

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 support, personalise the care you need with Intellect

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Intellect Overview



Clinical Sessions: Virtual & In-Person

6 sessions per issue per 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
- Trauma
- Chronic insomnia
- Anxiety Issues
- Eating disorders
- Grief & bereavement

* You can work on as many issues or goals as you would like, using your allocated 6 sessions per issue/topic accordingly.



Crisis 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

18 consultations per year*

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

* You have access to 6x credits per holistic pillar (finance, nutrition, physical) 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

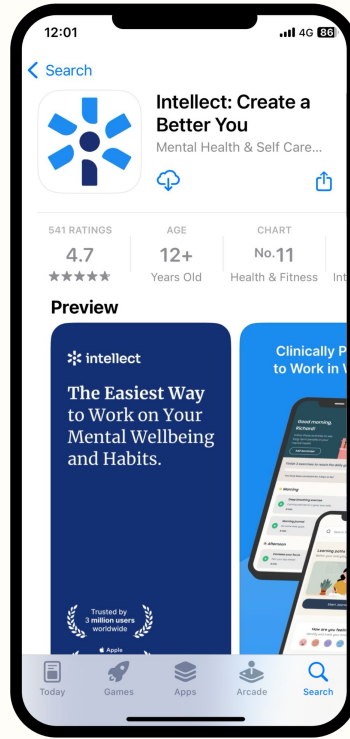
Visit <https://intellect.co/success/> using your mobile phone

OR

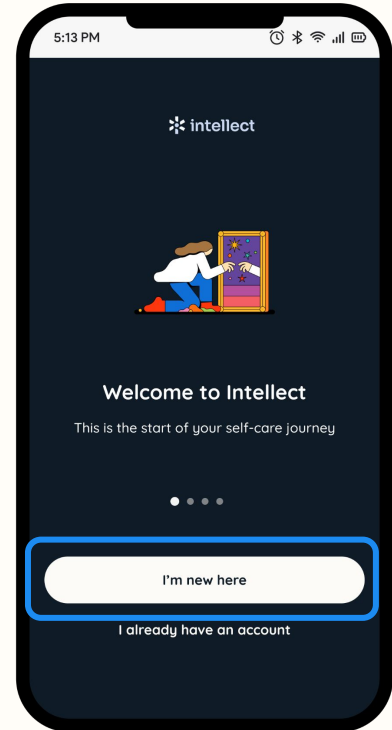
Search for "Intellect" on your mobile phone application store

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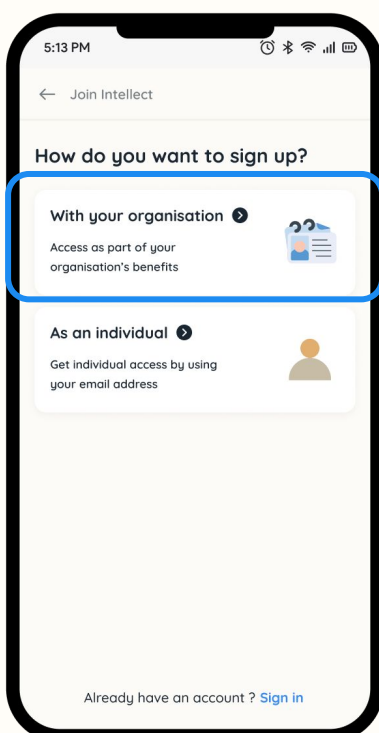
For members in Mainland China, visit this [link](#) to download the Intellect app on your respective mobile device.



