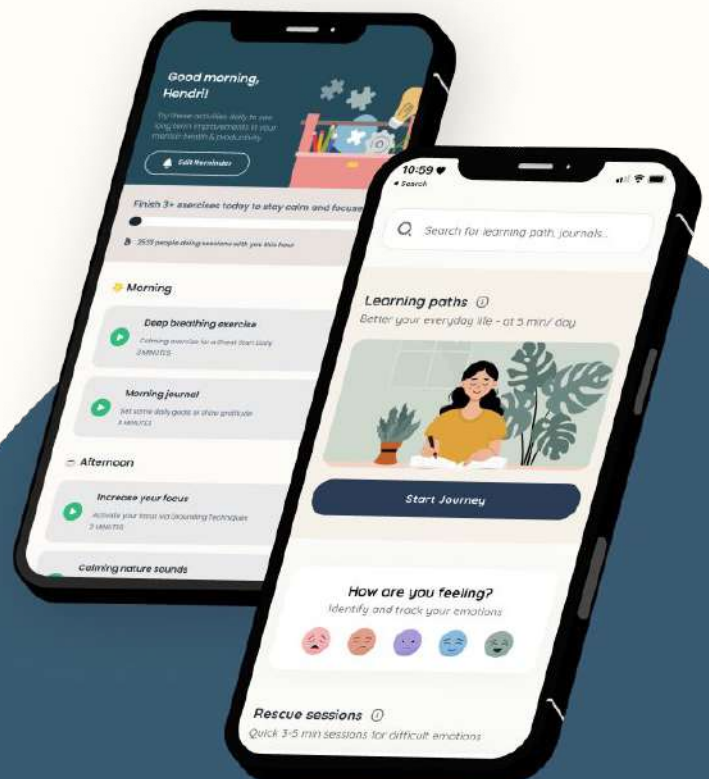


# Intellect App Navigation Guide

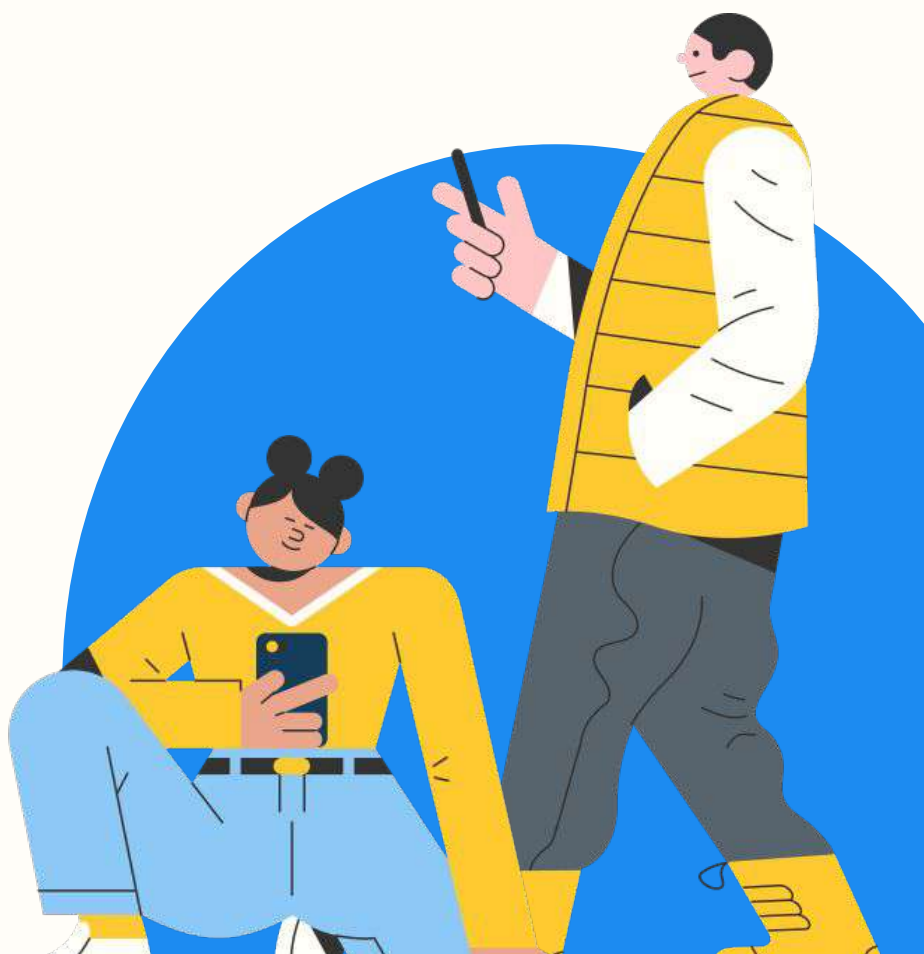
*Complete wellbeing support for your good days, bad ones, and everything in between*

From self-guided tools to one-on-one counselling, personalise the care you need with Intellect



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## Clinical Sessions: Virtual

18 counselling credits pr. year\*

Sessions with Clinical Psychologists & Counsellors who provide treatment to improve one's sense of wellbeing, alleviate feelings of distress, and resolve crises. Some areas clinicians can support you in:

- Depression
- Anxiety issues
- Chronic insomnia
- Trauma
- Eating disorders
- Grief & bereavement

**\* Employees have access to 6 sessions per presenting issue, covering up to 3 separate issues per year.**



## 24/7 Distress Helpline

Unlimited calls

In-the-moment telephone call service for those in urgent distress to speak with professionals. Responders provide in-the-moment counselling, followed by referral to the appropriate resources.



