

## Headspace Member FAQ

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If you have questions or technical issues, please reach out to [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

### How do I sign up for Headspace for Work?

Signing up for Headspace is a 3-step process: Sign up/Log In, Verify and Finish. If you're new to Headspace, you can sign up for an account by following the below instructions. You can also link an existing account by following the instructions below.

1. Visit Adobe's Headspace enrollment page: <http://work.headspace.com/adobe/member-enroll>
2. Fill in the requested information and click 'Sign up'
3. Verify your account by entering your Adobe email address
4. New members will receive two emails: one to confirm your new Headspace account, and one to verify your Adobe email address
5. Download the Headspace app in the iOS App Store or Google Play Store
6. Open the app and log in using your Headspace login details
7. Get some Headspace

### Can I link my existing Headspace account to a Headspace for Work Adobe membership?

Yes. If you're already a Headspace user, you can link your existing account. Follow the below instructions:

1. Visit your Adobe's unique enrollment page:  
<http://work.headspace.com/adobe/member-enroll>
2. Click 'Login'
3. Enter your existing Headspace login information
4. Verify your account by entering your Adobe email address

Please Note: If you purchased an individual membership directly through our site, your Headspace Plus auto-renew was turned 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.

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

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

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

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 <https://support.apple.com/contact>

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: <https://support.spotify.com/contact-spotify-support/>

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

### **I signed up for Adobe's 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 below.

If you need additional help, please contact [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

### **I am part of a Headspace Family Plan, how does this affect my enrollment in Adobe's Headspace for Work?**

If you are currently enrolled in a Headspace Family Plan, you will need to leave the Family Plan or you will continue to take up a spot in the plan. Your Family Plan owner must 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:

1. Visit <https://www.headspace.com/family/managed>
2. Click the 'X' button to the right of your family member's email address

### **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. 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:

1. Visit <https://www.headspace.com/subscription/manage>
2. Log into your account
3. Select 'TURN OFF AUTO RENEWAL'
4. If the button is not there, please send an email to [teamsupport@headspace.com](mailto: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.

### **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:

1. Visit <https://www.headspace.com/subscription/manage>
2. Log into your account
3. Select 'TURN OFF AUTO RENEWAL'
4. If the button is not there, please send an email to [teamsupport@headspace.com](mailto:teamsupport@headspace.com) for help

### **How do I cancel my current Headspace Plus Subscription if I paid with Apple iTunes, Google Play, or the Spotify Bundle?**

Cancellation steps can differ, depending on where you subscribed (directly through us, Apple App Store or Google Play Store). Please review below to see the steps that apply to you:

If you purchased your subscription from our website:

1. Log in to your account from a desktop or mobile browser (not the mobile app) at [www.headspace.com/login](https://www.headspace.com/login)
2. Visit <https://www.headspace.com/subscription/manage> and click/tap 'TURN OFF AUTO RENEWAL'
3. If the button is not there, please send an email to [help@headspace.com](mailto:help@headspace.com). We can help.

If you purchased your subscription via Apple App Store:

1. Open the Settings app
2. Scroll down to 'iTunes and App Store'
3. Tap Your AppleID Email
4. Select 'View AppleID' (You may be asked to log in)
5. Tap 'Subscriptions'
6. Select the Headspace subscription
7. Tap 'Cancel Subscription' to disable it from auto-renewing at the end of the current billing cycle

If you purchased your subscription via Google Play Store:

1. Open the Google Play Store
2. Tap Menu (3 small horizontal lines) next to 'Google Play'
3. Tap 'Account' and then 'Subscriptions'
4. Find the subscription you want to cancel
5. Tap 'Cancel'

If you purchased your subscription via Spotify:

1. Visit <https://www.spotify.com/account/subscription> and log in to view your Spotify subscription information
2. Manage your payments or cancel by visiting the 'Subscription' section of your account

If you need more help with this, please visit Spotify's help page or contact them directly at <https://support.spotify.com/contact-spotify-support/>

### **Q: How can Kaiser members access coaching?**

**A:** Employees enrolled in Adobe's Kaiser Permanente health plan have access to a version of Headspace that allows you to text with an emotional support coach 24/7 for 90 days per year to discuss goals, share challenges, and create an action plan. To obtain Headspace with coaching at no cost, you must access the app through [Kaiser self-care apps](#).

