Proprietary & Confidential

personify HEALTH

Enrollment Guide

Joining Headspace for Personify Health Members

Updated September 18, 2024



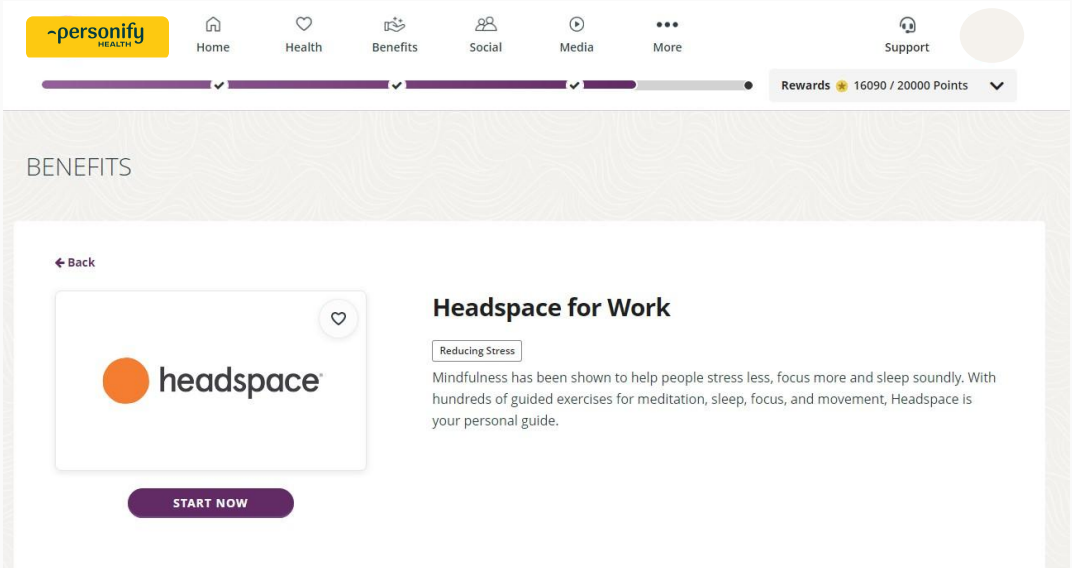
Ready to get some Headspace?

To activate your Headspace membership and Personify Health rewards, you'll need to start on Personify Health.

Sign into Personify Health and navigate to the Benefits Page to find the Headspace enrollment page.

Click the Start now button.

Member's Benefits Page

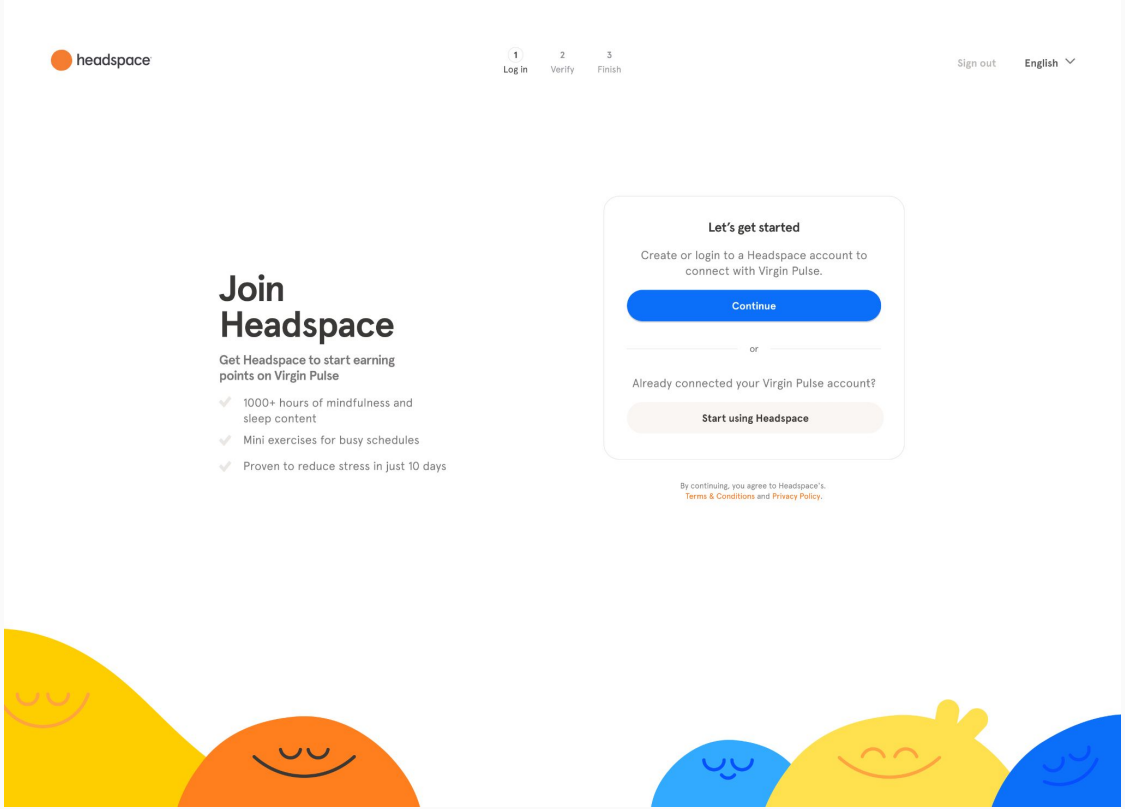


1

Log in

Create or login to an existing Headspace account.

Click “Continue” to get started.



