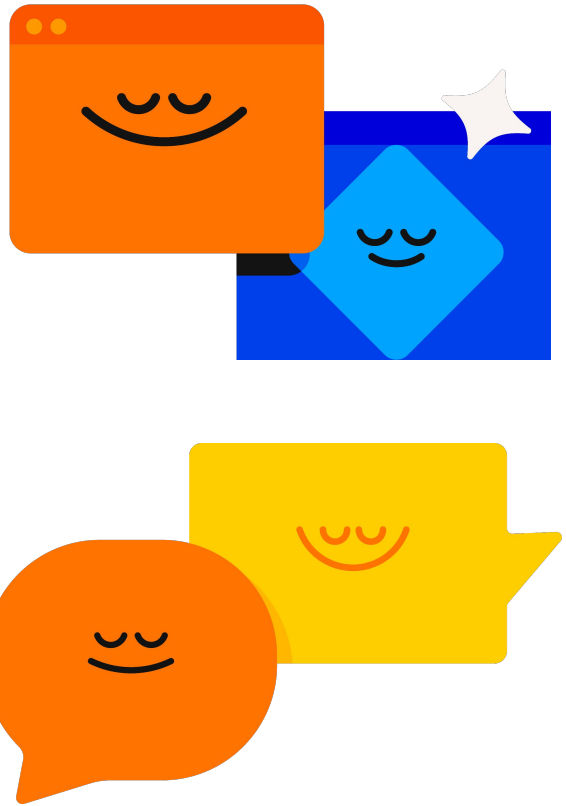
Verify Eligibility:

Verify your account with your Last Name & MemberID

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



How to locate your member ID



Subscriber:

Subscriber = 9-digit MemberID number + 00 (ex. 98798798**00**).

Spouse/Domestic Partner:

Spouse/Domestic Partner = 9-digit MemberID + 01 (ex. 98798798**01**)

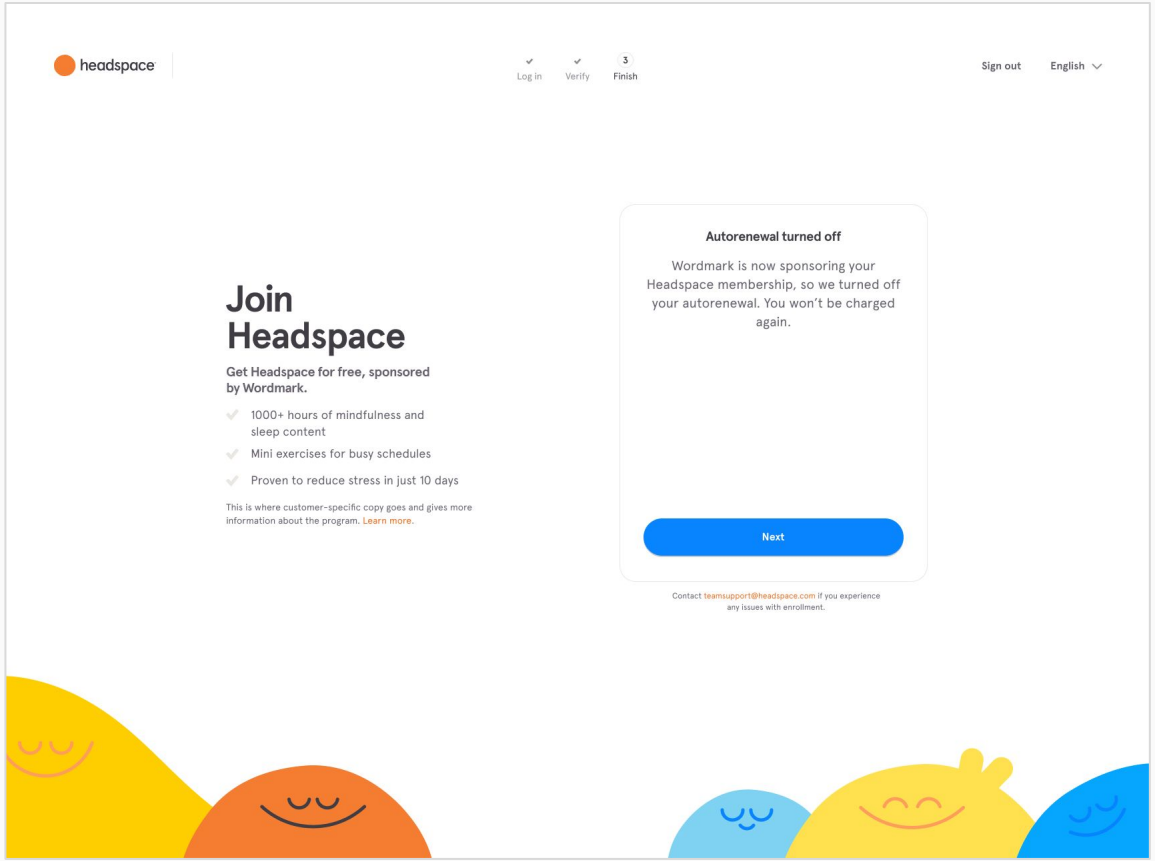
Need more support?

