

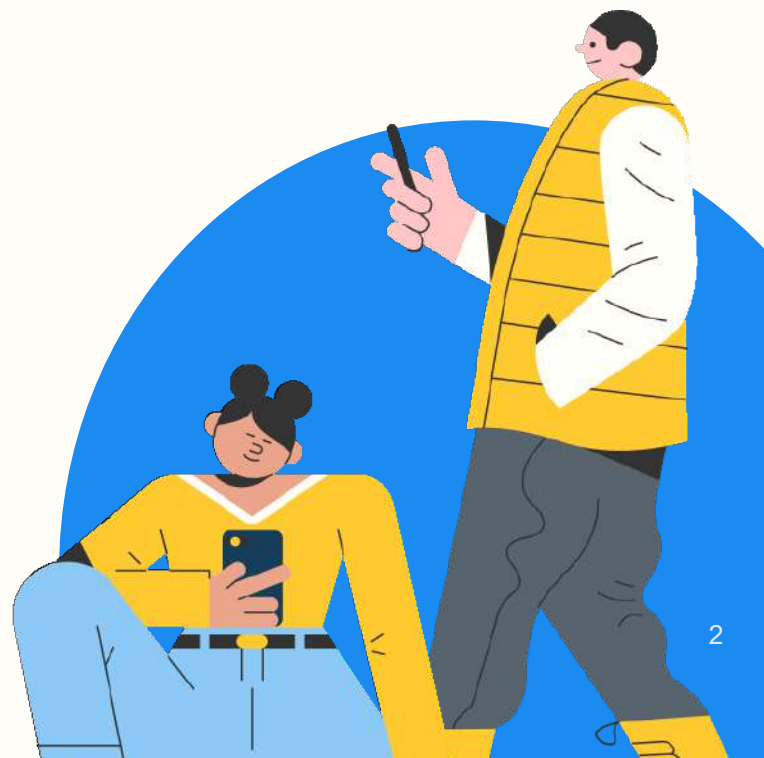
# Intellect App Navigation Guide

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

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

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# Intellect Overview



## Clinical Sessions

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.

## Self-guided Tools



### Daily Tools

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



### Wellbeing Check-ins

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



### Personal Insights

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



### Rescue Sessions

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

- Procrastination
- Feeling lost
- Stress and more



### Guided Journaling

Gain deeper understanding of your thoughts & feelings.

- Gratitude
- Problem-solving
- Emotions and more



### Learning Paths

To build skills for everyday challenges and resilience.

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

# Get Started: Set Up Your Account with Access Code

**Step 1: Install the app**

Scan the QR Code



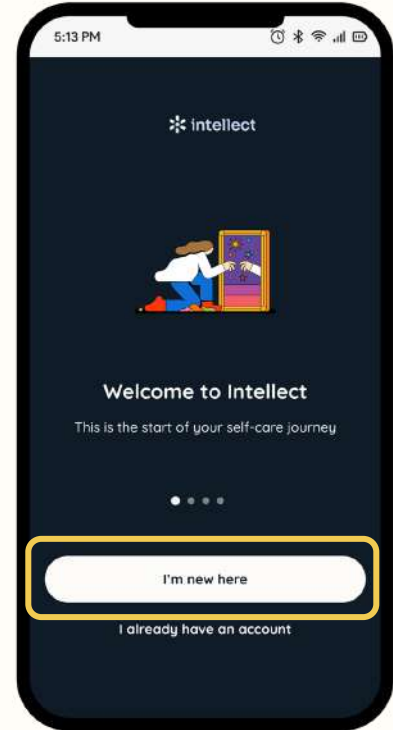
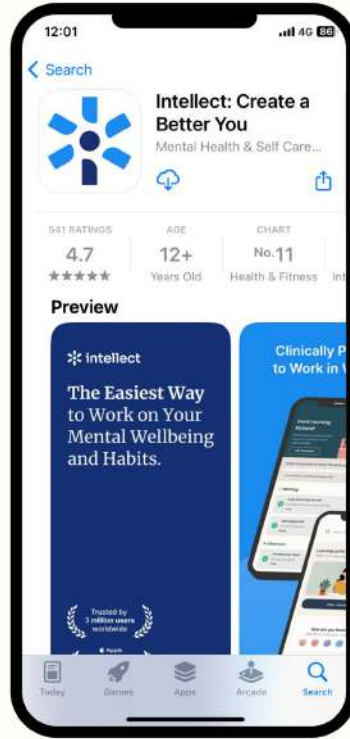
OR

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

OR

Search for "Intellect" on your mobile phone application store

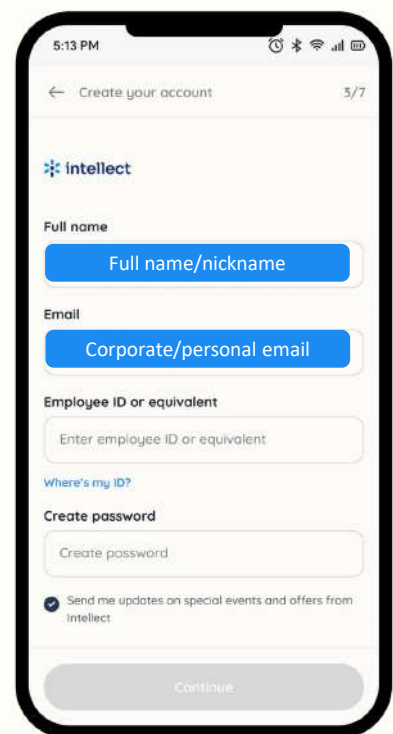
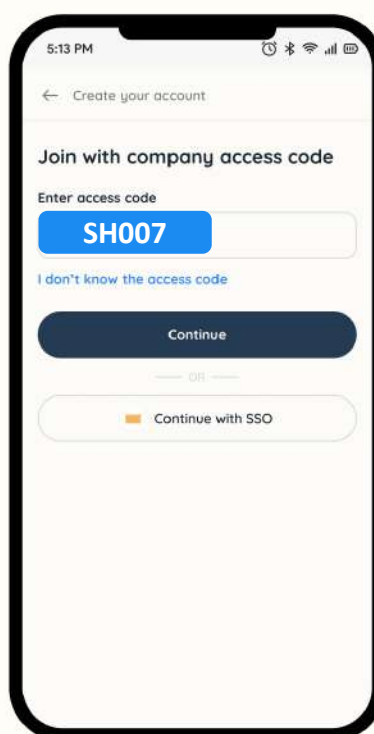
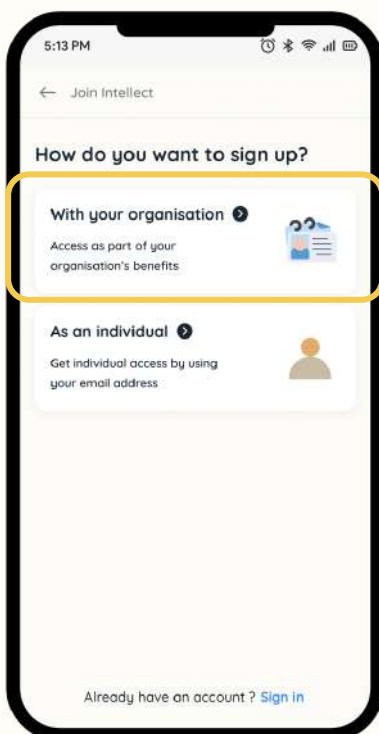
**Step 2: Select I'm new here**



