

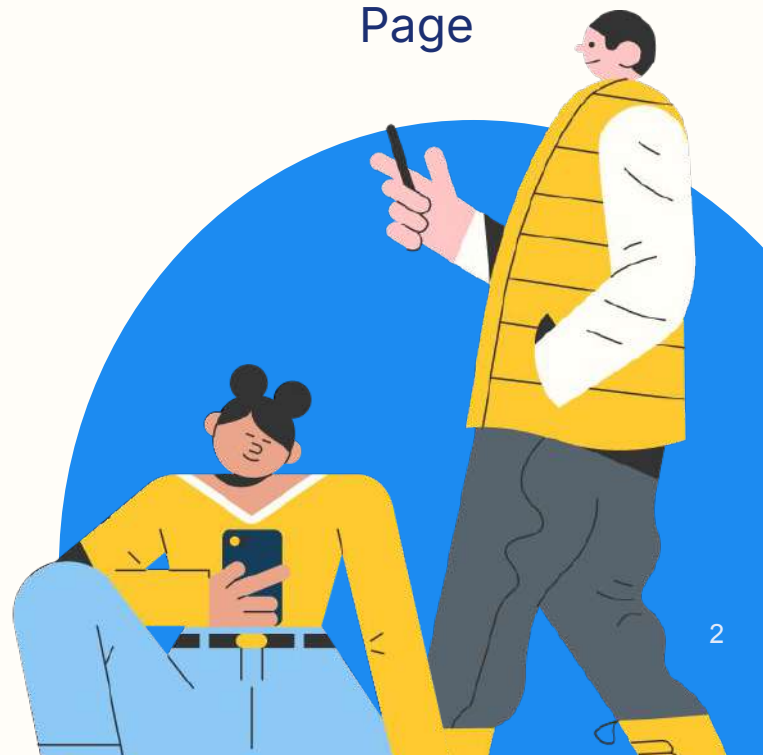
Intellect App Navigation Guide

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

Table of Contents

Intellect Overview	Page
Get Started: Set Up Your Account	Page
Self-Guided Tools	Page
1-to-1 Coaching Sessions	Page
Clinical Sessions	Page
Holistic Consultations	Page
Crisis Helpline	Page
Dependants Access	Page
Emergency Contact	Page
Account Settings	Page
Credits	Page
Support	Page



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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1-to-1 Coaching Sessions

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:

- Health & lifestyle
- Setting boundaries
- Stress
- Relationships and conflict
- Productivity
- Leadership

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Wellbeing Check-ins

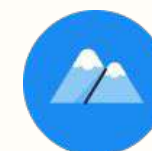
Track your mood & stress, and get a report of your wellbeing trends.



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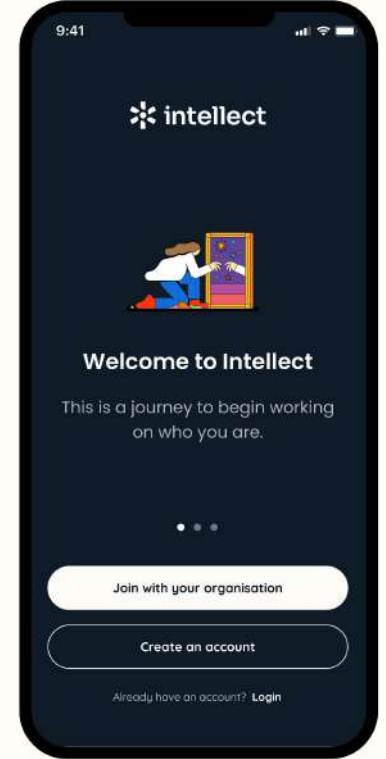
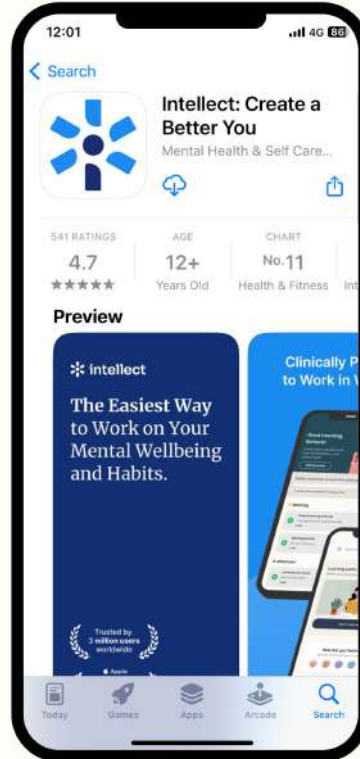
- Emotion regulation
- Decision-making
- Healthy habits and more

Get Started: Set Up Your Account

Step 1: Install the app

Step 2: Select Join with your organisation

Scan the QR Code



OR

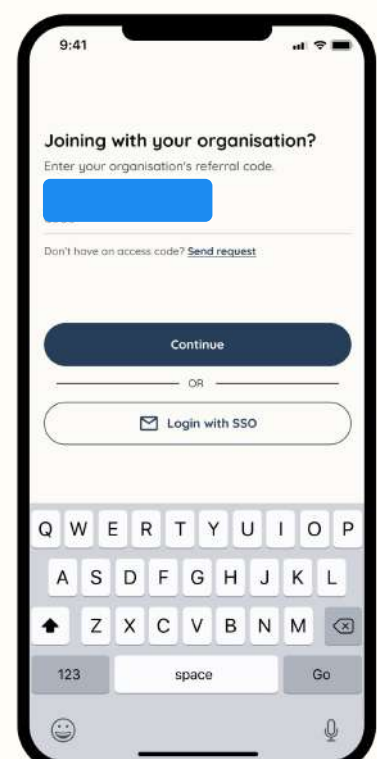
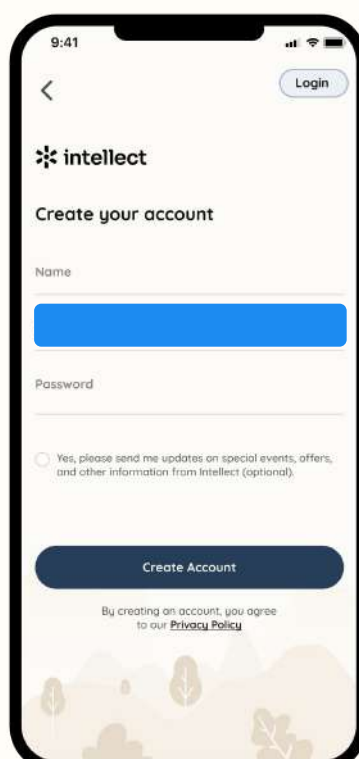
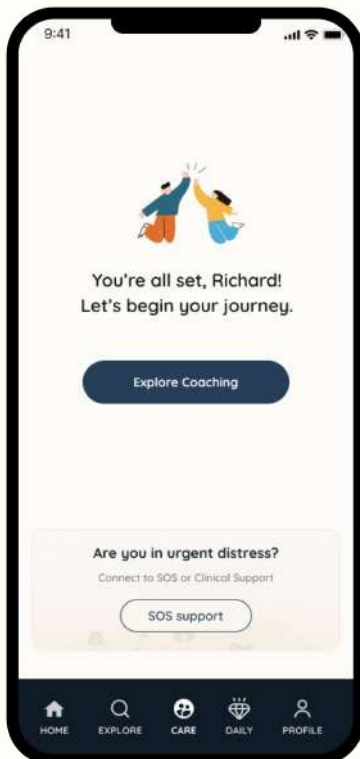
Visit <https://intellect.co/success/> using your mobile phone

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



Get Started: Set Up Your Account with Access Code

Step 1: Install the app

Scan the QR Code



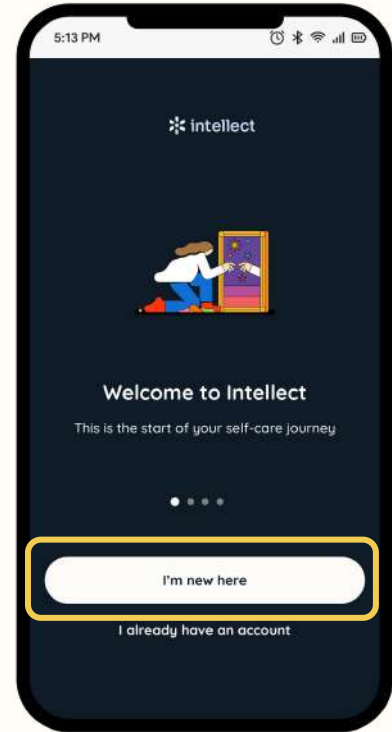
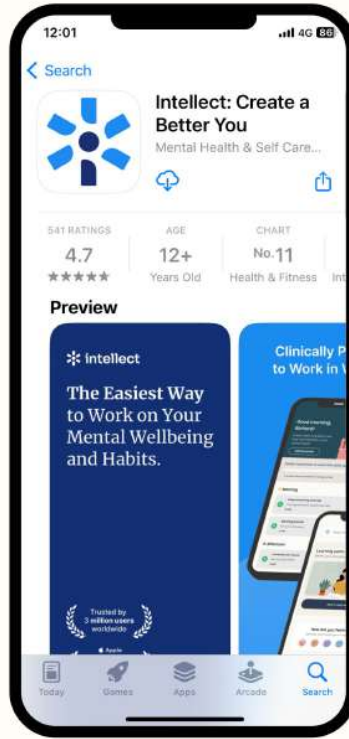
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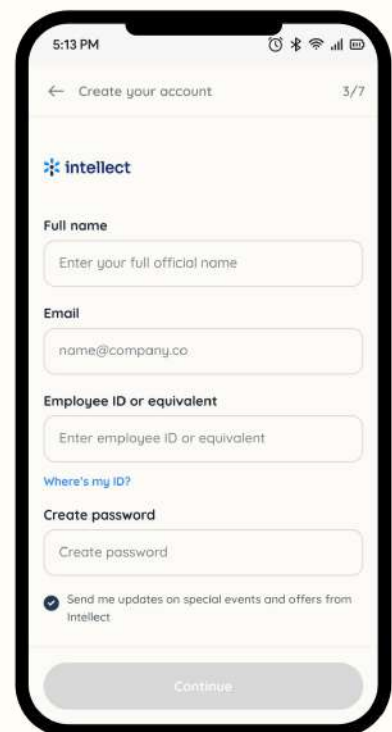
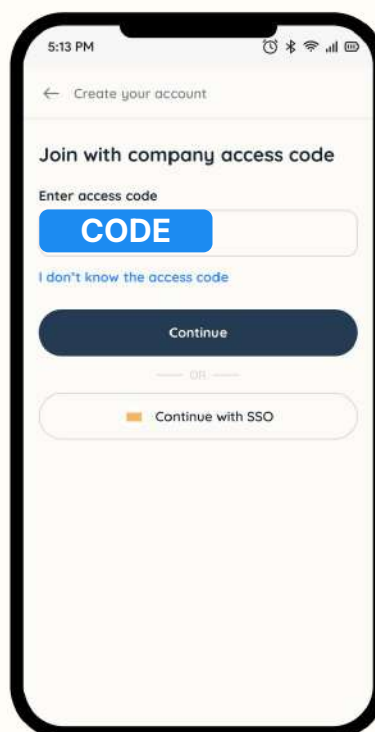
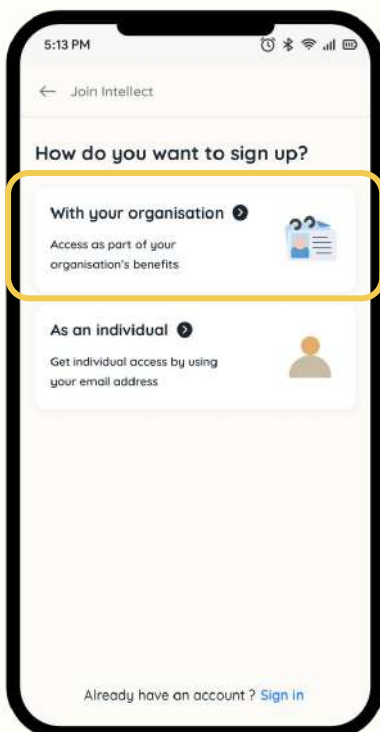
Step 2: Select I'm new here



Step 3: Select **With your organisation**

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

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



Get Started: Set Up Your Account with Access Code

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Scan the QR Code



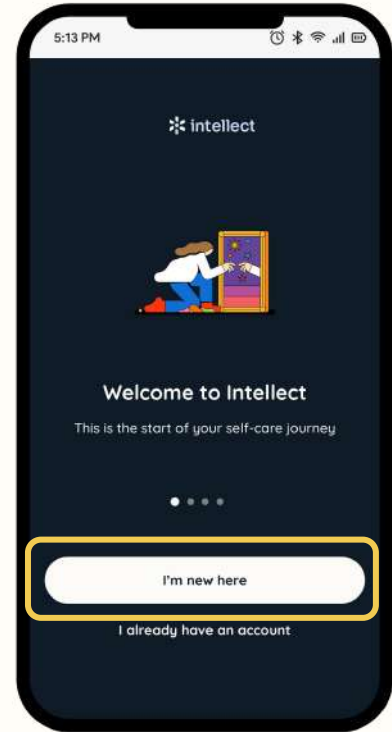
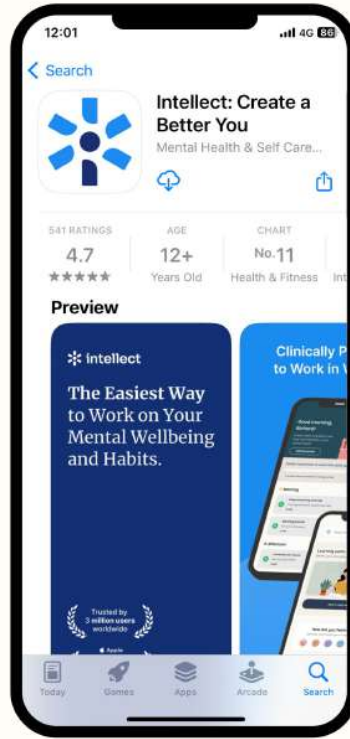
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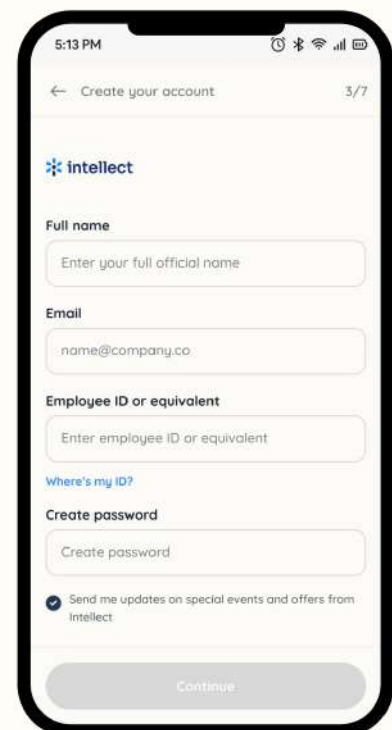
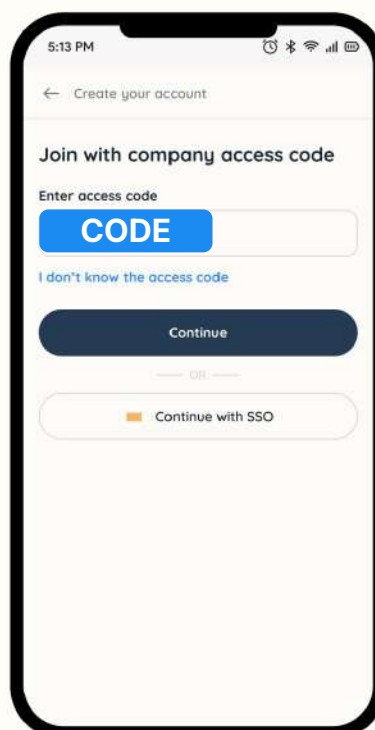
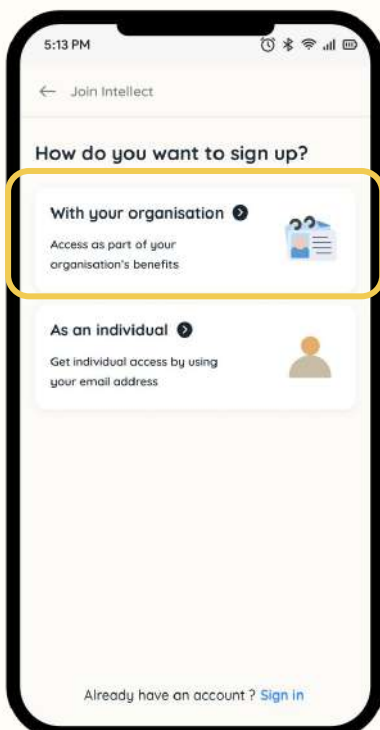
Step 2: Select I'm new here



Step 3: Select **With your organisation**

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

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



Get Started: Set Up Your Account with Work Email Address

Step 1: Install the app

Scan the QR Code



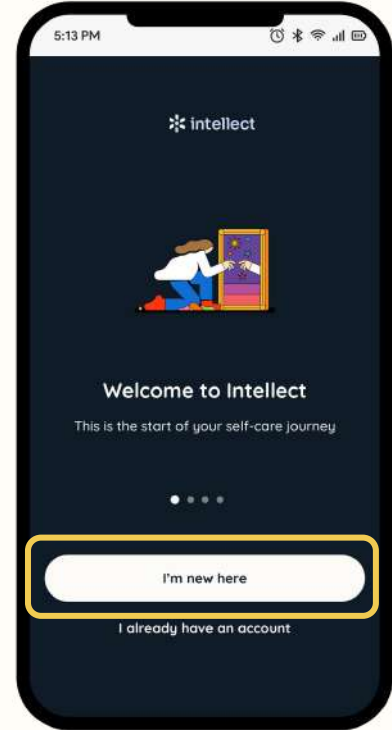
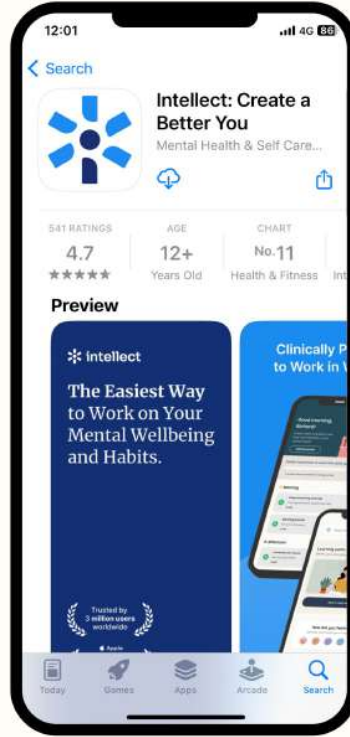
OR

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

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Search for "Intellect" on your mobile phone application store

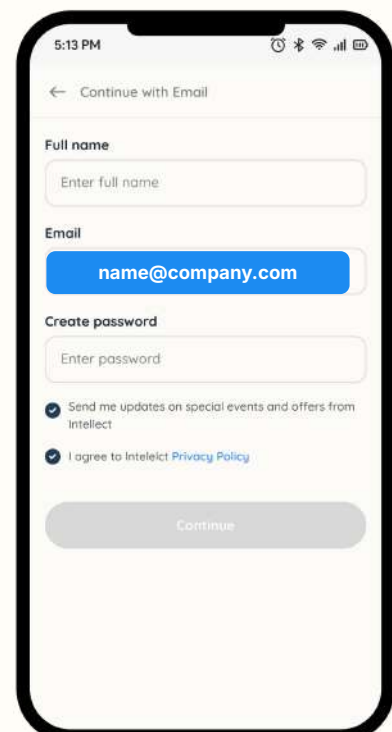
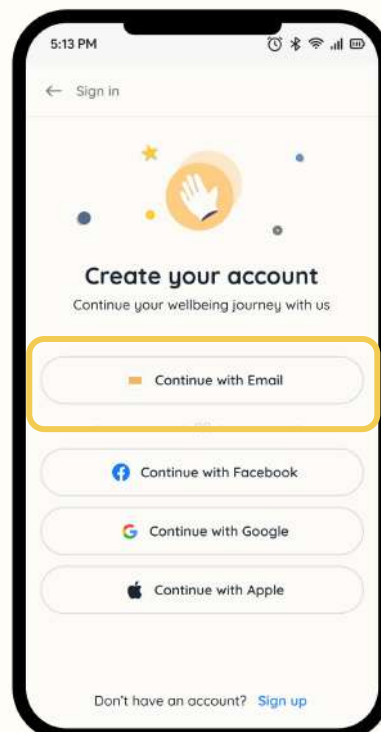
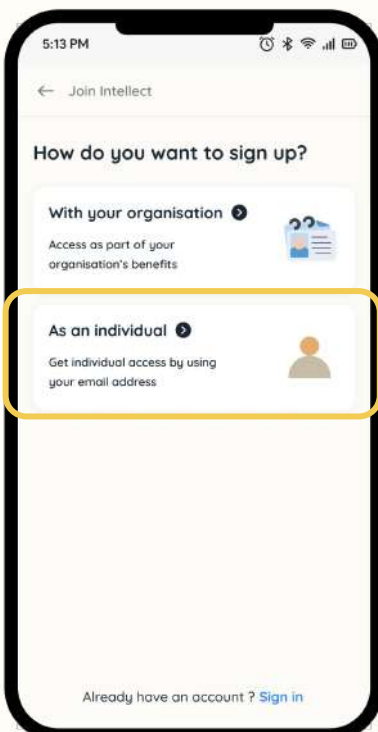
Step 2: Select I'm new here



Step 3: Select As an individual

Step 4: Select Continue with Email

Step 5: Sign up with your work email address



Get Started: Set Up Your Account with SSO

Step 1: Install the app

Scan the QR Code



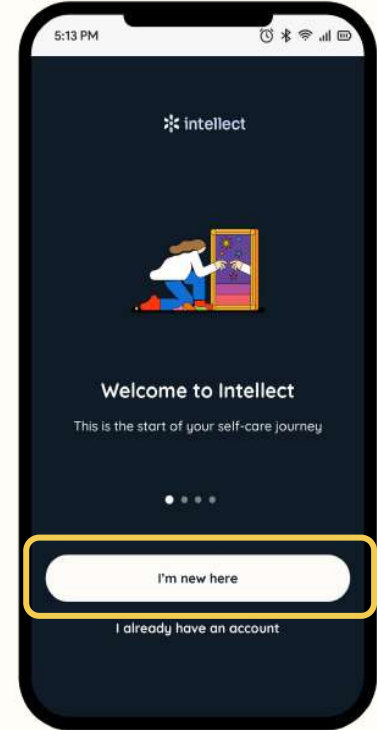
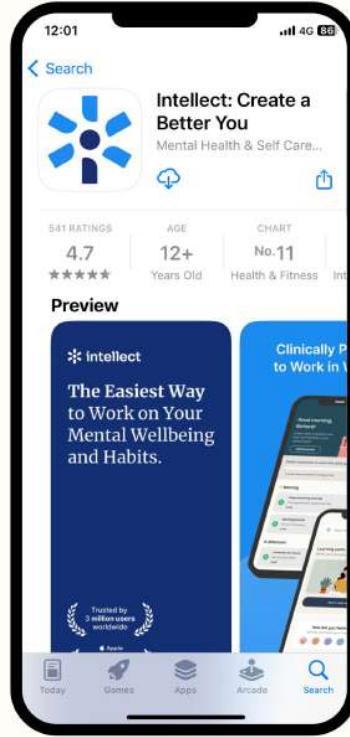
OR

