

# Frequently Asked Questions

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## Introducing Intellect

### What is Intellect?

Intellect is a mental health benefits company with a mission to make employee wellbeing support accessible, relatable, and stigma-free for workforces and individuals, from everyday support to clinical intervention.

Our research-backed solution fits every employee on any device, from app, desktop, helpline phone call and in-person. We do this by marrying technology with a human touch, delivering culturally-sensitive care with certified coaches, counsellors, and psychologists on the ground across 20 countries in Asia.

In moments of need, employees can also find an outlet for effective, in-the-moment care with experienced EAP helpline responders and confirm a timely appointment.

### What services are included with Intellect?

Depending on your organisation, you may have access to:

- Self-guided tools, including Learning Paths, Rescue Sessions, Guided Journaling, Guided Meditations, and more
- 1-to-1 Coaching sessions with certified coaches and counsellors
- 1-to-1 Clinical Support with professional Clinical Psychologists and counsellors
- 24/7 Crisis Helpline for immediate support
- Holistic support across physical, nutritional, financial, and/ or access to a legal resource library

*\*Note: Refer to the App Navigation Guide for more details on how to access these features.*

### How do Coaching, Clinical Support, Crisis Helpline, and Holistic Support differ?

**Coaching** at Intellect comprises 30 or 60-minute sessions with International Coaching Federation (ICF)-certified Coaches, Counsellors, and Psychologists, to help you better manage emotions and challenges, and work on personal and professional growth. Your Coach will use future-focused conversations and work with you to identify and set goals, find direction, and hold you accountable for growth.

Some examples of areas you may work on with your coach include (but are not limited to):

- Healthy relationships and setting boundaries
- Workplace behaviour and communications
- Stress management and resilience building
- Emotional regulation and coping strategies
- Self-esteem, acceptance, and confidence
- Personal development and self-awareness

**Clinical Support** at Intellect, also known as therapy and counselling, comprises sessions up to 60 minutes with Clinical Psychologists & Counsellors who provide culturally-sensitive treatment on deeper-rooted challenges, alleviate feelings of distress, and resolve crises.

Your sessions are a safe space to understand the situation(s) you're in, identify triggers, build coping skills, and achieve acceptance of a diverse range of emotions.

Some examples of areas you may work on with your therapist/counsellor include (but are not limited to):

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

**Intellect's Crisis Helpline** is a dedicated 24/7 helpline where individuals in need can call in to seek immediate support and assistance. Trained professionals within the Crisis Helpline department offer empathetic listening, crisis intervention, and referrals to appropriate resources or services.

Users may access the Crisis Helpline directly from the Intellect platform

**Holistic Support** at Intellect comprises text-based messaging and virtual sessions with a physical, nutritional, and/or financial coach, and/ or access to a legal resource library.

Some examples of areas you may work on with your holistic coach include (but are not limited to):

- Physical fitness
- Mindful eating
- Savings and emergency funds

## Who can use Intellect?

All regular and full-time team members have full access premium access to Intellect.

*\*Note: For more details on who can use Intellect, kindly reach out to your respective HRs.*

## How can I get access to the Intellect app?

To ensure you have full premium access to Intellect's services, kindly refer to the **App Navigation Guide** for the step-by-step guide details on how to access all the features.

*\*Note: Please reach out to your respective HR for the App Navigation Guide which would include your unique Organisation Code.*

## How do I select my preferred language?

### On Web

In the Home Tab

1. Click on the top right menu with the globe icon
2. Select your preferred language and the page should reload with your preferred language

### On App

In the Profile Tab

1. Click on the Settings icon in the top right
2. Click on Language
3. Select your preferred language

## How can I reset my password?

1. Open the Intellect App.
2. At the bottom of the homepage, tap "Log In".
3. Enter your email address and press "Continue".
4. Under "Enter your password", tap "Forgot your password?".
5. Enter your email address, tap "Reset password".
6. A magic code will be sent to your email address.
7. Kindly check all your folders, including your spam and junk folders.
8. Tap "Proceed to Reset your Password"
9. This will direct you to the next page, where you can enter the magic Code and a new password.
10. Once the code and password have been entered, tap "Reset Password" at the very bottom.

