

Intellect App Navigation Guide

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

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

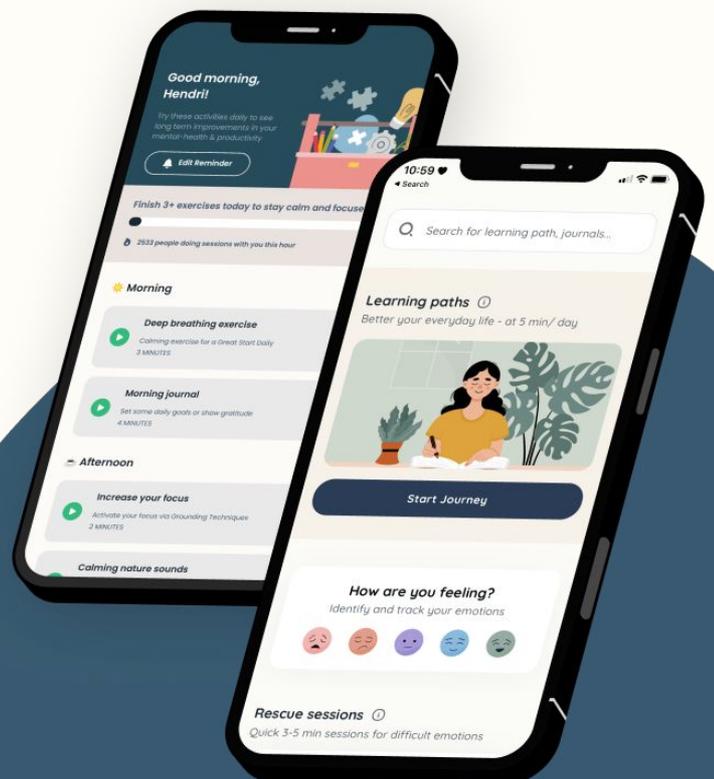
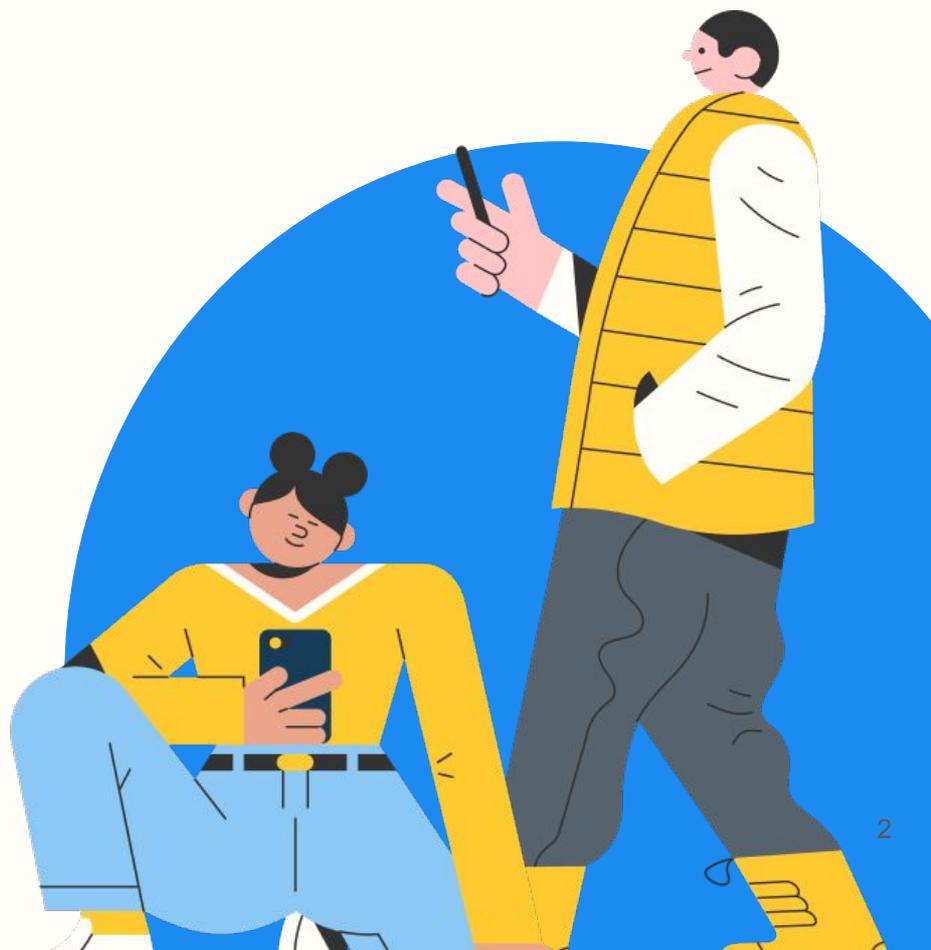


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Clinical Sessions

3 counselling credits pr. year

Sessions with Clinical Psychologists & Counsellors who provide treatment to improve one's sense of wellbeing, alleviate feelings of distress, and resolve crises. Some areas clinicians can support you in:

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



24/7 Distress 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.



1-to-1 Coaching Sessions

3 coaching credits pr. year

Sessions with certified Coaches, Counsellors, and Psychologists to help you work through, 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



Holistic Consultations

4 consultation calls pr. year*

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.

**Employees have access to 1x credits for each of the following topics: legal, physical, nutrition and financial advisory.*

Self-guided Tools



Daily Tools

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



Personal Insights

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



Guided Journaling

Gain deeper understanding of your thoughts & feelings.

