

Togetherall Frequently Asked Questions

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ABOUT TOGETHERALL

WHAT IS TOGETHERALL?

Togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous 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.

WHAT CAN PEOPLE DO ON TOGETHERALL?

Togetherall offers a range of activities that allow you to work through what's troubling you:

- Access an anonymous community of support available from members 24/7.
- Share your thoughts and join a Talkabout alongside fellow members to share and discuss what's on your mind, gain support and advice. You can do this with the whole community or form your own groups or one-to-one chats
- Take self-assessments to help you understand more about yourself
- Make a Brick to express yourself and your feelings creatively through drawing or by uploading your own images.
- Find lots of information in Resources which can help you understand more about how you are feeling, set goals and track your progress. Make friends anonymously so you can give and receive support from others like you.
- Join our Courses with others to learn how to manage everything from depression and anxiety to improving your problem solving and learning to stop procrastinating.

WHO IS TOGETHERALL FOR?

Anyone who is aged 16 and over.

WHO CAN ACCESS TOGETHERALL AND HOW MUCH DOES IT COST?

Togetherall is provided as part of your Westfield plan. There is currently no option for an individual paid subscription for Togetherall.

HOW CAN I DELETE/DE-ACTIVATE MY TOGETHERALL ACCOUNT?

If you would like to request for your account to be deleted and/or your data to be erased, or if you would like to temporarily close your account please contact the theteam@togetherall.com.

If we are able to process your deletion request we will erase all personal data we hold on you. Due to the nature of our service our clinical team must review each of these requests and will get back to you accordingly.

WHAT ARE THE COMMON ISSUES THAT BRING PEOPLE TO TOGETHERALL?

Anything that is causing people emotional distress. This can include anxiety, stress, feeling low, depression, feeling out of control and trauma to name a few. All of these may be triggered by life

events such as the loss of a loved one, relationship breakdowns, employment related issues, financial crisis, sexuality, isolation, alcohol or drug-related problems.

WHO ARE THE WALL GUIDES AND WHAT DO THEY DO?

The Togetherall community is the main hub of support as individuals share their stories and experiences, engaging in conversations with other members of the community.

Our Wall Guides are trained professionals whose job is to keep our members safe and help them feel they are not alone. They are required to be proactive in responding to Togetherall members who are in crisis and provide them with support, which may involve helping them to seek local assistance from their doctor or therapist.

IS TOGETHERALL FOR ALL AGES?

Togetherall is only for adults 16 years and over. While we monitor for inappropriate content, our members are free to express their feelings about many issues that would be inappropriate for minors.

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.

Specific behaviour on the website will trigger a response by Togetherall staff (Wall Guides) and an escalation process will be implemented. While it happens infrequently, we will remove any content from the website and bar members who are not working within the House Rules and a Privacy Policy.

WHY IS TOGETHERALL ANONYMOUS?

Research has demonstrated that people tend to avoid sharing their troubles with friends, family or healthcare professionals. For example, 50% never go to a doctor for fear of stigma. Men in particular are often afraid to reveal how they feel or what's troubling them.

Togetherall provides an environment in which members feel safe and supported while remaining anonymous. 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.

WHAT IS 'BIG WHITE WALL'?

Our previous name, 'Big White Wall,' was inspired by a displaced community in London, UK, who wrote their thoughts, feelings and messages of support on a wall before their homes were demolished.

In the summer of 2020, people came together globally to speak out against social and racial injustices. We then took the necessary decision to accelerate plans to change our name, as we felt that our name was no longer communicated our mission effectively. Rather than act as a barrier, it needed to carry a message that our community is inclusive, supportive and fosters

togetherness. Changing our name was the right thing to do for our existing and future members. We're proud of what our new name -Togetherall - represents.

I NEED MENTAL HEALTH SUPPORT RIGHT NOW

Togetherall is not a crisis service, if you require urgent mental health support, please visit our '[In Crisis](#)'. If you require additional local support outside of Togetherall this information can also be [found here](#).

Togetherall is a digital mental health service, safe and anonymous, giving members access to a supportive community and a wealth of materials at any time of day or night. Access to Togetherall may depend on whether this part of our service is funded by your local health service, or your institution or organisation – check your eligibility by clicking register in the top right corner of the page.

BECOMING A MEMBER AND MANAGING YOUR PROFILE

DO I HAVE ACCESS?

Access to Togetherall is provided when you first sign up for your plan. You can access your profile through your benefit tile, My Westfield or through the organisation that is providing the plan.

WHO CAN ACCESS TOGETHERALL AND HOW MUCH DOES IT COST?

Togetherall is freely available through several different means. All service personnel, veterans and their family members can access Togetherall for free through our partnership with the Ministry of Defence and NHS England. The service is commissioned widely across the UK by the NHS, councils and health insurance providers. You may also be able to freely access Togetherall through your employer, university or college. There is currently no option for an individual paid subscription for Togetherall.

IS TOGETHERALL FOR ALL AGES?

