



# 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?

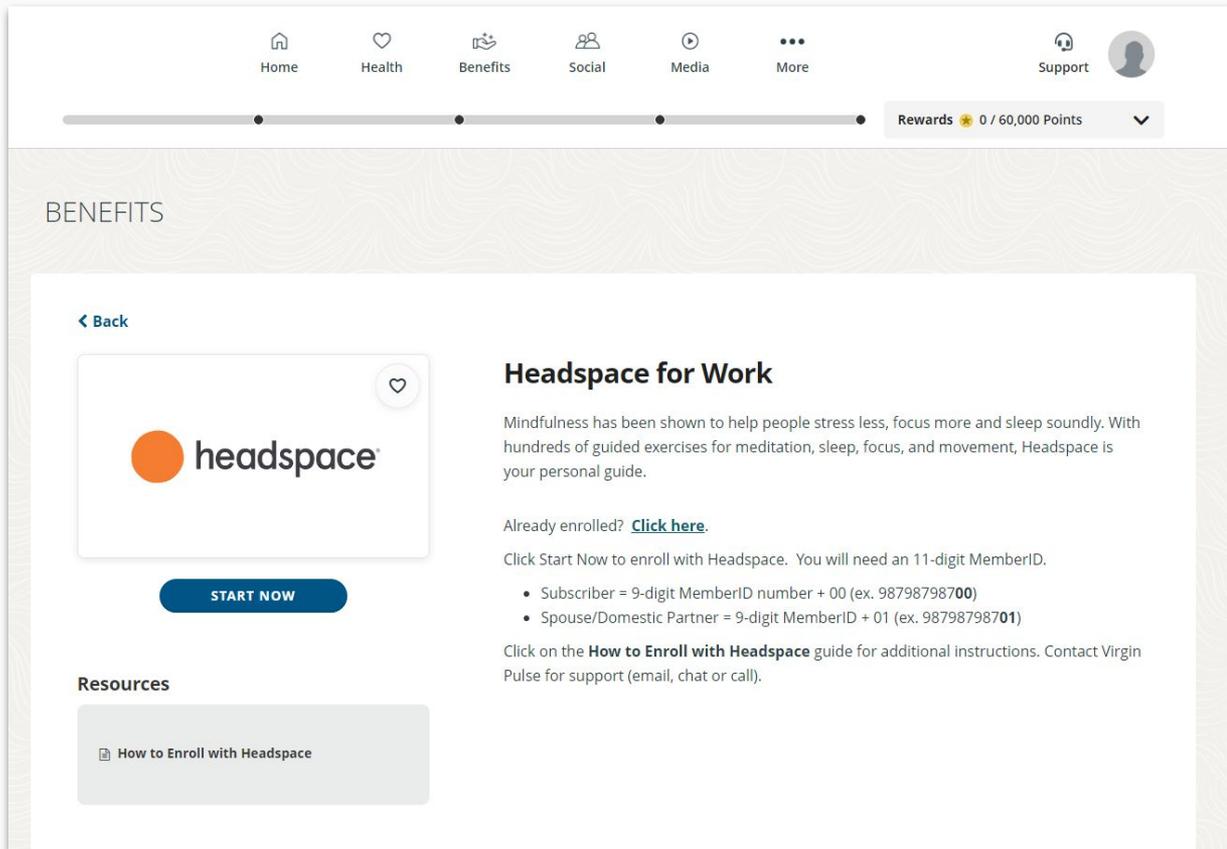
To activate your Headspace membership through Virgin Pulse, you'll need to start on Virgin Pulse.

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

Home Health Benefits Social Media More Support 

Rewards 🌟 0 / 60,000 Points

#### BENEFITS

[← Back](#)



**headspace**

[START NOW](#)

#### Headspace for Work

Mindfulness has been shown to help people stress less, focus more and sleep soundly. With hundreds of guided exercises for meditation, sleep, focus, and movement, Headspace is your personal guide.

Already enrolled? [Click here](#).

Click Start Now to enroll with Headspace. You will need an 11-digit MemberID.

- Subscriber = 9-digit MemberID number + 00 (ex. 98798798700)
- Spouse/Domestic Partner = 9-digit MemberID + 01 (ex. 98798798701)

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

#### Resources

[How to Enroll with Headspace](#)

