



Wellness Coach + ClassPass User Guide

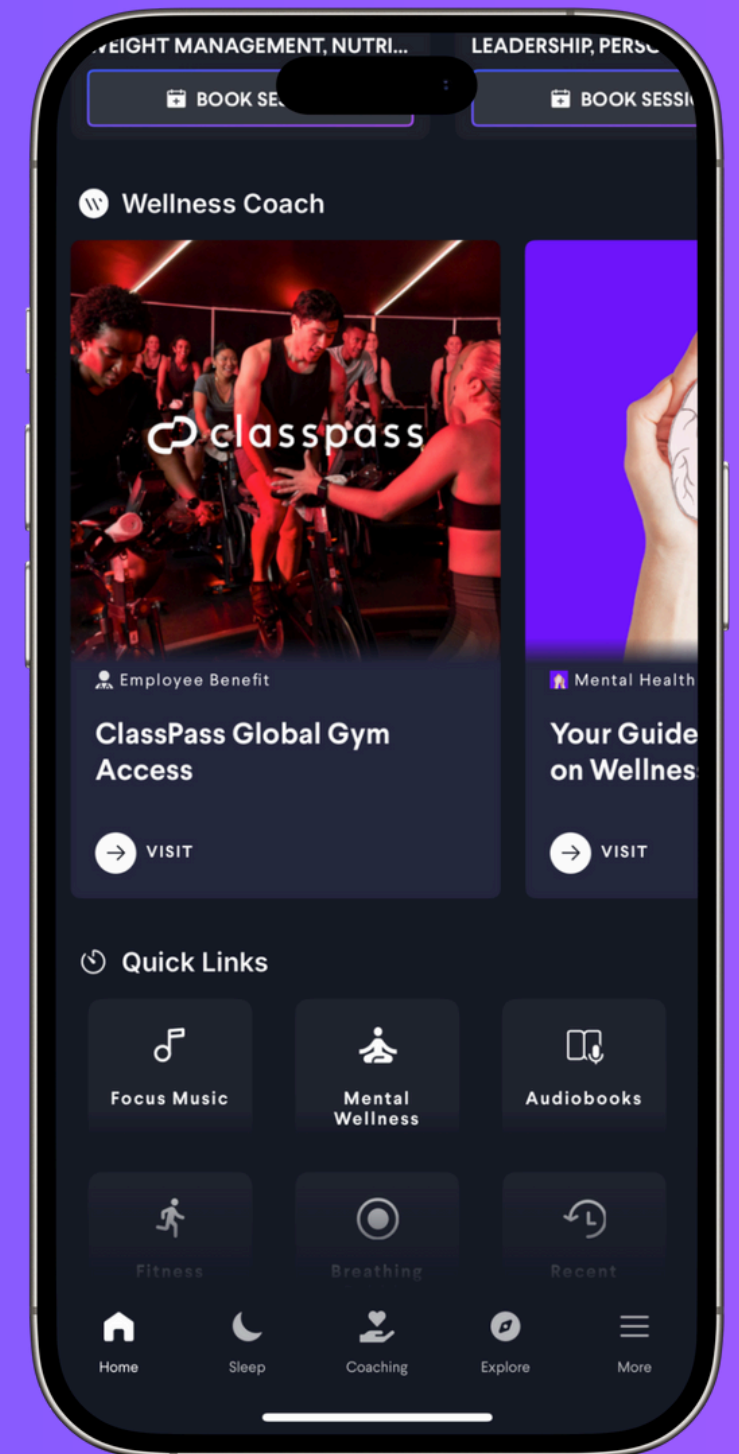


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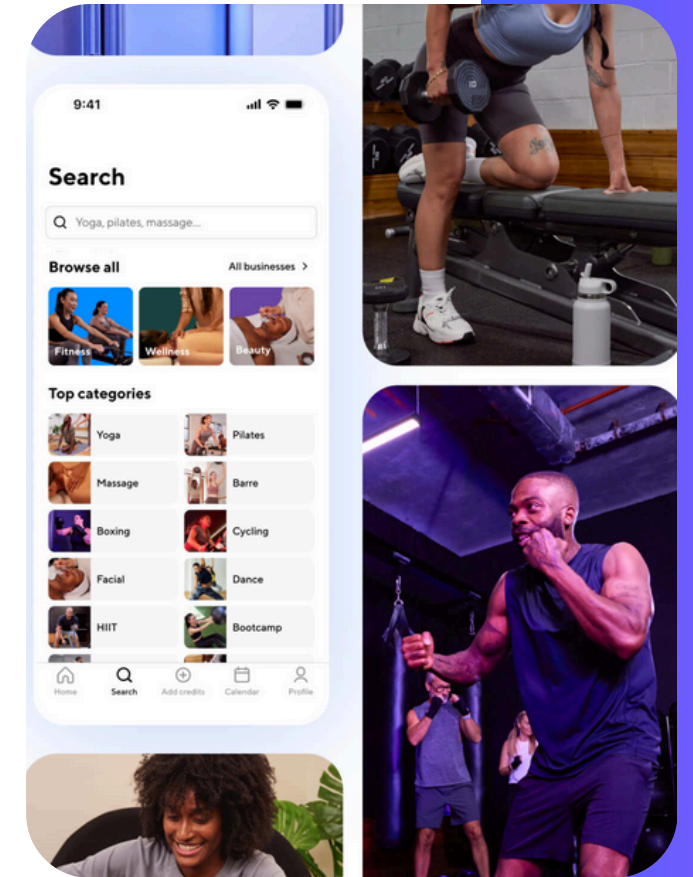
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Great News: You Now Have Access to ClassPass, Thanks to Your Employer!

