

Create a Headspace account FAQs and how-to guide

Table of contents:

Review the list of common questions (click to jump to answer).

1. How do I sign up for Headspace for Work?	2
2. How do I add family members to my BSWH Headspace account?	2
3. Why can I only invite family members who are 18 or older to my Headspace for Work account? 2	
4. I'm already a Headspace Plus Member and have paid my annual subscription. Can I get a refund?.....	3
5. I already have a Headspace Plus Subscription, how can I <i>cancel</i> it?.....	3
6. I signed up for the Headspace for Work but I'm still being charged. What's happening?	4
7. I connected my prior, free account with Headspace for Work, but my app still shows locked content, how can I fix it?	4
8. Can I enroll through BSWH if I previously received a free Headspace membership account by using my National Provider Identifier?.....	4
9. I am part of a Headspace family plan, how does this affect my enrollment in Headspace for Work?	4
10. I am currently the owner of a family plan, how will my enrollment in Headspace for work affect my other members?	4
11. I have a student plan, can I sign up for Headspace for Work?	5
12. I'm having issues with the app. What should I do?.....	5
13. Can I use Headspace if I am not connected to the internet?.....	5
14. How can I update the email address on my account?.....	5
15. How can I update the password on my account?	6
16. What if I leave my current employer?	6
17. What devices can I use to access Headspace?.....	6
18. What languages are available in the App? How do I update language preference?	6

For additional support:

- Visit the [Headspace Support Center](#)
- Email teamsupport@headspace.com
- Live Chat via the orange “[Chat](#)” bubble

Create a Headspace account FAQs and how-to guide

1. How do I sign up for Headspace for Work?

New users: Create an account

- Visit the BSWH page from a web browser:
work.headspace.com/bsw/member-enroll
- Fill in the requested information—using your preferred email address—and click **Sign up**
- Verify your account by entering your **@BSWHealth.org** email address.
- New members will receive two emails:
 - Confirmation of your new Headspace account (to your account address)
 - Verification of BSWH status (to your BSWH address)
- Download the Headspace app in the iOS App Store or Google Play Store
- Log in using your new account
- Begin using Headspace

Current users: Link an existing account

- Visit the BSWH page from a web browser:
work.headspace.com/bsw/member-enroll
- Click **Login**
- Enter your existing Headspace login information
- Verify your account by entering your **@BSWHealth.org** email address

Note: If you previously purchased an individual membership directly through the site, your Headspace Plus auto-renew will turn off automatically. If you have a student plan, family plan—or signed up through Apple iTunes, Google Play or Spotify—you will need to turn off auto-renew to cancel your billing and avoid being charged. See instructions below.

2. How do I add family members to my BSWH Headspace account?

After your initial enrollment in the BSWH Headspace for Work program, you will be prompted to invite family members or friends (18 or older) to join your plan.

To invite family members or friends after your initial enrollment, follow these steps:

- Visit <https://www.headspace.com/family/manage> (may be asked to log in)

Create a Headspace account

FAQs and how-to guide

- Enter your family member's/friend's email address and click **send**
- If you need further assistance, please contact teamsupport@headspace.com.

3. Why can I only invite family members who are 18 or older to my Headspace for Work account?

Due to regulatory and compliance requirements, subscriptions through BSWH Headspace for Work can only be shared with adult users.

4. I'm already a Headspace Plus Member and have paid my annual subscription. Can I get a refund?

Headspace site: If you purchased a Headspace Plus annual subscription on [Headspace.com](https://www.headspace.com) within 30 days, you can contact teamsupport@headspace.com for a refund.

Google Play: If you purchased your Headspace subscription via the Google Play Store and you wish to submit a refund request, please email teamsupport@headspace.com with your Google Play Order ID (begins with GPA) or the email address associated with your Google Play account.

Apple iTunes: If you purchased your Headspace subscription via iTunes, this request will be subject to the iTunes Terms of Service. You'll need to contact iTunes directly with your request by visiting support.apple.com/contact.