## Holistic Consultations: Virtual

19 consultations pr. year\*

Sessions and unlimited text-based messaging with a physical fitness, nutritional, financial, and/or legal coach to discuss your needs related to those topics and identify and achieve your goals.

**\* Employees have access to 6x credits per year for each for physical, nutrition and financial advisory For legal advisory, 1x credit per year.**

## Self-guided Tools



### Daily Tools

Simple mindfulness exercises for your daily routine such as deep breathing and soothing music.



### Wellbeing Check-ins

Track your mood & stress, and get a report of your wellbeing trends.



### Personal Insights

Identify your key strengths and areas of growth, get a personalised plan, and track changes over time.



### Rescue Sessions

Stand-alone sessions for in-the-moment support.

- Procrastination
- Feeling lost
- Stress and more



### Guided Journaling

Gain deeper understanding of your thoughts & feelings.

- Gratitude
- Problem-solving
- Emotions and more



### Learning Paths

To build skills for everyday challenges and resilience.

- Emotion regulation
- Decision-making
- Healthy habits and more

# Get Started: Set Up Your Account with Access Code

**Step 1:** Install the app

Scan the QR Code



OR

Visit <https://intellect.co/success/> using your mobile phone

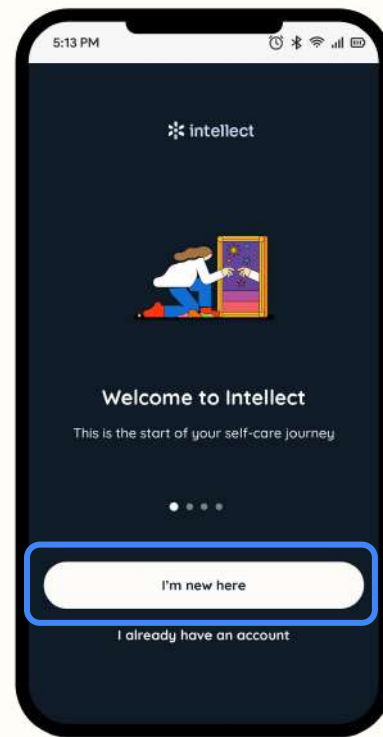
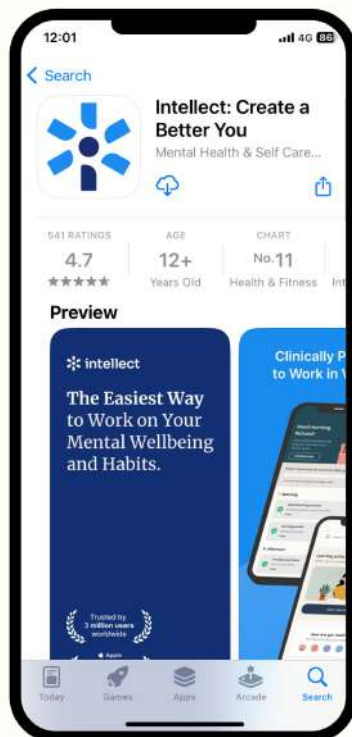
OR

Search for "Intellect" on your mobile phone application store

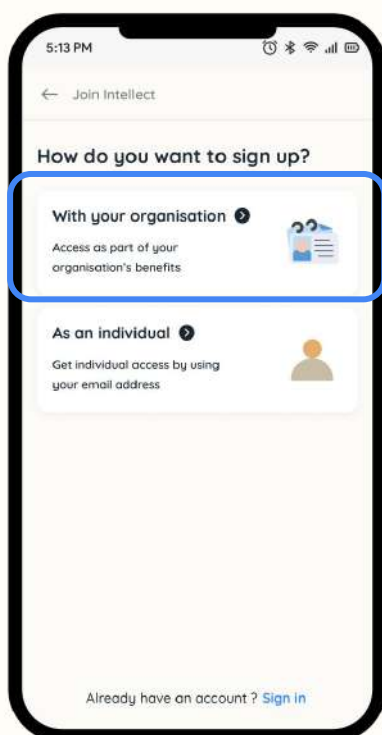
OR

For members in Mainland China, visit this [link](#) to download the Intellect app on your respective mobile device.

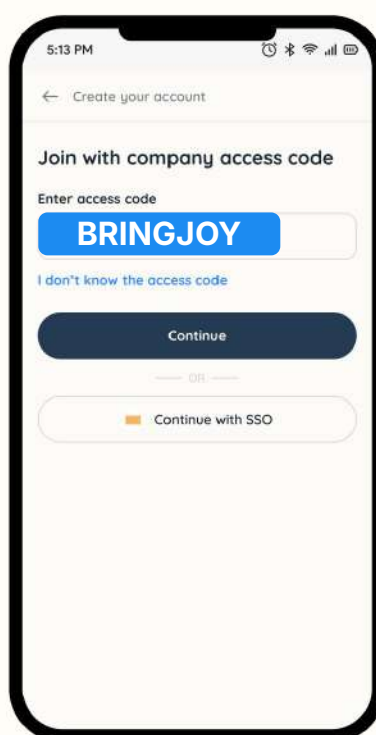
**Step 2:** Select I'm new here



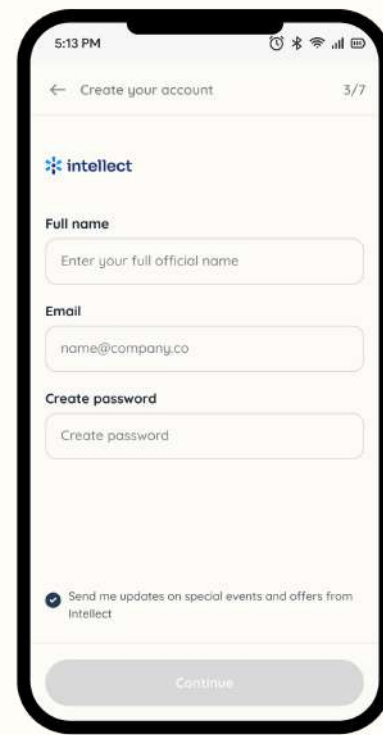
**Step 3:** Select **With your organisation**