Alternatively, if you're resetting your password via Intellect Web, you can do so via this link: <https://app.intellect.co/onboarding/password/reset>.

As with the mobile app, you will receive a magic code via email, which you'll need to enter on the next screen in either the Intellect app or website.

## How can I reach out to Intellect?

You can email us directly at [support@intellect.co](mailto:support@intellect.co). Alternatively, you can reach out to us through the Intellect app, under **"Report a problem"** in Settings your Profile tab.

# Behavioural Health Coaching

## What is coaching?

**Coaching** at Intellect comprises 30 or 60-minute sessions with International Coaching Federation (ICF)-certified Coaches, Counsellors, and Psychologists, to help you better manage emotions and challenges, and work on personal and professional growth. Your Coach will use future-focused conversations and work with you to identify and set goals, find direction, and hold you accountable for growth.

Introducing Intellect

## Coaching can benefit anyone! Working with a coach is like having...

**A personal GPS to get you to where you want to be in life.**

Coaches can help you identify and stay on track towards your goals and navigate twists and turns – like stressful situations, changes, and challenges that arise along the way.

**A best friend who listens – and helps you be better.**

You don't have to prepare a speech to meet with your coach. They'll guide you in your sessions by asking questions, listening without judgement, and offering a non-biased perspective.

**A trusted personal trainer for your mind.**

Coaches challenge you to devise personal strategies. They support you in uncovering your drivers and blockers to maximise your potential and achieve your ideal self.

 Intellect

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## Who are Intellect's coaches?

Our diverse network of coaches are highly qualified professionals, consisting of certified coaches, counsellors, and psychologists. Our coaches are trained to work closely with you in a safe space, with evidence-based techniques tailored to your needs.

With unlimited messaging, you can connect with your coach at anytime, anywhere.

## What can I use coaching for?

Whether you are looking to better manage stress or emotions, upgrade your career or simply get support from someone as you navigate life, a personalised coaching experience can bring you one step closer to achieving your goals and improving your wellbeing.

Here are some areas you can use coaching for:

- ✓ Health & lifestyle areas
- ✓ Setting boundaries
- ✓ Work or personal stress
- ✓ Productivity & time management
- ✓ Relationships & conflicts
- ✓ Leadership coaching

## How can I book coaching sessions?

1. Go to the Care tab
2. Identify your needs and goals from our selection of choices
3. Choose your preferred language
4. Select from our recommended list of coaches - personalised to your specific needs!

## Are there coaches who speak my local language?

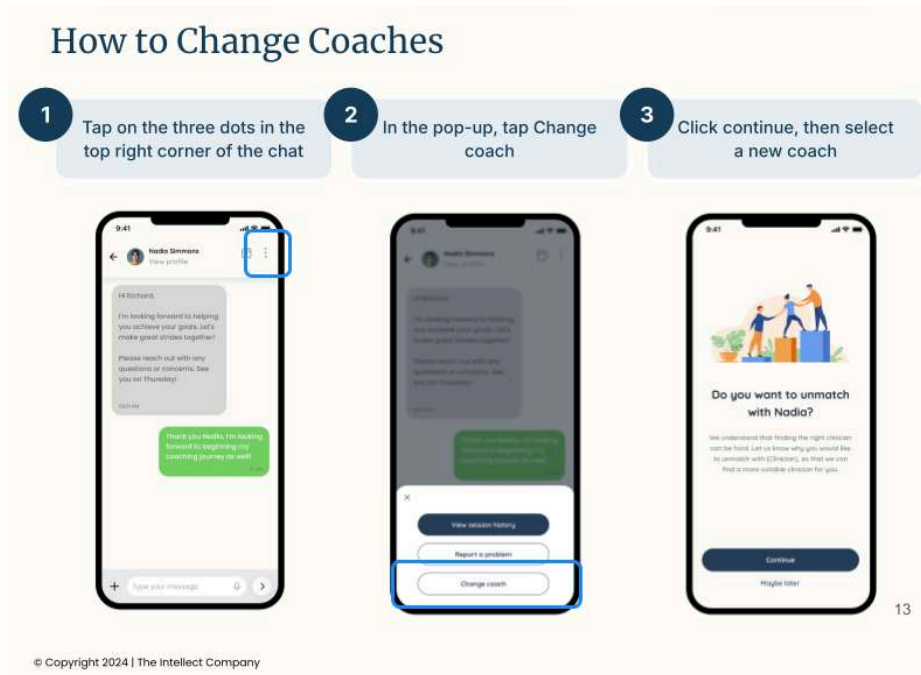
Yes! We have local Behavioural Health Coaches in over 20+ locations across APAC. This means you can choose a coach from your location who speaks the native language and understands your cultural background.