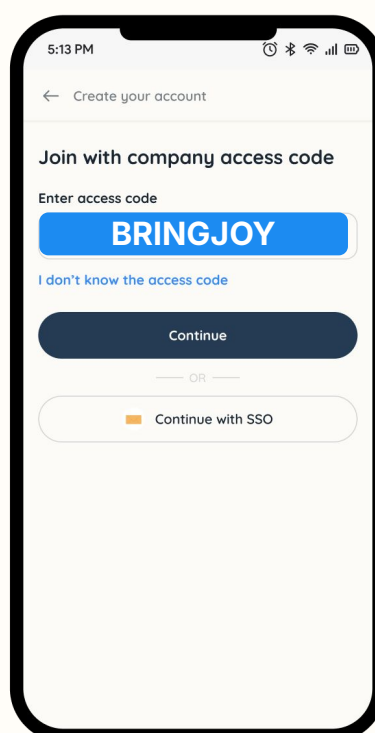
Step 2: Select I'm new here



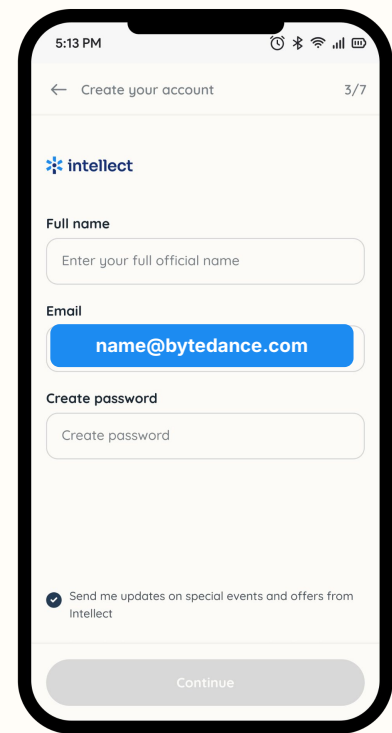
Step 3: Select With your organisation



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

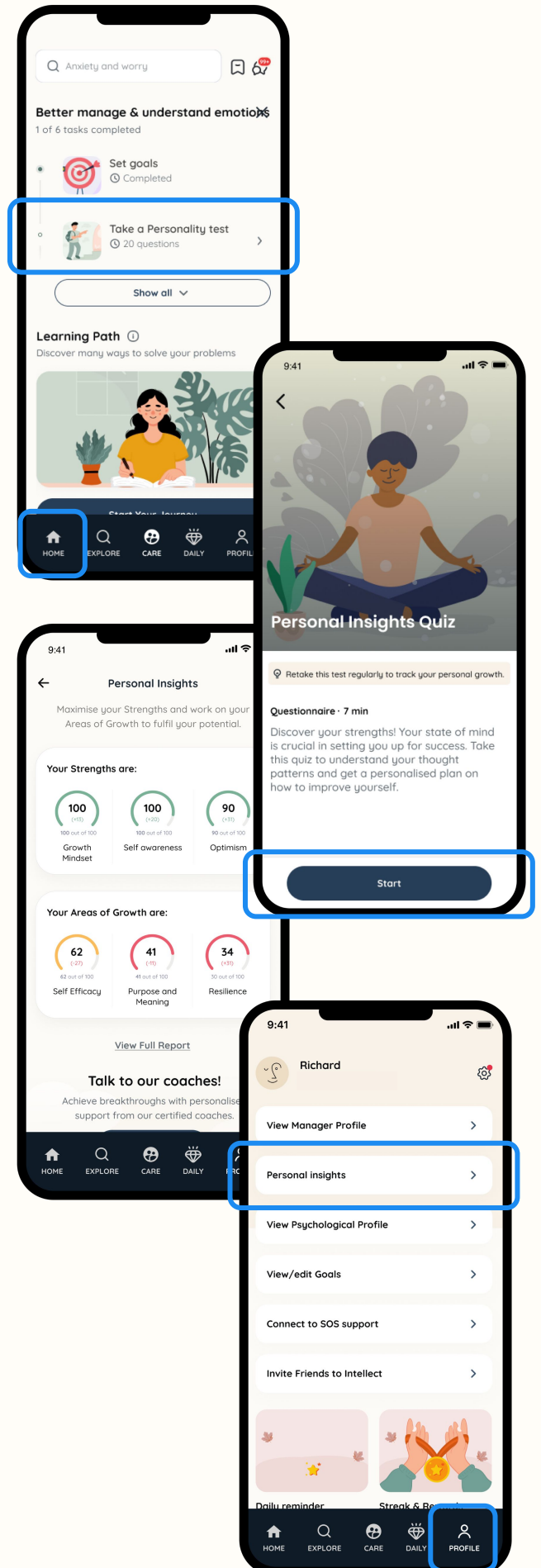
This highlights your strengths and areas of growth, and provides a personalised plan.

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.



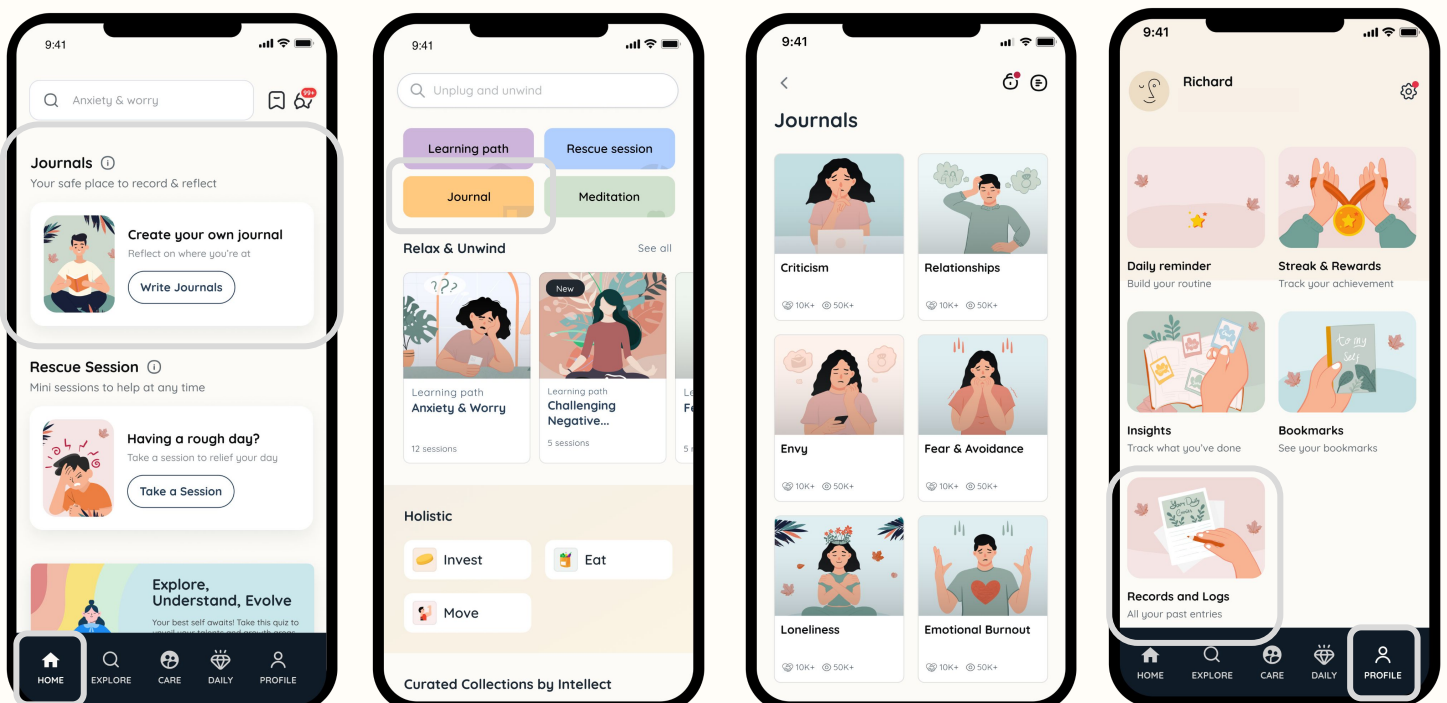
Daily Tools

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.