**Step 3: Select With your organisation**

**Step 4: Enter code SH007 and tap Continue**

**Step 5: Select your language then sign up using your Employee ID**



# 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**

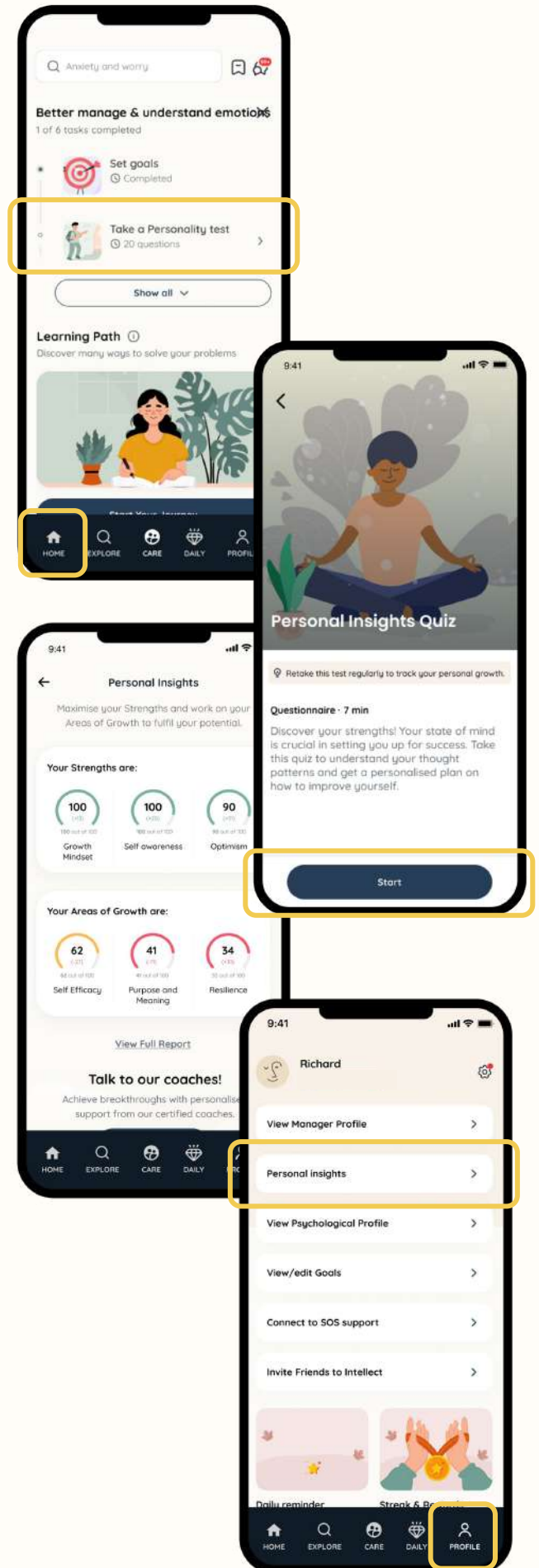
4

**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



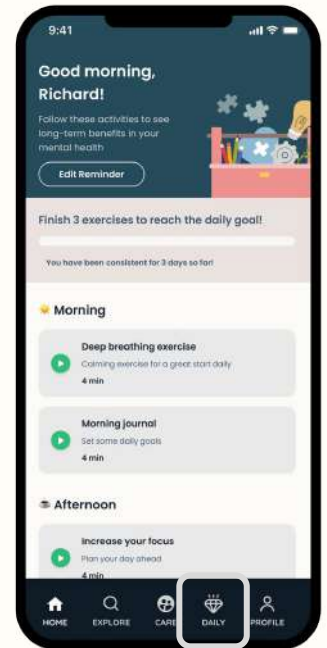
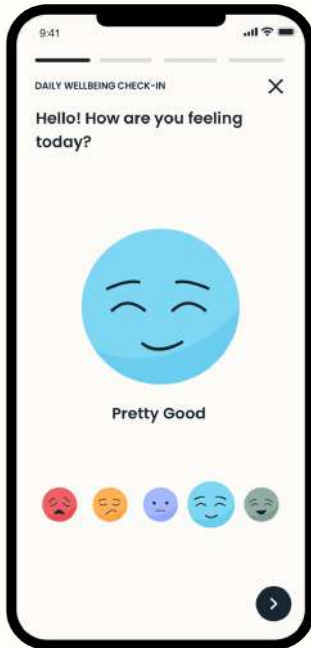
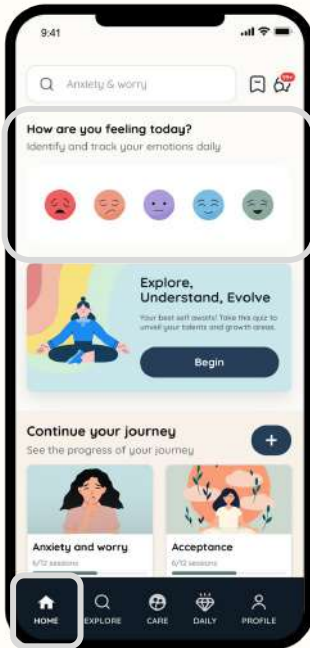
## Wellbeing Check-ins

