



## My Student Support Program (My SSP): SUPPORT WHEN YOU NEED IT

My SSP provides students with immediate and/or ongoing confidential, 24-hour support, year-round for any school, health, or general life concern at no cost to the student. Students can call or text with a licensed counselor from their cell phone at any time regardless of location.

### **How to Access MySSP:**

- Download the MySSP App (Set up Student Profile and accept ‘push notifications’)
- OR Call MySSP 1-866-743-7732

### **Levels of Support:**

- **Immediate Support** available by phone and text
  - Open the MySSP app
  - Click on the ‘phone’ or ‘chat’ icon at the top right of the screen Or Call MySSP at 866-743-7732
  - Select Option ‘1’
  - When the MySSP Call Center therapist answers, let them know that you are a MassArt college student and are seeking **immediate support**.
  - The MySSP Call Center therapist will conduct a brief screening and connect you with a licensed therapist for immediate support.
- **On-going Support** by appointment, available through phone and secure video portal
  - Open the MySSP app
  - Click on the ‘phone’ or ‘chat’ icon at the top right of the screen Or Call MySSP at 866-743-7732
  - Select Option ‘2’
  - When the MySSP Call Center therapist answers, let them know that you are a MassArt college student and are seeking **ongoing supportive counseling**.
  - The MySSP Call Center therapist will conduct an initial assessment and ask you about the type of therapist you are looking for and any specific concerns you wish to address.
  - After that, you will be contacted by a MySSP therapist within 2-5 days to begin on-going therapy. (Tele-therapy can be conducted over the phone or via the MySSP secure video portal.)