Self-Guided Tools



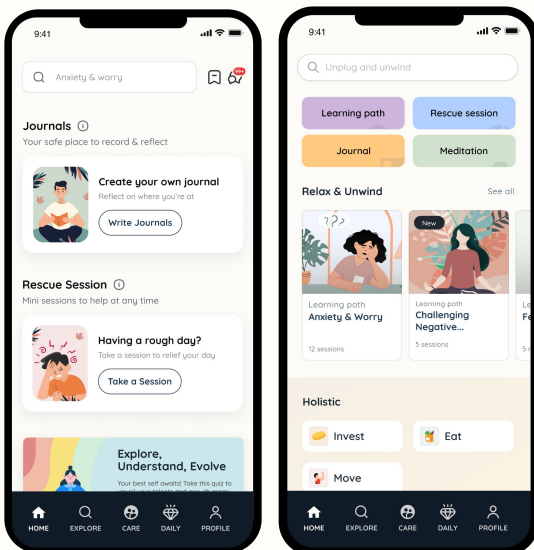
Rescue Sessions

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!

1

Access these tools from the Home or Explore tab.



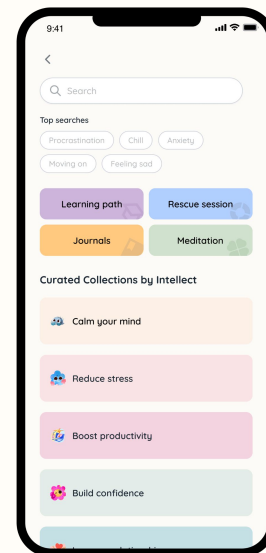
Learning Paths

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!

2

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



3

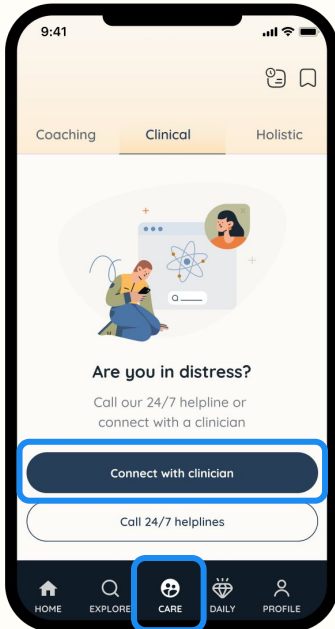
Pick up where you left off from the Home or Explore tab at any time



Clinical Sessions: Virtual

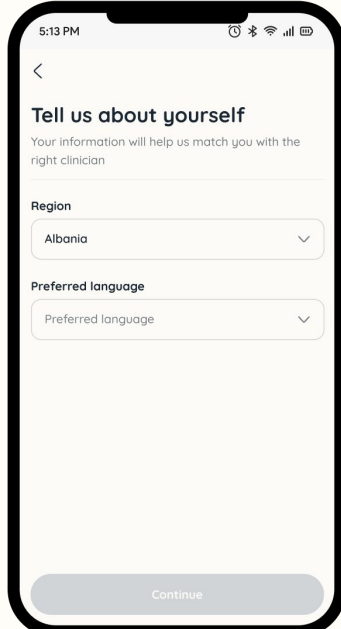
1

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



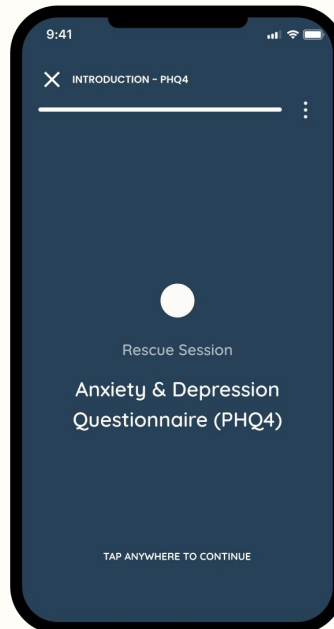
2

Fill in the information requested. Agree to the consent forms. Tap **Continue**



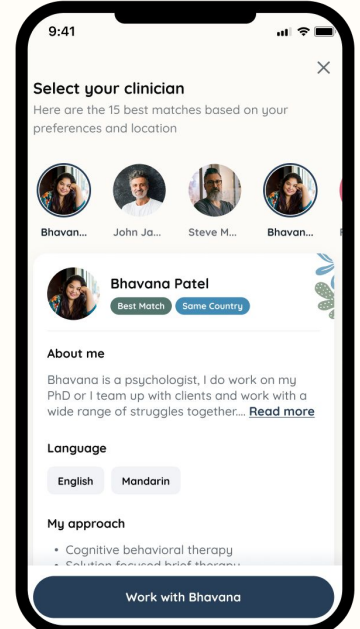
3

Complete a short questionnaire



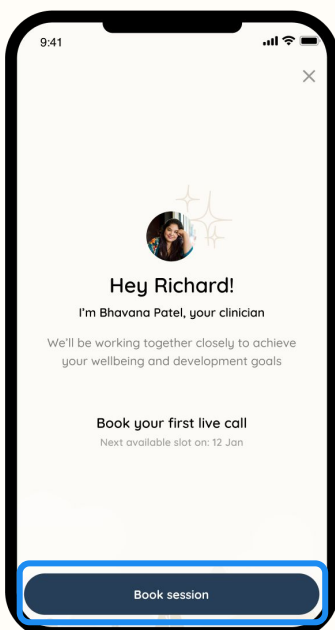
4

Based on your information, you may be presented with a list of clinicians that match your needs.*



