

Frequently Asked Questions

Change isn't always easy – we understand that there might be some concerns as we roll out our new brand. As your partner, we're here to make the transition as smooth as possible. Here are the answers to some commonly asked questions.

About Headspace Care (formerly Ginger)

Why is Ginger changing to Headspace Care?

Headspace and Ginger merged in 2021, and together, our mission is to transform mental health support and well-being. After lots of research and feedback, we made the decision to rename Ginger to Headspace Care as we move forward as one company.

Today, Headspace includes the beloved meditation and mindfulness app, plus coaching, therapy, psychiatry, and self-care activities on the Headspace Care platform. If you already have Ginger, don't worry – the services you receive won't change. Headspace Care will still deliver evidence-based care for every moment. If you don't have the app yet, search for Headspace Care in the App Store or Google Play, and download it from there.

When will the change happen?

Your app will update from Ginger to Headspace Care by October 31, 2023.

How will this change affect me? Will my Care Team and future appointments stay the same?

Your experience will stay exactly the same. That means you'll have the same Care Team as you do now, and you'll keep any upcoming appointments you've scheduled.

Will I need to create a new account?

No. You can use your existing Ginger account to log into the Headspace Care app when it updates by October 31, 2023.

Will I need to download a new app to access Headspace Care?

No. Your existing Ginger app will update with the new name Headspace Care by October 31, 2023. We'll send you a reminder before that happens, but you won't need to do anything else. The new app will look a bit different, but all of the existing Ginger services, including coaching, therapy, and psychiatry, will still be waiting for you.

If I search for Ginger in the app store after brand refresh, will I be redirected to Headspace Care?

If you've already downloaded the Ginger app, it will automatically update to Headspace Care by October 31, 2023. If you don't have the app yet, you can find it by searching for Headspace Care in the App Store and Google Play.

What changes will be made to the Ginger app?

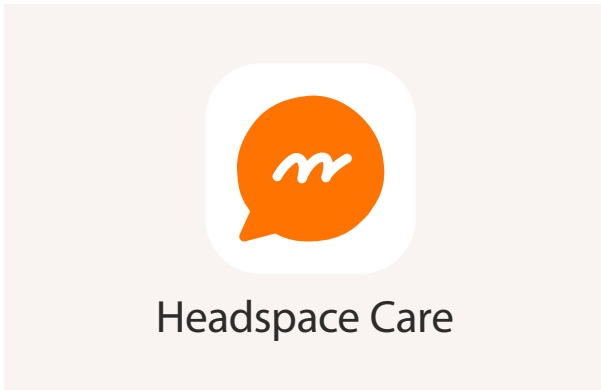
The new app will have an updated Headspace Care logo and updated visuals. All of the existing Ginger services, including coaching, therapy, and psychiatry, will stay the same. Our members' Care Teams and future appointments will not be affected.

Will Headspace Care (formerly Ginger) continue to be available in multiple languages?

Yes, the app will be available in English and Spanish.

What will the Headspace Care app look like in the App Store and Google Play?

Here's what the new app will look like:



What will happen to existing QR codes and links to Ginger web pages? Will they be redirected to Headspace Care?

Yes – if you use an existing Ginger link or QR code, you'll be redirected to Headspace pages by October 31, 2023.

Who can I reach out to with questions? Can I still email help@ginger.com?

Yes – before October 31, you can still reach out to help@ginger.com with questions. When the app updates to Headspace Care, we'll provide a new email address.