1

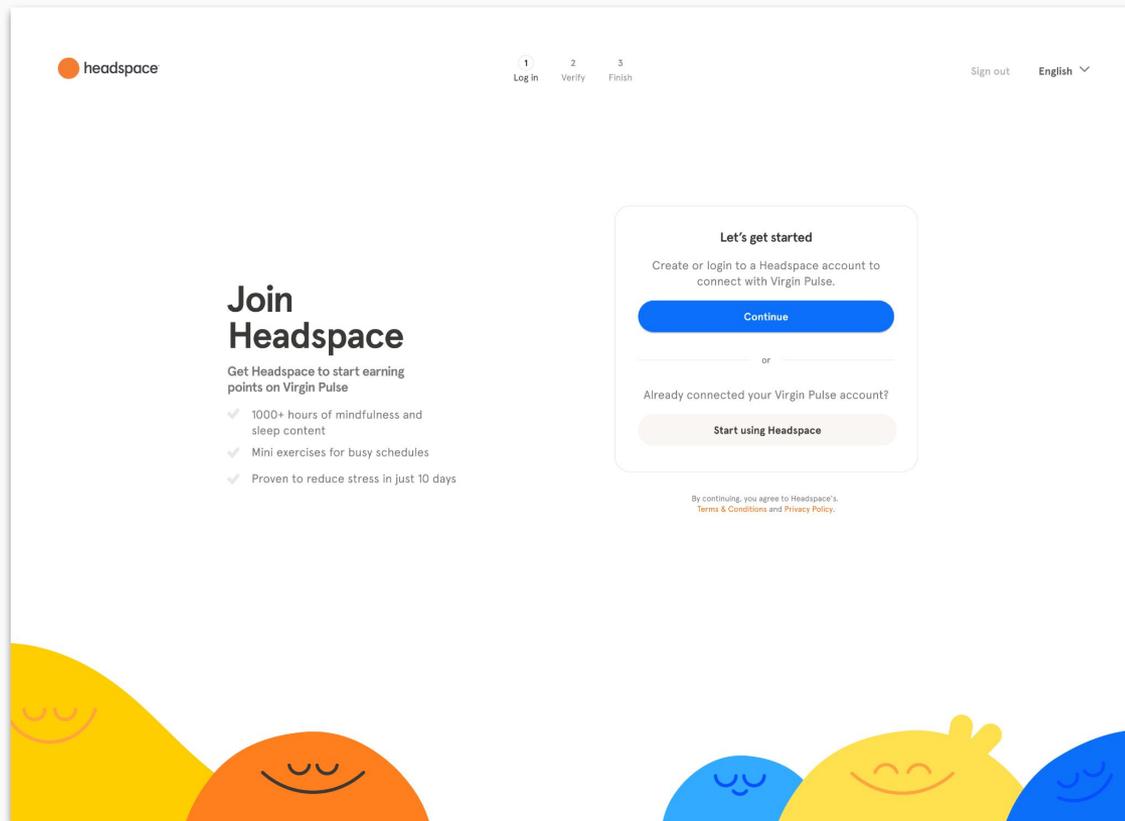
Log in

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

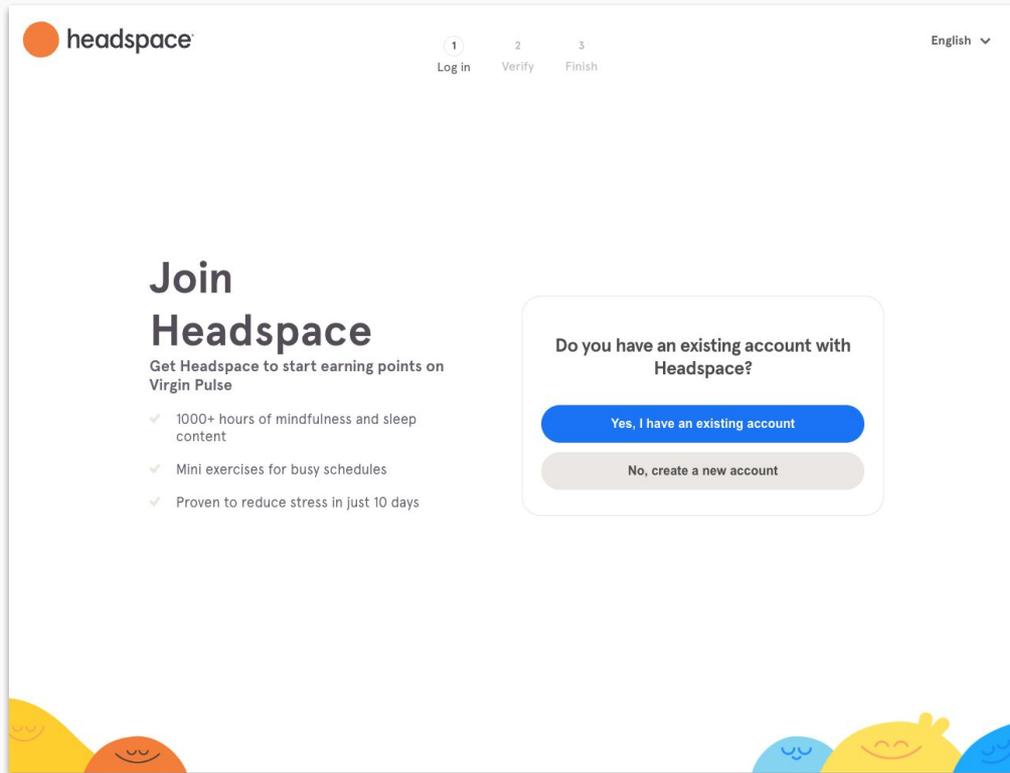
Log in

### 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.

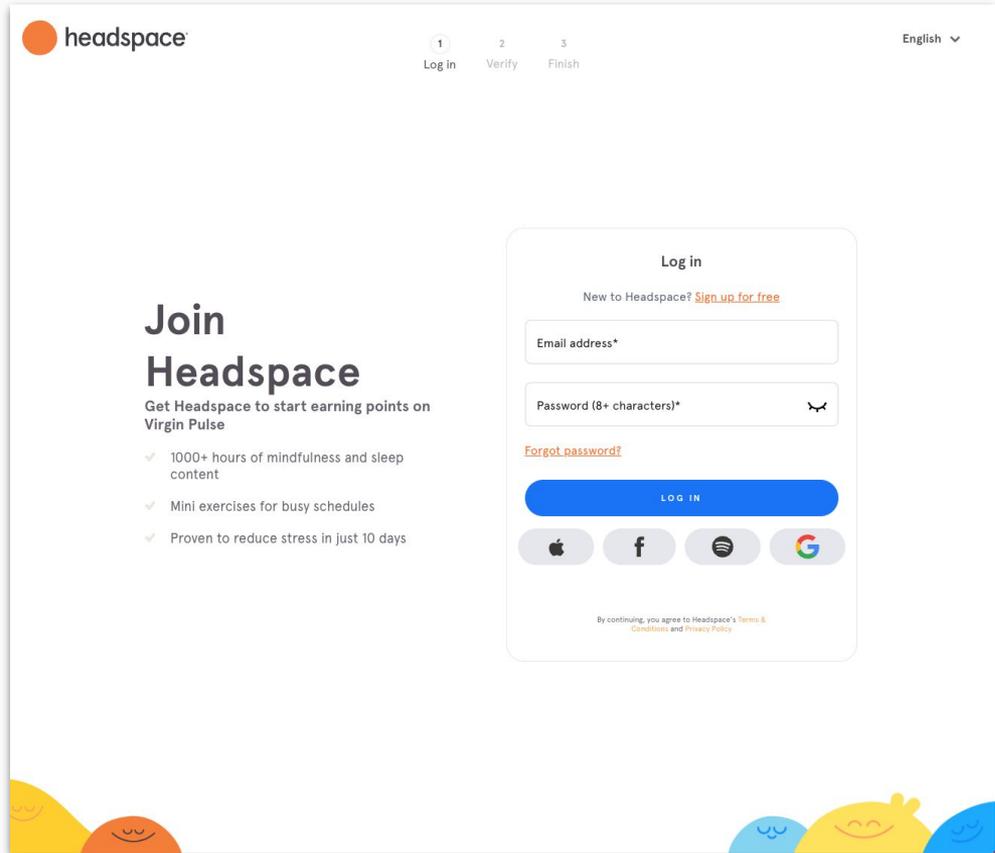


1  
Log in

## 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.

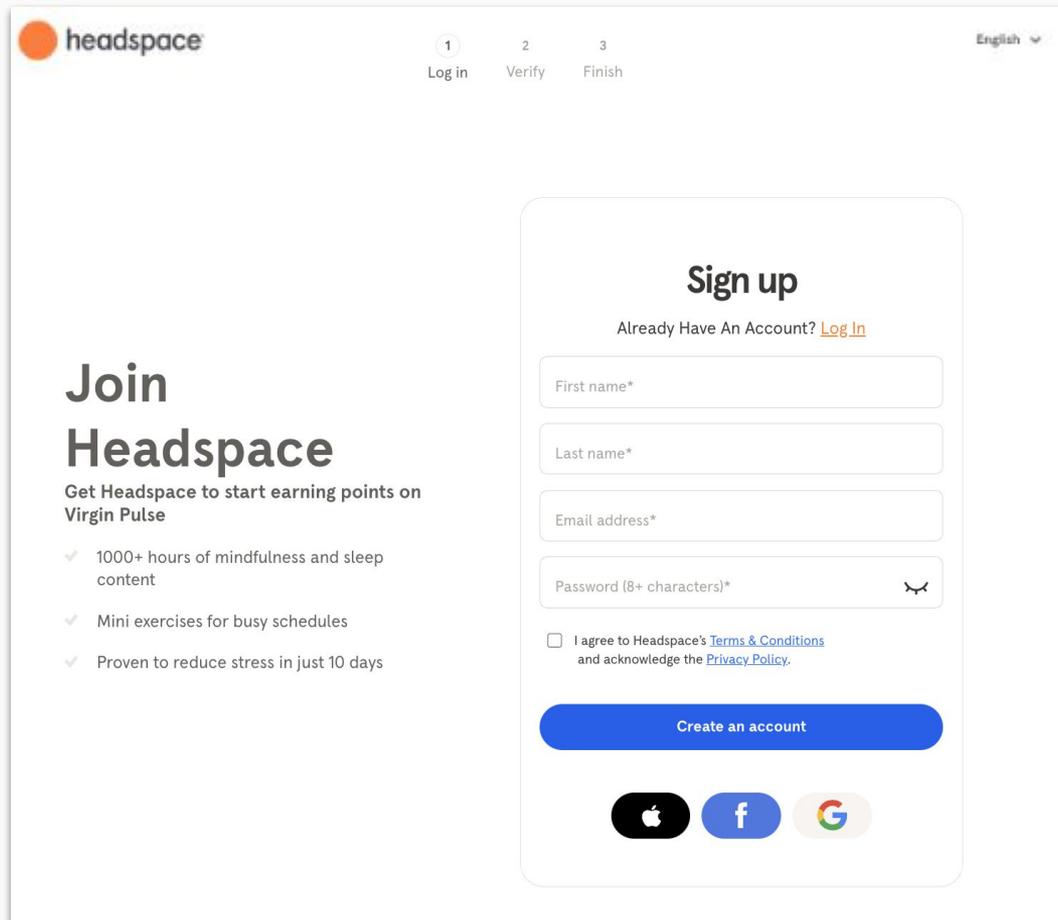


1

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



The screenshot shows the Headspace sign-up page. At the top left is the Headspace logo. At the top right, there are three steps: 1 Log in, 2 Verify, and 3 Finish. Below the steps is a language selector set to English. The main heading is "Join Headspace". Below this is the text "Get Headspace to start earning points on Virgin Pulse". There 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". To the right is a "Sign up" form with fields for "First name\*", "Last name\*", "Email address\*", and "Password (8+ characters)\*". Below the password field is a checkbox for "I agree to Headspace's Terms & Conditions and acknowledge the Privacy Policy.". At the bottom of the form is a blue "Create an account" button and three social media icons: 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!



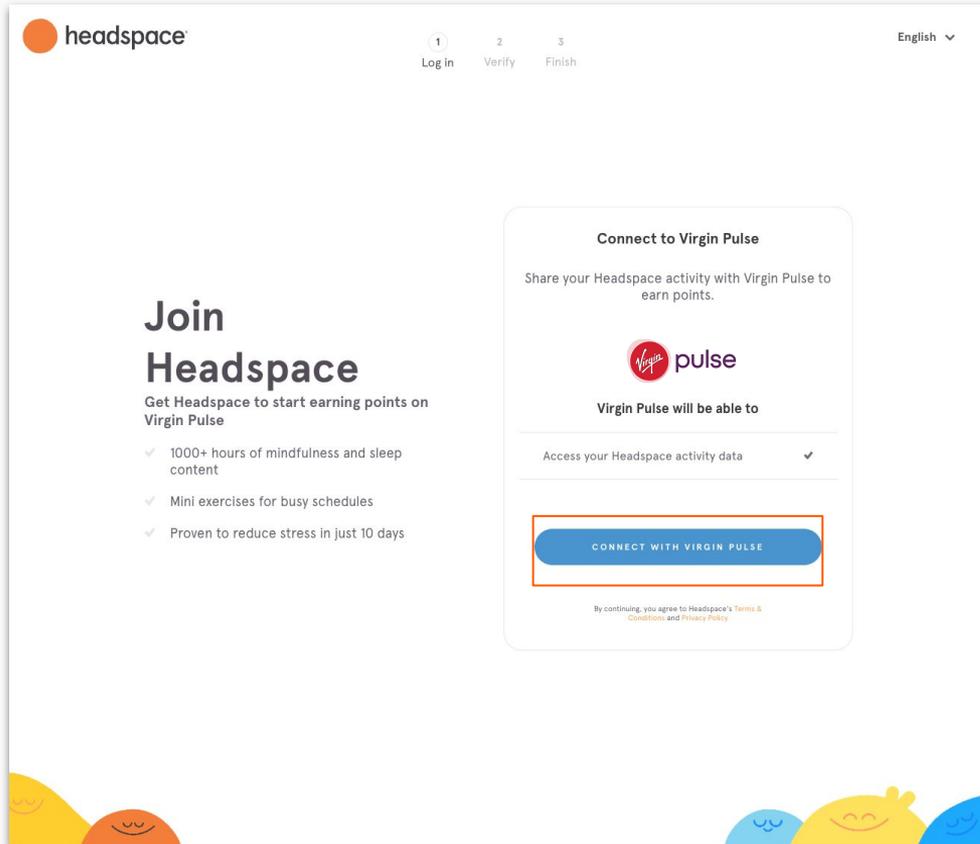
1

Log in

## Connecting to Virgin Pulse:

### Step 1:

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



The screenshot shows the Headspace app interface. At the top left is the Headspace logo. At the top right, there are three numbered steps: 1 Log in, 2 Verify, and 3 Finish. A language dropdown menu is set to English. The main content area is titled "Join Headspace" and includes the text "Get Headspace to start earning points on Virgin Pulse". Below this is a list of three benefits: "1000+ hours of mindfulness and sleep content", "Mini exercises for busy schedules", and "Proven to reduce stress in just 10 days". A dialog box titled "Connect to Virgin Pulse" is overlaid on the right side. It contains the text "Share your Headspace activity with Virgin Pulse to earn points." and the Virgin Pulse logo. Below the logo, it says "Virgin Pulse will be able to" and lists "Access your Headspace activity data" with a checkmark. A blue button labeled "CONNECT WITH VIRGIN PULSE" is highlighted with a red border. At the bottom of the dialog box, there is a small link: "By continuing, you agree to Headspace's Terms & Conditions and Privacy Policy". The bottom of the app interface features a decorative footer with colorful, smiling faces.

