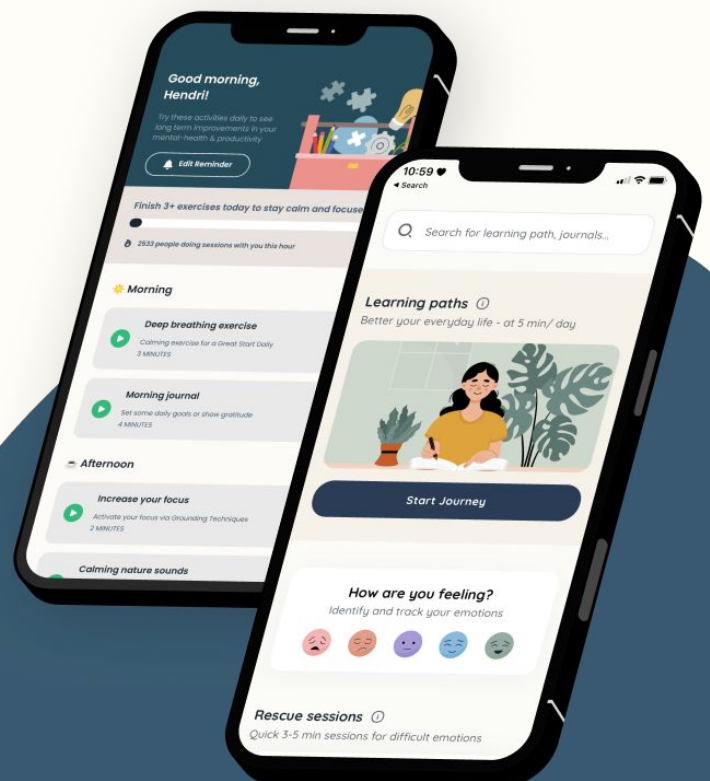


# Intellect App Navigation Guide

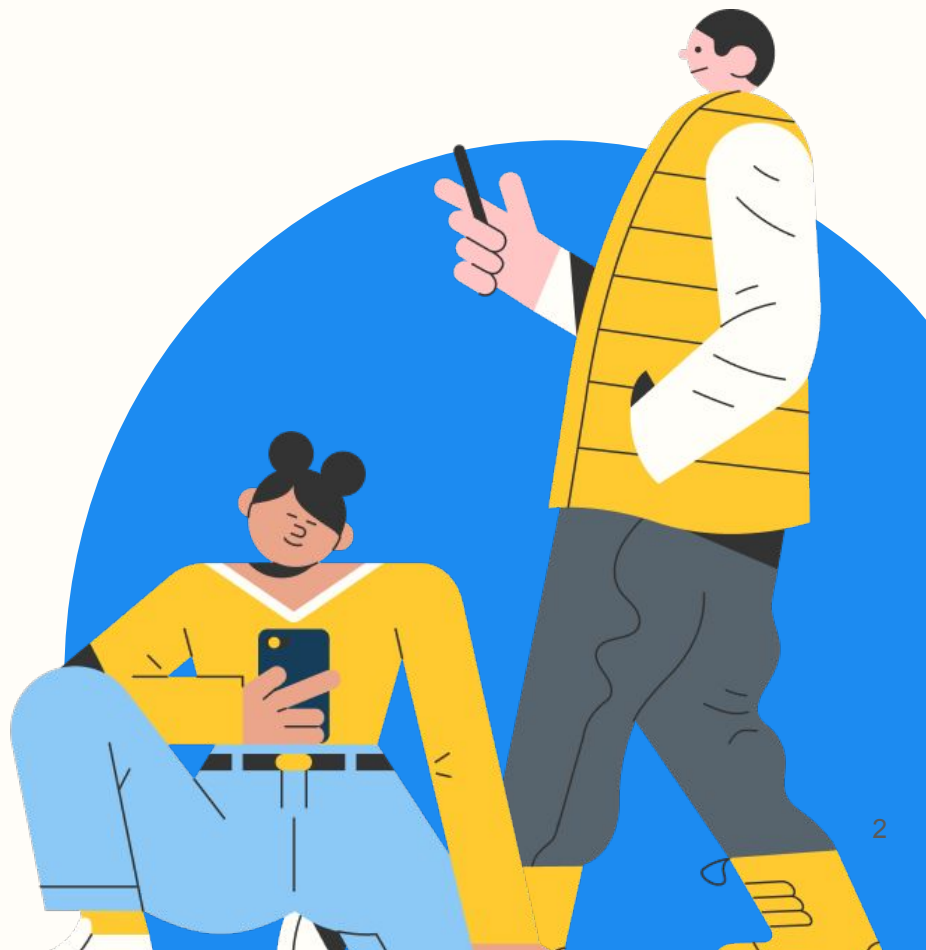
*Complete wellbeing support for your good days, bad ones, and everything in between*

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



# Table of Contents

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# Intellect Overview



## Clinical Sessions

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



## Crisis Helpline

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

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.

## 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

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Sessions with certified Coaches, Counsellors, and Psychologists to help you work through challenges, better manage emotions, achieve your goals, and thrive. Some areas coaches can support you in:

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- Stress
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- Setting boundaries
- Relationships and conflict
- Leadership

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## Crisis Helpline

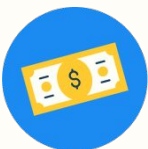
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### Learning Paths

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

# Get Started: Set Up Your Account

**Step 1:** Install the app

**Step 2:** Select **Join with your organisation**

Scan the QR Code

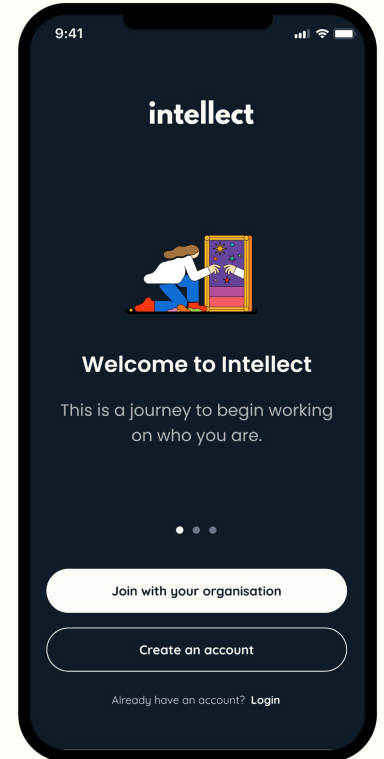
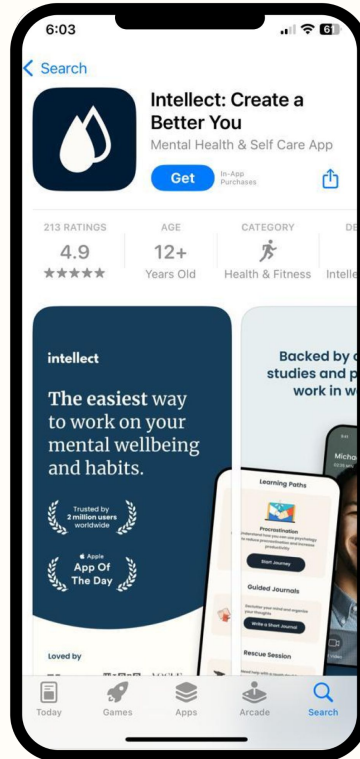