## What is the average waiting time to secure a coach?

You can connect with a coach instantly through the Intellect app! Follow through the screens in the Coach tab and complete the initial assessment. You will see a list of recommended coaches that best match your needs and goals, which you can then choose your own coach. From there, you can book a coaching session and start messaging your coach immediately.

## Can I change coaches?

Most definitely! We believe that it's important to work with a coach that is best suited for you. If you feel that the coach is not a right fit, you can choose a different coach immediately through the app.



### Can I work with more than one coach?

We highly recommend users to work with 1 coach at a time in order to build rapport and accountability over time. However, if you feel that the coach is not a right fit, you can choose a different coach immediately through the app and you are not required to explain to your existing coach.

### Can I reschedule my coaching session?

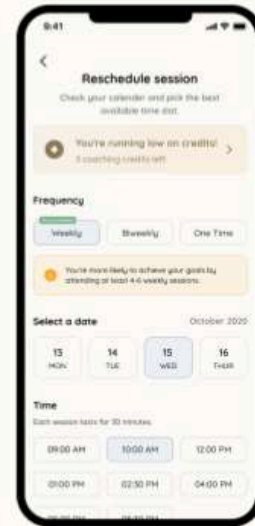
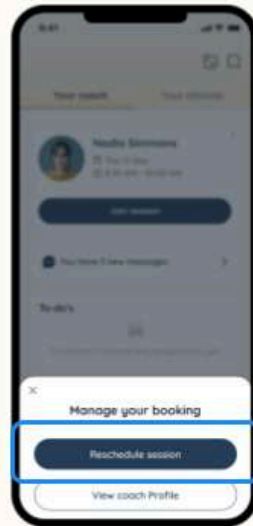
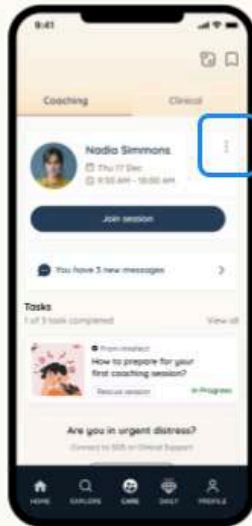
Yes. You can reschedule a booked session through the app at least 24 hours in advance.

If you cancel less than 24 hours before the appointed time, or don't show up for an appointment, it will still be deducted from your annual credit.

However, we highly recommend that you keep to your scheduled sessions as coaches specifically allocate time for live calls.

# 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



For more details, refer to our cancellation policy [here](#).

## Clinical Support & Crisis Helpline

### What does clinical support and crisis helpline cover?

Our clinical support and crisis helpline are there for people who require further care beyond the self-care app and coaching.

**Clinical Support** at Intellect, also known as therapy and counselling, comprises sessions up to 60 minutes with Clinical Psychologists & Counsellors who provide culturally-sensitive treatment on deeper-rooted challenges, alleviate feelings of distress, and resolve crises.

Your sessions are a safe space to understand the situation(s) you're in, identify triggers, build coping skills, and achieve acceptance of a diverse range of emotions.