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

OR

Search for "Intellect" on your mobile phone application store

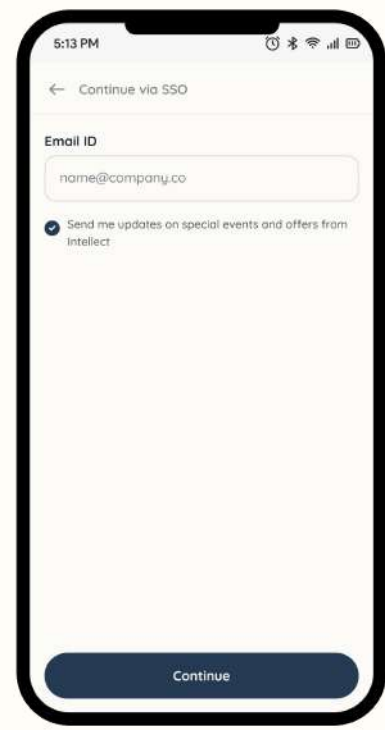
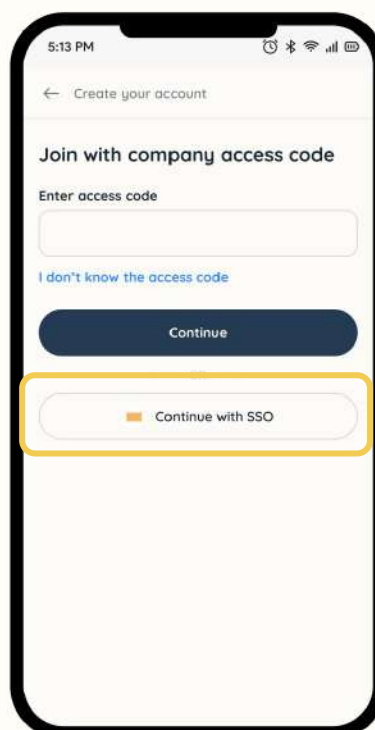
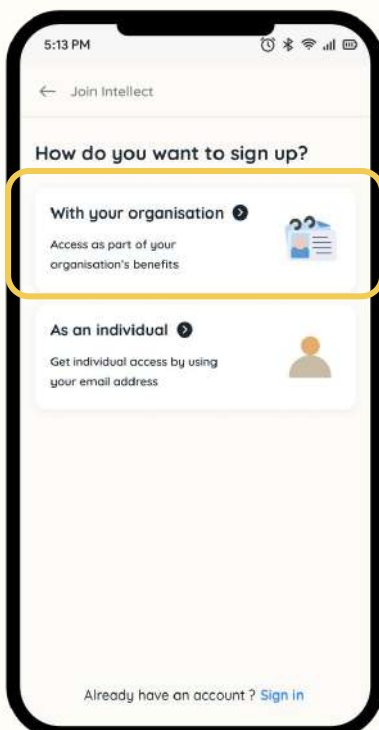
Step 2: Select I'm new here



Step 3: Select With your organisation

Step 4: Tap Continue with SSO

Step 5: Sign up with your work email address



Get Started: Set Up Your Account with Access Code (Users in China)

Step 1: Install the app

Scan the QR Code



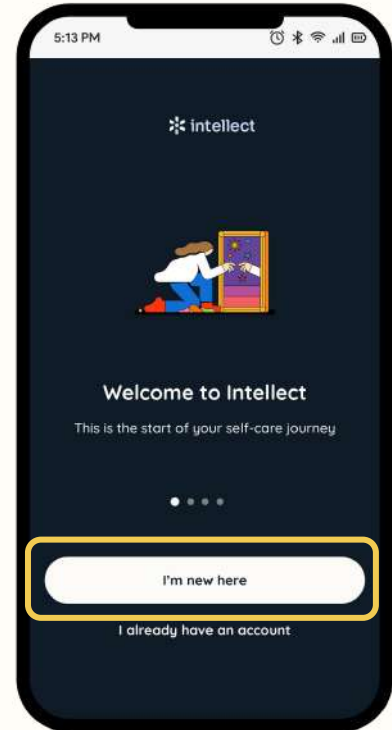
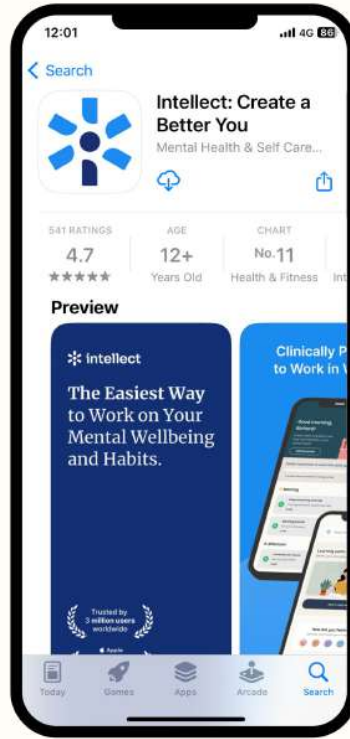
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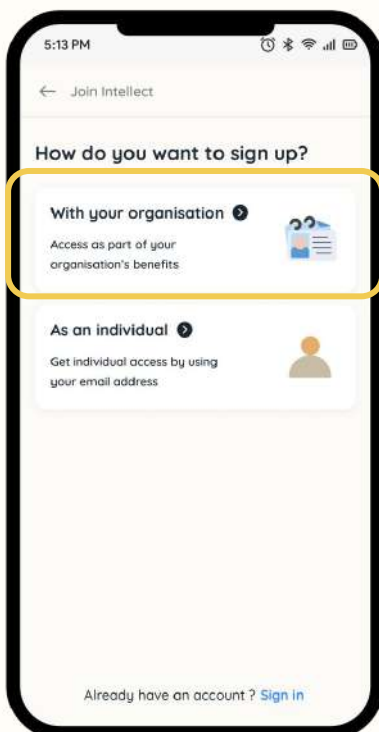
OR

Search for “Intellect成为更好的自己” on your mobile phone application store

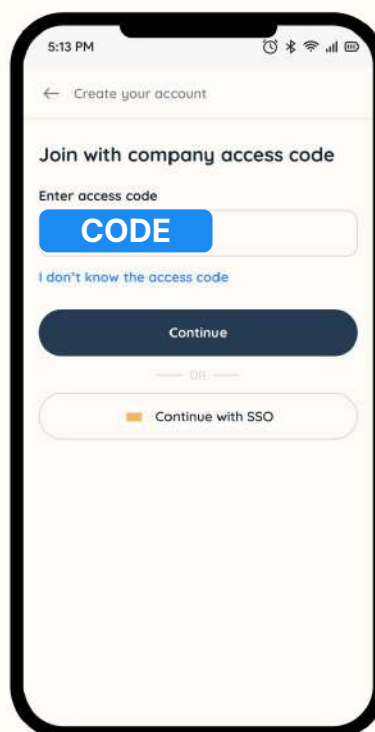
Step 2: Select I'm new here



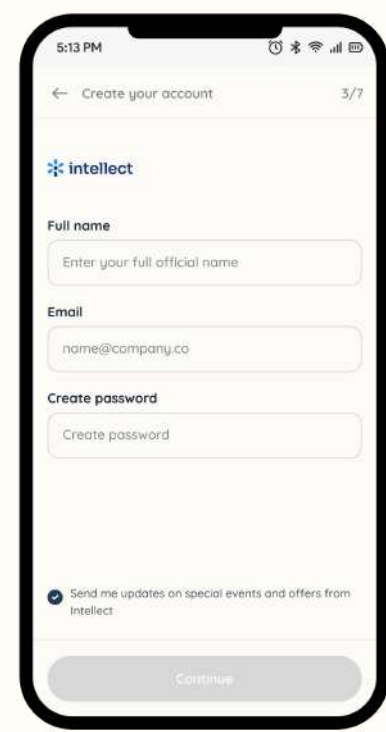
Step 3: Select With your organisation



Step 4: Enter code CODE and tap Continue



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



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Step 1: Install the app

Scan the QR Code



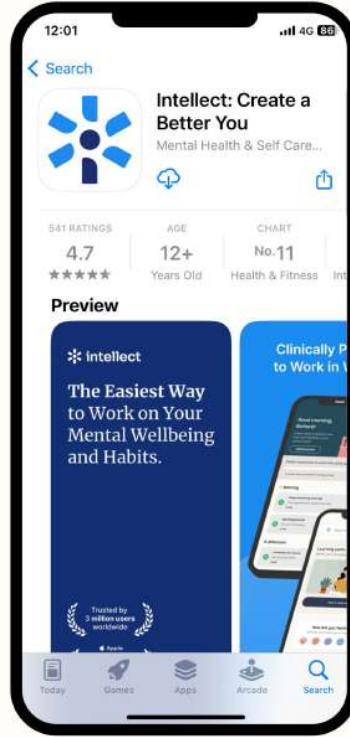
OR
Visit

<https://intellect.co/download-app/>
using your mobile phone

OR

Search for “Intellect成为更好的自己” on your mobile phone application store

Step 2: Select **Join with your organisation**
(使用公司推荐码注册)



Step 3: Enter code **CODE** and tap **Continue** (继续)

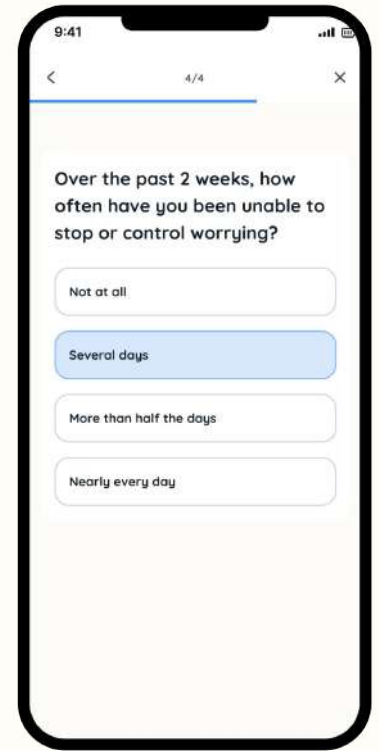
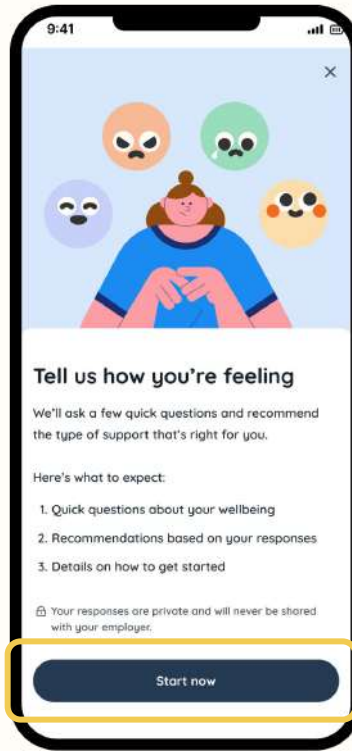
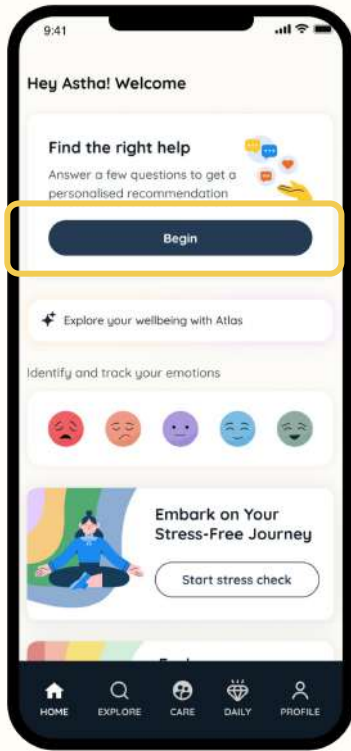


Step 4: Sign up with your **work email** then select your **language**



Discover Your First Best Step

Unsure where to start? Begin with this quick and simple screening tool to get the right care recommendations tailored to your needs.



Step 1: Tap **Begin** to get started

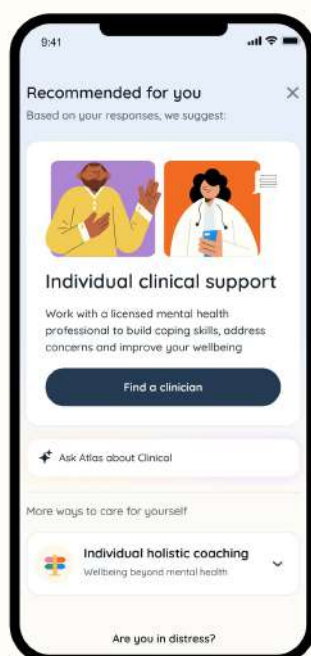
Step 2: Tap **Start now**

Step 3: Answer a few short questions

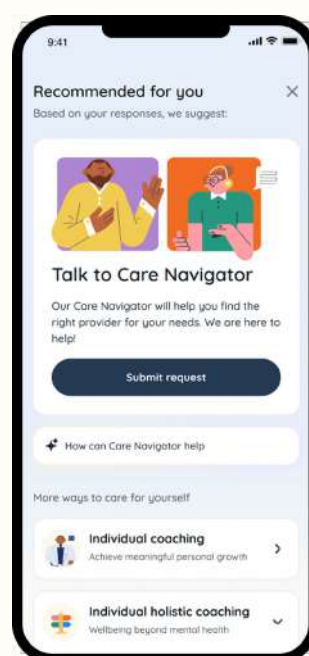
Step 4: Get a recommendation for either coaching, clinical, care navigator, or 24/7 crisis support based on your result and get support tailored to your needs



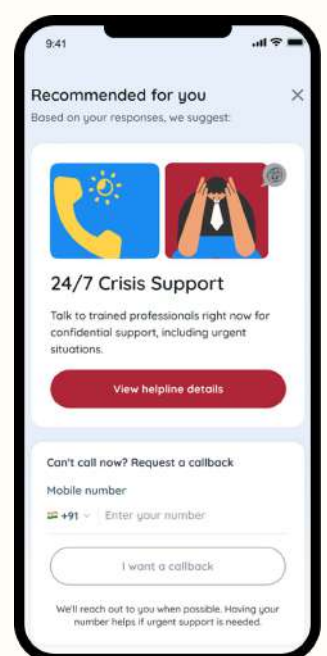
OR



OR



OR



Tap **Find a coach**

Tap **Find a clinician**

Tap **Submit request**

Tap **View Helpline details**

Self-Guided Tools: Personal Insights Quiz

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

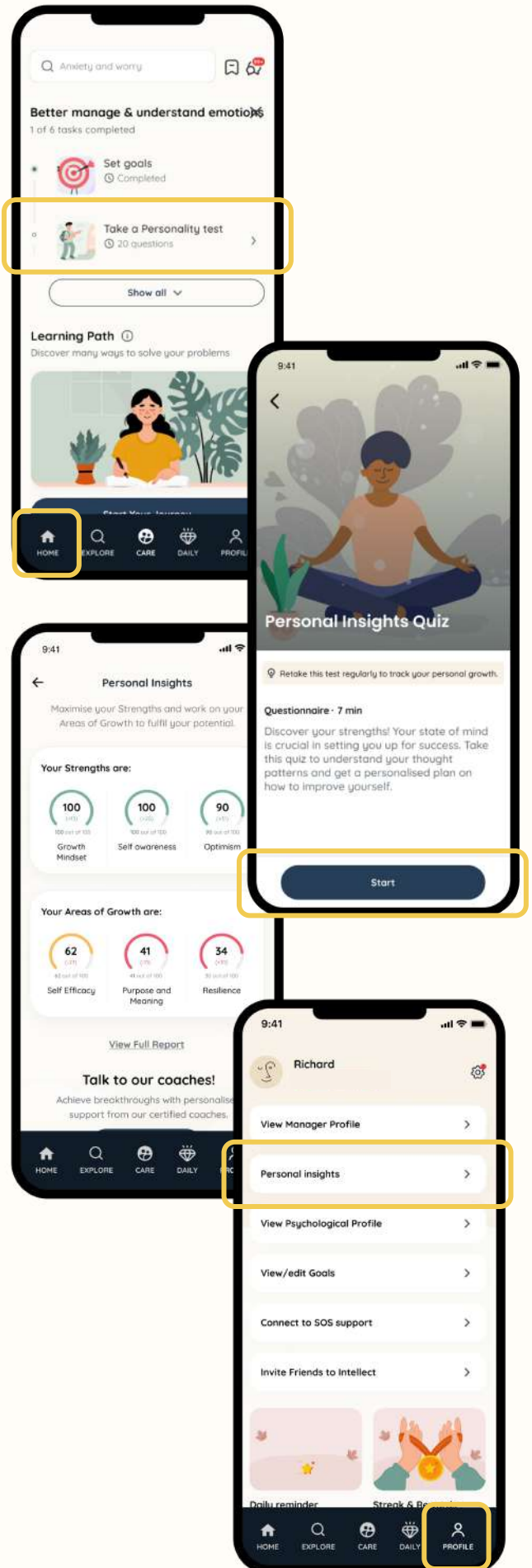
2 Get started with an initial Personality Test
Start your journey of self-discovery and personal growth with a personality test.

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



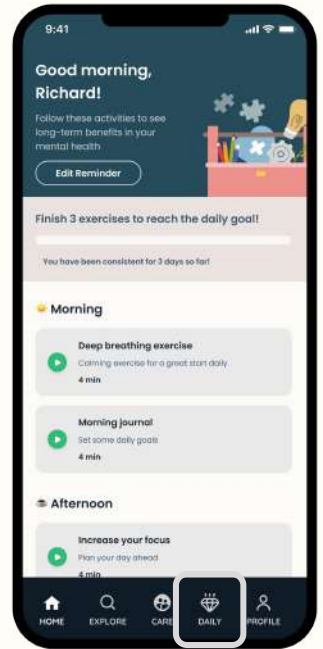
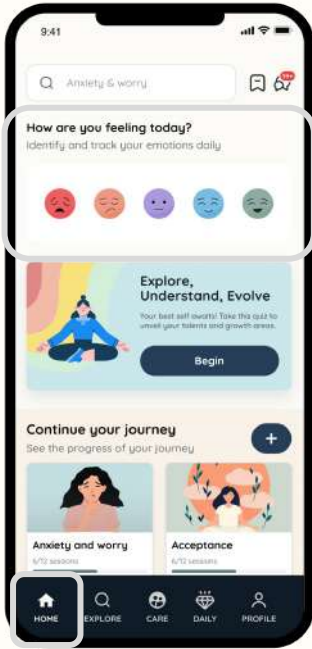
Wellbeing Check-ins

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



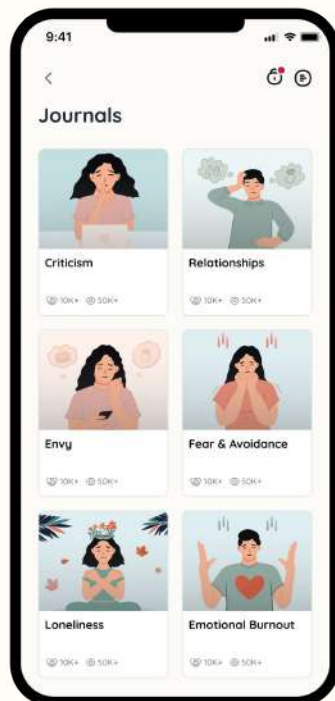
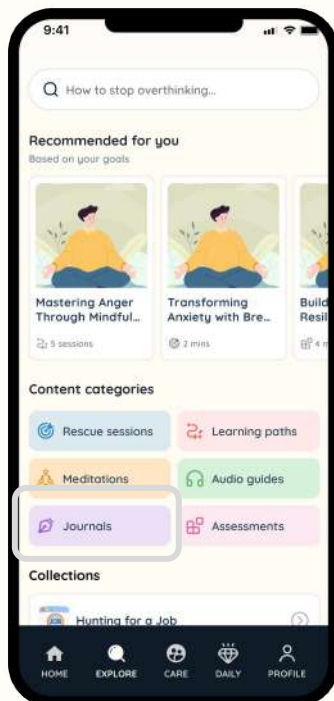
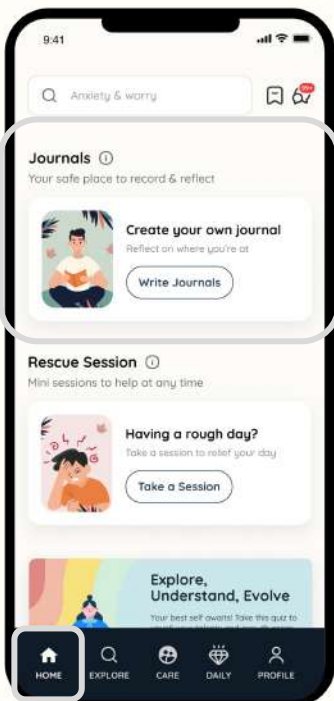
Daily Tools

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:

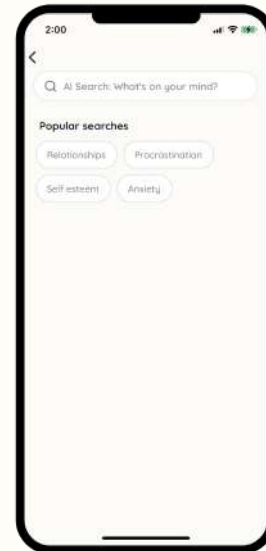
- Emotion regulation
- Decision-making
- Healthy coping mechanisms
- Body image
- And more!

1

Access these tools from the Home or Explore tab.

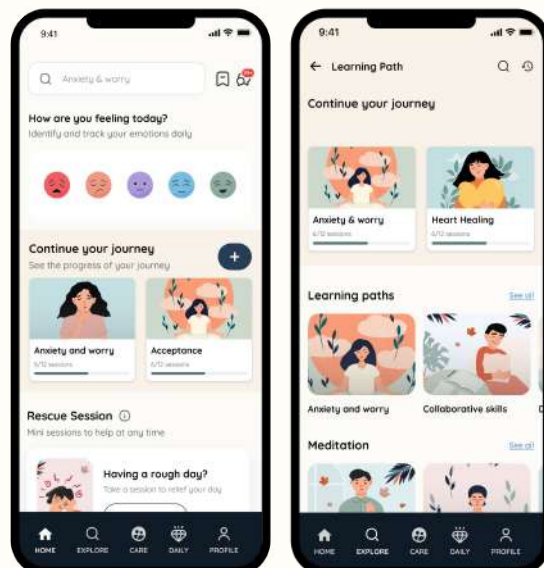
2

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



30-Minute Coaching Sessions

1 Tap on Explore Coaching.
Answer a few short questions based on your needs, goals, and language preferences*

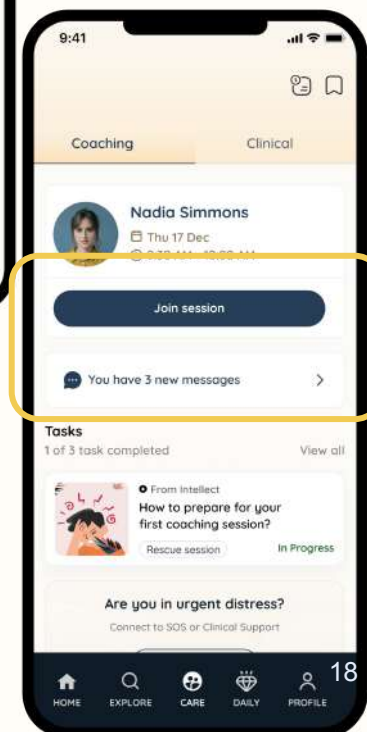
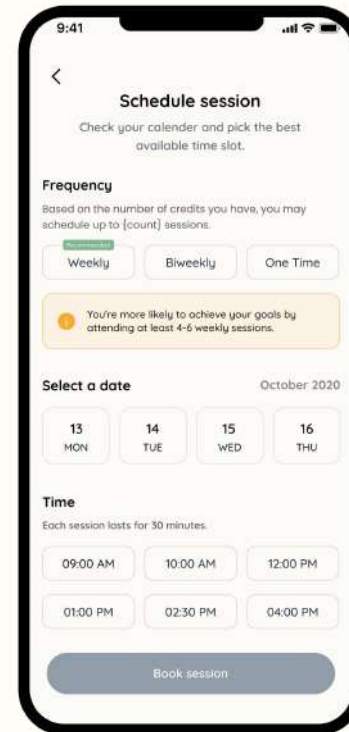
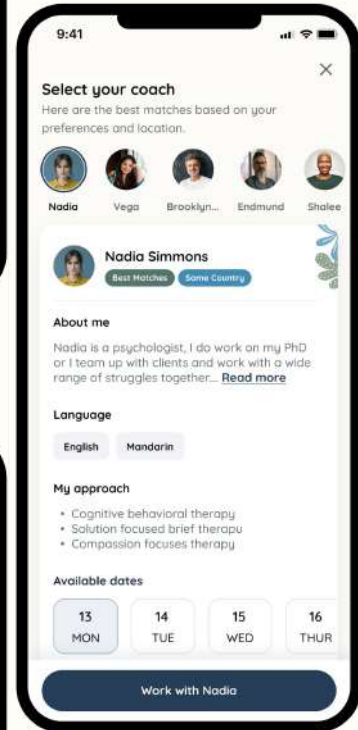
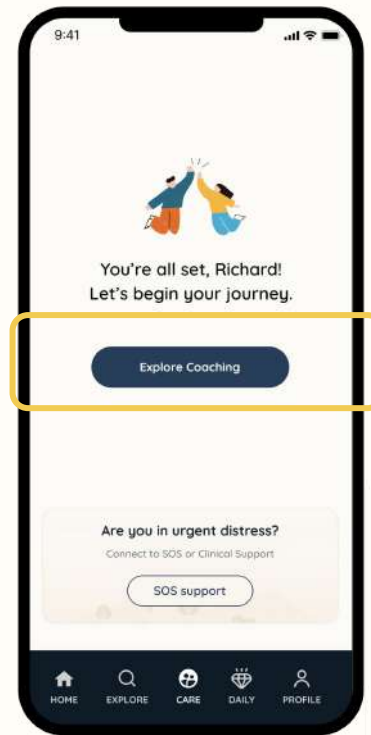
**English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*

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 Book 30 or 60-Minute Coaching Sessions

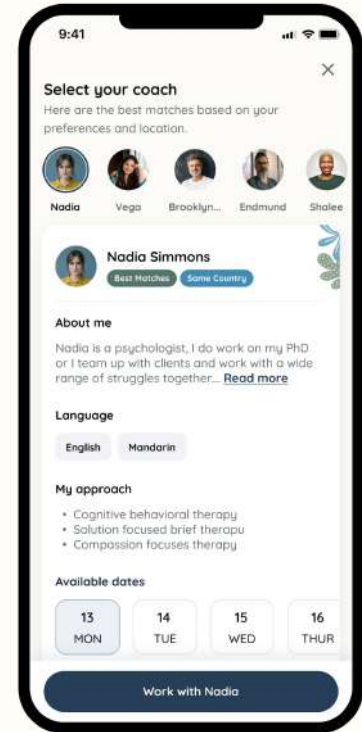
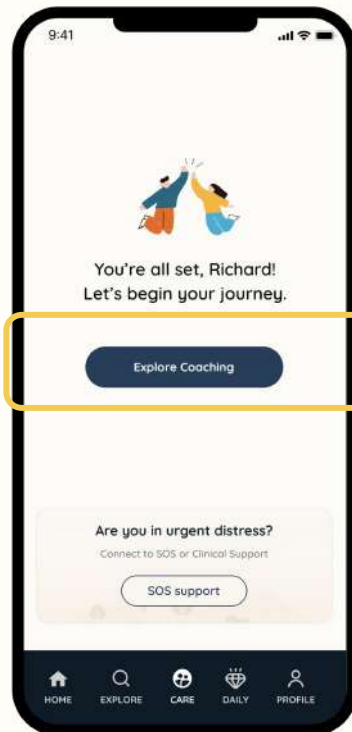
1

Tap on **Explore Coaching**. Answer a few short questions based on your goals and language preferences* for Intellect to shortlist coaches that best fit your needs.

