



togetherall **FAQ's**

What is Togetherall?

Togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous to peers so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members.

In addition to Togetherall's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression, and many more.

Who can access Togetherall and how much does it cost?

Togetherall is currently free for all Keyano College students.

How do I sign up for Togetherall? Is it an app?

To sign up for Togetherall, visit [<https://account.v2.togetherall.com/register>]. Be sure to use your Keyano College email address to set up your free account.

Togetherall currently does not have an app, however, you can connect wherever and whenever you want from a mobile device simply by visiting their mobile-friendly website at www.togetherall.com. Some services require an internet connection, such as Live Therapy, and should only be used on a desktop or laptop computer.

How do I choose my username?

When choosing a username, you will need to make sure that no one will be able to identify you. For example, avoid pet names, childhood nicknames, or names that you may use on other networks or sites. Wall Guides may change your username if they feel it may give away your identity. If this happens, you will be notified by an email giving you a link to a private message with a Wall Guide, where you can ask them to change it to something more memorable.

Why is Togetherall anonymous?

Togetherall provides an environment in which members feel safe and supported while remaining anonymous to their peers. Through our anonymity feature, you are free to talk about the things that matter to you without the fear of being judged or someone you know finding out.

If there is any concern for safety, your personal information may be accessed so a faculty member can reach out privately and do a wellness check, however, this information always remains strictly confidential and is only accessed when absolutely necessary.

Who are the Wall Guides and what do they do?

Wall Guides are registered mental health professionals who keep our members safe and help them feel they are not alone. They proactively respond to Togetherall members who are in crisis and provide them with support, which may include directing members to campus or community services for additional support.

Do Wall Guides have access to my registration data?

Wall Guides do not have access to your email address or registration data which is kept separate from your username. Wall Guides and other members of Togetherall staff are advanced checked for criminal records. If a member is in crisis, Wall Guides can access registration data in order to connect a user to necessary support services. Generally, Wall Guides will never ask you for additional personal information beyond the registration process unless you are in crisis and they need to connect you to care.

How safe is Togetherall?

Togetherall has strict rules to ensure your safety. We have House Rules and the Privacy Policy that guide you on how to keep safe on the site. We advocate a policy of non-exchange of personal information or private contacts. All new content generated by our members on the site, including Talkabouts and Bricks, are monitored 24/7.

For additional questions regarding Togetherall (including technical issues, safety & privacy, managing your account, etc.) visit: togetherall.com/en-ca/faqs/