Here are some areas where you can get clinical support on:

- ✓ Chronic depression
- ✓ Anxiety issues
- ✓ Eating disorders
- ✓ Grief and bereavement
- ✓ Addictive behaviours
- ✓ Trauma-related

*\*Note: Psychologists are **not** able to prescribe medication, nor provide medical leave certs.*

**Crisis Helpline:** A dedicated helpline where individuals in need can seek immediate in the moment support and assistance. Trained professionals within the Crisis Helpline team offer empathetic listening, crisis intervention, and referrals to appropriate resources or services. They provide real-time support to individuals experiencing various crises, including mental health emergencies, work-related issues, family support, suicidal ideation, and other distressing circumstances.

### Are clinical sessions covered by my employer?

To understand what full premium access you have with Intellect, kindly refer to the **App Navigation Guide** for the step-by-step guide details on how to access all the features.

*\*Note: Please reach out to your respective HR for the App Navigation Guide which would include your unique Organisation Code.*

### How can I get access to Clinical Support & Crisis Helpline?

#### Clinical Support

You can access Clinical Support, either by referral from your Coach, or if you would like to connect with a Clinical Provider directly.

#### On Web

1. On the Home tab, click on Find my clinician
2. Submit your consent and complete a questionnaire
3. Tap on Book session
4. Select your desired frequency, date, and time, then click Book session
5. You may chat with your clinician any time from the Home tab

6. At the time of your session, go to the Home tab and tap Join session

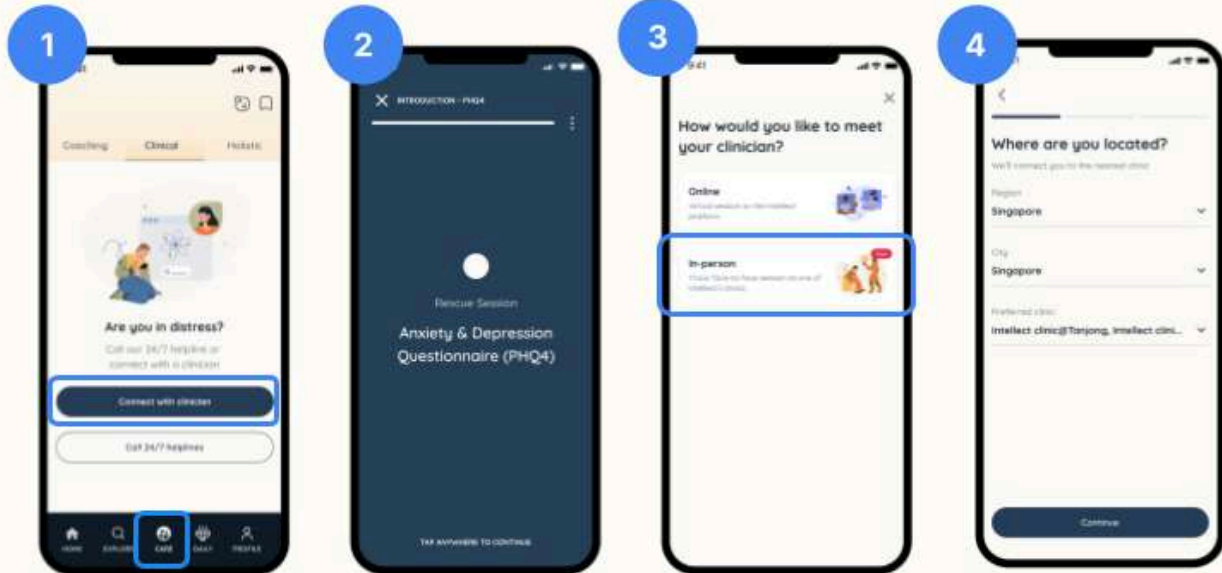
### On App

1. Go to the Care Tab, select Clinical, and tap Connect with clinician
2. Tap I agree and complete a short questionnaire
3. If your organisation offers both in-person and virtual sessions, you will see both options. Select Online **(Do note that this is only available to select organisations and select locations)**
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 Book In-person Clinical Sessions



If you prefer having in-person sessions, you can request for **in-person sessions** via the app.