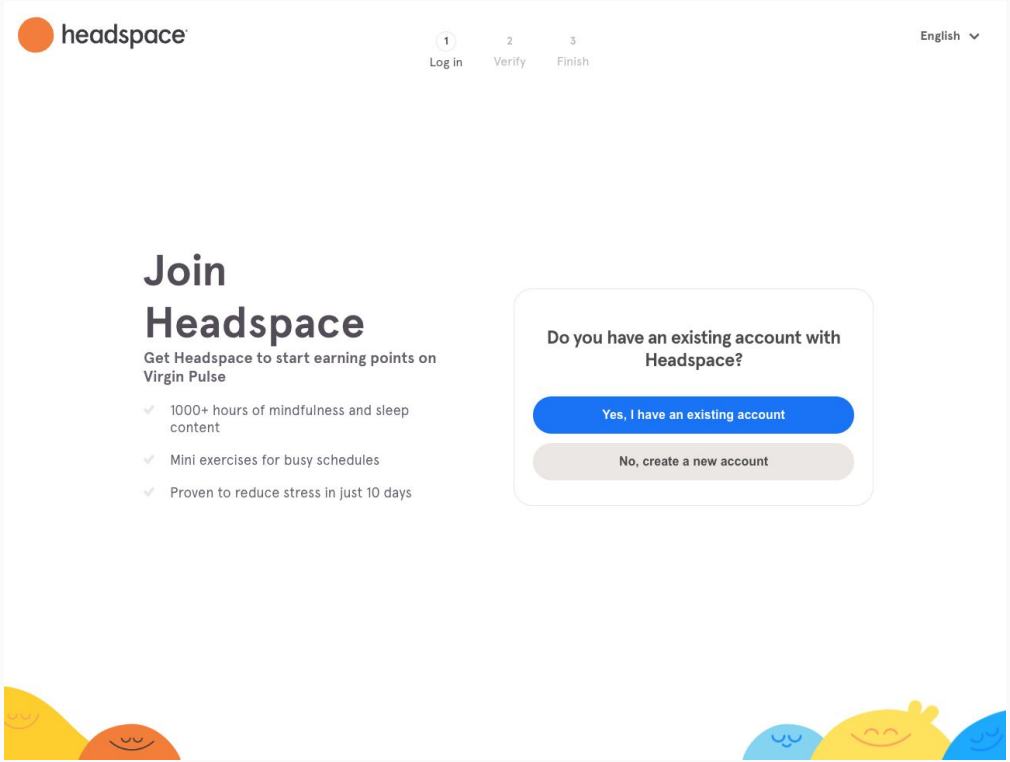
1

Log in

You will be asked “Do you have an existing account with Headspace?”

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

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

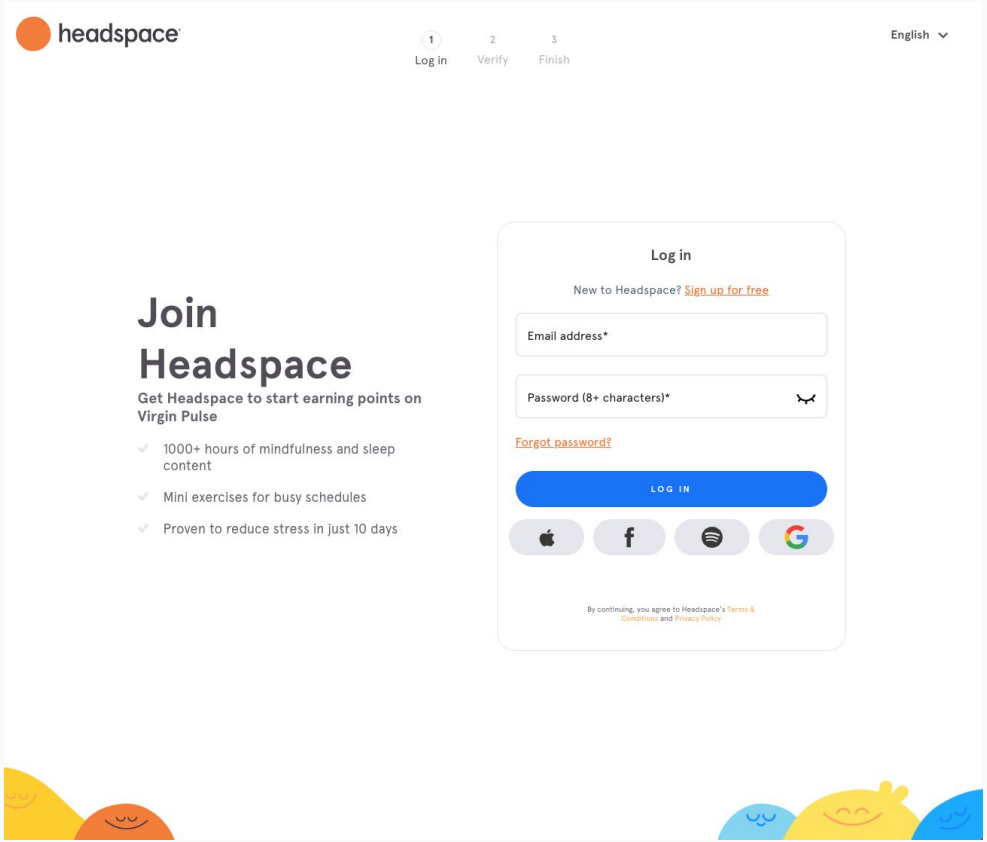


1

Log in

Users with existing Headspace accounts should sign in with their existing Headspace account information.

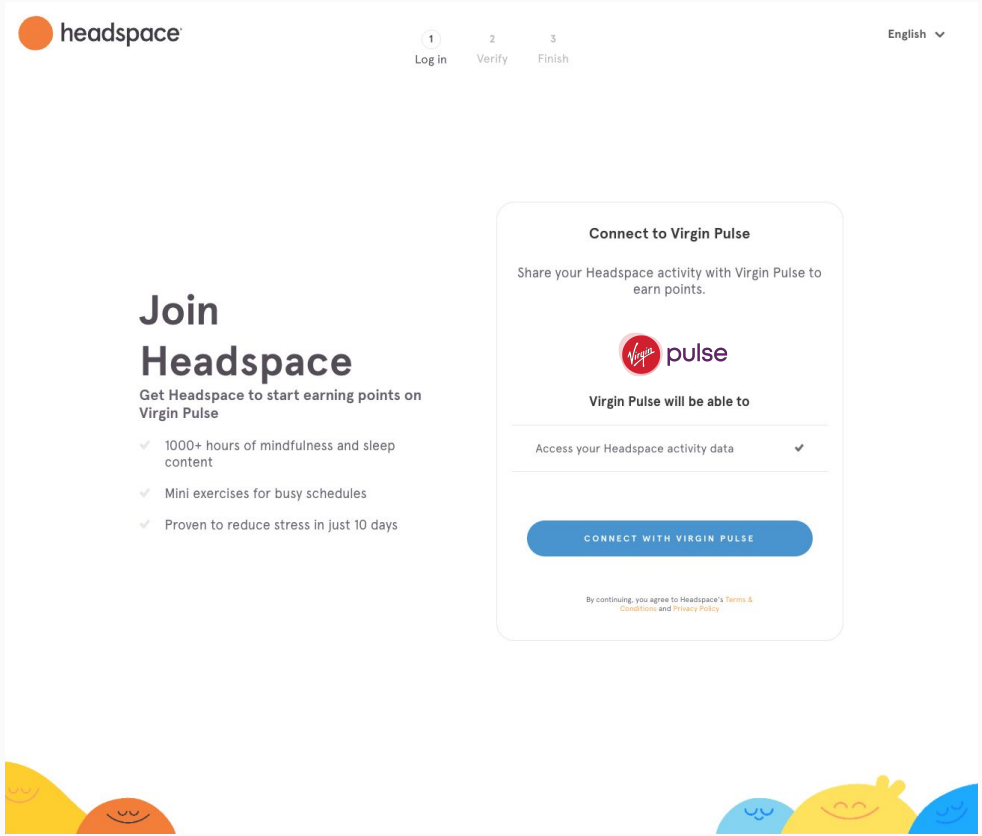
If you created a Headspace account using an Apple, Facebook, Spotify or Google account, use those methods to log in.