**Step 4:** Enter code **BRINGJOY** and tap **Continue**



**Step 5:** Select your **language** then sign up using your **work email address**



# Self-guided Tools: Personal Insights Quiz

**1 Complete the Onboarding Checklist**  
Have a taste of the different Intellect app features at your fingertips!

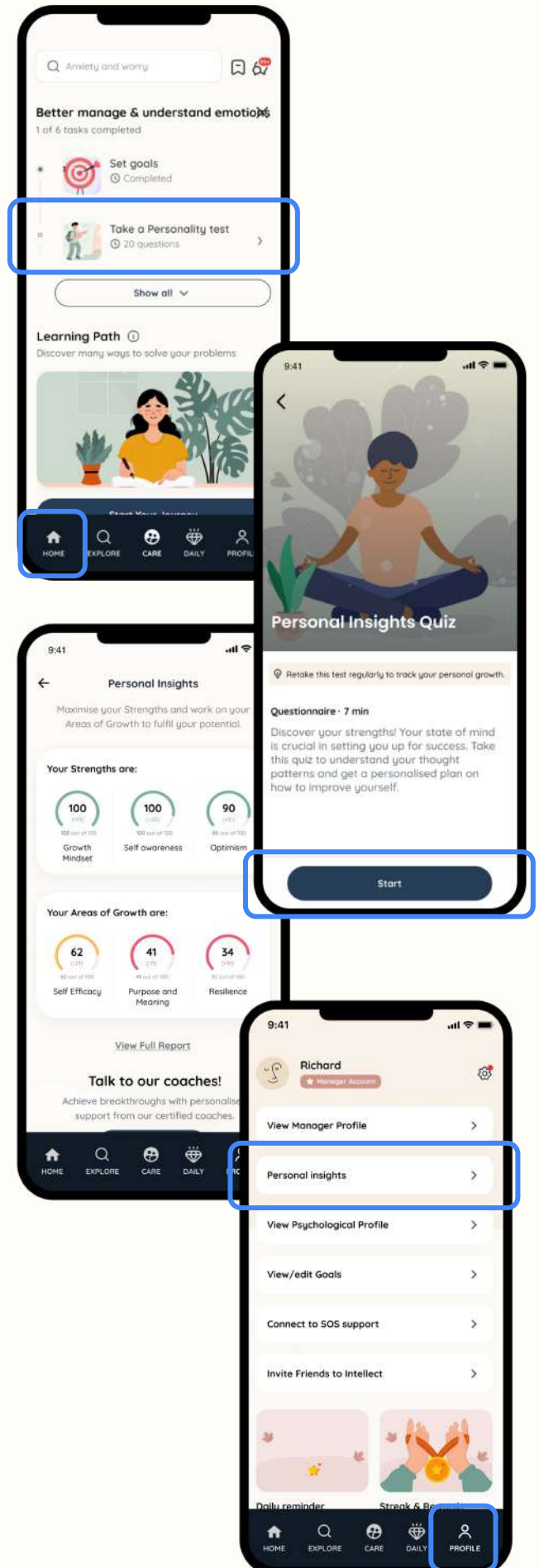
**2 Get started with an initial Personality Test**  
Start your journey of self-discovery and personal growth with a personality test.

**3 Understand yourself better with Intellect's Personal Insights Quiz**

**4 Receive a personalised Wellbeing Report**  
This highlights your strengths and areas of growth, and provides a personalised plan.

Continue your self-development journey by trying the recommended sessions!

**5 Track your progress**  
Take the Personal Insights Quiz **monthly** to continuously take stock of your wellbeing, track your improvements, and get personalised recommendations on how you can grow.





# Self-Guided Tools



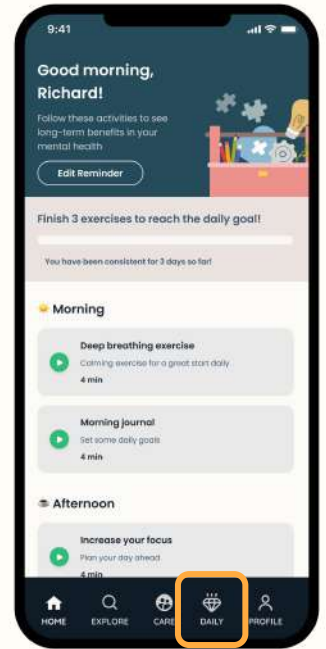
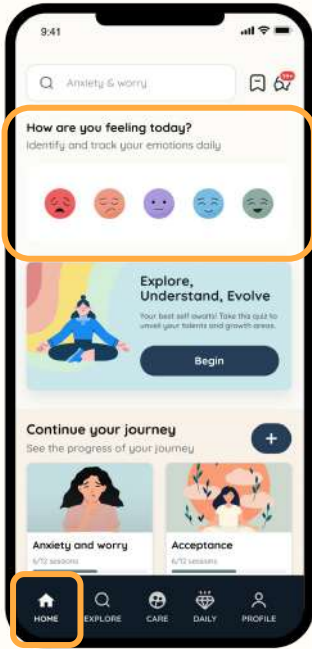
## Wellbeing Check-ins

Track your mood & stress, get a report of your wellbeing trends, and get recommendations from the Home tab each day.



