



Wellness Coach + ClassPass User Guide

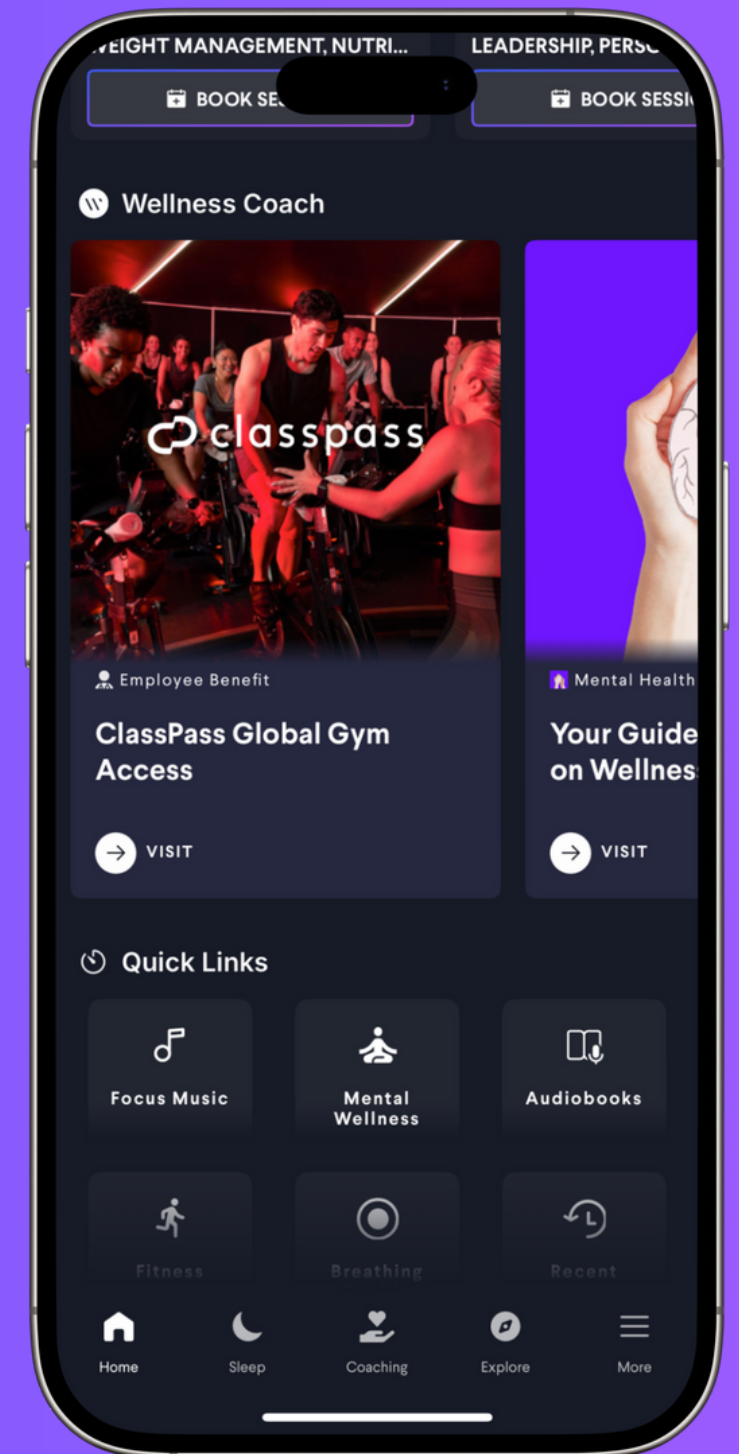
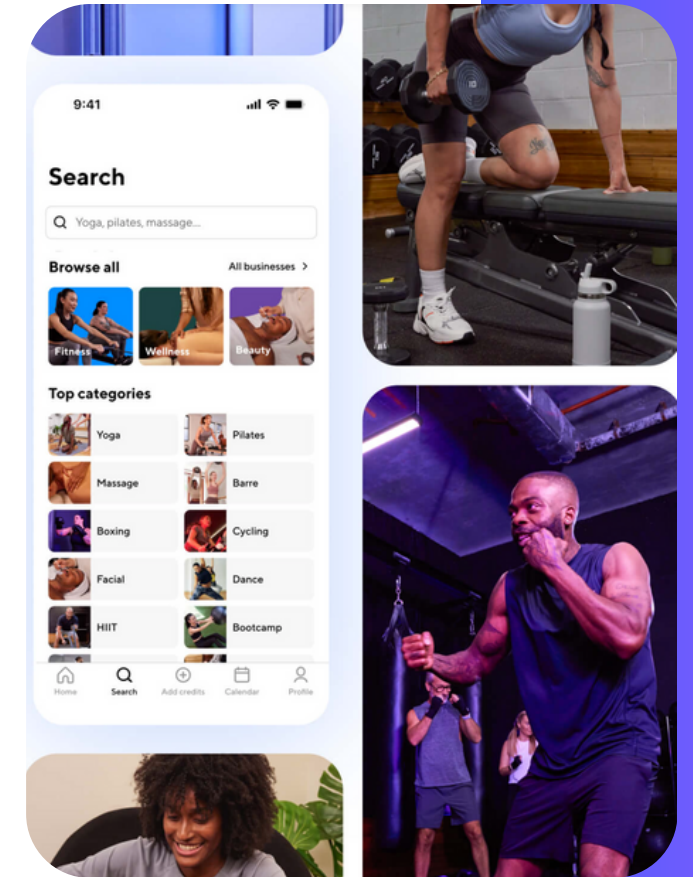


