TalkCampus – A Guide
Students can download the mobile app on Google Play or the App Store.

Once downloaded, they will need to sign up with their student email address (as provided by your institution) and a password of their choice.

They will also need to agree to our Terms & Conditions and Privacy Policy and confirm they are at least 16 years old.

Students won’t be able to post, comment or react to posts until they’ve confirmed their registration by clicking on the link sent to them via email.

But once they’ve done that, they’ll be all set up & ready to get involved in the TalkCampus community!
Students are able to quickly and easily scroll through the feed reading posts from other users.

The home screen is the first screen students will see when they log in to the app. It shows them the TalkCampus feed, with posts from students from across our network asking for support or reaching out.

To read a post in full and interact further with it, students just need to click on the post in the feed.

Students can also let another user know they are there for them by quickly reacting to the post, by clicking on the heart emoticon.
Students can filter and search the feed to find and hide content.

Students can post to the feed, using either the quick share box or from the navigation bar at the bottom of the screen.
Students can access the information sidebar by clicking here.

Students can update their profile to bring their personality and creativity to TalkCampus. They can access their profile from the navigation bar.

TalkCampus has one to one and group messaging. This can be accessed from the navigation bar.

Students can click here to see their app notifications including updates on their posts, comments etc.
Students can engage with another user by using one of the quick reaction buttons when they are stuck for what to say but still want to provide support.

Comments can be easily added to the post by using the plus button at the bottom of the screen.

The mood and category can be seen on the post, along with a timestamp and a summary of comments & reactions received.

Students can also show support for other student’s comments by clicking on the heart in the reply.
Students can scroll through each of the feeds:
- Most Recent
- My Friends
- Newbies
- Random
- Most Popular

Students can filter their feed to see the topics they are interested in and to hide those which may be triggering.
The feed can be filtered by age to see content from different age groups.

Students can also search the feed to find content.
POSTING TO THE FEED

When posting to the feed, students will be asked to first choose a mood. There are a range of predefined moods to support students to express how they are feeling.

Students can then write their post. From this screen, under ‘Post Options’, they can also choose whether to post anonymously. Additionally, if they feel the content of their post may be triggering to others, they can also choose to use a trigger cover.

Once student is ready to share their post, they will be asked to select a category before it is posted to the main feed.

Students can edit (within 15 minutes) or delete their posts once they have shared to the feed.
When posting to the feed, if a student feels the content of their post may be triggering to others, they can also choose to use a trigger cover.

If they choose this option, they will be shown this screen which explains to them what is and isn’t allowed.

Their post will then be posted to the feed with a trigger cover as shown. This provides a warning to other users about the content in the post.

Using a trigger cover does not enable users to bypass our moderation systems.
Students can easily change a number of settings in app.

The Wellness Center provides students with articles on sleep, nutrition, empowerment and mindfulness.

Under Student Services, students can see all the specific services relevant to your university.

Students can use the “Guide for use” to refresh themselves on how to best use the app to get help and help others.

Our Privacy Statement and T&Cs can be accessed from the “About TalkCampus” section of the app.

My Diary allows students to store posts from other users or write their own journal entries that only they can see.

Students can see our moderation guidelines and apply to become a volunteer in the Safety Centre.

Students can click here to view our crisis support options.

Students can access all our blog articles covering a wide range of student specific topics.
When students sign up to TalkCampus, they are allocated the username “Newbie”. They can easily change this in the app settings.

Students can also choose to provide their date of birth (their age will then be shown on their profile) and gender.

They can also change their password in this section of the app and create a passcode for accessing the app.

The preferences section of the settings menu enables students to customize their experience with TalkCampus by setting up triggers and choosing keywords to mute.

They can also update their preferences relating to the interface by enabling dark mode or gradients for post colours.

At the bottom of the settings menu, students can choose to delete their account or log out from the app.

Students can also manage the users they have hidden or blocked.
Students can make private posts to their diary by clicking on the key at the bottom of the screen.

They will then be shown the same screens as posting to the feed.

Once they’ve saved to their diary, they can also choose to share on the main feed if they wish to. Students can also save posts from other users that they find helpful.
Students can choose from a selection of categories to hide content that they may find triggering.

They can either choose to hide the content with a cover as shown here or not to see the posts at all by choosing “Turn off Triggering Posts”.

Students can also add custom keywords they wish to mute. This puts a cover over any posts containing the selected keywords.
Students can block or hide users who may be sharing content they find triggering. A student can block or hide a user from a user’s post in the feed or from the user’s profile.

**Blocking**

If a student blocks a user, that user will be unable to see the student’s content in app and the student will be unable to see the user’s content.

**Hiding**

If a student hides a user, the student will be unable to see the user’s content in app. However, the user who has been hidden will still be able to see the student’s content.

Students can manage their blocked and hidden users from within the app.
Students can upload extra photos to their profile which can be viewed by other users.

Students can choose to upload a profile picture which will be visible when they post.

Students can share details about themselves with other users in “My Story”.

Students can choose whether they are “Here to Help”, “I Need Help” or both.

Students and other users can view their previous posts via their profile.

Students can be followed and can follow other students.
MOOD TRACKING

Students can view their mood tracker by swiping on their profile picture. This allows students to monitor their mood over a period of time when posting.

MY STORY

Students can give more background about themselves under a number of pre-set headings. They can also include a short bio.
Students can choose to follow other users whose content they find engaging and helpful.

To follow a user, students must first navigate to their profile by clicking on their profile picture from a post in the feed or by using the search function.

Once on their profile, the student can choose to “Follow User”.

A student can manage who they follow from their own profile. They can also see who is following them.
To send a message to another user, students can either click “New Message” and search for the user, or click “Send Message” from the other user’s profile.

Once a student starts a conversation with another user, the chat will appear in their inbox.

From within each conversation, students will have the option to:

- Mute the conversation
- Delete the conversation
- Report the other user
- Block the other user
- Stop chatting

Students can send GIFs and images within messaging.

One to one messaging is only moderated if the conversation is flagged by one of the participants.
If the machine learning picks up that a student is potentially in crisis, an automated crisis support flow will be shown.

The student will first be shown a pop up providing them with different support options for them to access.

They will them be escalated if necessary for heightened support from trained volunteers. A private chat with a TalkCampus member of staff will be launched in real-time to help at risk users get the support they need.

A student can also access the crisis support pop up from the side bar.
Students will be able to access your custom list of student services from within the app.

The services will also be linked via the crisis pop up for easy access by students who are in need.

The services can be regularly updated to reflect your current options for students.