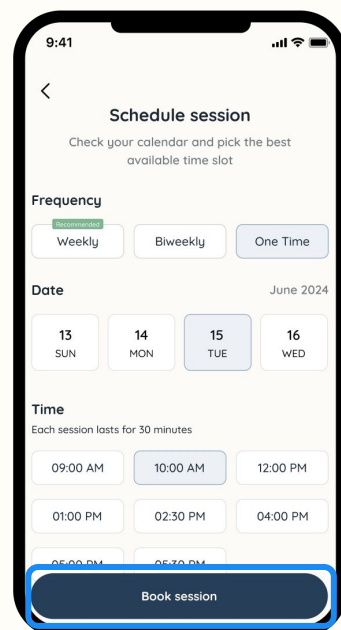
5

Select a clinician. Once you've matched with a clinician, tap **Book session**



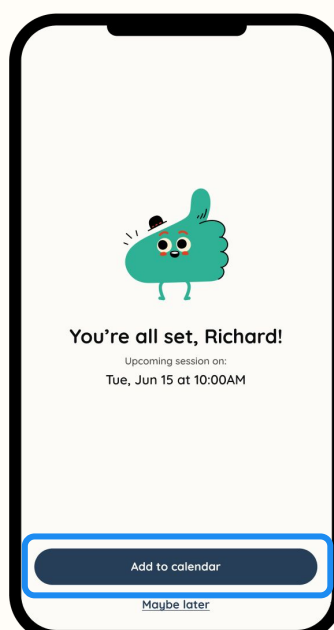
6

Select your preferred frequency, date, and time. Tap **Book session**



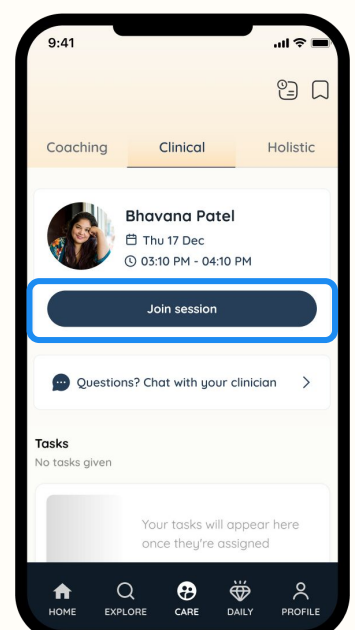
7

Once you've booked a session, tap **Add to calendar** to save the event in your calendar



8

At the time of your session, click on **Join session** to begin

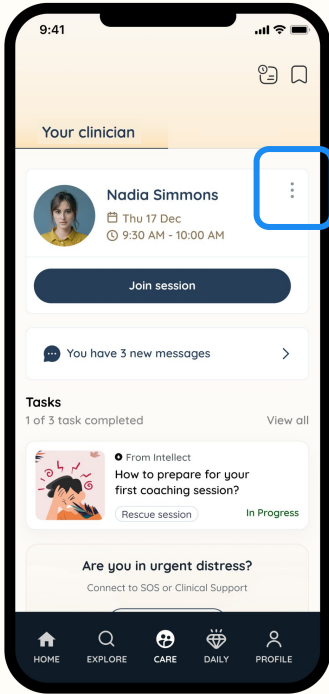


***NOTE:** Depending on the information you provide, you may be automatically matched with a clinician that best suits your needs. You may proceed to book a session with your clinician.

Reschedule a Clinical Session

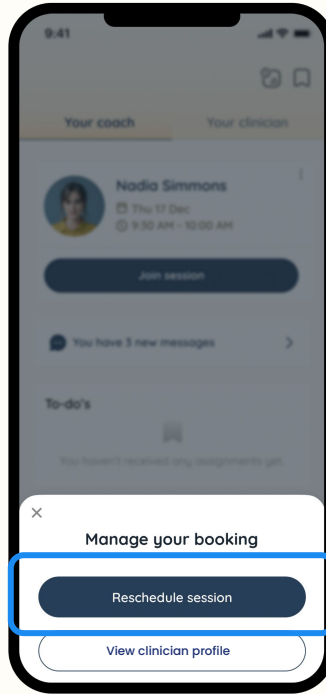
1

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



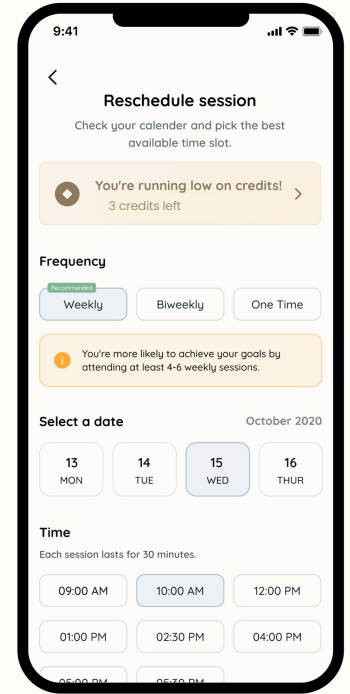
2

In the pop-up, tap Reschedule session



3

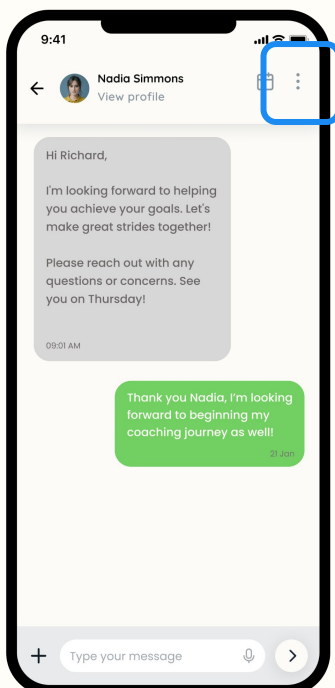
Choose the new date and time that works for you



