



Quick facts

We connect with

20,000+ counselors
in the US

and

34,000+
globally.

Our care is provided by
**licensed or certified mental
health professionals.**

**We offer services regardless
of your location:**

- in the US
- studying abroad
- preparing to study in the US

**JACKS
care**^{24/7}

**provides 24/7 chat
and phone support**

866-656-9983

Supporting your mental health

Our free Jacks Care 24/7 services connect you with mental health professionals offering the resources and support you need today:

- free to all NAU students
- services in 150 languages
- easy to access anywhere

Safe, connected, and inclusive

Access your providers with virtual single sessions and short-term counseling, or enjoy the flexibility of our immediate, real-time chat and phone support options.

We shaped Jacks Care 24/7 for you

Jacks Care 24/7 supports all our Lumberjack students—wherever you are, however you connect with our services, and whichever languages you speak.

With more than 34,000 counselors across the globe, we offer a diverse network of mental health professionals with broad experiences and knowledge to reflect your own.

What if I prefer a language other than English?

Instant support in five languages:

- English
- Spanish
- Mandarin
- Cantonese
- French

Support in 150 languages available with advanced notice.

Connecting with your Jacks Care 24/7 providers

How do I connect online?

1. Download the My SSP app or visit nau.edu/jacks-care.
2. Select Northern Arizona University under “student login.”
3. Log in with your personal information.

How do I connect over the phone?

United States or Canada | 866-656-9983

Other countries | +1 416 3806578

nau.edu/jacks-care