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Great News: You now have access to ClassPass, thanks to your employer!

What is ClassPass?

ClassPass is a global platform that gives you instant access to thousands of top-rated gyms, fitness studios, and wellness experiences in over 30 countries.

As part of this new free employee benefit, you'll receive sponsored ClassPass credits every month to schedule and enjoy:

- ✓ Fitness & Yoga Classes
- ✓ Gym Sessions & HIIT
- ✓ Spa & Wellness Experiences
- ✓ NEW! WeWork Access worldwide



About this User Guide

Your employer, in collaboration with **Wellness Coach**, is excited to bring you ClassPass credits every month.

To activate your credits and start enjoying this benefit, you'll first need to **create** or **re-activate your ClassPass account**.

- **Why do I need to use my work email?**

ClassPass and Wellness Coach verify eligibility using your company email address. Your work email must match our records to complete sign-up or to transition your current account to the discounted membership.

- **I already own a personal ClassPass account. Why can't I just create a new account?**

ClassPass doesn't allow multiple accounts per person. If you've had a ClassPass account before, you'll need to transition your existing account instead of creating a new one.

- **Why do I need to follow the guide exactly?**

Following the steps ensures your personal account, company eligibility, and membership benefits all stay linked properly. Skipping steps may prevent your discount from applying.

New to ClassPass?

Activate your ClassPass benefit in four steps

A company **access link** and **basic credentials** will be provided by your employer, such as:

- **Company name and work email (and if applicable, an employer code)**

 ***Note: These steps are only for users who have NEVER had a ClassPass account. If you already have an account, please proceed to the next slide.**

- 1 Open the access link** provided by your employer.
- 2 Create your ClassPass account**
 - Enter full name, work email, phone number, and create a passcode (you'll get a verification code via text)
 - Add a credit card: Required to complete setup. You will not be charged unless you purchase additional credits beyond what your employer provides.
 - Create a password to finalize your account.
- 3 Activate your plan**
 - You'll be taken to a page titled: "Activate your class plan, courtesy of [Your Employer's Name]"
 - Click Get Started to begin.
- 4 Start exploring!**
 - Browse nearby gyms, fitness studios, spas, and coworking spaces and book today!



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Existing or current ClassPass member?

 For linking existing personal account if you've ever had one & account recovery

**For a smoother experience, log in via a web browser rather than the mobile app.*

- **Existing or current account: Already have a personal ClassPass account?**

Your existing account will need to be connected to your company-sponsored plan.

[Follow this step-by-step guide to get assistance](#)

- **Account recovery: Forgot your credentials to log in to your personal ClassPass account?**

If you can't access your personal account because you forgot your login details, you'll need to recover it with the help of ClassPass Support. Once your account is restored, you can then connect it to your company's corporate plan.

[Follow this step by step guide to get assistance](#)

***NOTE: If you access ClassPass from the Play Store or App Store**

Instead, after you are able to login you'll need to look for a yellow banner at the top of the mobile or desktop version that says: **"Finish signing up for your corporate offer"**

Make sure you click that banner to activate your company-provided credits.