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 book and enjoy:

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



Before Starting, Lets Understand:

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.

- **Why can't I just create a new account?**

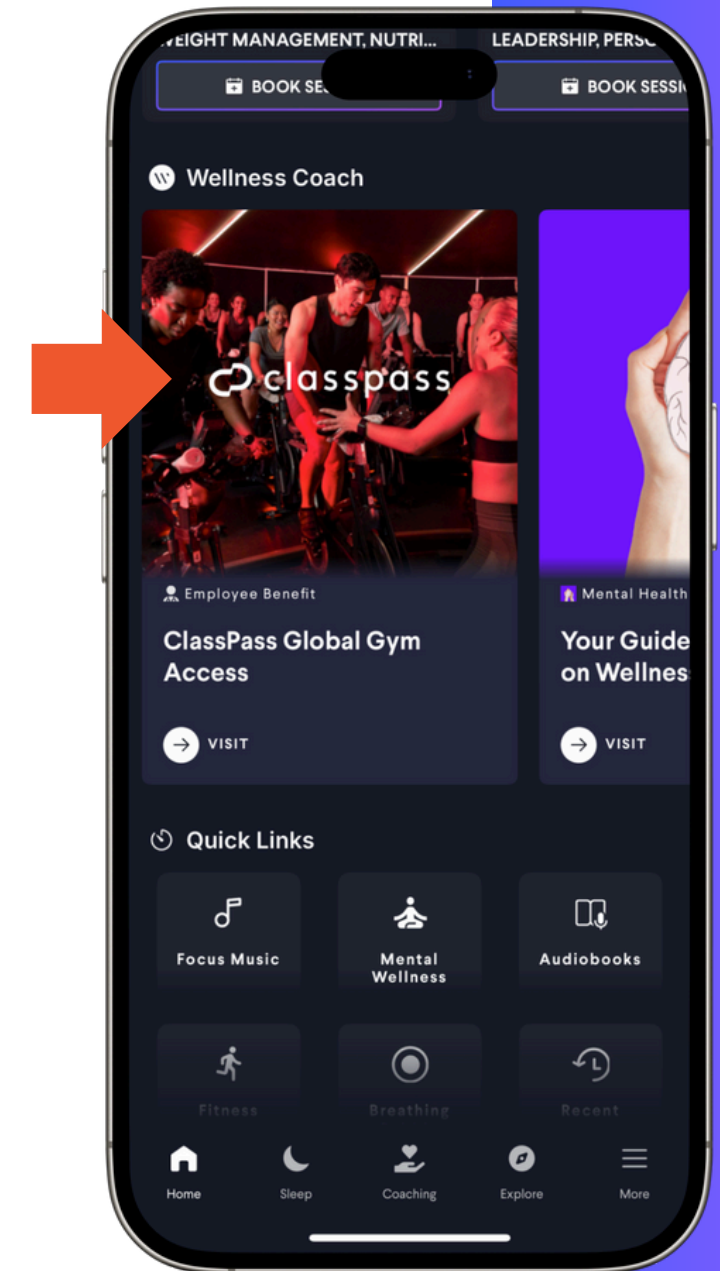
ClassPass doesn't allow multiple accounts per person. If you've had a ClassPass account before, you'll need to transition your existing account instead of creating a new one.

- **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.

Activate Your ClassPass Benefit in 4 Steps:

- 1** **Scroll down in your Wellness Coach home screen** to a swimlane, with your company's name at the top. Tap on the card with the ClassPass logo, and you will be redirected to ClassPass to begin.
- 2** **Create your ClassPass account (new ClassPass users)**
 - 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!



***These instructions apply to users who have NEVER had a ClassPass account. If you already have an account, please proceed to the next slide.**

Login Credentials to access ClassPass

Remember to always access ClassPass from Wellness Coach home page for the first time to access your benefit.