OR

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

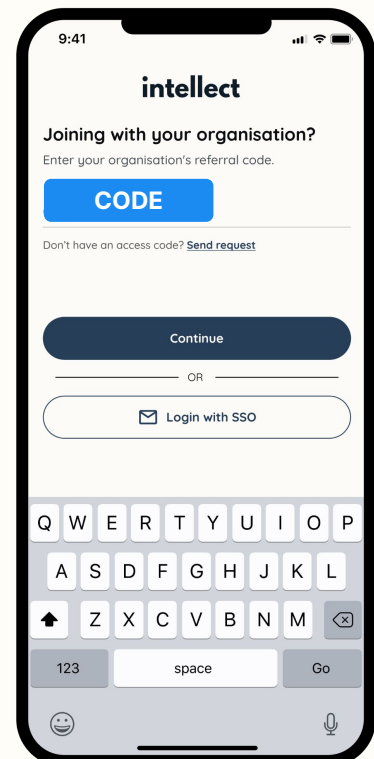
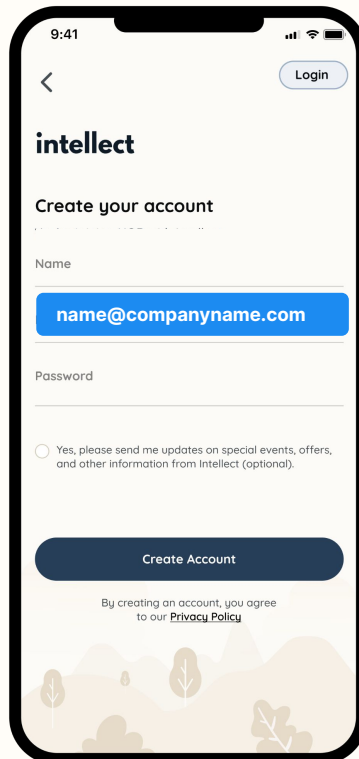
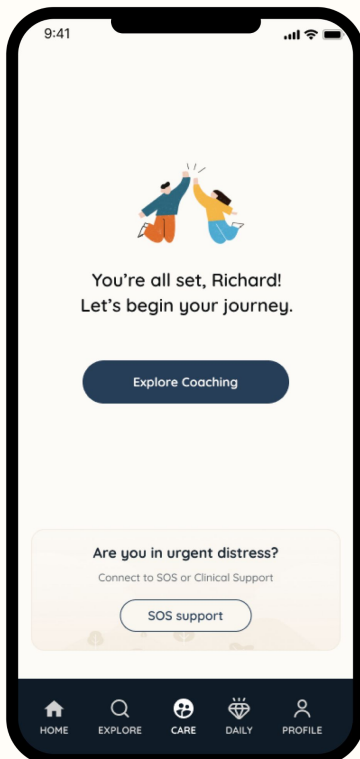
OR

Search for "Intellect" on your mobile phone application store



**Step 4:** Sign up with your **work email**

**Step 3:** Enter code **CODE** and tap **Continue**



# 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

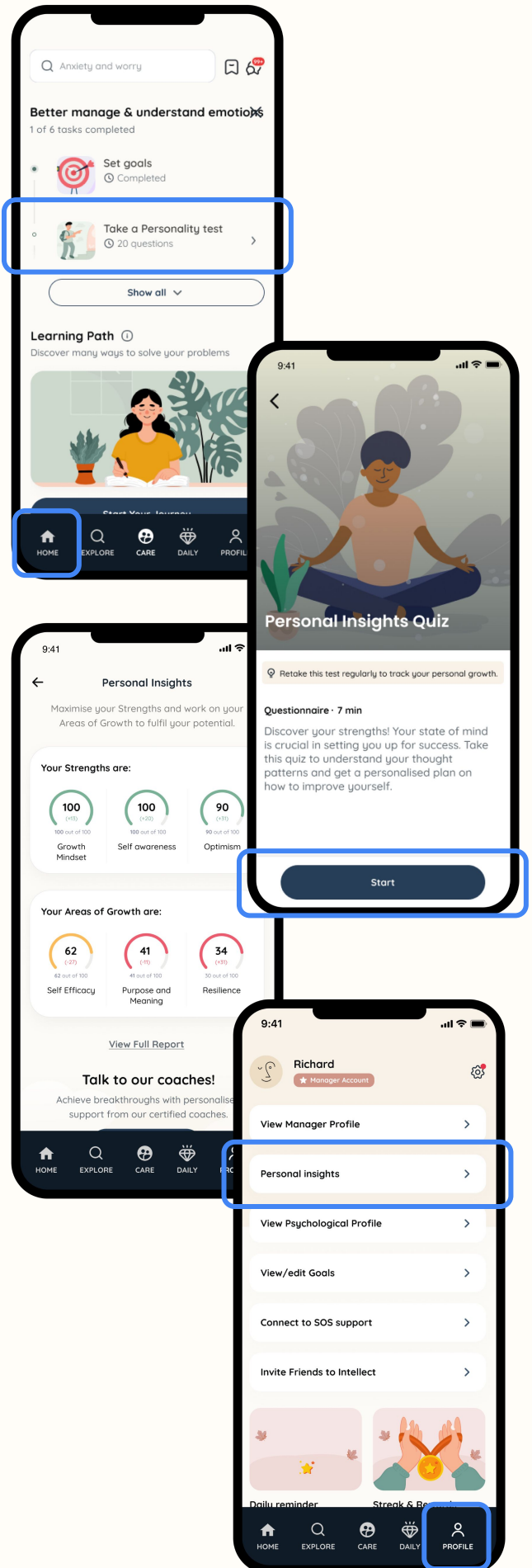
## 4 Receive a personalised Wellbeing Report

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



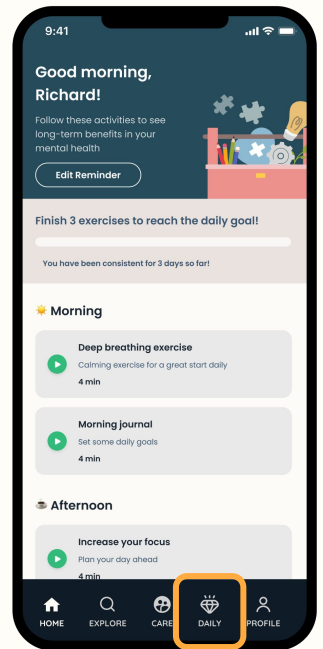
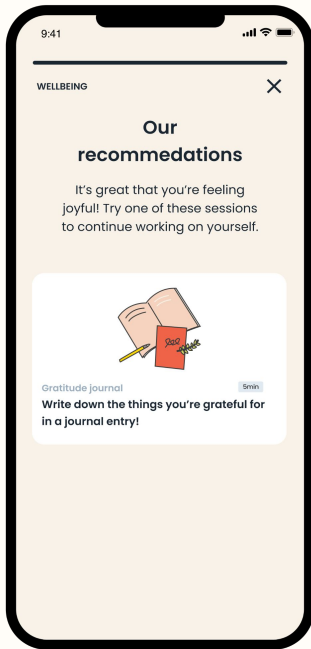
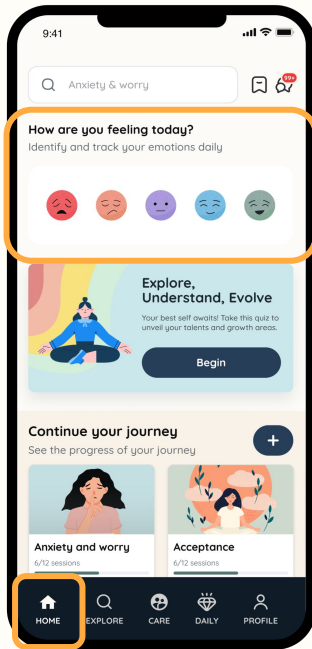
## Wellbeing Check-ins

