

How to subscribe to Mindvalley

1: If you haven't already, sign up for a Mindvalley account by clicking on "Create account." Fill in your *name, email address and password and then "Sign up with Email"*

If you already have an existing account, click on "Login" enter your *registered email address and password* and click the *"Login with Email"*. To learn more on how to login, click <https://faqs.mindvalley.com/en/articles/2512952-how-to-log-in-to-your-account>

2: Fill in your preferred payment method and payment information as shown below, then click "Subscribe".

3: Congrats!! You have successfully completed your purchase with Mindvalley. If you are a new student with us, please check your email to verify your account, as shown below. You can now begin your journey and access your quest to begin your transformation with us.

How to manage your push notifications on the Mindvalley App

We are constantly improving our services and features in order to provide to you the best quality on the App. We've released a feature that will show you how to configure your notification feature based on your preferences.

Here's how:

1. Go to your App & tap on your profile picture in the upper right corner of the screen.
2. Once in your profile section, look for the notifications symbol.
3. By tapping on it, you will be taken to the notification screen.
4. You can select one of the three categories as shown below, reminders, events or friends to set it up.

You can toggle on or off which notifications you want to receive from events and friends as shown below. Please keep in mind that you will soon be able to manage your post and comment notification in the near future.

How to change the language of your platform

If your account is in English this does not necessarily mean that all your programs are in English. If you have purchased programs in a different language you will be able to find them in the language you purchased, under the Programs section of your Mindvalley Account, even if the interface is in English.

Please note that you will need to Select Start Date/ click Start before you can begin, more information on this

<https://faqs.mindvalley.com/en/articles/3577130-how-to-start-and-access-your-quest>

How do I change the language of my Mindvalley Account on the Web?

In the top right corner, click the globe or profile icon. This will open up to the "Language" page. Select the Language that you want. Scroll down and select "Save". To go back to your Quests select "Programs" in the menu above.

How do I change the language from my App?

Click the icon of your profile on the upper-right side of your home page in the App. Then select "Language" and choose the language that you want.

Where are My Login Details

In short:

Your username is the email address that you used to sign up for a Masterclass or to purchase a program.

Your password:

Can be found in an email with the subject line "Your Mindvalley Login Details".

If you have changed the password and forgotten it, please follow the steps in the password reset article

<https://faqs.mindvalley.com/en/articles/2513171-how-to-reset-or-recover-your-password>

How To Reset Or Recover Your Password

If you have forgotten or lost the password for your Mindvalley account, there is an easy way to recover it:

1. Through the main login page
2. Through the settings page in your Mindvalley account.

Recovering Your Password through The Main Login Page:

Open the Mindvalley Login Page. Enter your email address and click on "Don't remember your password" then click on the send email button.

Please make sure that it is the email address that was used to purchase your quest, subscription, or that you used to sign up to a masterclass.

Through the settings page on your Mindvalley account.

Log into your account, click on the Profile Icon. A dropdown will appear, click on My Account. Click Settings, from your right column. Then click on Change Password. A pop-up will appear stating We've sent you an email to update your password. Check your inbox for an email titled "Change Password Request" as shown below and update to your new password.

Update Credit Card Details

You can update your credit card information by following the steps below:

1. Login to your account at mindvalley.com
2. Click on the Profile Icon on the top right corner, then select My Account.
3. Go to the Billing section and select Payment methods tab.

To add a payment method, simply click on + Add Payment method button displayed. Fill in the card information details and click on Add card button. You're ready to go.

How can I remove or view my payment method?

After adding the payment method, you can view the list of all the methods you have added and choose to remove the card by selecting the remove option as shown below.

Note: The feature of updating payment methods is only available for purchases made from 2023 onwards.

For purchases made before 2023, you can update your credit card info by following the steps below:

1. Login to your account at mindvalley.com
2. Click on the Profile Icon on the top right corner, then select My Account.
3. Please click the Billing tab on the left.
4. Click on Update next to your credit card number to open the page to update your details.

Remember to save changes by clicking on the UPDATE button after filling in your new card details.

Reschedule A Free Masterclass

You can reschedule your masterclass by simply returning to the page where you signed up in the first place and registering for a new time slot. You will find this page in the email we have sent to you. Most of our masterclasses can be found on our Free Masterclasses page as well.

The time and date you sign up for always relate to your own time zone.

This means that if you live in a unique destination, let's say at Winterthur, Switzerland and you have selected 8 AM when signing up, the masterclass will air for you exactly at 8 AM in Winterthur, Switzerland local time.

I missed my Masterclass

If you miss the masterclass you signed up for, you will have the opportunity to replay it. An email will be sent to you within 24 hours after the scheduled time with the replay link, please check your spam folder for this.

For some orders, you might not be able to do update your details from your dashboard. In those cases, please contact our Customer Support team.

What is Mindvalley Premium Coaching?

Mindvalley Premium Coaching includes over 40 world class programs, a monthly training by Vishen Lakhiani, monthly group and 1-on-1 coaching with our best Mindvalley coaches, and a mastermind group of growth partners who will keep you accountable and motivated.

Mindvalley's Premium Coaching is exclusively for Mindvalley Membership students.

Does the Mindvalley Premium Coaching package include Mindvalley programs?

No, you would need to purchase the Mindvalley Membership subscription separately at \$499. The Mindvalley Premium Coaching package only includes coaching sessions with your coach.

Can I change my coach if I am not satisfied?

We care that you feel connected and supported with your Coach. That is why we use elaborate AI to match you based on various factors.

However, if for clear reasons, you still desire to switch: you can switch once, straight after you had your first one-on-one call. Keep in mind the Coach has been assigned to you based on extensive features as well as that you are placed in a group which is meant to provide you the best support and inspiration.

Can I purchase extra Coaching sessions?

Yes, of course! Anything to make your transformation revolutionary. Please reach out to your coach directly to have this set up and to enquire about the additional rates.