1

Log in

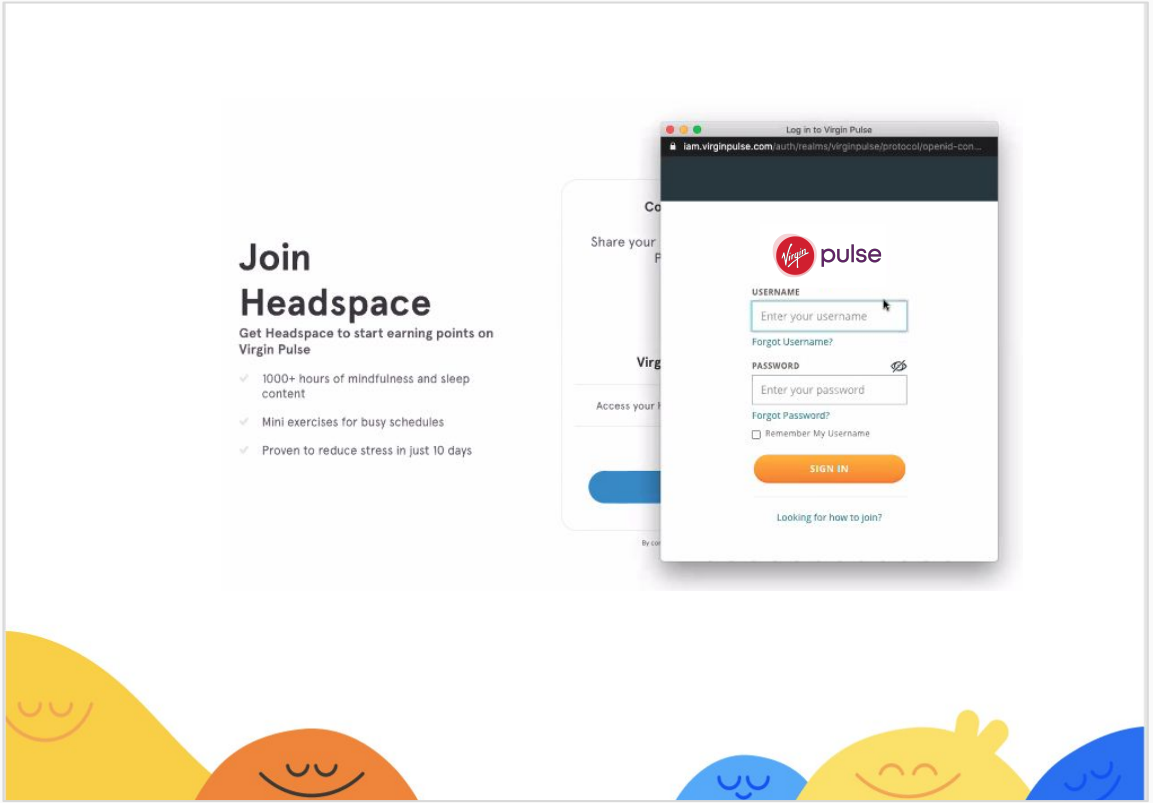
Click “Connect with Personify Health” to link your Personify Health and Headspace accounts and begin earning member rewards.



1

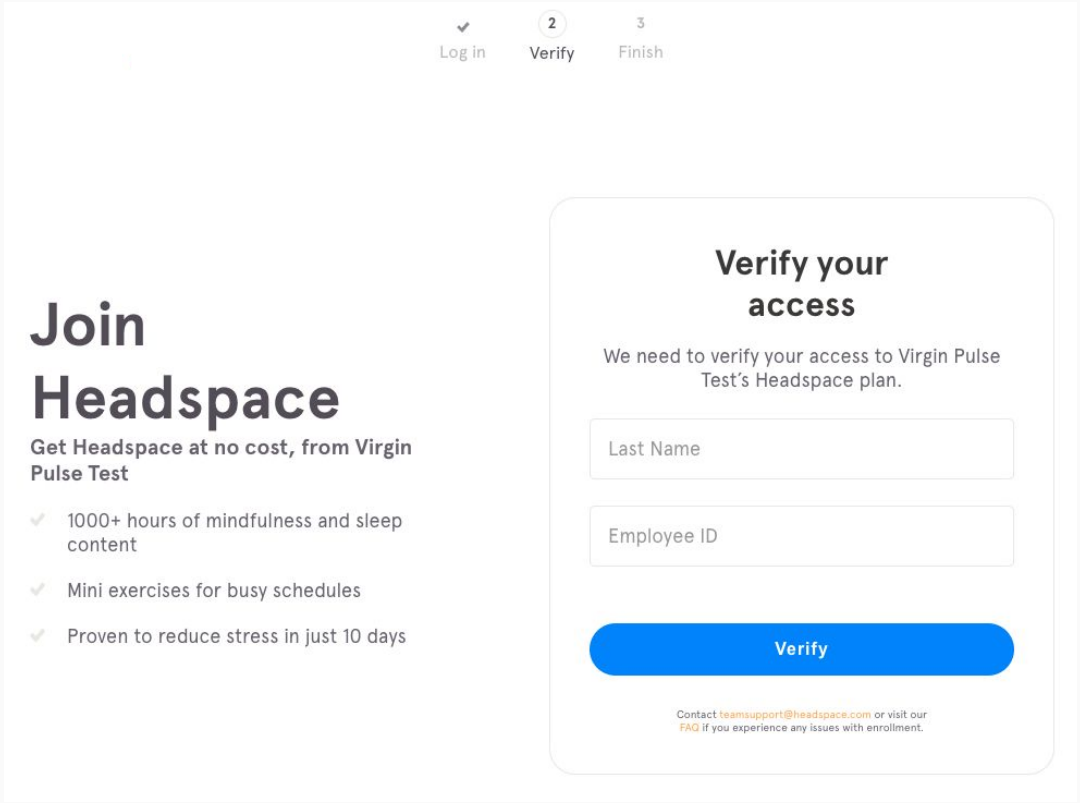
Log in

Use your Personify Health account login information to sign in to your Personify Health Account.