Togetherall is only for adults 16 years and over. While we monitor for inappropriate content, our members are free to express their feelings about many issues that would be inappropriate for minors. Please note our Live Therapy service is only available to 18+.

HOW DO I CREATE AN ACCOUNT?

To create an account for Togetherall, please click on the link from the URL supplied on your Westfield benefit tile or provided directly to you by your employer/the organisation paying for you to have access. This URL will allow you to create your own profile and password.

HOW CAN I DELETE/DE-ACTIVATE MY TOGETHERALL ACCOUNT?

If you would like to request for your account to be deleted and/or your data to be erased, or if you would like to temporarily close your account please contact the theteam@togetherall.com.

If we are able to process your deletion request we will erase all personal data we hold on you. Due to the nature of our service our clinical team must review each of these requests and will get back to you accordingly.

HOW DO I CHOOSE MY USERNAME?

Togetherall is anonymous. This allows you the freedom to share honestly and openly. 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.

I'VE CREATED AN ACCOUNT BUT CAN'T LOG IN

In order to access your Togetherall account, you will need to verify your email address. When you signed up to the Togetherall website we sent a verification link to your contact email from the account: info@v2.togetherall.com with the subject 'Complete your registration'.

You may have to use the search function for your inbox or check your spam folders in case the email has been filtered there. If you cannot find it, you can always have it resent by logging on with your new account details and pressing the button 'Resend verification email'. Please take care not to resend the verification email multiple times, as this can sometimes cause issues with the verification process.

When you find the email, please follow the link that reads 'Complete registration' to activate your account.

CAN I CHANGE MY USERNAME?

Our Wall Guides handle all name changes on Togetherall, and often change usernames due to concerns over anonymity. They will be happy to talk to you about changing your username if this is appropriate, just log in and use the 'Ask a Wall Guide' button in the bottom right corner.

MY PASSWORD IS NOT WORKING

You may be experiencing login issues because your username has been changed by our team of Wall Guides to protect your anonymity. To rule this out please login by using your email address, which you used to register, and double check for spelling errors.

If you are still having trouble logging in, you should reset your password. When you visit [the login page](#), you should see the 'Forgot password?' button which you can use to reset your password. You will then be able to enter your email. You should then receive an email to your inbox with a link to change your password. You may also have to use the search function on your email account and check your spam or junk folders. Password Reset emails have the subject 'Reset password request'. If you are still experiencing issues, please visit our [contact us page](#).

CAN I CHANGE MY EMAIL ADDRESS?

You can change your registered email address by logging in to [your account](#). Click on your Togetherall profile picture/username and on the drop-down menu choose “My Account”. On the menu on the left select “Email address” and you will be able to change your email address.

Please note that if you change your email address, you will not be able to use the Togetherall platform until you verify the new email address.

HOW DO I ACCESS TOGETHERALL FROM MY MOBILE DEVICE?

You can connect with the Togetherall community wherever and whenever you want from a mobile device simply by clicking [LOGIN](#) or [REGISTER](#).

Our service requires an internet connection and some features, such as Live Therapy, should only be used on a desktop or laptop computer. For ease of use you may want to create a shortcut to Togetherall on your mobile device. Please find step-by-step instructions below.

- **On iPhone and iPad:** Launch the Safari browser on Apple’s iOS and navigate to the Togetherall website. Tap the Share button on the browser’s toolbar — that’s the rectangle with an arrow pointing upward. It’s on the bar at the top of the screen on an iPad, and on the bar at the bottom of the screen on an iPhone or iPod Touch. Tap the Add to Home Screen icon in the Share menu. You’ll be prompted to name the shortcut before tapping the Add button. The shortcut can be dragged around and placed anywhere, including in app folders — just like a normal app icon.
- **On Android:** Launch Chrome for Android and navigate to the Togetherall website. Tap the menu button and tap add to home screen. You’ll be able to enter a name for the shortcut and then Chrome will add it to your home screen. The icon will appear on your home screen like any other app shortcut or widget, so you can drag it around and put it wherever you like. Chrome for Android loads the website as a “web app” when you tap the icon, so it will get its own entry in the app switcher and won’t have any browser interface getting in the way.

HOW DO I MANAGE MY AVATAR / PROFILE PICTURE?

Upon joining you are given a profile picture, a unique image that is assigned to you and often displayed on Togetherall with your username. It’s not possible to alter your profile picture at present. We are currently building more options for members to manage their profile pictures.

HOW DO I MANAGE MY ACCOUNT?

To go to your Account settings page, click on your Togetherall profile picture /username. You can then select ‘My Account’. On your Account settings page you can change the following information: Email Address, Country, Time zone, Password, Email notification preferences, Consent to share questionnaire results with your healthcare provider, and Responses to our registration questions.

For the following profile management tools, you can ask a Wall Guide to change: Username, Gender, Ethnicity, and Date of birth. To contact the Wall Guides, click on the ‘Ask a Wall Guide’ button to send a private message to our Wall Guide Team.