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



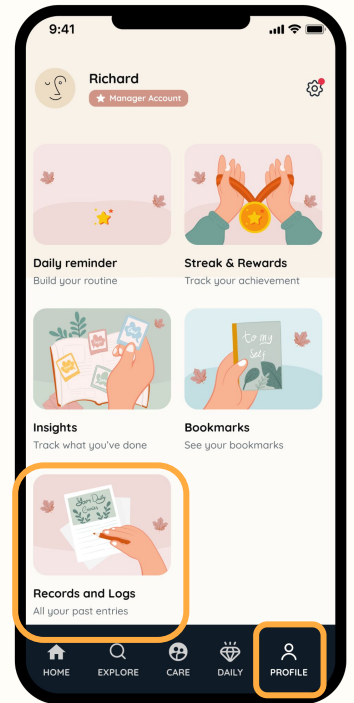
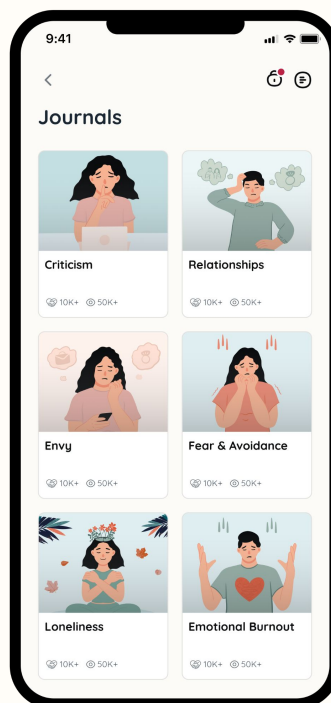
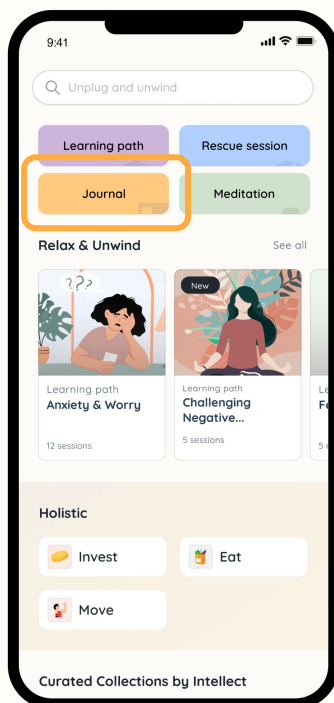
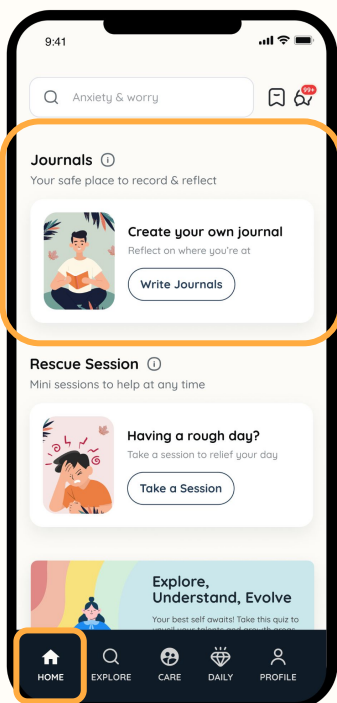
## Daily Tools

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!



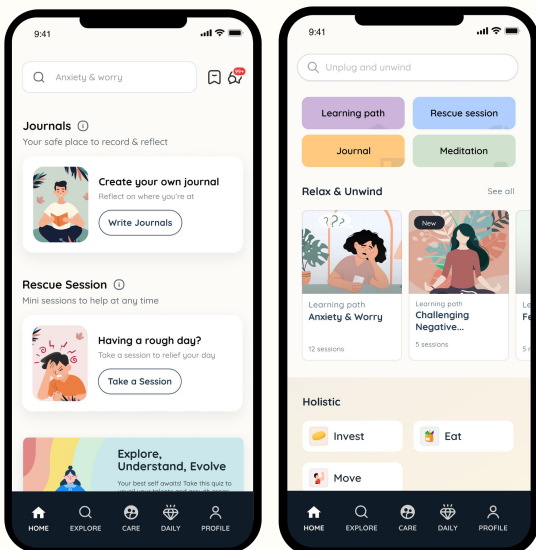
## Learning Paths

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!

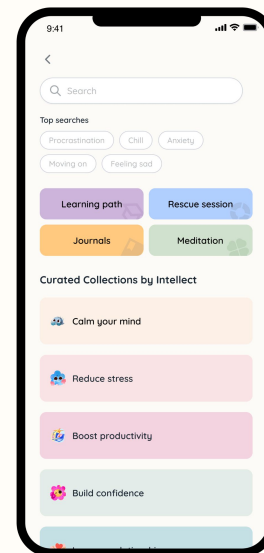
1

Access these tools from the Home or Explore tab.



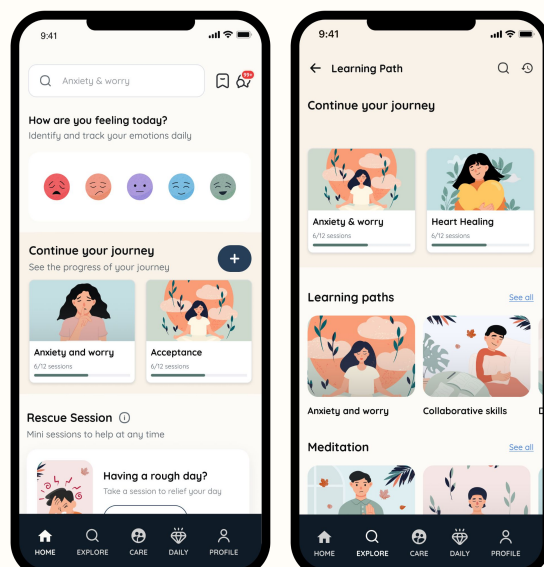
2

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



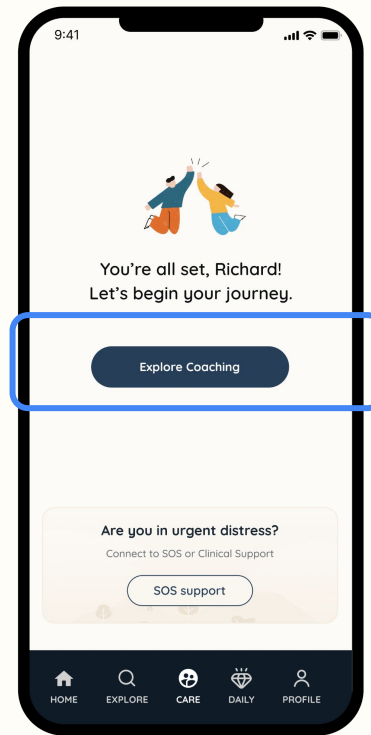
# 1-to-1 Coaching Sessions

1

## Tap on Explore Coaching.

Answer a few short questions based on your needs, goals, and language preferences\*