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



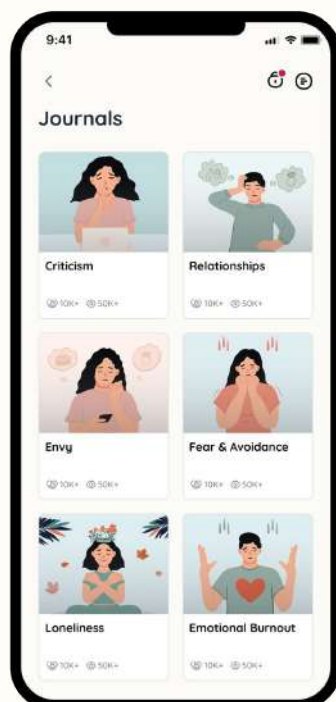
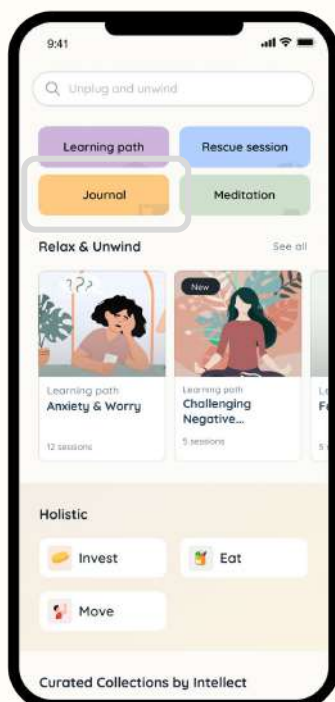
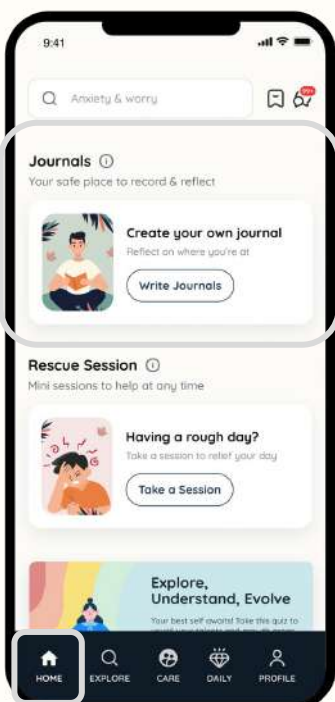
## Daily Tools

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!



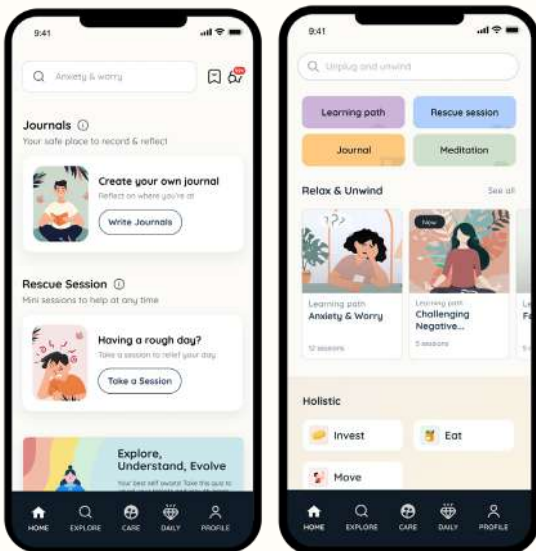
## Learning Paths

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!

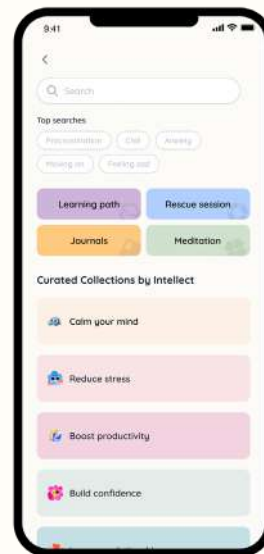
1

Access these tools from the Home or Explore tab.



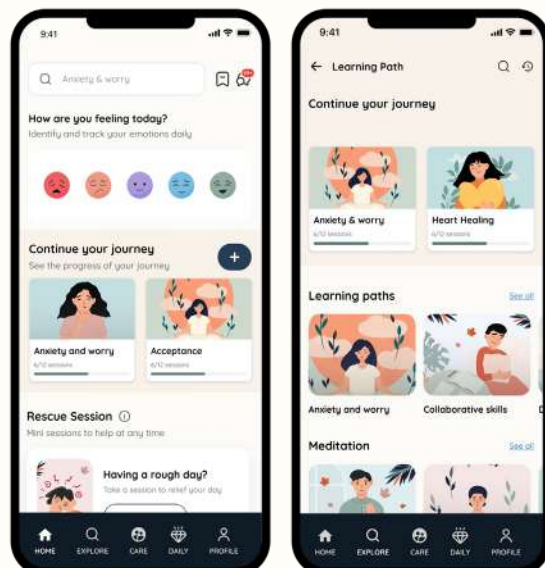
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Search for topics, browse by content type, or check out Intellect's curated collections



3

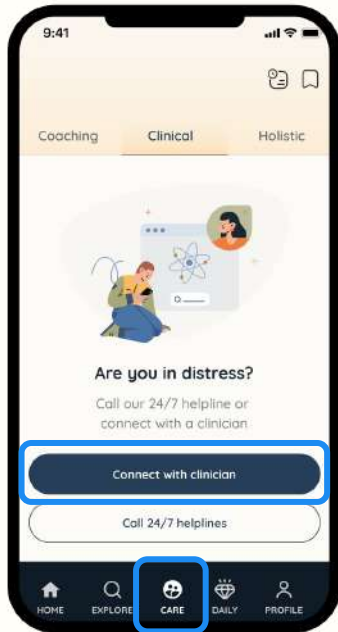
Pick up where you left off from the Home or Explore tab at any time



# How to Book Virtual Clinical Sessions

1

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



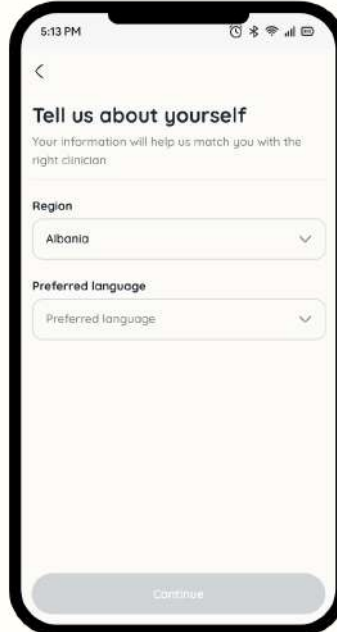
2

Tap **Online**



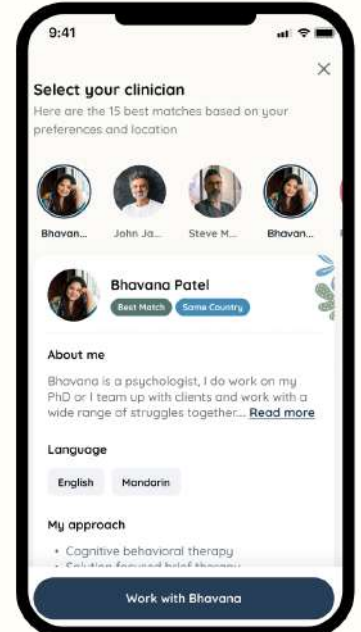
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Fill in the information requested. Agree to the consent forms. Tap **Continue**



