

Headspace at Dartmouth FAQ

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ENROLLMENT

How do I sign up for free premium access to Headspace at Dartmouth?

1. Visit <https://work.headspace.com/dartmouth/member-enroll> in your browser on your computer or mobile device.
2. Create a new Headspace account using your netid@dartmouth.edu email address. **Please note:**
 - The entire email address must be lowercase
 - You must use your NetID, not your name
 - Your email must end with @dartmouth.edu (e.g., if you have a @tuck.dartmouth.edu address, just use @dartmouth.edu)
 - If you currently have a Headspace account, login with your current credentials through the above link and verify eligibility with your netid@dartmouth.edu email address.
3. Check your Dartmouth email; you will need to verify your email address to finish the enrollment process.
 - You will receive an email from Headspace – ‘Activate your Headspace Membership’ – click on ‘verify’
4. Download the Headspace app in the iOS App Store or Google Play Store on your mobile device if you don’t already have it.
5. Open the app and log in using your Headspace login details.

ELIGIBILITY

Who is eligible for Headspace at Dartmouth?

All active Dartmouth College faculty and staff are eligible for free premium access to Headspace. **Please note, employees must be paid by Dartmouth College to receive access.** All active students, including undergraduate, graduate, and professional school students are also eligible.

What if I leave Dartmouth?

Any employee or student 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 at Dartmouth 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).

ABOUT HEADSPACE

What is Headspace?

Headspace is a global leader in mindfulness and well-being. The Headspace app is science-backed meditation. Mindfulness has been shown to help people stress less, increase focus, and sleep more soundly. Meditation helps you to be more mindful – and Headspace is your personal guide, with thousands of meditations and exercises for sleep, focus, and movement. Backed by over 20 published studies, Headspace meditations have been shown to reduce stress, increase happiness, and improve focus in as little as 10 days.

Why is Dartmouth offering access to a mindfulness meditation app?

Mental well-being is a critical component of your academic, professional, and personal success and Dartmouth continues to pursue ways to support our community's ability to thrive. The positive effects of meditation and mindfulness has shown by over two decades of research to help with stress reduction, restful sleep, increases in focus and concentration, decreases in anxiety and depression, enhancement of emotional intelligence and resiliency, reduction in rumination (constant worrying over something), improvement of memory, and enhancement of communication and relationship skills. As one step to help foster well-being in our community, an app-based offering compliments the pre-existing mindfulness and emotional wellbeing skill-building opportunities already available to the Dartmouth community.

Why Headspace?

Dartmouth conducted a review of various available meditation apps. A small-scale pilot project gathered feedback and information from a cross-section of undergraduate students, graduation/professional school students, staff, and faculty to inform the decision-making process. The majority of participants endorsed Headspace as a selection for Dartmouth primarily due to its name recognition, user-friendly interface, and comprehensive offerings that were inclusive of but not limited to mindfulness meditations.

ADDITIONAL MINDFULNESS & MEDITATION RESOURCES

How do I learn about other mindfulness and meditation resources available?

Dartmouth offers a variety of mindfulness and meditation resources to students, faculty, and staff to support your wellbeing. Learn more:

- [Student Wellness Center](#) (most resources are also available to faculty/staff)
- [Wellness at Dartmouth](#) (faculty/staff)
- [Tucker Center](#) (students, faculty, and staff)

I don't like Headspace. What other mindfulness apps can I use?

We understand that building a mindfulness practice and working on your wellbeing is a very personalized experience. Not one app, offering, or resource will be right for everyone. We encourage you to explore a variety of options and practices. Below are some recommendations for free meditation apps that may be a better fit for you and your lifestyle:

- [Healthy Minds](#): Feedback from Dartmouth community members for this free app was very positive. By translating pioneering neuroscience into tools for everyday life, through a combination of podcast-style lessons and both seated and active meditations, you'll learn what the science says about the brain while developing skills to tap into these learnings for a healthier, happier you.
- [Insight Timer \(website and app\)](#): offers many free guided meditations varying in lengths, styles, and focuses. It also includes the option to set a custom timer with sounds for your own silent meditation. Developed under the guidance of a Dartmouth alumnus (Jack Kornfield '67), so that's cool!
- [Aura](#): Provides personalized, daily 3-minute meditations and the ability to track your mood.

I don't like using apps but want to gain the benefits of mindfulness. What do I do?

App-based mindfulness isn't for everyone. Dartmouth offers a wide array of mindfulness meditation programming for both students and staff/faculty, including in-person opportunities as well as libraries of audio and visual recordings. Most of these resources were developed by Dartmouth members for Dartmouth members.

- [Student Wellness Center](#) (most resources are also available to faculty/staff)
- [Wellness at Dartmouth](#) (faculty/staff)
- [Tucker Center](#) (students, faculty, and staff)

HEADSPACE SUBSCRIPTION QUESTIONS

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

If you purchased an individual membership directly through the Headspace 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.

If you purchased a Headspace Plus annual subscription on Headspace.com within 30 days, you may 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 at <https://support.spotify.com/contact-spotify-support/>

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 share with a friend or family member.

I signed up for Headspace at Dartmouth 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 in question below.

If you need additional help, please contact teamsupport@headspace.com.

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.
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. 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
3. 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/>

I am part of a Headspace family plan; how does this affect my enrollment in Headspace at Dartmouth?

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/manage>

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 at Dartmouth affect my other members?

If you are the owner of a family plan and enroll in Headspace at Dartmouth, 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 at Dartmouth and close your Family Plan Account, you will continue to have access to Headspace Plus through Headspace at Dartmouth and don't need to take any further action.

If you wish to cancel your Family Plan, turn off auto renew by:

- Visit <https://www.headspace.com/subscription/manage>
- Log into your account
- Select "TURN OFF AUTO RENEWAL".
- If the button is not there, please send an email to 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 Dartmouth.

I have a student plan; can I sign up for Headspace at Dartmouth?

Yes, you can connect your student plan to Headspace at Dartmouth. However, you will need to turn off auto pay or your billing will continue.

To turn off auto pay:

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

APP TROUBLESHOOTING

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:

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 Wi-Fi 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.

Can I use the subscriptions with kids?

Anyone over 13 can use subscriptions on their own.

For under 13-year-olds, the Kids Packs are included in your subscription, and you can use these with kids without interruption in 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 your account details such as your email address, simply log into your Headspace account at 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.

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 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 computer/tablet's browser, for the best experience, please download the Headspace app through the iOS App Store or the Google Play Store. Our web browser version only has the meditate and focus modes; the sleep and movement content needs to be viewed on the mobile app.

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. And all content not 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 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.

Is the Headspace App accessible?

The accessibility widget helps users with disabilities to better access our website. These features include a screen reader, keyboard navigation, blinks blocking, colorblindness adjustments, and more.

Closed Captions are available across all English content. This includes Everyday Headspace, our Move videos and even Sleepcasts. They can be managed from your device's system settings. See below:

- On iOS: Settings > Accessibility > Subtitles & Captioning
- On Android: Settings > Accessibility > Caption Preferences

If you need further accommodations, please reach out to wellness@dartmouth.edu

CONTACT

The Headspace Support Team is available 7 days a week, and we offer two options to reach us:

3. Email: teamsupport@headspace.com (We aim to reply quickly, so you won't have to wait too long for a response!)
4. 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.)

If you need further assistance, please contact:

- Wellness at Dartmouth (faculty/staff) – wellness@dartmouth.edu
- Student Wellness Center (students) – Student.Wellness.Center@dartmouth.edu