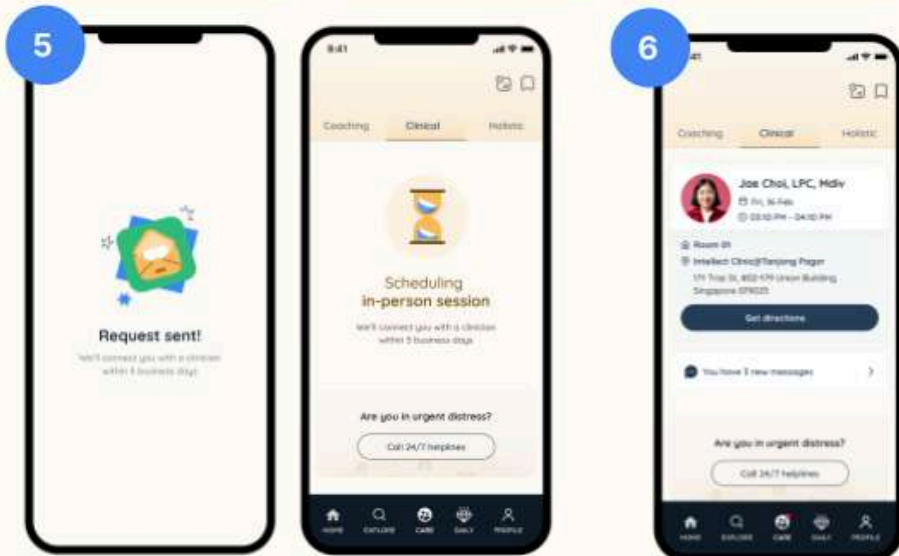


Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**

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

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. **Please note they may reach out to you over WhatsApp or email to coordinate certain details.**

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.

## Crisis Helpline

You have two options to directly access the Crisis Helpline number through the Intellect app itself.

### In the Care Tab

1. Click [Clinical](#)
2. Tap [Call 24/7 Helplines](#)

### In the Profile Tab

1. Click [Connect to SOS support](#)

On **Web**, click on Local Helpline on the home page.

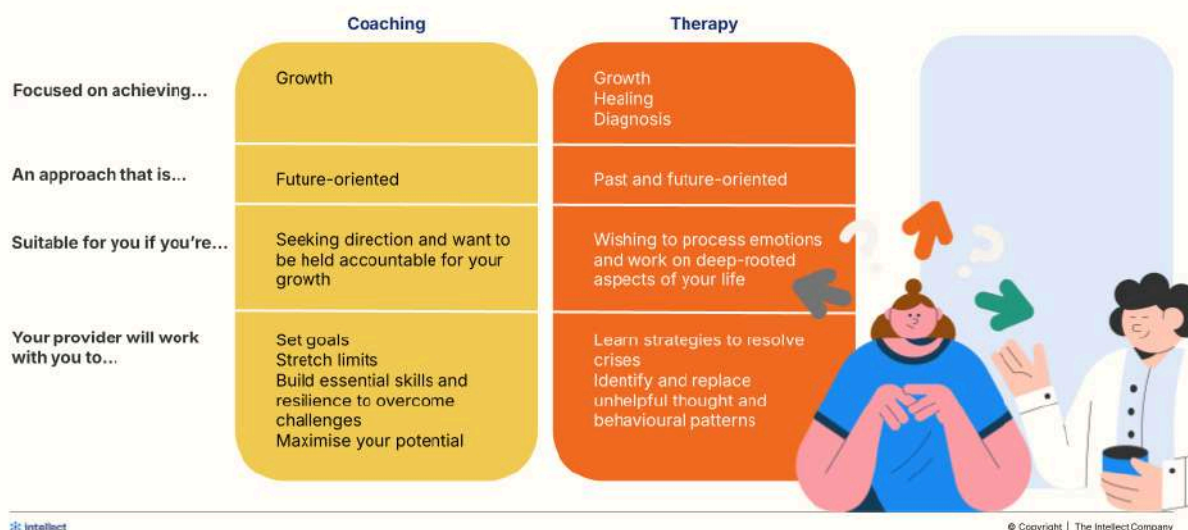
## What is the difference between Coaching & Clinical?

