

Accessing keep.meSAFE Outside of US or Canada

Stay connected! Students can connect with a Student Support Advisor via chat and call function while traveling outside of the US and Canada.

To use chat, you must have access to your provider network (data access) or a Wi-Fi connection.

1. The chat function through the free My SSP app works as it would if you were accessing from within Canada or the US. If you are experiencing difficulties, check your internet connectivity. Please also note that some countries may have additional firewall protections in place that block certain apps. If this is the case, consider calling in to **keep.meSAFE** instead.

The following are 2 options for making a call to **keep.meSAFE** outside of the US or Canada:

1. Make an international call using your phone service provider network. International calling charges can be applied in one of two ways:
 - a. Student calls directly from My SSP app or direct (**001.416.380.6579**). To call internationally, you must have international calling enabled on your phone. International calling charges apply.
 - b. You may opt to “**call collect**” to have the charges reversed back to **keep.meSAFE**. To do this, you must find the collect call service for the country in which you are located, dial the number, and request to make a collect call to **001.416.380.6579**. **keep.meSAFE** will accept the charges and you will be connected to a Student Support Advisor.
 - i. Please be aware that when using the call collect option, the **keep.meSAFE** autoattendant messaging is bypassed and you will be connected directly with a representative. Please explain that you are a student looking to access the **keep.meSAFE** services from outside Canada/US.
2. Call via Wi-Fi connection*. To call via Wi-Fi, certain conditions must be met:
 - a. You must be using a Wi-Fi-calling capable phone
 - i. Wi-Fi calling must be turned on.
 - b. Your service provider supports Wi-Fi calling
 - c. Troubleshooting: If you are unable to make or receive Wi-Fi calls, it may be due to one of the following reasons:
 - i. Device does not support Wi-Fi calling.
 - ii. Device does not have the latest system update available
 - iii. Service plan does not include Wi-Fi calling
 - iv. Emergency address for Wi-Fi calling not set up (service providers are required by FCC to support 911 calls and collect a registered location to enable the service)
 - v. The Wi-Fi calling setting is turned off in device settings
 - vi. Wi-Fi calling is blocked on user's phone line
 - vii. No Wi-Fi network connection

For more information about Wi-Fi calling including links to major US carriers policies go to:
<https://www.cnet.com/news/what-you-need-to-know-about-wifi-calling/>

**NOTE: making calls over Wi-Fi can still come out of your regular minutes allowance and be charged as an international call depending on your phone plan. Be sure to read the policies of your carrier to see if there are any potential restrictions and charges related to your situation*