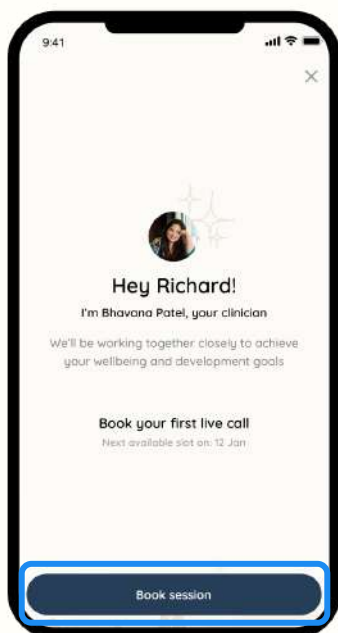
4

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



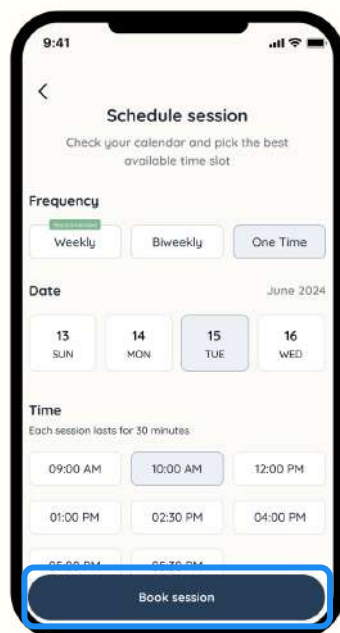
5

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



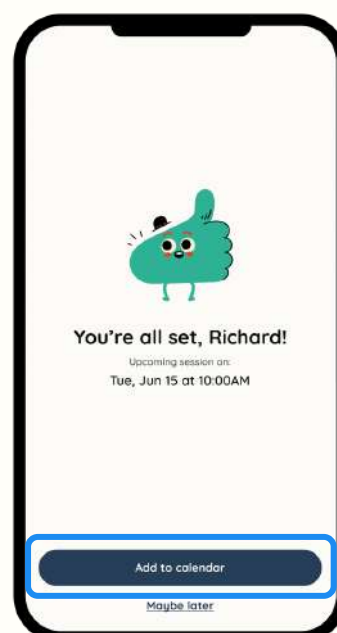
6

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



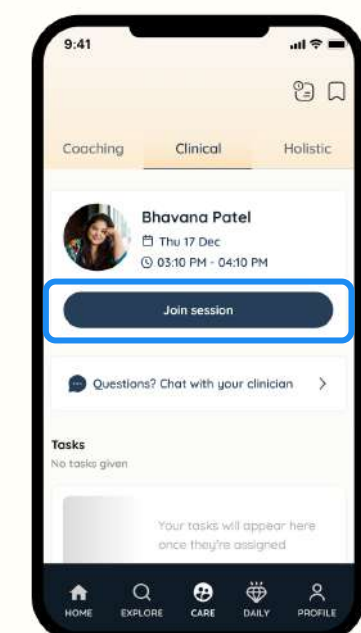
7

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



8

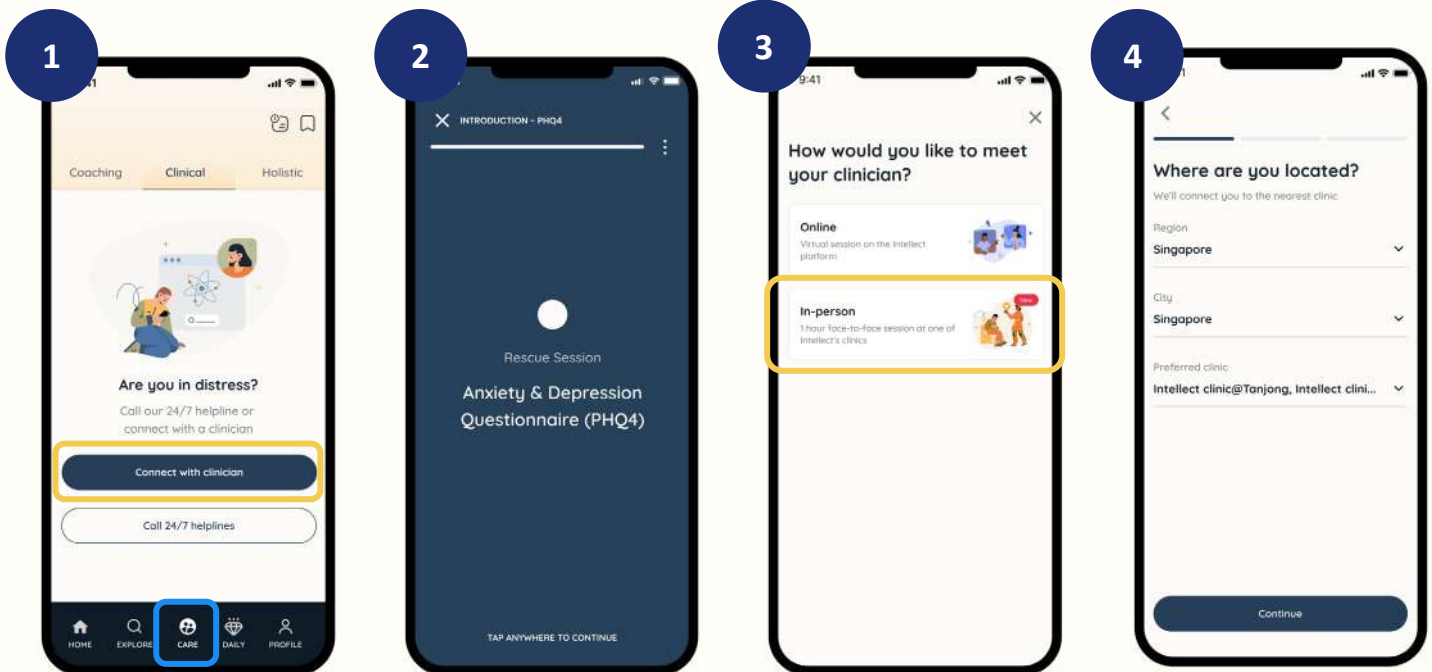
At the time of your session, click on **Join session** to begin