- Gratitude
- Problem-solving
- Emotions and more



Wellbeing Check-ins

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



Rescue Sessions

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

- Procrastination
- Feeling lost
- Stress 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

Step 1: Install the app

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

Scan the QR Code



OR

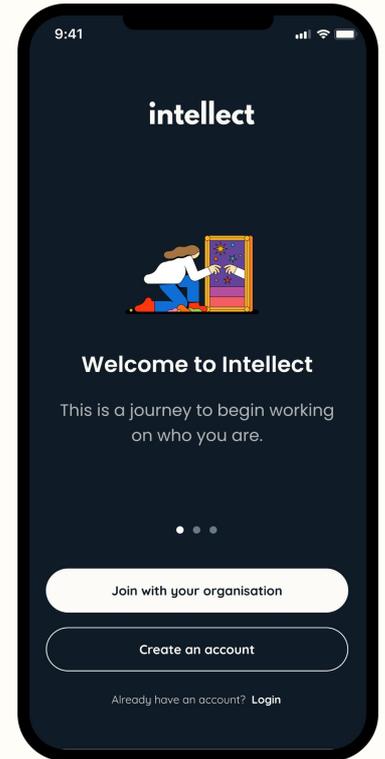
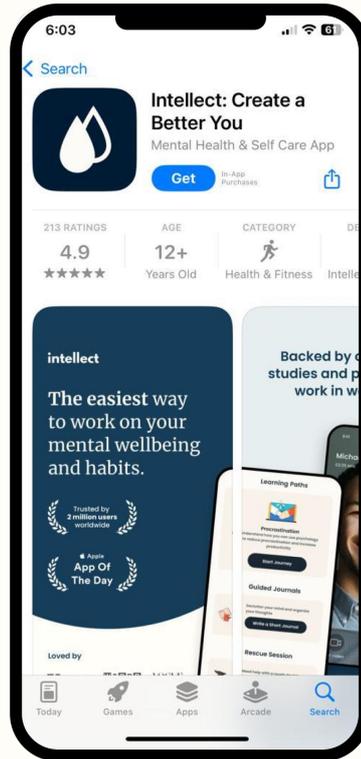
Visit <https://intellect.co/success/> using your mobile phone

OR

Search for "Intellect" on your mobile phone application store

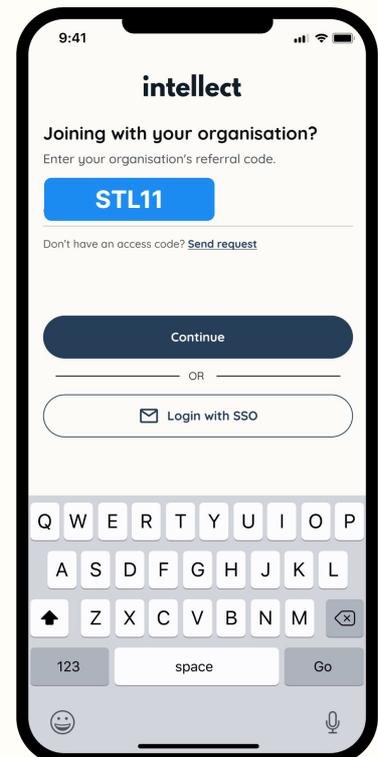
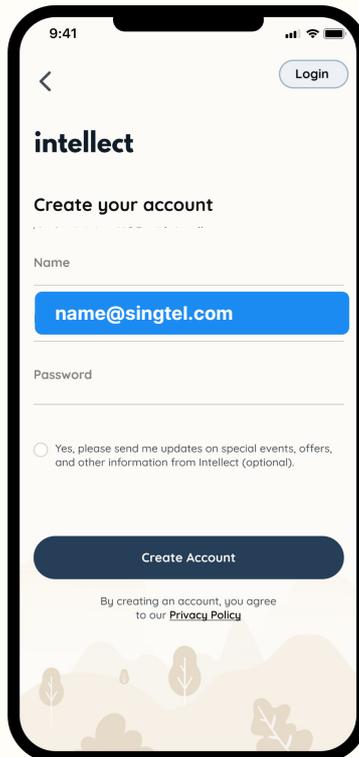
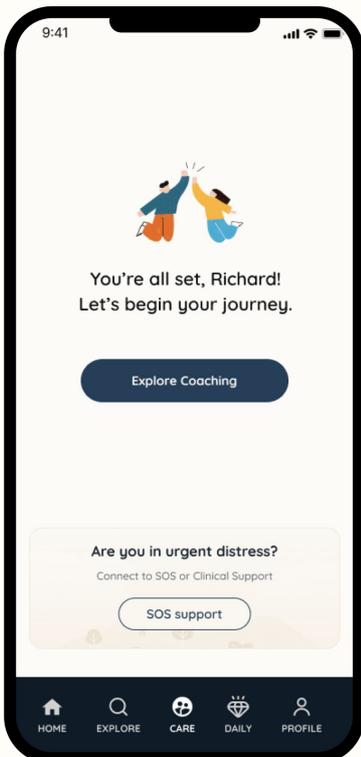
OR

For members in Mainland China: search for "Intellect: Create a better you" or "Intellect成为更好的自己" on your application store



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

Step 3: Enter code **CODE**



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

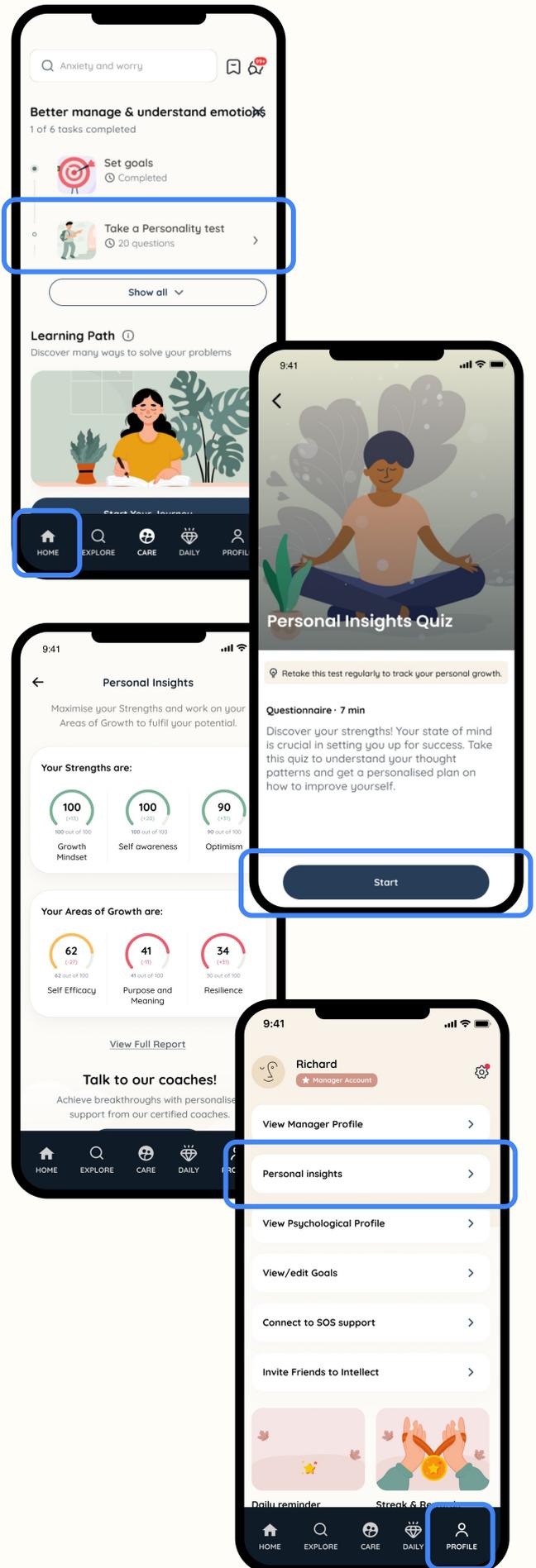
4 Receive a personalised Wellbeing Report