HOW DO I CHANGE MY MOOD ON TOGETHERALL?

To change my mood, go to the homepage, select 'How are you feeling today?' and choose one of the mood buttons.

I AM HAVING TECHNICAL ISSUES

We're sorry to hear that you've experienced a technical issue with the Togetherall website. We'd like to help and hope to help resolve this as soon as possible.

In order to assist, we'll need a little more information. Please try to generate the issue once again, send a full-page screenshot of the issue to theteam@togetherall.com and we will be able to advise further. If you're unsure how to take a screenshot, please let us know.

I NEED MENTAL HEALTH SUPPORT RIGHT NOW

Togetherall is not a crisis service, if you require urgent mental health support, please visit our ['In Crisis'](#). If you require additional local support outside of Togetherall this information can also be [found here](#).

Togetherall is a digital mental health service, safe and anonymous, giving members access to a supportive community and a wealth of materials at any time of day or night. Access to Togetherall may depend on whether this part of our service is funded by your local health service, or your institution or organisation – check your eligibility by clicking register in the top right corner of the page you can check this through www.togetherall.com using the 'Register' button. We hope to welcome you to the supportive community soon.

WHY HAVE I BEEN TOLD THAT I WILL LOSE ACCESS TO TOGETHERALL?

Access to Togetherall depends on whether our service is funded by your local health authority, post-secondary institution, employer, professional association or other organisation. Your access to Togetherall may end if the organisation that funds your access no longer partners with Togetherall.

In these cases, you will receive begin receiving a notification on the platform 30 days in advance of your access ending.

You will also receive email reminders a week in advance of your access ending. When your account does expire, you will be notified via email, and you may be able renew your access through another eligibility route on our website, such as through your post/zip code, your post-secondary institution's email address, or by searching your employer or other organisation. Please note that there is currently no option for an individual paid subscription for Togetherall.

If you have any questions or need further support, please [contact us](#) and we can assist you further.

I TRIED TO LOG INTO TOGETHERALL BUT IT SAYS MY ACCOUNT HAS EXPIRED. WHAT ARE MY OPTIONS?

If you have tried to log into Togetherall and have been notified that your account has expired, Togetherall is unfortunately no longer available through the access route that you initially used when registering for the service. You can try to gain access through another eligibility route on our website, such as through your post/zip code, your post-secondary email address, or by searching your employer or other organisation.

Free access to Togetherall may depend on whether our service is funded by your local health authority, post-secondary institution, employer, professional association or other organisation. Your access to Togetherall may expire if the organisation that funds your access no longer partners with Togetherall.

Please note that there is currently no option for an individual paid subscription for Togetherall.

If you have any questions or need further support, please [contact us](#) and we can assist you further.

USING THE TOGETHERALL COMMUNITY PLATFORM

HOW DO I SEARCH THE SITE?

To begin a search on Togetherall you can click the magnifying glass icon which will bring up a general search of Togetherall. If you type one or more keywords in the search box, a list of related bricks, Talkabouts, and 'Resources' articles will appear.

You can narrow your search further by clicking on one of the three types of content underneath the search bar, depending on whether you are interested in looking at only Resources, Bricks or Talkabouts. Simply toggle the filters to change the search results.

WHO ARE THE WALL GUIDES AND WHAT DO THEY DO?

The Togetherall community is the main hub of support as individuals share their stories and experiences, engaging in conversations with other members of the community.

Our Wall Guides are trained professionals whose job is to keep our members safe and help them feel they are not alone. They are required to be proactive in responding to Togetherall members who are in crisis and provide them with support, which may involve helping them to seek local assistance from their doctor or therapist.

HOW DO I ASK A WALL GUIDE?

You can talk to a Wall Guide at any time by clicking 'Ask a Wall Guide'. This will open a message between you and the Wall Guide. This message will not be public and only you and the Wall Guide will be able to view it.

HOW DO I SEARCH FOR ANOTHER MEMBER?

To find a member with whom you are already friends, simply click on the friends icon (this looks like two people) and find their username. To search for a member on Togetherall who you are not already friends with, you can go to your messages by clicking on the speech bubble icon. When you click the 'Send Message' button on the left a search box comes up allowing you to

search all members on the site by their username. When you click on their username it will take you to a message that is being sent to them.

HOW DO I SEND A PRIVATE MESSAGE?

To start a Message with another member:

- Go to the member's profile page by clicking on their username.
- Click on the 'Send Message' button and the message will be a private between you and the other member. Messages are not viewed by other members but are still visible to the Togetherall Team.
- View your Messages by using the icon on the homepage. The message icon looks like a square speech bubble, with three horizontal lines.
- Message with a Wall Guide (WG) - If you have a problem or issue you feel unable to share in the community, you can start a private Message with a WG by clicking 'Ask a Wall Guide' in the lower right corner of every page.
- Find your messages by selecting the message icon from your toolbar and clicking on the tab at the top of the page.

