

What to Expect When You **Contact 988** For Support

If you're in crisis, there are options available to help you cope. You can also call the Lifeline at any time to speak to someone and get support. For confidential support available 24/7 for everyone in the United States, call 988.

CALL

1. First, you'll hear [this message](#) that gives you service selection options.
2. We'll play some hold music while you are connected to a counselor with our Veterans, Spanish-language, LGBTQI+ services, or your local 988 Lifeline contact center.
3. A counselor will say hello and introduce themselves.
4. Your skilled counselor will ask you if you are safe.
5. After they ask about your safety, your counselor will listen to you, understand how your problem is affecting you, provide support, and share any resources that may be helpful.
6. To read a more detailed explanation of what happens when you call the 988 Lifeline, and more, click [here](#).

CHAT

1. After clicking "Chat With Us," a new window with a brief survey will open. This survey helps our counselors understand how to best support you and takes less than 5 minutes to complete.
2. When you click "Start a Chat", you are accepting our [Terms of Service](#).
3. You will then see a screen that indicates we are connecting you to a counselor.
4. A counselor will say hello and introduce themselves.
5. Your skilled counselor will ask if you are safe.
6. After they ask about your safety, they will be calm and comforting, listen to you, and provide support. They may also share helpful resources.

TEXT

1. When you send a text to 988, you will be given options to connect with a counselor.
2. When you text "next" you will be accepting our [Terms of Service](#).
3. You will then need to complete a brief survey to help your counselor understand how they can best support you.
4. You'll receive a "wait" message with optional questions while we connect you.
5. Your counselor will say hello and introduce themselves.
6. Your skilled counselor will ask if you are safe.
7. After they ask about your safety, they will be calm and comforting, listen to you, and provide support. They may also share helpful resources.