\*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 In-person Clinical Sessions

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

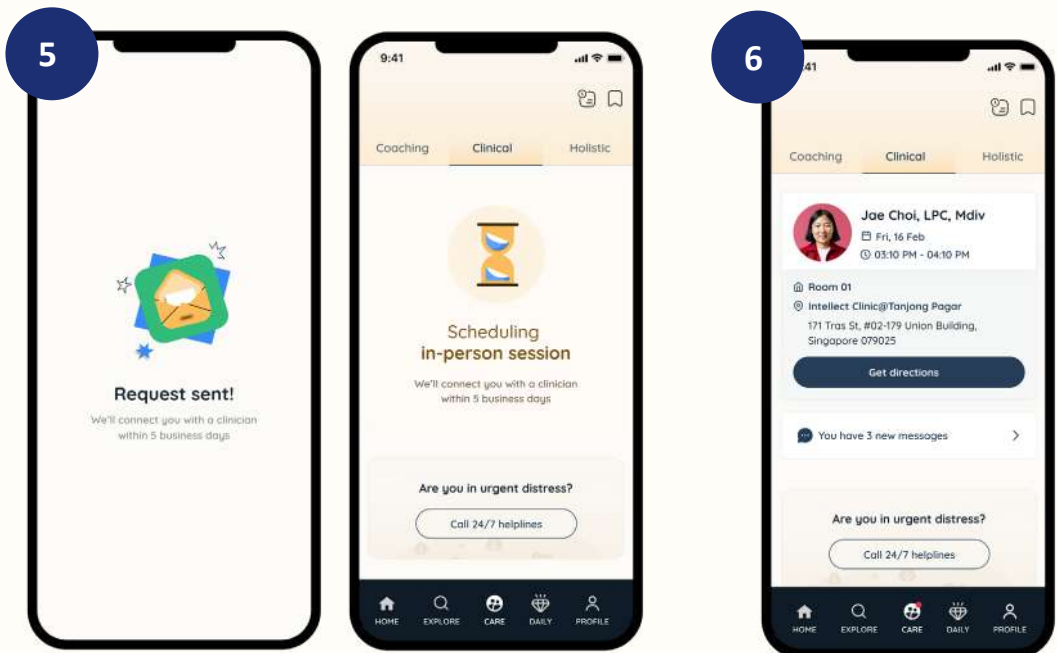


Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**

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 **with your Staff Pass** to have your session.