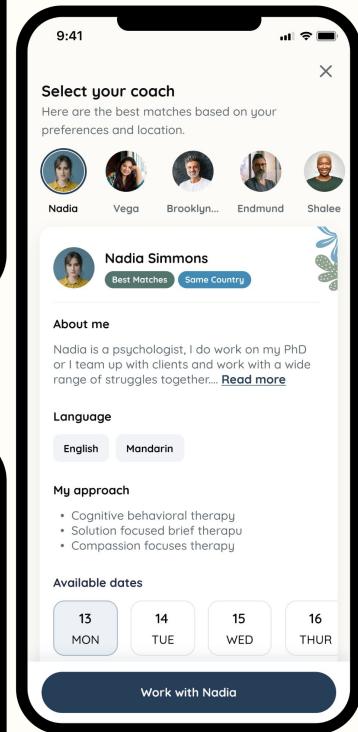
*\*English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*



2

## Browse the list of shortlisted coach profiles.

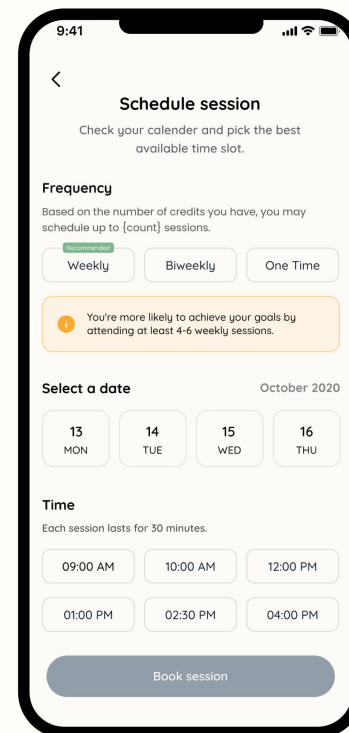
Intellect matches you with coaches that best suit your needs.



3

## Select a coach.

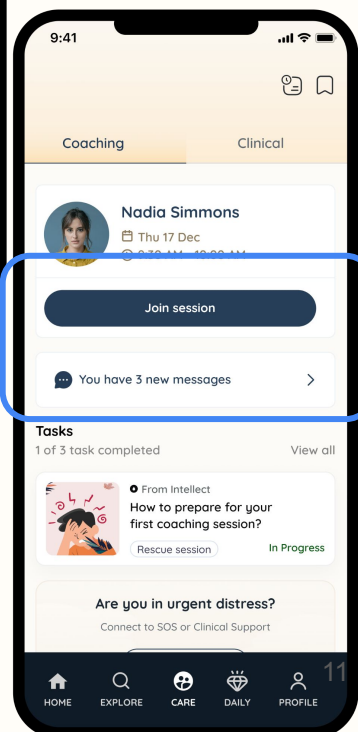
Don't worry, you can always change coaches later on.



4

## Book a session (or more).

Choose a time that works for you. After booking your session, add it to your calendar right from the Intellect app so you don't miss your session.



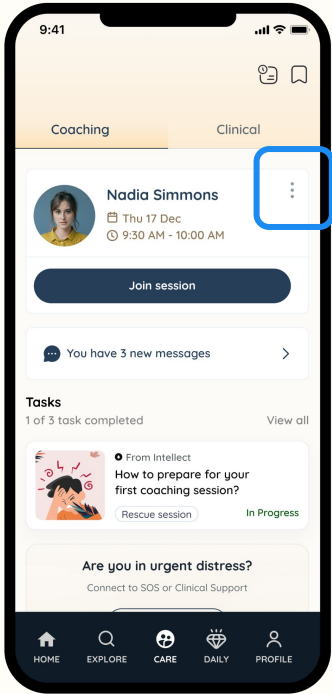
5

## At the time of your session, go to the Coaching section of the Care tab and tap Join Session.

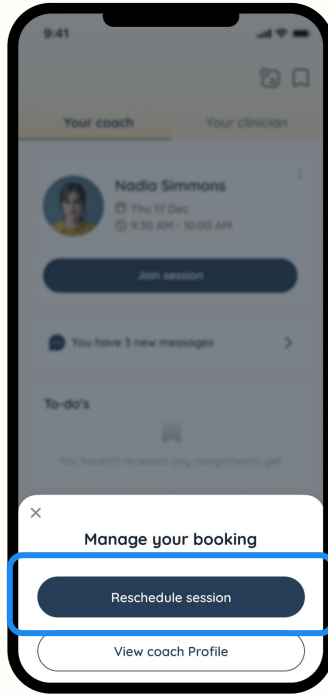
You can always chat with your coach via the Intellect app at any time, and your coach will respond within days.

# How to Reschedule a Coaching Session

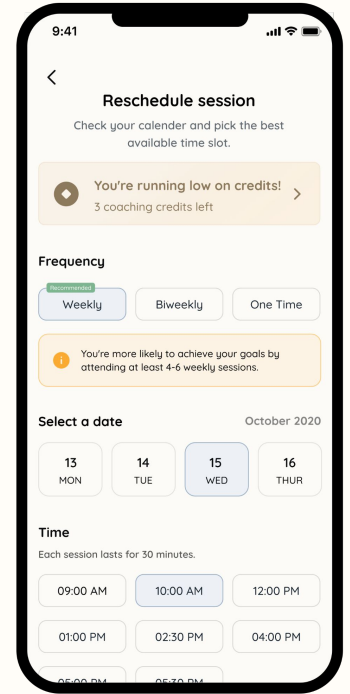
**1** Tap on the three dots on the coach card in the Care tab



**2** In the pop-up, tap Reschedule session

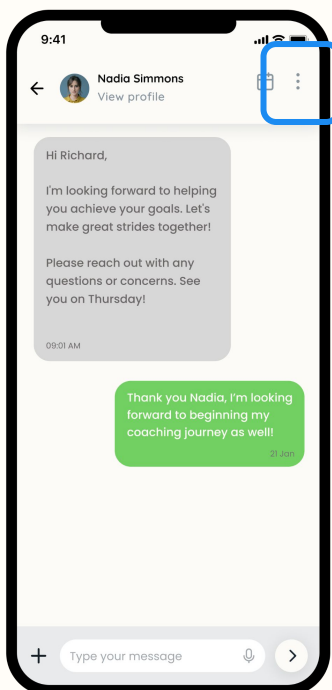


**3** Choose the new date and time that works for you

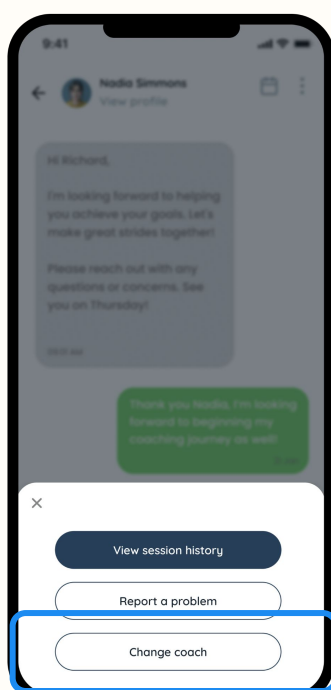


# How to Change Coaches

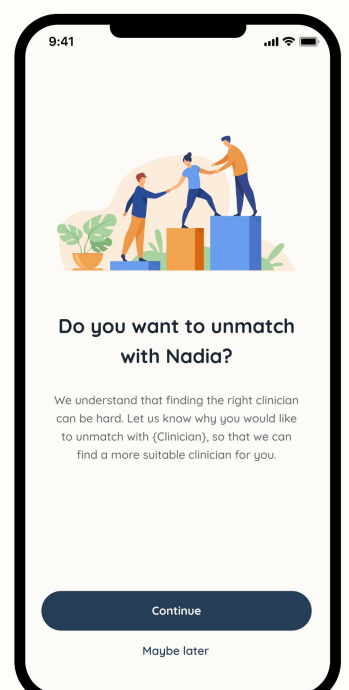
**1** Tap on the three dots in the top right corner of the chat