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

2

Browse the list of shortlisted coach profiles, then **select a coach**. *Don't worry, you can change coaches later on if needed.*



3

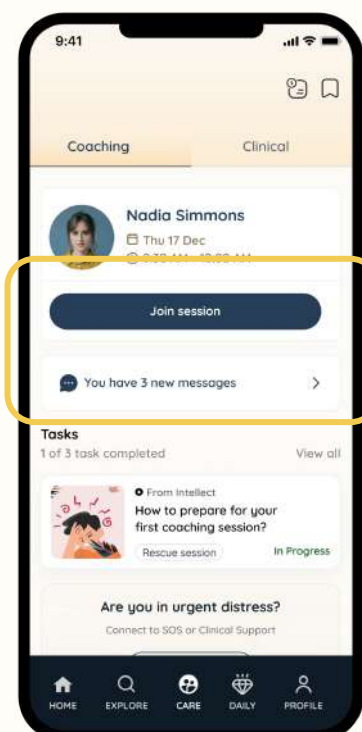
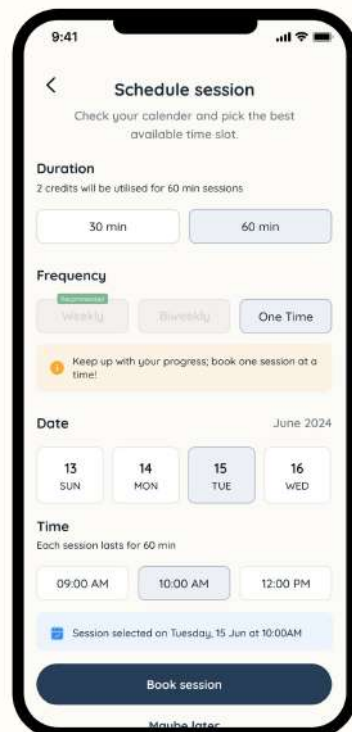
Book a session or schedule recurring sessions.

Choose the duration you prefer (*30 minutes = 1 credit, 60 minutes = 2 credits*), and the date(s) and time that work for you.

After booking your session, **add it to your calendar** right from the Intellect app so you don't miss your session.

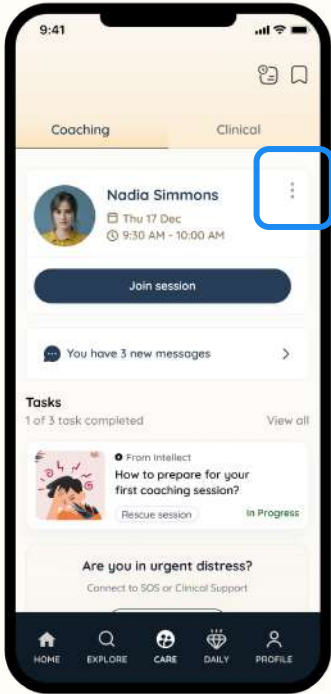
4

At the time of your session, go to the **Coaching** tab and tap **Join Session**. You can chat with your coach via the Intellect app at any time.

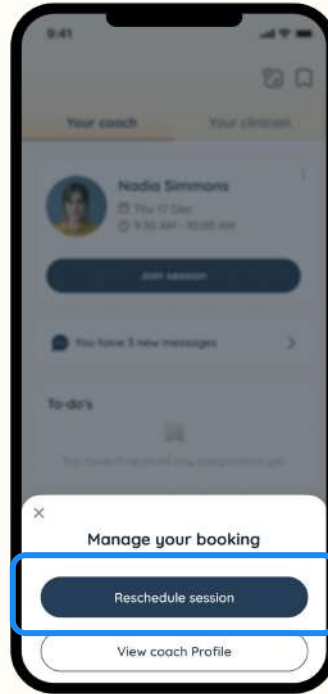


How to Reschedule a Coaching Session

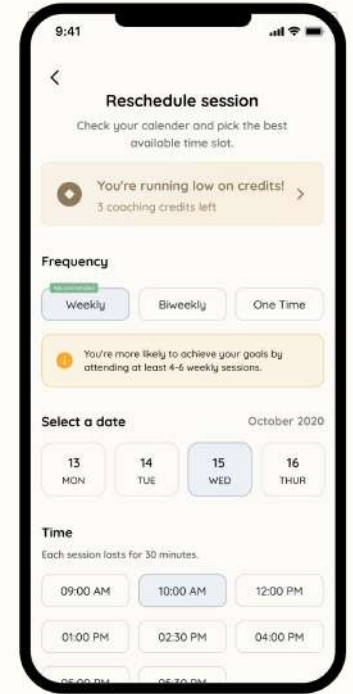
1 Tap on the three dots on the coach card in the Care tab



2 In the pop-up, tap Reschedule session

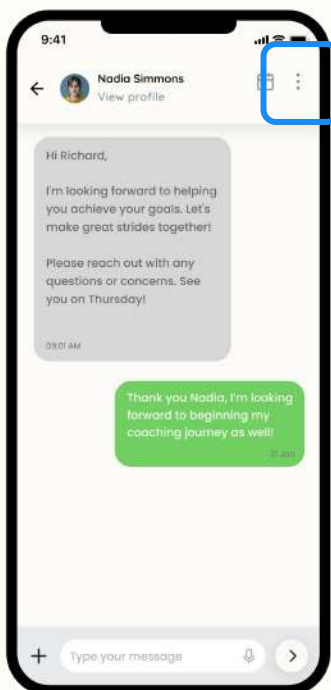


3 Choose the new date and time that works for you

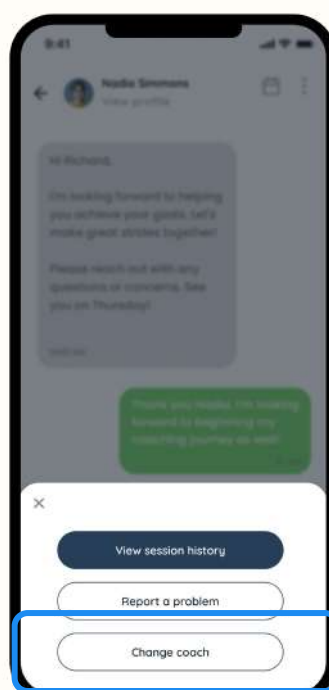


How to Change Coaches

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

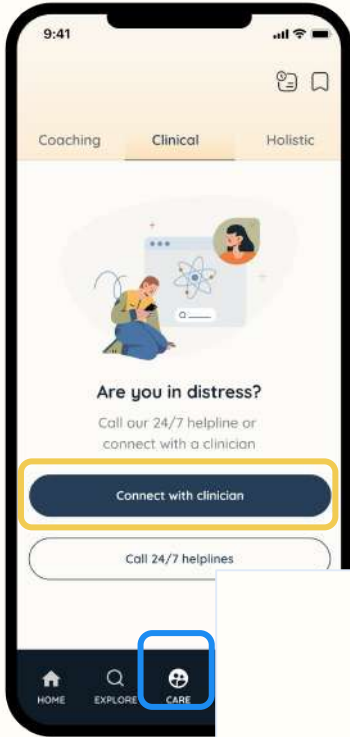


How to Book Virtual Clinical Sessions

(DELETE FOR FINAL VERSION)
 CLINICAL FOR APAC (EXCL TAIWAN)
 CLIENTS WITH VIRTUAL ONLY

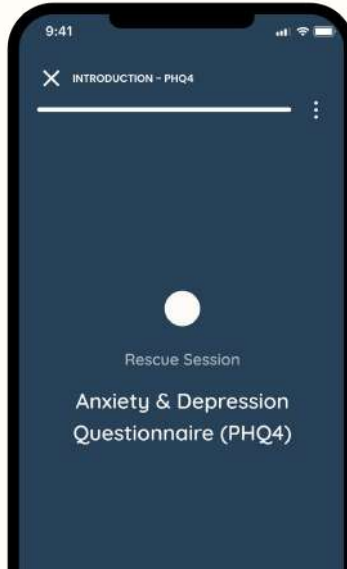
1

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



2

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



3

Mark your consent to be matched with a Clinician

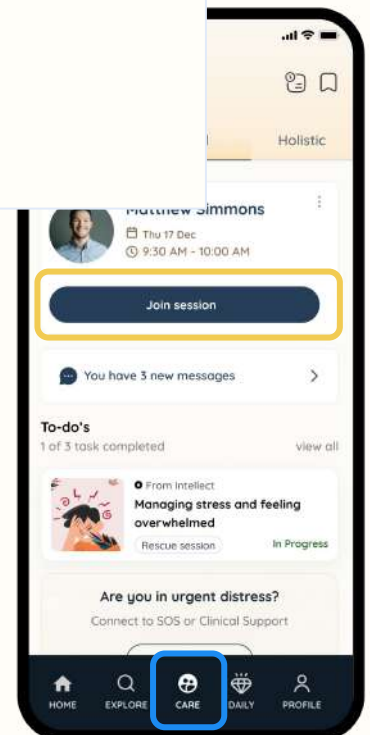
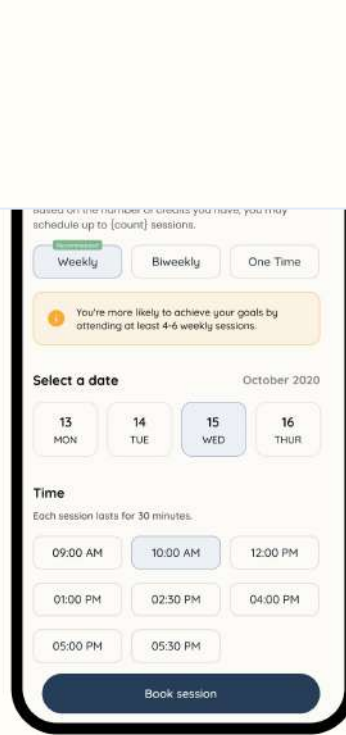
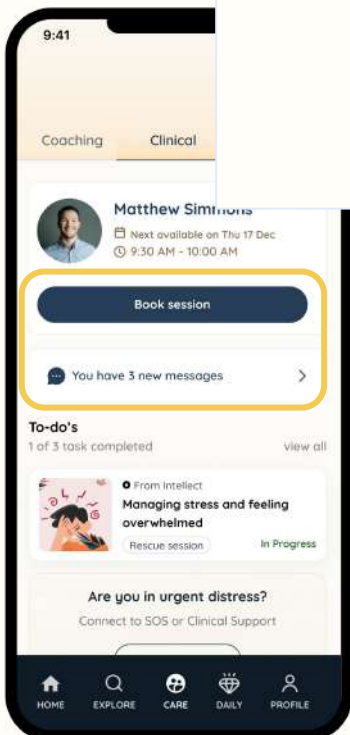


4

Chat with your clinician anytime on the app. To book a video session, tap **Book session**

OLD FLOW

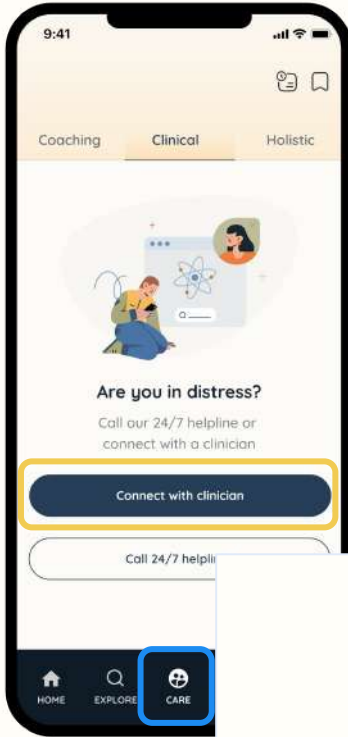
Tap **Join session** to the Care tab to book a video session



How to Book Virtual Clinical Sessions: For employees in APAC

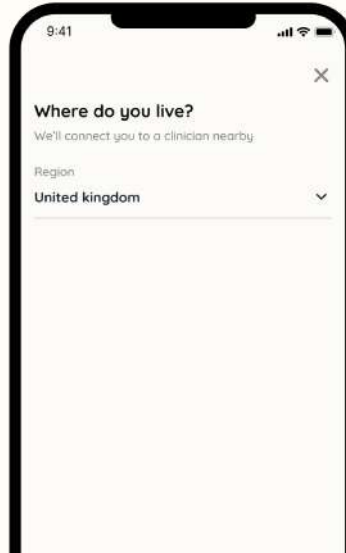
1

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



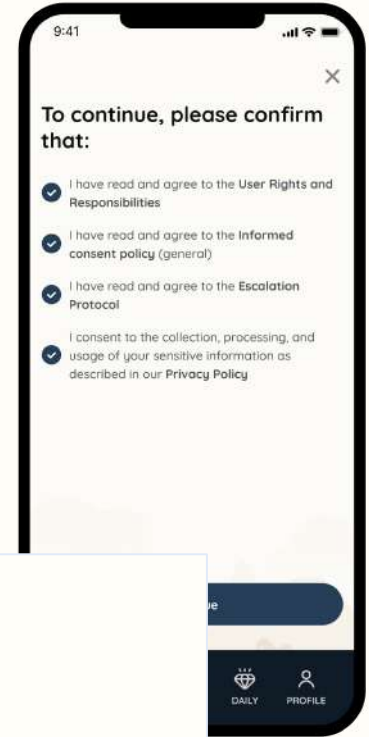
2

Select your region, then complete a short questionnaire



3

Mark your consent to be matched with a Clinician

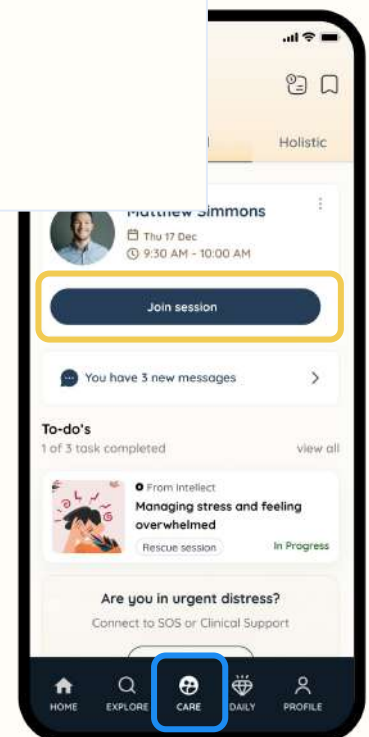
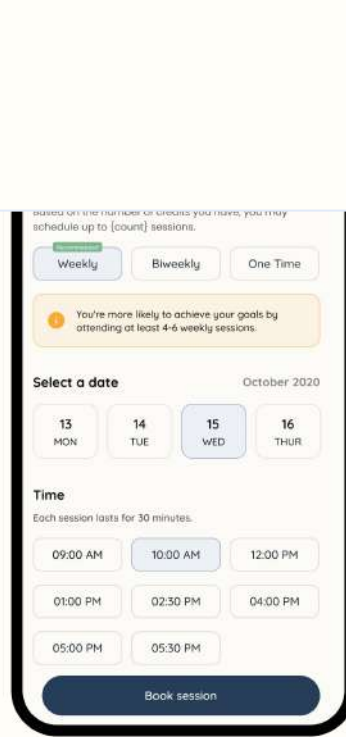
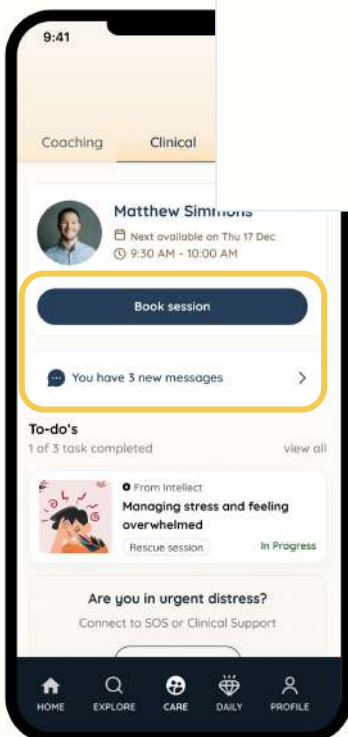


4

Chat with your clinician anytime on the app. To book a video session, tap **Book session**

Tap **Join session** to the Care tab to join a session

OLD FLOW

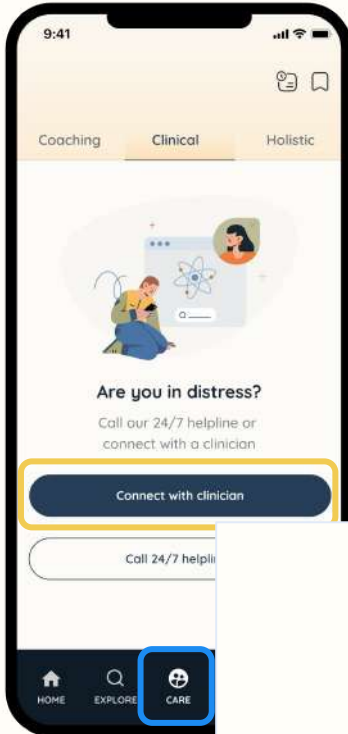


How to Book Virtual Clinical Sessions: For employees in Europe, Africa, America

(DELETE FOR FINAL VERSION)
CLINICAL FOR CLIENTS WITH APAC
NON-APAC

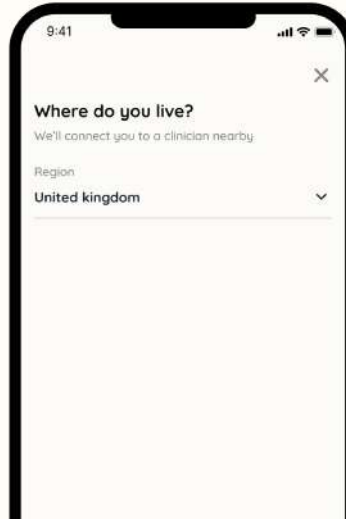
1

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



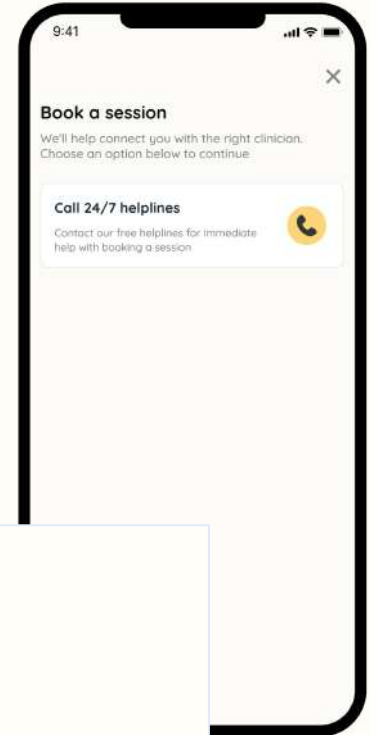
2

Select your region



3

You will be prompted to call the 24/7 helpline



4

The helpline will ask you some questions to verify your eligibility and confirm your needs.

You will then be referred to an appropriate provider via Intellect's provider network.

You may be asked to specify your preferred mode of contact (e.g. phone call or email) for your referral confirmation.

OLD FLOW

You may coordinate your session booking with your provider, including specifying your date, time, and platform (e.g. Zoom or phone call).

1. Joining the video call using the link provided (e.g. Zoom meeting)

2. Or, if you've provided your phone number, your provider will call you.

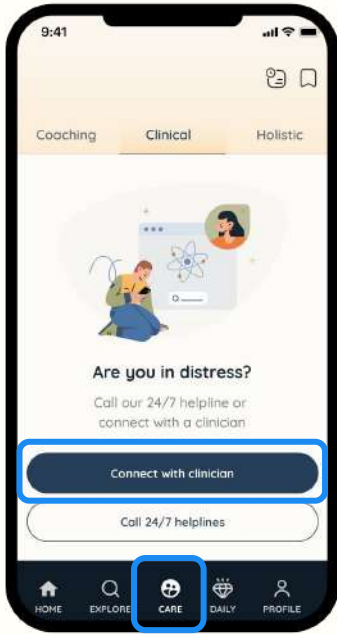
One of your options is that you may join the platform specified, either:

How to Book Virtual Clinical Sessions

ADD COUNTRY LIST
WHERE APPLICABLE

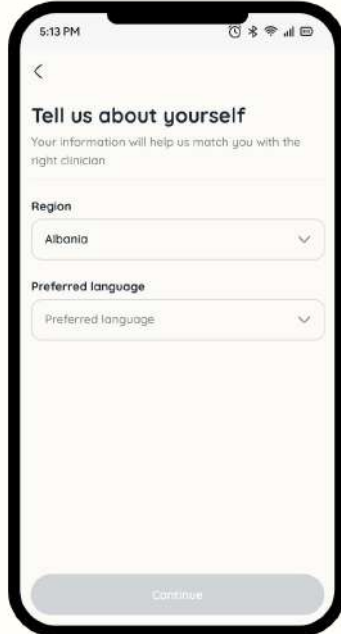
1

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



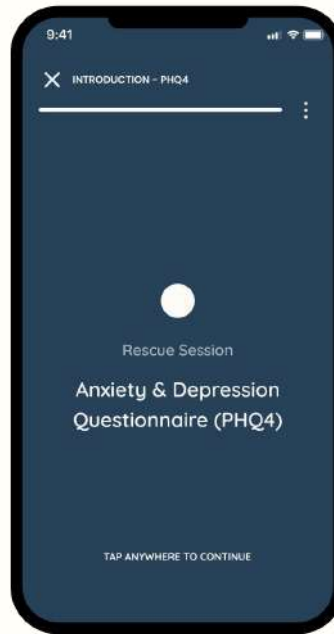
2

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



3

Complete a short questionnaire



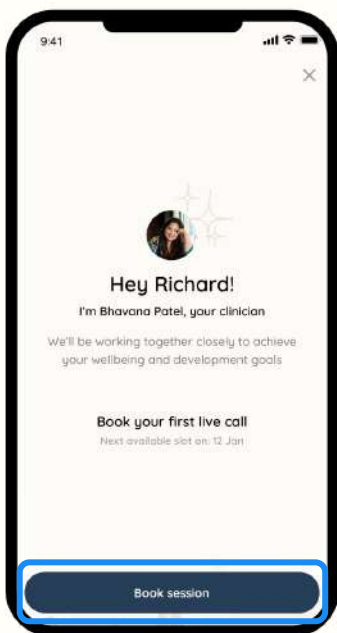
4

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



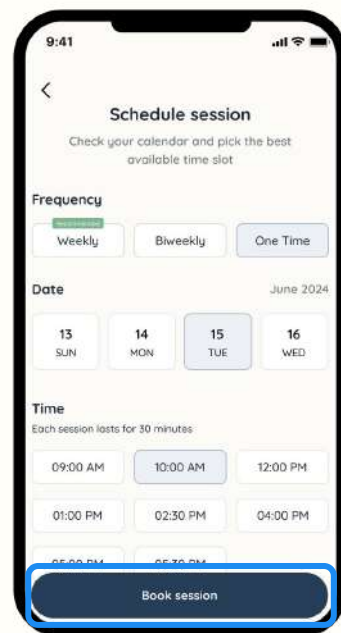
5

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



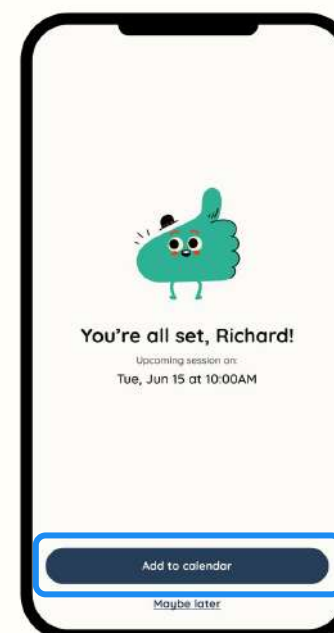
6

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



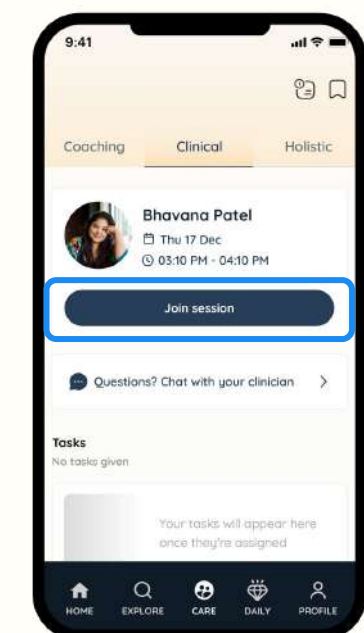
7

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



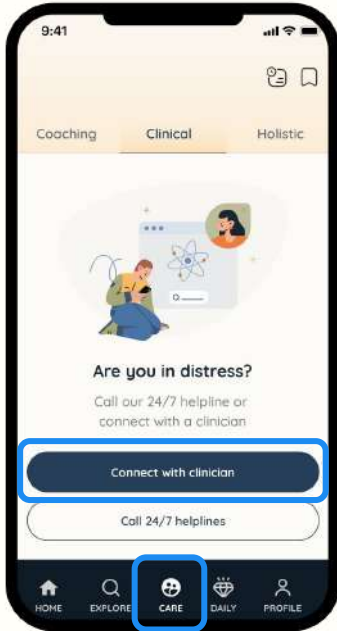
*NOTE: Depending on the information you provide, you may be automatically matched with a clinician that best suits your needs. You may proceed to book a session with your clinician.