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.

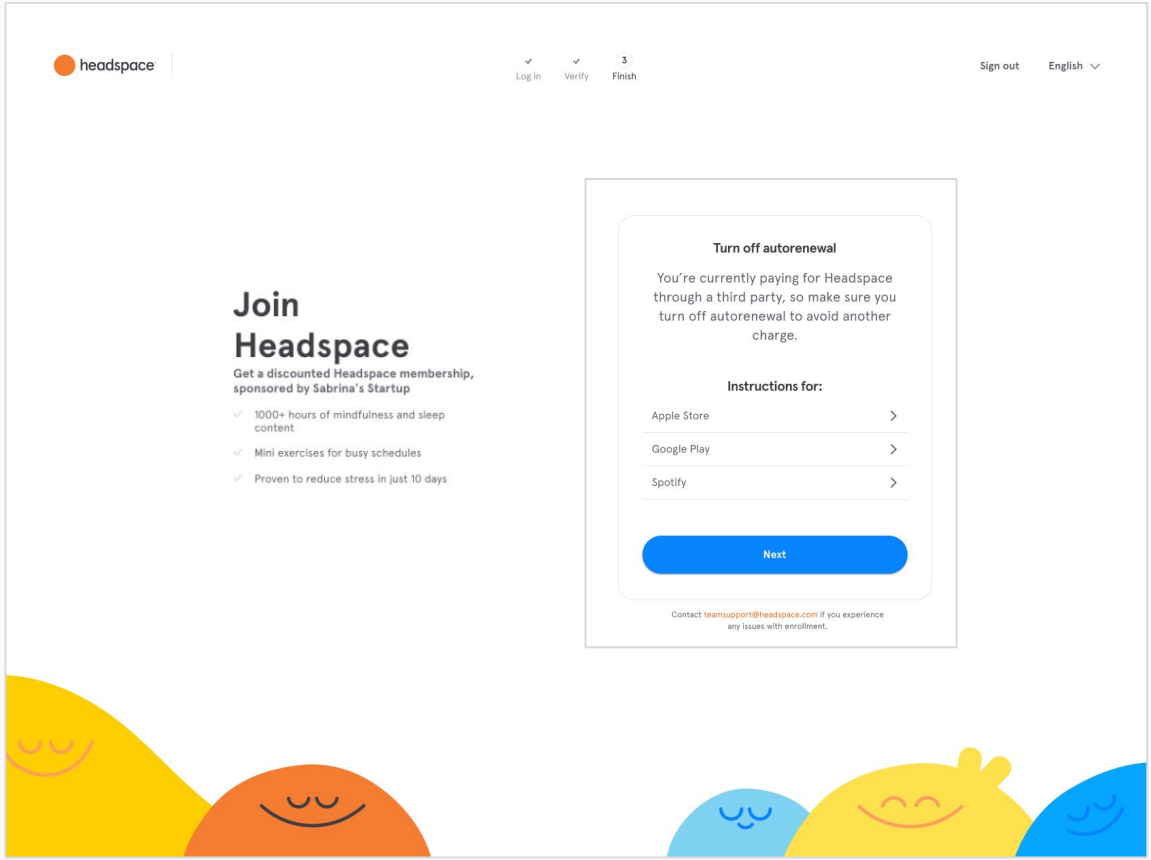


3

Finish

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

See our Help Center>Billing Questions for instructions.