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



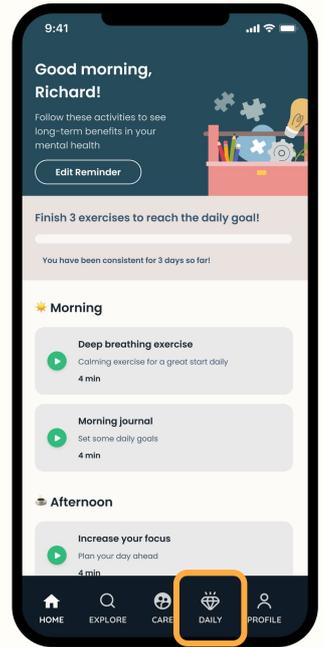
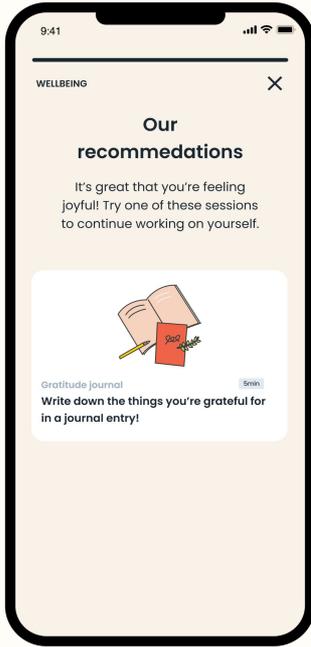
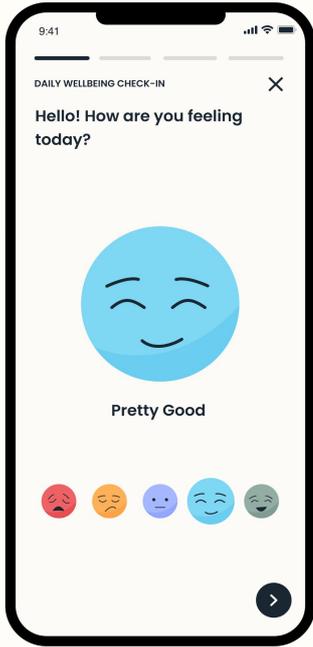
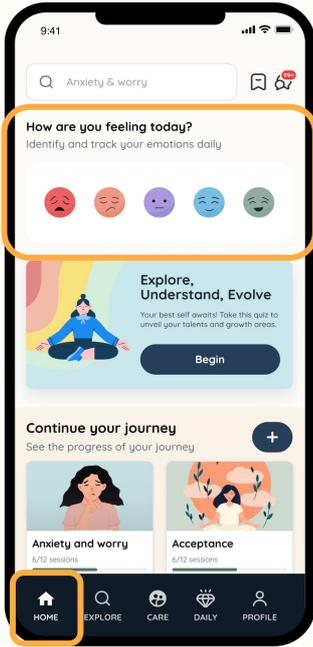
Wellbeing Check-ins

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



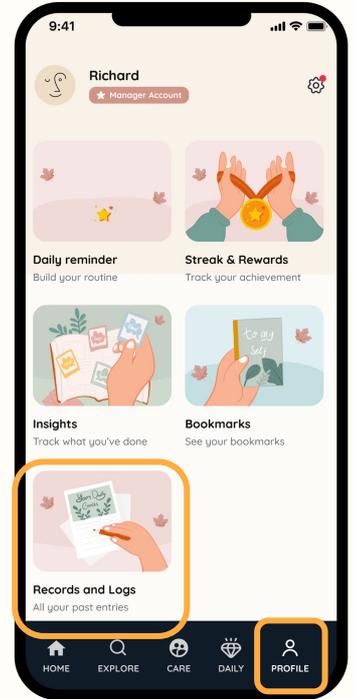
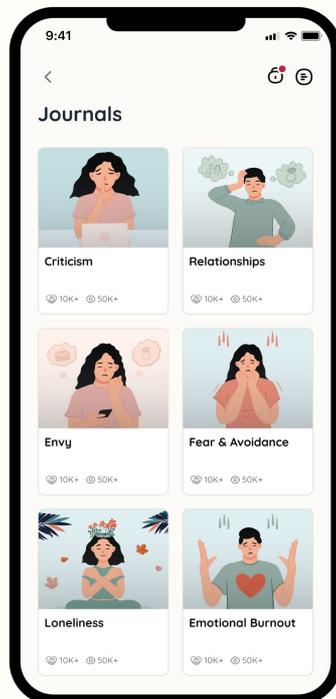
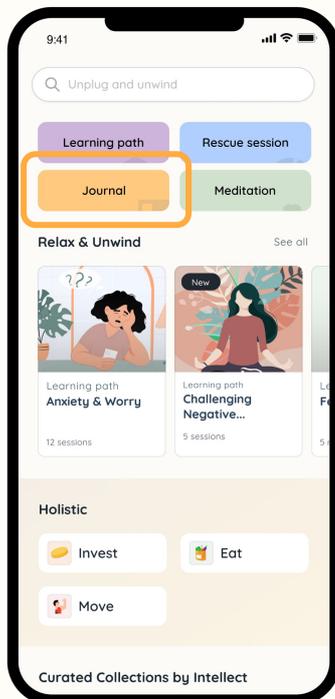
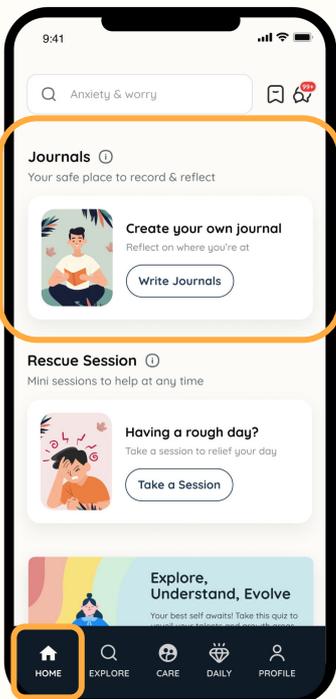
Daily Tools