2
Verify

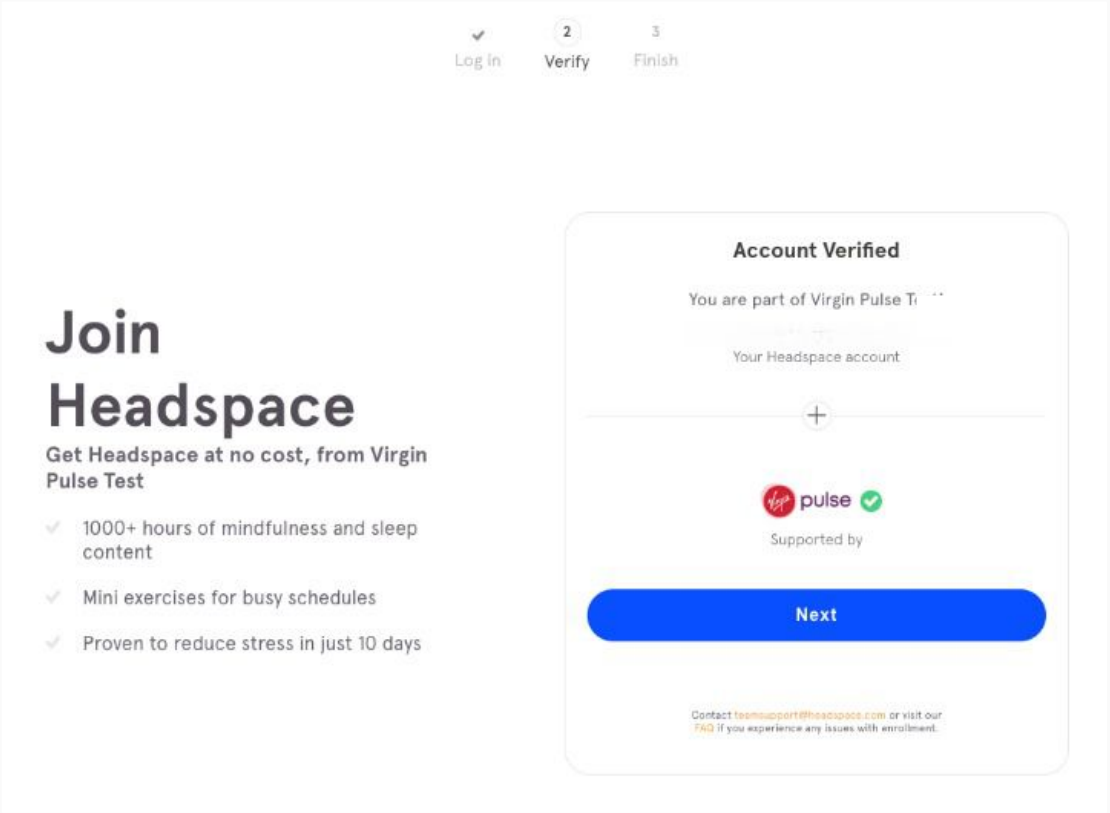
Verify your account with your Last Name & Employee ID.



2
Verify

Account Verified

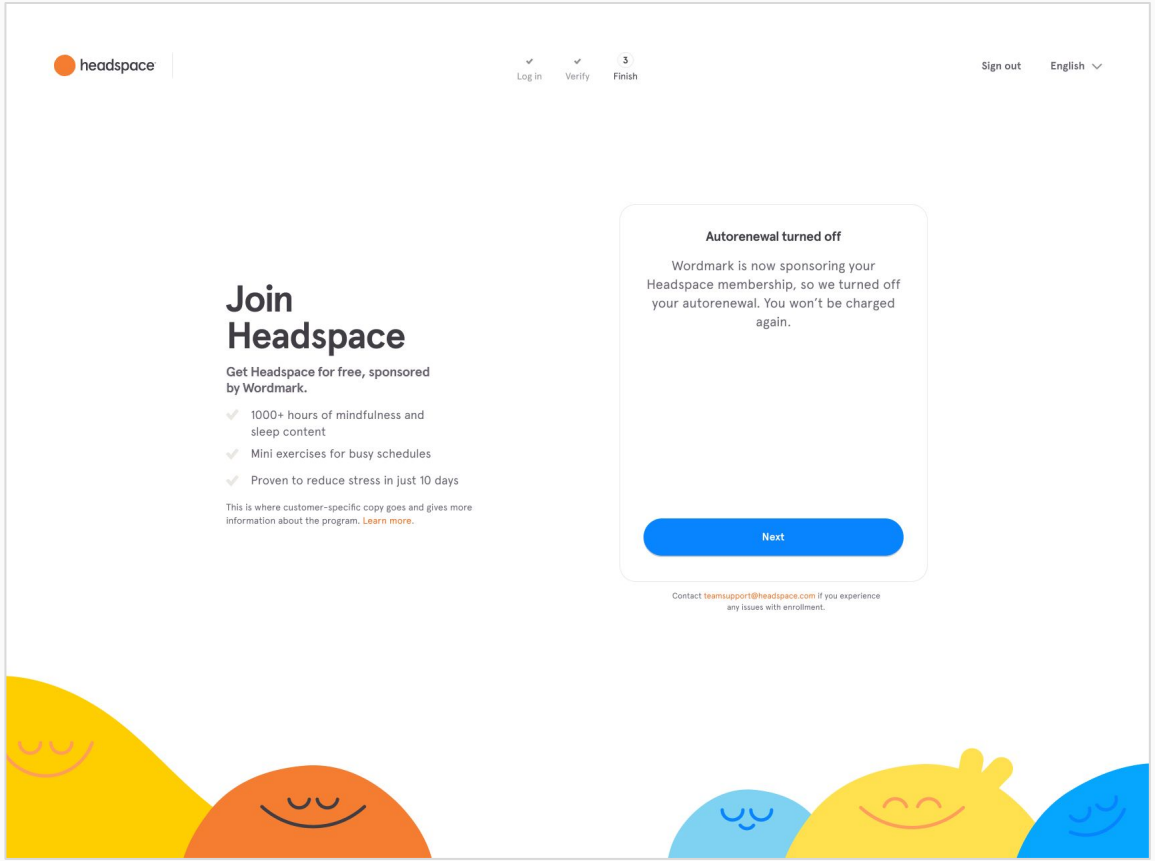
You'll see this message if your account is verified.



