**Abstract**

Social media plays a huge role in people’s daily life. It has a huge potential of bringing individuals together and can create a specific community such as mental health, where people can talk about their problems and be in a community with the similar problems. There are a few reasons why social media can be a benefit for people who are suffering with mental health. One of the reasons are smooth social interactions. People who have difficulty interacting face to face can feel much better interacting with others online. Most social media now days have peer support network. This is where individuals who have mental illness can seek help or advice from other individuals who are having the same illness or from a mental illness counsellor. There are also “tools” in specific social media that can help individuals who are experiencing depression or anxiety such as Discord bot, this allows them to communicate with a bot with a human feel to it.

**Introduction**

Many people who are dealing with mental illness, have turned to social media as a way to express themselves. The word “social media” includes a wide variety of web and mobile networks that enables people to interact with one another. People may communicate with others in a virtual network to exchange and share different types of digital content such as information, messages, and videos.

According to Naslund Individuals with a range of mental illnesses, such as dependency, medical problems, depression, anxiety, and some other severe mental illnesses, utilize social media at the same frequency as the general population.

Previously, mental illness issues were experienced in isolation; but, today, a troubled individual can quickly find people experiencing similar issues via media platforms. Healthcare professionals may be more likely to identify and handle mental illness issues as a result of increased sensitivity and help-seeking actions, potentially lowering the diagnosis barrier (Keles, 2020). Despite the issues and dangers of using social media, it can be a valuable tool for spreading awareness about mental health. I'll go into how social media like Discord and Twitter can support people with mental illnesses in more depth below.

**Twitter and Discord**

Twitter was established in 2006 as an online social networking and broadcast service. It Allows users to send 280-character messages to the general public or a select group of authorised supporters. These tweets can then be retweeted and shared with another user's supporters, causing a domino effect that spreads messages across larger social networks. Others will reply almost instantly after seeing the tweets, allowing for near-instantaneous conversation. Users' tweets may contain a hashtag (#) for particular words and phrases, making them discoverable. (Liu et al, 2021).

According to Delfino and Dean (2021), Discord is a messaging application that was originally designed for video game players but has since expanded to be used for a wide range of groups. Users may also post images, photos, internet connections, songs, and other media. Almost every server has many networks, each of which is delegated to a specific topic or has its own set of laws. There are hundreds or thousands of Discord servers, each devoted to a specific subject. There's a fair chance you'll be able to find a Discord server for whatever it is you're involved in.

**Smooth Social Interactions**

Naslund et al. (2020) stated that Despite the time of day and the physical place, social media platforms have near-constant ways to communicate and engage with each other. This on-demand contact flexibility could be particularly useful for promoting social interaction among people with mental illnesses who have trouble communicating in face-to-face situations. Individuals with severe mental illnesses, as well as young people with mental illness, tend to develop online interactions and interact with those on social media at the same pace as the general public.

This is a significant finding since people suffering from severe mental illnesses usually have very few social experiences in real life and suffer from high rates of isolation. Nearly half (47 percent) of people accessing federally funded mental health care who use social media said they do so at least a weekly basis to feel less isolated. Intriguingly, greater group involvement, as measured by participation in shopping, work, religious events, or visiting families and friends, and even some greater public engagement, was correlated with greater use of social media among a proportion of individuals with significant mental illness (Torous & Keshavan, 2016).

**Peer Support Network**

Social media has the potential to offer valuable peer support for struggling individuals through its unique qualities. One such example of social media acting as an effective tool for this is through easy access of built-in search options. Search functions and algorithms help individuals to find others with similar interests and struggles with just some simple typing and a click of the search button. A study from Naslund et al. (2020) and other researchers provides evidence for this benefit, finding that individuals with schizophrenia made use of online forums to discuss their struggles with others, finding advice for medication, and helping others themselves. The virtual nature of social media makes it easier for afflicted individuals through their ease of use compared to having to engage in long searches for in-person support groups, a difficult task for those with mental disorders due to the obstacles they have to confront with face-to-face interaction.