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.





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:

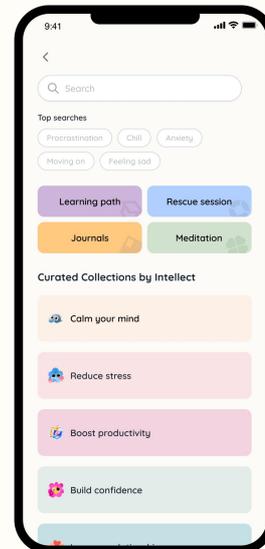
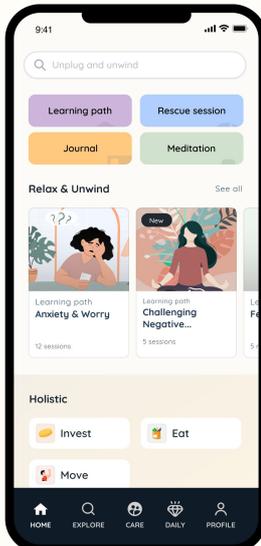
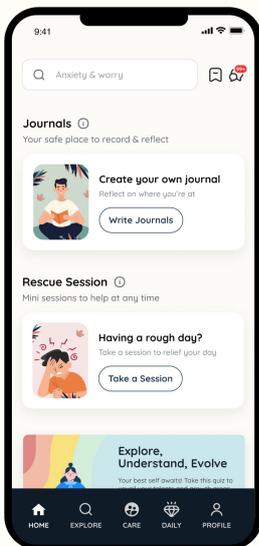
- Emotion regulation
- Decision-making
- Healthy coping mechanisms
- Body image
- And more!

1

Access these tools from the Home or Explore tab.

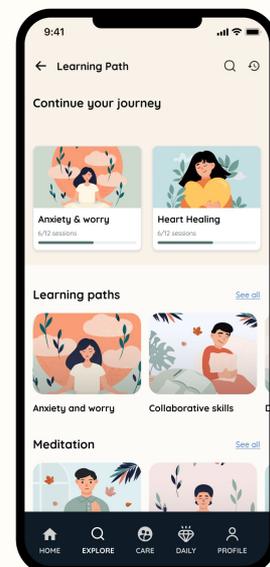
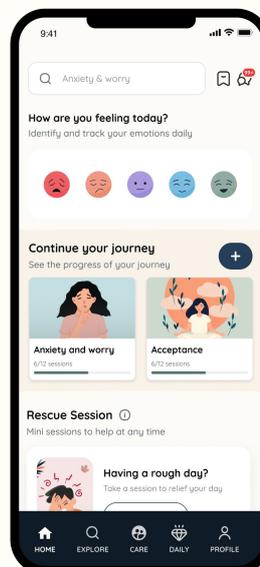
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Search for topics, browse by content type, or check out Intellect's curated collections



3

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



1-to-1 Coaching Sessions

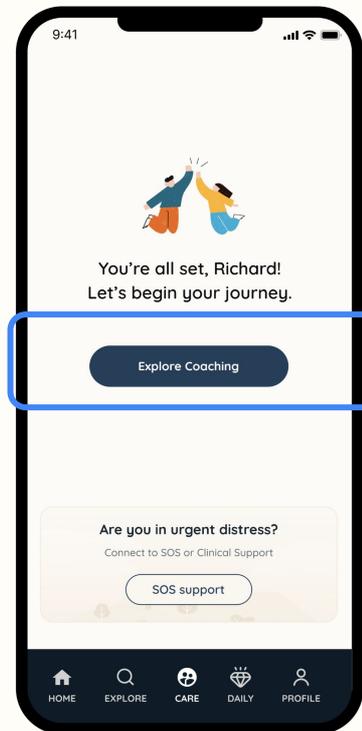
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1

Tap on Explore Coaching.

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

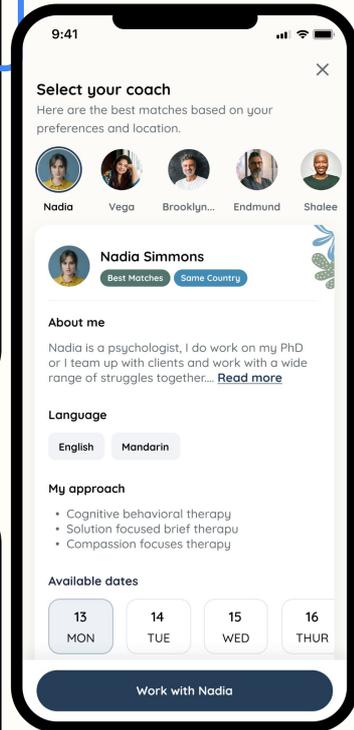
**English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*



2

Browse the list of shortlisted coach profiles.