Our Wall Guides are able to see any messages that you send. If you wish to see their profile you can click on their username and add them as a friend. They will need to accept your request before you can see their profile.

If you are looking for a member who you can't remember the name of, but you wish to send a friend request, you can search Togetherall for a brick or Talkabout you remember them making. To find new friends on Togetherall simply browse the 'Community'.

WHAT ARE GROUPS?

Groups are shared spaces in the Togetherall community for members to easily identify, connect with, and support other members who share common interests or have similar occupations. They are found at the top of the 'Community' Page (available from the menu option on the mobile version of the Togetherall site), on a tab between 'My posts' and 'Starred'. On requesting to join a Group, you must agree to the Group's principles.

Togetherall is launching Groups as a trial period to verify if our members are truly interested in joining smaller, shared spaces and to see how they impact member engagement in the Togetherall community. The trial period will allow Togetherall to understand what our members need from Groups before we add (or remove) specific Groups.

WHEN WILL NEW GROUPS BE ADDED, AND HOW DO I SUGGEST A NEW GROUP THAT I'M INTERESTED IN?

Based on the success of Groups during the trial period, we will add (or remove) new Groups in the near future based on priority and interest. We are aiming to launch the Groups in the French community within the next few months.

In the meantime, you can send your suggestions for new Groups to: prosupport@togetherall.com

WHO CAN SEE POSTS SUBMITTED TO A GROUP, AND HOW WILL GROUP CONTENT BE MODERATED?

All members in the community can currently see posts submitted to Groups on the Community Page and possibly on their customised Homepage, regardless of whether they are a Group member. This allows us to generate greater engagement with individual Groups by showing the posts to non-members.

Content created in Groups will be moderated in the same way that the rest of the content within Togetherall is moderated. Wall Guides will have full visibility to content published to Groups, including which Group the content was submitted to. Any content you post in Groups must follow our House Rules, and Group principles as specified on the Group homepage.

HOW DO I MANAGE MY ACCOUNT?

To go to your Account settings page, click on your Togetherall profile picture /username. You can then select 'My Account'. On your Account settings page you can change the following information:

- Email Address
- Country
- Time zone
- Password
- Email notification preferences
- Consent to share questionnaire results with your healthcare provider
- Responses to our registration questions

For the following profile management tools, you can ask a Wall Guide to change:

- Username
- Gender
- Ethnicity
- Date of birth

To contact the Wall Guides, click on the 'Ask a Wall Guide' button to send a private message to our Wall Guide Team.

To change my mood: Go to the homepage Select 'How are you feeling today?' and choose one of the mood buttons.

HOW CAN I DELETE/DE-ACTIVATE MY TOGETHERALL ACCOUNT?

If you would like to request for your account to be deleted and/or your data to be erased, or if you would like to temporarily close your account please contact the theteam@togetherall.com.

If we are able to process your deletion request we will erase all personal data we hold on you. Due to the nature of our service our clinical team must review each of these requests and will get back to you accordingly.

ARE THERE ANY RULES OR TERMS FOR USING TOGETHERALL?

When you join Togetherall as a member, you agree to our Terms of use, which includes the [House Rules](#). Your acceptance of these terms indicates your understanding of these rules and your confirmation that you are at least 16 years of age.

Maintaining House Rules helps us to make sure that Togetherall works well for the entire community. Violation of House Rules will result in a warning or, in some cases, a loss of membership. As a member, you are taking responsibility for your actions and behaviour Togetherall.

The rules foster every member's ability to access the Wall for support, learning, and recovery in an anonymous and personal manner. It is important to remember that Togetherall is a support for, not a replacement of your life offline.

TALKABOUTS AND BRICKS

HOW DO I BROWSE TALKABOUTS AND BRICKS?

By clicking 'Community' on the Togetherall homepage you will be able to see all posts that have been made by our members on Togetherall in a scrolling feed. Posts are sorted from newest to oldest and so the most recent posts will be displayed at the top of the feed. The community tab has both Talkabouts (our text-based posts) and bricks (our drawing-based posts) all in the same place with a rounded square icon for a brick and circle icon for a Talkabout.

To create a new post yourself you can click the 'Create post' button on the right of the page.

HOW DO I SORT POSTS?

Posts can be sorted by a few variables. If you would like to view only bricks or only Talkabouts you can change the type of posts being displayed by filtering using the 'type of post' option and selecting an item in the drop-down menu. You can also search posts by categories using a similar drop-down menu when you filter using the 'categories' option.

To view more than the popular categories simply click show all. Multiple categories can be selected, and the posts displayed are still sorted with the most recent at the top. If you feel a post has been miscategorised, then please contact a member of our Wall Guide Team by clicking 'Ask a Wall Guide' and they should be able to change this for you. Finally, the community page can also display posts that are personal to you.

HOW DO I SEE POSTS AND GROUP TALKABOUTS I'M A PART OF?