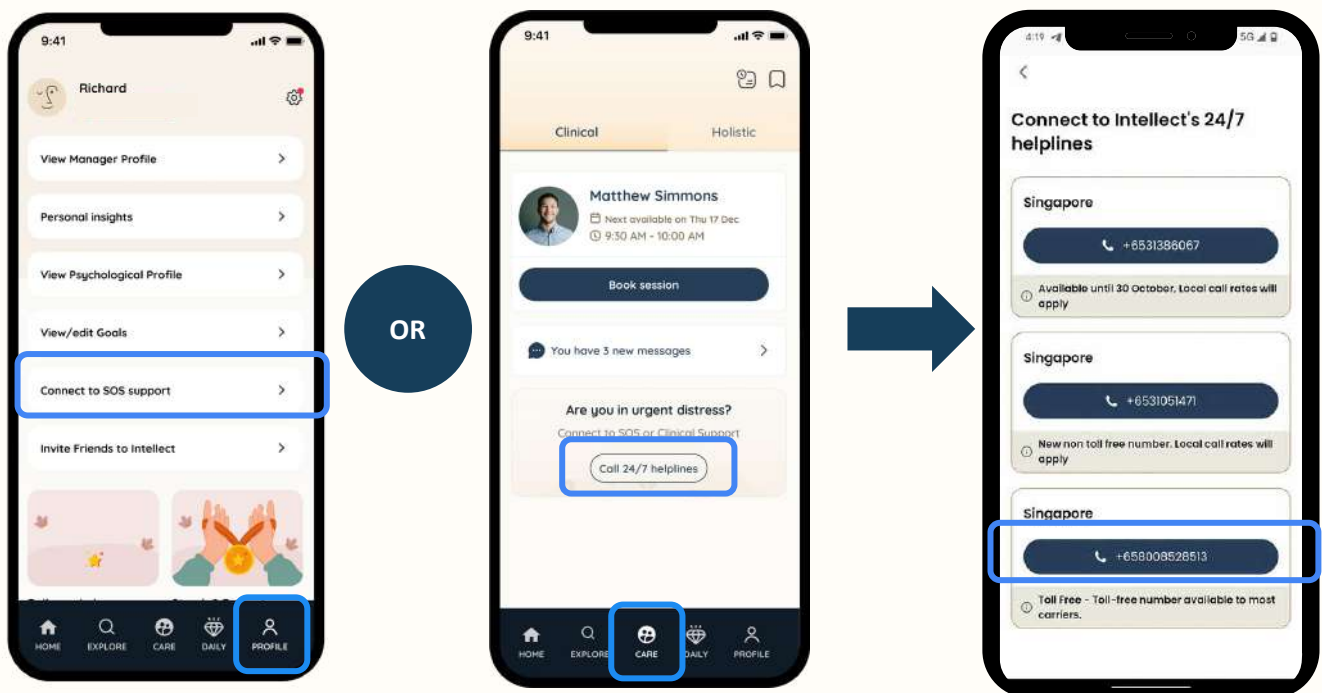
# Crisis Helpline

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

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

## Where can I access this?

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



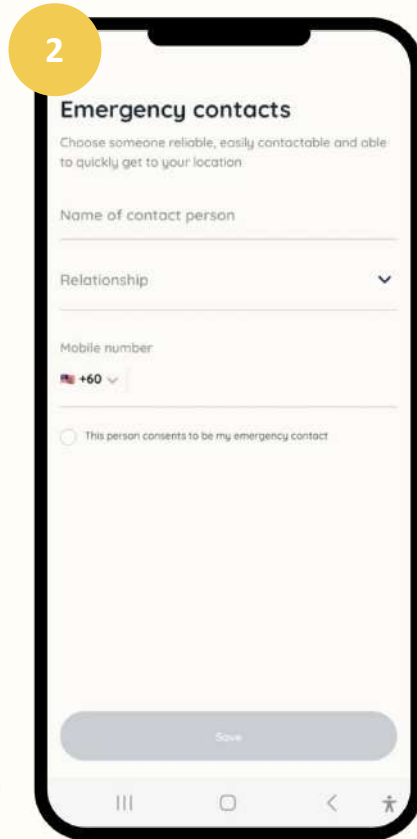
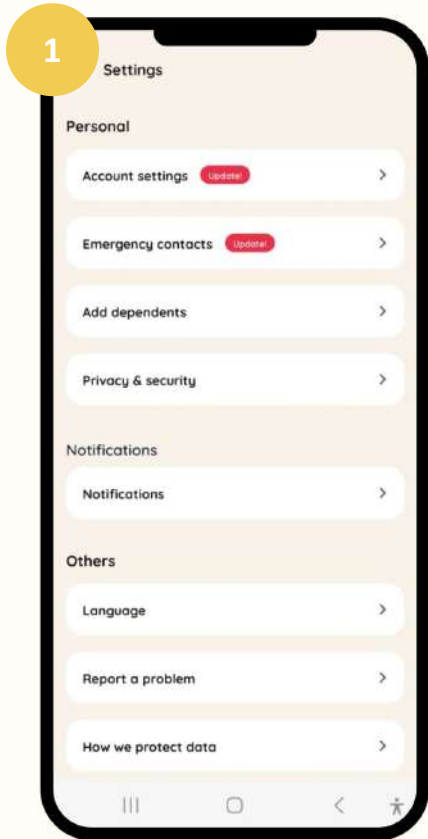
## What happens when I call the helpline?

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

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

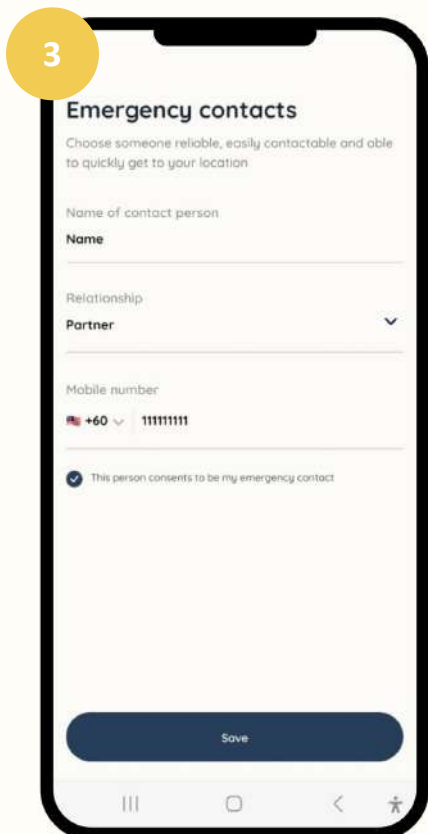
# Update your Emergency Contact

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

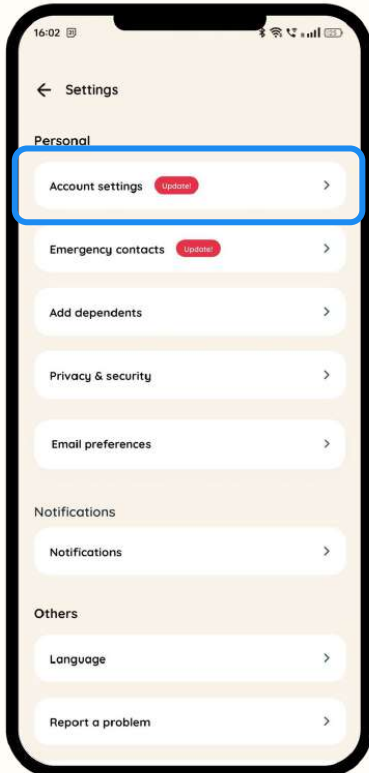
# Add your Backup Email ID

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.

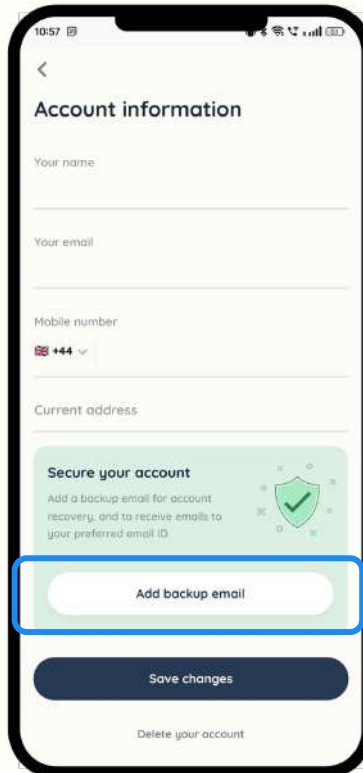
1

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



2

Click **Add backup email**



3

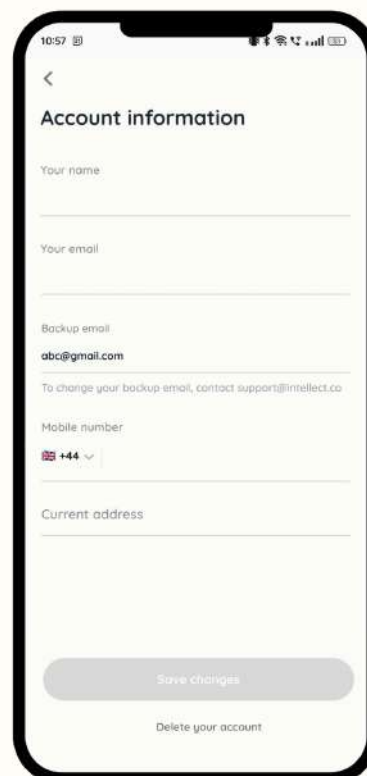
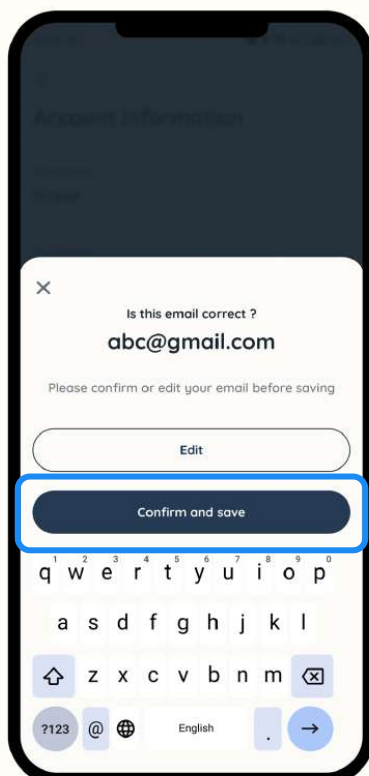
Enter your backup email address. Choose an email you have easy access to



