

24/7 Student Support

Student Support Overview



Student Support Services

Our **24/7 In the Moment Student Support Service** provides you with access to in the moment support to help you cope and deal more effectively with any personal problems.



Accessing the 24/7 Student Support Service

The student support service is available **24/7/365 days per year**.

As well as through a free telephone helpline, you can also access this service directly through a web portal or mobile phone app.

Types of Problems

Our student support service can help with a wide variety of problems. Our fully qualified team of counsellors and experts are highly experienced in personal and college related issues and can support anyone with issues including, but not limited to:

- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationships
- Stress and work-life balance issues

Case Management

All cases that come into our phone lines are managed by our Case Managers, who are all qualified and experienced counsellors. This means they can understand the root causes of an emotional issue and help with onwards referral to the service most appropriate.

When one of our Case Managers takes an initial call from you, they will become your dedicated Case Manager. Your dedicated Case Manager will be the main point of contact for any query or issue you have. They will be the one who oversees the case from start to finish.

When you contact the service, please inform them what college/university you are from.



Call and see how we can help:

Freephone: 0808 238 9888

Online: mmu.spectrum.life/login

Register/Login: Use your Manchester Met email to sign in

Download the Spectrum.Life app in the app store for access to hours of additional wellbeing content.