How to Change Clinicians

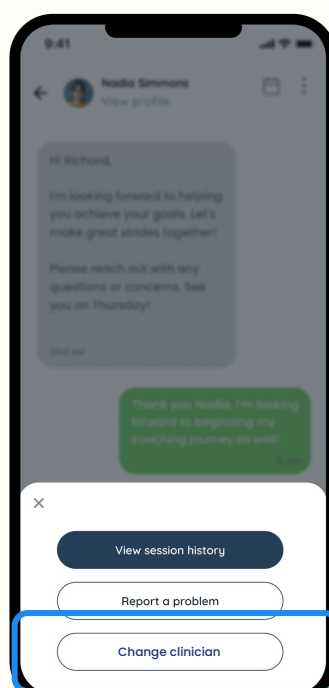
1

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



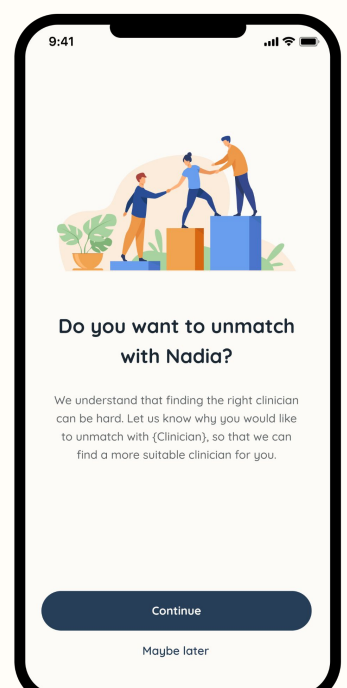
2

In the pop-up, tap Change Clinician



3

Click continue, then select a new Clinician



Clinical Sessions: In-Person

If you prefer having in-person sessions, you can request for **in-person sessions** via one of the following methods below:

1 Either send an email to support@intellect.co using the template below

Subject: [Org name] Request for In-Person Counselling Sessions

Dear Intellect Customer Support,

I hope this email finds you well.

I am writing to request an in-person counselling session with Intellect. Please find my details below:

Name: [Your Full Name]

Country / City: [Your Country / City]

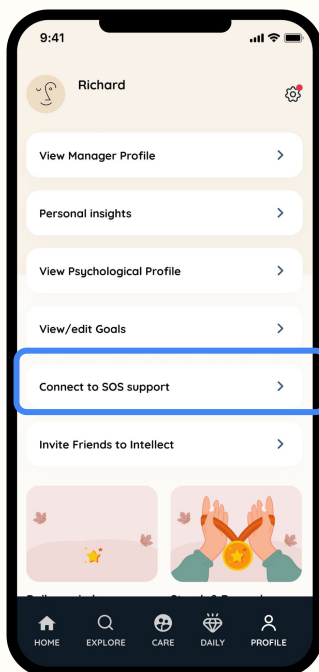
Work Email: [Your Work Email]

Contact Number: [Your Contact Number]

Area of Concern: [Brief Description of Your Area of Concern]

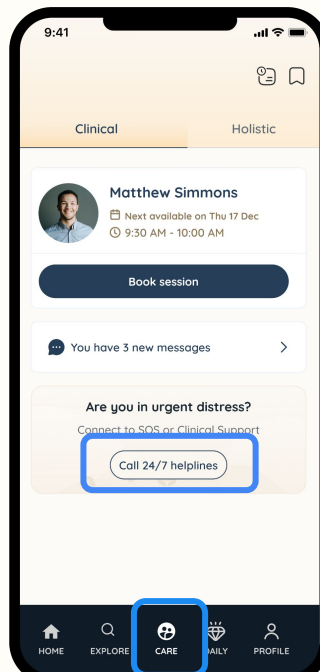
Please let me know if you need any further information.

2 OR Call the 24/7 helpline via the App

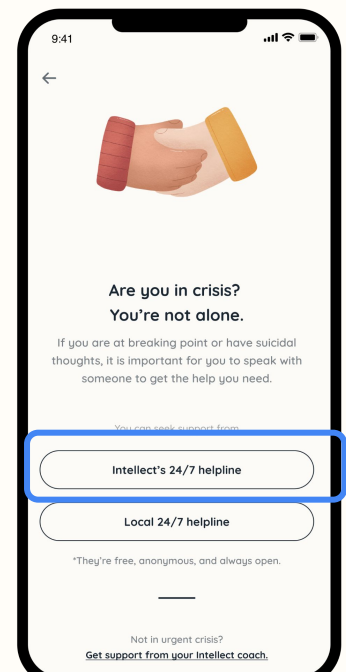


Click on **Profile**, then
Connect to SOS
support

OR



Click on **Care** then
Connect to SOS
support

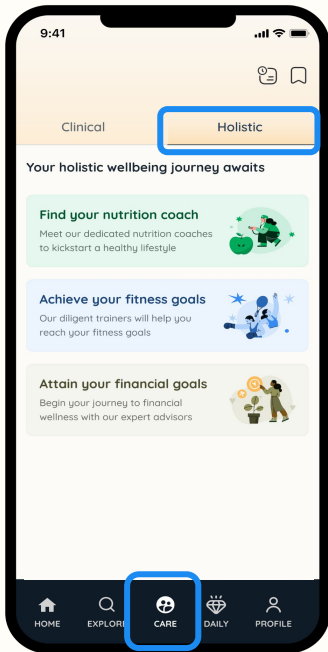


Click on **Intellect's 24/7**
helplines and inform the
Helpline ranger you would like
to book an in-person session

