



 [Online. Click here to enter.](#)

Welcome to Ontario's Online and Text Crisis Service (ONTX).

Live **Chat** and/or **Text** is a safe, confidential, one-on-one conversation with a highly-trained empathic responder. Chat and Text services are for everyone, regardless of your age, issues or concerns. If you're not comfortable using the phone, or would prefer to communicate with someone online or by text about your feelings, concerns or problems, please access our ONTX service. The ONTX service allows you to take your time to process what you want to say, work through how you are feeling, and communicate with privacy in a way that is comfortable for you or where others cannot overhear you.

Our responders are available to chat regarding all issues related to distress, crisis and suicidal thoughts, prevention and intervention. We are here to help! Please remember that high-quality support is a two-way street and there is a code of conduct that we and you will adhere to. You will see it in the terms and conditions section you can agree to before your chat starts.

## How to Chat

Chat is available on your computer, or mobile device from 2 pm to 2 am daily and is accessed from the top of our [home page](#) or by clicking the icon above. Complete the pre-chat survey, agree to the terms and conditions and a responder will be available to chat.

## How to Text

Text is available from your mobile phone from 2pm to 2am daily and is accessed by texting **258258**. You will need to complete a pre-text survey and agree to terms and conditions of service and a responder will be available to you. We hope to respond to you within 20 minutes however sometimes the need is greater than the number of available responders. Please be patient, you are important to us.

In addition to our online and text crisis service, you can always call our 24-hour distress and crisis lines. We are here to listen to your feelings and concerns and support you.

The Ontario Online and Text Crisis Service (ONTX) that was launched in June 2015 continues to be available to help you in your time of need.