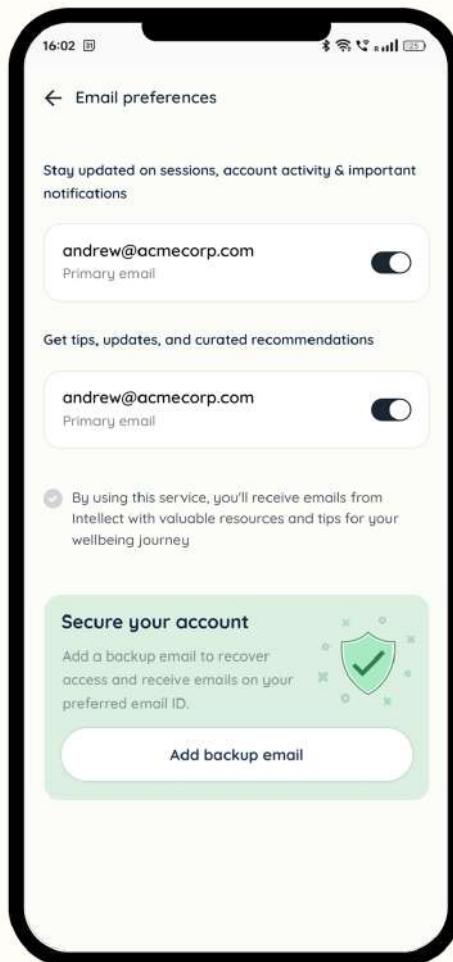
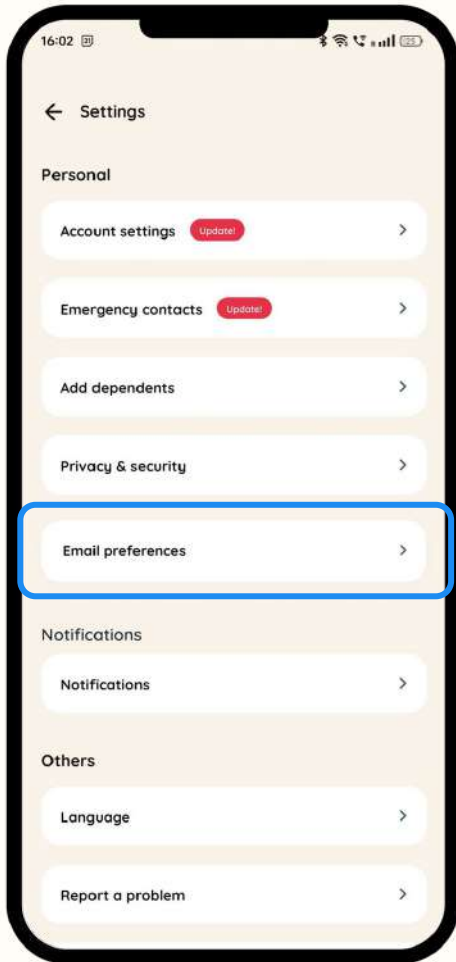
4

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

*To change your backup email, please contact [support@intellect.co](mailto:support@intellect.co)*



# Change your email preferences



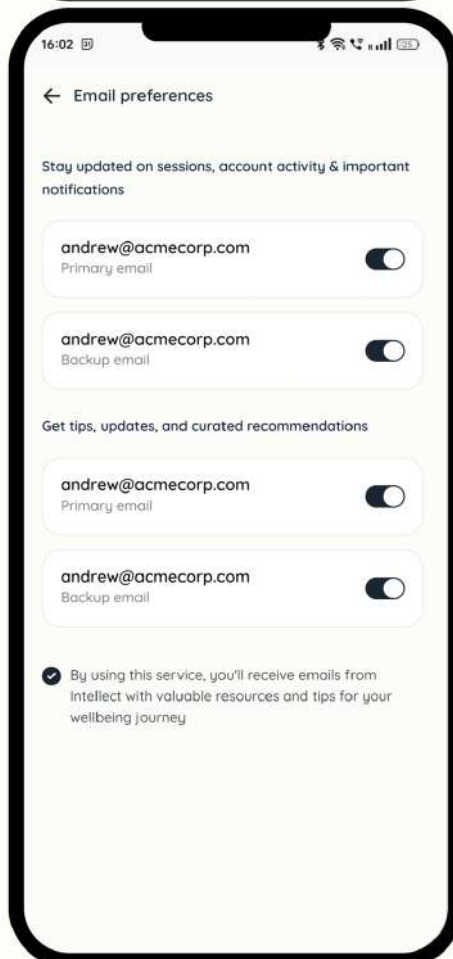
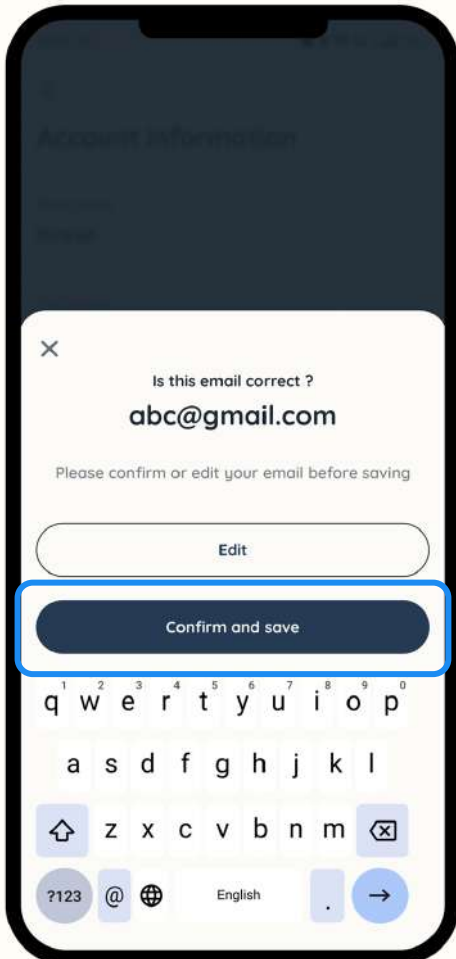
1 Tap on Profile, then the Settings icon, then **Email preferences**

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.