Otherwise, you won't see the correct plan or benefits.



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You are all set! 🎉

You now have access to your ClassPass account and credits.

We recommend taking a look at the next couple of slides, where you'll learn:

- **How ClassPass credits work**
- **Where to see how many credits your company sponsors each month**
- **How to contact ClassPass support**
- **How to book your classes and services**
- **Additional Important FAQ's**

How many credits does one class or wellness service cost?

While credit requirements vary by location, time, and class type, on average, a standard fitness class or wellness service costs between 4–8 credits.

However, studios in higher-cost areas, like New York City, may require more credits compared to locations such as Kansas City, to reflect regional pricing differences.

The image illustrates an example of how credit ranges vary by type of class or service.



2-10 CREDITS



4-12 CREDITS



12-25 CREDITS



1-3 CREDITS



25-50 CREDITS



3-9 CREDITS



10-18 CREDITS



3-11 CREDITS



5-7 CREDITS

*Credits are subject to change based on studio discretion



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How to find your corporate plan & available credits

Go to **Profile** > **Account** in the ClassPass app. Here you'll find a summary of your company's corporate plan.

What you'll see:

- Credits sponsored by your company each month.
- If you notice more credits than usual, it may be from unused credits that rolled over from the previous month.
- Rollover credits expire at the end of the next month. The maximum rollover is capped at your plan's monthly credit limit.
- Your plan automatically renews once a month, and this renewal date will always be displayed.
- Your account balance should show \$0 if you are only using the credits sponsored by your company.
- **Adding extra credits (optional):** If you'd like more credits for additional services, you can tap "Add Credits" to purchase one-time extra credits.



Account



23 credits left

23 credit plan

Renews October 4

Given your plan, 23 of 25 credits can roll over to your next cycle. [Learn more](#)



Add credits

Manage plan

Account Balance

Referral Rewards \$0.00

Gift Card Balance \$0.00

Total  **\$0.00**



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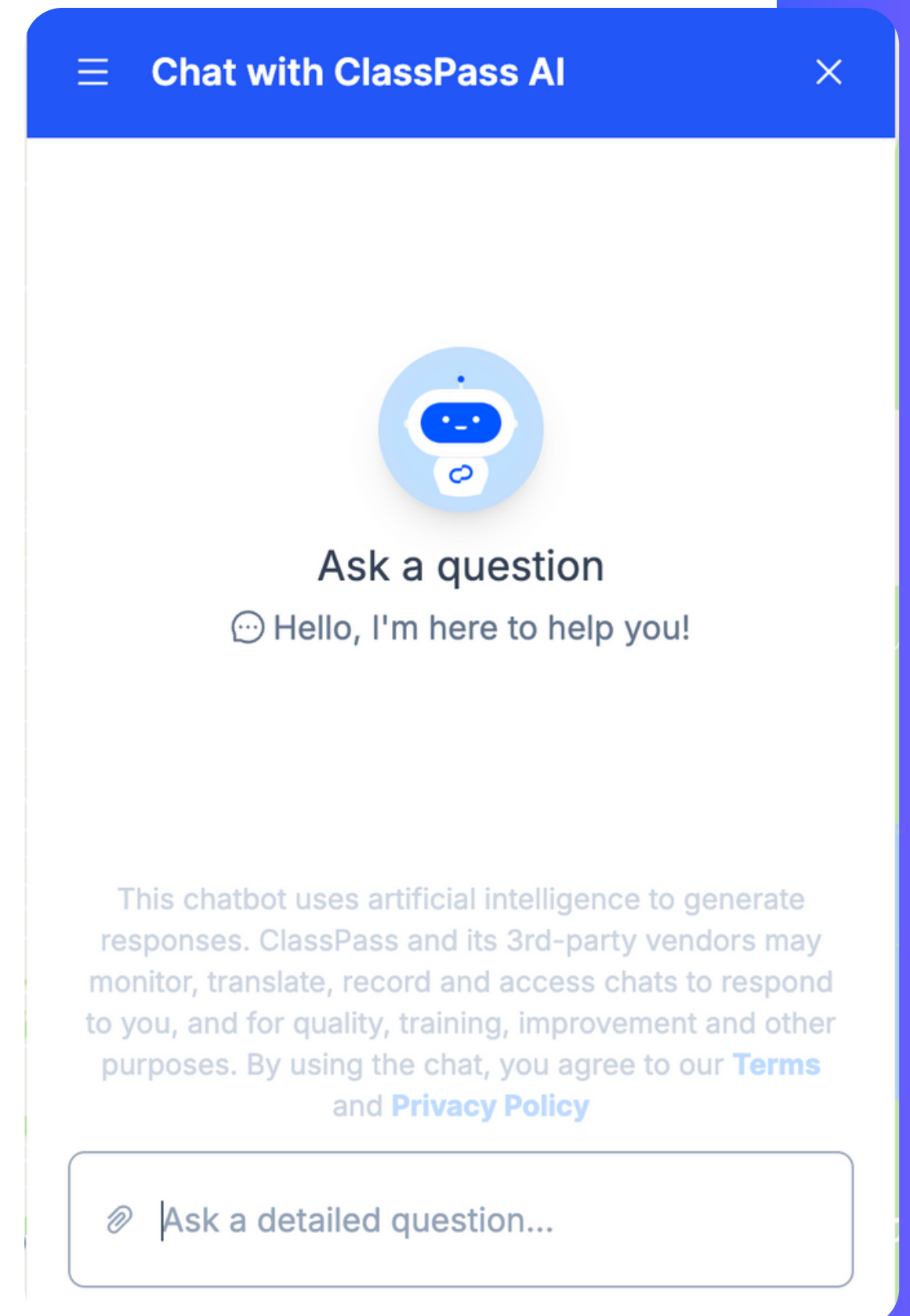
How to contact ClassPass support

