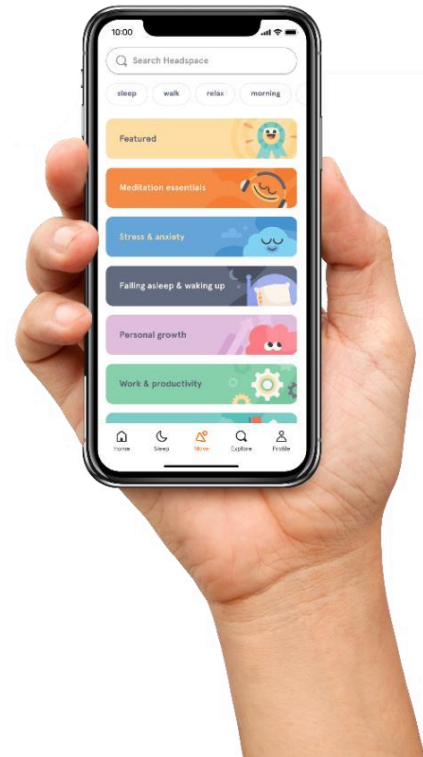


# Getting Started & FAQ Guide

New Zealand Defence Force (NZDF) is giving all RF and Civilian personnel free access to the Headspace mindfulness app.

**Signing up is easy, just follow this simple 6 step guide.**

If you already have a personal Headspace account check out page 4 for more information.



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## Support options

- Headspace log in help: [teamsupport@headspace.com](mailto:teamsupport@headspace.com)
- NZDF Mindfulness enquiries: [NZDF.Mindfulness@nzdf.mil.nz](mailto:NZDF.Mindfulness@nzdf.mil.nz)
- [NZDF Mindfulness intranet page](#) info on mindfulness training, podcasts and readings.

# Sign up for Headspace

**STEP 1** Go to the [Headspace for Work sign up page](#).

**OR** type this directly into ITD Internet Explorer: <https://work.headspace.com/work/join>

**\*TIP:** It may sometimes be easier to open this link outside of DIXS.

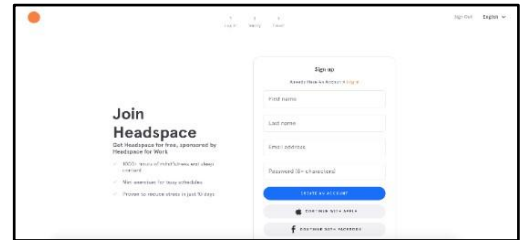
**STEP 2** You'll need to enter a first and last name.

**NZDF discourages the use of personally identifying information on Headspace.**

Use an alias you can remember. Try:

**First name:** *First letter of your Service number*

**Last name:** *Your Initials*



**STEP 3** In the **Email Address** field enter your NZDF Service Number email: [ServiceNumber@nzdf.mil.nz](mailto:ServiceNumber@nzdf.mil.nz), e.g. [n1003847@nzdf.mil.nz](mailto:n1003847@nzdf.mil.nz)

This lets Headspace connect your account to NZDF without using your name. Headspace emails will be sent straight to your regular DIXS inbox.

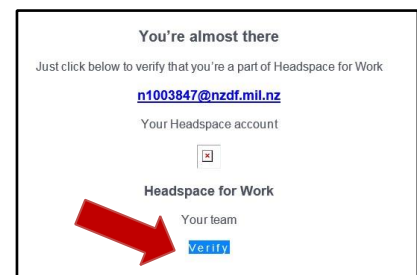
A prompt will ask if you meant [ServiceNumber@nzdf.mil](mailto:ServiceNumber@nzdf.mil) – disregard this message.

**STEP 4** Choose a password and click **Create an Account**. After you choose your password and click on 'Create an Account' (step 4) you are then prompted to **enter the email address** for the **verification email (important!)** to be sent to. Enter your [ServiceNumber@nzdf.mil.nz](mailto:ServiceNumber@nzdf.mil.nz) email.

**STEP 5** An activation email will be sent to your DIXS inbox. Open it and click on the word **Verify**.

On DIXS this will open ITD internet explorer to complete the activation process. **\*NOTE:** The activation email may take ~24 hrs to come through in a minority of cases.

**\*TIP:** You may find it easier to forward the email to a different email account (i.e. your civ email) to complete activation outside of DIXS.

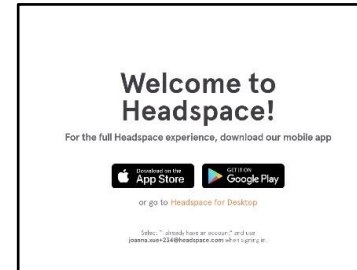
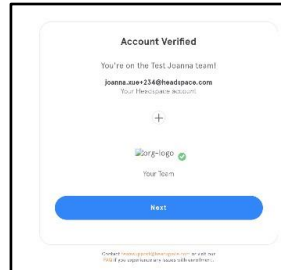




**STEP 6** The **Verify** link will take you to an activation page. Click the **Next** button to complete your account activation.

Welcome to Headspace!

Now you can download the Headspace app to your phone or tablet and log in using the account you've just created.



## Headspace Sign-up Issues & FAQs

**Q1:** What if I see **Did you mean [ServiceNumber@nzdf.mil](mailto:ServiceNumber@nzdf.mil)** while attempting to login or sign up?



**A:** Disregard.

That's the Headspace system recommending an autocorrect to a similar looking email address that exists in the system.

Continue to sign-up as normal as per the steps above.

**Q2:** What if I **already have a Headspace account**?

**A:** Because your account may contain personally identifying information, NZDF strongly recommends creating a new account to take advantage of this opportunity. However, it is possible to connect an existing account to the NZDF.