How to Book Virtual Clinical Sessions

ADD COUNTRY LIST
WHERE APPLICABLE

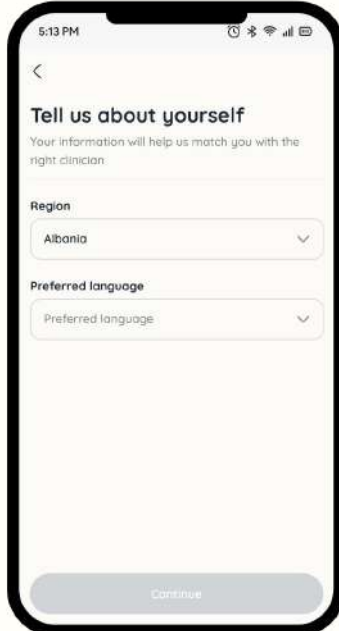
1

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



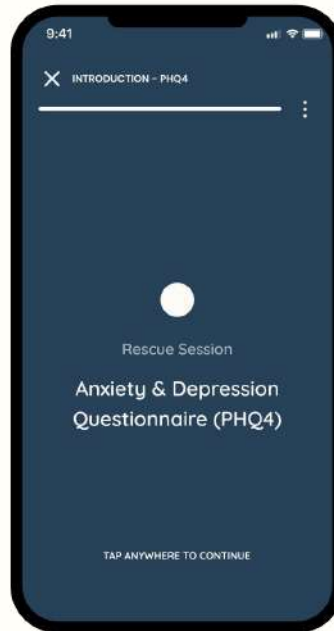
2

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



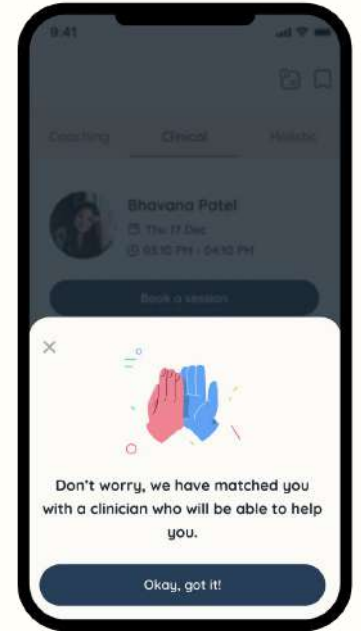
3

Complete a short questionnaire



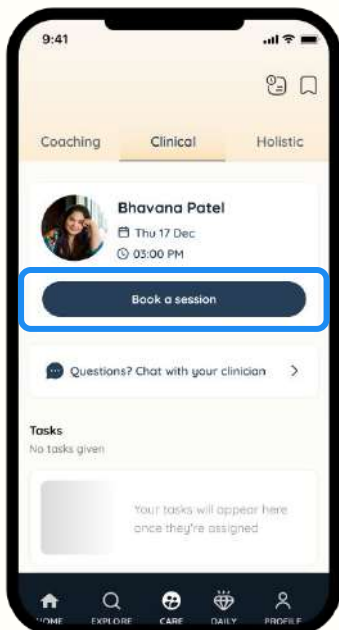
4

Based on your information, you will be matched with a clinician that best suits your needs



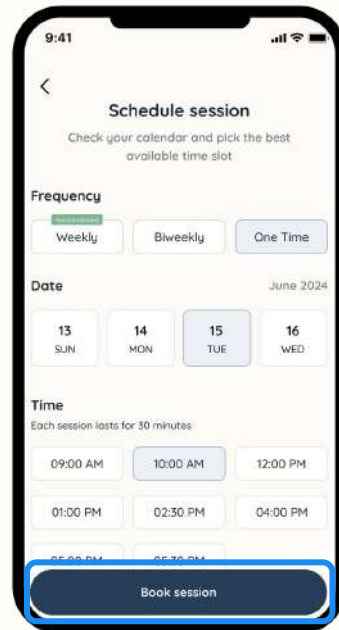
5

Tap **Book a session**



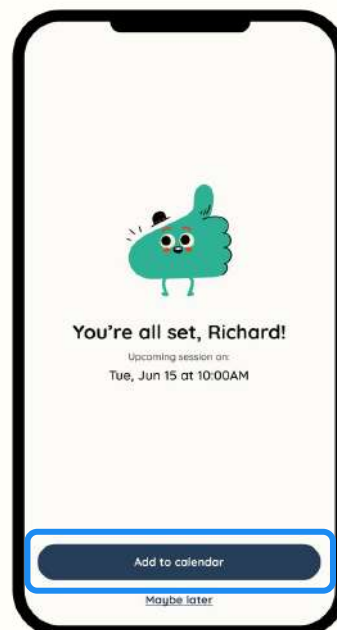
6

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



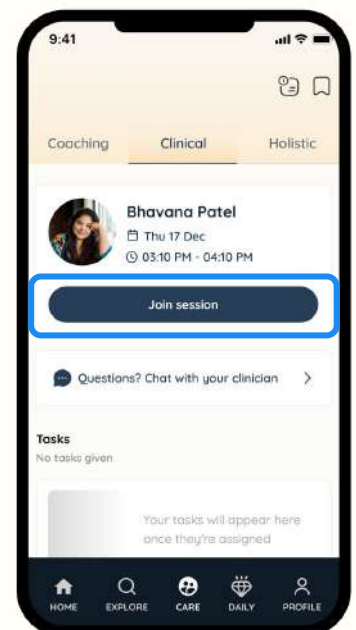
7

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



8

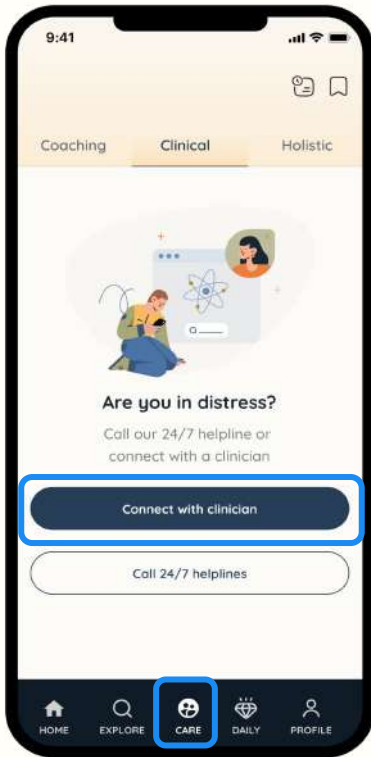
At the time of your session, click on **Join session** to begin



How to Book Virtual Clinical Sessions

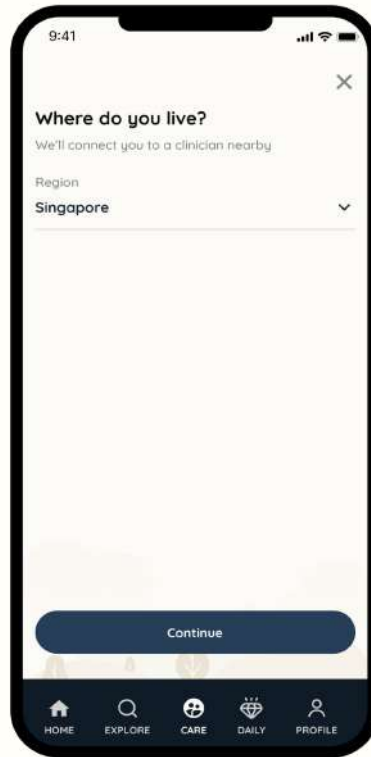
1

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



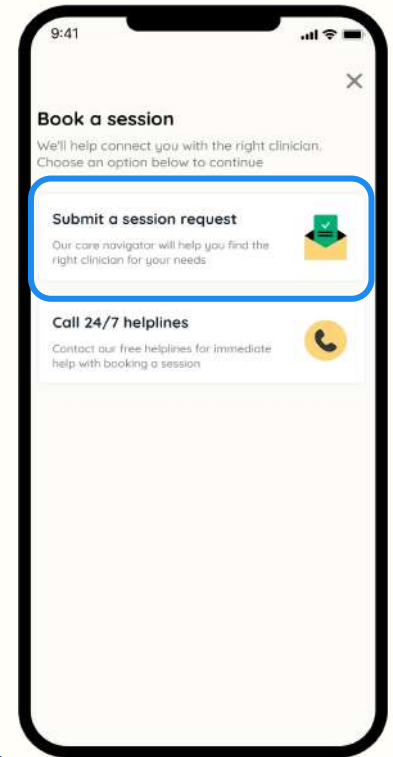
2

Key in your location information. Tap **Continue**



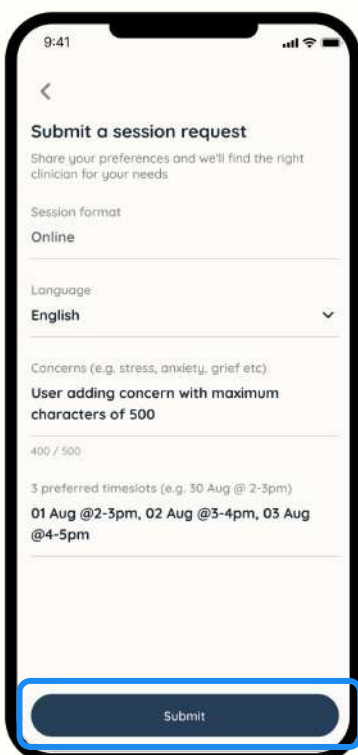
3

You may choose to book a session through the platform or a phone call. To do so through the platform, tap **Submit a session request**



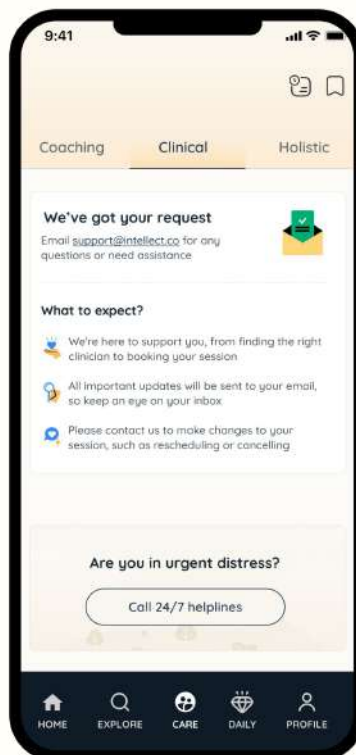
4

Key in the requested information. Tap **Submit**



5

You'll receive an email confirming receipt of your request.



6

Intellect's Care Navigator team may connect you with a suitable clinician based on your needs.

If additional information or steps are required, the Care Navigator will guide you to the next steps.

If a session is confirmed, the details will be sent to you via email.

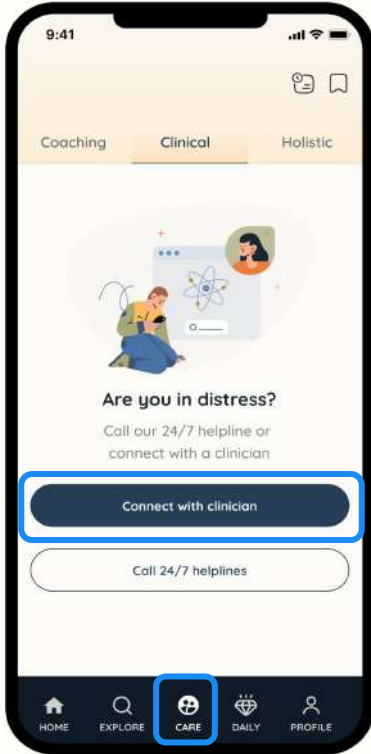
At the time of your session, you may join the session following the instructions provided in the email.

How to Book Virtual Clinical Sessions

**ADD COUNTRY LIST
WHERE APPLICABLE**

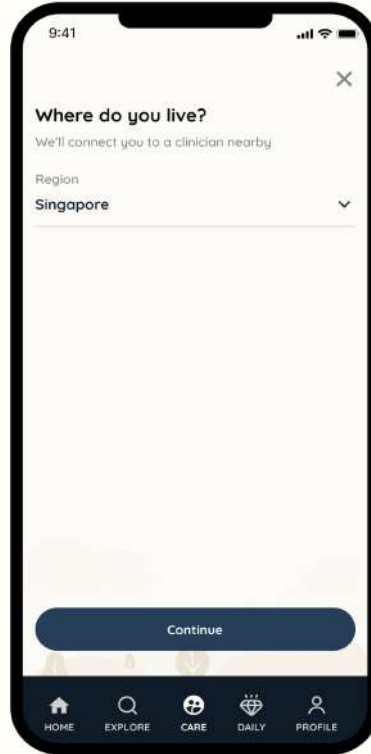
1

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



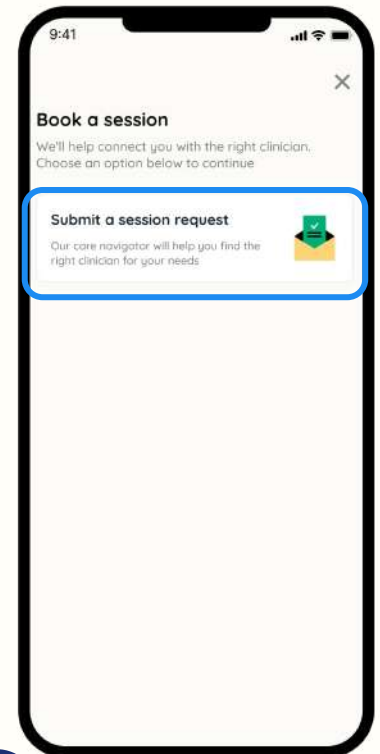
2

Key in your location information



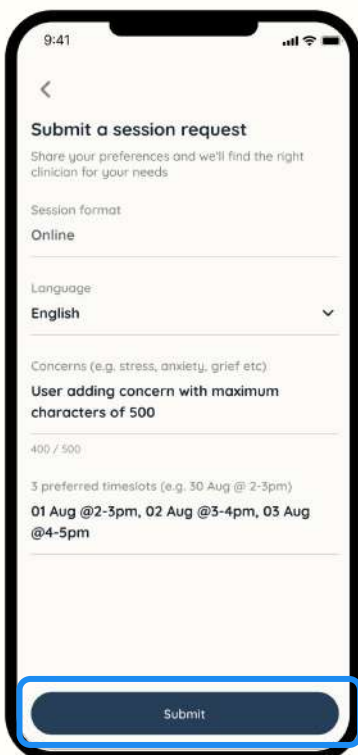
3

Tap **Submit a session request**



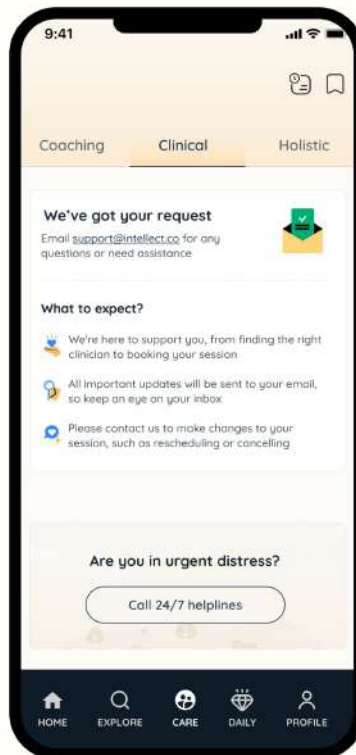
4

Key in the requested information. Tap **Submit**



5

You'll receive an email confirming receipt of your request.



6

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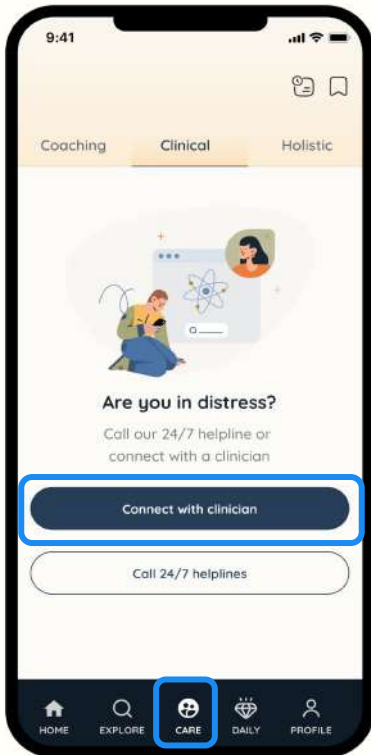
At the time of your session, you may join the session following the instructions provided in the email.

How to Book Virtual Clinical Sessions

**ADD COUNTRY LIST
WHERE APPLICABLE**

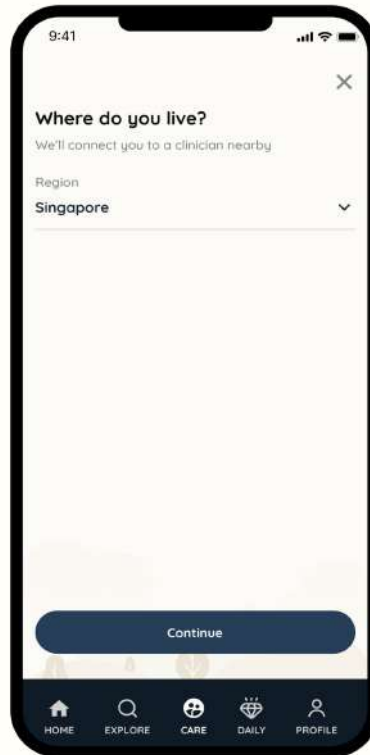
1

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



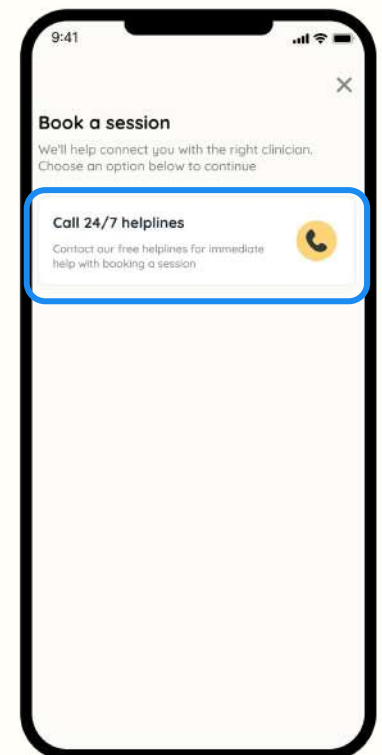
2

Key in your location information



3

You will be prompted to call the 24/7 helpline



4

The helpline ranger may ask you some clarifying questions to verify your eligibility and understand your needs.

You will then be offered a referral to an appropriate provider via Intellect's provider network.

You may be asked to specify your preferred mode of contact (e.g. phone call or email) for your referral confirmation.

5

The provider you are referred to will contact you via your preferred mode of contact (e.g. phone call or email) within 2-4 business days to schedule a session.

You may coordinate your session booking with your provider, including specifying your date, time, and platform (e.g. Zoom or phone call).