These are the other two different scenarios for how you may be accessing ClassPass:

- **You already have a ClassPass account:** Your existing account will need to be connected to your company-sponsored plan. [Click here](#)
- **You have a ClassPass account but don't remember your login credentials:** You will first need to recover your account before it can be connected to your company-sponsored plan. [Click here](#)

Important: Once you are logged in to ClassPass, all support for your account is handled directly by ClassPass, including: [Click here to learn more](#)

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 book your classes and services**

💡 How Many Credits Does One Class or 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

How To See Your Corporate Plan & 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:** These are the credits included in your corporate plan each month.
- **Extra roll-over credits:** If you notice more credits than usual, it may be from unused credits that rolled over from the previous month.
- **Plan renewal date:** Your plan automatically renews once a month, and this renewal date will always be displayed.
- **Account balance:** 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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 classpass

How ClassPass works? Exploring and booking!

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

Anna's employer has provided her with ClassPass Hold, which gives her 10 credits per month as part of her wellness benefits. (Plan/credits may vary depending on the plan provided for you)

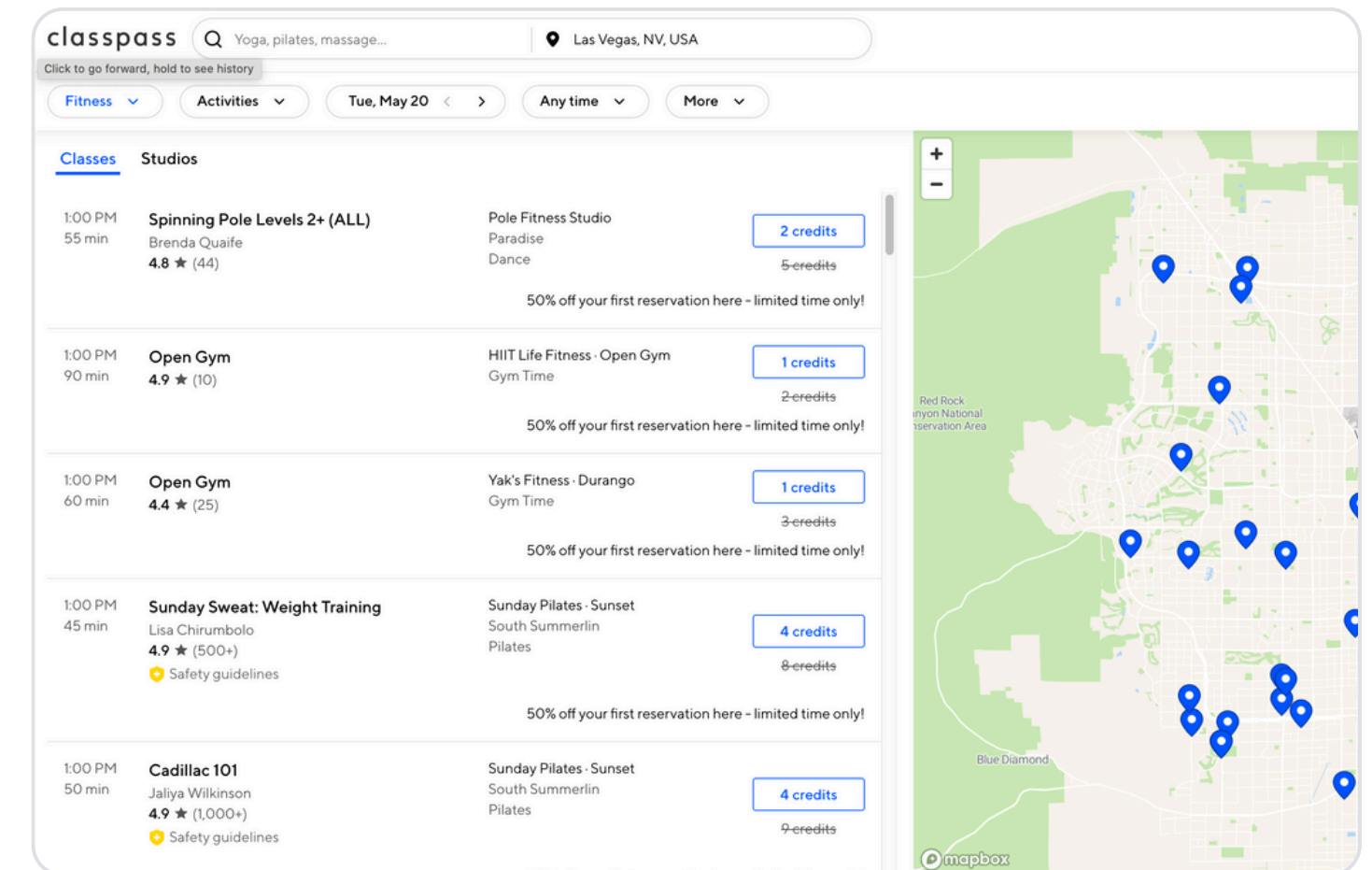
 **Las Vegas, NV**

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

▼ **Searching for a Class**
She filters her search within the Fitness category, specifying her interest in a high-intensity HIIT class near her location.

▼ **Exploring 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)



How Credits Work

[Book your first session today!](#)



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

