

Big White Wall: Guide for Registering to the Platform

Designed for people wanting to understand the step by step guide for registering to the Big White Wall Platform.

What is Big White Wall?

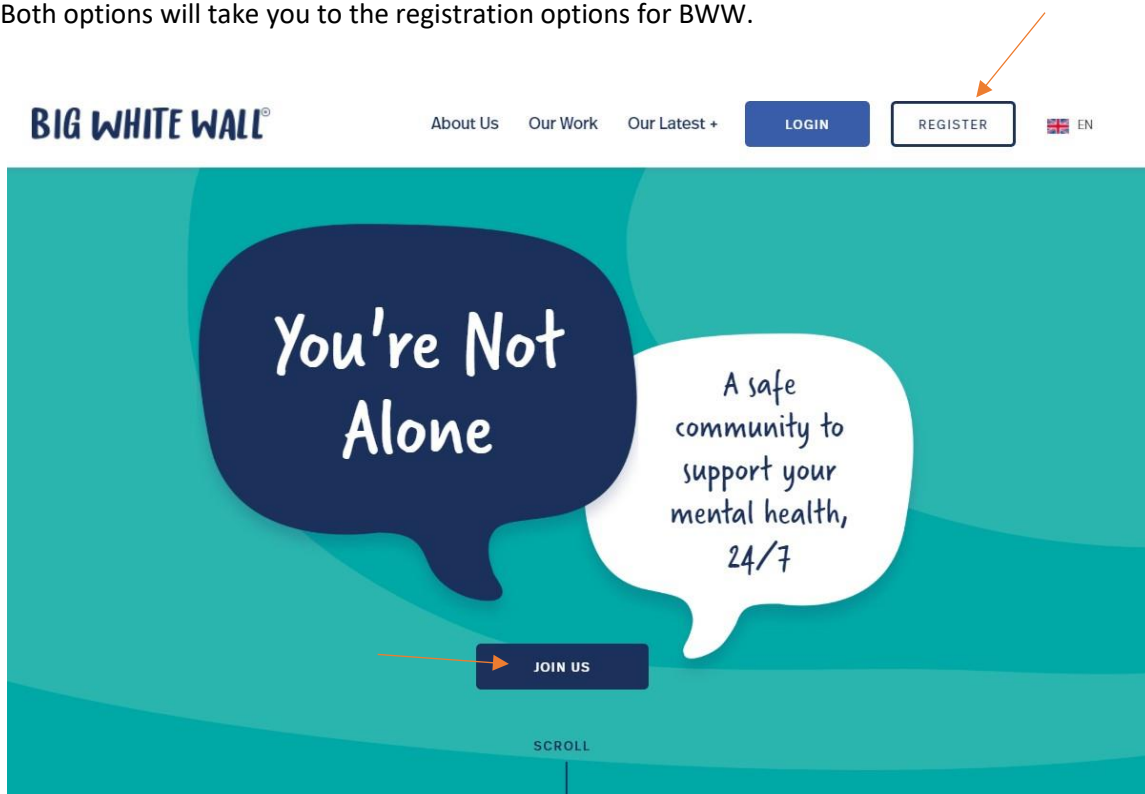
Big White Wall (BWW) is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to BWW's 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.

The Website:

1. Open up your web browser on any device with an Internet connection (Mobile, Tablet, Laptop, PC) and enter www.BigWhiteWall.co.uk

Please note: Our website is NOT supported by versions of Internet Explorer that are older than version 11. It is completely accessible through Chrome, Firefox, Microsoft Edge and all Internet Explorer platforms version 11 or newer.

2. Select either 'Register' at the top right-hand corner, or 'Join us' in the middle of the web page. Both options will take you to the registration options for BWW.

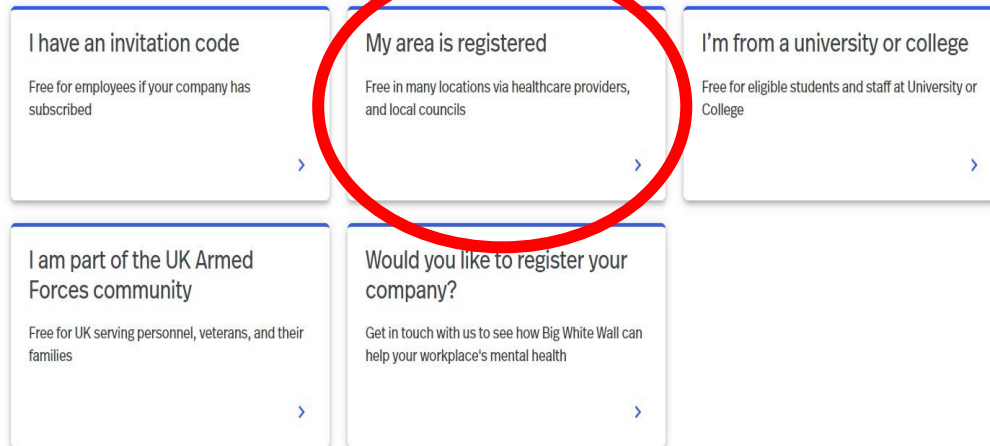


3. There are a number of different avenues in which you can join BWW – depending on the sector you are a part of: **CHOOSE OPTION B – My area is registered**

BIG WHITE WALL

Log In

There are a few different ways you can join



If you need help choosing an option, or have any questions – [please get in touch](#)

- a) **I have an Invitation Code** – This option is available to users that have been subscribed the service by a healthcare professional or employer. The verification method for successfully registering here is via an Invitation code - check your email inbox for a message from Big White Wall.
- b) **My Area is Registered** – This option is available in many areas across the UK, funded by Healthcare providers or Local Councils. The verification method for successfully registering here is via your 'Postcode'
- c) **I'm from a University or College** – This option is available for over 95+ education Institutions across the UK, funded directly by each institution. The verification method for successfully registering here is via your 'Email Address' which is provided by the University/ College.
- d) **I'm part of the UK Armed Forces Community** – The option is available for all service personnel; veterans and their immediate family members can access Big White Wall through our partnership with the Ministry of Defence and NHS England.

4. Once you have selected the appropriate route of registration, you will then be asked to create an **anonymised username and password**.

Please Note: Big White Wall 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.

5. You will need to provide your **Date of Birth (DOB)** to successfully register to BWW. BWW 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.

6. You will be asked to read and agree to Big White Wall's Terms and Privacy Policy in order to successfully register to the platform. It is then an option to opt in to receiving communications for marketing purposes, and to agree in sharing results from questionnaires taken on Big White Wall.

I have read and agreed to the [Terms](#) and [Privacy Policy](#)

I agree to share results from questionnaires taken on Big White Wall with my local health service, organisation or institute

I would like to be contacted via email by Big White Wall for marketing purposes

By clicking submit you are consenting for BWW to send an email with a link to activate your account to the email address provided.

Please note that for users registering in Canada, currently emails sent from Big White Wall may be sent from our servers in Europe.

[Back](#)

[Submit](#)

7. Once you select 'Submit' you will then have successfully registered to the BWW live Platform. To understand what this service entails, feel free to watch our short 2-minute video here:

<https://www.youtube.com/watch?v=vTPy2syYfwk>

Technical Support for Big White Wall

Should you require any technical support whilst trying to register to BWW, please contact TheTeam@bigwhitewall.com for further assistance.