When you first load the Community tab all posts are displayed. If you click on 'My posts' then you can see only posts that you have created, if you click on 'Groups' you can see Group Talkabouts you are part of and if you click on 'Starred' you can see any posts you have saved by starring them. You can no longer view all of our bricks in 'The Wall' format.

HOW DO I SEE WHO HAS INTERACTED WITH A POST?

If you click a post then you can view it in full, add a comment to it and find out who the creator was.

Comments on regular Talkabouts and bricks can be viewed by the whole community and so any comments you make are public. You have the option to star, toggle notifications or report a post. When you select any of these options no public notification is generated and only you and our Wall Guides can monitor these activities.

HOW DO I CREATE A BRICK?

You can create a brick by clicking on 'Community' on the Togetherall homepage. Click the 'Create Post' button on the right of the page and click 'Create Brick' open the brick drawing tool. First, give your brick a title and then, you have three ways to express what you want to say.

HOW DO I USE THE TEXT TOOL WHEN CREATING A BRICK?

Click on the 'Text' option on the left-hand menu. You can select your font, size, alignment and colour for typing. Type in the text you want in the box that appears and edit the text formatting using the toolbar on the bottom of the screen and the colours on the right-hand side. For the option of a white colour, you can scroll down on the colours toolbar.

After writing you can click off of your text. When you click back on you will be given the option to move, scale and rotate. Double click on the text box to edit the text further. Once you are happy with your text you can click the tick in the bottom right to save it. If you would like to delete a text box, ensure it is selected and click the bin icon.

HOW DO I USE THE DRAWING TOOL WHEN CREATING A BRICK?

When editing a brick, click on the paint brush or 'shape' icon on the left-hand menu. You can change the brush you are using with the buttons on the toolbar at the bottom of the screen and change the brush size with the slider. You can change the colour using the buttons on the right-hand side of the screen.

For the option of a white colour, you can scroll down on the colours toolbar (this is useful for erasing mistakes). When you are happy with your drawing you can click the tick in the bottom right to 'lock in' your shape. If you would like to delete everything in your current session of drawing, then click the bin icon.

HOW DO I USE THE IMAGE TOOL WHEN CREATING A BRICK?

Upload a photo or image of your choice, ensuring that you or others cannot be identified from it. Click on the 'Image' icon on the left-hand menu and pick the picture you would like to upload from your own files. Your picture will now appear on the brick. You can now move, scale and rotate your image. Once you are happy with your image you can click the tick in the bottom right to save it. If you would like to delete the image, ensure it is selected and click the bin icon.

HOW DO I PUBLISH A BRICK?

When you are happy with your brick there are few more things you need to do before you can publish the brick to the community. If you have not done so already then you need to give your brick a title.

Select a category for your brick so other members can find it alongside other similar bricks. To find categories beyond the popular options select 'Show All'. If you cannot find a category appropriate to your TA, there is a 'General Chat' option. In the 'Tell us about your Brick section' type in any text related to the brick. Sometimes it is an explanation of the image, a question and so on.

This information is displayed publicly beneath your brick once it has been published. When you are ready click on 'Post' to publish your brick. All bricks are posted to the entire community on Togetherall, and this cannot be done so anonymously. Once a brick is posted other members can comment on your brick.

HOW DO I START A TALKABOUT?

Have you got issues or concerns that you want to share with others? You can express yourself using our Talkabout (TA) feature. You can view and join an existing conversation by clicking 'Community' on the Togetherall homepage, then browsing through ongoing TAs. Or if none of the existing subjects seem to cover what you want to talk about click on the 'Create Post' button and start your own. Your Post Title should indicate what the TA will concentrate on. You can start a TA about a subject specific to your situation if you need objective points of view or just an empathetic ear to listen; for example, "Can anybody suggest coping strategies for anxiety?" You must add at least one 'Category' to the TA in the 'Categories' menu. This means that members who are interested in similar subjects will be more aware of the new TA.

WHAT IF I CAN'T FIND A CATEGORY APPROPRIATE FOR MY TALKABOUT?

If you cannot find a category appropriate to your TA, there is a 'General Chat' option. You can 'show all' to display a wider range of options. When you are satisfied with your TA, simply press the 'Post' button and you are all set. You can stay up to date with Talkabouts you are interested or involved in by opening the TA and clicking 'Turn on notifications'. These will then generate a notification in your toolbar whenever another member leaves a comment on the TA.

HOW DO I START A GROUP TALKABOUT?

Group Talkabout (GTA) To invite only specific members to participate in your Talkabout, click on the 'Community' button on the Togetherall homepage which will give you the option to post a Group Talkabout.

Group Talkabouts are only visible to those members invited by the creator. New members can be added once you've started your Group Talkabout.

HOW CAN I SAVE MY TALKABOUT OR BRICK AND FIND IT LATER?

If the Talkabout or Brick is your own, you may view it at any time. From the homepage, click on your Togetherall profile picture / username. You can then select 'My profile' from the options. Here, you may view any Bricks or Talkabouts that you have created in the past. It's possible to change the 'view' using the options at the top of this page, in order to view your content from the perspective of other members.

