



## BIG WHITE WALL – USER GUIDE

**24/7 ONLINE & ANONYMOUS SUPPORT FOR MENTAL HEALTH**

Free to all students at the University of Lincoln

**Big White Wall®**

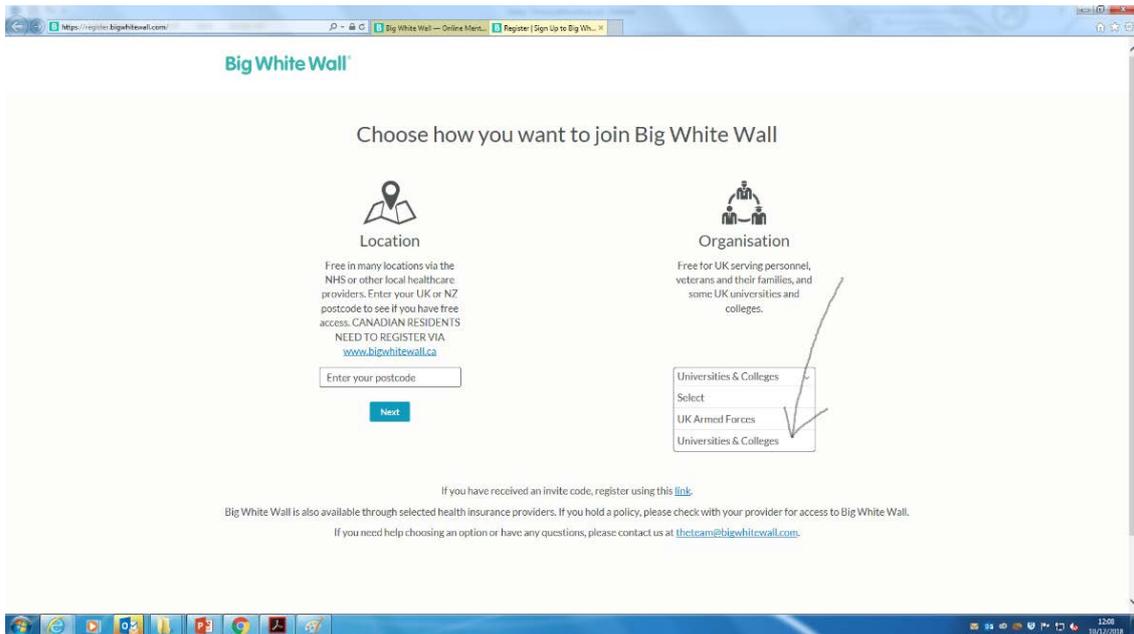
Get Support Take Control Feel Better

Knowing Big White Wall is there for me 24/7 gives me peace of mind

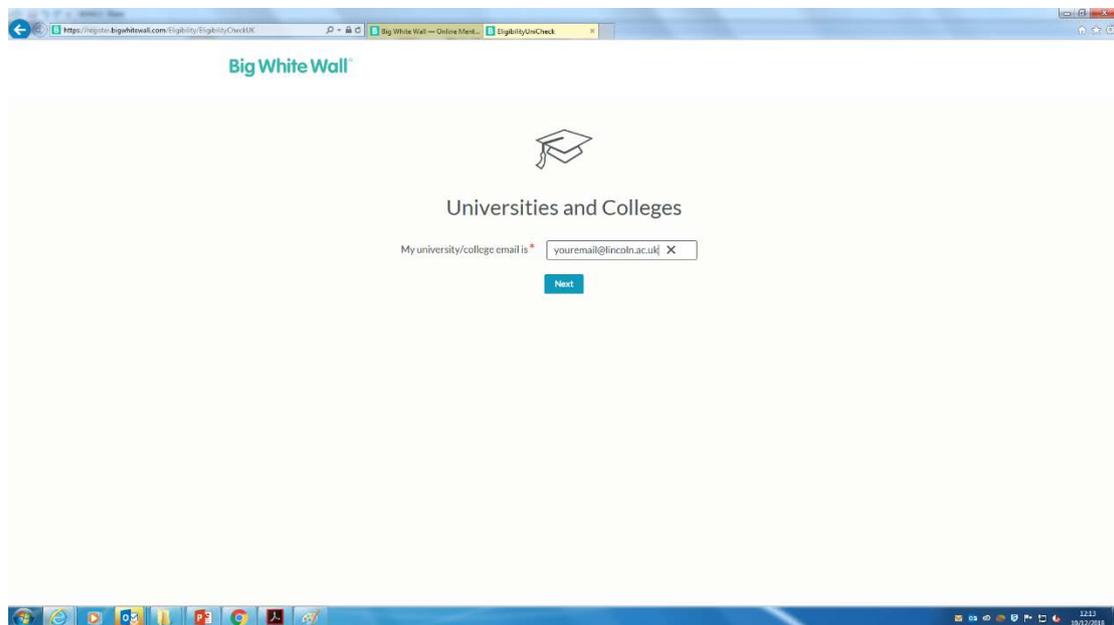
1. Go to <https://www.bigwhitewall.co.uk/> and click on JOIN US:

