ex program
by truth initiative

Supporting Teens in Quitting Nicotine with EX® Program



EX® Program by Truth Initiative is committed to providing a safe and supportive environment for anyone using the program to quit smoking, vaping, or any tobacco or nicotine product. EX Program, including the EX Community, has been developed by Truth Initiative with Mayo Clinic since 2008 and we have deep expertise in community management.

In the Q&A below, learn more about how we keep teens safe and supported in the EX Community.

Is the EX Community safe for teens and families?

Yes, the EX Community is designed to be a safe, supportive space for teens and adults alike. Our community management team uses powerful moderation tools to maintain a vibrant and nurturing community space. Suspicious or harmful content is quarantined for review, and users who violate guidelines may be banned. The platform is monitored daily, with full scans typically performed at least twice a day. Moderators can also freeze discussions, edit posts, or remove content when necessary to ensure a positive environment. We enforce strict community guidelines per the EX Program Terms of Use.

What is the minimum age to join the EX Community?

According to EX Program's Terms of Use, users must be at least 13 years of age to access the EX Program website, text messages, and EX Community.

What personal information does EX Community collect about teens? Is this information shared?

EX Program does not require a real name when a teen user registers. To learn more about what information we collect and how we use this information, please see our Privacy Policy.

Can teens be exposed to inappropriate content on the platform?

The EX Community is highly vigilant about monitoring and removing inappropriate content. Posts flagged by members are reviewed by moderators to determine if they violate community guidelines or terms of use. Review times are typically within 4–6 hours, often faster. Our active community members play a significant role in identifying harmful or suspicious content. Members can also access our Community Help page for tips on using the platform effectively.

Can teens interact with people they don't know in the EX Community? Can teens exchange private or direct messages with other users?

The EX Community is a public online forum, where participants of all ages can engage in dialogue around quitting with other experienced quitters and quitting experts at Mayo Clinic. However, teens may not exchange private or direct messages with other users.

What protections does the EX Community have for teen users?

Teen users in the EX Community have a more restricted experience than users ages 18+. Teen users cannot:

- Upload their own avatar
- Upload images to profile
- Earn badges for uploading images, setting location, or completing their profile
- Exchange private or direct messages in the EX Community

How do you promote the EX Community to teen EX Program users?

Users who sign up for EX Program with their phone number or subscribe to text messages after registering with an email address will be prompted through text messages to engage with the EX Community. There are also links to the EX Community throughout web content on the EX Program website.

Is EX Program user login information autogenerated?

Users may choose their own username or use an autogenerated one upon registering for EX Program. They cannot post on the EX Community until they have registered, though they may read content without creating a username or logging in as a verified user, as this is publicly accessible.

Does joining the EX Community require an extra step after signing up for EX Program?

Users who register for EX Program with a phone number will log in with a one-time password. Once logged in as an authenticated user, they will be able to engage with content in the EX Community without an additional registration step. If users choose not to log in but instead browse the community without logging in, they will not be able to save any information, create posts, or interact with other posts or authenticated users.

Are there tools for parents and educators to help guide a teen user's quitting journey?

Yes! EX Program offers a variety of tools and resources for parents and educators, including quit plans and educational content. Within the EX Community, resources include:



The **Mayo Clinic Blog**, a weekly series by experts on quitting-related topics.



Monthly meetups and webinars offering live discussions and expert advice.



The **Best of EX**, a curated forum of posts packed with valuable tips and support.



Parents group, a dedicated forum within the EX Community for parents of teens or young adults who smoke, vape, or use other tobacco or nicotine products.

Visit exprogram.com/parents for more information about supporting young people in quitting vaping.

Sign up for free at exprogram.com

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