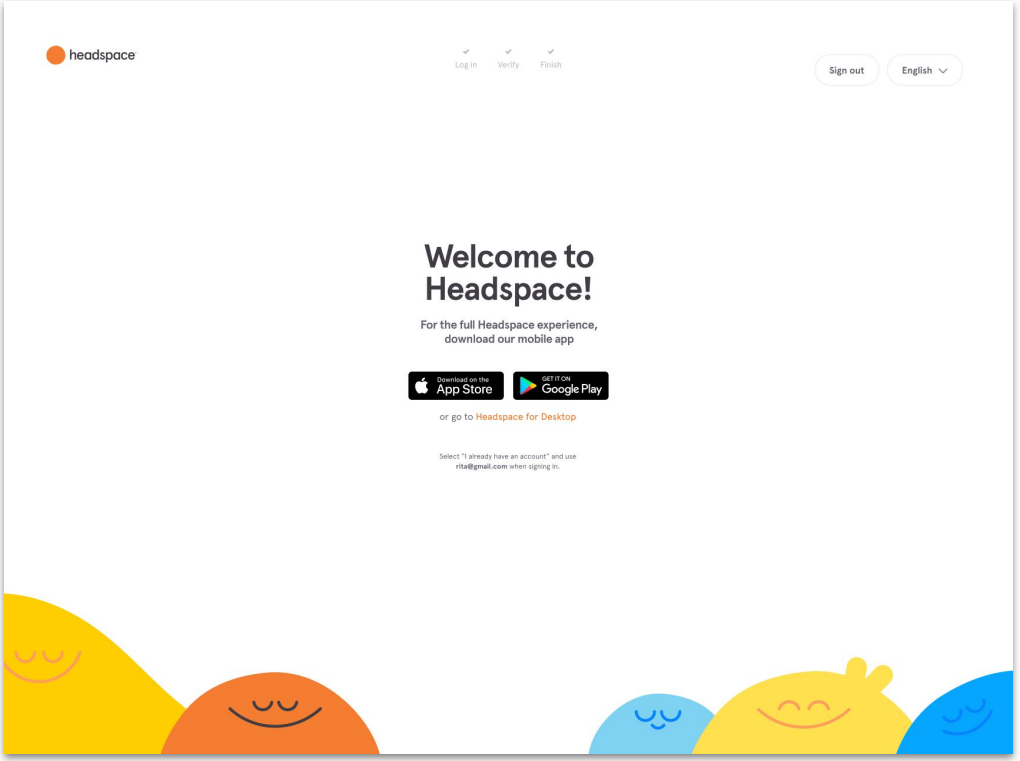


Finish

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?

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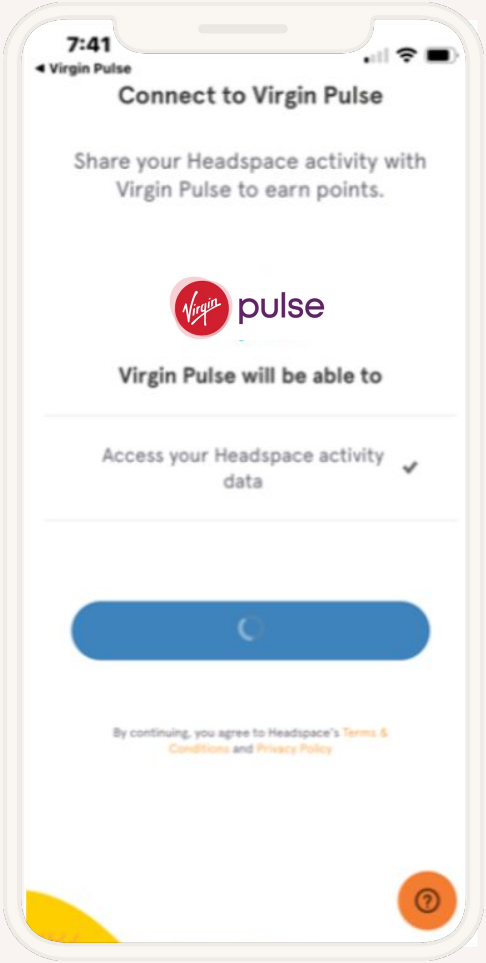
I see a spinning wheel or frozen screen after enrollment, what should I do?