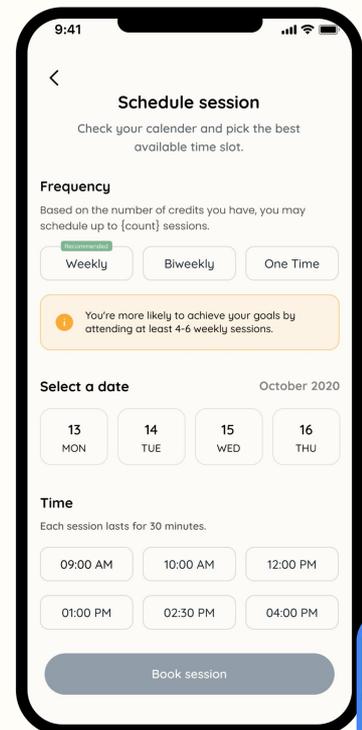
Intellect matches you with coaches that best suit your needs.



3

Select a coach.

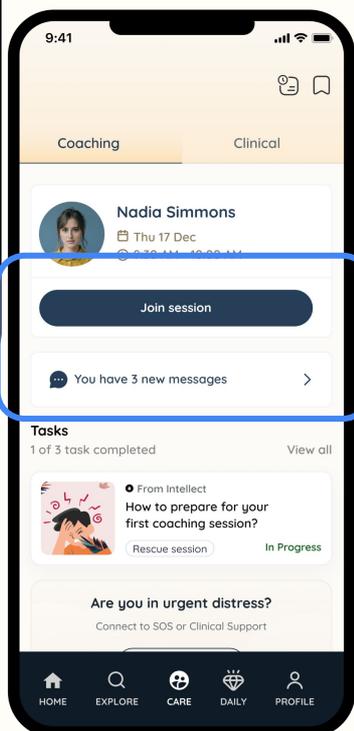
Don't worry, you can always change coaches later on.



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.



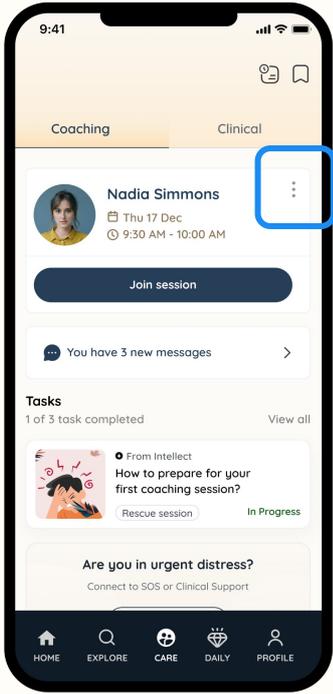
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At the time of your session, go to the Coaching section of the Care tab and tap Join Session.

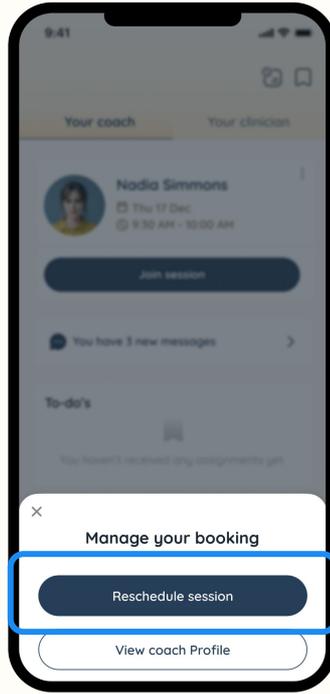
You can always chat with your coach via the Intellect app at any time, and your coach will respond within days.

How to Reschedule a Coaching Session

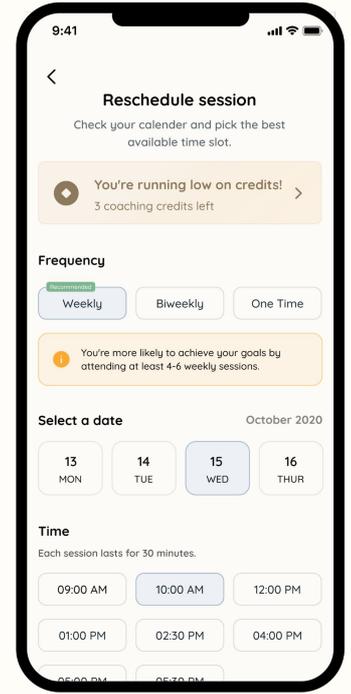
1 Tap on the three dots on the coach card in the Care tab