HOW DO I STAR A TALKABOUT OR BRICK AND FIND IT LATER?

The option to 'star' a post is displayed on all Bricks and Talkabouts. This will save the content so that you can access it later. To view all your 'starred' posts, choose 'Community' from the homepage and select the 'Starred' option from the tabs at the top of this page. Other members cannot see which posts you've starred.

The option to 'turn on notifications' is also displayed on all Bricks and Talkabouts. This will allow you to receive an in-site notification each time another member makes a comment on this content. You may view these notifications by selecting the bell icon on your main menu. You may turn off notifications for any post at will - just choose 'turn off notifications'.

CAN I UNDO CHANGES I'VE MADE TO MY BRICK?

Currently we do not have an 'undo' feature for our 'Create Brick' tool. We are currently building more options for members to edit their bricks, which will include this undo function. In the meantime, we apologise for the inconvenience caused. Some content such as text boxes and images can be clicked on and deleted but others such as the paint tool cannot be. The option of painting in a white colour is available in the colours toolbar - this is useful for erasing mistakes made with the paint tool.

CAN I POST MY BRICK ANONYMOUSLY?

Currently we do not have an option to post bricks anonymously to our community. We are currently working to build this option, and it will be available soon. In the meantime, we apologise for the inconvenience caused.

CAN I GIFT/ SHARE A BRICK?

You cannot send a brick to a specific member or groups of members as you can do in Talkabouts. All bricks are posted publicly, and all members can see them.

CAN I ADD MORE MEMBERS TO AN EXISTING GROUP TALKABOUT?

Currently we do not have an option to add more members to a Group Talkabout. We are currently working to build this option, and it will be available soon. In the meantime, we apologise for the inconvenience caused.

HOW DO I MANAGE MY TOPICS / CATEGORIES? CAN I ADD MY OWN?

Categories are tags or keywords which you add to your bricks and Talkabouts. These categories make it easier for others to find content relevant to them. When filters are used on the community page, your brick or TA will appear in the content displayed, alongside all other content with the same category. We have provided several categories for members to use.

To find categories beyond the popular options, you may select 'Show All'. If you cannot find a category appropriate to your TA, there is a 'General Chat' option. Currently there is no option available for members to add categories on Togetherall, however if you have any suggestions for categories you'd like to see added, please contact us at theteam@togetherall.com.

COURSES, RESOURCES AND ASSESSMENTS

WHAT ARE RESOURCES?

Togetherall has available a wealth of resources on a variety of topics. You can access Resources through the main menu. Our series of articles are designed to help you understand more about some of the issues you may be facing and learn skills to help improve your wellbeing. You may wish to find a specific article quickly.

To begin a search on Togetherall you can click the magnifying glass icon which will bring up a general search of Togetherall. To restrict your search to resources only, you can choose 'Resources' from the options presented at the top of the screen after you have completed your search.

WHAT ARE MENTAL HEALTH QUESTIONNAIRES / SELF-ASSESSMENTS?

There are several clinical tests to choose from to help you understand how you are feeling. These tests are private, which means that they may not be viewed by other members on Togetherall (although they are visible to our Wall Guide team).

HOW DO I TAKE AN ASSESSMENT?

- Click on 'Resources' on the menu on the homepage.
- Choose a questionnaire from the list of 'Self assessments' presented on this page. You may 'view all' to see a complete list.
- When the assessment opens, select the appropriate level for each item on the list and press the 'Continue' button. You will then be given a brief explanation of your score. It may suggest that you are showing signs of high stress and that you should contact your healthcare provider. Or it may suggest that your stress levels are currently low.
- You will have the option to retake the assessment if you are not satisfied that you selected the correct options.
- After you have taken the assessment, you may find it helpful to read the resources which are available on the same topic, which can help you to understand further, move forward and test out specific self-help skills.
- You can go back and look at your results or take the assessment when your mood feels different. To do this, go to 'My Profile' from your homepage, by selecting your username / profile picture. You will be able to view all your previous self-assessment scores.

HOW CAN I TRACK MY WELLBEING?

There are two tools you can use to track your wellbeing on Togetherall. Both the 'Journal' and the 'Goal setter' can be found under our 'Resources' tab. You can navigate to this from the Togetherall Homepage.

Both your Journal and your Goal setter tool are private and cannot be viewed by any other member on Togetherall. Both tools are, however, monitored by our team of Wall Guides to ensure the safety of our members on Togetherall. You can also view your journal entries and goals from your profile page. To view this, click on your Togetherall profile picture / username and then select 'My profile'.

HOW DO I ADD A JOURNAL ENTRY?

When you select the 'Journal' from the 'Resources' tab you are taken to a page where you make private posts that no other member can view. When you make an entry to your journal it notes the time and date of this entry. You can edit and delete old journal entries if you wish. Please note, once an entry has been deleted there is no way to retrieve it.

HOW DO I SET A GOAL?

