

Headspace for Work FAQs

Updated July 28, 2022

Q. How do I sign up for the Headspace for Work subscription?

If you're new to Headspace, you must create a new account (see instructions directly below). If you already have a Headspace account, you can link your existing account by following the instructions in the next question below.

1. Visit the Leidos unique enrollment page: work.headspace.com/leidos/member-enroll
2. Create a new account by filling in the requested information (First Name, Last Name, **personal email address**, unique password) and click "Create Account"
3. Verify your account by entering your **Leidos Employee ID**
4. Download the Headspace app in the iOS App Store or Google Play Store **to your personal device**
5. Open the app and log in using the Headspace login details you just created

Q. If I already have a paid subscription to Headspace, can I link my existing account to a Headspace for Work membership?

Yes, if you're already a Headspace user, you can link your existing account to your Headspace for Work membership by following the instructions below:

1. Visit the Leidos unique enrollment page: work.headspace.com/leidos/member-enroll
2. Click "Log in" next to where it says 'Already have an account?'
3. Enter your existing Headspace login information
4. Verify your account by entering your **Leidos Employee ID**

Please Note: If you purchased an individual membership directly through Headspace, your Headspace Plus auto-renew will be 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 the instructions in the next question below.

Q. I'm already a member and have paid my annual subscription. Can I get a refund?

If you purchased a Headspace Plus annual subscription on Headspace.com within the last 30 days, you can contact 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 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. Headspace can provide you a complimentary 1-year voucher to share with a friend or family member.

Q. Can I download the Headspace app to multiple personal devices (e.g. my mobile phone and tablet?)

Yes, you can download the app on up to five (5) devices. However, you must use the same login credentials on each device. You will not be able to create separate accounts/logins on the other devices.

Q. Is Leidos using or tracking my data?

No. Leidos will not be able to track your personal usage or the content you view within the Headspace app. Furthermore, to ensure your privacy, we strongly encourage you to use Headspace on your personal devices, and not your Leidos devices, and to sign-up using a personal email address, not your Leidos email address. THE ONLY REASON YOU NEED TO PROVIDE YOUR LEIDOS EMPLOYEE ID is to confirm that you are on the Leidos “team” and entitled to a free subscription. Please note that Leidos does not control, nor is it responsible for, Headspace’s use of any information you provide to Headspace when visiting or using their mobile application or website. Your use of Headspace’s application and website is subject to Headspace’s Terms and Conditions and Privacy Policy. We encourage you to carefully review these documents before providing your information to Headspace.

Q. Why do the instructions say to create my account with my personal email address instead of my Leidos email? Can I set up my profile using my Leidos email address?

Because we value your privacy and want you to feel free to interact with any Headspace content discretely, you are strongly encouraged to sign-up using your personal email address, not your Leidos email address.

Q. Can I download the app onto my Leidos device (as opposed to my personal device)?

Because we value your privacy and want you to feel free to interact with any Headspace content discretely, you are strongly encouraged to use Headspace for Work on your personal devices, and not your Leidos devices.

Q. I have a security clearance. Do I need to disclose using Headspace?

Headspace offers discrete, on-demand solutions which employees with security clearances can feel comfortable using (e.g., no requirement to disclose interactions with online content on Form SF86 Security Clearance Application or Form SF 86A Questionnaire for National Security Positions).

Q. Can my family members register?

No, only Leidos employees are permitted to create a Headspace for Work account. However, you may download the app on up to five (5) devices and allow your family members to access the app using your login credentials.

Q. Can my family members access Headspace using my account?

Once you have registered, you may download the app on up to five (5) devices – including devices belonging to family members. Please note that you will be required to use the login you created on all devices as family members cannot create their own accounts through the Leidos benefit.

Q. I signed up for Headspace for Work but I'm still being charged under my previous membership. What should I do?

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.

Q. I have a membership in a family plan. How does this affect my enrollment in 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 occupy one of the available spots in the plan. The Family Plan owner will need to remove you from the plan, as only Family Plan owners can delete members 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/manage>
2. Click the "X" button to the right of your family member's email address

Q. I am the owner of a Family Plan. How will my enrollment in Headspace for Work affect my other family 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 teamsupport@headspace.com for help.

Q. I have additional questions. Who should I contact?

Contact the Headspace Support Team, which is available 7 days a week, via email: teamsupport@headspace.com