2 In the pop-up, tap Reschedule session

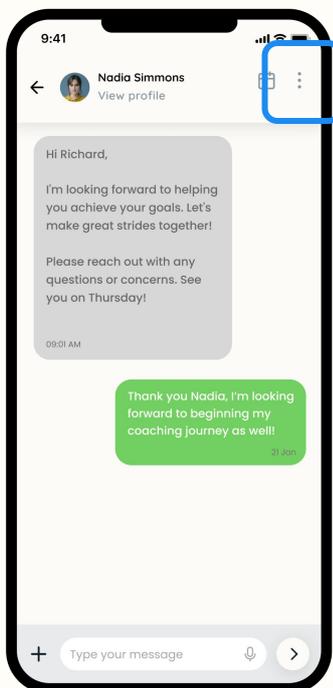


3 Choose the new date and time that works for you

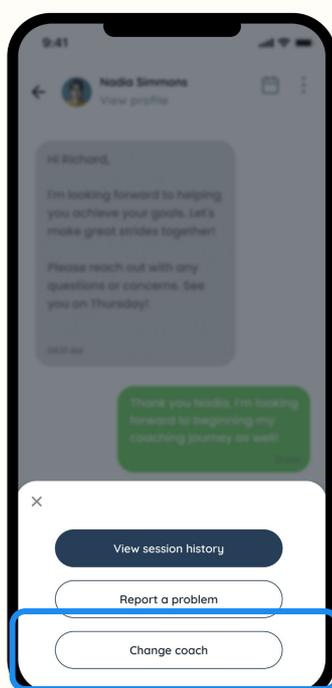


How to Change Coaches

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



2 In the pop-up, tap Change coach



3 Click continue, then select a new coach

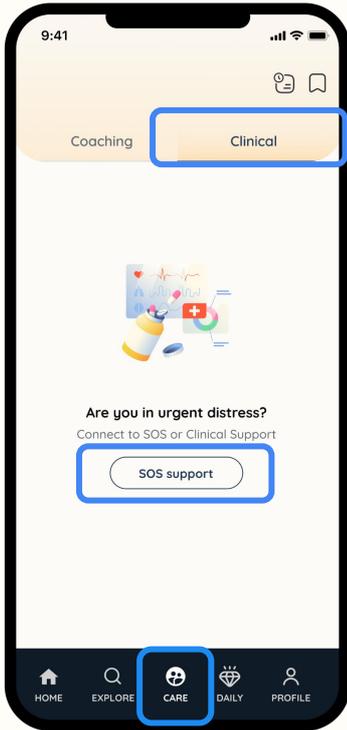


Clinical Sessions

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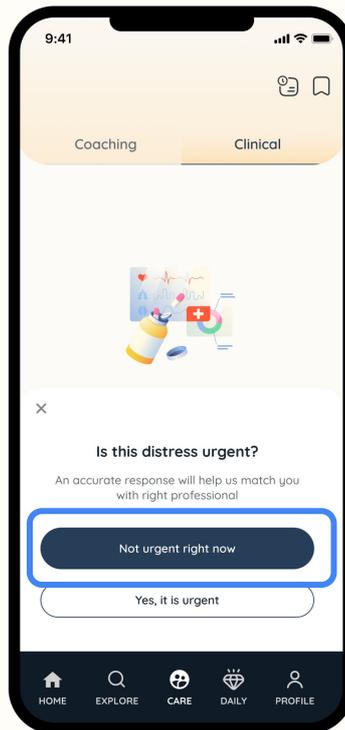
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Go to the Care Tab, select Clinical, and tap "SOS support"



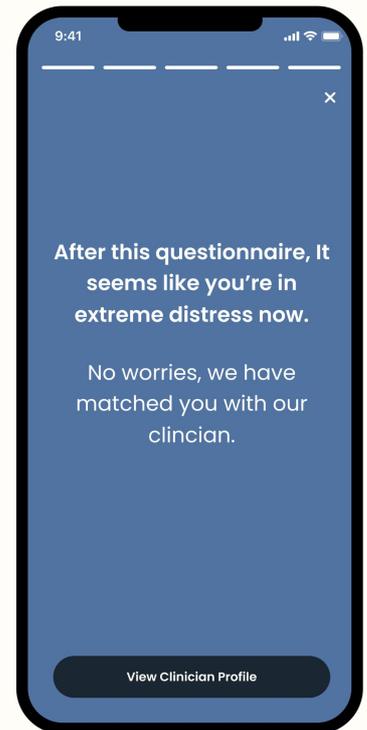
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Select "Not urgent right now"



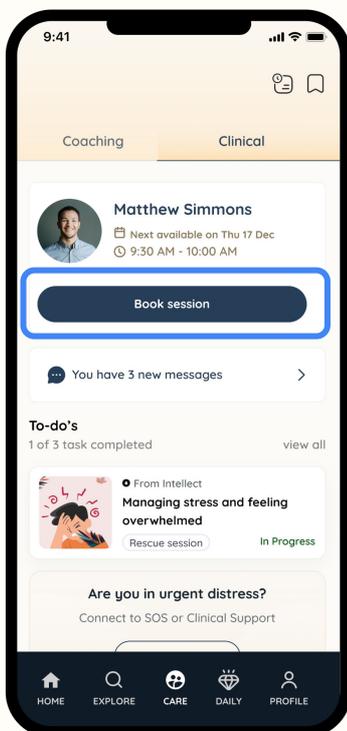
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Complete a questionnaire to be matched with a Clinician



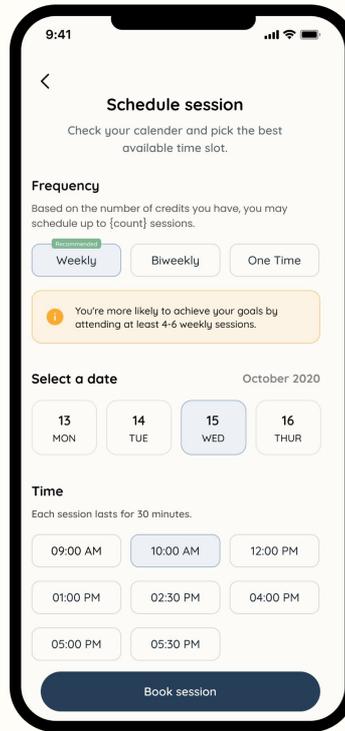
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Chat with your Clinician anytime on the Care tab. To book a video session, tap Book session



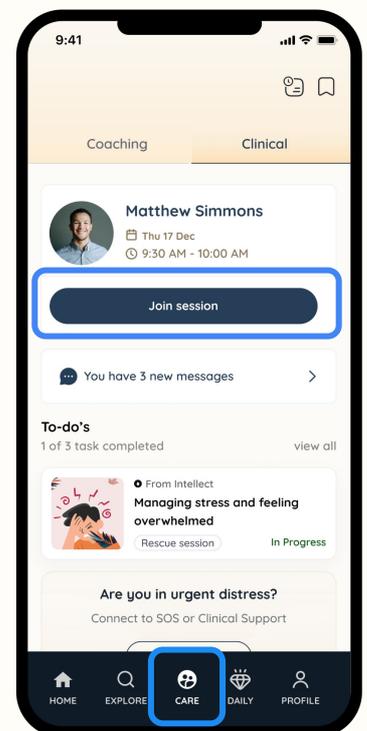
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Select your desired frequency, date, and time, then tap Book session