Communicating with others who have similar issues online will lead to a greater desire to understand what to anticipate, how to deal with any of it, and how critical health choices can be taken. Naslund et al. (2020) stated that individuals who are diagnosed with mental illness tend to be more inspired to pursue professional health services after discussing friends online or researching. As certain measures such as finding health care, finding or discussing the proper medications and finding the proper doctor for specific illness were discussed in popular social media platforms by individuals who are diagnosed, it increases the rate of encouragement for other mental illness individuals to seek help and medication.

Torous et al. (2014) stated that Individuals who have mental illness tend to be motivated to seek health care as they become more optimistic and motivated due to their time on social media talking and receiving ideas, asking questions on what to know during a medical appointment, from other individuals who are diagnosed with mental illness online. This will then help them learn from people who have experienced it and know what to do.

There are a few online posts that were made by individuals regarding the importance of social media to mental illness. The same study by Naslund et al. (2020) found that individuals who used social media for self-help reflected that social media made them feel less isolated. It can help them to find support from different groups on how to cope with the challenges of living everyday with mental illness.

There are numerous different forms of support appearing online. According to Naslund et al (2020) information such as regarding medical use for mental illness individuals, self-esteem encouragement for individuals who need positive encouragement for their everyday lives, there is also a supporting network where individuals with experiences can provide solutions for individuals who are seeking help, lastly emotional support, where individuals can communicate with people who will listen to their difficulties and provide them with the hope they need.

According to Williamson et al. (2015), making new friends, going into romantic relationships, reconnecting with old friends and finding help and support from others with experience are the importance of online connections.

With Discord, it is easy for users to find a server that focuses on mainly mental illness. You simply type in “Mental illness Discord” and you will then find a list of servers that you can join that supports your wellbeing. According to Mayhem (2018), most Discord servers that are on about mental illness have a one-on-one chat room with a mental health counsellor where you can discuss your problems for individuals who are seeking crisis support and have nowhere else to go.

**Chat Bot**

Chatbots are software programs that interact with a user interface. 2 example of the chatbots are called woebot and Mikebot. They are meant to mimic human behaviour. Chat bots are intended to support people suffering from mental disabilities. Bailey (2019) mentioned that this mental illness helper chatbot was designed to work with Discord, a common messaging and voice communication application. This chatbot does have a number of functions, such as emotion monitoring, emotion reactions, and counsellor requests. In addition, the programme transmits a brief alert notification to the individual every hour.

The chatbot's main purpose is mood replies.  According to Bailey (2019), Individuals will choose from 15 different feelings, ranging from "happy" and "excited" to "frustrating" and "anxious." The exclamation point is being used to signify the issuance of an order. Users are taken into a chat with the bot after joining their mood. This function is meant to serve as a first line of defence for people who don't have someone to show their feelings to. This functionality is not intended to take the place of human contact. In reality, some of the bot's conversations urge the user to find a friend with whom to converse. If the user is unable to contact someone, the bot will try to talk to the user.

The bot is seen typing just after the sender submits a text. This is done to make the user interface sound rather like a dialogue between two people. Furthermore, the bot pauses for a moment before responding. The longer the answer, the more time the bot spends "typing." Each emotion elicits a distinctive answer. Each answer, however, has at least two distinct sections. The first move is to accept. The bot validates the user's feelings. This is intended to help the consumer feel heard and affirm their emotions. The second step is to address a problem. If the user is unhappy or anxious, the bot will give some suggestions to allow them to feel better. If the individual is pleased, the bot suggests ways for the individual to be happier very often. This section is intended to assist the individual in dealing with their emotions (Bailey, 2019).

**Conclusion**

Social media such as Discord and Twitter are more than just a form of place where people can share messages, images and videos. They can help individuals who are suffering from mental illness by connecting them with other individuals who are experiencing the same issues or individuals who are an expert at handling mental. social media also have chatbots that allows individuals to communicate and give positive encouragement to the users on a daily basis. Social media plays a huge role today for people who are suffering from mental illness, since it allows them to communicate, join or create communities online if they are feeling uncomfortable of doing it offline. Without being said, this shows how important social media is for individuals with mental illness.

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