Once you are logged in to ClassPass (or if you're trying to recover a previous ClassPass account), all account-related support will be handled directly by ClassPass, including:

- Account access and recovery
- Classes and services booked
- Billing and payments
- Adding more credits to your corporate-sponsored plan

👉 You can access support through the [ClassPass Help Center](#) or by using the chat box in your mobile or desktop ClassPass app.

- **On Mobile:** Go to Profile > Settings > Support > Contact Us. You'll be redirected to the help chat box.
- **On Desktop:** A chat box icon is always available at the bottom left of your screen.



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Exploring & choosing sessions on ClassPass

Meet Anna: A Wellness Coach user with ClassPass Hold (10 Credits/Month)

Anna's employer has provided her with ClassPass Hold, which is a plan that gives her 10 credits per month as part of her wellness benefits. **Note: The number of monthly credits you receive is determined by your plan and remains the same each month.*

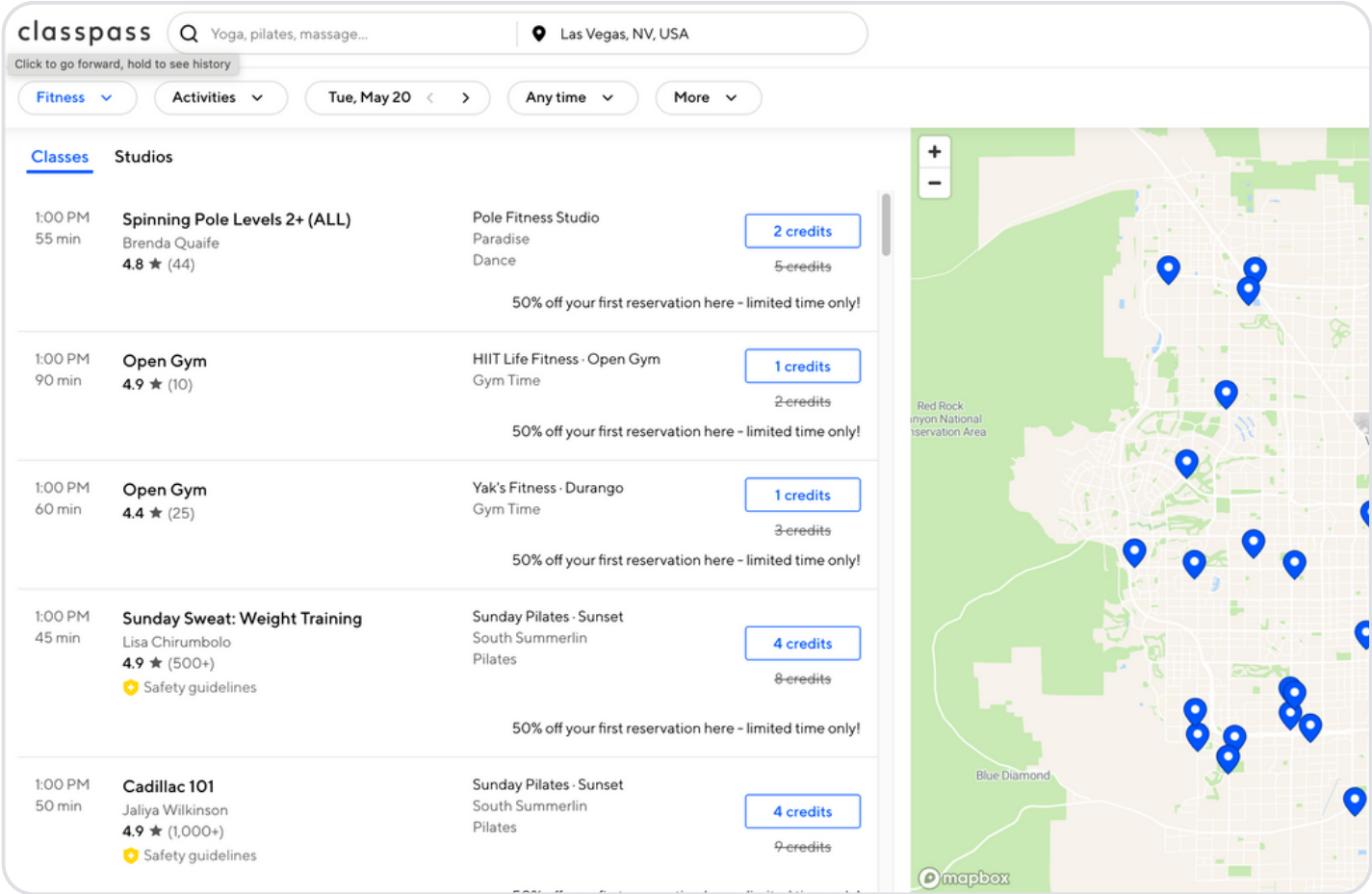
 **Las Vegas, NV**

 **From the homepage in ClassPass**
Anna explores all the options available to her in her area.

 **Searching for a class or wellness experience**
She filters the *Fitness* category to find a nearby high-intensity interval training (HIIT) class.

 **Reviewing & choosing from options**
ClassPass displays a curated list of HIIT classes in her area, with:

- Studio name and location
- Detailed class descriptions
- The number of credits required to book each class (e.g., 4 credits for a 45-min HIIT session)



12:00 PM
45 min

22
Myk
5.0 ★ (9)

F45 Training · Las Vegas Arts District
Strength Training

4 credits

Exploring & choosing sessions on ClassPass