**2** In the pop-up, tap Change coach



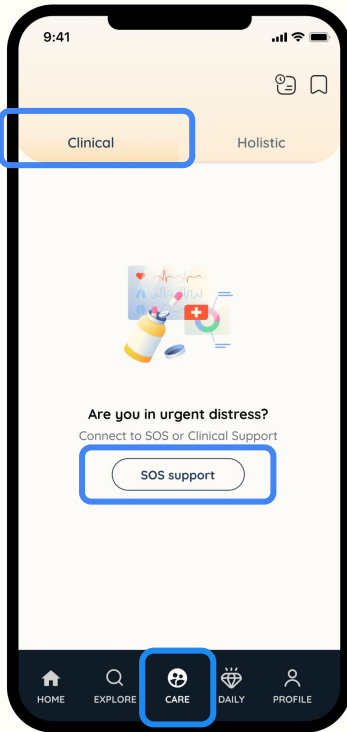
**3** Click continue, then select a new coach



# Clinical Sessions: Virtual

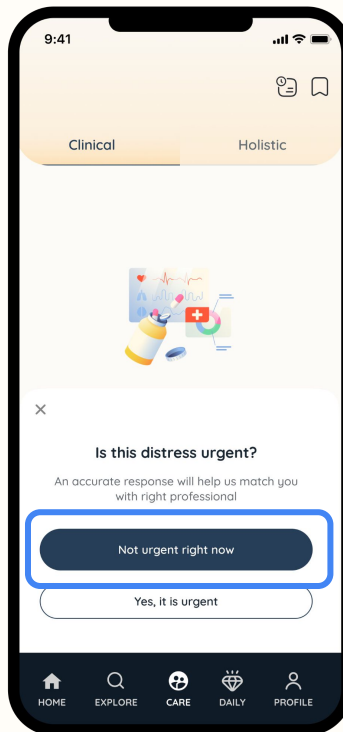
1

Go to the Care Tab, select Clinical, and tap "SOS support"



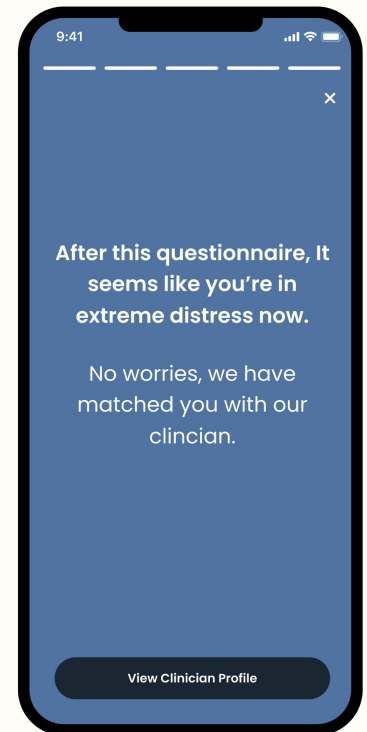
2

Select "Not urgent right now"



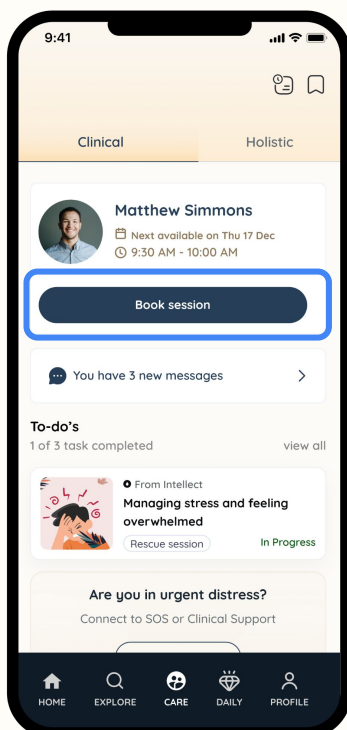
3

Complete a questionnaire to be matched with a Clinician



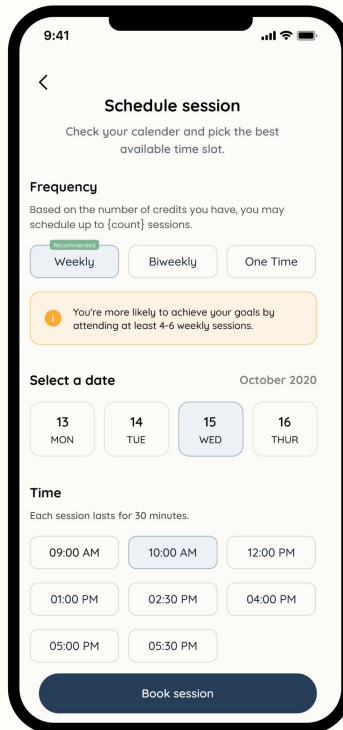
4

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



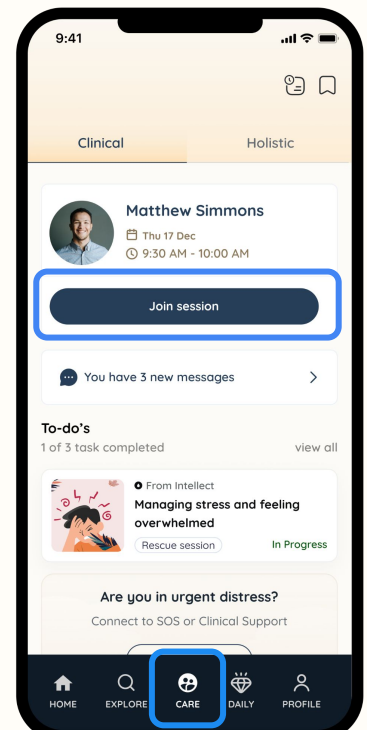
5

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



6

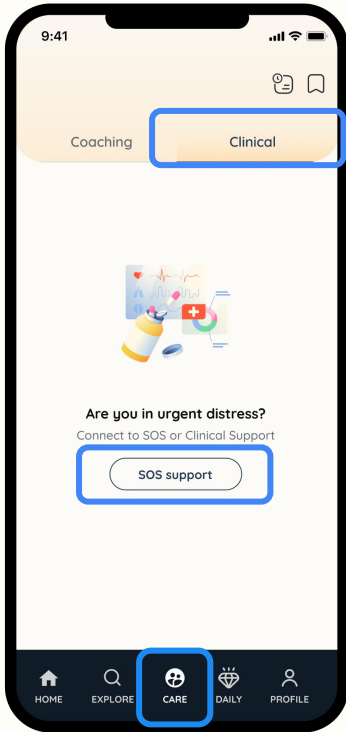
At the time of your session, go to the Care tab and tap Join session



# Clinical Sessions: Virtual

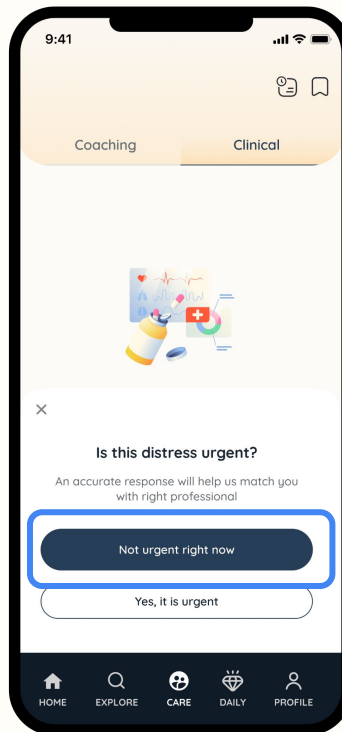
1

Go to the Care Tab, select Clinical, and tap "SOS support"