6

At the time of your session, you may join the call on the platform you have specified, that is, either:

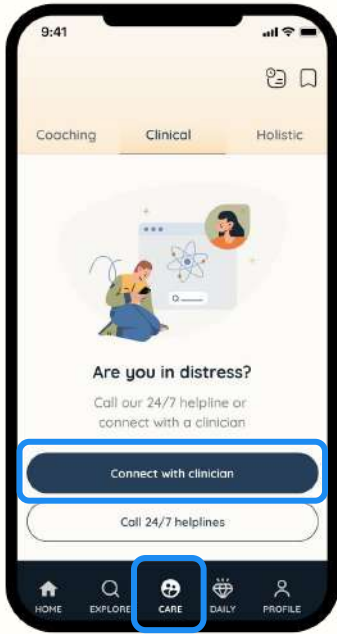
1. Joining the video call using the link provided (e.g. Zoom meeting)

2. Or, if you've provided your phone number, your provider will call you.

How to Book Virtual Clinical Sessions

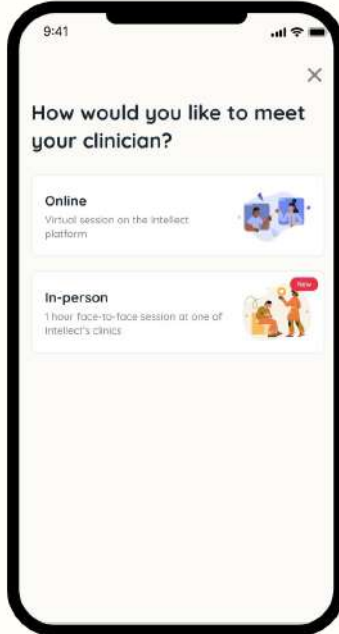
1

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



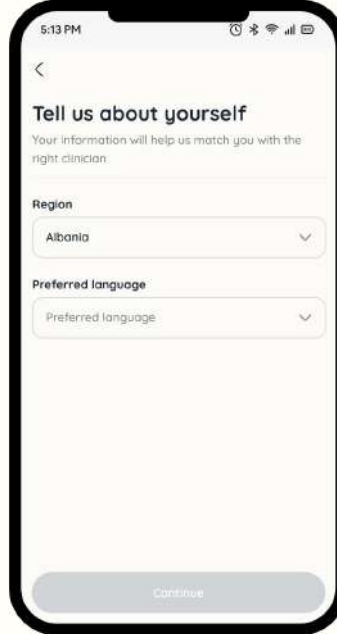
2

Tap **Online**



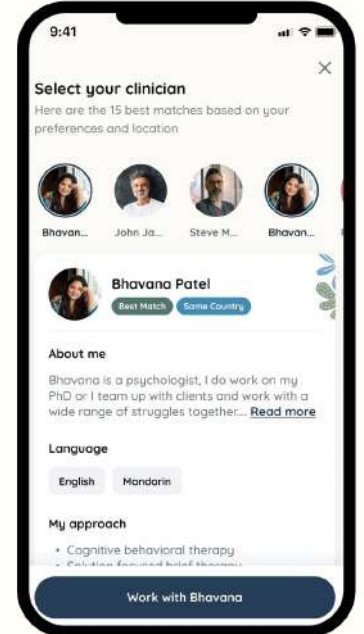
3

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



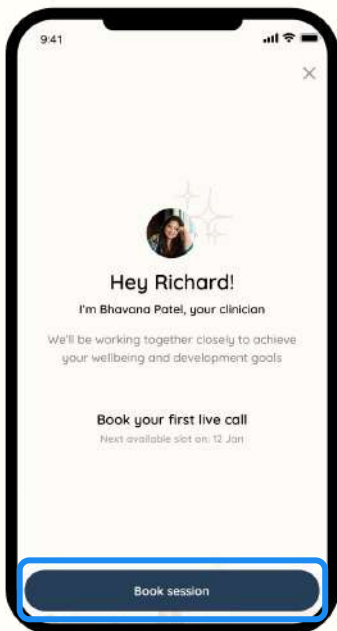
4

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



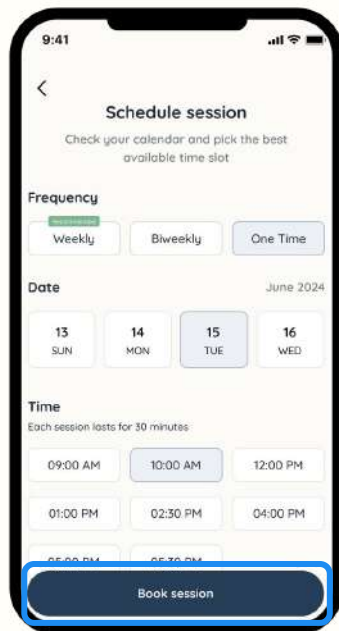
5

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



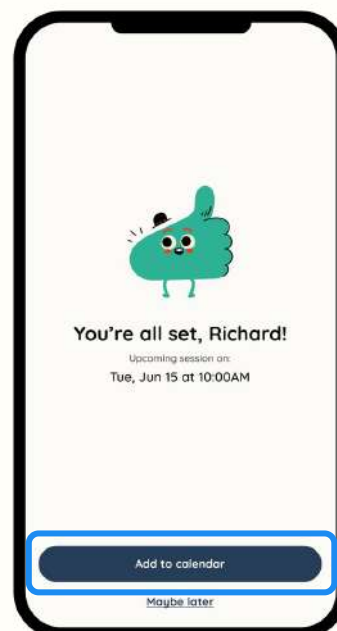
6

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



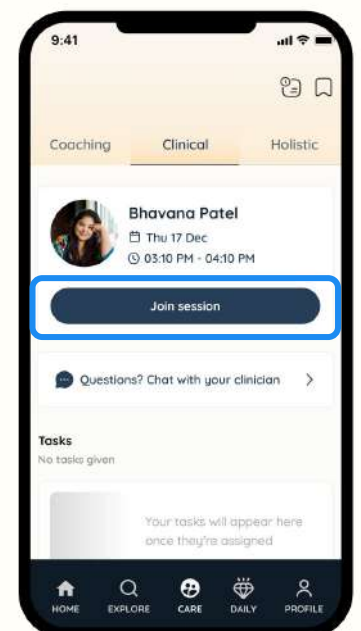
7

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

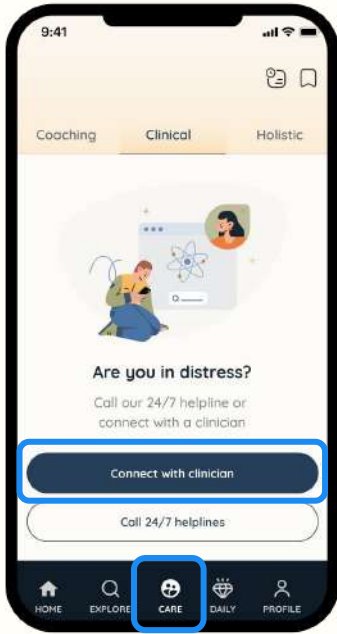


*NOTE: Depending on the information you provide, you may be automatically matched with a clinician that best suits your needs. You may proceed to book a session with your clinician.

How to Book Virtual Clinical Sessions

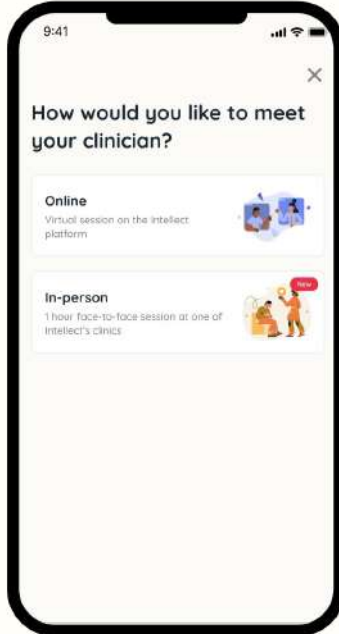
1

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



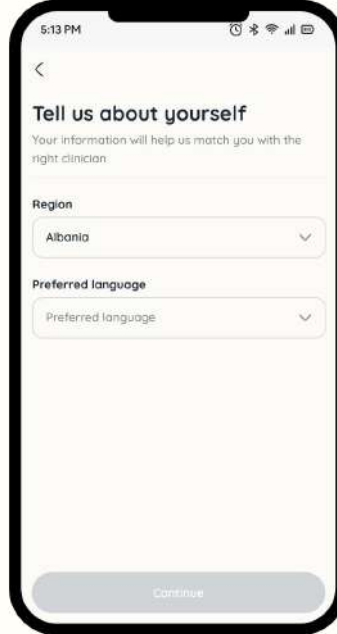
2

Tap **Online**



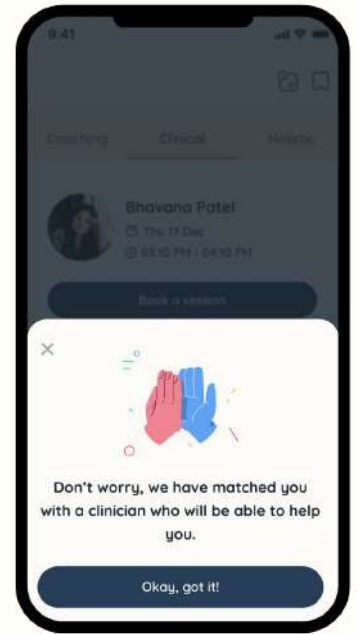
3

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



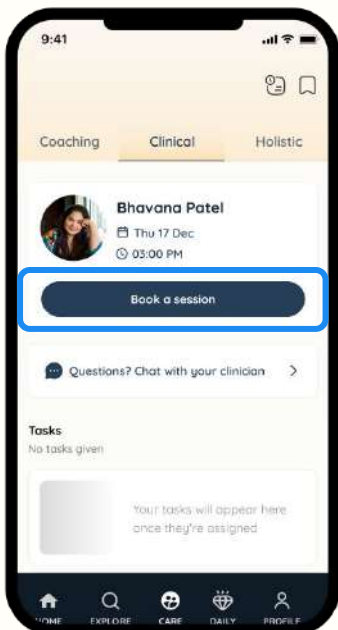
4

Based on your information, you will be matched with a clinician that best suits your needs



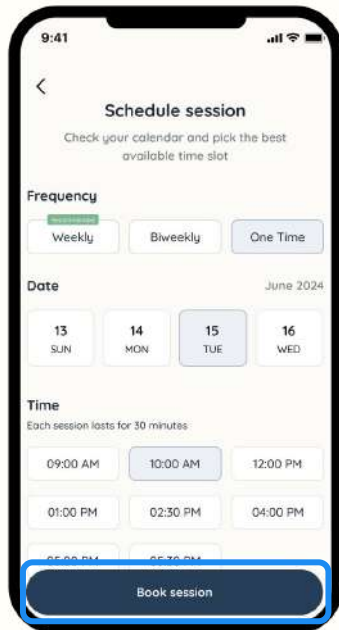
5

Tap **Book a session**



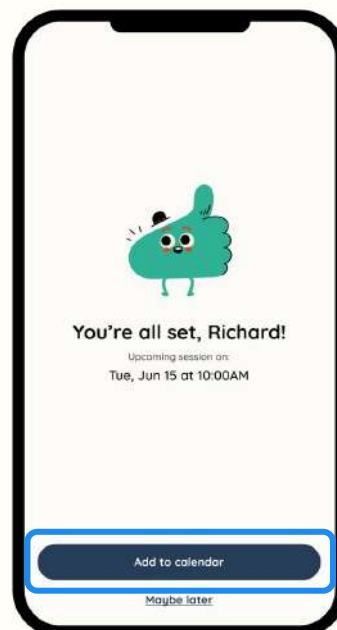
6

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



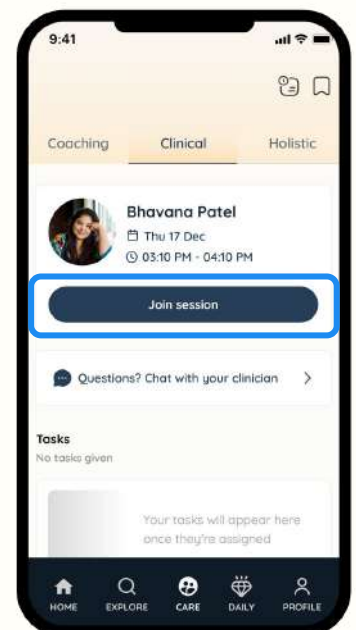
7

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



8

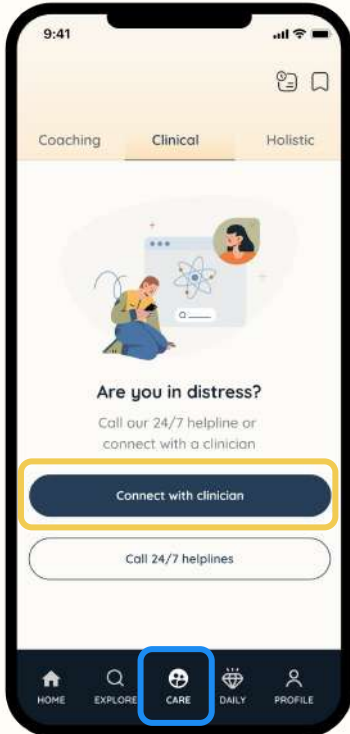
At the time of your session, click on **Join session** to begin



How to Book Virtual Clinical Sessions: For employees in Taiwan

1

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



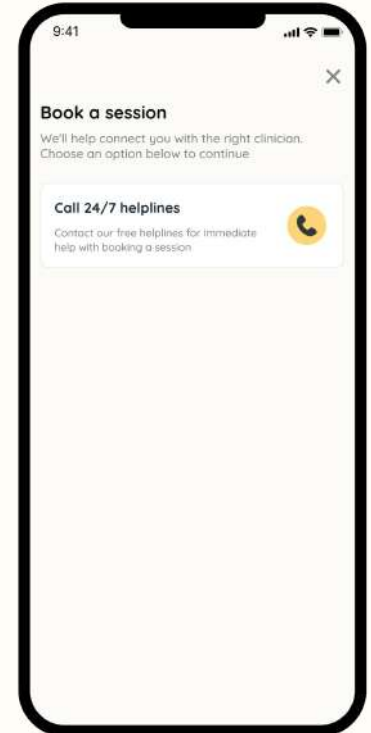
2

Select your region



3

You will be prompted to call the 24/7 helpline



4

The helpline ranger may ask you some clarifying questions to verify your eligibility and understand your needs.

You will then be offered a referral to an appropriate provider via Intellect's provider network.

Intellect will reach out to you via email within 1 business day of your call to then connect you with your provider.

5

Your first session must be in-person.

The provider you are referred to will coordinate with you for your first session, such as location, date, and time, which will be arranged based on mutual agreement between you and the provider.

6

At the time of your session, you will have to be at the specified location.

Please bring along your local/ government ID and company ID for verification.

You may coordinate follow-up sessions, which may be held virtually or in-person, directly with your provider.

How to Book Virtual Clinical Sessions: For employees in Taiwan

To meet local guidelines, the first clinical session will take place **in-person** through our partner network. Subsequent sessions will be conducted virtually. You can request a session 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: [Name]

Country: [Country]

Work Email: [Email]

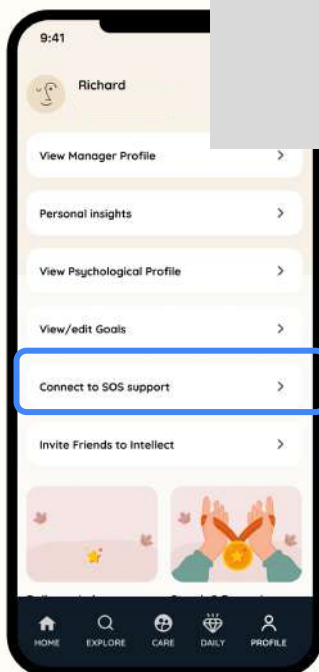
Contact Number: [Number]

Area of Interest: [Area]

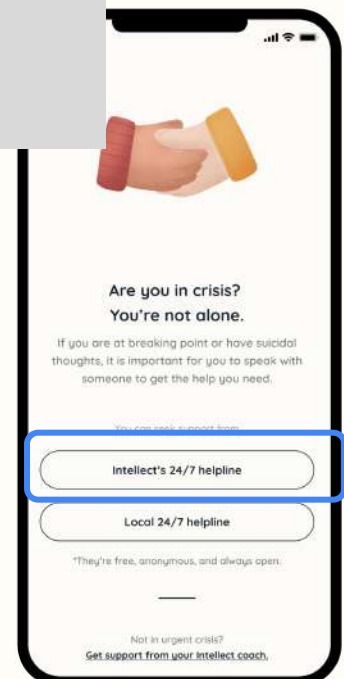
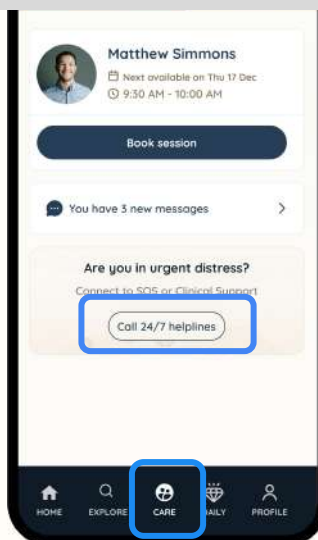
Please let me know if you need any further information.

OLD FLOW

2



OR



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

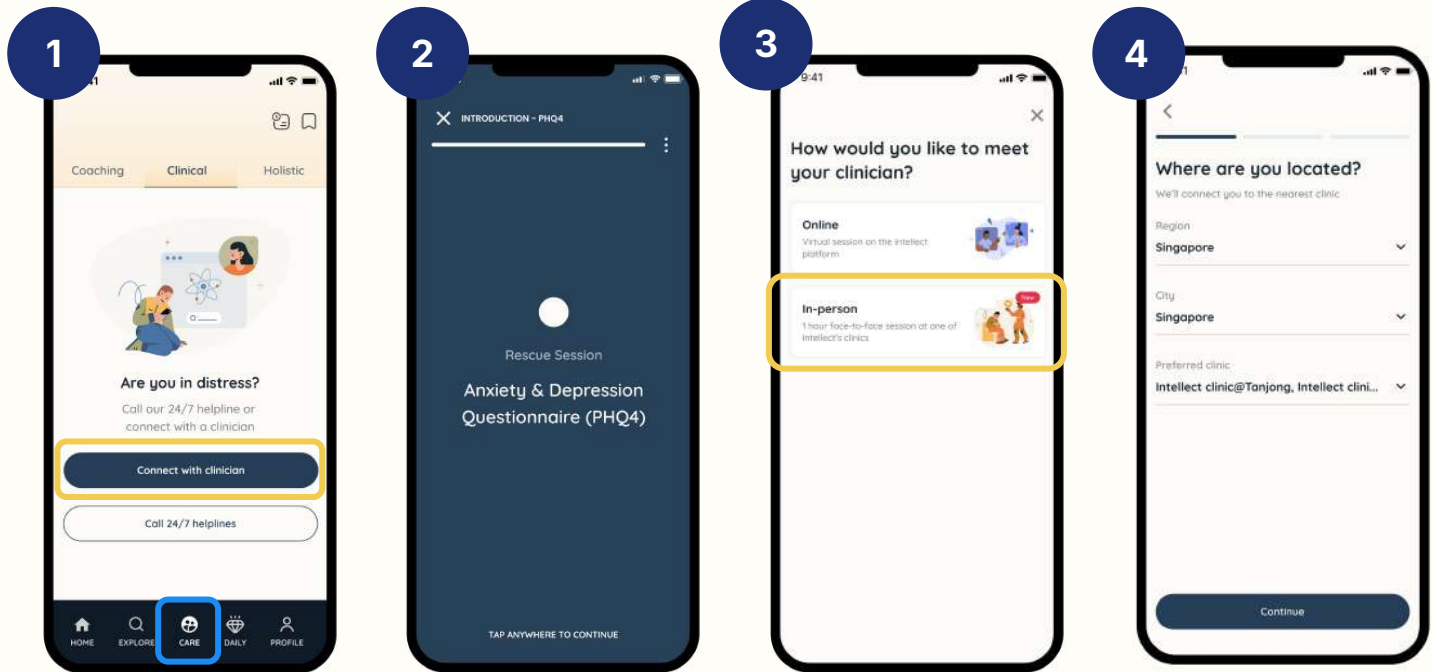
Click on **Care** then
**Connect to SOS
support**

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

How to Book In-person Clinical Sessions

(DELETE FOR FINAL VERSION)
CLINICAL FOR **SG-ONLY** CLIENTS WITH
VIRTUAL + IN-PERSON

For users Singapore only: If you prefer having in-person sessions, you can request for **in-person sessions** via the app.

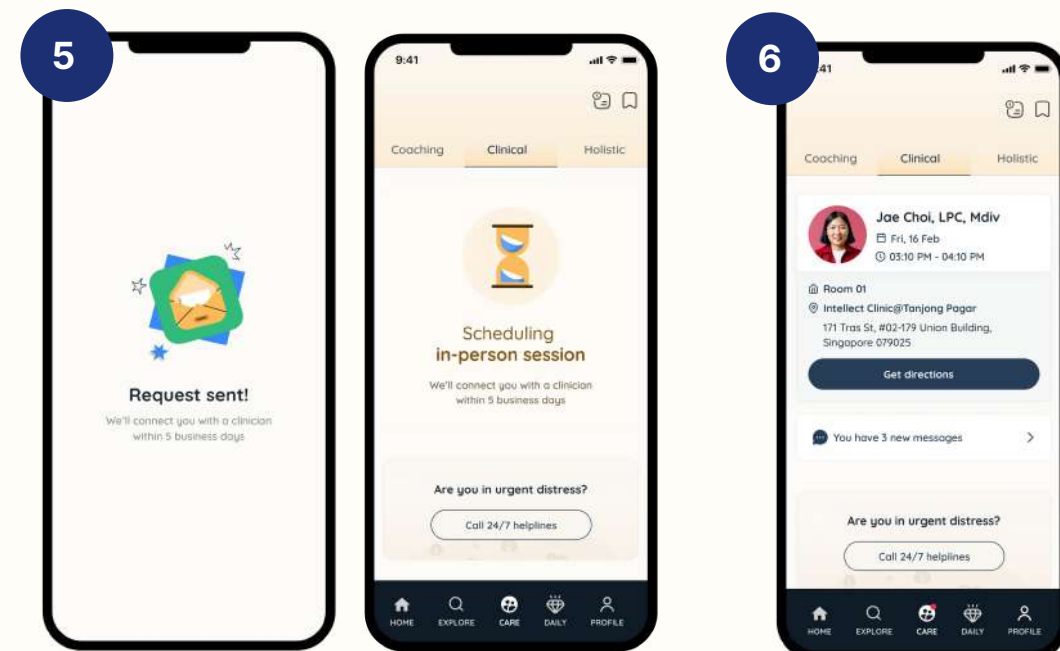


Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**

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.

How to Book In-person Clinical Sessions

(DELETE FOR FINAL VERSION)
CLINICAL FOR APAC CLIENTS WITH
VIRTUAL + 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]

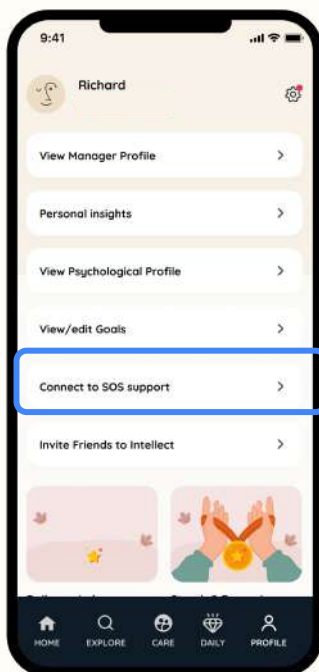
Work Email: [Your Work Email]

Contact Number: [Your Contact Number]

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

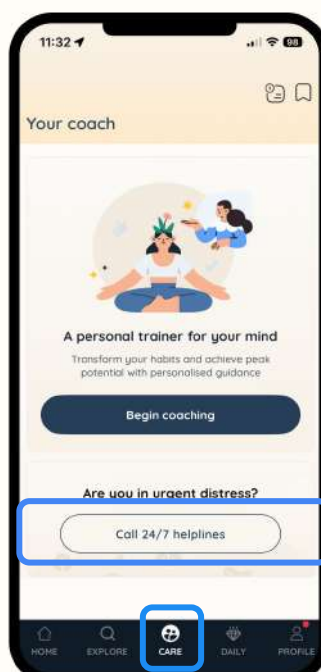
Please let me know if you need any further information.

2 OR Call the 24/7 helpline via the App

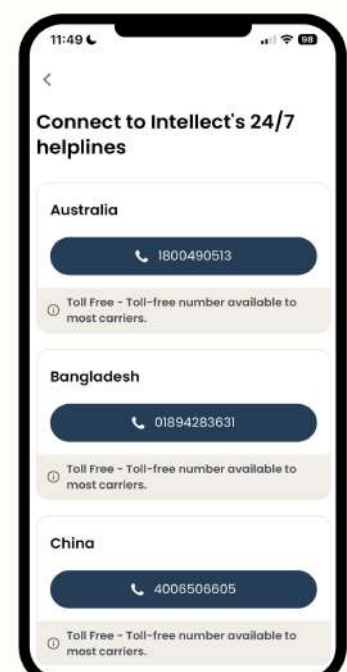


Click on **Profile**, then
**Connect to SOS
support**

OR



Click on **Care** then
Call 24/7 helplines



Call the helpline number for
your country and inform the
Helpline ranger you would like
to book an in-person session

How to Book In-person Clinical Sessions: For employees in APAC

(DELETE FOR FINAL VERSION)
CLINICAL FOR CLIENTS WITH APAC
NON-APAC

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]

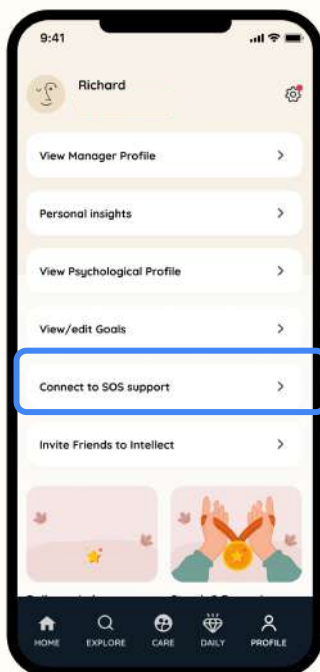
Work Email: [Your Work Email]

Contact Number: [Your Contact Number]

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

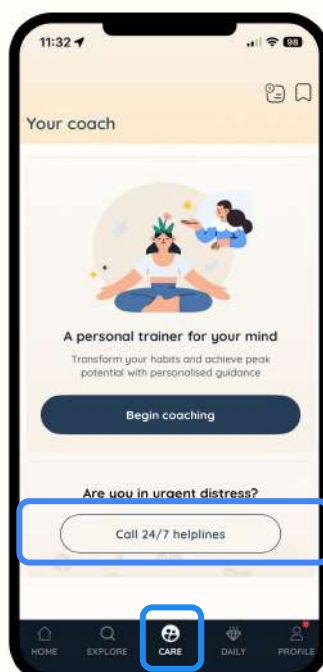
Please let me know if you need any further information.