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



Looking for personal support?

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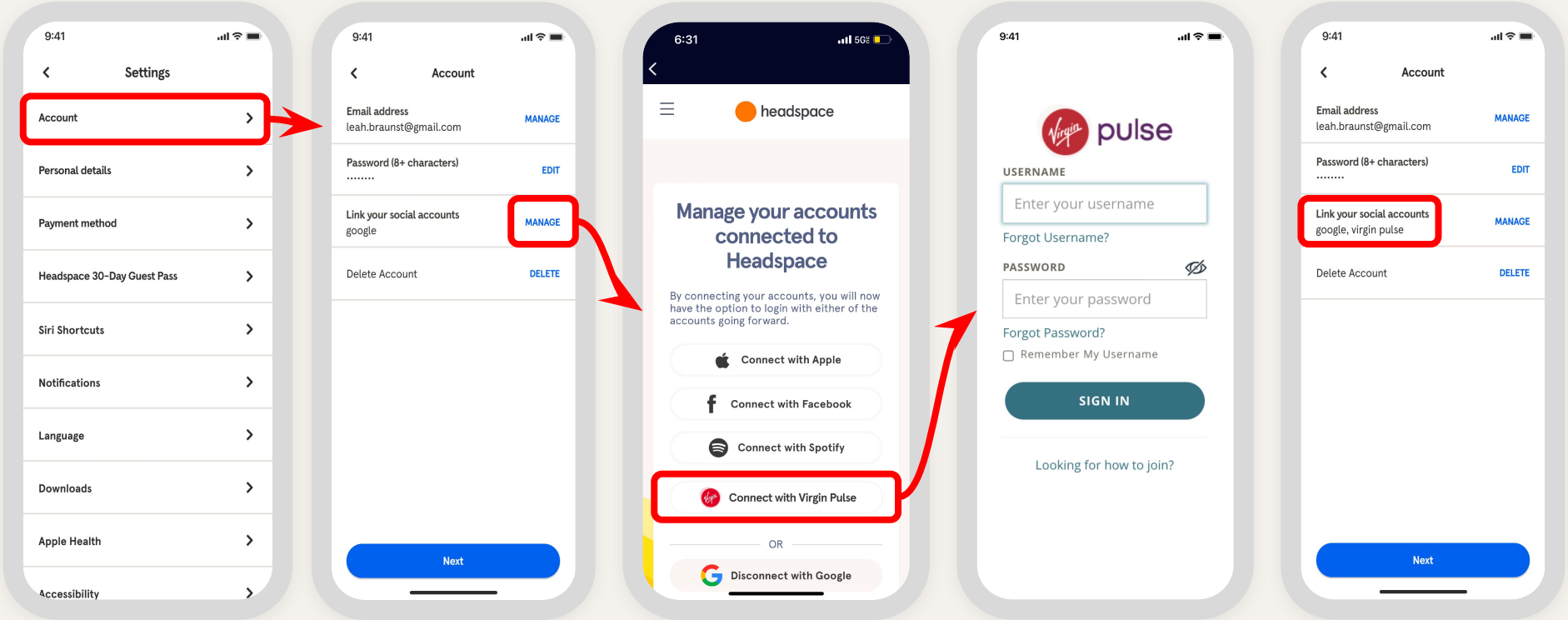
How do I verify my Headspace account is linked to my Virgin Pulse account?

