

Help for Problem Gambling

About the National Problem Gambling Helpline™

The National Problem Gambling Helpline™ (1-800-MY-RESET) is operated by the National Council on Problem Gambling. The helpline serves as a one-stop hub connecting people looking for assistance with a gambling problem to local resources. This network includes contact centers that cover all 50 states and the U.S. territories. The National Problem Gambling Helpline™ offers call, text and chat services 24/7/365.

FREQUENTLY ASKED QUESTIONS

What is 1-800-MY-RESET?

1-800-MY-RESET is the phone number for the National Problem Gambling Helpline™. It serves as a resource for individuals who may be struggling with problem gambling or gambling addiction, or their loved ones. When someone contacts 1-800-MY-RESET they will receive support, information and referrals to services that can help them address their gambling-related concerns.

Is 1-800-MY-RESET designed for emergencies?

1-800-MY-RESET is not a crisis hotline designed for emergency services. If you or a loved one is in crisis, please call 911 or 988.

Will calls to 1-800-MY-RESET be referred to 911?

Calls are not automatically referred to 911. However, if someone's life is in imminent danger, the helpline operator will share vital information with emergency services to save the caller's life.

If I contact 1-800-MY-RESET, who answers?

When you contact 1-800-MY-RESET, your call/text/chat is answered by trained professionals who specialize in helping individuals with gambling-related issues. These individuals are knowledgeable about problem gambling and can provide support, information and resources to help you or someone you know address gambling-related concerns and make informed decisions about seeking treatment.

Is it free to contact 1-800-MY-RESET?

No payment or insurance information is required to receive resources from 1-800-MY-RESET. However, standard data rates from telecommunication mobile carriers may apply to those who text the helpline.

What type of resources are available?

1-800-MY-RESET can connect you to a variety of resources related to gambling-related issues. The specific services and resources available through the National Problem Gambling Helpline™ will vary depending on the region you are calling from, but may include:

- Information and education about problem gambling, including its signs and symptoms.
- Referrals to local or national organizations, therapists, counselors or support groups that specialize in treating gambling addiction.
- Treatment options, such as counseling, therapy, peer-support programs or residential treatment.
- Guidance on how to self-exclude from gambling establishments or online gambling sites, if available in your area, to help you limit your access to gambling.
- Financial counseling to assist in managing and addressing financial problems that may have arisen due to gambling addiction.
- Resources and support for family members and loved ones affected by gambling-related harm.

Can loved ones contact 1-800-MY-RESET?

Yes, loved ones and family members of individuals struggling with a gambling problem can contact 1-800-MY-RESET resources. Encouraging loved ones to contact 1-800-MY-RESET can be a crucial step in getting support and information to address the impact of a gambling problem on both the individual and the family. It can also serve as a source of guidance and hope for those who are trying to help someone they care about recover from gambling addiction.

What languages are available?

1-800-MY-RESET uses Language Line Solutions to provide caller translation services in more than 240 languages.

Is contacting 1-800-MY-RESET confidential?

Yes, contacting 1-800-MY-RESET is confidential. We prioritize confidentiality to create a safe and non-judgmental environment for individuals seeking help for gambling-related concerns. Personal information and the details of your call are kept private, and your identity is not disclosed without your consent.

Will my call be recorded?

Individuals contacting 1-800-MY-RESET are not required to provide any personal data to receive resources. Calls to 1-800-MY-RESET may be monitored or recorded for quality assurance purposes. Additionally, contact centers in the helpline network may independently use call recordings for training purposes, dependent on the best practices of the center.

Does 1-800-MY-RESET use geolocation?

No, 1-800-MY-RESET does not use geolocation. Calls to 1-800-MY-RESET are automatically routed to a network contact center based on the area code of the phone being used. Helpline operators do not have the ability to track a caller's location.

How do calls to 1-800-MY-RESET get routed?

Currently, calls to 1-800-MY-RESET are automatically routed to a network contact center based on the area code of the phone being used. This may result in a caller being routed to a contact center that is not in their current physical location. If the caller wants to be connected with local resources, they may need to disclose their actual location to the helpline operator to be transferred to a local contact center.

1-800-MY-RESET

NATIONAL PROBLEM GAMBLING HELPLINE™

The National Council on Problem Gambling provides a range of resources, including answers to commonly asked questions, a gambling behavior self-assessment, information about treatment and the National Problem Gambling Helpline™ (1-800-MY-RESET) to connect you with help in your state.

Help for Problem Gambling

Call or Text 1-800-MY-RESET
www.1800myreset.org

SMS Terms of Service

By texting the National Problem Gambling Helpline (1-800-522-4700 or 1-800-697-3738), the help seeker consents to receive text messages from the National Council on Problem Gambling. Message and data rates may apply. Message frequency varies. Message HELP for help. Reply STOP to any message to opt out.

Privacy Policy
Site Map

About the National Problem Gambling Helpline™

FAQs: What is Problem Gambling?

National Problem Gambling Helpline™ Resource Videos

Problem Gambling Self Assessments

For Adults
For Youth & Young Adults

Problem Gambling Treatment

Problem Gambling Treatment Options
Choosing the Right Treatment Program
Gambling Counselor Directory
Gambling Treatment Facilities
Peer Support Resources

Help by State

Alabama	Kentucky	North Dakota
Alaska	Louisiana	Ohio
Arizona	Maine	Oklahoma
Arkansas	Maryland	Oregon
California	Massachusetts	Pennsylvania
Colorado	Michigan	Rhode Island
Connecticut	Minnesota	South Carolina
Delaware	Mississippi	South Dakota
District of Columbia	Missouri	Tennessee
Florida	Montana	Texas
Georgia	Nebraska	Utah
Hawaii	Nevada	Vermont
Idaho	New Hampshire	Virginia
Illinois	New Jersey	Washington
Indiana	New Mexico	West Virginia
Iowa	New York	Wisconsin
Kansas	North Carolina	Wyoming