Q: What are the rules for the virtual support groups?

A: One member speaks at a time

Differences in opinions are okay

This is a safe space for us to have discussions and learn new things

What is shared in the group should stay in the group

We are all equal. Respect other member’s differences. We are here to offer support

Q: Where can I find more TBI resources?

A: <https://www.dshs.wa.gov/altsa/traumatic-brain-injury/traumatic-brain-injury-tbi-resources-washington-state>

Q: Where can I find FREE services for individuals with TBI?

A: The Brain Injury Alliance Washington (BIAWA) provides FREE services to individual with TBI, including their family members and caregivers through information, referral, and resource management. BIAWA participate in a public awareness campaign, helping to explain services and prevention methods. Phone 877-982-4292. Website – [www.biawa.org](http://www.biawa.org)

Q: Where can I find a WiFi hotspot?

A: The Washington State Drive In WiFi Hotspots locations can be found on [www.driveinwifi.wa.gov](http://www.driveinwifi.wa.gov)

Q: What if I’m having trouble with HeyPeers?

A: Log out and log back in. Contact HeyPeers at their customer service page <https://forms.monday.com/forms/4abaff2b6197772ea4689a1a92706bf5>

Q: Is my phone supported?

A: OS 8.0 or higher is recommended (iPhone, IPod touch, and/or iPad). Android support is coming soon.

Q: If I use the dialing in access for Hey Peers, how do I put my phone on mute?

A: Use the remote function of the phone, not the Mute function found on the Hey Peers platform