The screenshot shows the Big White Wall website homepage. The main heading is "You're not alone." followed by "Join our online mental health community. Accessible any time, anywhere." Below this, there are two buttons: "JOIN US" and "LOG IN". The "JOIN US" button is circled in red. A "Get in touch" modal is open on the right side of the page, with a "CONTACT\_" button. The website header includes navigation links for "ABOUT US", "NEWS", "CONTACT US", "JOIN US", and "LOG IN".

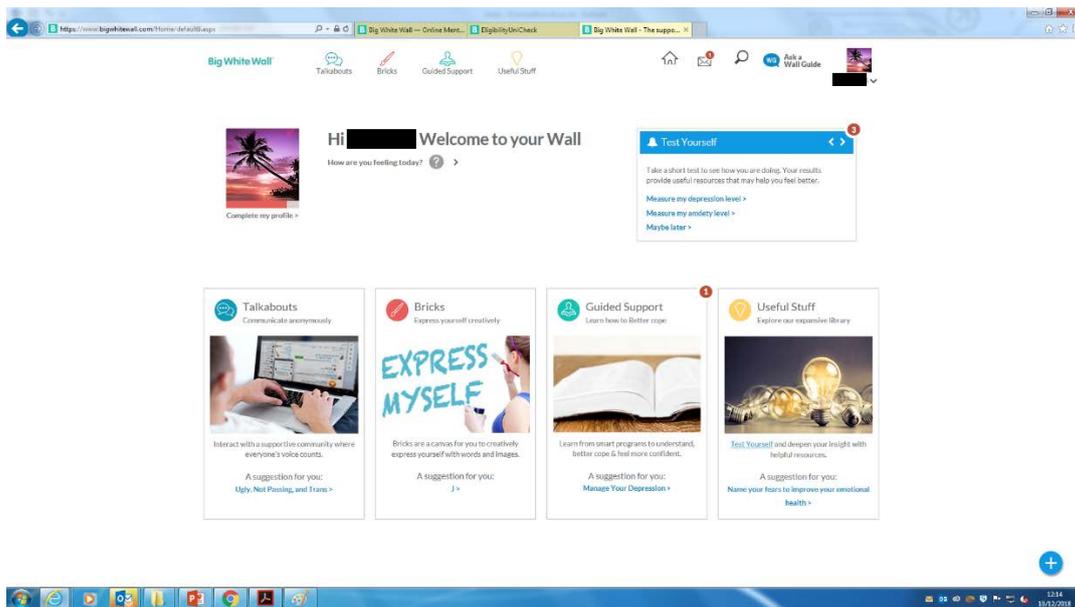
2. You will be taken to this page. Click on the **Organisation** box and select **Universities & Colleges** and click **Next**:



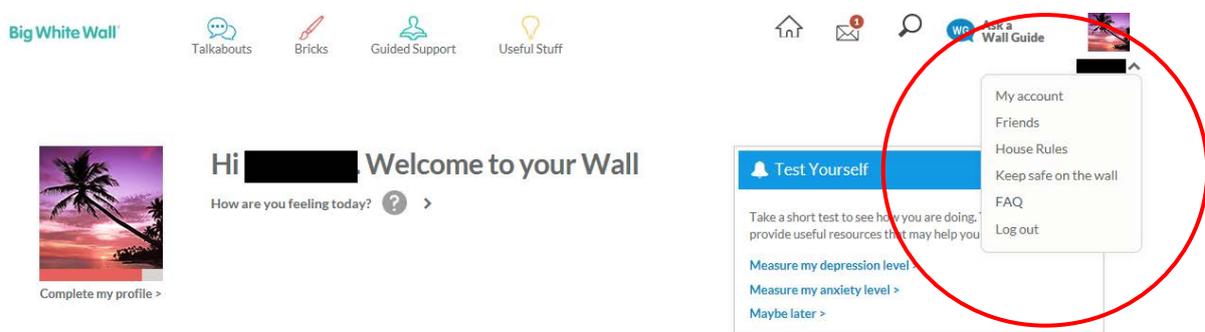
3. You will be taken to this page. Type your **University of Lincoln** e-mail address into the box and click **Next**:



