

Headspace at Work: Employee FAQs

If you have questions or technical issues please reach out to TeamSupport@headspace.com.

How do I sign up?

Go to work.headspace.com/assurant/join and follow the prompts. You'll find a step-by-step walk-through when you log in.

How does the Headspace App work?

Please take a look at [this short video](#) about using the Headspace App.

I'm new to mindfulness, where should I begin?

Welcome! Check out this [section](#) of our Help Center for information on getting started, in-app features, language & voice options, and more.

Is there any cost to me?

Nope! There is no monetary cost to employees and you will not need to input any payment info during the signup process just be sure to go to the [Assurant Headspace landing page](#) to enroll first.

Will our membership to Headspace at Work still be free after 12 months?

Assurant is providing this free membership to employees for at least one year. We want to ensure solid adoption and engagement with Headspace to verify that employees value this new offering. We will assess in 2023.

I already have a Headspace account. How can I take advantage of this offer?

Employees who already have a Headspace account can connect their current account to participate in the Assurant Headspace Program by going to the [Assurant Headspace landing page](#) and selecting, "Yes, I have an existing account."

I've already paid for a Headspace Plus membership. How can I stop future payments? Can I get a refund?

- If you had an existing paid membership, future payments through Headspace are automatically stopped during enrollment. Payments through a third party like iTunes need to be manually stopped. You will see instructions for this within the enrollment flow.
- If you have purchased an annual subscription on Headspace.com within thirty days, you can contact teamsupport@headspace.com for a refund. If you purchased through iTunes, you will need to contact Apple directly.
- If you made an annual purchase more than 30 days ago, please contact teamsupport@headspace.com. We can provide you a complimentary 1-year voucher to hang on to or share with a friend or family member.

Does Headspace work? How can Headspace help me?

Yes! The Headspace science team is involved in numerous external and internal studies evaluating the effect of Headspace on a range of outcomes, including stress, mood, sleep, work performance, academic outcomes, sports training, and more. To date, we have over 65 collaborations (completed and underway) with external researchers at prestigious research institutions such as Stanford and the University of Southern California (USC).

In 27 published studies to date, Headspace has been shown to reduce stress, improve focus and reduce mind-wandering, increase resilience, increase compassion, and decrease aggression. Read more about findings to date and see a list of publications reporting on the impact of Headspace [here](#).

Are there any studies that have looked at the impact of Headspace on health?

Yes! The Headspace science team is committed to studying the impact and efficacy of the app on various mental and physical health outcomes. Thus far, Headspace has been shown to reduce stress and symptoms of depression and anxiety among employed adults, and improve the quality of life for asthma and cancer patients, as well as caregivers. Currently underway are studies investigating the impact of Headspace on smoking cessation and outcomes in chronic disease populations.

The Headspace science team is committed to conducting research on our product to ensure it delivers benefits to our users. While our research is in progress, it's important to note that Headspace is not intended to diagnose, treat, cure, or prevent any disease or medical condition. Check out www.headspace.com/science for more info on our research.

What languages is Headspace available in?

We are currently offering the ability to change your language between English, French, German, Spanish and Portuguese! We will continue to release more translated content over time.

To change your language in the Headspace app:

1. Open the Headspace app and tap on your PROFILE
2. Tap on the GEAR icon in the top of the screen
3. Tap "Language"
4. Select your desired language
5. Tap "Got It"
6. Then, you will see that any content we have available in that language will appear in that language.

You can find more Headspace For Work Member FAQs [here](#).