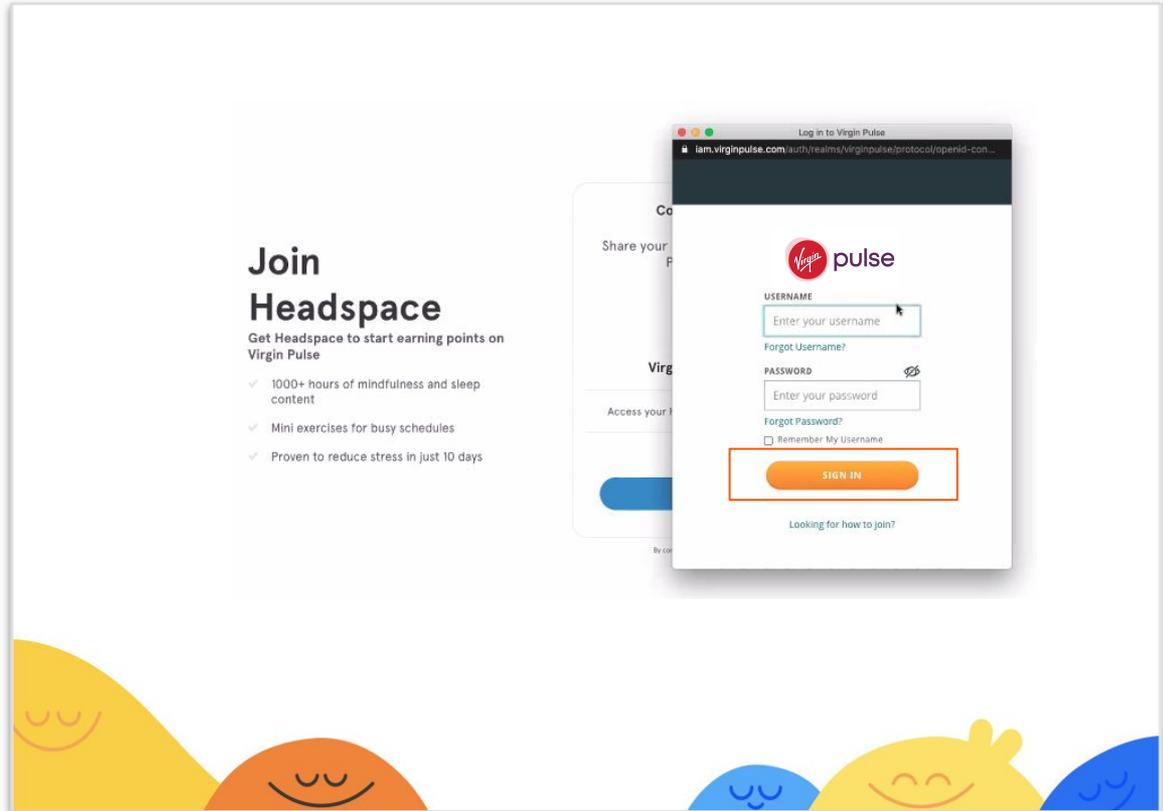
1

Log in

## Connecting to Virgin Pulse:

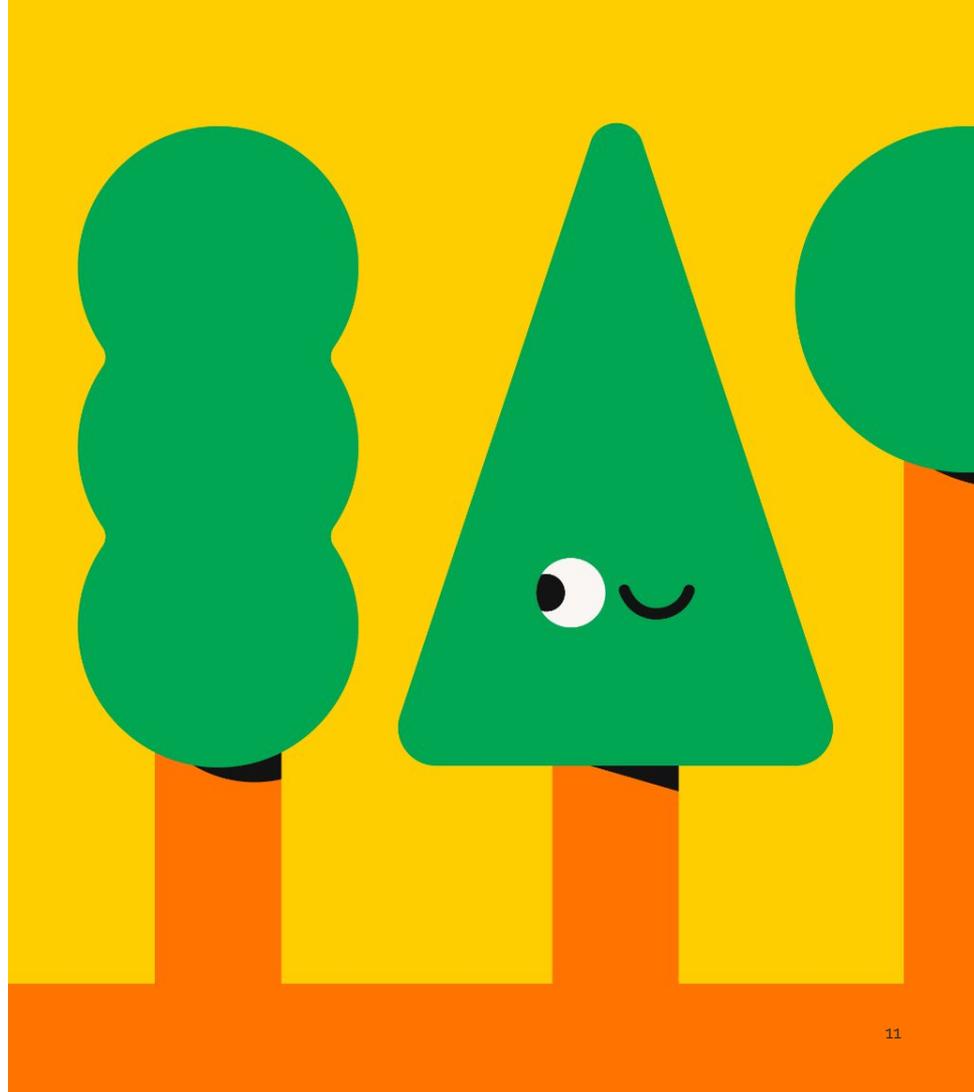
### Step 2:

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.

