



Student Experience Telephone and Chat Support



The best way to access the **keep.meSAFE** Program is through the My SSP app

Once downloaded, complete your profile set-up and read the disclaimers

Use the **My SSP** app you can call or chat with a counsellor anytime

Telephone Support

Chat Support



1.844.451.9700

From outside North America: 001.416.380.6578

Who answers the call?

When you call **keep.meSAFE**, you will be greeted by an automated menu that will ask you to confirm a few options such as:

- Menu language option: English vs French
- International vs Canadian domestic student
- Service options: Support and Services or Emergency
- Intake language options: Mandarin, Cantonese, Korean, Arabic, Spanish, English and all others

To Speak with a **keep.meSAFE** Clinical Advisor

Select the *Support and Services* option (unless it is an emergency).

You will be greeted by a Clinical Care Representative who will collect additional information, including: school, full name, birthday, postal code, and language preference, prior to connecting you with a Clinical Care Counsellor.

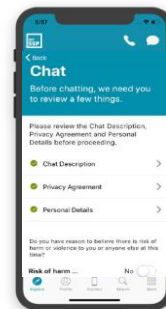
This process only takes a few minutes.



My SSP App

Initiate a chat support session directly through the My SSP app.

Before you can start chatting, you must read through the disclaimers and make sure your profile is complete (all check marks must be green) to proceed.



Who answers the chat?

When you initiate a chat, you will be greeted by a Clinical Care Representative who will confirm some information, including: school, full name, birthday, postal code, and language preference, prior to connecting you with a Clinical Care Counsellor.

This process only takes a few minutes.

