

Online Help allowed me to feel a lot better about myself and to recognise what I'm capable of doing.

I can always count on them, if I want to talk to someone and there's no one else, they are always there. 😊

Someone took the time to listen to my problem and I felt stronger, I felt I was able to handle the problem. 😊😊

I was being bullied at school and being cyber-bullied at home. I felt so alone and kept asking myself why no one liked me. Then I contacted Online Help. I went through my problems with the counsellor and she was so helpful. I finally found the strength to break free from the bullies and find friends who really care about me. Thank you so much! 😊

My parents were getting divorced and I felt scared and really, really anxious. Although I was nervous about contacting Online Help my counsellor was really nice and he always made me feel like I had someone to talk to when I couldn't talk to my parents.


Online Help
supporting children and youth

Offered by:


www.kjt.lu

Supported by:



Do you want to support us?

Donation account:

BCEELULL: IBAN LU160019130004126000

Caritas J+F asbl KJT

Designed by Farshad Afsharimehr



**KEEP
CALM
AND
CONNECT
WITH
ONLINE
HELP**


Online Help
supporting children and youth

What is Online Help?

When life gets challenging, it can really help to talk to someone. Online Help is a **private** and **confidential** service for children and young people. Online Help is open 7 days a week and you can send a message to one of our trained counsellors at any time and about anything – no problem is too big or too small.

What can you contact Online Help about?

Sometimes it can help to share what is going on with someone outside of your family and friends circle. You can contact Online Help about anything. Maybe something has happened at home or at school and you are not too sure what to do about it. You might be feeling sad, angry, scared or lonely, or you just need to talk to someone who understands. Or you might have a question that you would like answered.

Our counsellors are trained to help with all kinds of situations. Young people often contact us about:

- ▶ friends
- ▶ boyfriends / girlfriends
- ▶ problems with parents / siblings
- ▶ school (bullying, homework, exams, teachers)
- ▶ sex
- ▶ depression
- ▶ anxiety
- ▶ divorce
- ▶ violence or abuse

How to start?

1 Go to www.kjt.lu choose your language and click on Online Help (left bar or top bar under "HELP").

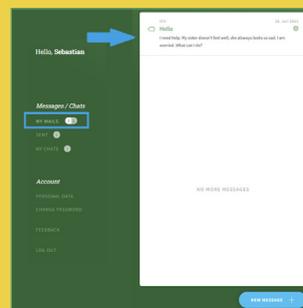
2 Scroll down the page and click on "Go to Online Help"

Go to Online Help

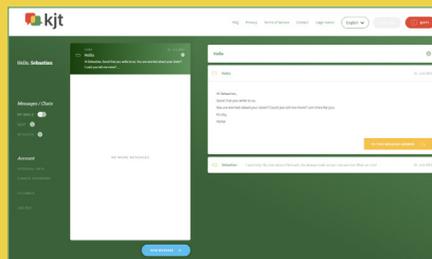
3 First time @ Online Help? Then click on "Sign up", choose your username and password and fill out the form. Right after that you will see a window showing "Registration successful".



4 Log in with your username and password. Choose the Online Help and start writing your message. After you sent it, it will show up in your list of "MY MAILS".



5 To see your reply, you need to login with your username and password. Your list of mails indicates that you have received a reply. Click on it to read (and reply).



You will get a personal and confidential answer to your first request within 3 days. If a regular contact is established, you will get your answer within maximum 10 days.

Our principles

Anonymity

You do not need to tell us your name or use your own e-mail address. By using our Online Help service you will remain completely anonymous.

Confidentiality

Online Help is a private and confidential service. This means that whatever you write stays between you and Online Help. **The counsellors are under a duty of confidentiality, and absolutely no information will be divulged to anyone at all.** All Online Help messages will go to your Online Help account, which can only be accessed with your personal login.

Self-determination

Online Help supports you to come up with ideas and to seek your own solutions. Also, depending on the situation, we can guide you to other institutions to get help. But you alone determine the next steps you want to go.

Openness

We do not have an answer to every question, or a solution to every problem. We are, though, open to every sort of request and type of subject-matter and we are absolutely sure that it is always worth talking things over.

Respect

We respect everyone with his or her own personality and life experience.

Tolerance

Online Help will unconditionally respect your thoughts, ideas and beliefs.