



# FAQs

## What is Qwell.io?

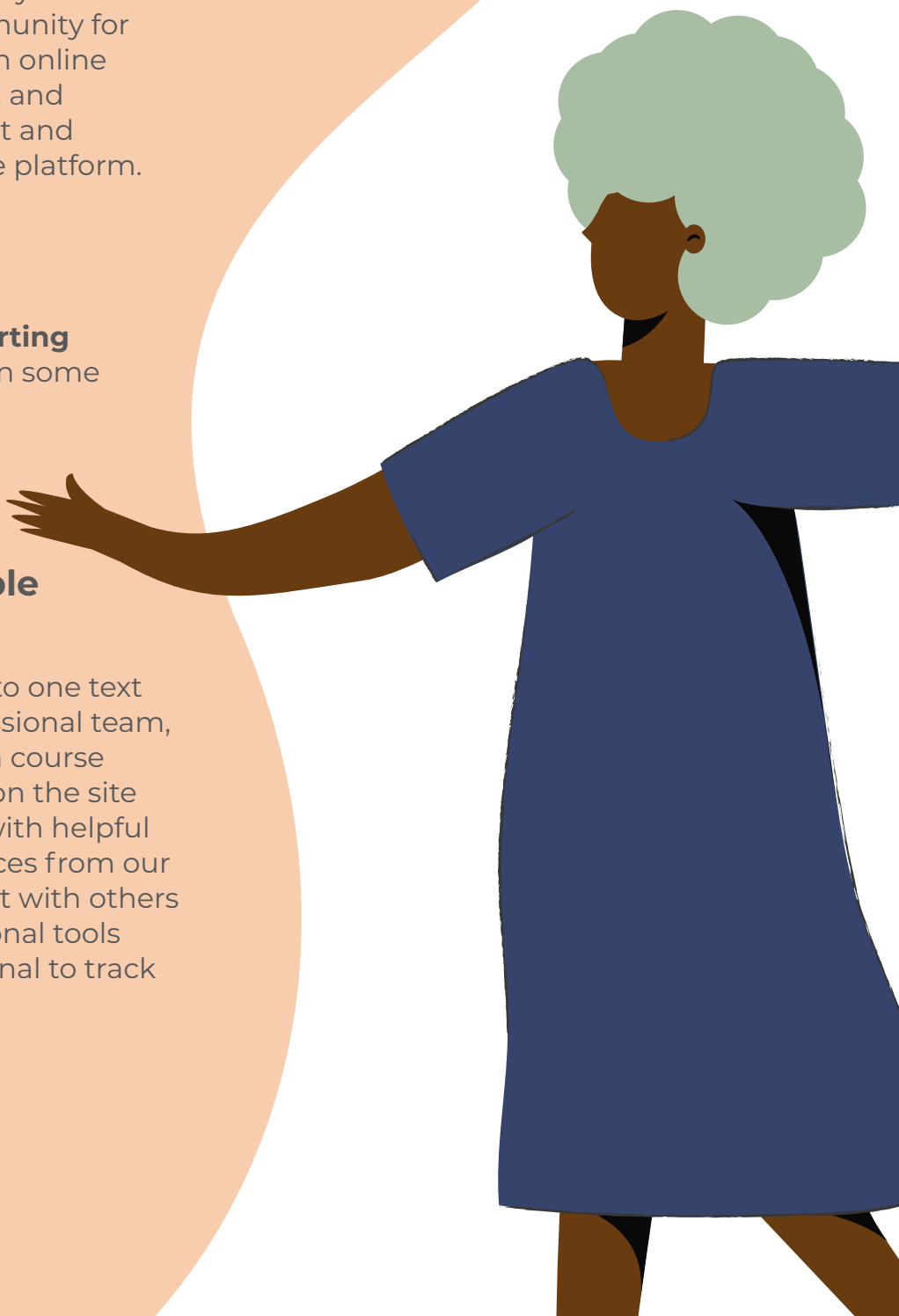
**Qwell.io** is a free, safe and anonymous online mental wellbeing community for adults. Our support includes an online magazine, community forums, and professional text based support and counselling through our online platform.

## Who can use Qwell.io?

Qwell is available to **adults starting from the age of 18**. However, in some areas this may vary.

## What support is available on Qwell.io?

Qwell gives you access to one to one text based support from our professional team, whether that is just a chat, or a course of counselling. Other support on the site includes an online magazine with helpful articles and personal experiences from our community, a space to connect with others in our online forums and personal tools such as goal setting and a journal to track thoughts and progress.





## How do I access Qwell.io support?

Just go to **Qwell.io** and click the yellow 'Join Qwell' button to gain access today.

## Do I need to be referred to Qwell.io by my GP?

No referral is needed to access Qwell. Sign up by going to **Qwell.io** and clicking the 'Join Qwell' button.

## When can I talk to the Qwell.io team?

Our service is available **365 days a year**. Our Qwell.io team are available to chat with you between the hours of **12pm-10pm Monday-Friday** and **6pm-10pm on Saturdays and Sundays**.

Alternatively, you can send us a message on the site at any time of the day or night, which will be responded to within 24 hours.

## Is Qwell.io an Anonymous service?

**Qwell.io** is Pseudo-anonymous. This means you provide a username which is how you are known on the site. You can post and comment anonymously on Qwell.io without being visibly identified to our team or other users.

## Can I message other adults on Qwell?

The only adults on the site that you can message privately are our Qwell professionals. You can however comment on, or post your own online forums that are visible to all adults on the site to get community support.

## How can I keep my visit to Qwell.io private?

Qwell has a yellow '**Hide Page**' button on the homepage that allows the user to escape Qwell and go back to google with just one click. This is helpful should you be worried about someone seeing you engaging with Qwell support. The question mark next to this button links you to an article about practical ways you can keep your visit to Qwell private on your device.