2 OR Call the 24/7 helpline via the App

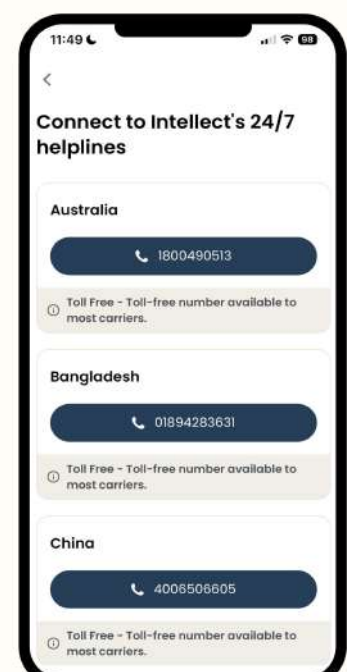


Click on **Profile**, then
Connect to SOS support

OR



Click on **Care** then
Call 24/7 helplines



Call the helpline number for
your country and inform the
Helpline ranger you would like
to book an in-person session

How to Book In-person Clinical Sessions: For employees in Taiwan

(DELETE FOR FINAL VERS
CLINICAL FOR CLIENTS WITH
(INCL TAIWAN) + NON-A

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]

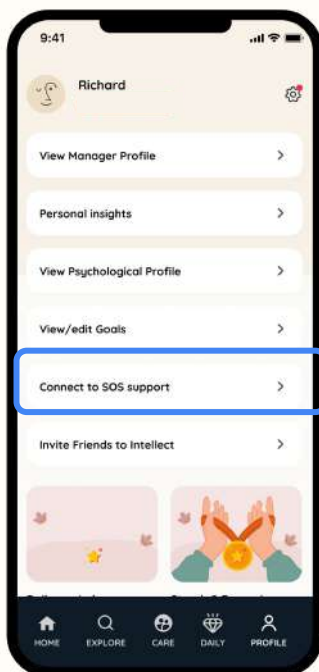
Work Email: [Your Work Email]

Contact Number: [Your Contact Number]

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

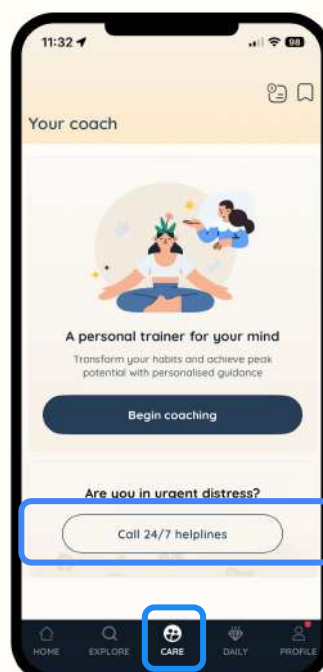
Please let me know if you need any further information.

2 OR Call the 24/7 helpline via the App

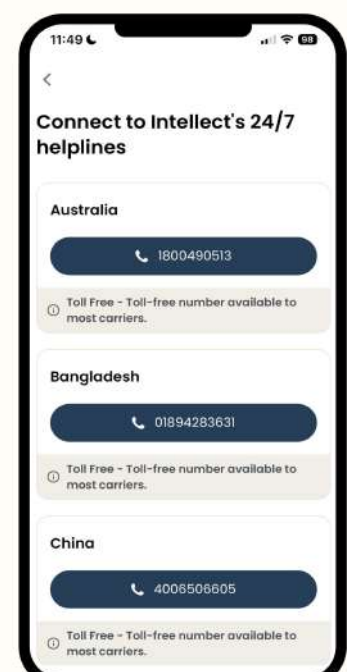


Click on **Profile**, then
**Connect to SOS
support**

OR



Click on **Care** then
Call 24/7 helplines



Call the helpline number for
your country and inform the
Helpline ranger you would like
to book an in-person session

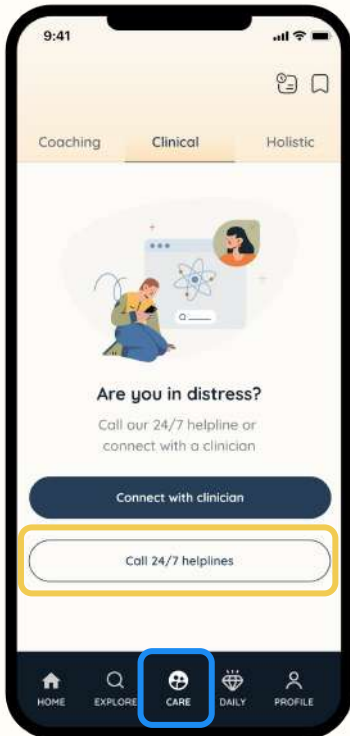
How to Book In-person Clinical Sessions: For employees in Europe, Africa, America

(DELETE FOR FINAL VERSION)
CLINICAL FOR CLIENTS WITH APAC
NON-APAC

If you prefer having in-person sessions, you can request for **in-person sessions** by calling the 24/7 helpline via the app:

1

Go to the Care Tab, select **Clinical**, and tap **Call 24/7 helplines**



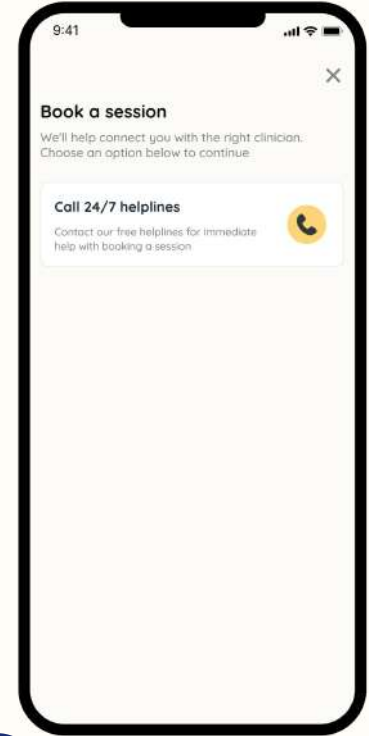
2

Select your region



3

You will be prompted to call the 24/7 helpline



4

The helpline ranger may ask you some clarifying questions to verify your eligibility and understand your needs.

Inform the Helpline ranger you would like to book an in-person session.

You will then be offered a referral to an appropriate provider via Intellect's provider network.

You may be asked to specify your preferred mode of contact (e.g. phone call or email) for your referral confirmation.

5

The provider you are referred to will contact you via your preferred mode of contact (e.g. phone call or email) within 2-4 business days to schedule a session.

You may coordinate your session booking with your provider, including specifying your date, time, and location.

6

At the time of the session, please be at the physical location to have your session.

Holistic Consultations

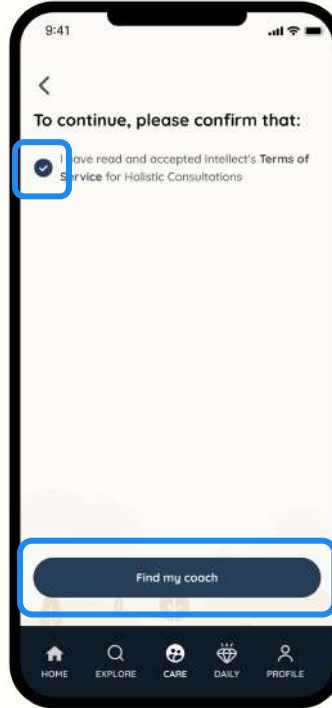
1

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



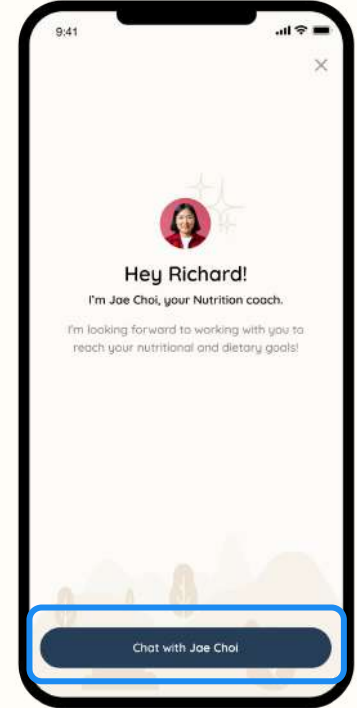
2

Accept the Terms of Service, then tap Find my coach



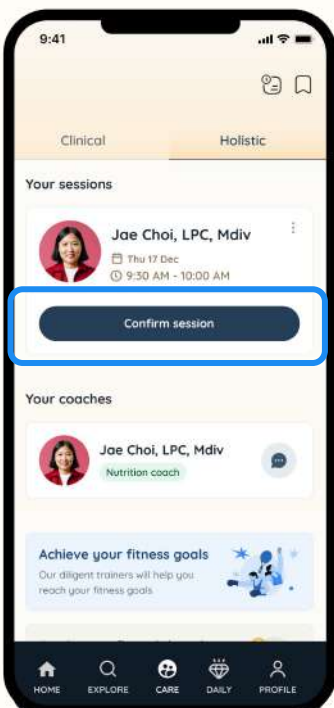
3

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



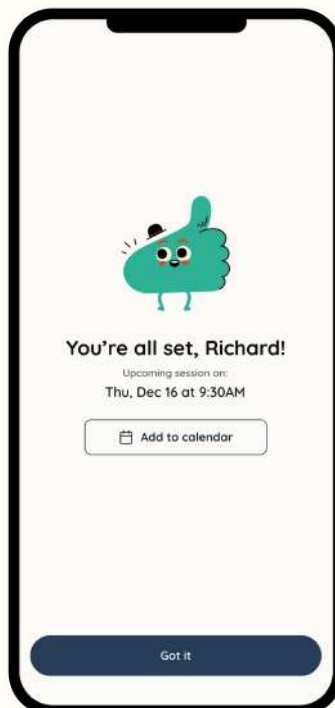
4

Tap confirm session once your coach has scheduled your session



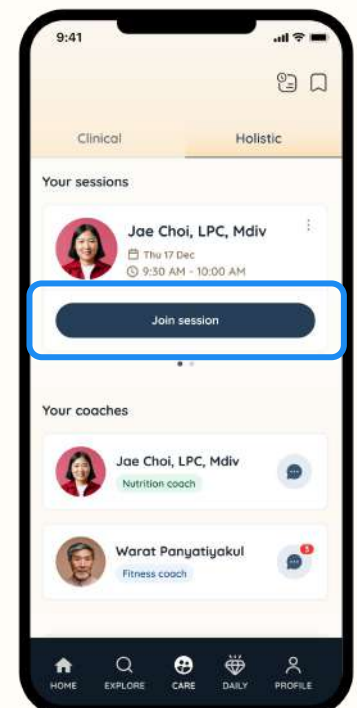
5

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



6

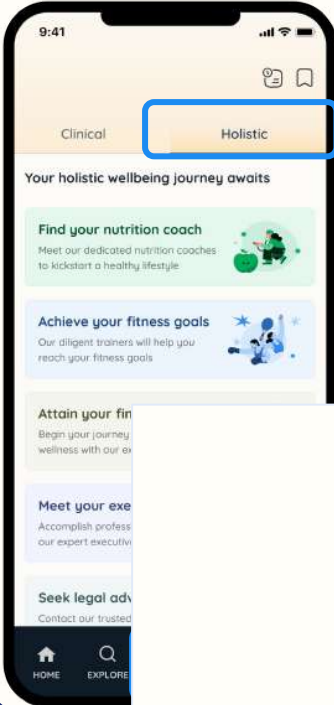
At the time of your session, go to the Care tab and tap Join session



How To Match With a Holistic Provider

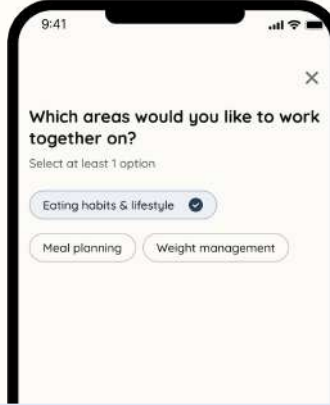
1

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



2

Select the areas you want to work together on



3

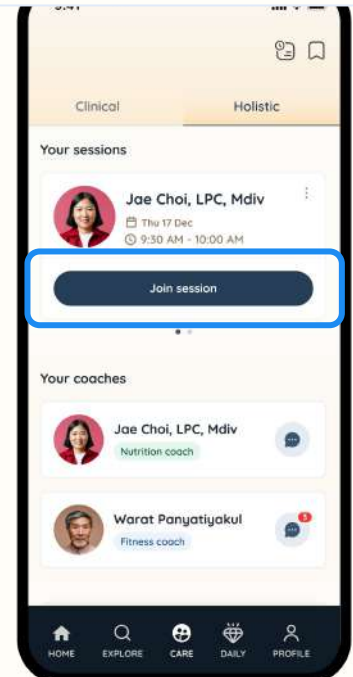
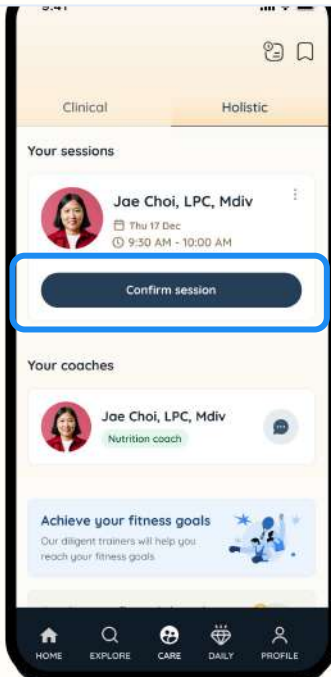
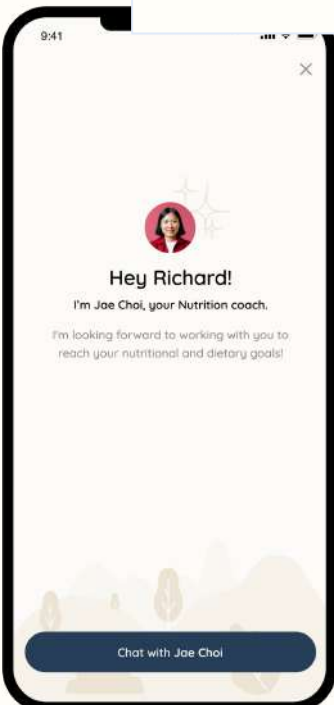
Select the language you would like to use with your coach



4

You'll be matched with a coach who specializes in your preferred areas. Start your coaching journey with your text-based sessions.

OLD



How To Book A Holistic Coaching Session

1

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



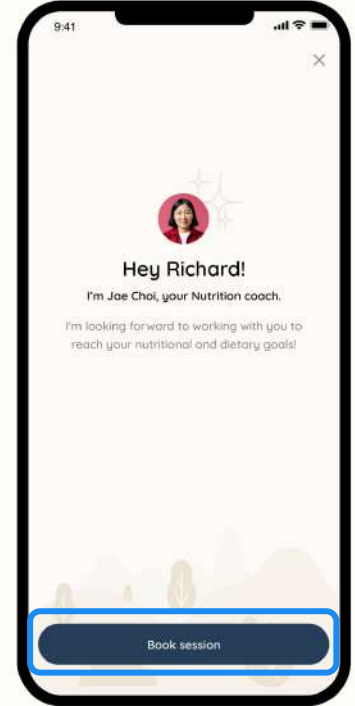
2

Select the areas you want to work on and language you would like to use with your coach



3

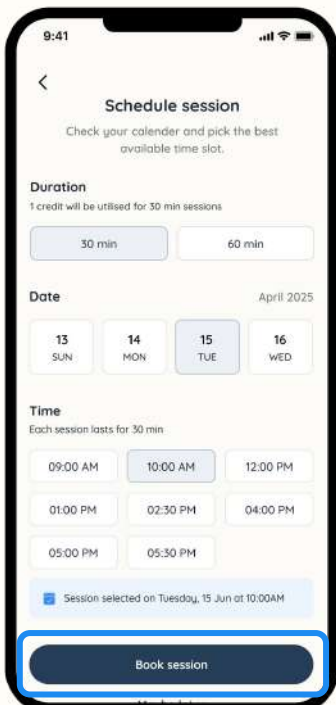
You'll be matched with a coach based on your preferences. Tap Book session



4

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

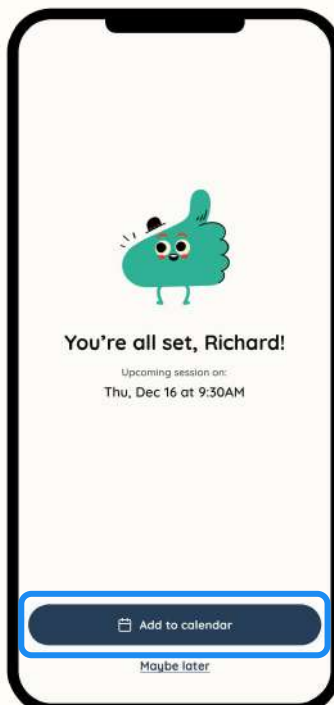
**duration will only be available if you have 2 or more credits*



5

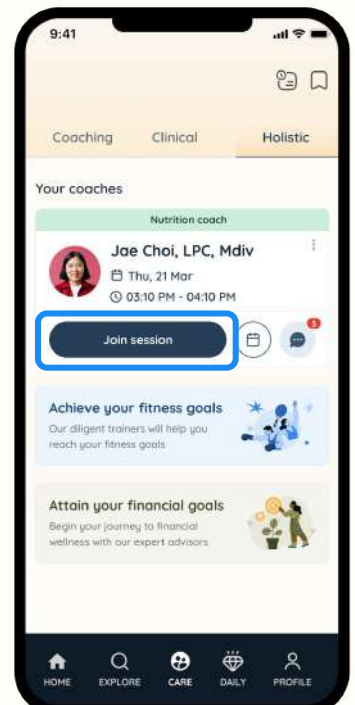
You will get a session confirmation. Tap Add to calendar.

Start chatting with your coach at any time!



6

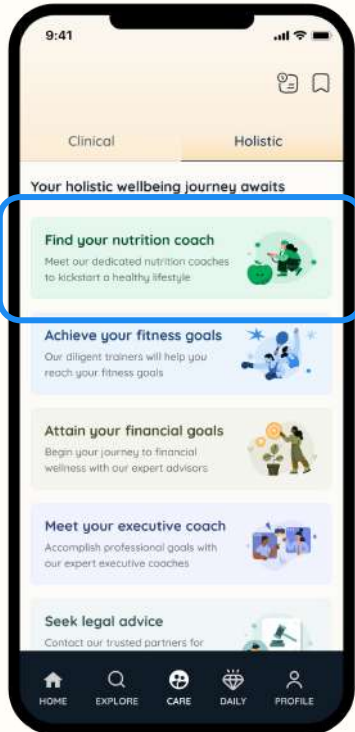
At the time of your session, tap Join session



How To Chat With a Holistic Coach

1

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



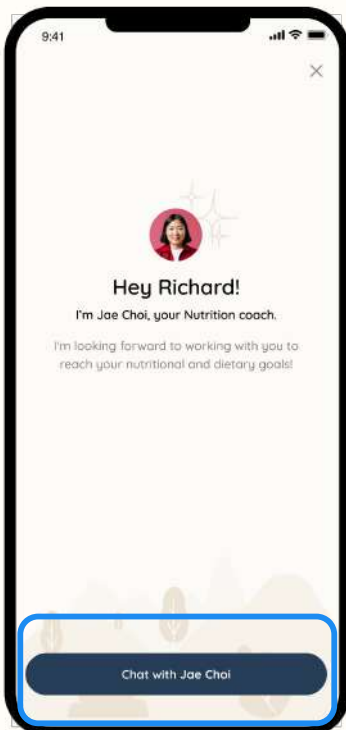
2

Tick the Terms and Conditions and select **Find My Coach**



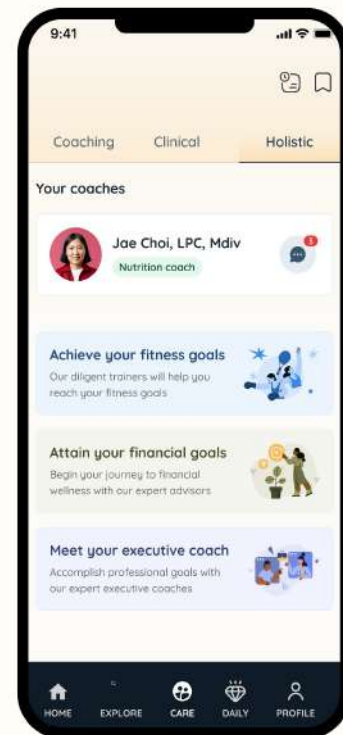
3

Tap **Chat with [coach name]** after you have been matched with a coach to start chatting



4

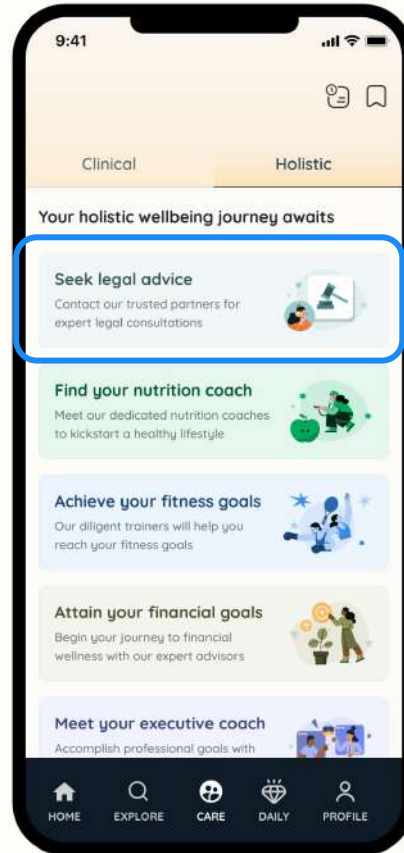
Access your chat under **Holistic** in the **Care** tab



How To Book a Legal Consultation

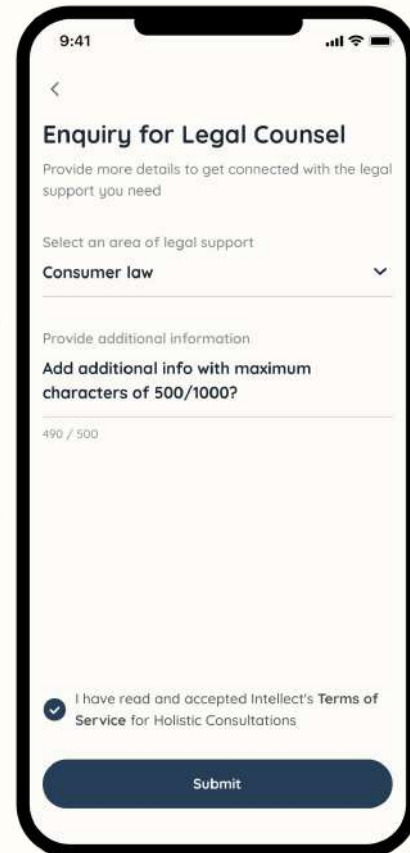
1

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



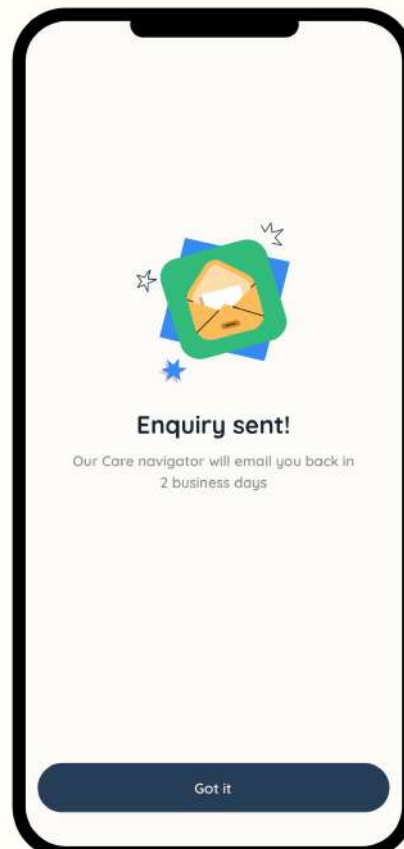
2

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**



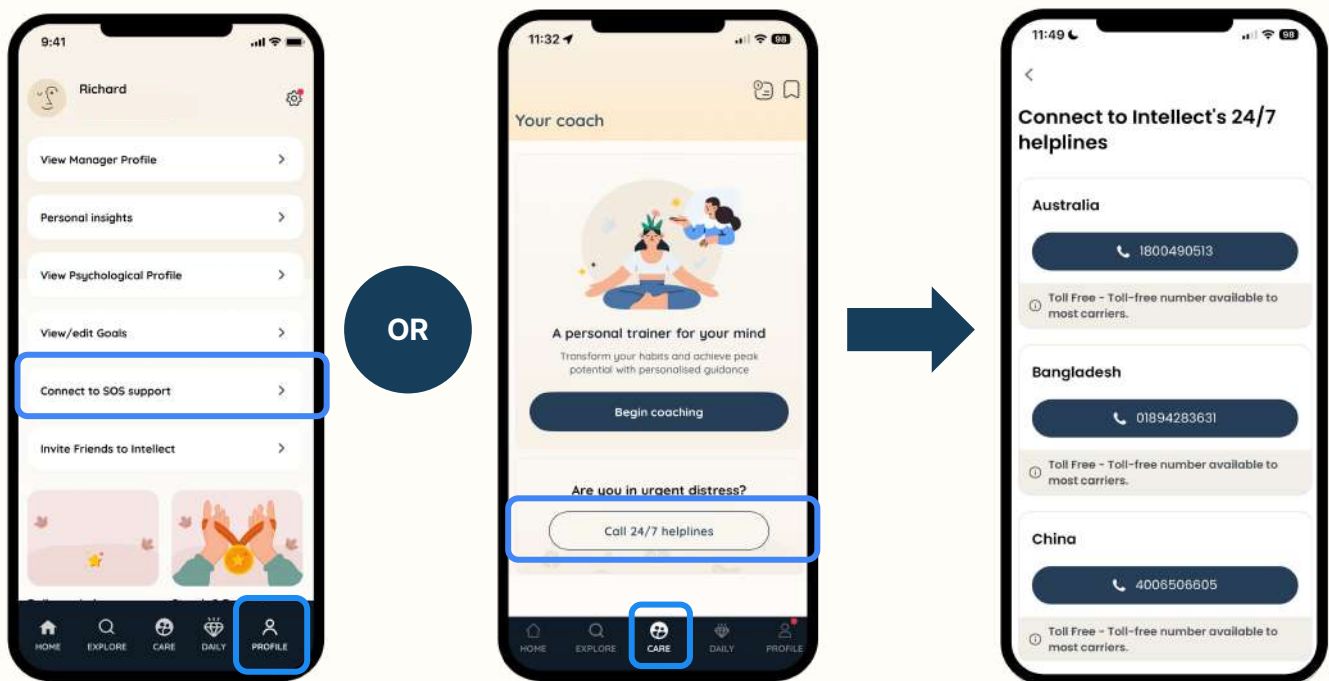
Crisis Helpline

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 "Call 24/7 helplines" in the Care tab. Select Intellect's 24/7 helpline and call the helpline number for the country you're in.