Clinical sessions (specialised treatment) are conducted by licensed mental health professionals such as Clinicians or Clinical Psychologists who treat clinical difficulties (e.g. depression, anxiety); while coaching is focused on everyday challenges (e.g. personal growth, confidence, or professional development).

Though some people may need therapy for certain struggles, we believe that anyone can benefit from working with a coach.

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## Coaching vs. Therapy



## Holistic Consultations

### What are holistic consultations?

Holistic sessions include virtual sessions and unlimited text-based messaging with a physical, nutritional, financial coach, and/ or access to our legal resource library to discuss your needs related to these wellness topics. For the time being, holistic sessions are only available in English.

### What do Holistic coaches offer?

#### Physical Coach

A physical coach is an expert in the matter of enhancing your physical health and fitness via training and exercise. They do this by providing guidance on training frequency, intensity and practising good movement patterns and techniques when exercising.

Areas you may work on with your coach:

- Physical Fitness
- Weight Loss
- Strength and Conditioning

#### Nutritional Coach

A nutritional coach can help you manage your health by eating better. They can help manage specific health concerns such as weight loss, diabetes, elevated lipids, high blood pressure, gastrointestinal disorders, food allergies, and eating concerns/ disorders along with meal planning.

Areas you may work on with your coach:

- Weight management
- Eating habits and lifestyle
- Meal planning

#### Financial

A financial coach can help you in enhancing your financial wellness. They can help by checking your financial health analysis, improve in better managing your finances so you can save money, grow, and protect it.

Areas you may work on with your coach:

- Budget planning and management
- Investment analysis
- Retirement planning

#### Legal Resource Library

The legal resource library is designed to offer self-guided resources that cover common legal topics to empower employees to navigate their concerns independently. While these resources offer valuable information, they may not substitute for personalised legal advice.

Areas you may find in the library:

- Consumer Law

- Property Law
- Other Civil Litigation

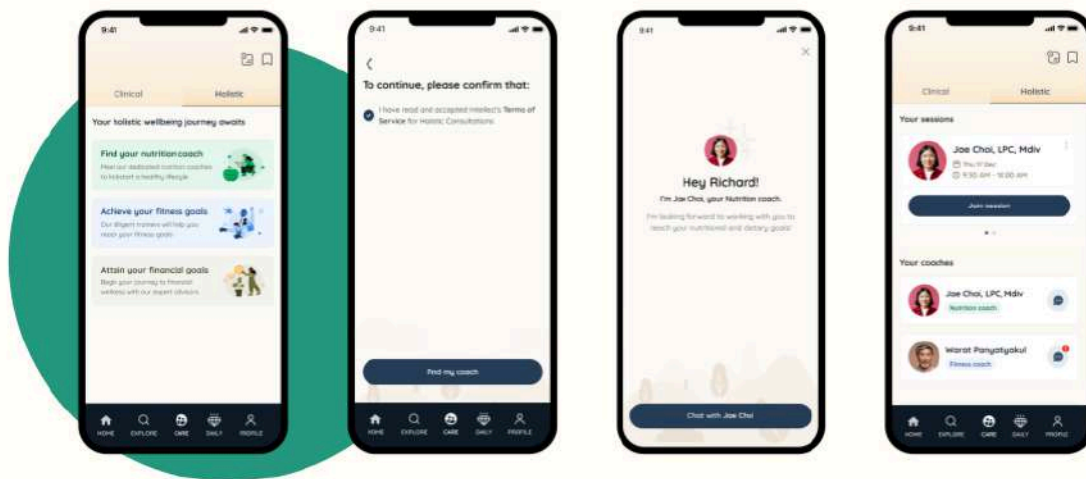
Note: This does not include legal reviews, representation, or legal aid. Any follow-up research or legal analysis either before or after the session is also not included.