3

Finish

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

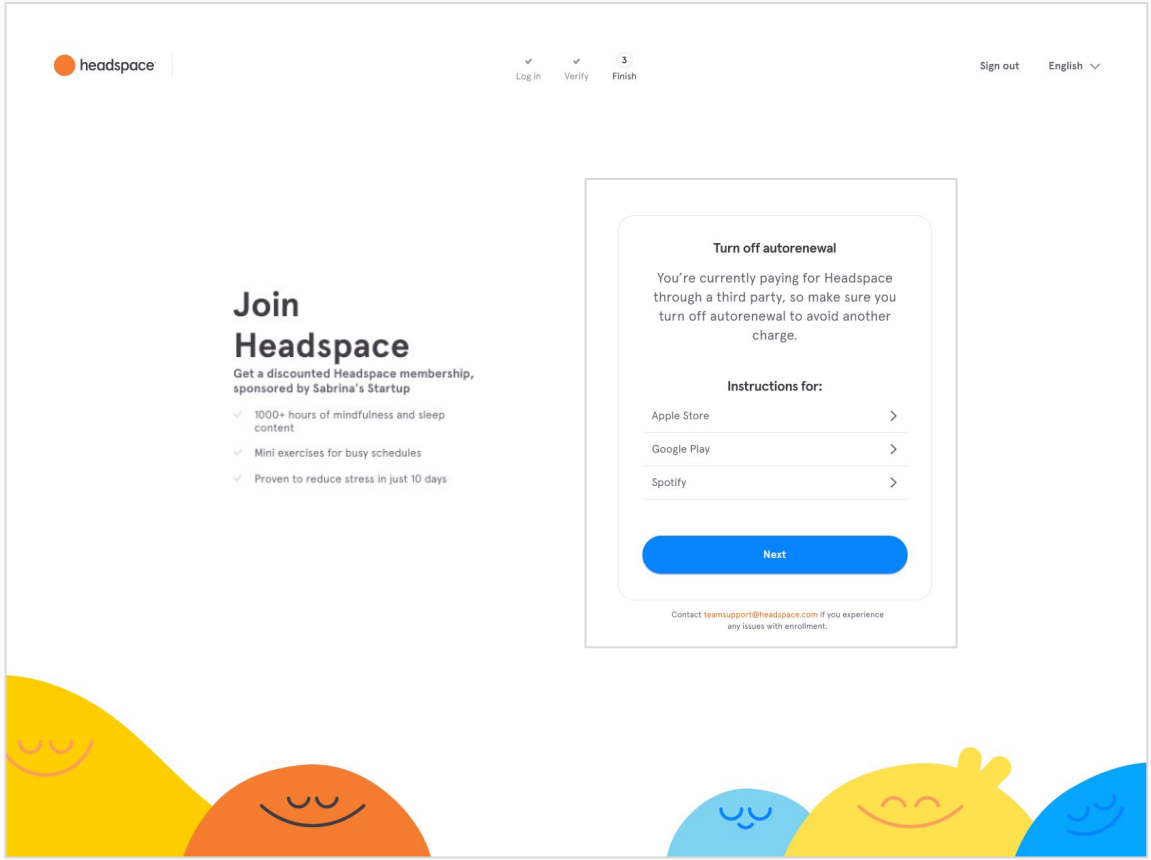


3

Finish

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

See our Help Center for instructions.

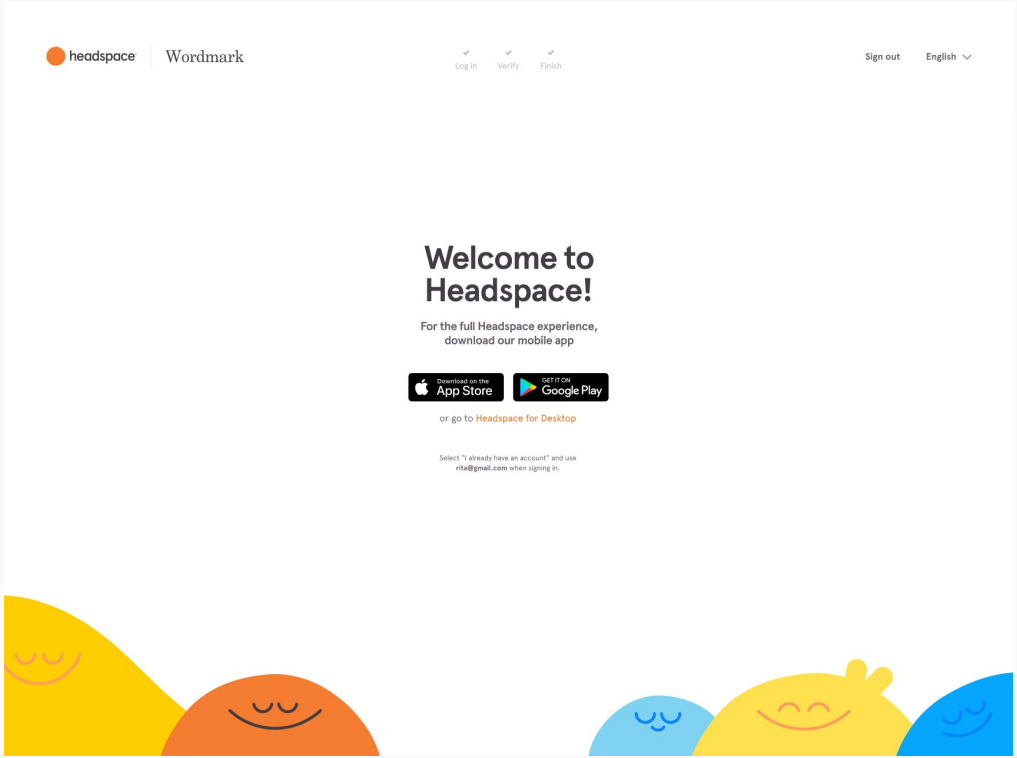


Finish

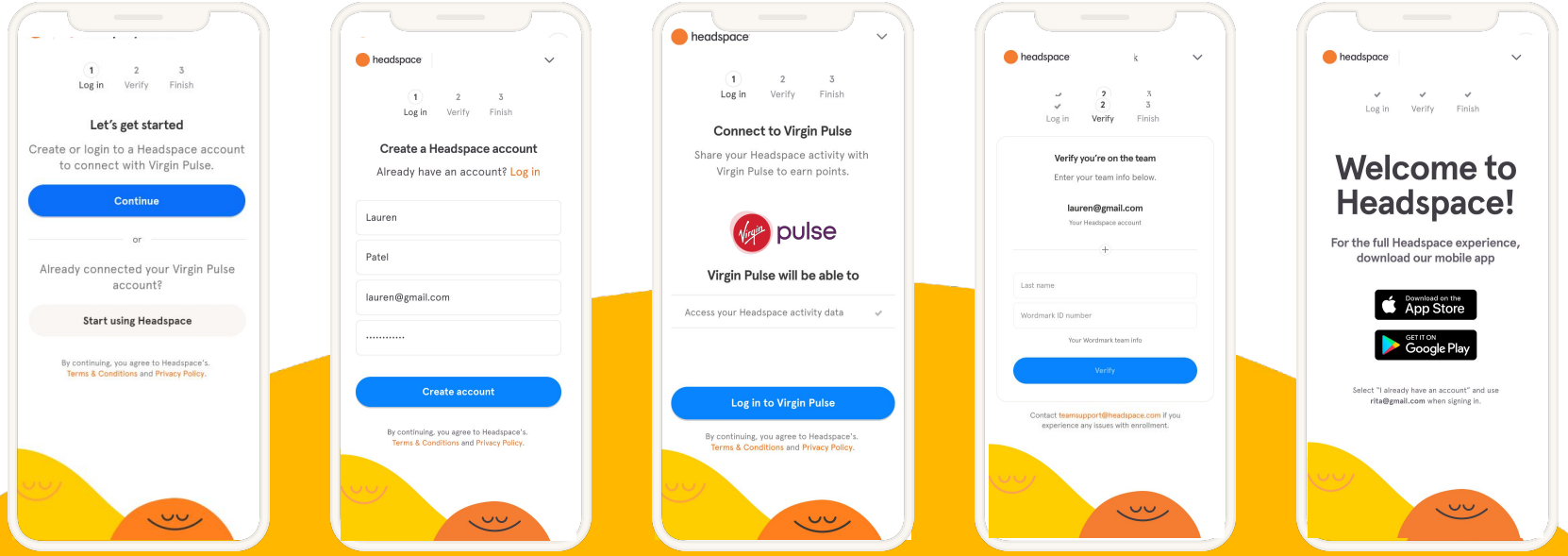
Joining success!

