



Understanding Togetherall: A quick reference guide

Introduction

The purpose of this document is to provide a quick reference guide for important information relating to Togetherall. It includes information on the service, who it is suitable for and the support you have available to help you promote the service to your community.

If you have any questions about the contents of this information pack or the Togetherall service please get in contact with your account manager.

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What is Togetherall?

Togetherall is a safe, online community where people support each other. By sharing feelings, thoughts, emotions, and experiences we can all improve our mental health, together. Members can sign up instantly, share anonymously and access the community at any time, day or night.

Togetherall is the only online peer-support community that is moderated 24/7 by fully trained mental health professionals and led by an on-duty clinical team. An early innovator in digital mental health, since 2007 we have provided a place for support to over 350,000 people worldwide.

We are the only digital mental health service rated by the Care Quality Commission (CQC). We work closely with the NHS, the British Armed Forces, and over 250 universities and colleges across the UK and North America.

What's included

- 24/7, anonymous support community
- A safe and stigma-free environment
- Moderation by trained mental health professionals
- Proactive risk identification and crisis escalation management
- Guided courses on a range of issues with peer-support involvement
- NHS-approved self-assessments
- Integration and signposting to your other tools and wellbeing pathways
- Resources and journaling to support self-management.
- Instant, free and simple access for members
- Self-referral or prescriber-referral options

[Watch a demonstration of the Togetherall platform.](#)

How Togetherall helps

We are all on our own journey when it comes to maintaining our mental health. It's part of being human.

Some people need treatment but are not ready to ask for help. Some cannot access the help they need. Others experience lifelong battles with anxiety or depression and require ongoing support. But all of us struggle with difficult situations, feelings, thoughts and emotions.

Whatever someone's need, we know it always helps to share and connect with real citizens who understand. Community is vital to break isolation, prevent escalation and to bolster the treatment or recovery of mental health conditions.

Togetherall believes that supporting mental health starts with community. Our mission is to make community **accessible, scalable and safe**.

Accessible support

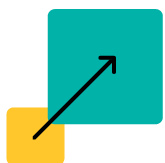


By breaking down the barriers to access and by integrating with other relevant services, Togetherall offers an easy route for people to get support, whatever their level of need.

With 24/7 online access, instant self-sign up and anonymity between members, Togetherall removes the common barriers that can prevent people from seeking the support they need.

As well as support from peers in the community, we signpost your other wellbeing pathways and services so that members can continue their journey and get additional help. This may include links to an EAP, the student welfare team or a local NHS service.

Scalable support



The scalability of peer-support and Togetherall's uptake among 'hard to reach groups' due to its accessibility, means we can reach more people and provide support earlier.

Unlike 1-2-1 models or in-person groups, there are no limitations to access, coverage or scale in our digital community.

Our focus on instant, easy, anytime access opens a route for more people to get help, and anonymous sharing appeals to people that may otherwise not access support.

Safe support



Developed over 15 years, Togetherall has robust risk and crisis practices, with protocols tailored around your existing safeguarding procedures.

Our 24/7 mental health professional moderators – all trained therapists or counsellors – proactively monitor the platform to keep it safe, free of bullying, inclusive and non-judgmental.

They identify individuals showing signs of distress and work with them to de-escalate the situation or in some cases arrange additional or emergency support.

How members can use Togetherall

Community



Togetherall offers an anonymous community for members to share how they're feeling, listen and be heard.

The community also offers the opportunity for members to support others and experience the benefits of giving support.

Contributions to the community could be through written posts or creative expression via 'bricks'. Members can use images, drawings and words to make vibrant and expressive 'bricks' that are posted to the Togetherall wall where they can choose to share the story behind their brick if they wish to.

Courses



Members can find courses specific to their concerns and learn techniques to proactively manage their mental health.

Resources



Togetherall offers a range of tools, self-assessments and articles that help members to understand how they're feeling and track their progress, including journaling and goal tracking tools.

“On signing on for the first time, I suddenly had a community of people who understood me... I wasn't alone anymore”.

Anonymous Togetherall Member

[Hear from a Togetherall member.](#)

When to refer someone to Togetherall

Togetherall is available to those aged 16+ who have access to a device with an internet connection. Please speak to your account manager to find out about any specific access restrictions in your area.

The Togetherall platform supports the mental health of individuals across a wide spectrum – from those who are feeling low and not like themselves to those who are suffering from diagnosed mental and physical health conditions who may be between treatments or on waiting lists.

However, Togetherall may not be suitable for individuals looking for one-to-one support, those in acute distress or those in crisis and in need of urgent assistance.

Individuals who would benefit from Togetherall:

- ✓ Are struggling with low mood and not feeling like themselves
- ✓ Are currently experiencing work or study-related stress
- ✓ Are experiencing generalised anxiety or mild depression
- ✓ Have difficulty in opening up to close friends and family
- ✓ Are isolated in some way
- ✓ Are reluctant to access other face-to-face services due to fear of stigma
- ✓ Are currently awaiting treatment for a mental or physical health condition
- ✓ Are looking for support between treatment sessions
- ✓ Require services outside office hours: those in work, or with caring commitments for example
- ✓ Are not able to travel to face-to-face appointments, perhaps due to a lack of transport, physical health conditions, work commitment, childcare etc.

“On good days I can support others. On bad days, when I need supporting, I can find information to understand how to deal with it.”

Anonymous Togetherall Member

How to access Togetherall

Eligible members can access Togetherall for free, 24/7 every day of the year – there is no waiting list.

(Please check the specific eligibility criteria for your community.)

1. **Register** – Encourage your community to visit **togetherall.com** (or your unique url if you have one) and click ‘register’ to answer a few basic questions.
2. **Activate** - Members will receive an email to verify their account which they can click to activate their account
3. **Participate** – Members can access the Togetherall support community and self-help resources

Building awareness of Togetherall in your community

From one-to-one conversations with individuals in your community to higher profile marketing campaigns, there are many ways you can help to raise awareness of the service and let people in your community know that support is available to them.

Sign up to receive our monthly email updates

- Receive new, relevant content from Togetherall every month which you can share with your audience across your channels to keep awareness levels high (including social media assets, blogs and messaging for emails).
- Contact your account manager to be added to the mailing list

Access a wide range of marketing material

Contact your account manager to gain access to digital and print ready marketing collateral to support your promotional activity

- Access member facing marketing collateral including:
 - o Interactive pdf
 - o Presentation slides, email signatures and other digital tools
 - o Print ready leaflets, posters and banners
 - o Videos, Togetherall logos and other brand assets
- Access additional information about Togetherall which supports your promotional activity including:
 - o Referrer scripts and messaging guides
 - o Best practice marketing guidance and templates
 - o White papers, information and research related to Togetherall

If you have any questions about Togetherall, how it can help individuals in your community or how you can promote the service to your community, please reach out to your account manager or get in contact with theteam@togetherall.com