



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 to call or chat with a counsellor anytime

Telephone 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.



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 Representative who will collect some information and then connect you with a Counsellor in your preferred culture and/or language.

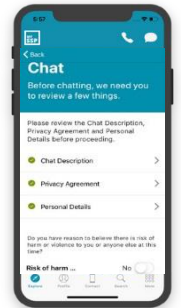
This process only takes a few minutes.



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 Counsellor in the language in which your app is set-up.

Remember: Chat support is only available in **Simplified Chinese, Korean, Arabic, Spanish, English & French**