

To all GWU SMHS Residents and Fellows:

This is a reminder that Talkspace is now available to all residents and fellows through the School of Medicine and Health Sciences. The benefit offered by SMHS allows you to send text, video, and pictures messages to your therapist **and schedule four 30-minute live video appointments** per month. (Per Month is calculated from the first time you use your live video session) This additional service comes at no cost to you, the SMHS residents and fellows.

New Users: To register for Talkspace, go to www.talkspace.com/gwu and input your GW email address. **Note: you must use the above link, which is specific to the SMHS free benefit, and you must use your University email address to have access to the free sessions. Do not use your MFA email or a personal email address.** After you have finished registering and have been matched with your therapist you have the opportunity to schedule an optional 10 minute live video introduction session to get you started.

Current Users: If you have already signed up for Talkspace, you must email partners-support@talkspace.com to get transferred over to the new plan which includes the added functionality of 4 (30 minute) live video sessions per month.

Talkspace Frequently Asked Questions

1. How am I matched with a therapist? *Through a brief questionnaire, Talkspace's algorithm will give you three therapists to choose from who they think will be the best fit for your needs.*
2. Am I able to change therapists? *Absolutely, but please give your current therapist some time to build a relationship with you. If you still feel the need to change, the process is simple! Just follow the steps laid out by Talkspace on the page found [here](#)*
3. Will I be charged for anything related to this service? *You will not be charged for anything! If for some reason you get a message saying you will be charged please send us an email and we will look into it for you. Please do not pay for anything and do not provide health insurance information. If you are asked for insurance information, please let us know.*