Holistic Consultations

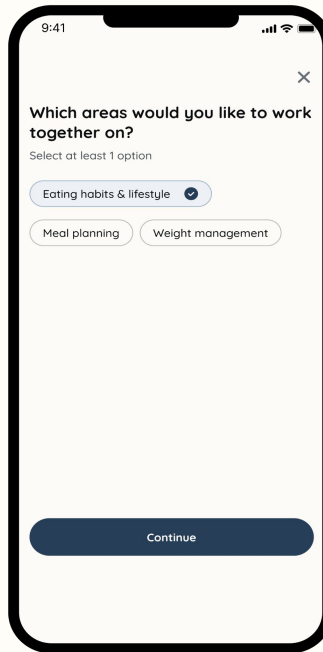
1

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



2

Select the areas you want to work on



3

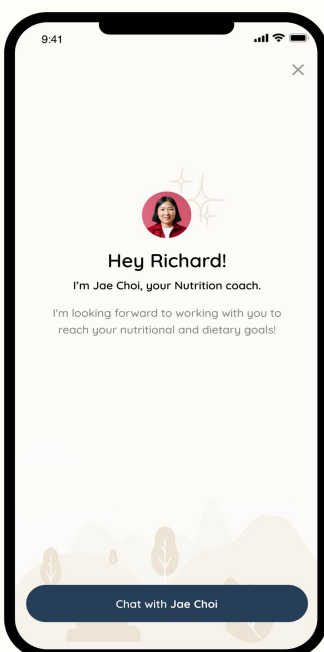
Select the language you would like to use with your coach



4

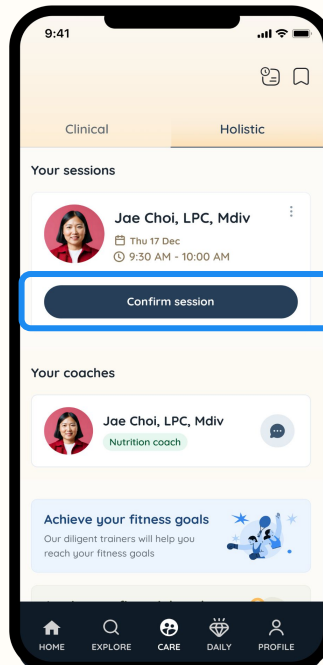
You'll be matched with a coach based on your preferences.

Start chatting with your coach via text-based messaging



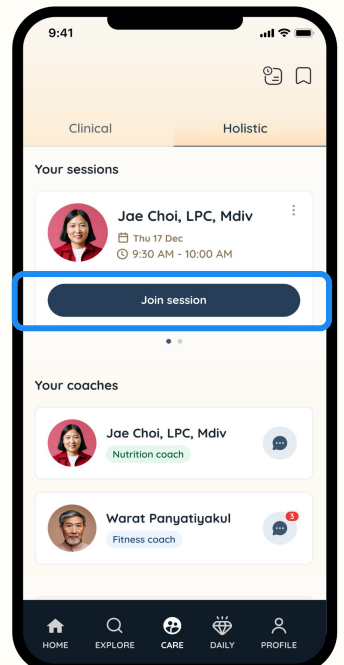
5

You may request for your coach to book a video-based session. Once they've scheduled the session, tap **Confirm session** to ensure your session is booked



6

At the time of your session, go to the Care tab and tap **Join session**. You may continue messaging your coach before and after the session



If you are already matched with a Holistic Coach, you can email support@intellect.co to request a change to a Holistic Coach who speaks English, Mandarin, Cantonese, Korean, Japanese, Vietnamese, or Thai.

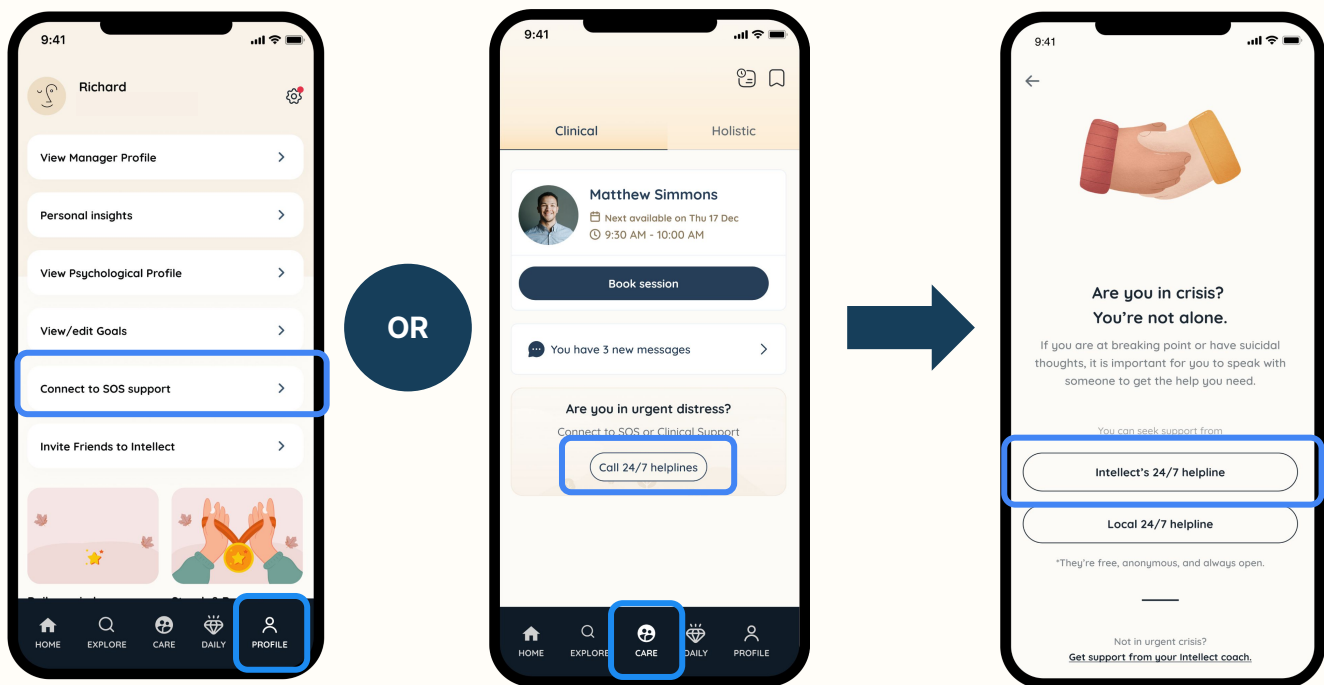
24/7 Crisis Helpline

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

With the Crisis 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.