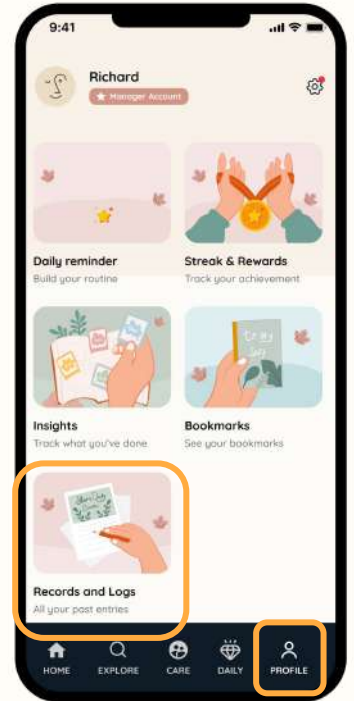
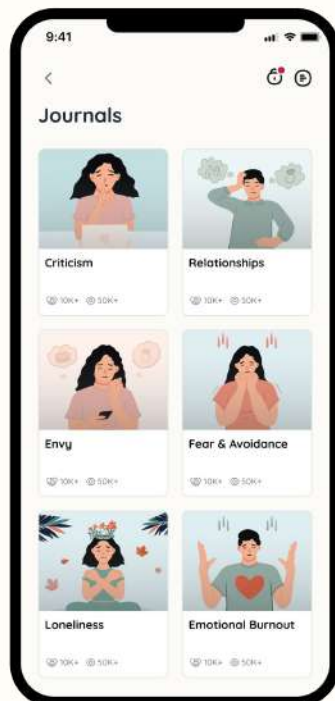
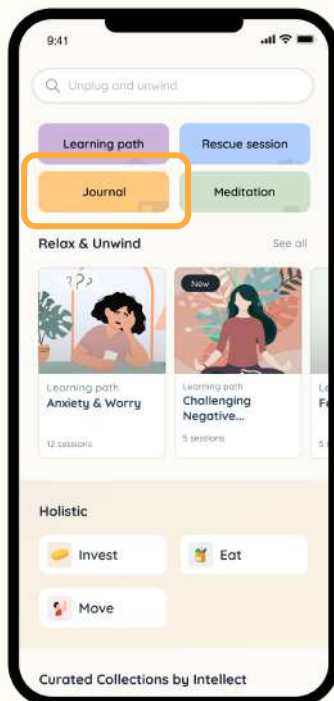
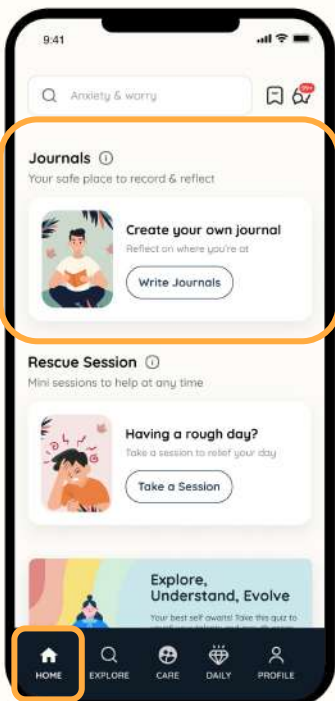
## Daily Tools

Access simple and quick mindfulness exercises any time of the day, every day, right from the Daily tab.



## Guided Journaling

Reflect on your thoughts and feelings on a variety of topics like gratitude, problem-solving, and more. Search for journals in the Explore tab, and access your journal logs from the Profile tab.





## Rescue Sessions

Access stand-alone sessions when you need a quick pick-me-up or in-the-moment support for a variety of challenges:

- Procrastination
- Feeling lost
- Stress & overwhelm
- Criticism
- And more!



## Learning Paths

Use these curated multi-part content plans to work on your habits, behaviours, and build skills for everyday challenges and resilience:

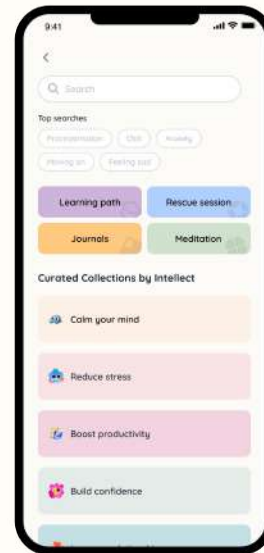
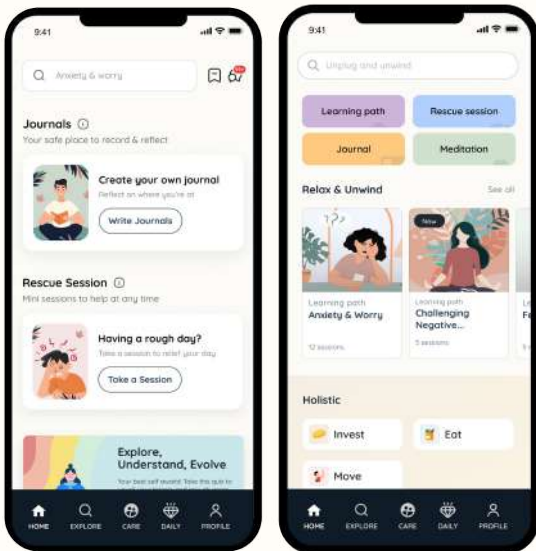
- Emotion regulation
- Decision-making
- Healthy coping mechanisms
- Body image
- And more!

1

Access these tools from the Home or Explore tab.