## How can I access holistic consultations?

Topic	Type of services		How to access?
	In-app chat	Direct (virtual) consultations	
Financial	✓	✓	Users can chat with <b>in-house coaches</b> directly on the Intellect App and also request to book a consultation through the coach.
Nutrition	✓	✓	
Physical	✓	✓	
Legal	N/A	✓	All sessions are conducted directly with our <b>in-country legal partner</b> . Appointment bookings to be made via Care Navigator through in-app requests or direct email requests.

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## Holistic Support



*\*Note: Please reach out to your respective HR department to see if your service includes any of the holistic services.*

## Dependents Access

### How can my dependents access Intellect's services?

You can invite your dependents to have full premium access to Intellect directly through your account. Please check with your respective HR if dependents access is available for your organisation.

#### On Web

1. Click on Profile
2. Click on Dependents
3. Click on Add Dependents

#### On App

1. Click on Profile
2. Click on Settings icon on the top right
3. Click on Add Dependents

They will then receive an email with a registration link to create a personal account and enjoy the premium services.

*\*Note: Please reach out to your respective HR if your service includes Dependent Access.*

### Who is an eligible dependent?

A dependent 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.

A dependent is considered a minor if he/ she is a child. A child is defined as any natural or legally adopted child of a parent or legal guardian that is a human being below the age of eighteen (18) years unless under the law applicable to the child, majority is attained earlier.

### What if my dependent is a minor?

As regulations vary across different locations, Intellect will automatically align your child's age and location as per location regulations. Subsequently, you will be notified if parental consent is required for your child's engagement with coaching and clinical sessions.

You are required to join the first coaching or clinical session your child has with Intellect. The intention is for the provider to get to know you in case risk is identified and the provider needs to get in touch with you. You may be required to attend subsequent sessions if requested by provider. Please note that there are no restrictions for the use of the self-guided tools on Intellect.

## Privacy & Confidentiality

### How does Intellect approach data privacy?

Data privacy and security are our utmost priority. As such, we employ rigorous measures that meet the privacy regulatories (e.g. PDPA, HIPAA, GDPR) to ensure that all user data is protected, kept confidential, and never misused.

Our Zero-Knowledge Encryption policy keeps your text-based entries completely private. No one else can access that – not us, nor your employer.

All interactions with our providers are strictly confidential. That means your employer will not know who is using these services.

### What data do we store?

The types of data collected include your registration information, participation in sessions, and user engagement data - which are never shared with your employer.

To ensure user anonymity & confidentiality, we only use aggregated and anonymised data for product improvement, development, and research purposes.

*\*Please refer to our [Privacy Policy](#) for details.*

### What data can my employer see?

Your employer has no access to your personal data, or any data that is personally identifiable to you.

The organisation only receives high-level aggregated utilisation statistics that are always anonymous and never personally identifiable to any individual.

## Others

### What happens to my account when I leave the company?

Upon leaving the company, your access to the premium features on Intellect will no longer reflect on your account except for organisations with post-employment support.

If you wish to continue using Intellect under your personal email address, you may reach out to us at [support@intellect.co](mailto:support@intellect.co) so we can migrate the progress from the account under your work email.

### I signed up with my personal email and not my work email, what do I do?

You need to sign up with your work email in order to use the premium version of Intellect.

If you have not started using Intellect's features, you may delete your account:

1. Click on Profile
2. Click on Settings icon on the top right
3. Click on Account Settings
4. Click on Delete My Account

Afterwards you may restart the sign up process by clicking **Join with my organisation** and input your work email and organisation code.

If you have started using the account, please email [support@intellect.co](mailto:support@intellect.co).

### What happens when the coaching credits run out? Can we pay out of pocket?

Once the allocated credits have been fully utilised, you can request more coaching credits via the app by following the steps below or by reaching out to [support@intellect.co](mailto:support@intellect.co).

1. In the Care tab, click on Book a session
2. Click on Request credits now then click Request credits

We will review each request individually. Employees may be able pay-out-of-pocket if the additional credits are not covered and purchase additional coaching credits accordingly.

*\*Note: Additional coverage may differ across organisations. To confirm, kindly reach out to your respective HRs.*