Verify

Contact [teamsupport@headspace.com](mailto:teamsupport@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**)

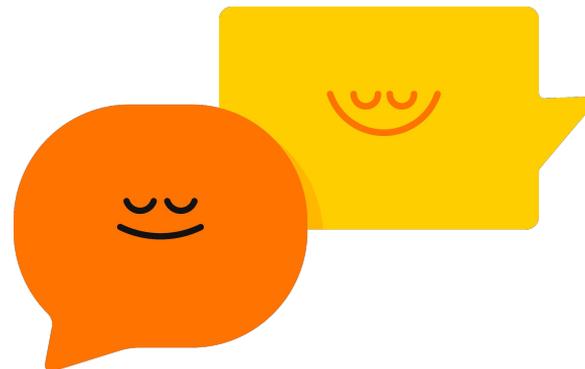
## Need more support?

Check out [support.virginpulse.com](https://support.virginpulse.com)

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

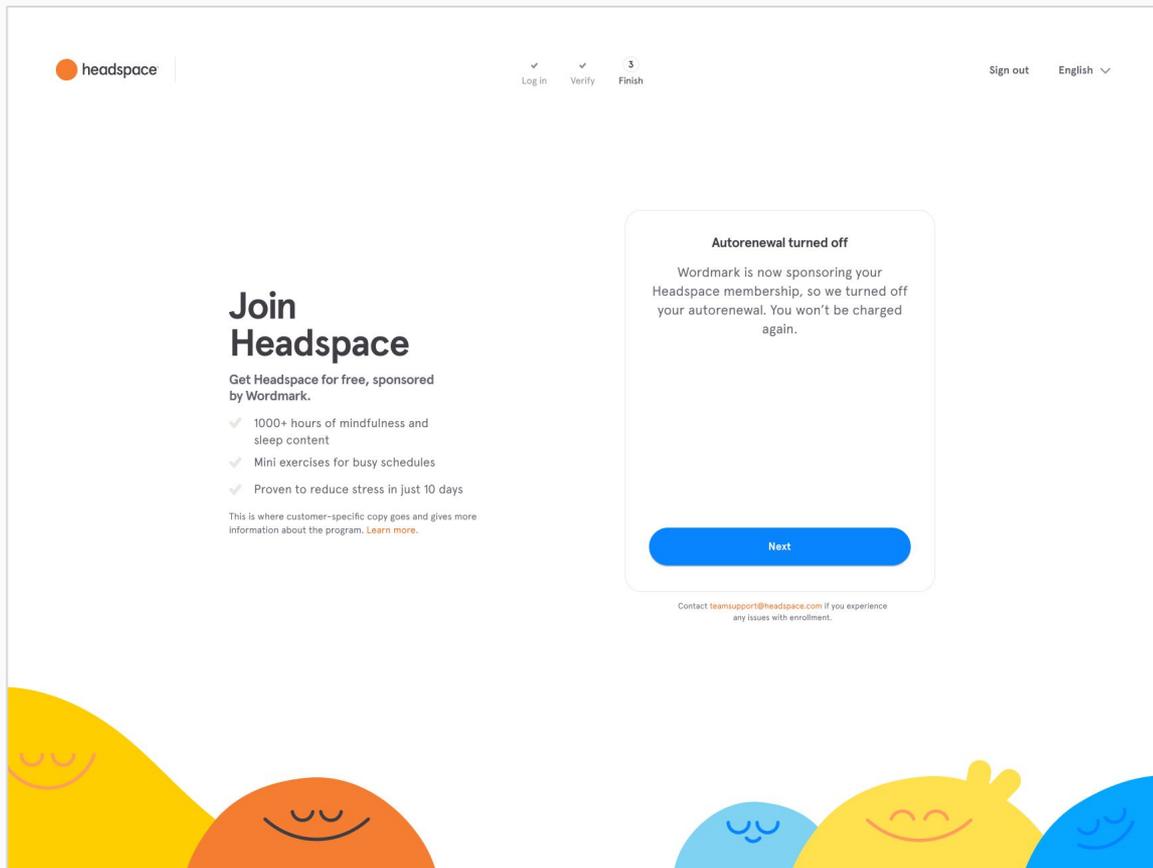
Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

Send an email at [support@virginpulse.com](mailto:support@virginpulse.com)



3  
Finish

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



headspace

Log in Verify **Finish** Sign out English

## Join Headspace

Get Headspace for free, sponsored by Wordmark.

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

This is where customer-specific copy goes and gives more information about the program. [Learn more.](#)

**Autorenewal turned off**

Wordmark is now sponsoring your Headspace membership, so we turned off your autorenewal. You won't be charged again.