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

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

1. 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.
2. Turn your iPhone off and then back on. This is important.

3. Download the app again by visiting the App Store and searching for 'Headspace.' Press the cloud icon or 'Install' to re-download.
4. 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](mailto:help@headspace.com) with the make, model, and operating system of your device.

### **Can I use the subscriptions with kids?**

Anyone over 13 can use subscriptions on their own. For children under 13 years old, Kids Packs are included in your subscription and you can use these with children without interruption to your own progress. We strongly advise that no children under 13 use the app without the supervision of a parent/guardian/teacher.

### **Can I use Headspace if I am not connected to the internet?**

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.

### **How can I update the email address on my account?**

To change account details, such as your email address, simply log into your Headspace account at [www.headspace.com/login](http://www.headspace.com/login)

1. 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'
2. Scroll down the page and click 'Edit.' From there you may update your new email address
3. Once you've entered your new email address, be sure to click 'Save' at the bottom of the page

### **How can I update the password on my account?**

To update your password, simply log into your Headspace account at [www.headspace.com/login](http://www.headspace.com/login).

1. Go to your name in the top right corner of the screen (or the 'Profile' tab on a mobile browser) and then click on the 'My Account' section
2. Scroll down the page and then click on 'Change.' From the new screen that appears, you will be able to update your password and click 'Save'

## **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.

## **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.

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.

## **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:

1. Tap on your name/profile in the bottom right
2. Tap the settings wheel in the top right
3. Tap 'Language'
4. Select your desired language
5. Tap 'Got It' in the popup window notifying you that your language settings are updated
6. All content currently available in your selected language will appear in the app; all content not available in your selected language will be removed

To change your language on the website:

1. Click your name/profile in the top right
2. Click 'Account'
3. To the right of 'Language' click 'Change'
4. Select your desired language
5. Click 'Got It'
6. All content currently available in your selected language will appear in your online

7. Portal; all content not in your selected language will be removed
8. 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

**Our Support Team is available 7 days a week and we offer 3 options to reach us:**

Email: [teamsupport@headspace.com](mailto:teamsupport@headspace.com) (We aim to reply quickly, so you won't have to wait too long for a response!)

Live Chat: If you see the orange 'Chat' bubble on the bottom right-hand corner of the page, click/tap on it! (Our Support Team offers Live Chat throughout the day during peak times.)

## **Adobe & Headspace +5 Program**

**Note: These steps need to be done on desktop.**

If you have questions or technical issues, please reach out to [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

### **How do I invite someone to my Adobe's +5 Plan?**

After enrolling in Adobe's Headspace for Work program, you will be prompted to invite up to five family or household members to join your plan.

If you are already enrolled in Adobe's Headspace for Work program, please follow these steps:

1. Visit <https://www.headspace.com/family/manage> (You may be asked to log in)
2. Enter up to five of your family or household member's email addresses and click 'Send'

### **My family member never accepted their invite; what do I do next?**

If you need to resend an invite, please follow these steps:

1. Visit <https://www.headspace.com/family/manage>
2. Click the 'Resend invite' link under your family member's email address

If you need to cancel and resend a new invite, please follow these steps:

1. Visit <https://www.headspace.com/family/manage>
2. Click the 'X' next to the family member's email address
3. Resend another invitation to a new email address

**I want to add a family member to Adobe's plan but they already have a Headspace subscription.**

To add a family or household member with an active subscription, they will first need to disable auto-renewal for the current subscription and allow it to fully expire.

Once the subscription expires, the family or household member can accept an invite to activate their new subscription.

**Can I delete a family member from the Adobe Plan?**

Yes. Only you, as the Adobe employee, can delete someone from the family or household member plan.

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

1. Visit <https://www.headspace.com/family/manage>
2. Click the "X" button to the right of your family member's email address

Upon doing so, the family member who has been deleted will receive an email confirming the cancelation of their premium access. Their app will be reverted to the free version of Headspace, but they will not lose any of their meditation stats or journey data.