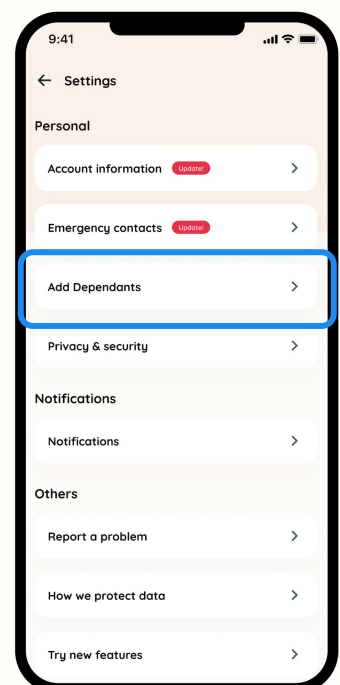
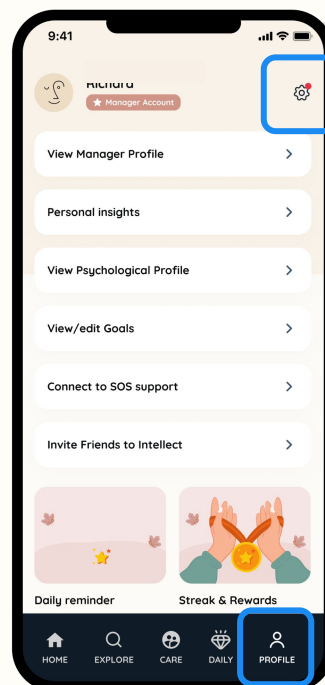
Who is an eligible dependant?

A dependant is defined as any person that is the individual's: legally married or registered civil partners; or biological or legally adopted children or grandchildren or ward under the age of 18 years old; or biological or legally adopted parents or grandparents.

Note: As regulations vary by region, Intellect will automatically adjust the child's age and location according to local regulations. Parents will be notified if parental consent is required for their child to engage in clinical sessions. However, there are no restrictions on the use of self-guided tools.

1

Tap on Settings via the Profile tab

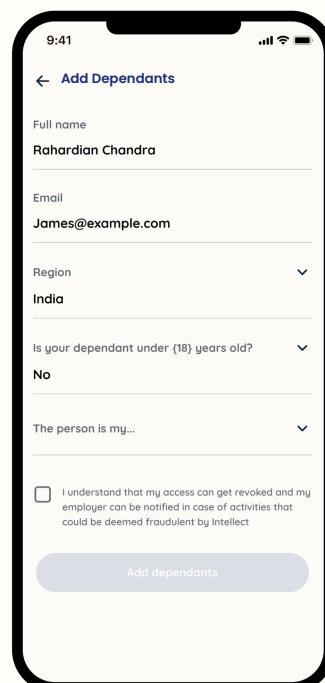


2

Tap Add Dependants

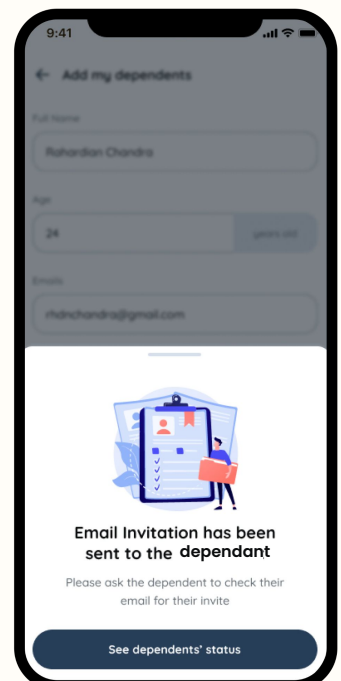
3

Fill in the information requested, then tap Add dependants



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.

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.

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.

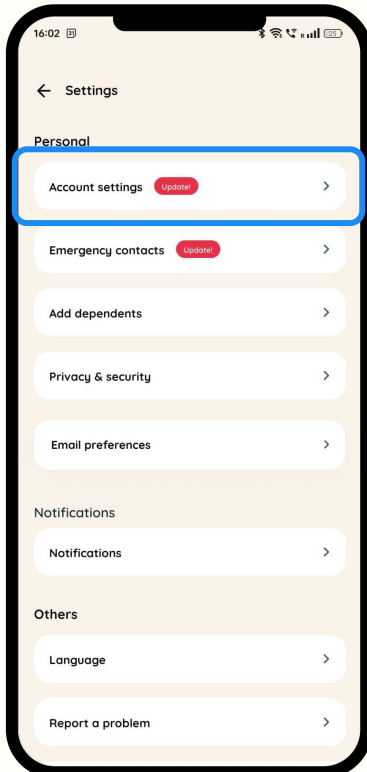
Add your Backup Email ID

You can add a backup email ID in addition to your primary email address that you use to create your Intellect account, to give you:

1. An alternate point of contact for account recovery and support if the need arises, enhancing account security
2. Greater flexibility in your communications preferences.