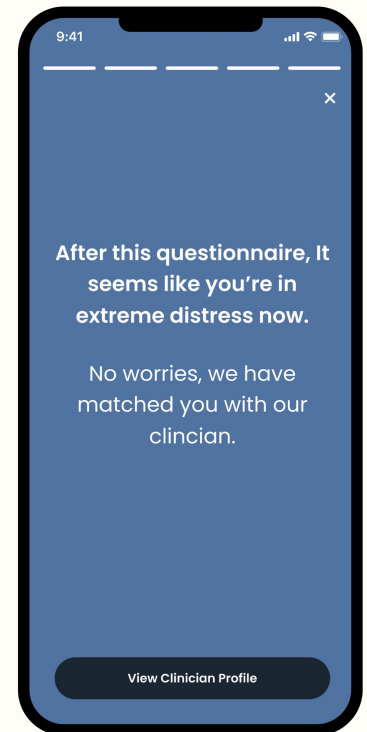
2

Select "Not urgent right now"



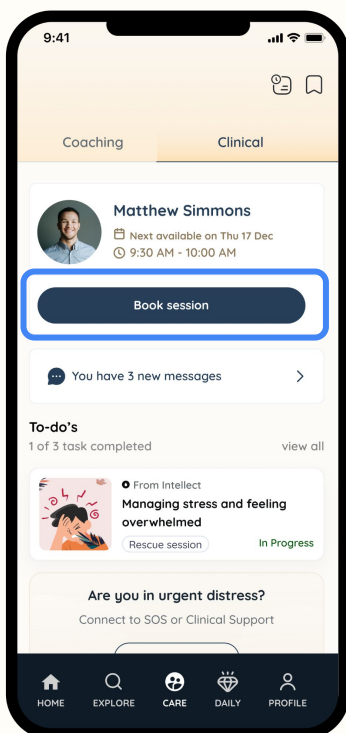
3

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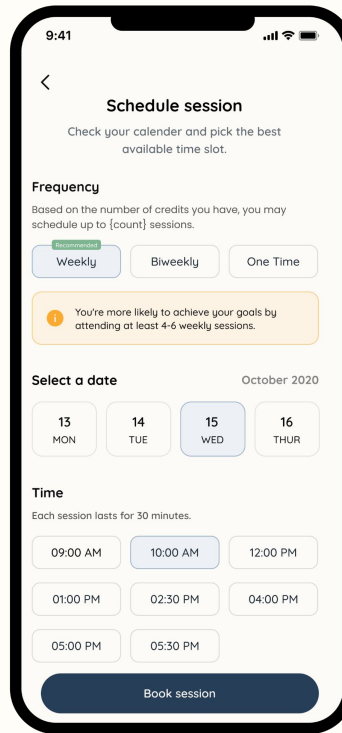
4