6

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

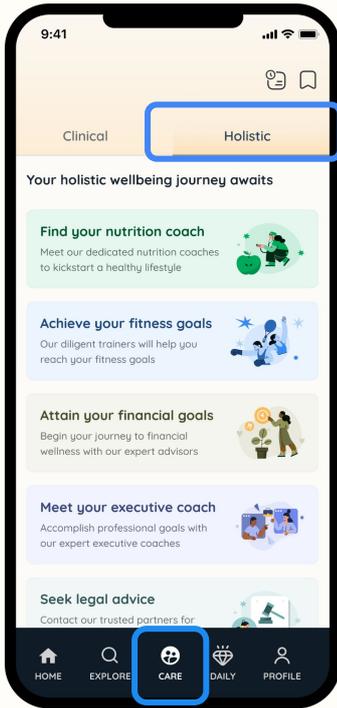


Holistic Consultations

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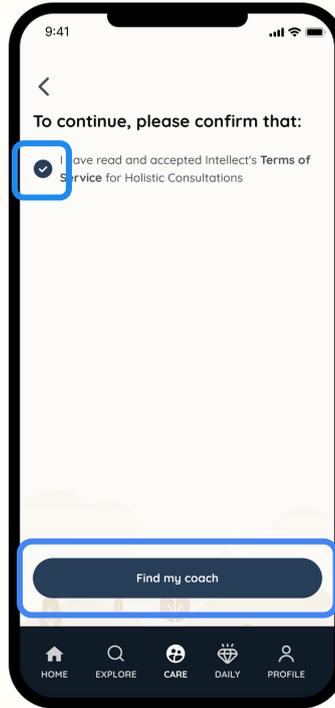
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Go to the Care tab, select Holistic, and tap the area you want to work on



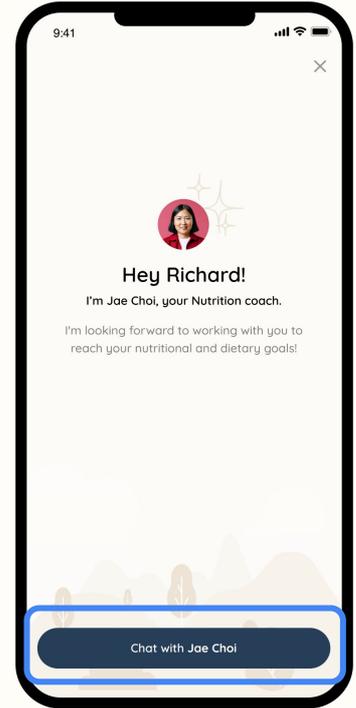
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Accept the Terms of Service, then tap Find my coach



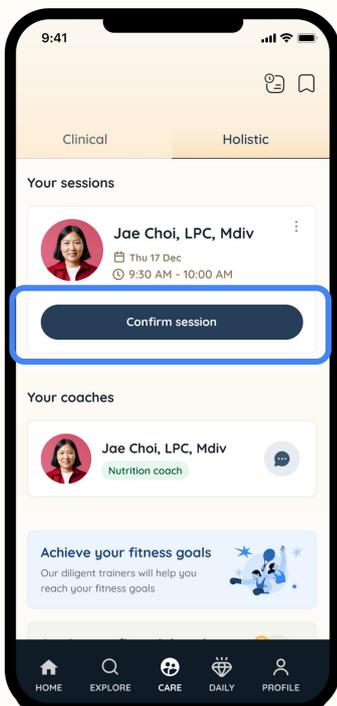
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Chat with your coach anytime. You may request them to book a video session via chat



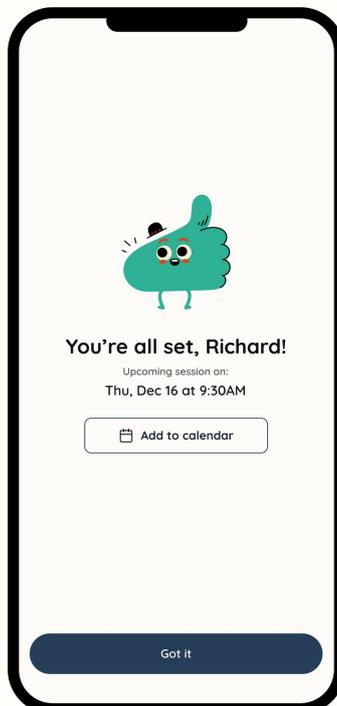
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Tap confirm session once your coach has scheduled your session



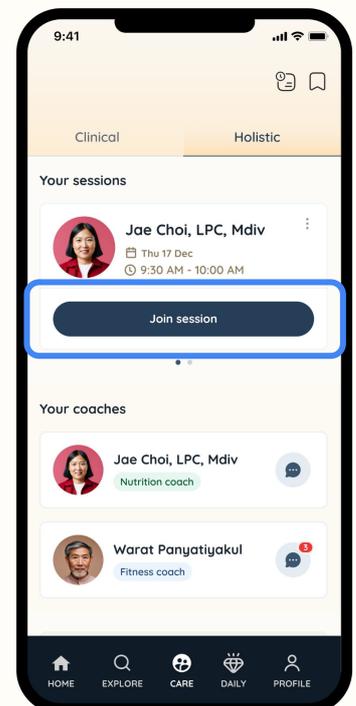
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Ensure you receive a session confirmation. You may tap Add to calendar