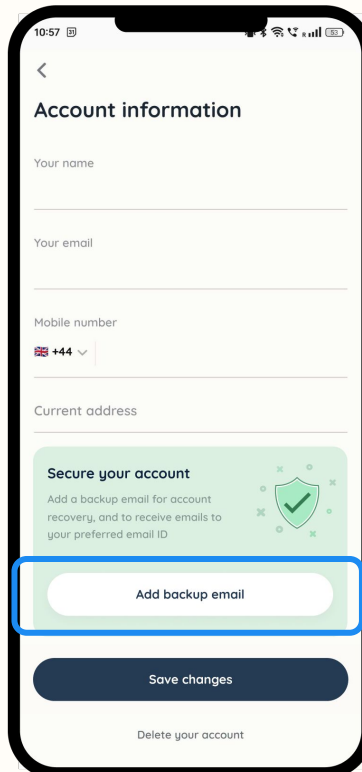
1

Tap on Profile, then the Settings icon, then **Account settings**



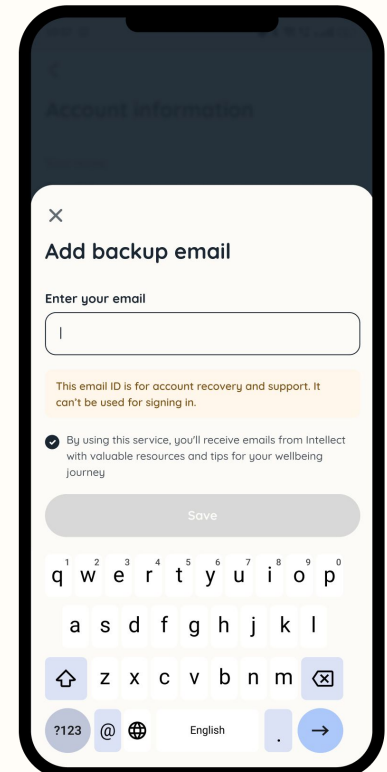
2

Click **Add backup email**



3

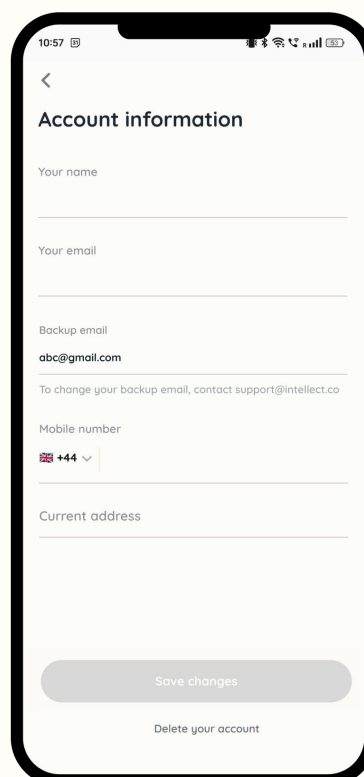
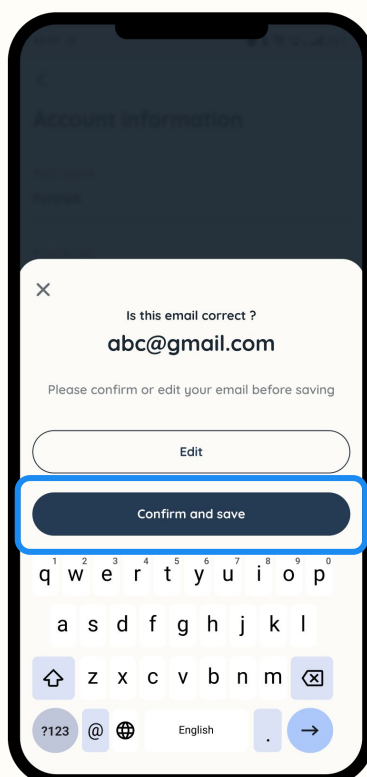
Enter your backup email address. Choose an email you have easy access to



4

Tap **Confirm and save**. Your account information should reflect your new backup email.

To change your backup email, please contact support@intellect.co



Frequently Asked Questions

1. How is an Issue Defined for Clinical Sessions?

A presenting issue refers to the challenge or topic an individual is working through. This can be short-term or long-term and may relate to personal, work-related, or mental health concerns.

At the start of any clinical session, you and your provider will align on the issue or goal that you would like to work on. During the session, you may find that you begin with one issue but instead discuss another issue. If unsure, you may clarify the session's main issue or goal with your provider at the end of a session.

2. Can I Work on Multiple Issues/Goals throughout the Year for Clinical Sessions?

Yes, you can work on multiple issues or goals throughout the year. For example:

- 6 sessions for Anxiety
- 6 sessions for Chronic Insomnia
- 6 sessions for Relationship Issues

If **additional sessions** are required for the same issue (e.g. 7 sessions for Anxiety), you would need to pay out of pocket for any sessions beyond the allocated bundle (in this case, 1 extra session).

3. Is there a Limit to the Number of Issues I can Work on for Clinical Sessions?

No, there is no maximum. You can work on as many issues or goals as you would like, using your allocated 6 sessions per issue accordingly.

4. How to request for more credits once I have completed my current Issue for Clinical Sessions?

- **Option 1: Through the Intellect App**
 - In the **Care** tab, click on **Book a session**
 - Click on **Request credits now** then click **Request credits**
 - Our Support Team will acknowledge and respond via email within 3 business days
 - Once the request is confirmed, the credits will be added in your account
- **Option 2: Send an Email to support@intellect.co with the following template:**

Subject: [Org name] Request for more Clinical Credits

Dear Intellect Customer Support,

I am writing to request for more Clinical Credits. Please find my details below:

Name: [Your Full Name]

Country / City: [Your Country / City]

Work Email: [Your Work Email]

Contact Number: [Your Contact Number]

Area of Concern: [Brief Description of Your Area of Concern]

Frequently Asked Questions

5. **Would Intellect be Able to Recommend a Clinician for me?**

Yes! If you have specific areas you would like to focus on, you can email support@intellect.co and the team will assist in matching you with a counsellor or clinical psychologist who best suits your needs.

6. **Can I get Access to More Holistic Credits for Physical Fitness, Nutrition and Finance?**

No, the credit allocation is fixed for holistic consultations. You have access to:

- 6 sessions per year for Physical Fitness Consultations
- 6 sessions per year for Nutrition Consultations
- 6 sessions per year for Finance Consultations

7. **How can I Check how Many Credits are Remaining?**

You can reach out to support@intellect.co to get information on your remaining credits, or raise a ticket in Report a problem through the Intellect app.