▶ Booking a session

Anna selects the option that fits her schedule and taps the credit amount to reserve the class. She receives a confirmation email with the booking details.

▶ Using Her Credits

The credits used (4 in this case) are automatically deducted from her 10-credit monthly balance. She now has 6 credits left for the rest of the month.

Since Anna is still an active subscriber, her 6 unused credits will roll over to next month.

She'll have:

- ✓ 10 new credits
- + 6 rollover credits

➡ Total: 16 credits to use next month.

Note: Rollover credits expire at the end of the next month, so she will be motivated to use them and keep her wellness habit. The maximum rollover is capped at your plan's monthly credit limit.



22

F45 Training

Wednesday, May 21
12:00 PM - 12:45 PM

4
Credits

This reservation occurs within 12 hours; cancelling will incur a \$28.00 late cancellation fee.

You may receive texts to the number on your account about reservation changes. Msg & data rates may apply. Contact us or reply STOP to the text to opt out.



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Additional FAQs

What happens if my employer stops offering ClassPass?

If your company ends the benefit, you'll be notified directly. At that point, you can:

- Switch to a standard ClassPass membership and choose a plan that fits your needs or
- Allow your membership to cancel at the end of your billing cycle (unused credits will be forfeited)

Will my account automatically go back to my personal email?

No. If you want to transition back to a standard ClassPass membership, you'll need to contact the Customer Support team at classpass.com.com/contact. Instructions will be provided in the notification when changes occur.

👉 Access our Knowledge Base Articles [here](#) to learn more.