Members will be prompted to download the Headspace iOS or Android app, or continue to our web application.

To get the full headspace experience please download the Headspace app

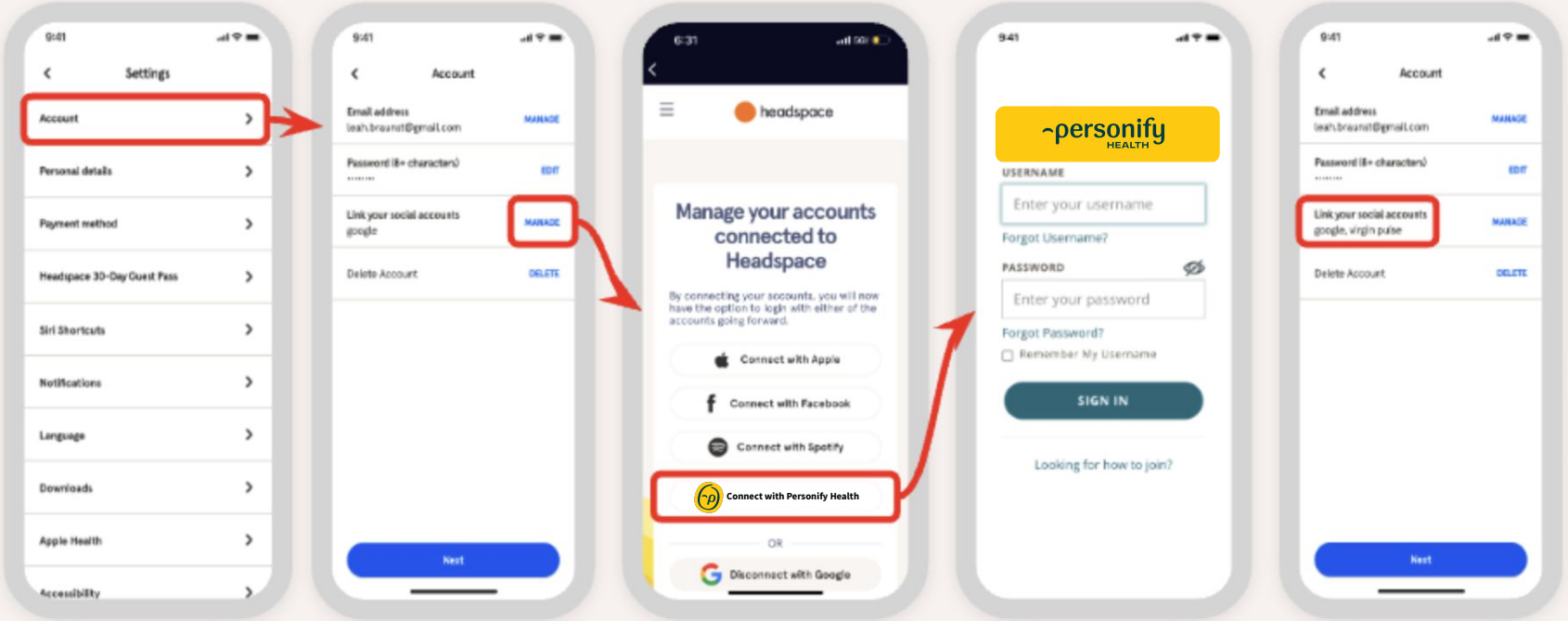


Mobile experience



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

In Settings > 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.



Headspace Troubleshooting Guide for Personify Health Members

In this guide, you'll find helpful tips to common challenges during enrollment.

- ➔ How do I earn Personify Health rewards for my Headspace activity?
- ➔ How do I verify my Headspace account is linked to my Personify Health account?
- ➔ Can I use "Connect with SSO" to login to Headspace?
- ➔ How do I do complete a Headspace Progress Check in?
- ➔ I'm logged into Headspace and it's asking me to "Start my free trial".
- ➔ I see a spinning wheel or frozen screen during enrollment, what should I do?

Still have questions?

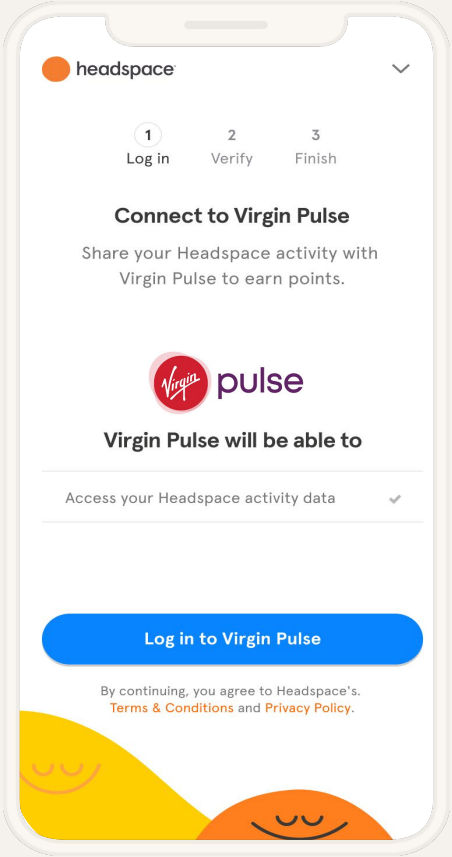
Visit help.headspace.com or email us at teamsupport@headspace.com.

How do I earn Personify Health rewards for Headspace activity?

Follow the step-by-step instructions found at the beginning of this guide.

It's a several step process, first you'll login to Headspace or create an account, then you'll be prompted to connect your Personify Health account to your Headspace account, and finally verify your eligibility.

If you're unsure if your accounts are connected, see the next page for instructions.



Member rewards opportunities that may be available include*:

- 200 points 1x lifetime for connecting accounts
- 20 points 1x daily for playing an HS session
- 100 points 1x monthly for completing the 'my progress' stress check in

* Available points determined by employer

How do I verify my Headspace account is linked to my Personify Health account?