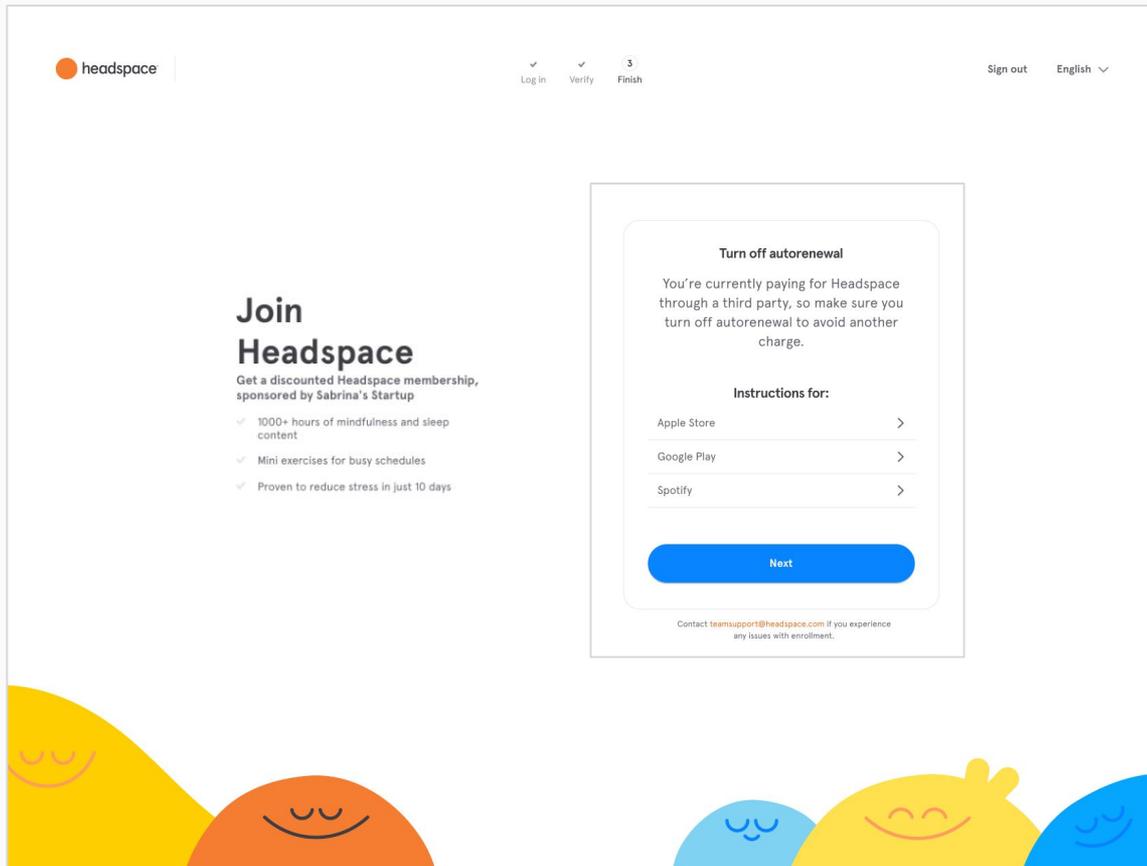
Next

Contact [teamsupport1@headspace.com](mailto:teamsupport1@headspace.com) if you experience any issues with enrollment.

3  
Finish

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

See our Help Center>Billing Questions for instructions.



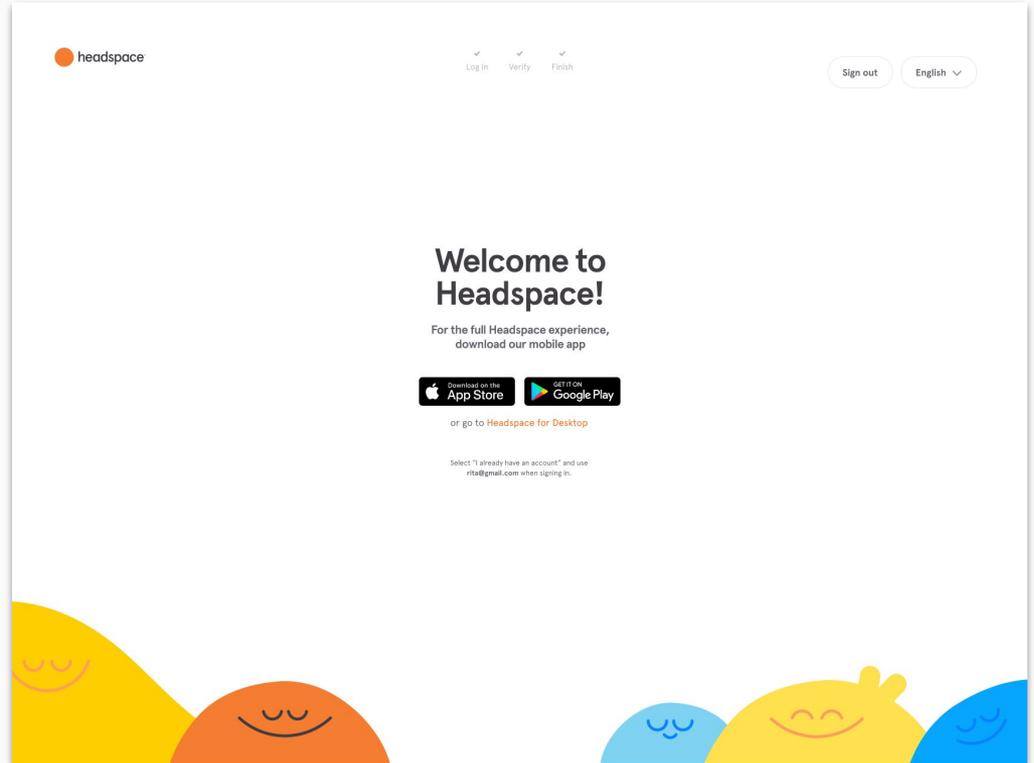
The screenshot shows the Headspace app interface. At the top left is the Headspace logo. At the top right, there are navigation options: 'Log in', 'Verify', and 'Finish' (with a dropdown arrow), and 'Sign out' and 'English' (with a dropdown arrow). The main content area is titled 'Join Headspace' and includes the text: 'Get a discounted Headspace membership, sponsored by Sabrina's Startup'. 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'. To the right, a dialog box titled 'Turn off autorenewal' is displayed, containing the text: 'You're currently paying for Headspace through a third party, so make sure you turn off autorenewal to avoid another charge.' Below this is the heading 'Instructions for:' followed by three links: 'Apple Store', 'Google Play', and 'Spotify', each with a right-pointing arrow. At the bottom of the dialog box is a blue 'Next' button. At the very bottom of the screen, there is a footer with the text: 'Contact [teamsupport@headspace.com](mailto:teamsupport@headspace.com) if you experience any issues with enrollment.' The bottom of the screen is decorated with colorful, smiling cartoon shapes in yellow, orange, blue, and yellow.