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



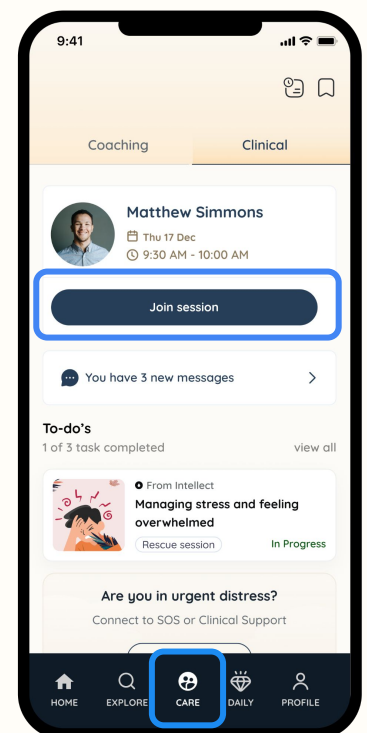
5

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



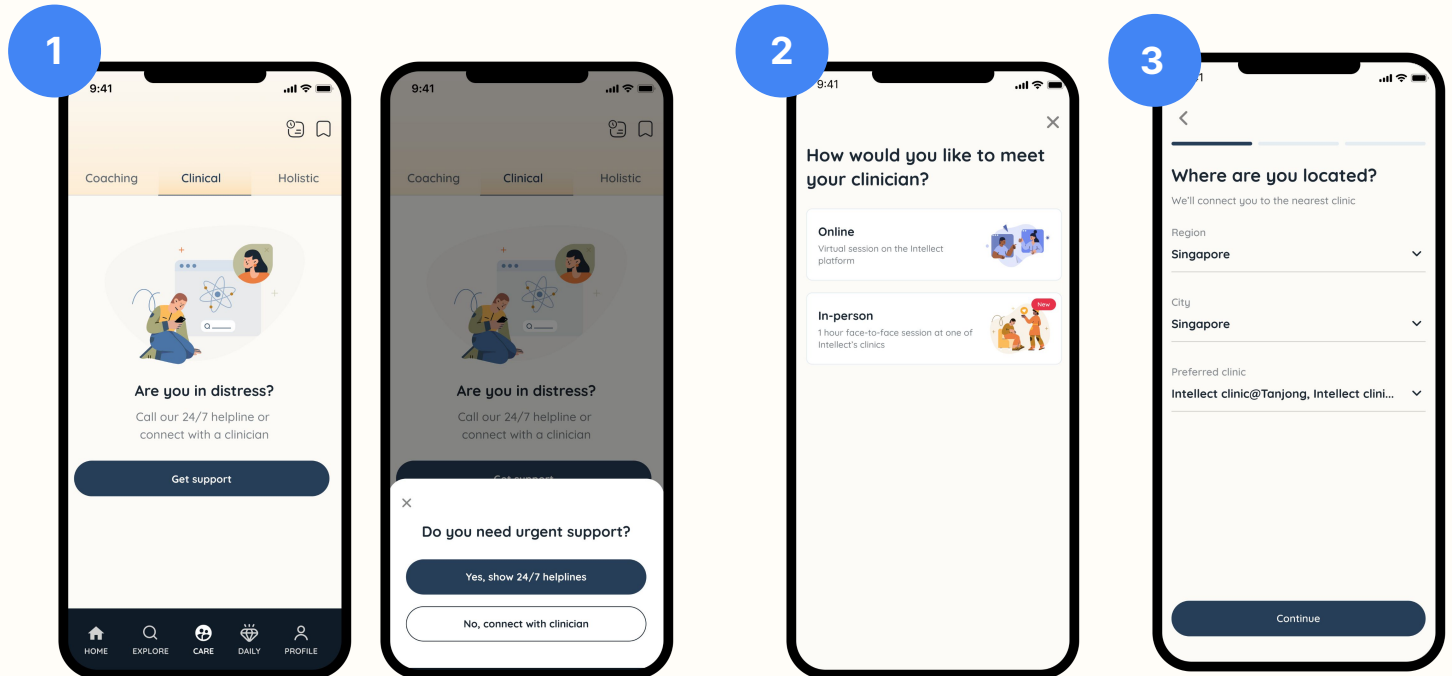
6

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



# Clinical Sessions: In-person

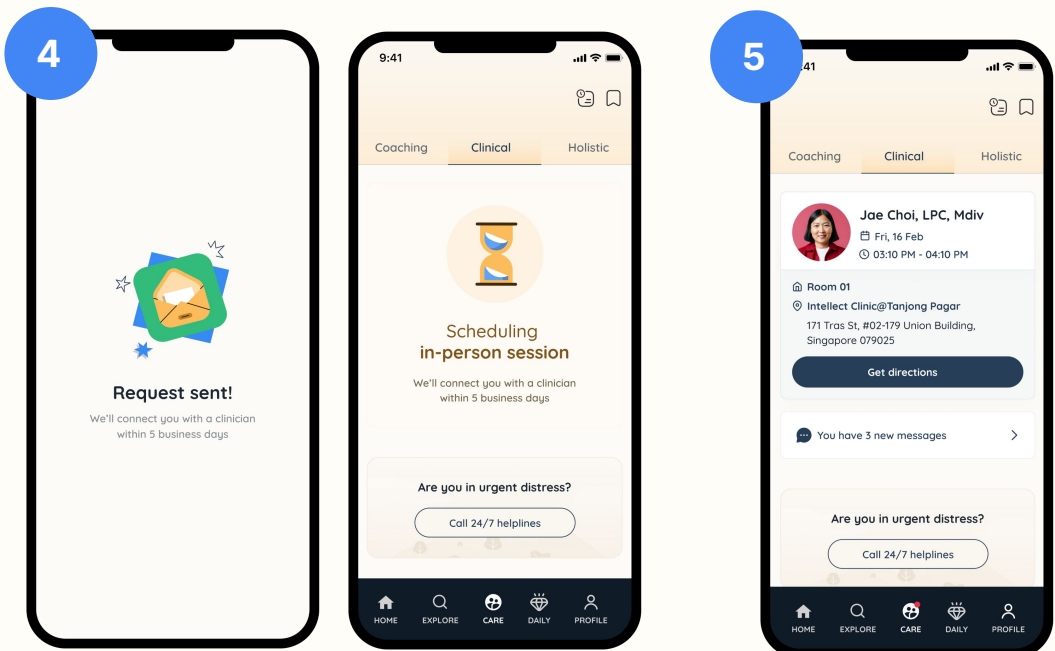
If you prefer having in-person face-to-face (F2F) sessions, you can request for **in-person sessions** via the app.



In the Clinical section of the Care tab, click on **Get support**, then **No, connect with clinician**

Select **In-person**

Fill in the form with your details



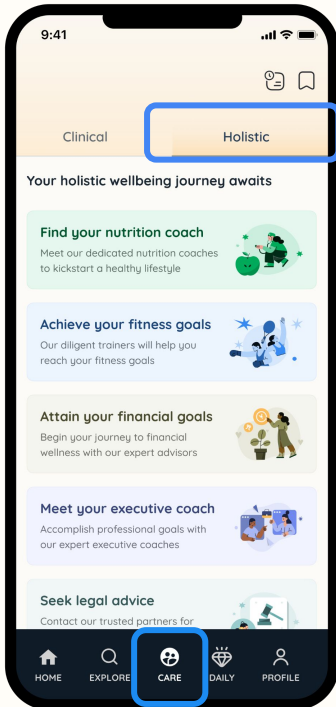
Once the form is complete, you should receive the **request sent confirmation**. A Care Navigator will match you to a suitable clinician and book a session for you based on your needs and preferred location within 5 business days (*Please note they may reach out to you over email if needed*)

Your session information will be available in the Care tab.  
At the time of the session, please be at the physical location to have your session.

# Holistic Consultations

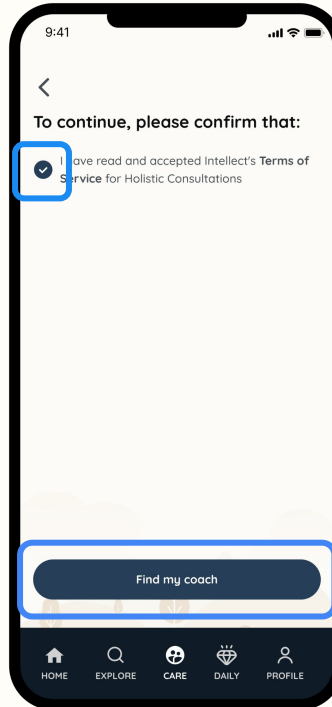
1

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



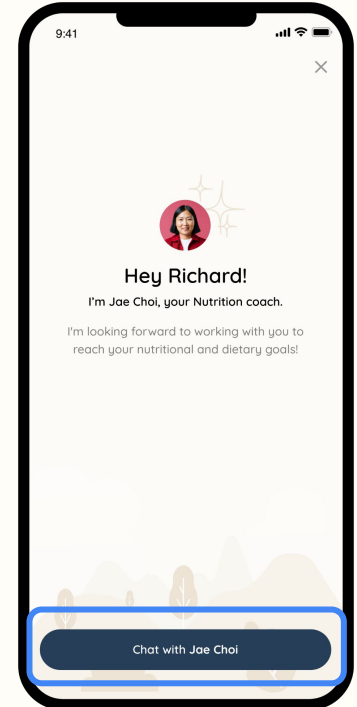
2

Accept the Terms of Service, then tap Find my coach



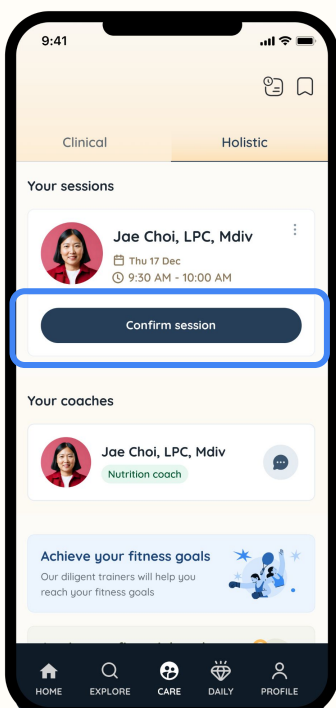
3

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



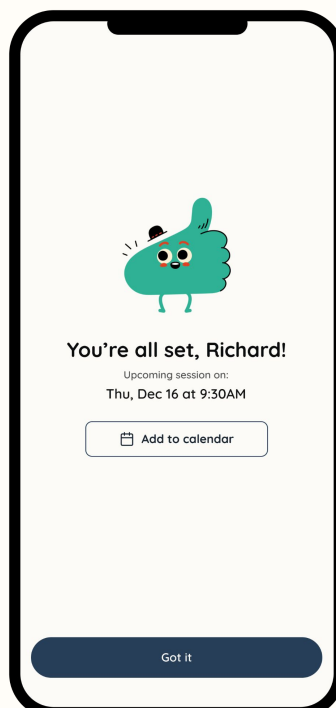
4

Tap confirm session once your coach has scheduled your session



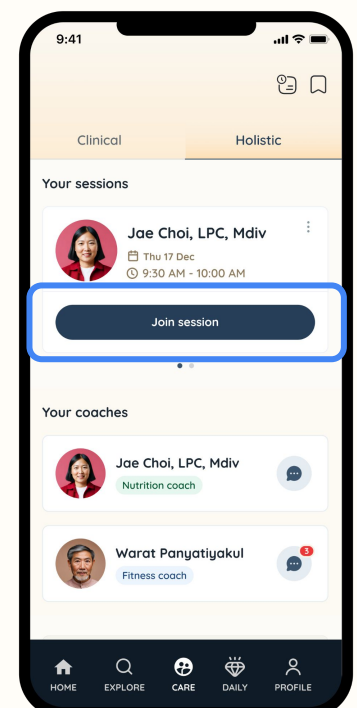
5

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



6

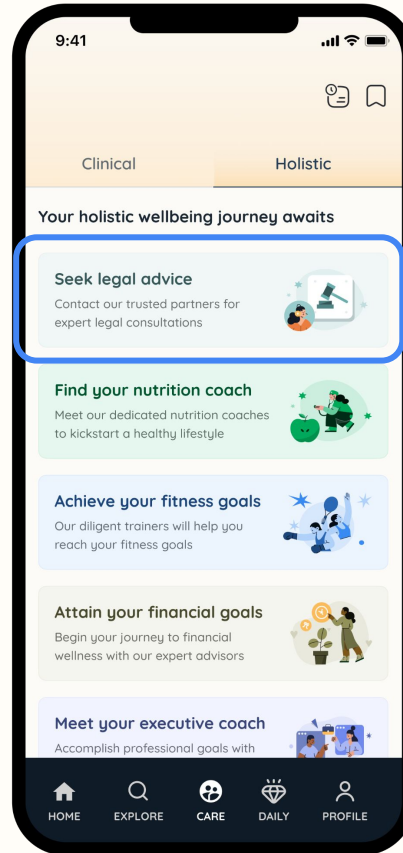
At the time of your session, go to the Care tab and tap Join session