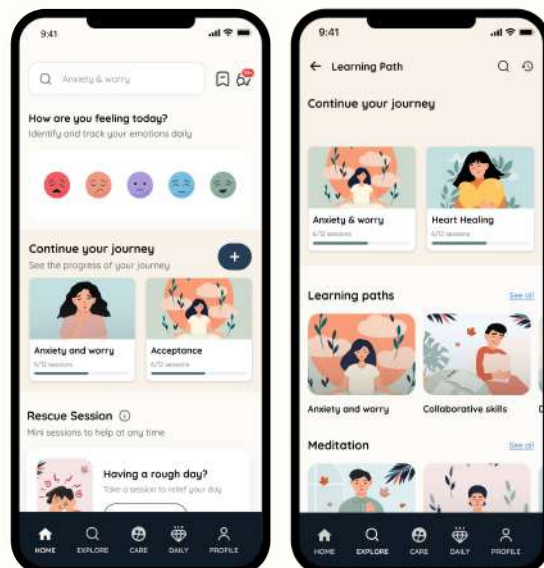
2

Search for topics, browse by content type, or check out Intellect's curated collections



3

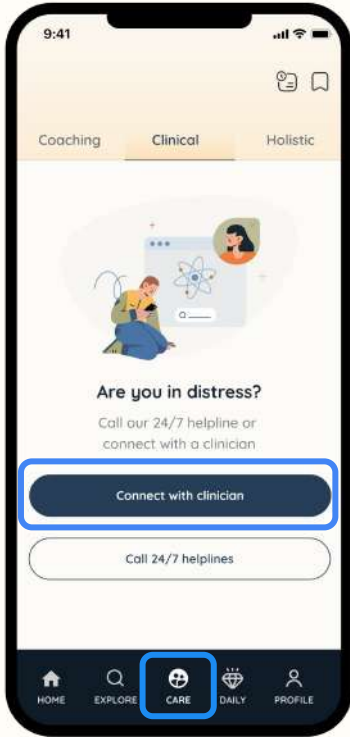
Pick up where you left off from the Home or Explore tab at any time



# Clinical Sessions: Virtual

1

Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**



2

Select **I agree** and complete a short questionnaire



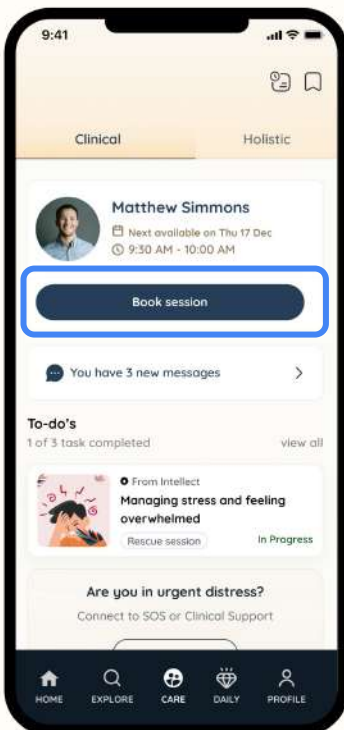
3

Mark your consent to be matched with a clinician



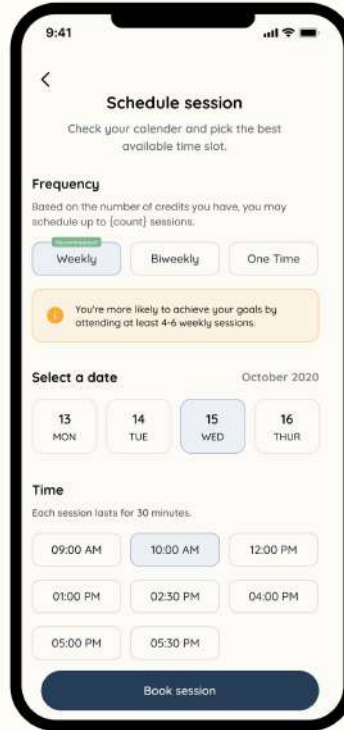
4

Chat with your Clinician anytime on the Care tab. To book a video session, tap **Book session**



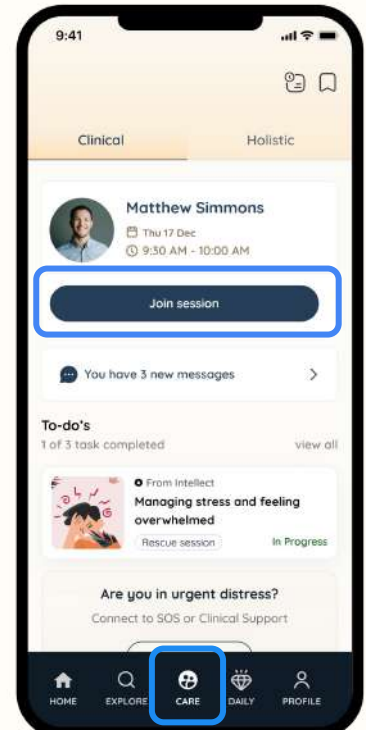
5

Select your desired frequency, date, and time, then tap **Book session**



6

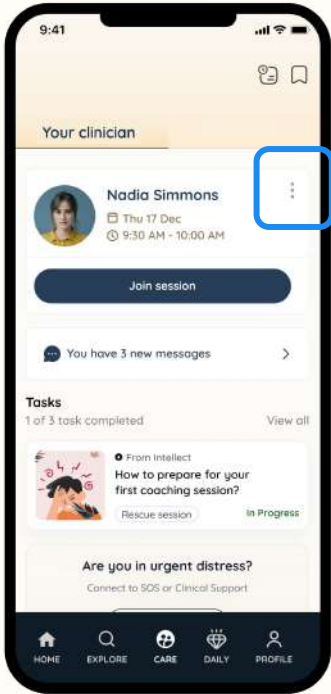
At the time of your session, go to the Care tab and tap **Join session**