[Follow this link](#) **OR** type this directly into ITD Internet Explorer: <https://work.headspace.com/work/join> Login with your existing account credentials.

You'll be prompted to enter an email address so Headspace can verify you against the NZDF account. Enter your NZDF Service Number email: [ServiceNumber@nzdf.mil.nz](mailto:ServiceNumber@nzdf.mil.nz) and click the **Send Verification** button. Pick up the instructions above from Step 5.

Again, NZDF recommends that, having linked your account to ours, you update your details in the app to reduce personally identifying information associated with your Headspace activity.

**Q3:** I've downloaded the app/ enrolled/ signed-up **but I don't have access to the premium unlocked content** – I get told to purchase a subscription.

**A:** Ensure you signed-up via **STEP 1** in this guide. The NZDF sign-up process unlocks all the content for you.

UNCLASSIFIED

A small number of pers are signing up without going through **STEP 1** in this guide, and without using their [servicenumber@nzdf.mil.nz](mailto:servicenumber@nzdf.mil.nz) email. Signing-up to Headspace independently will not unlock NZDF free access.



**Q4:** What if I see **Please try another email address to create a new account** when trying to sign up?

**A1:** Click **Log in** instead.

One possibility is that the email address you entered has already been used to create an account (maybe you forgot you already had an account?)

If you've forgotten your password, click **Forgot password?** to reset.

**A2:** There is a known fault affecting about ~5% of sign-ups (i.e. some NZDF IP addresses are not being recognised by Headspace IT

security). Try enrolling using **ITD Google Chrome** instead.

Go to: **Start button**> **All programs**> **ITD-R folder**> **ITD Google Chrome**.

Type in this address **manually** into the address bar: <https://work.headspace.com/work/member-enroll>

You may need to reset password to locked account and re-login (if successfully enrolled through the link above).

**Q5:** What if I see **We have detected suspicious login behaviour and further attempts will be blocked Please contact the administrator** while attempting to login or sign up?

**A:** There is a known fault affecting about ~5% of sign-ups (i.e. some NZDF IP addresses are not being recognised by Headspace security). Try enrolling using **ITD Google Chrome** instead.

Got to: **Start button**> **All programs**> **ITD-R folder**> **ITD Google Chrome**.

Type in this address **manually** into the address bar: <https://work.headspace.com/work/member-enroll>

You may need to reset password to locked account and re-login (if successfully enrolled through the link above).

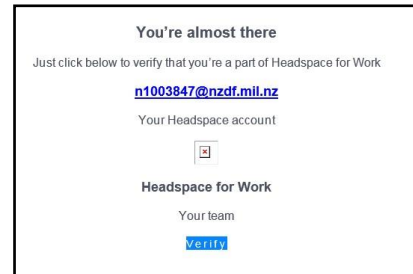
## Still Having Trouble Getting Some Free Headspace?

There are two common issues; incorrect sign-up procedure (user-error), and NZDF IP address not being recognised by Headspace (being worked on by Headspace support).

Here's the standard advice you can try.



- First, please ensure you enroll using your [servicenumber@nzdf.mil.nz](mailto:servicenumber@nzdf.mil.nz) email address.
- A small number of pers are signing up **without** going through the NZDF sign-up link, and they are emailing to say that they've been asked to pay for a subscription. The NZDF sign-up process unlocks all the content for you.
- It's important you received an email that looks like this (image) with a button that says **Verify**. If not, please retrace your steps and ensure you are not inadvertently signing-up outside of the NZDF enrolment process.
- **\*NOTE:** The verification email may take ~24 hrs to come through in a minority of cases. Don't panic 😊
- Here is Headspace's advice to those who have signed-up, but who do NOT have access to unlocked premium content:



*That's great that you were able to confirm and verify your email address. Based on your description of the email, you may have verified only 1 out of the 2 emails for which you need to click 'Verify.' The email you actioned on was in regards to your **personal Headspace account** that you created during step 1 of the enrolment page. The second email you must action on in order to receive full access of Headspace is the email with the subject line, 'Activate your Headspace Plus membership.' This is the email that will confirm in our systems that you are indeed eligible to be part of the program. In short, there are **two confirmation emails** that you'll need to action on.*

*In order to receive the **second** confirmation email I'm referring to, you will have had to go through the enrollment page: <https://work.headspace.com/work/member-enroll>, and have gotten to step #2, which is the **verification step**. Can you please confirm if you've received the second verification email, titled, "Activate your Headspace Plus membership," and whether you have indeed actioned on it? If you have, you should be able to login with your email alias that you used to sign up for Headspace in the first place, and access all content.*

For all other issues (e.g. trouble signing-up with [servicenumber@nzdf.mil.nz](mailto:servicenumber@nzdf.mil.nz) email address):

- If you sign up within DIXS, it is recommended you try using ITD Google Chrome (Start button> All programs> ITD-R folder> ITD Google Chrome) and typing the address in manually (i.e. don't click the link, type it into the Google Chrome address bar): <https://work.headspace.com/work/member-enroll>
- Recommend you try using a non-NZDF computer (i.e. outside of DIXS).



- If you are able (not always possible on work computers), clear cache and cookies.
- You may need to reset your password to a locked account and re-login (if successfully enrolled through the link above).
- If you have already created an account using your [servicenumber@nzdf.mil.nz](mailto:servicenumber@nzdf.mil.nz) email address, you will need to Login first, then verify your email.

If none of this works, you may be in the small handful of pers with an IP address not recognised by Headspace IT security – email [teamsupport@headspace.com](mailto:teamsupport@headspace.com) for further support in that case.