✓  
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](https://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](https://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](mailto: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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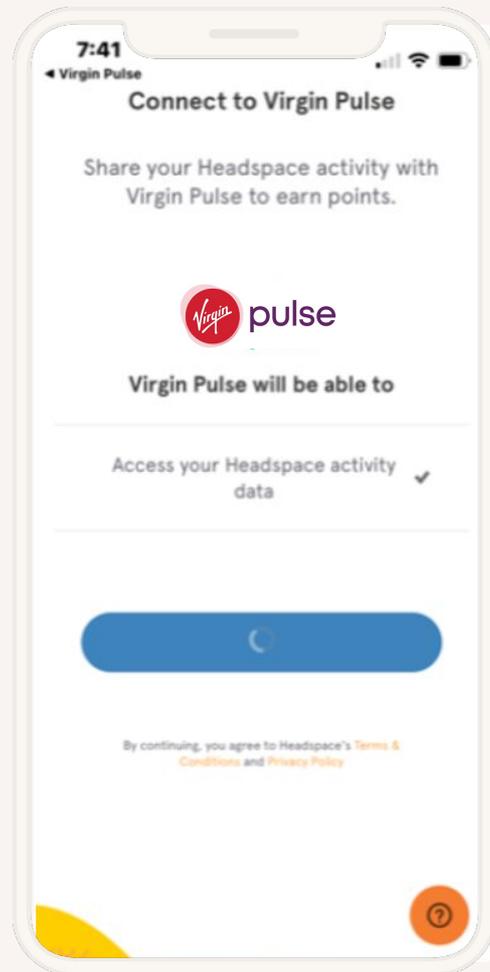
### Looking for personal support?

Check out [support.virginpulse.com](https://support.virginpulse.com)

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

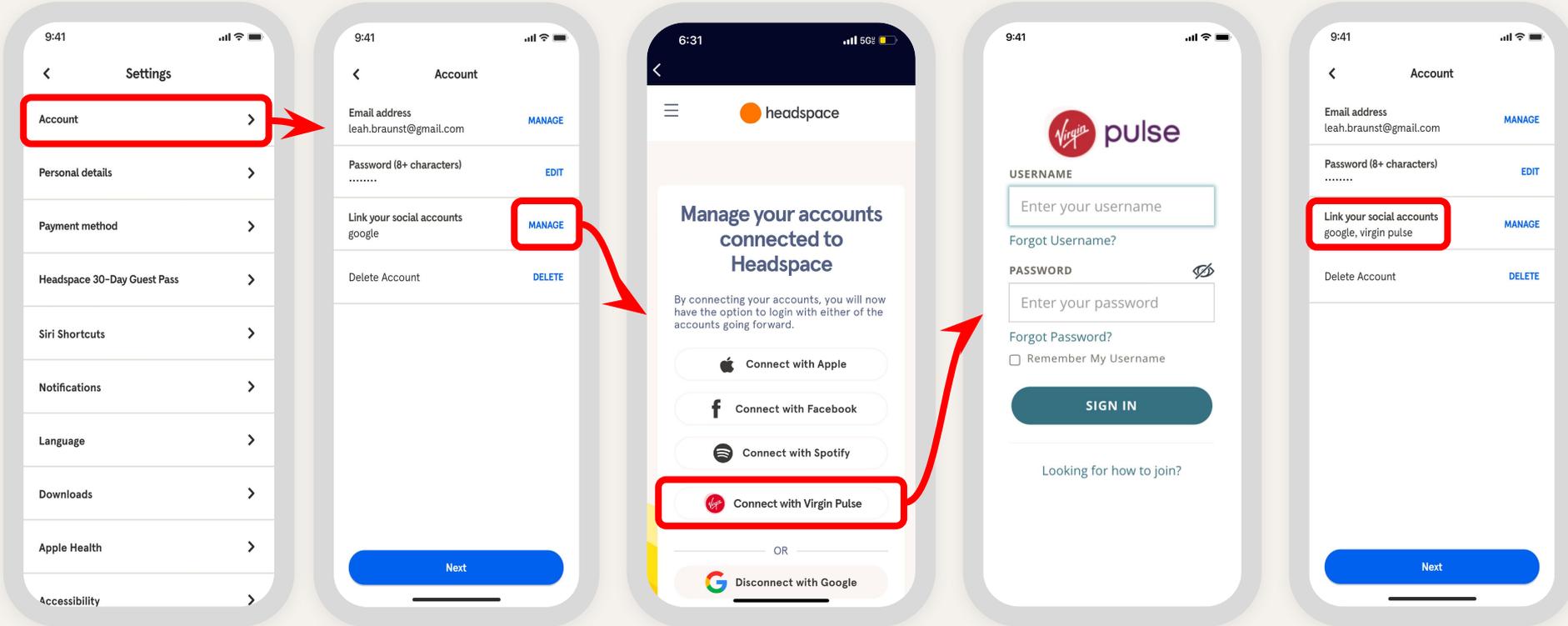
Call 888-671-9395 Monday – Friday 8am – 9pm (ET)

Send an email at [support@virginpulse.com](mailto:support@virginpulse.com)



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

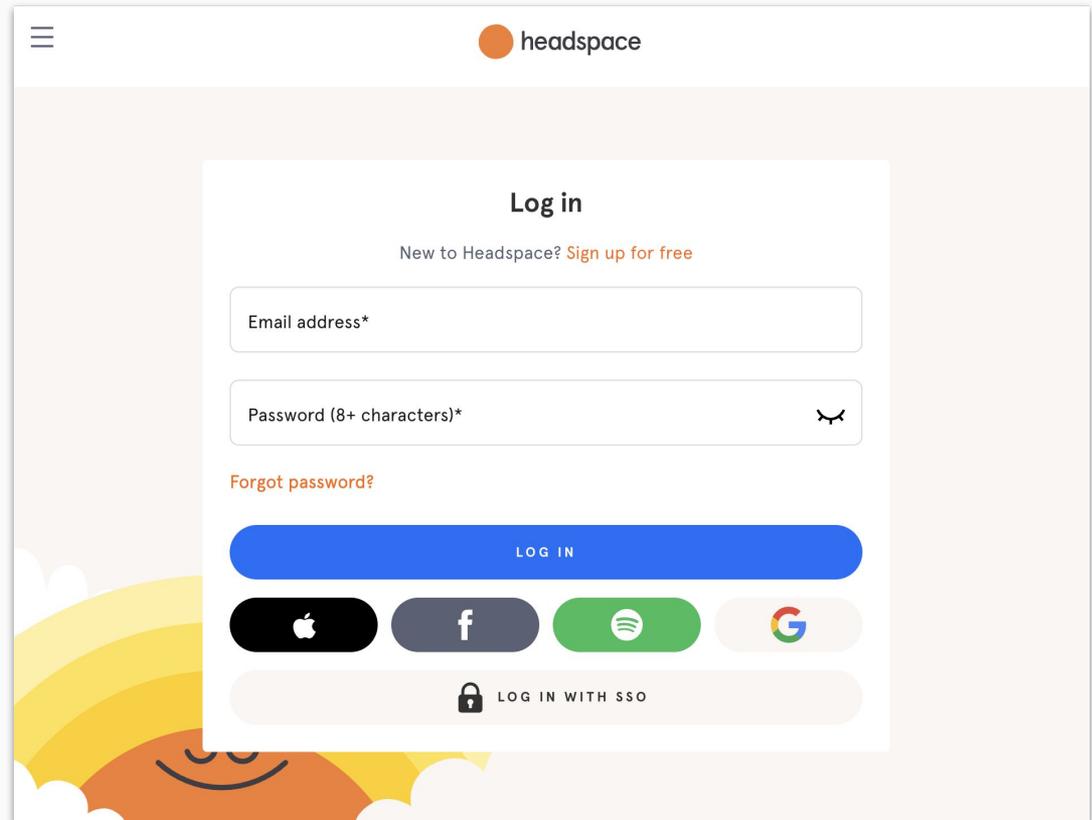
In Setting > Account, a member can view if their Virgin Pulse account is linked. If not, they can choose to Connect to Virgin Pulse & input their credentials right in the Headspace app.