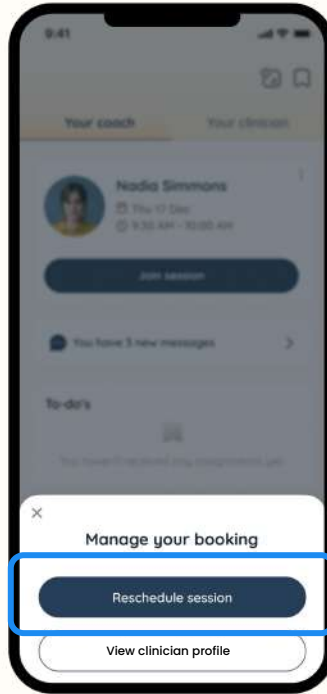


# How to Reschedule a Clinical Session

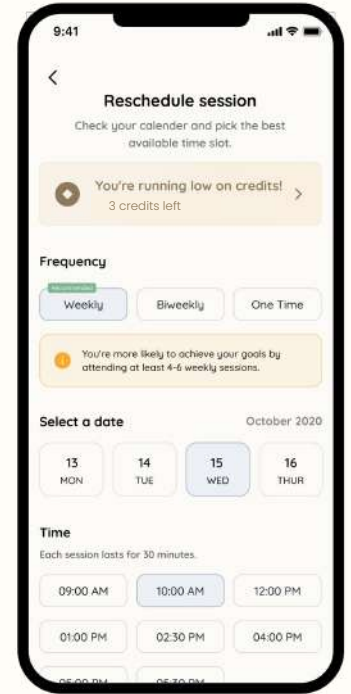
1 Tap on the three dots on the clinicians card in the Care tab



2 In the pop-up, tap Reschedule session

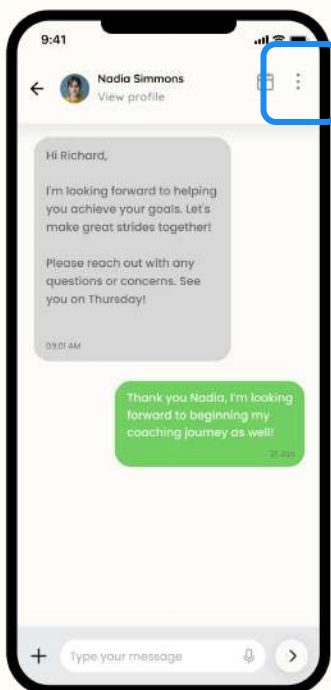


3 Choose the new date and time that works for you

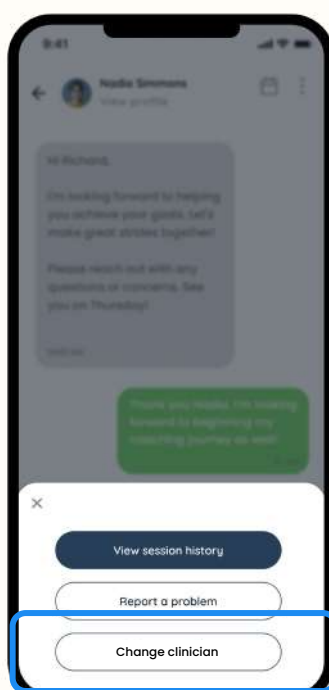


# How to Change Clinicians

1 Tap on the three dots in the top right corner of the chat



2 In the pop-up, tap Change clinician



3 Click continue to get a new Clinician



# Holistic Consultations

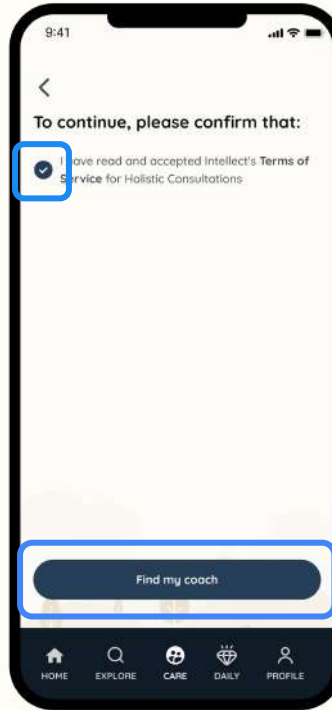
1

Go to the Care tab, select Holistic, and tap the area you want to work on



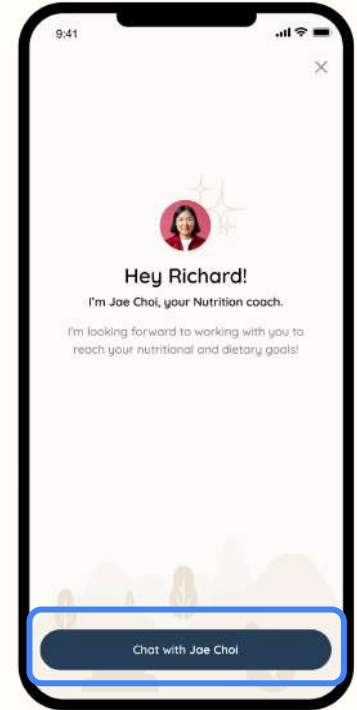
2

Accept the Terms of Service, then tap Find my coach



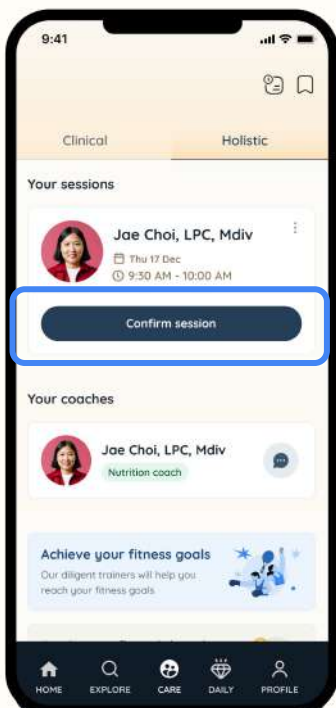
3

Chat with your coach anytime. You may request them to book a video session via chat