Spotify: If you purchased your Headspace subscription via the Spotify Bundle, this request will be subject to the Spotify Terms of Conditions of Use. You'll need to contact Spotify directly support.spotify.com/contact-spotify-support/.

If you made an annual purchase more than 30 days ago, contact teamsupport@headspace.com. We can provide you a complimentary 1-year voucher to share with a friend or family member.

5. I already have a Headspace Plus Subscription, how can I *cancel* it?

Cancellation steps can differ, depending on where you subscribed. See below for specific steps:

Headspace site:

- From a web browser (not the app) visit [headspace.com/subscription/manage](https://www.headspace.com/subscription/manage) and

Create a Headspace account

FAQs and how-to guide

click/tap **TURN OFF AUTO RENEWAL**.

- If the button is not there, please send an email to help@headspace.com.

Google Play:

- Open the Google Play Store
- Tap Menu (3 small horizontal lines) next to "Google Play"
- Tap **Account** and then **Subscriptions**
- Find the subscription you want to cancel
- Tap **Cancel**

Apple iTunes:

- Open the Settings app
- Scroll down to "iTunes and App Store"
- Tap Your AppleID Email
- Select **View AppleID**
- Tap **Subscriptions**
- Select the Headspace subscription
- Tap **Cancel Subscription** to disable it from auto-renewing at the end of the current billing cycle

Spotify:

- Visit spotify.com/account/subscription and log in to view your Spotify subscription information.
- Manage your payments or cancel by visiting the **Subscription** section.
- If you need more help with this, contact directly at support.spotify.com/contact-spotify-support/.

6. I signed up for the Headspace for Work but I'm still being charged. What's happening?

If you're currently a Headspace Plus member with an individual plan and you signed up through Apple iTunes, Google Play, or Spotify you will need to turn off auto-renew to cancel your billing and avoid being charged. See instructions above. If you need additional help, please contact teamsupport@headspace.com.

7. I connected my prior, free account with Headspace for Work, but

Create a Headspace account FAQs and how-to guide

my app still shows locked content, how can I fix it?

After creating your Headspace for Work account using the unique BSWH link—and verifying your account via your BSWH email—you may need to log out of the app and log back in reset your profile to the membership content. If issue remains, contact teamsupport@headspace.com.

8. Can I enroll through BSWH if I previously received a free Headspace membership account by using my National Provider Identifier?

Headspace previously offered free membership to healthcare providers who registered using their National Provider Identifier (NPI). Headspace has not announced a specific date for when they will discontinue that benefit.

Because you cannot have two accounts under the same email address, you cannot also enroll through BSWH at this time. Please email teamsupport@headspace.com to let them know you currently have an NPI account, and the team will notify you when the NPI membership expires as at that time you can switch over to the BSWH account.

9. I am part of a Headspace family plan, how does this affect my enrollment in Headspace for Work?

If you're currently enrolled in a Headspace Family Plan, you'll need to leave the Family Plan or you will continue to take up a spot in the plan. Your family plan owner has to remove you from the plan. Only the Family plan owner will be able to delete someone from the Family plan. Upon doing this, the family member who has been deleted will receive an email confirming these details. This opens the spot for a new family member to be added.

To remove a member from your Family plan, please follow these steps:

- Visit headspace.com/family/manage
- Click the **X** button to the right of your family member's email address

10. I am currently the owner of a family plan, how will my enrollment in Headspace for work affect my other members?

If you are the owner of a family plan and enroll in Headspace for Work, you will continue to be billed for the annual Family Plan subscription unless you turn off auto-renew.

If you close your Family plan account or turn-off auto renew all members in your Family Plan will lose access to their Headspace Plus membership through the Family Plan Account once your subscription expires.

Create a Headspace account

FAQs and how-to guide

If you are enrolled in Headspace for Work and close your Family Plan Account, you will continue to have access to Headspace Plus through Headspace for Work and don't need to take any further action. If you wish to cancel your Family Plan, turn off auto renew by:

- Visit headspace.com/subscription/manage.
- Log into your account.
- Select **TURN OFF AUTO RENEWAL**.
- If the button is not there, please send an email teamsupport@headspace.com for help.
- If you do not turn off auto-renew and keep your family plan, you will continue to have access to Headspace Plus should you leave your organization.