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?

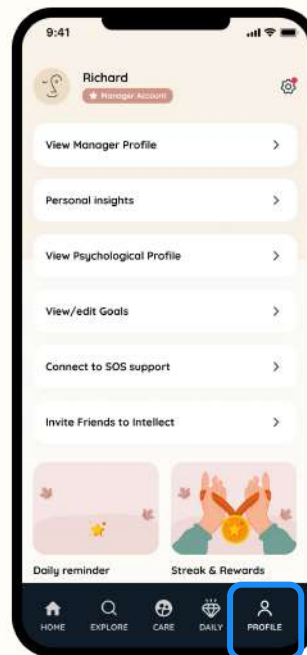
A dependant is defined as a person who is:

- Legally married or is a registered civil partner; or
- Biological or legally adopted child, grandchild, or ward age 12 years old and above to age 21 years old
- Biologically or legally adopted parents or grandparents

The age range of minors from 12 years old to 21 years old for dependants reflects clinical best practice. Psychological support for children under 12 typically requires specialised child-focused assessment and care settings. Siblings and extended family members will require the purchase of additional service add-ons.

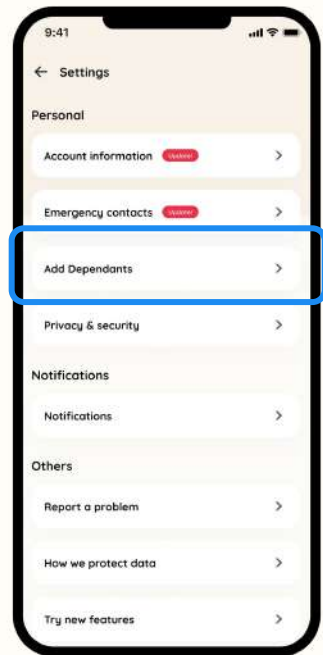
1

Tap on Settings via the Profile tab



2

Tap Add Dependants



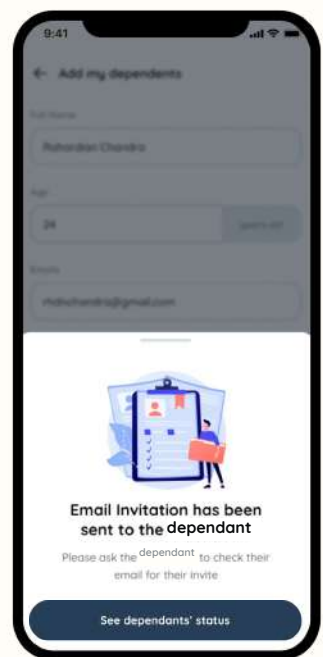
3

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

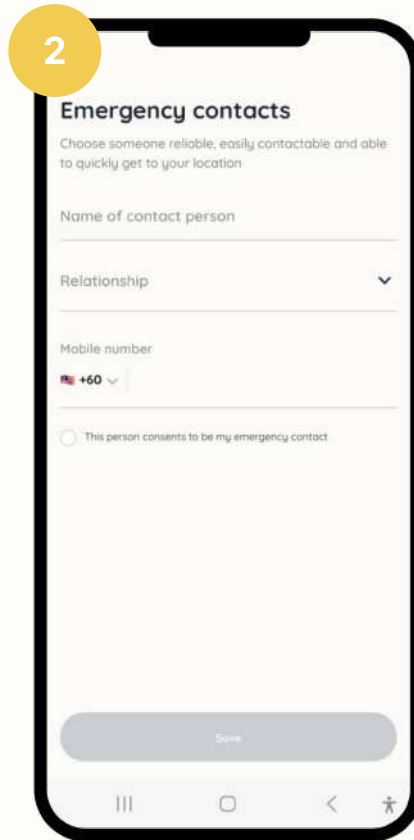
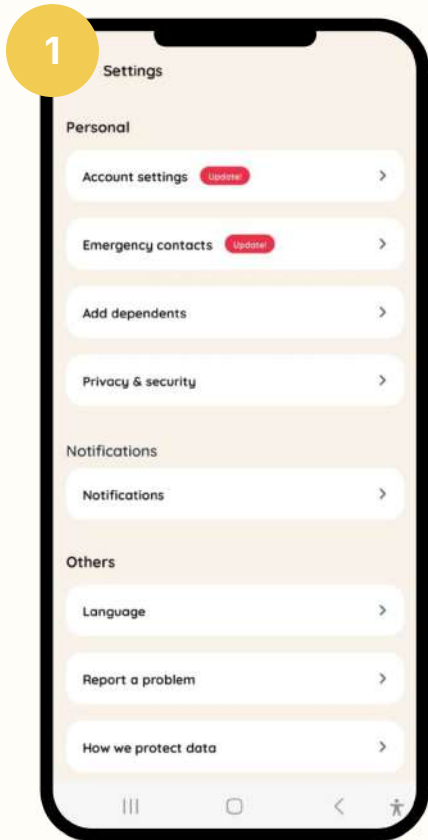


5

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

Update your Emergency Contact

In the event of an emergency (such as if you are at risk of harming yourself or others), Intellect will need to reach out to a trusted contact person for the safety of yourself and others. To ensure Intellect is able to do so, please update your emergency contact in the Intellect app. **Intellect will NEVER use this information without the need to do so and will never share your platform activity with them.**

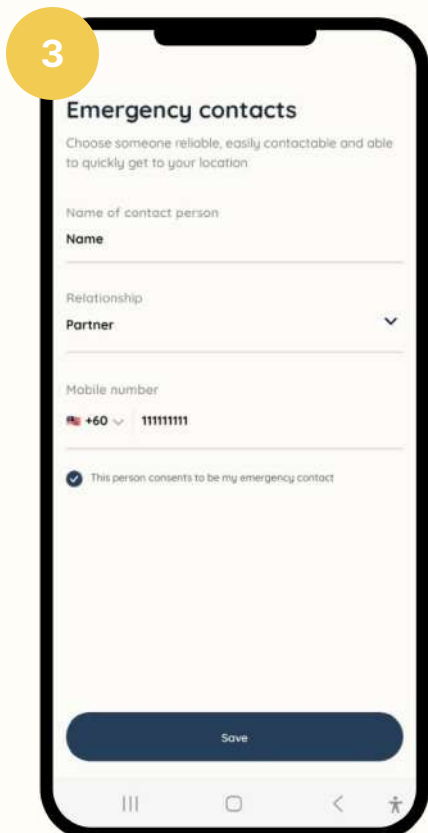


1

In the Profile tab, click on Emergency contacts

2

Key in the details of your emergency contact. Please choose someone reliable, easily contactable, and able to quickly get to your location if the need arises



3

Be sure to check the consent box ("This person consents to be my emergency contact"). Tap Save



4

Please add up to two emergency contacts in case one is unreachable. You may edit your emergency contact at any time within the "Emergency contacts" section

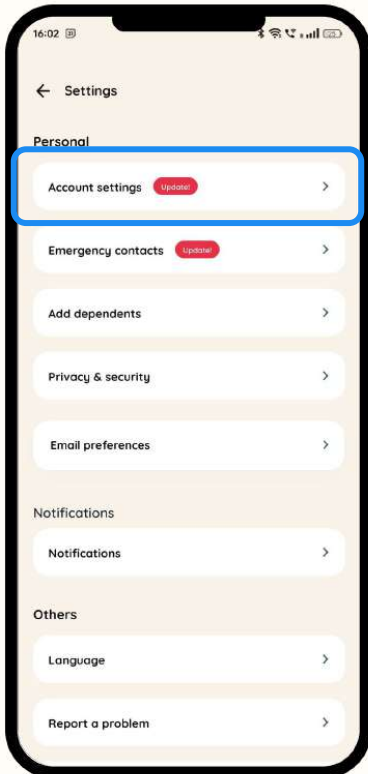
Add your Backup Email ID

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.

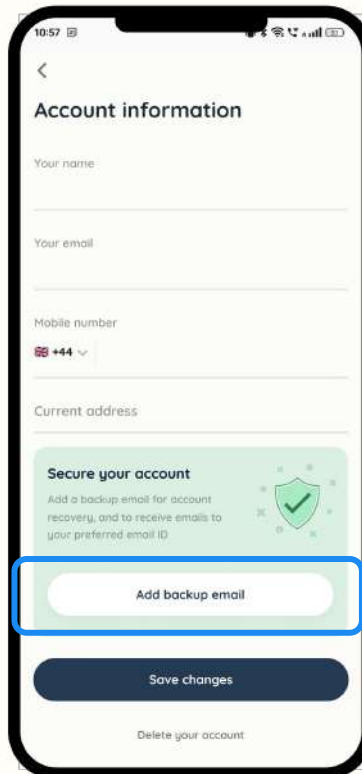
1

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



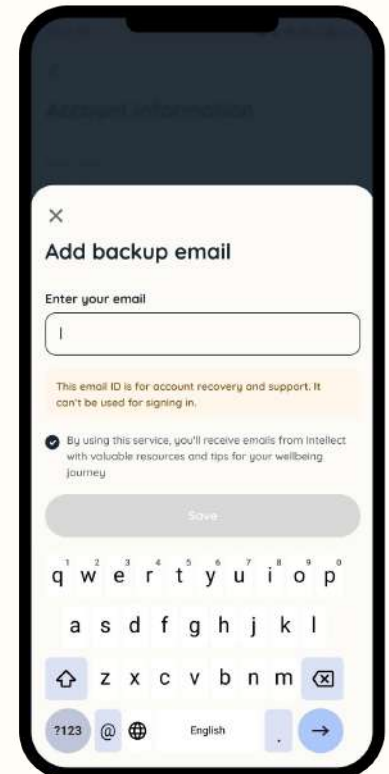
2

Click **Add backup email**



3

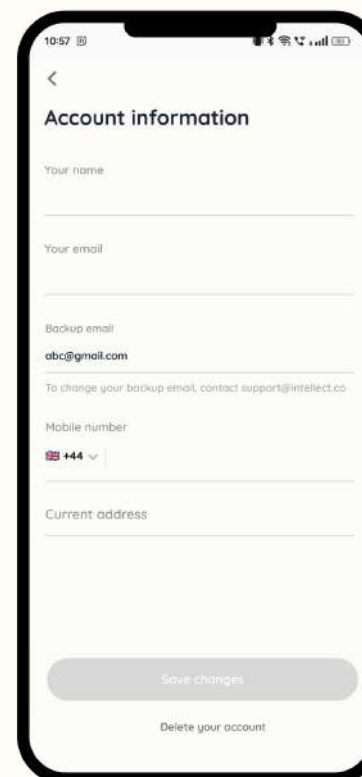
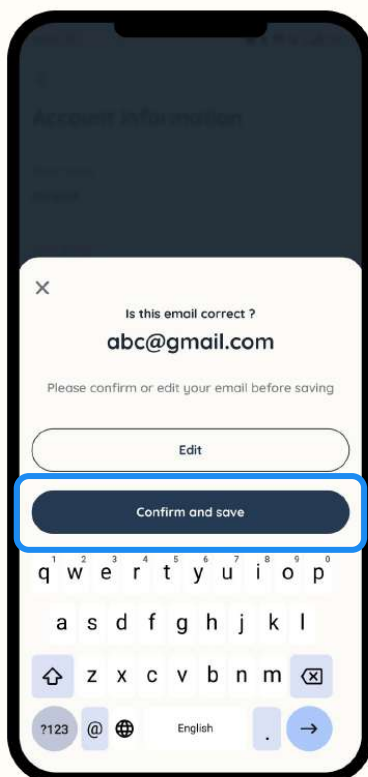
Enter your backup email address. Choose an email you have easy access to



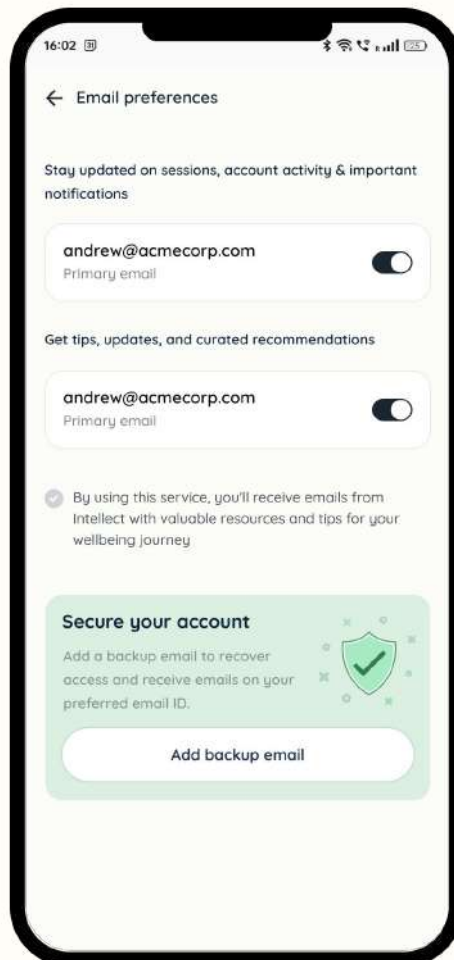
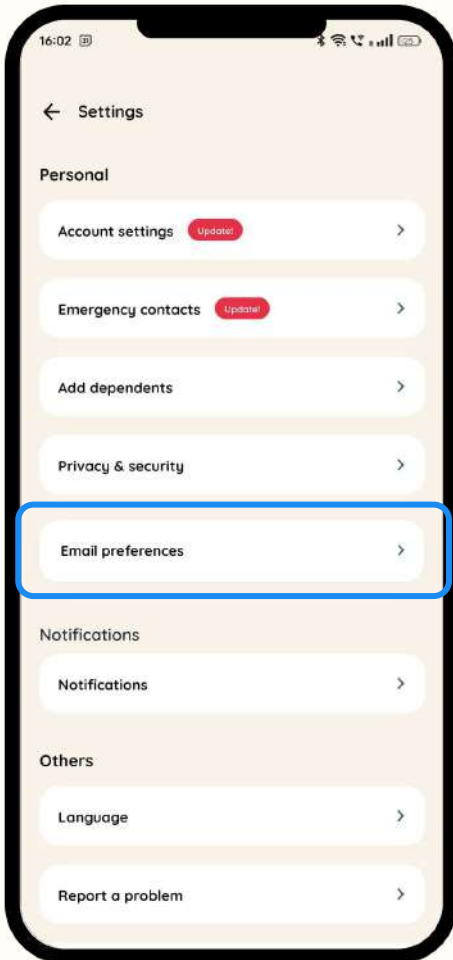
4

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

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



Change your email preferences



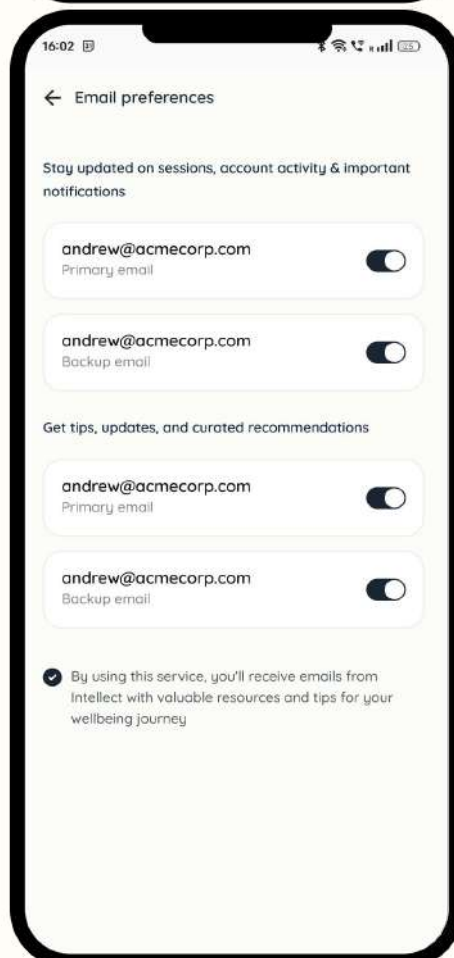
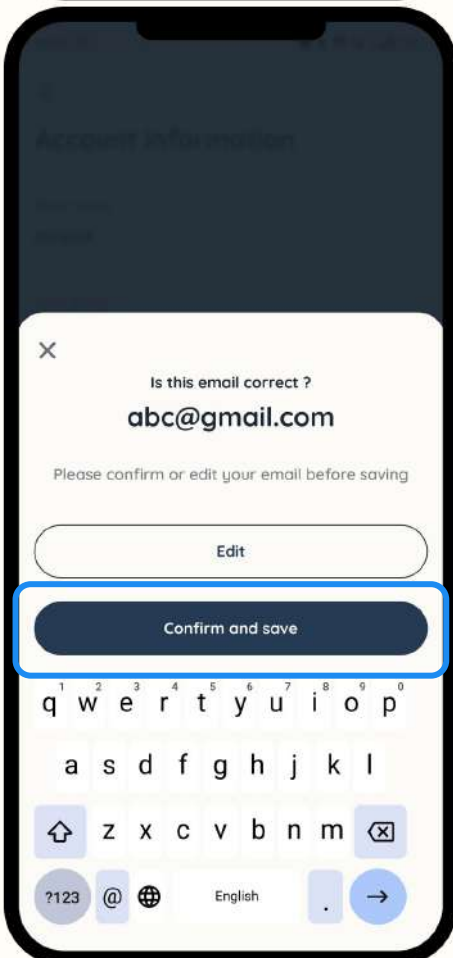
1 Tap on Profile, then the Settings icon, then **Email preferences**

2 If you haven't already done so, you may add a backup email address to your account

3 Select the email addresses you wish to receive the different forms of communication to by toggling them on or off.

It is mandatory to have at least one email address toggled on to receive emails on your sessions, account activity, and important notifications.

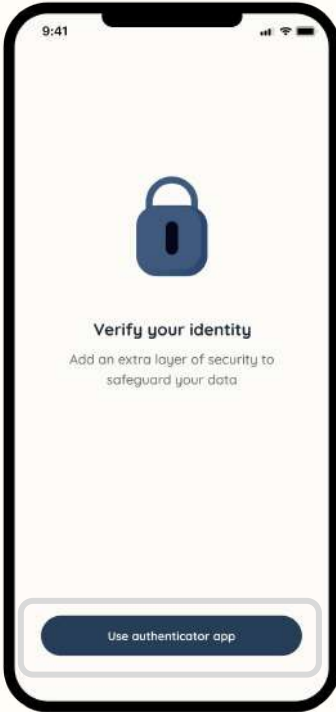
You may change your email preferences at any time.



How to set up two-factor authentication

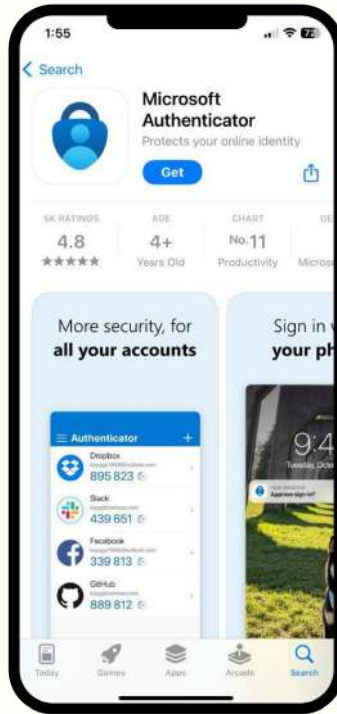
1

For added security, you will be prompted to verify your identity using an authenticator app



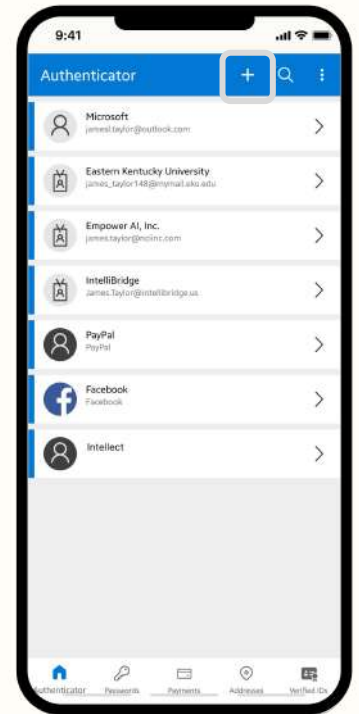
2

Open or download the **Microsoft Authenticator** app on your phone



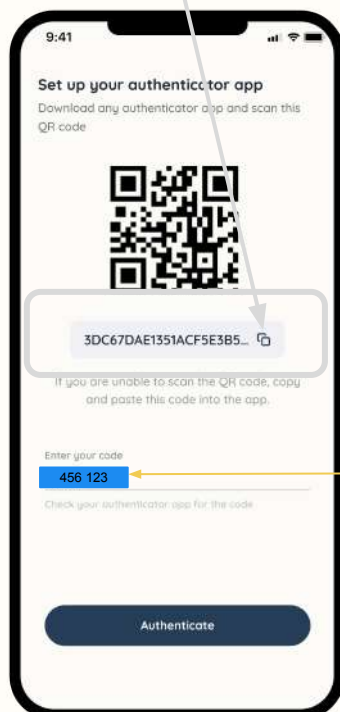
3

Open the Authenticator app. Select Add account or the + sign in the upper-right corner. Select **"Other Account"**



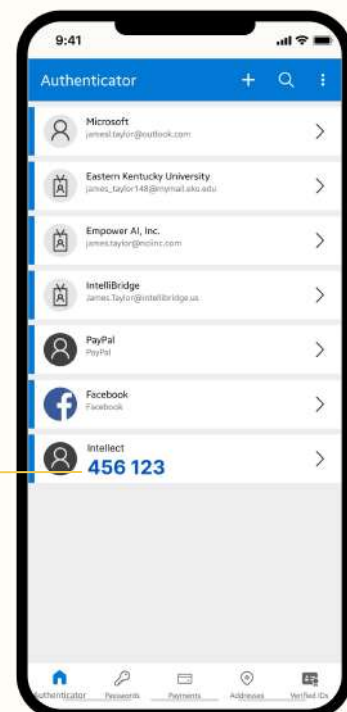
4

Tap **"Or enter code manually"** on the next screen and key in **"Intellect"** as the account name. To get the Secret Key, return to the Intellect app and copy the long text code beneath the QR code.



5

Generate your **6-digit one-time password (OTP)** code from your authenticator app when prompted and enter the code in the Intellect app

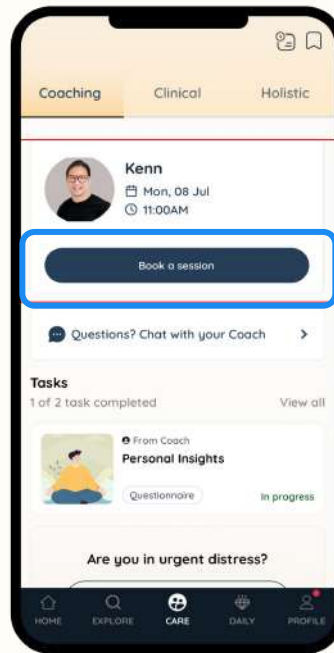


Request for More Credits

You can **request for more credits** (pay-out-of-pocket) after your organisation's free credits run out via the app.