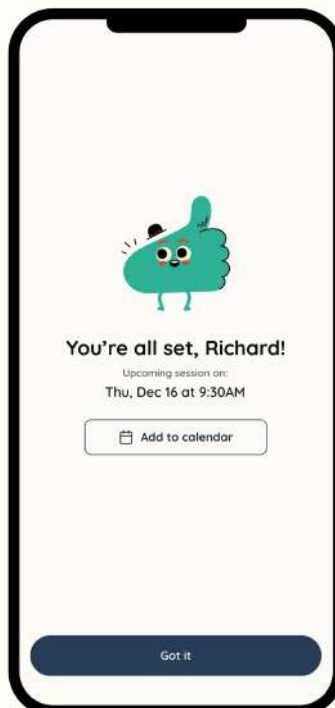
4

Tap confirm session once your coach has scheduled your session



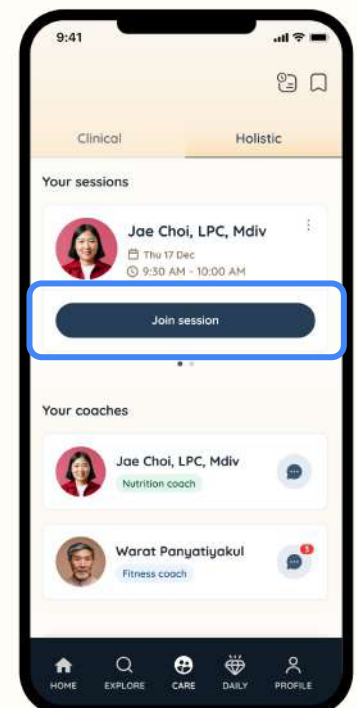
5

Ensure you receive a session confirmation. You may tap Add to calendar



6

At the time of your session, go to the Care tab and tap Join session

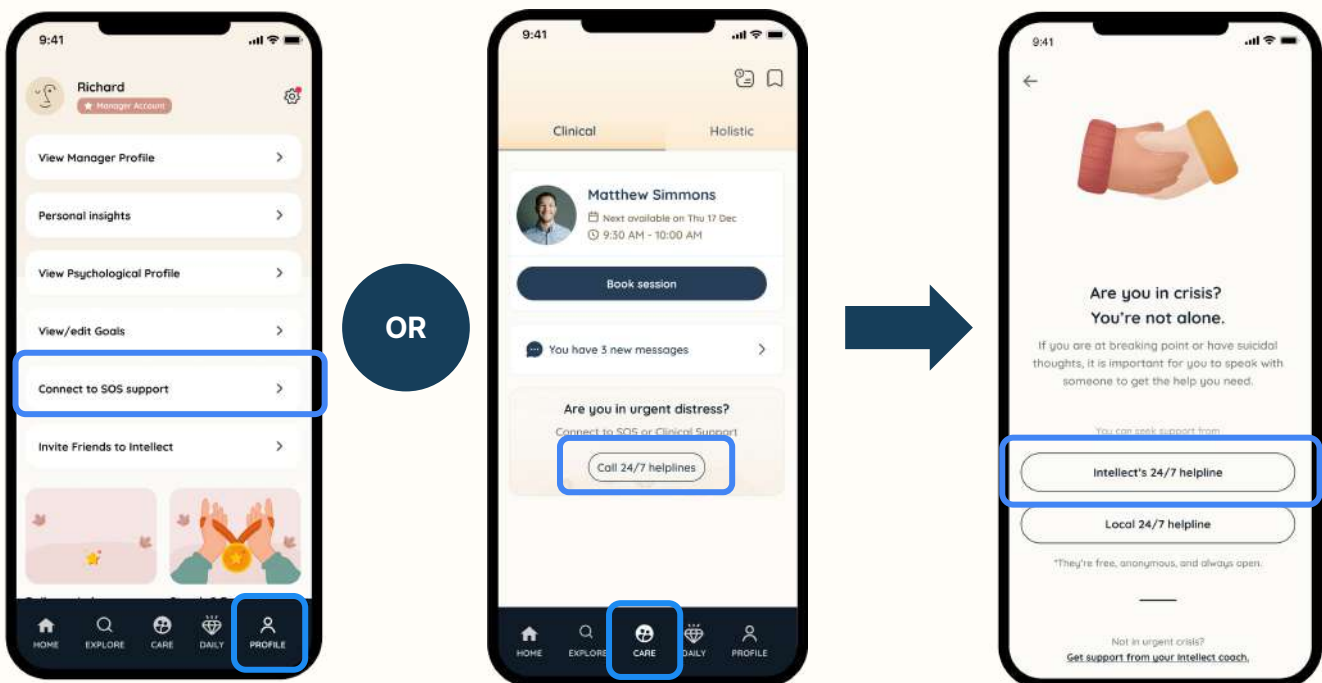


You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional or psychological support**.

With the 24/7 helpline, you can get in-the-moment support from Intellect's network of mental health professionals.