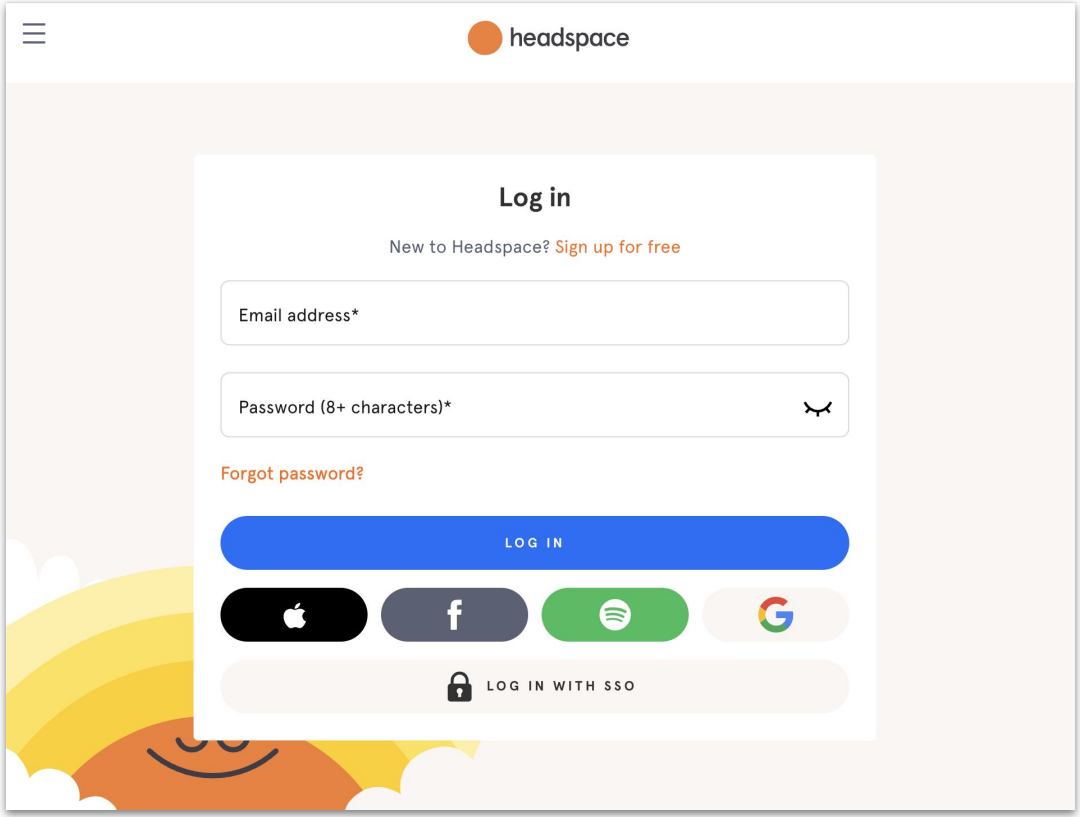
In Setting > Account, a member can view if their Virgin Pulse account is linked. If not, they can choose to Connect to Virgin Pulse & input their credentials right in the Headspace app.



Can I use SSO to log in to Headspace?

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

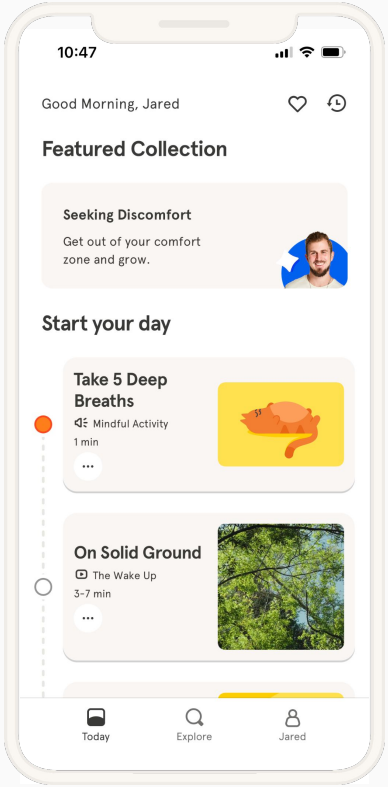
Please use the email or social account you signed up with to login to Headspace.