## Can I use SSO to log in to Headspace?

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

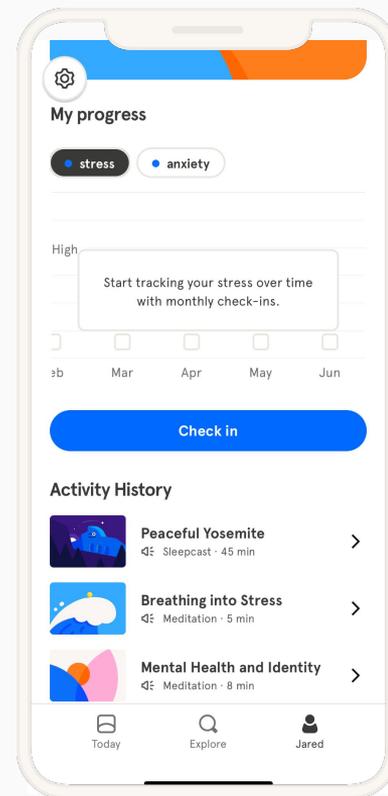
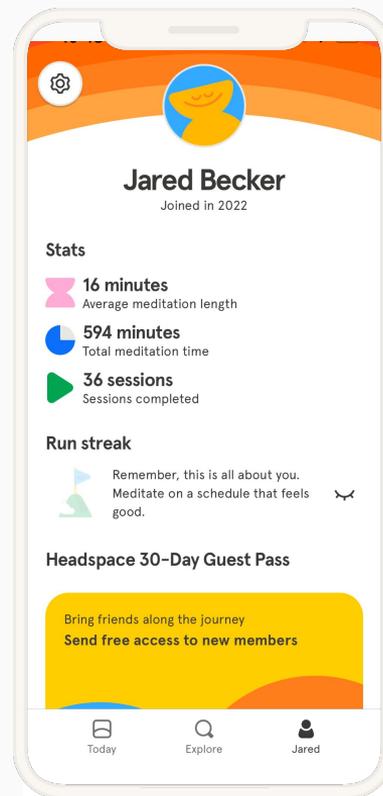
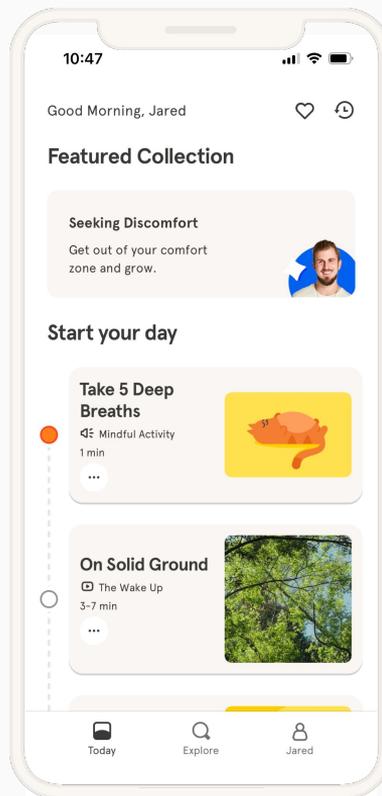
Please use the email or social account you signed up with to login to Headspace.



## How do I complete a Headspace check in?

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

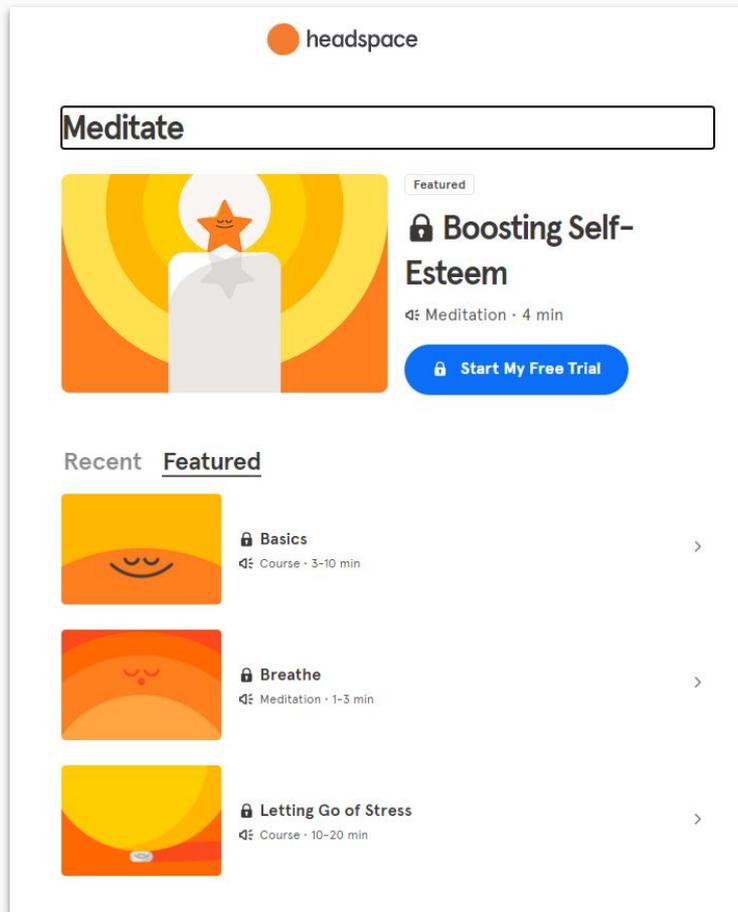
Scroll down to My Progress and tap on the blue “Check In” button.



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!