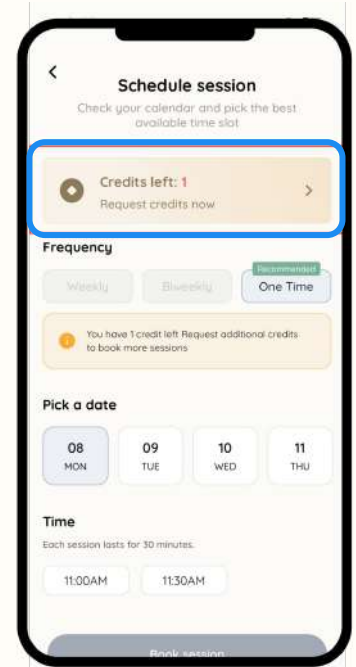
1

In the Care tab, click on **Book a session**



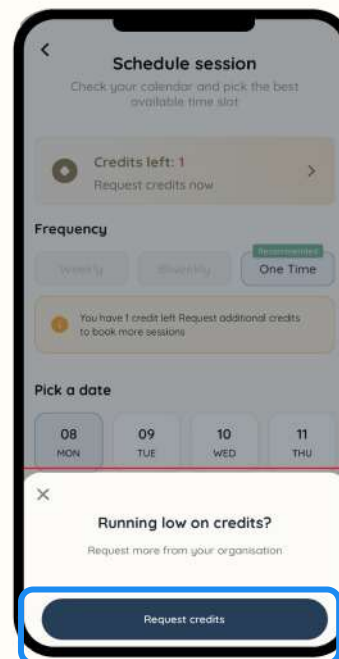
2

Click on **Request credits now** then click **Request credits**



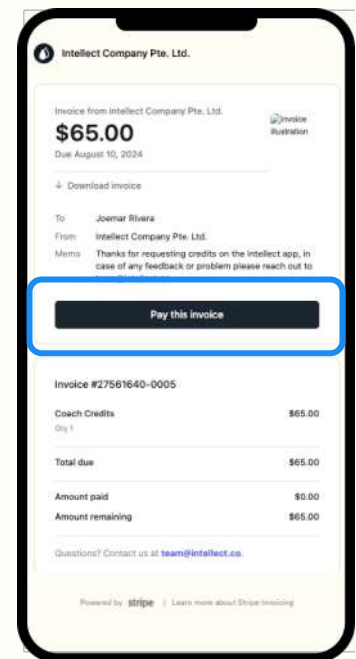
3

Our Support team will acknowledge and respond via email within 3 business days



4

Once you have chosen a package, you will receive a **confirmation email** and an **attached invoice**

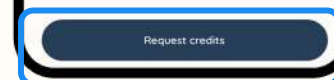


5

Click on **Pay this invoice** and choose your payment method

6

Once payment is confirmed by Intellect Support team, the credits will be added in your account



Virtual Coaching (30 mins per session)

- Intro (1x credit): USD 65
- Plus (2x credits): USD 120 (USD 60/session)
- Premium (4x credits): USD 230 (USD 57.5/session)

Virtual Care (60 mins per session)

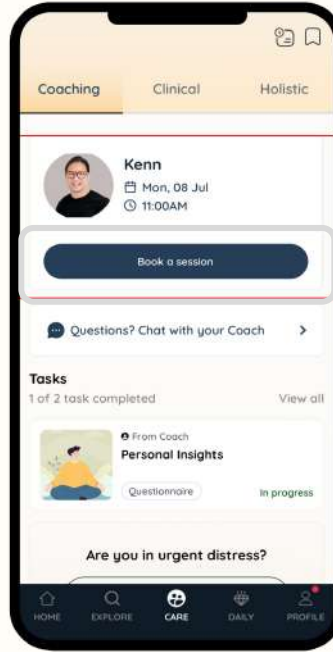
- Intro (1x credit): USD 150
- Plus (2x credits): USD 280 (USD 140/session)
- Premium (4x credits): USD 530 (USD 132.5/session)

Request for More Credits

You can **request for more credits** (covered by your organisation) after your credits run out via the app.

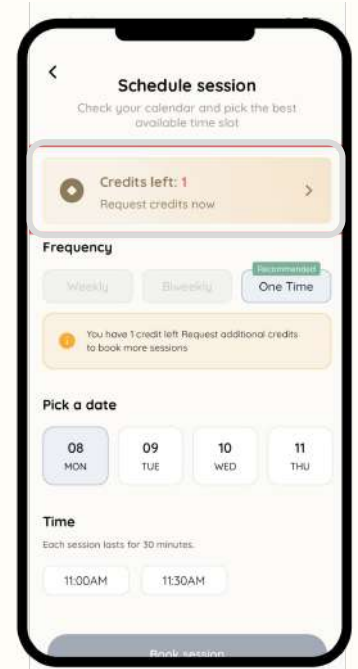
1

In the Care tab, click on **Book a session**



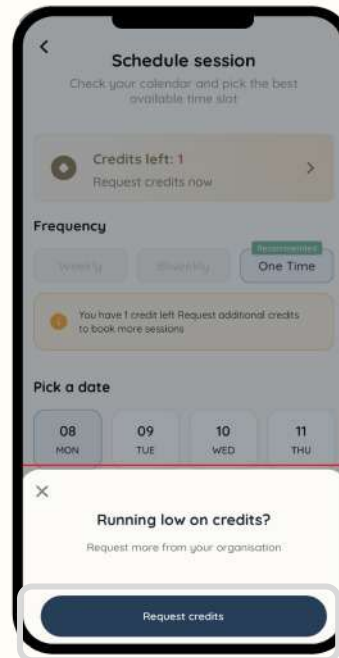
2

Click on **Request credits now** then click **Request credits**



3

Our Support team will acknowledge and respond via email within 3 business days



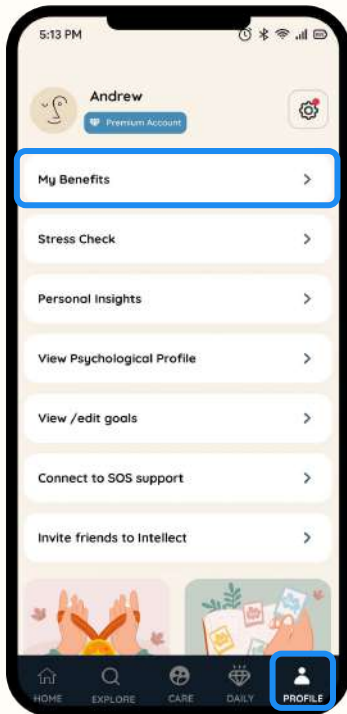
4

Once the request is confirmed by Intellect Support team, the credits will be added in your account

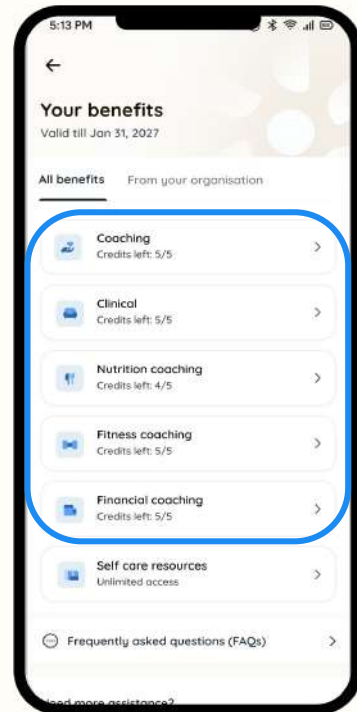
View Credits

You can view the number of credits you have in the app to better manage your sessions.

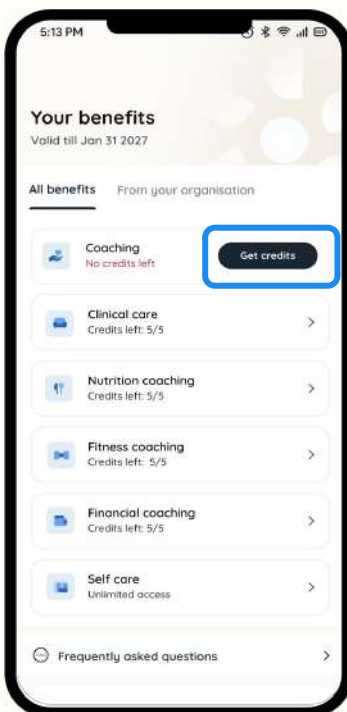
1 In the **Profile** tab, click **My Benefits**



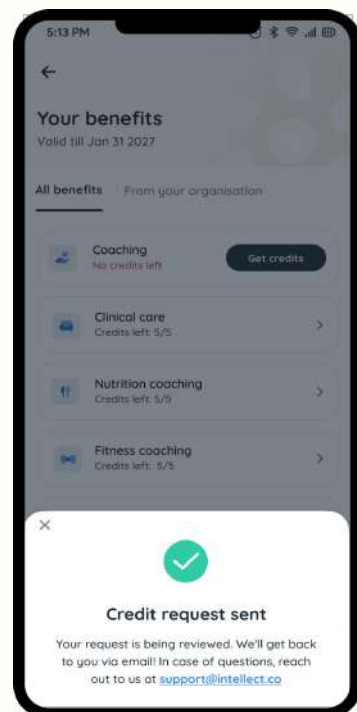
2 View all your credits under **All Benefits**



3 If you need additional credits, click **Get Credits**



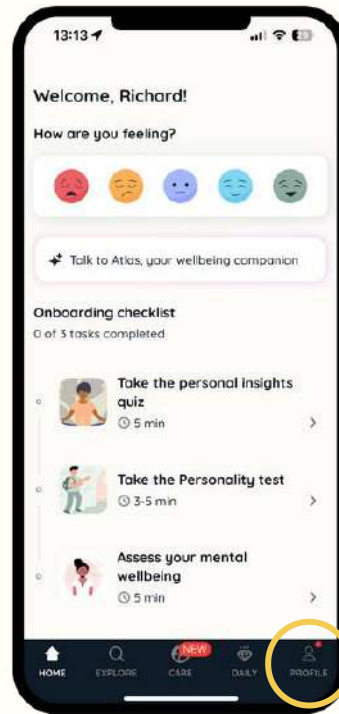
4 Our support team will then contact you with status updates based on the credit availability in your organisation



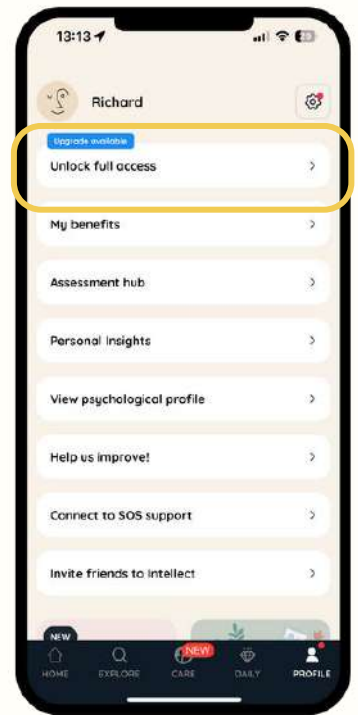
Unlock All Your Benefits

Upgrade your Intellect account have full access to the features!

1 Tap on 'Profile'.

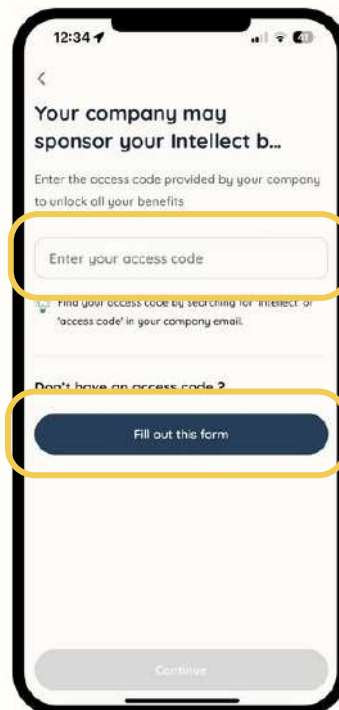


2 Tap 'Unlock full access'.



Enter your access code, and you're all set!

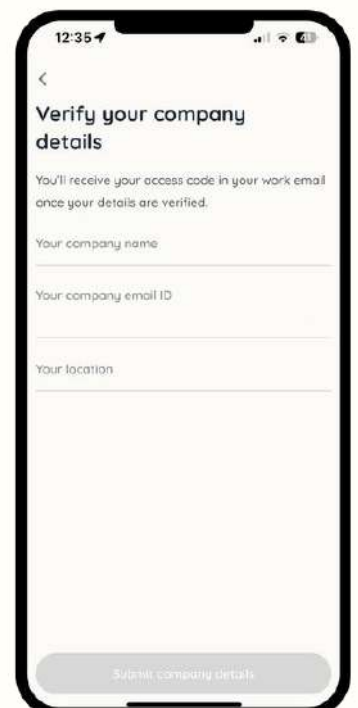
Your company may have provided you an access code. Find it by searching 'Intellect' or 'access code' in your company email.



OR

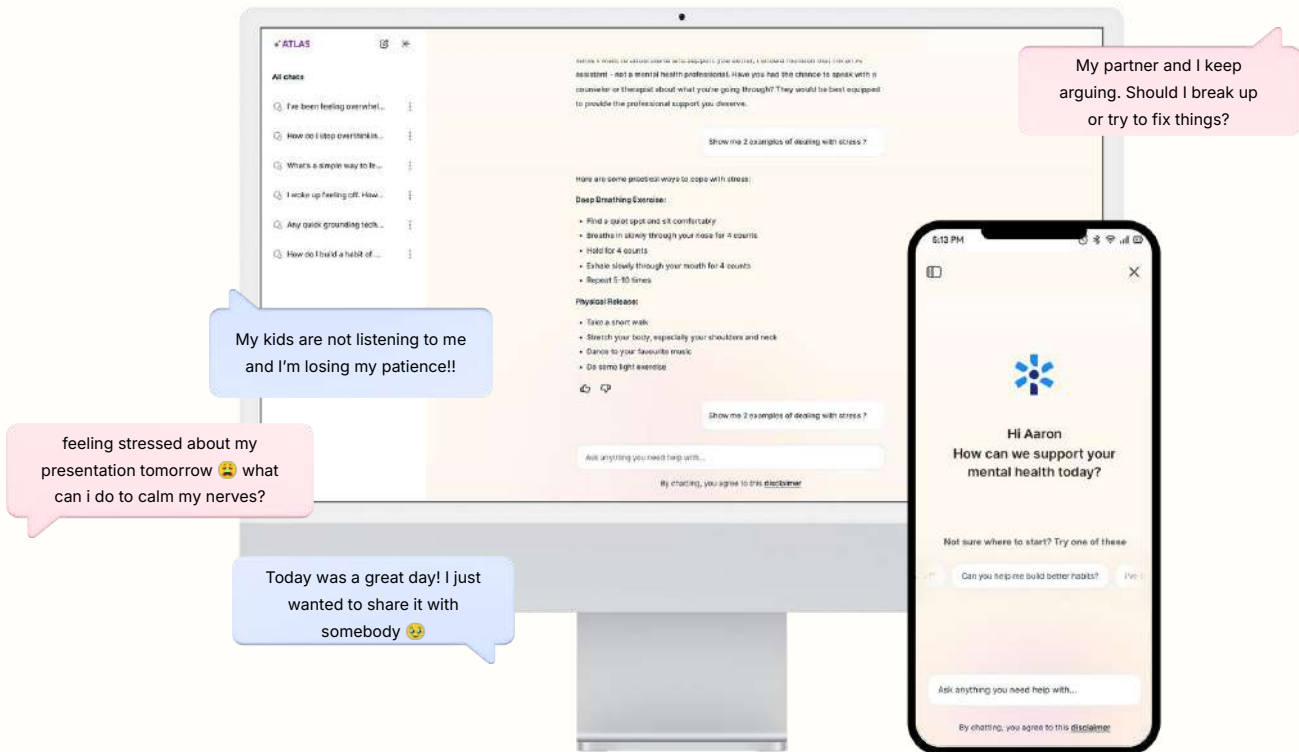
Tap 'Fill out this form' and submit your company details.

You will receive an access code in your work email once your details have been verified.



Meet **ATLAS** Chat: Your Always-On Care Chatbot Companion

Talk. Feel heard. Find support. Anytime with Atlas Chat.



With Atlas Chat, you can:



Talk things through in a safe space.
Share what's on your mind and get in-the-moment support.



Find your way forward.
Get gentle guidance, and discover the right Intellect resources or professionals for you.



Stay supported along the way.
Feel heard and reflect on learnings in between your sessions.

Start a chat with Atlas any time!

Look out for the ✨ icon on Intellect App or Web.

➡ Click on the button and start chatting with Atlas about anything— as simple as texting a friend.

➡ Revisit or manage your conversations in the left panel.

➡ Provide feedback to improve recommendations and make Atlas more personalised for you by clicking on the thumbs up or down icons.

Please ensure your Intellect App is updated to the latest version to access this feature.

Built with clinical best practices, Atlas Chat is safe, confidential, and fully compliant with [Intellect's privacy policies](#). Atlas Chat isn't a replacement for human care or designed for crisis situations. Users in distress will be directed to local helplines or crisis support.

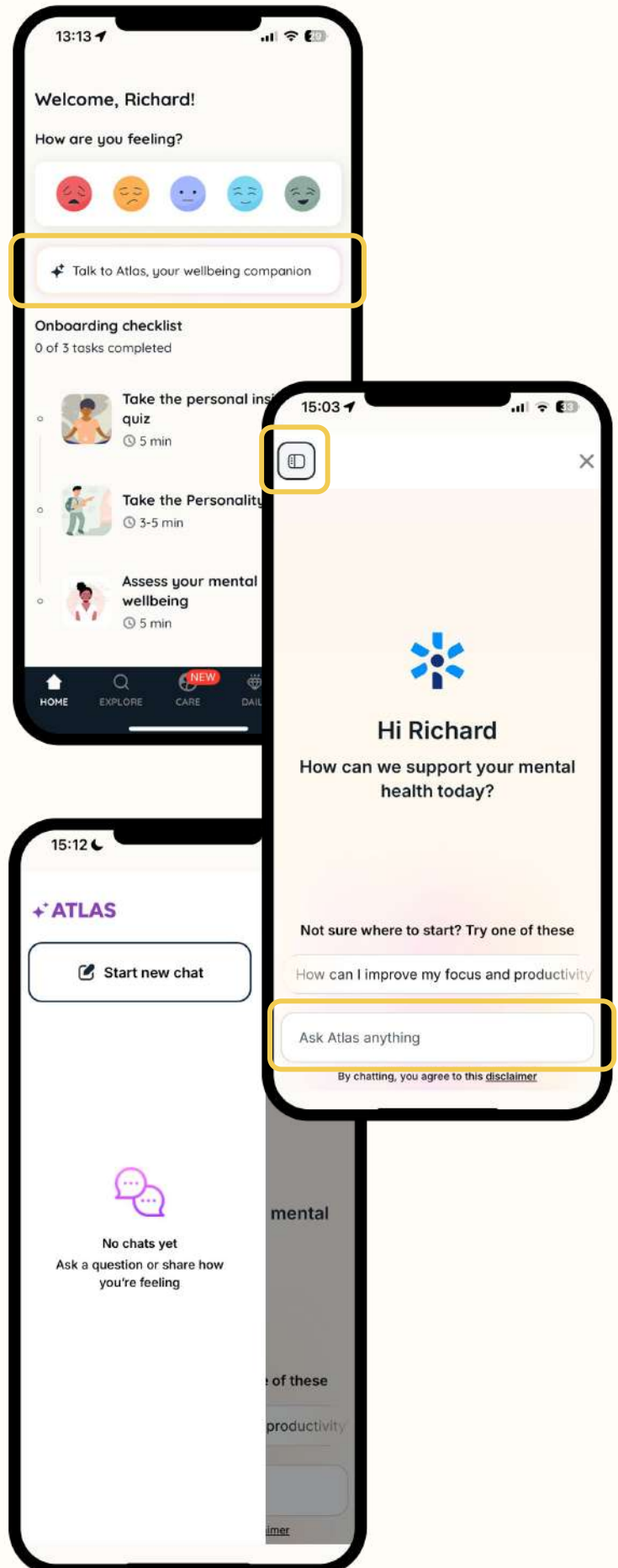
Meet Atlas Chat: Your Always-On Care Chatbot Companion

- 1

In the **Home** tab, tap **Talk to Atlas, your wellbeing companion**
- 2

Tap **Ask Atlas anything** and start chatting
- 3

Tap the upper left corner panel to revisit or manage your conversations



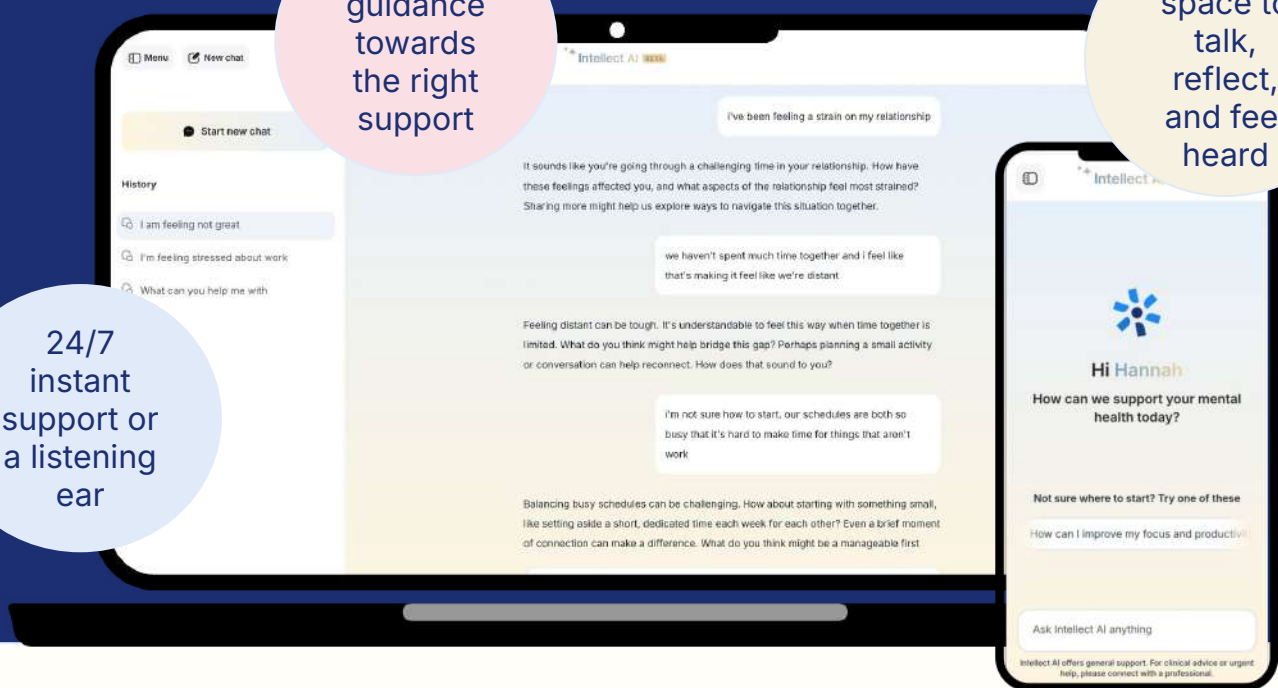
Say Hello to Intellect AI Chat — Your New Always-On Care Companion

Looking for immediate support at any time, or not ready to speak to someone yet? With Intellect AI Chat, you get:

Gentle guidance towards the right support

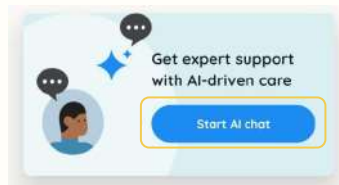
A safe space to talk, reflect, and feel heard

24/7 instant support or a listening ear

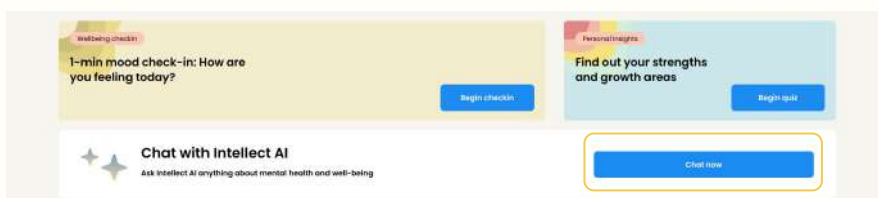


It's as easy as texting a care provider or a friend! **Start a conversation anytime** by going to the homepage of either:

- Intellect App and tap **"Start AI chat"**, or
- Intellect Web and click **"Chat now"** in the "Chat with Intellect AI" block.



You can chat about anything, like:
 "How can I manage my time better?"
 "Am I being a good friend if I..."
 "I'm nervous about performance reviews"
 "Things have been hard lately. Idk what to do"
 "What's box breathing"



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.