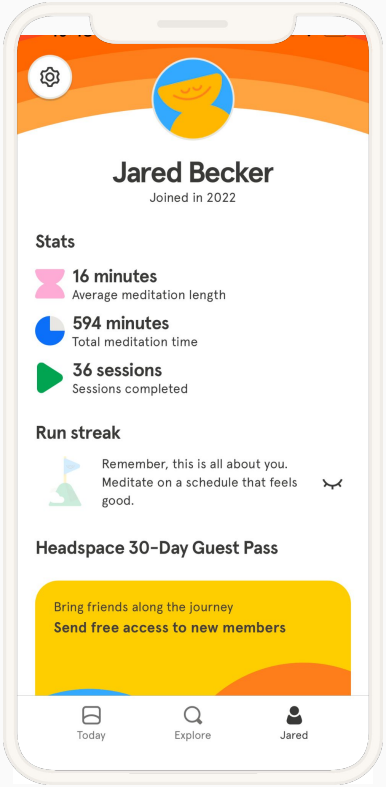


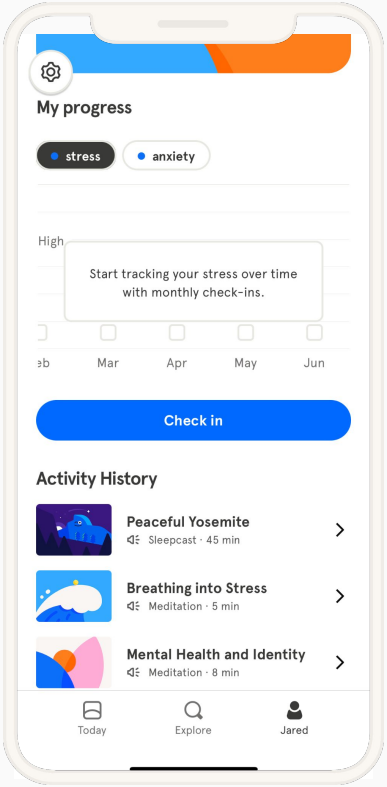
How do I complete a Headspace check in?

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.



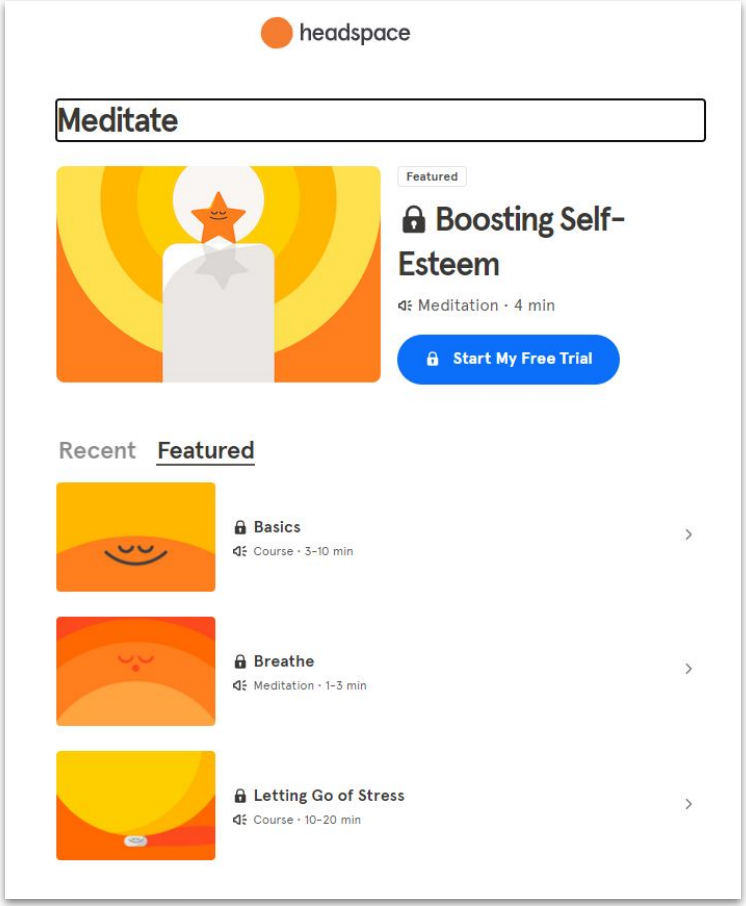




I'm logged into Headspace and it's asking me to "Start my free trial".

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!