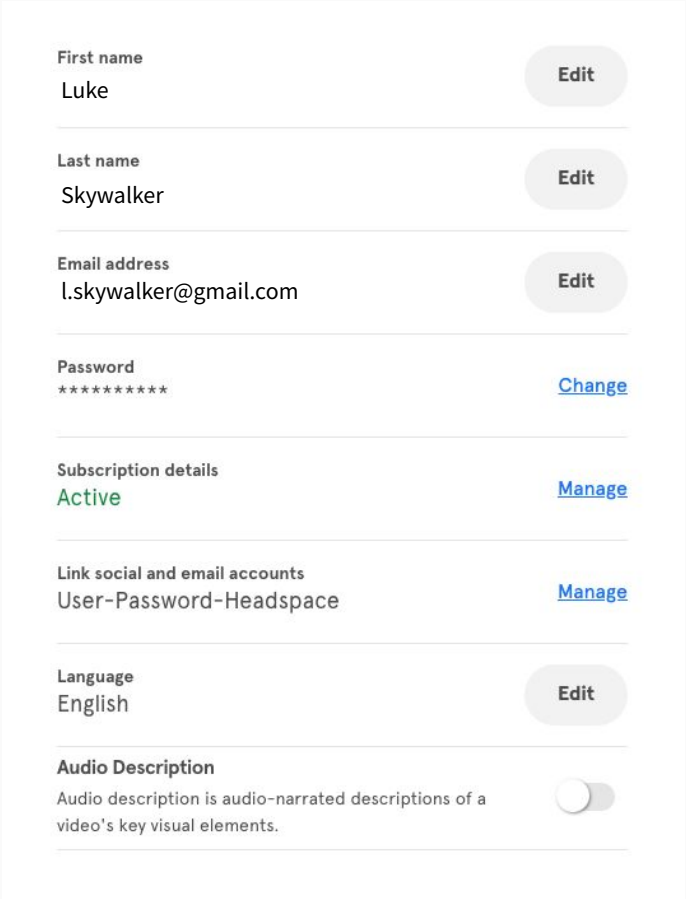
Step 1

Log into your Headspace account on your mobile device or on desktop at my.headspace.com

Step 2

Navigate to your profile and then click on “Manage” next to “Link social and email accounts”.

On mobile, tap on the gear icon in the top left and then click on “Accounts & Subscriptions” to access this screen.



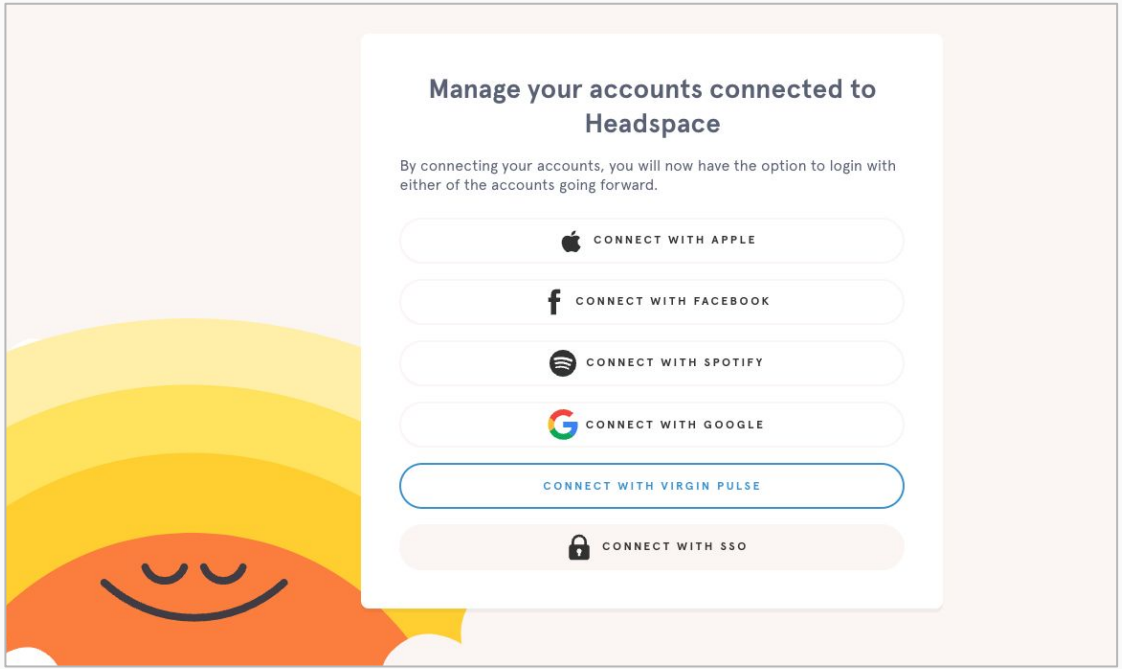
Account & Subscriptions Screen

How do I verify my Headspace account is linked to my Personify Health account?

Step 3
Choose “Connect with Personify Health” to link your accounts.

“Connect with SSO” is not supported for Personify Health accounts.

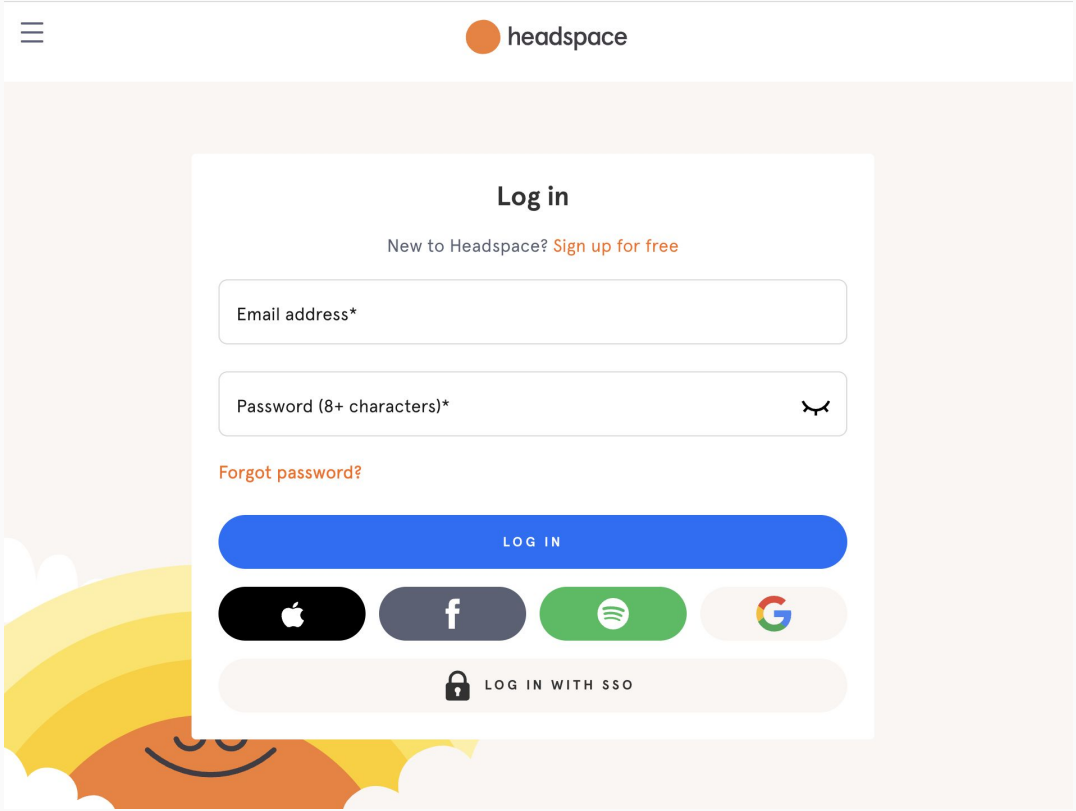
If already connected, you have the option to disconnect your accounts by visiting this page, anytime.