Select the 'Goal setter' tool from the 'Resources' page. Using the text fields below you can enter a goal and the reason why you would like to achieve this. You can also set a proposed completion date for your goal. Then click 'Create goal.'

Once a goal is created it appears beneath the Goal setter tool and so you can monitor it. Once you have completed your goal you can make a note of this by clicking the tick to make it green. Once a goal has been ticked it appears at the bottom of your list of goals.

WHAT ARE 'COURSES' ON TOGETHERALL?

On Togetherall, we have a range of structured online courses available. Each course is divided into a number of chapters. Each of these chapters contains a general education about a specific topic. Some chapters also include a self-reflection exercise or task which you can complete in your 'Journal' if you wish. In most chapters, you will also learn a helpful skill. Our courses are all available to join at any time and if you wish to revisit any of the previous chapters you can review them at your leisure.

HOW CAN I JOIN A GUIDED SUPPORT COURSE?

On the Togetherall homepage you can click the 'Courses' tab to explore our available courses. When you click on a course, you are taken to a course overview which includes a brief synopsis of the course's chapters so you will know what you can expect to see and do in the course. If you decide to join a course after reading the overview, then you will need to take a self-assessment.

Click the button at the bottom of the Overview to 'Take a self-assessment. At the end of each chapter there is a 'Next' button to go to the next chapter. The 'Back' button returns to previous chapters if you wish to review your course progress. At any point you can click on the 'Go to Course Talkabout' and join a group Talkabout with other members who have taken your course. To return to your course you will need to go back on your browser or find the course again from the 'Courses' menu.

CAN I TAKE MORE THAN ONE COURSE AT A TIME?

There is no limit on the number of courses you can join, but we recommend waiting until you have completed one before starting another.

HOW DO I KNOW THAT COURSES WORK?

Courses are designed to improve your coping skills and promote healthy behaviours. Taking the course with others has been shown to motivate members to complete the courses.

CAN I LEAVE A COURSE IF I WANT TO?

You're in control of what you do on Togetherall. You can complete the activities at any time. If you do not wish to continue clicking through the chapters of the course you can simply leave. If you don't like the course you don't have to complete it.

However, to get the full benefit, it is always best to try to complete it if you can. Some of the skills you learn may not seem helpful now but may help you with issues that come up later. You can come back to a half-completed course at any time you wish and also once you have completed a course you can revisit any of the chapters again, if you wish.

HOW CAN I GET HELP WITH GUIDED SUPPORT OR ASK QUESTIONS?

Ask a Wall Guide if you have any questions about our courses.

TECHNICAL ISSUES

I'M HAVING ISSUES WITH MY ACCOUNT AND I NEED SUPPORT

If you have a problem with your account that isn't addressed in our FAQs, please contact our support team - theteam@togetherall.com. Each member is allowed only one identity or account. Please do not attempt to setup more than one account. If you are found to have more than one account, it will be shut down and you risk suspension on the Wall without warning.

I FORGOT MY PASSWORD, HOW DO I CHANGE IT?

To change your password, simply go to the [LOGIN](#) page and click on the 'Forgot password?' option. You will then need to enter your email address. Once you have done this, you should receive an email with a link to change your password.

HOW DO I REPORT A PROBLEM?

Despite our best efforts, technological issues can occur at any time. As a result, the site can go down or errors may occur that result in loss of content or images. Please capture these bugs in a full-page screenshot and let us know immediately if you notice anything not working properly or if you have any other concerns not answered by our FAQ's. Email the Togetherall support team at theteam@togetherall.com.

HOW CAN I DELETE/DE-ACTIVATE MY TOGETHERALL ACCOUNT?

If you would like to request for your account to be deleted and/or your data to be erased, or if you would like to temporarily close your account please contact the theteam@togetherall.com.

If we are able to process your deletion request we will erase all personal data we hold on you. Due to the nature of our service our clinical team must review each of these requests and will get back to you accordingly.

MY USERNAME IS NOT WORKING - WHAT SHOULD I DO?

You may be experiencing login issues because your username has been changed by our team of Wall Guides to protect your anonymity. To rule this out please login by using your email address, which you used to register, and double check for spelling errors. You can then use your new username to login in the future.

Our Wall Guides handle all name changes in the Togetherall community, if you log in and use the 'Ask a Wall Guide' button in the bottom right corner. They will be happy to change your username to something else which you prefer, if it continues to protect your anonymity.

SAFETY AND PRIVACY

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.

Specific behaviour on the website will trigger a response by Togetherall staff (Wall Guides) and an escalation process will be implemented. While it happens infrequently, we will remove any content from the website and bar members who are not working within the House Rules and a Privacy Policy.

WHY IS TOGETHERALL ANONYMOUS?

Research has demonstrated that people tend to avoid sharing their troubles with friends, family or healthcare professionals. For example, 50% never go to a doctor for fear of stigma. Men in particular are afraid to reveal how they feel or what's troubling them. Togetherall provides an environment in which members feel safe and supported while remaining anonymous. 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.