11. I have a student plan, can I sign up for Headspace for Work?

Yes, you can connect your student plan to Headspace for Work. However, you will need to turn off auto pay or your billing will continue. To turn off auto pay:

- Visit headspace.com/subscription/manage.
- Log into your account
- Select **TURN OFF AUTO RENEWAL**.
- If the button is not there, please send an email teamsupport@headspace.com for help.

12. I'm having issues with the app. What should I do?

If the app is running slowly or freezing, we would suggest to first try reinstalling the app on your device:

- From your home screen, uninstall the app by holding down on the app icon until it starts wobbling. Then, tap on the 'x' in the upper left-hand corner of the icon to delete.
- Turn your iPhone off and then back on. This is important.
- Download the app again by visiting the App Store and searching for 'Headspace'. Press the cloud icon or 'Install' to re-download.
- Sign back into your app. A strong WiFi connection is important to ensure downloads are fast and seamless. If you are still experiencing issues, please email us at help@headspace.com with the make, model, and operating system of your device.

13. Can I use Headspace if I am not connected to the internet?

Create a Headspace account

FAQs and how-to guide

You can play any of your Headspace meditation sessions offline by using our mobile app for iOS or Android devices. While online, simply select and pre-download your sessions for offline use.

14. How can I update the email address on my account?

To change your account details such as your email address, simply log into your Headspace account at headspace.com/login.

- Click your name in the top right corner of the screen (or select the **Profile** tab on a mobile browser) and then select **My Account**.
- Scroll down the page and click **Edit**. From there you may update your new email address.
- Once you've entered your new email address, click **Save** at the bottom of the page.

15. How can I update the password on my account?

To update your password, simply log into your Headspace account at headspace.com/login.

- Go to your name in the top right corner of the screen (or the **Profile** tab on a mobile browser) and then select **My Account**.
- Scroll down the page and then click on **Change**.
- From the new screen that appears, update your password and click **Save**.

16. What if I leave my current employer?

Any employee left off the eligibility file will automatically move to the free version of Headspace.

You can choose to continue by paying for a Headspace Plus subscription at the standard rate of \$69.99 a year. You'll get a cancellation email to alert you. If you had a paid membership prior to joining a Headspace for Work account, your Headspace Plus membership will not automatically restart. You will need to go through the sign-up process again (in some cases using a voucher code that Headspace has provided).

17. What devices can I use to access Headspace?

Apple iOS or Android devices: This can be downloaded from the Apple iTunes App or Google Play Store respectively. For the optimum experience, we recommend using an iOS device with iOS 9.0 or later. Android devices will require operating system 4.0 or later. For tablets, the Headspace app can be used on any iPad with iOS 9 or later, and any Android tablet with Android 4.0 or later (including Kindle Fire tablets). Headspace also integrates with the Apple Health App and Apple Watch.

Create a Headspace account

FAQs and how-to guide

Web Browser: Headspace is optimized to run on the latest versions of the following browsers: Chrome, Firefox, and Opera.

Please note: While you can use Headspace.com on your tablet's browser, for the best experience, please download the Headspace app through the iOS App Store or the Google Play Store.

18. What languages are available in the App? How do I update my language preference?

Headspace is available in English, German, Spanish, and French.

To change your language in the app:

- Tap on your name/profile in the bottom right.
- Tap the settings wheel in the top right.
- Tap **Language**
- Select your desired language
- Tap **Got It** in the popup window notifying you that “your language settings are updated.”
- All content currently available in your selected language will appear in the app. And all content not in your selected language will be removed.

To change your language on the website:

- Click your name/profile in the top right
- Click **Account**
- To the right of "Language" click **Change**
- Select your desired language
- Click **Got It**
- All content currently available in your selected language will appear in your online portal. And all content not in your selected language will be removed.

Please note: Updating your language within the app or website will update your language settings across all your devices. You only need to update one or the other.