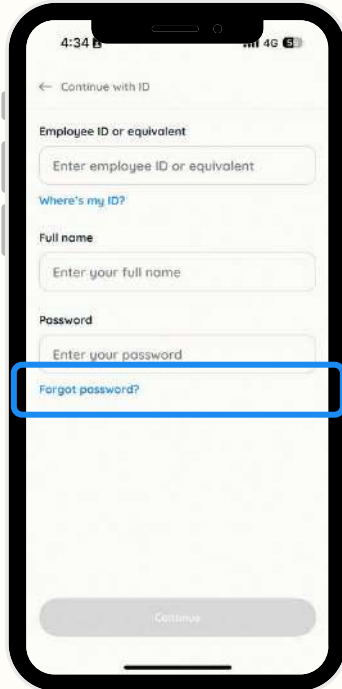
You may change your email preferences at any time.



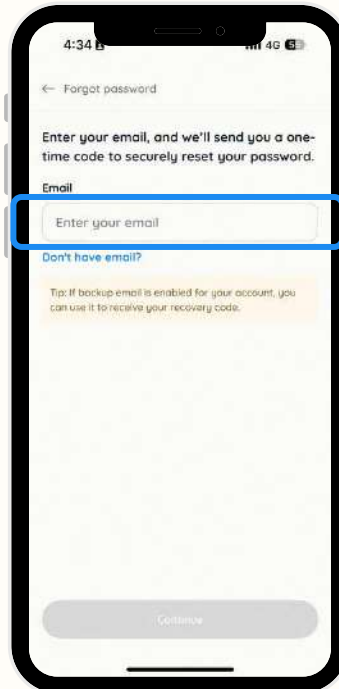
# Password Recovery

If you had signed up with an email/ have added a backup email:

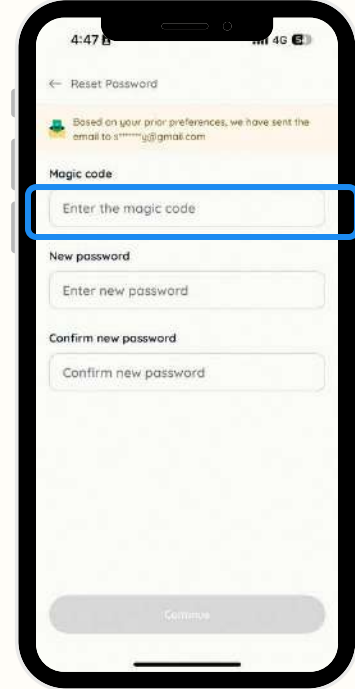
Go to the ID Login Page and click 'Forgot password?'.



Enter the email you signed up with or your backup email.

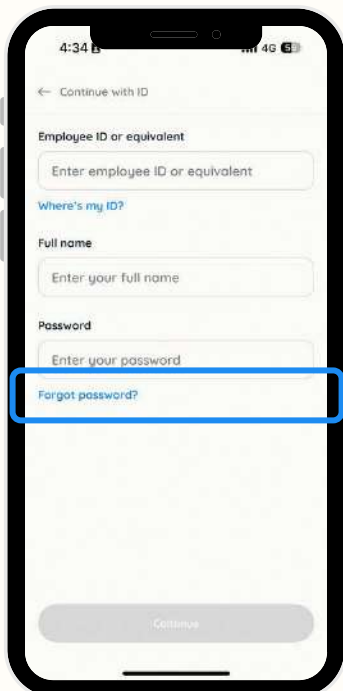


Enter the magic code sent to your email address and set a new password.

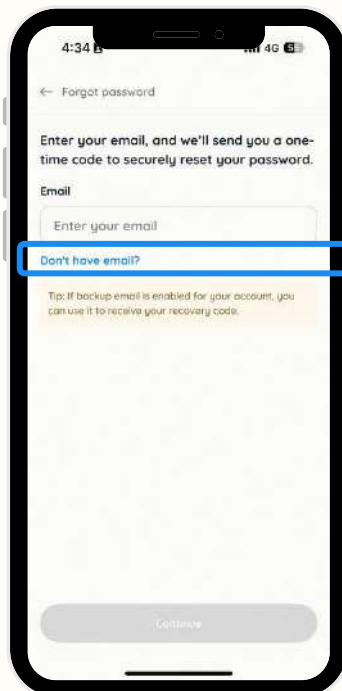


If you did not enter an email at sign-up:

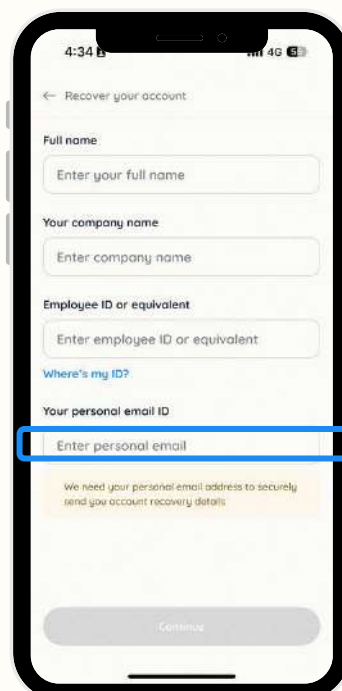
Go to the ID Login Page and click 'Forgot password?'.



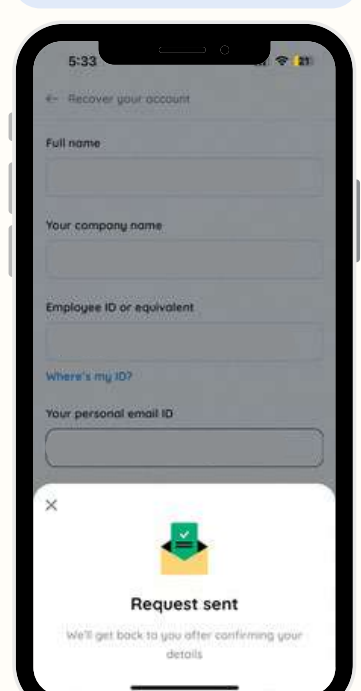
Select "Don't have email?".



Fill in your initial log-in details and add an email ID.



You will be contacted via email to verify your details and process password reset.



# Reach Out to Support

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

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

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

For general technical issues

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

For issues during my sessions

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

How do I prepare for my sessions?

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

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

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

If you do not have an email, you may reach out to 24/7 helpline at +65 800 852 8513

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.