

# Partner Family Plan: Member FAQs

## **How do I invite someone to my organization's Family Plan?**

After enrolling in your organization's Headspace for Work program, you will be prompted to invite family members to join your plan.

If you are already enrolled in Headspace for Work, please follow these steps:

1. Visit <https://www.headspace.com/family/manage> (You may be asked to log in)
2. Enter your family member's email address and click send

## **My family member never accepted their invite, what do I do next?**

If you need to resend an invite, please follow these steps:

1. Visit <https://www.headspace.com/family/manage>
2. Click the "Resend invite" link under your family member's email address

If you need to cancel and resend a new invite, please follow these steps:

1. Visit <https://www.headspace.com/family/manage>
2. Click the "X" next to the family member's email address
3. Resend another invitation to a new email address

## **I want to add someone to my Family plan but they already have a Headspace subscription.**

To add a family member with an active subscription, they will first need to [disable auto-renewal](#) for the current subscription and allow it to fully expire.

Once the subscription expires, the family member can accept an invite to your Family plan to activate their new subscription.

## **Can I delete someone from my Family plan?**

Yes. Only the employee of the sponsor organization can delete someone from the Family plan.

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

Upon doing so, the family member who has been deleted will receive an email confirming this cancelation of their premium access. Their app will be reverted to the free version of Headspace, but they will not lose any of their meditation stats or journey data