6

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

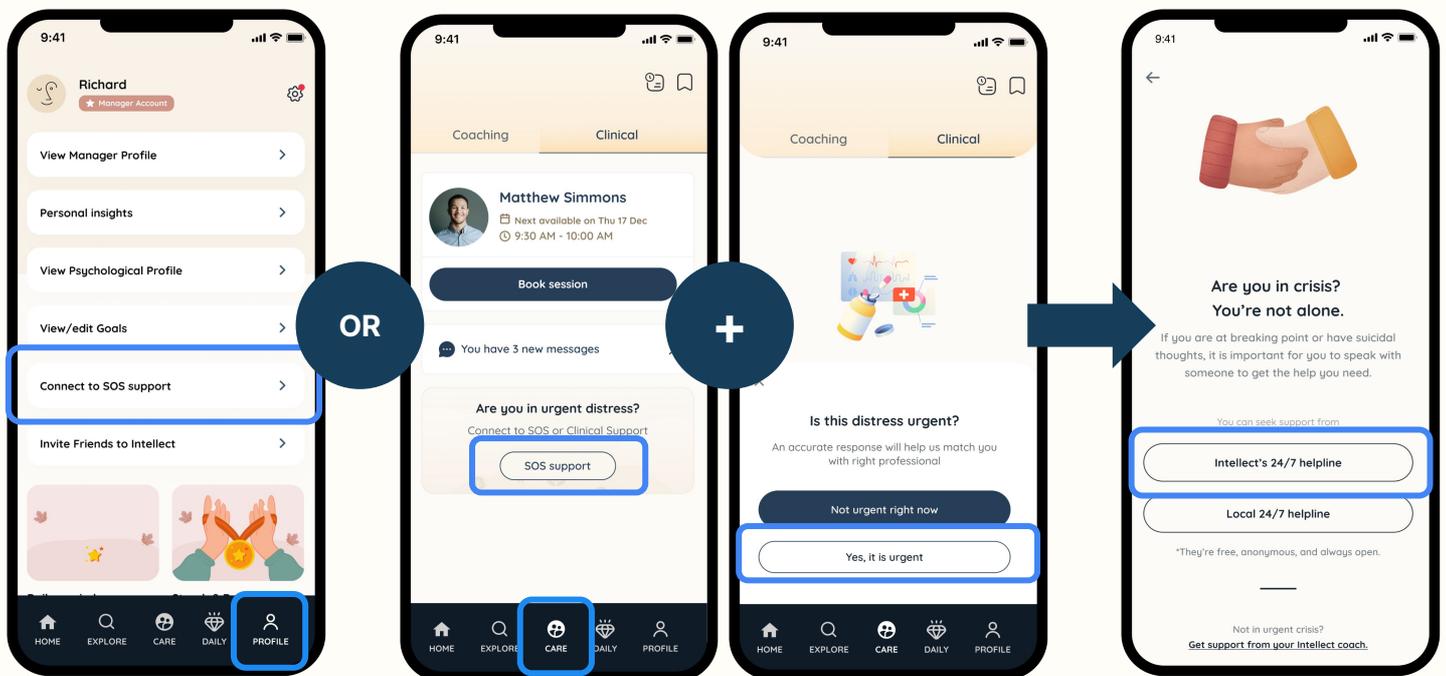


You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional or psychological support**.

With the 24/7 helpline, you can get in-the-moment support from Intellect's network of mental health professionals.

Where can I access this?

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



What happens when I call the helpline?

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

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

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.

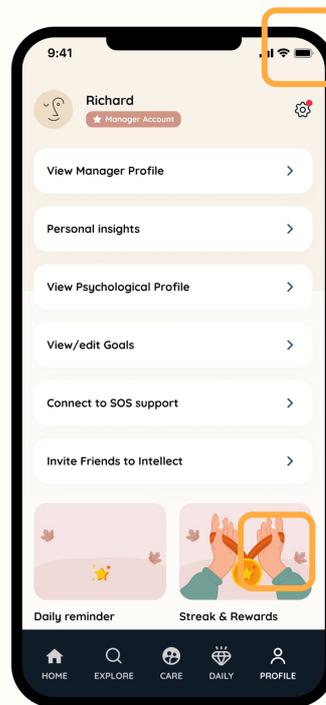
Who is an eligible dependent?

An eligible dependent is the spouse and child(ren) above the ages of 12+ of an eligible Singtel employee, and must permanently reside at the same address as the Singtel employee.

**Note: As regulations vary across different regions, Intellect will automatically align the child's age and location as per location regulations. Subsequently, parents will be notified if parental consent is necessary for their child's engagement with coaching and counselling sessions. However, there are no restrictions for the use of the self-guided tools.*

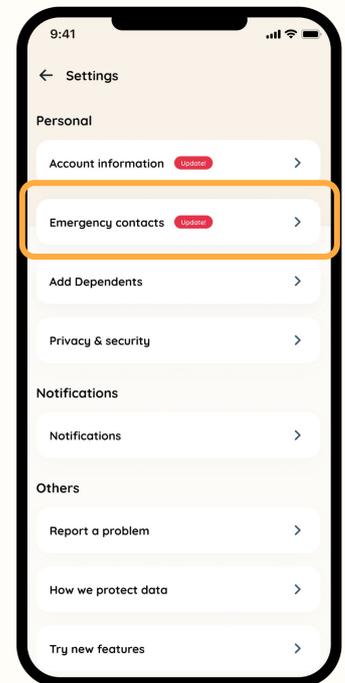
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Tap on Settings via the Profile tab



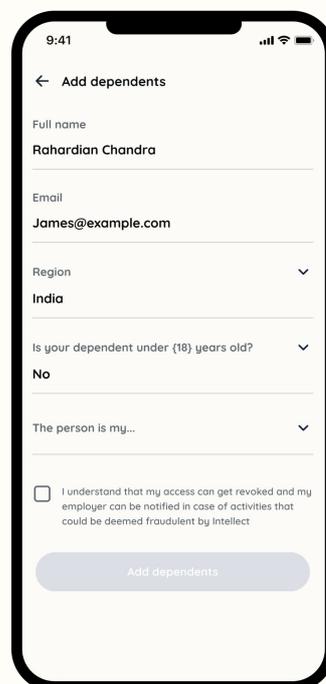
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Tap Add Dependents



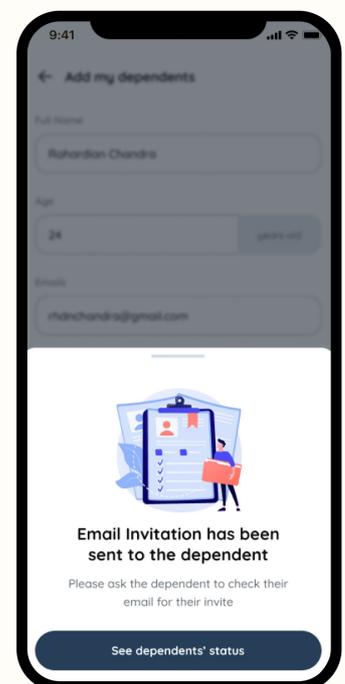
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Fill in the information requested, then tap Add dependents



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