Can I use SSO to log in to Headspace?

No, we do not support the SSO login option for Personify Health members.

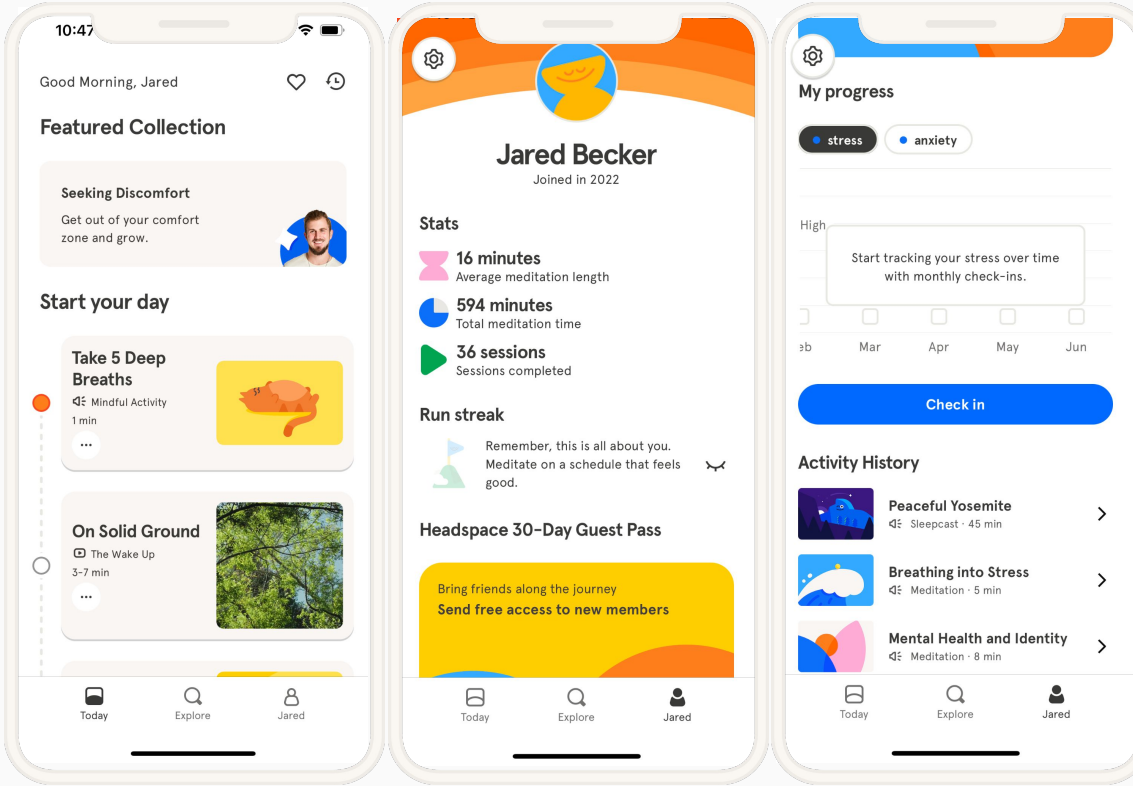
Please use the email or social account you signed up with to login to Headspace.



How do I complete a Headspace check in?

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

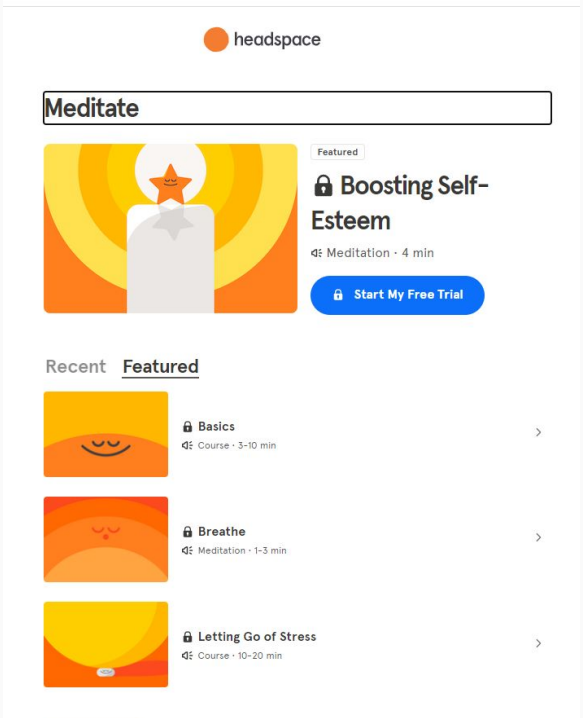
Scroll down to My Progress and tap on the blue “Check In” button.



I’m logged into Headspace and it’s asking me to “Start my free trial”.

You have not yet activated your Headspace membership via Personify Health.

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



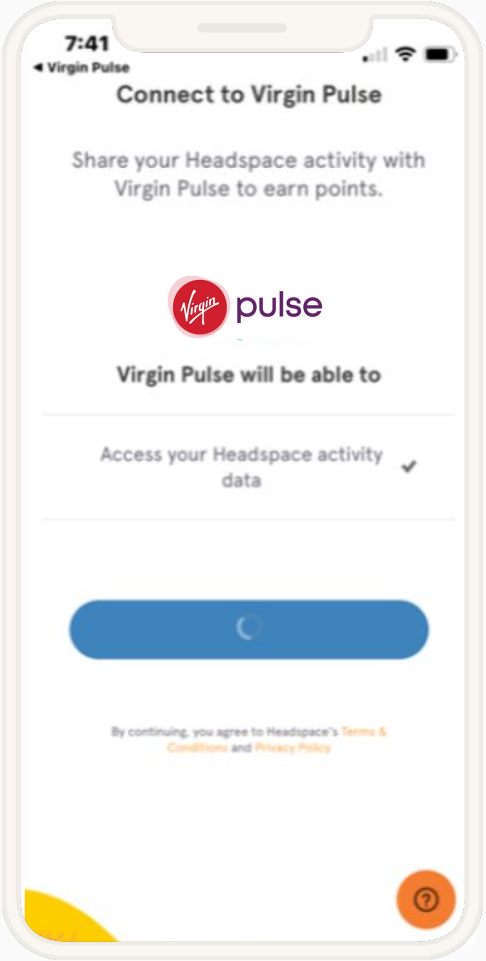
I see a spinning wheel or frozen screen during enrollment, what should I do?

Here are a few general tips to try:

- ➔ Ensure cookies and popups are enabled in your browser
- ➔ Close and reopen your browser or Headspace app
- ➔ Try another web browser

Need personal support?

Visit help.headspace.com or email us at teamsupport@headspace.com.



Thank you



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