## Where can I access this?

You may access it either via "Connect to SOS support" in the Profile tab, or "Call 24/7 helplines" in the Care tab. Select Intellect's 24/7 helpline and the country you're in to call the helpline number.



## What happens when I call the helpline?

This helpline is a number managed by Intellect's in-house Crisis Responders. Calls will be picked up within 60 seconds.

Intellect responders will gather important initial information from you and are professionally trained to provide in-the-moment crisis support. They will then refer you to the appropriate resources depending on your individual needs.

# Dependants Access

You can invite your Dependants to have full premium access to Intellect to enjoy the same services you have. You can send your Dependants an invite directly through your app, which they can then accept and create their own account.

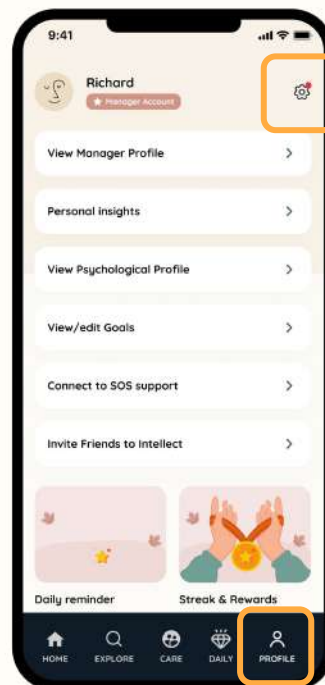
## Who is an eligible dependent?

An eligible dependent is the spouse and child(ren)\* above the ages of 12+ of an eligible Bytedance employee, and must permanently reside at the same address as the Bytedance employee.

*\*Note: As regulations vary across different regions, Intellect will automatically align the child's age and location as per location regulations. Subsequently, parents will be notified if parental consent is necessary for their child's engagement with coaching and counselling sessions. However, there are no restrictions for the use of the self-guided tools.*

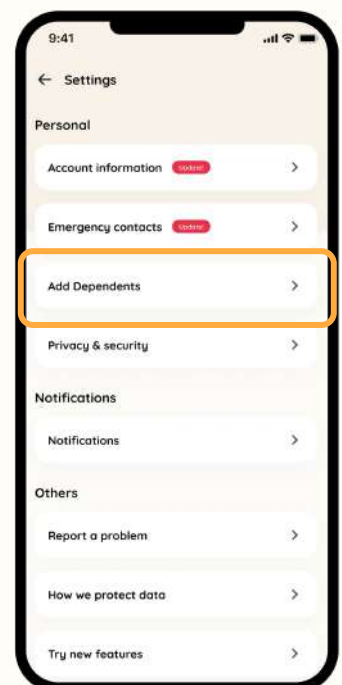
1

Tap on Settings via the Profile tab



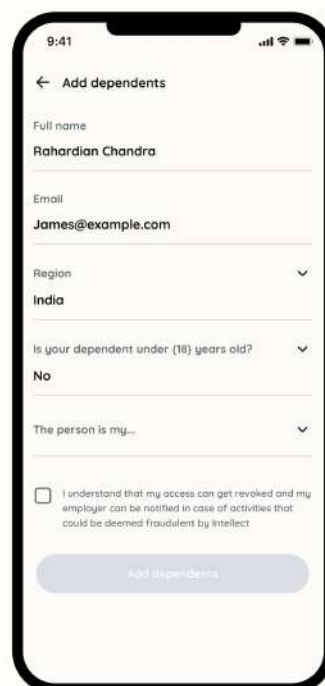
2

Tap Add Dependents



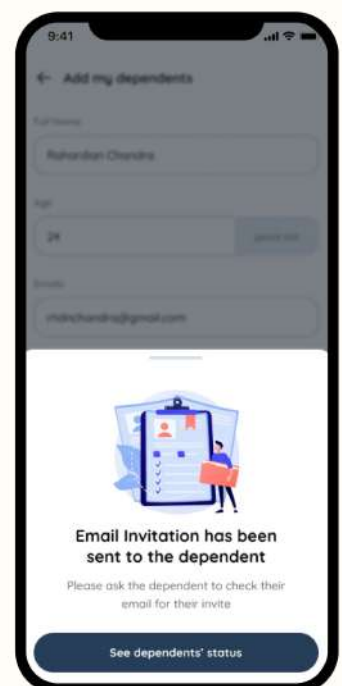
3

Fill in the information requested, then tap Add dependents



4

An email invitation will be sent to the dependant using the email address you provided



5

Request for your dependant to follow the instructions in the email to verify their account and sign up for Intellect. They will need to download Intellect on their own device



# Reach Out to Support

You can email Intellect support team directly at [support@intellect.co](mailto:support@intellect.co).

Alternatively, you can write in to us through the **Intellect app**, under "**Report a problem**" in **Settings** on your **Profile tab**.

## How do I troubleshoot technical issues in case they occur?

For general technical issues

- Clear your app/ browser's cache
- Relaunch the Intellect platform

For issues during my sessions

- Both the client and provider to re-join the session
- Clear your app/ browser's cache

How do I prepare for my sessions?

- Ensure that you are using the browser's or mobile app's latest version
- Make sure your internet connection is fast and stable. At least 15 Mbps upload/ download speed is recommended
- Ensure that the camera and mic are enabled
- For Web App users, please use Chrome (best), Firefox, and/ or Safari

## Who do I reach out to if troubleshooting does not resolve the technical issues?

Take a screenshot/ recording of the issue and send it to [support@intellect.co](mailto:support@intellect.co).

We will conduct an in-depth investigation to resolve the issue. Rest assured that the necessary credit refunds will be issued and we will be happy to reschedule the session on your behalf.

## How long does Support take to write back?

The support team will get back to you within 1 business day.