WHAT CAN I DO TO STAY SAFE ON TOGETHERALL?

Togetherall takes your safety very seriously and we would encourage you to do the same. Contact a Wall Guide through the 'Ask a Wall Guide' button if you are concerned about how another member is behaving with you or with other members - do not hesitate, better safe than sorry - Wall Guides will not identify that you have alerted them.

WHAT DOES TOGETHERALL DO TO KEEP THE COMMUNITY SAFE?

Togetherall takes your safety very seriously and we encourage you to do the same. Trained Wall Guides are present 24/7 to respond to any worries or concerns that you have about other members' behaviour on Togetherall. Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about members being at immediate risk of causing harm to themselves or others. All content on Togetherall is read by Wall Guides.

HOW DO WALL GUIDES RESPOND TO ANY FLAGS?

Wall Guides send you a message if they think you have used a real name or other identifying information about yourself without realising. There is an immediate alert system for members using words like suicide, cutting, help or abuse that will get a high priority response from a Wall Guide. There is an immediate alert system for members scoring themselves as suicidal on a test that will get a high priority response from a Wall Guide. Wall Guides follow clear policies and procedures for members at risk of harming themselves or others on Togetherall and for inappropriate behaviour.

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. Wall Guides and other Togetherall staff will never ask you for any personal details including your name, address, email, telephone number, where you live/work/study or bank details unless this is required for your safety.

HOW CAN I DELETE/DE-ACTIVATE MY TOGETHERALL ACCOUNT?

If you would like to request for your account to be deleted and/or your data to be erased, or if you would like to temporarily close your account please contact the theteam@togetherall.com.

If we are able to process your deletion request we will erase all personal data we hold on you. Due to the nature of our service our clinical team must review each of these requests and will get back to you accordingly.

HOW DO I FLAG SOMEONE I AM CONCERNED ABOUT?

If somebody has broken the [House Rules](#) let us know by clicking the 'Ask a Wall Guide' button at the top right corner of every page or use the report button and select 'I think this is offensive content' to alert the Wall Guide Team.

HOW DOES ABUSE OF THE SYSTEM GET MANAGED? (E.G., INAPPROPRIATE COMMENTS)

We take abuse on our service very seriously. There is a system of watchwords that signal inappropriate behaviour or language use, which are immediately flagged to a Wall Guide. Secondly, members can report unwanted behaviour through our simple process. Members can click on the 'Report post' button on many pages of the website to report abuse of the system. An alert is then sent to a team member from Togetherall, for example a Wall Guide. For more information about what constitutes inappropriate behaviour on Togetherall, please read our [House Rules](#).

HOW DO I FLAG SOMEONE ACTING INAPPROPRIATELY?

If somebody has broken the house rules let us know by clicking the 'Ask a Wall Guide' button at the top right corner of every page or use the report button and select 'I think this is offensive content' to alert the Wall Guide Team.

HOW DOES TOGETHERALL RESPOND TO PEOPLE IN DANGER OF HARMING THEMSELVES OR OTHERS?

Togetherall takes your safety very seriously and we would encourage you to do the same. Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about other members behaviour on Togetherall. Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about members being at immediate risk of causing harm to themselves or others.

All content on Togetherall is read by Wall Guides. Wall Guides send you a message if they think you have used a real name or other identifying information without realising. There is an immediate alert system for members using words like suicide, cutting, help or abuse that will get a high priority response from a Wall Guide.

DO WALL GUIDES RESPOND TO TESTS THAT INDICATE MEMBERS ARE IN DANGER?

There is an immediate alert system for members scoring themselves as suicidal on a test that will get a high priority response from a Wall Guide. Wall Guides follow clear policies and procedures for members at risk of harming self or others on Togetherall and for inappropriate behaviour. Wall Guides do not have access to your email address or registration data which is kept separate from your username.

DO WALL GUIDES GET CHECKED FOR CRIMINAL HISTORY?

Wall Guides and other members of Togetherall staff are advanced checked for criminal records. Wall Guides and other Togetherall staff will never ask you for any personal details including your name, address, email, telephone number, where you live/work/study or bank details unless this is required.

I NEED MENTAL HEALTH SUPPORT RIGHT NOW

Togetherall is not a crisis service, if you require urgent mental health support, please visit our '[In Crisis](#)'. If you require additional local support outside of Togetherall this information can also be [found here](#).

Togetherall is a digital mental health service, safe and anonymous, giving members access to a supportive community and a wealth of materials at any time of day or night. Access to Togetherall may depend on whether this part of our service is funded by your local health service, or your institution or organisation – check your eligibility by clicking register in the top right corner of the page.

WHO IS TOGETHERALL'S CLINICAL SAFETY OFFICER?

Togetherall's Clinical Safety Officer is Dr. Tim Rogers. In order to report a potential Clinical Safety risk, you can reach Dr. Rogers by emailing: 'theteam@togetherall.com'.