# Holistic Consultations - Legal

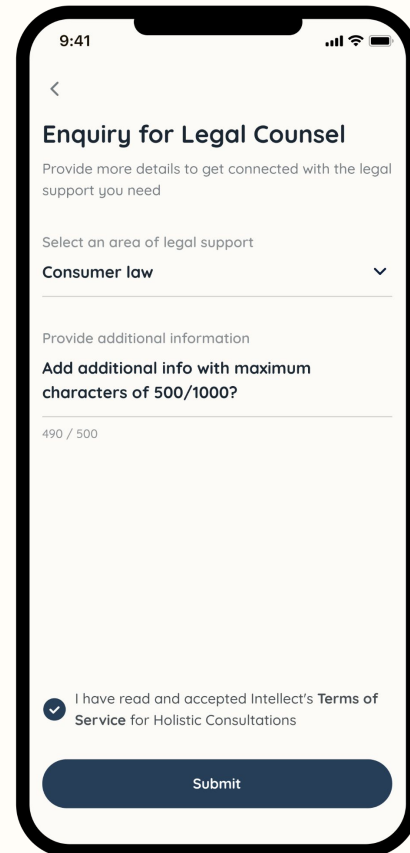
1

Go to the Care tab, select Holistic, and tap Seek legal advice



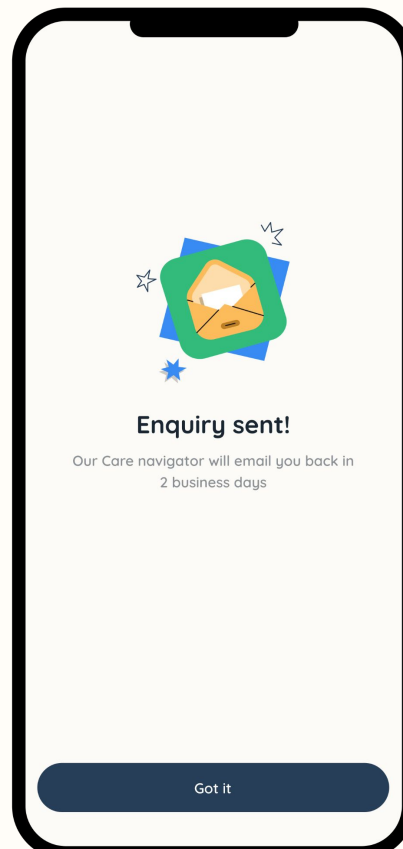
2

Fill in the enquiry form. Accept the Terms of Service, then tap Submit



3

Your enquiry will be sent to the Intellect team. A Care Navigator will respond within 2 business days with follow-up questions and detailed next steps. **Keep an eye out for an email from support@intellect.co**



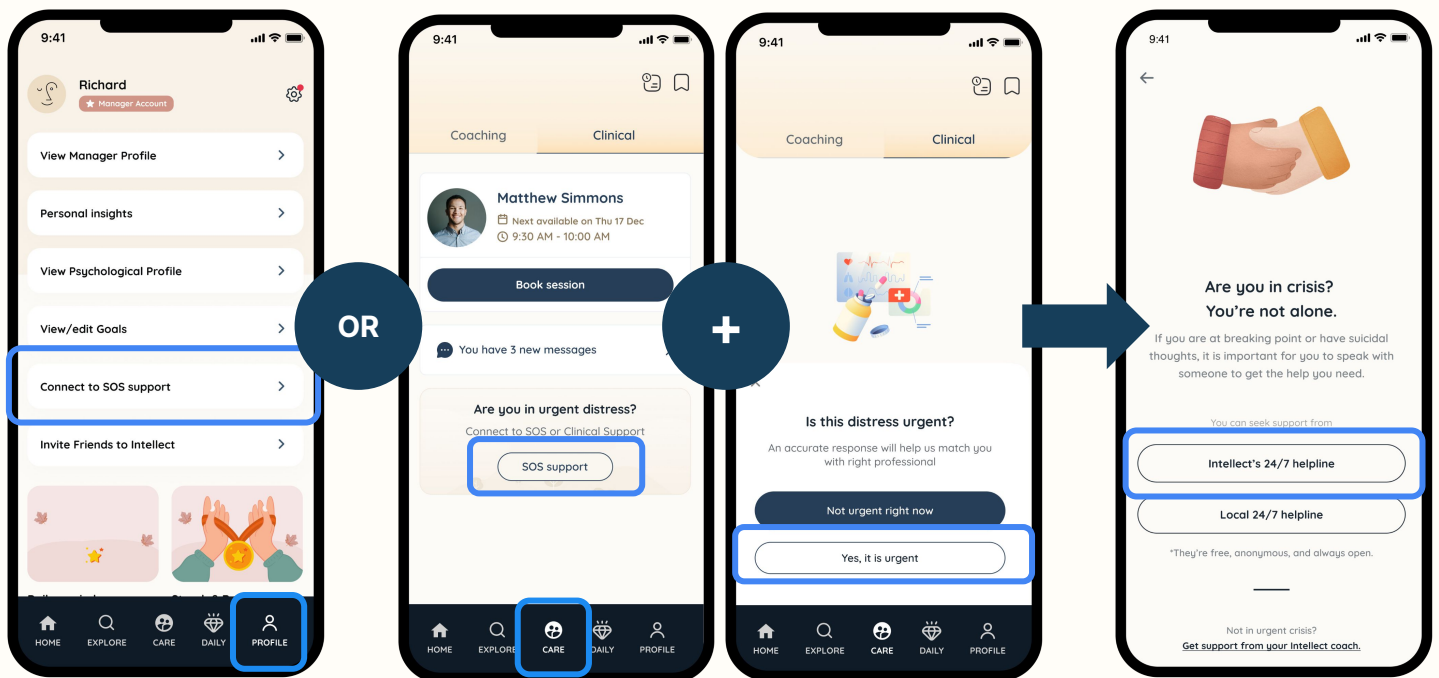
# Crisis Helpline

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 "SOS support" in the Care tab. Select Intellect's 24/7 helpline and the country you're in to call the toll-free number.



## What happens when I call the helpline?

This helpline is a toll-free number managed by Intellect's in-house Crisis Counsellors. 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 counselling. They will then refer you to the appropriate resources depending on your individual needs.

# Dependents Access

You can invite your Dependents to have full premium access to Intellect to enjoy the same services you have. You can send your Dependents 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) of an eligible employee, and must permanently reside at the same address as the employee.

- 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 dependent using the email address you provided
- 5 Request for your dependent 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