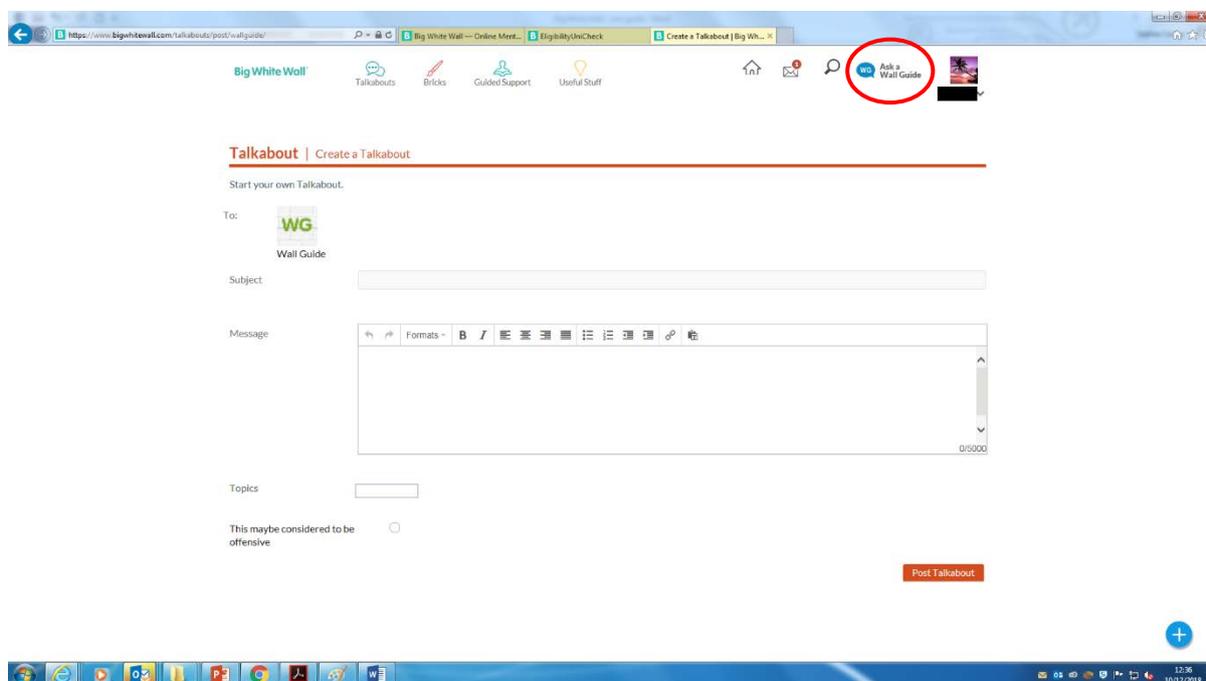
- You will then be taken to a sign-up page. You will be asked to create an anonymous user name (something that does not connect you to your real name, nicknames or anything that identifies you on social media and elsewhere) and a password. Please remember these or note them down somewhere safely so that you can continue to access the site.
- Once signed up you will go through to this home page, where you can update your profile and find out about the support and resources on offer, including Talkabouts, Bricks and guided support:



- The site is easy to explore, but please read through the House Rules, Keep safe on the wall, and FAQ sections for more information about how to use the wall and access the different types of support available:



- The site is monitored and users are supported by professionally trained “Wall” counsellors, who you can message confidentially by clicking on the tab “Ask a Wall Guide” (circled in red). This tab appears on any page and takes you through to this private messaging page:



- You can access the site 24/7. There is no mobile app, but the website has a phone-friendly format so you can login anywhere as long as you have access to the internet.

For further support with Big White Wall or face-to-face wellbeing support please contact:



SU Advice Centre: Weekday drop-ins 12-2pm or contact [advice@lincolsu.com](mailto:advice@lincolsu.com) to book an appointment.



Student Wellbeing Centre: Weekday drop-ins 12-2pm or e-mail [studentwellbeing@lincoln.ac.uk](mailto:studentwellbeing@lincoln.ac.uk)