



SilverCloud FAQ's

What is SilverCloud ?

SilverCloud is an online treatment programme that uses cognitive behavioural therapy (CBT) to help people experiencing depression and/or anxiety. It consists of a list of modules to be completed at your leisure. The programme is interactive; during the session you can watch video clips, complete exercises and learn CBT techniques that can help with depression and anxiety. You will be given tasks to complete during the week and between modules. You can complete the modules and exercises anytime that suits you.

How will it help me?

SilverCloud will help you to pinpoint and change unhelpful ways of thinking that can affect how you feel while teaching you more effective ways of solving problems.

How many modules do I need to complete?

It is important to complete as many modules as possible. When completing the first couple of modules it may be hard to see how it is relevant to your situation however the programme is designed to build up your knowledge and skills over the modules, if you stop too early you will not get the full benefits of the treatment. Additional modules can be added if you want by messaging your supporter for help.

How do I access SilverCloud?

When you receive your activation email click on the "Get Started" button and choose a username and password. After this you can now login via the app or Internet browser on <https://uk.silvercloudhealth.com>.

Download the app via your app store by typing in "Silver Cloud" on android or "Silver Cloud Toolkit" on apple devices.

If you clicked on the "Get Started" button on your PC and it loads in Internet Explorer there can be issues, its best to use another browser. However, if you can select a username or password then just log into <https://uk.silvercloudhealth.com> on another browser using your username and password like Chrome, Mozilla, Firefox or use the app to finish off the beginning module.

Is the information I put in confidential?

Yes. You have a username and password so that no-one else can access the details you enter and all your data is stored in an encrypted database.

What happens if I say yes to suicidal thoughts?

Some modules will ask you if you have had suicidal thoughts. If you answer yes then your GP will be informed the next working day. If you are completing the course outside of standard working hours, it is recommended you contact NHS 24 (111).

What happens if I phone NHS 24?

NHS 24 has highly trained staff available 24 hours a day. When you call they will ask you a series of questions which will help them determine the best way to support and help you. This may include transferring you to a clinical nursing staff, the Samaritans or Breathing Space.

Where can I complete the course?

The course can be completed in your home on any internet enabled device including PC, Laptop, Mobile and Tablets or in a community site such as a library.

What role does the Review/Supporter have?

When the Computerized Cognitive Behavioural Therapy Team set you up for Silver Cloud they will set a review date. This is just to check in on any messages you have left, offer other additional modules or even give any other friendly advice as well as help with some IT issues where possible, although the app has IT help within it.

What does it look like?

