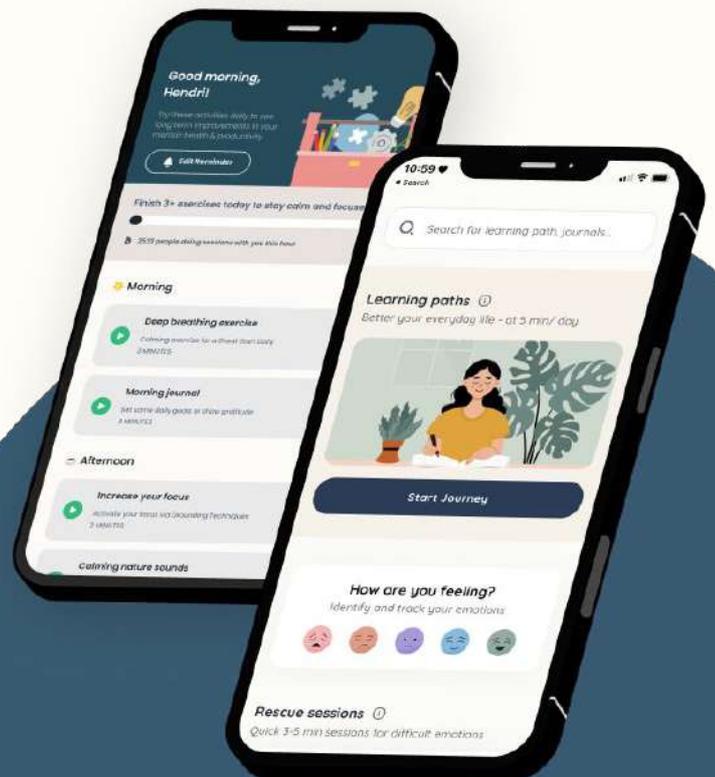


# Your One-Stop Mental Well-Being Buddy

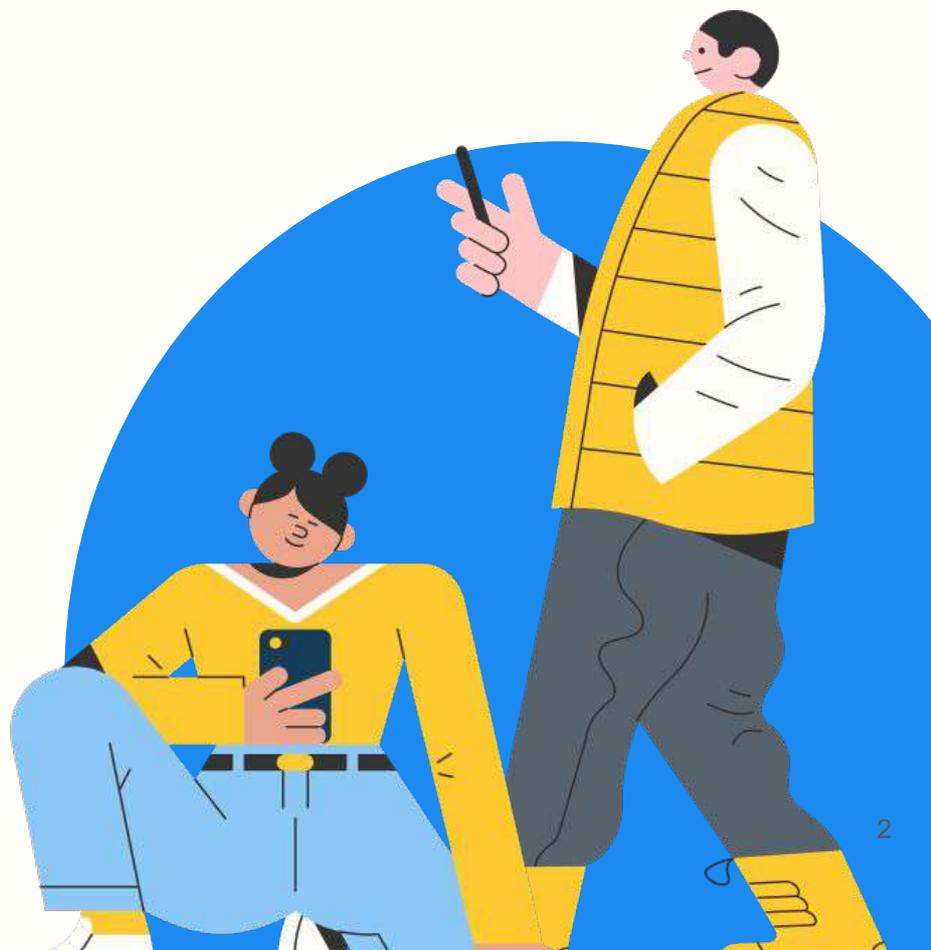
*Complete wellbeing support for your good days, bad ones, and everything in between*

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



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## Clinical Sessions

**3 counselling sessions 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

**Unlimited calls**

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.



## Coaching Sessions

**3 coaching sessions 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

*\*If you have completed your 3 coaching credits within the year and would like to book more coaching sessions, you can do so at a subsidized rate of SGD 20 per session (Singtel covers the remaining 70%)*



## Holistic Consultations

**4 consultations 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.*

**All services available for Singtel employees and their dependents**

## 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



### Habit Tracker

To help you build and maintain healthy habits for your well-being.



### Learning Paths

To build skills for everyday challenges and resilience.

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

All services available for Singtel employees and their dependents

# 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

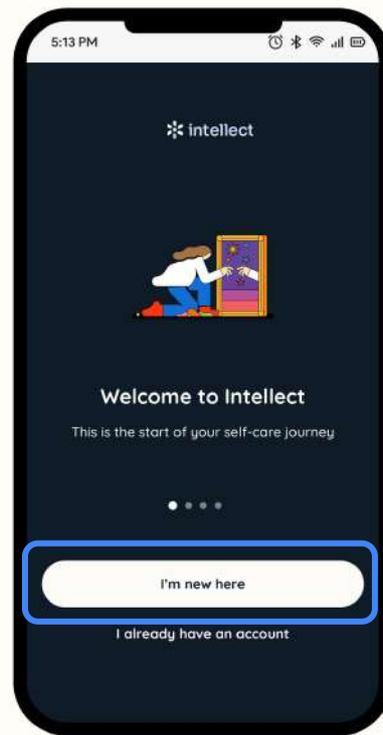
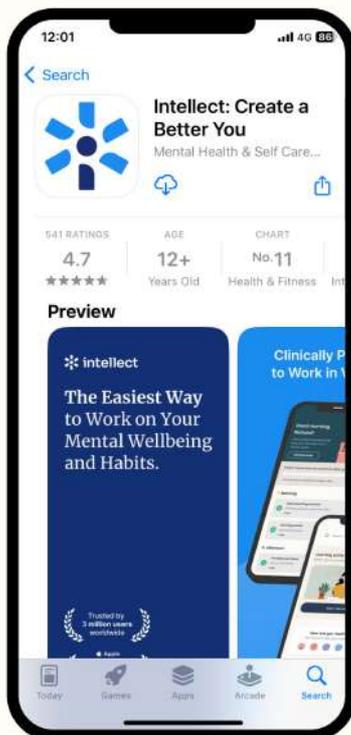
OR

Search for "Intellect" on your mobile phone application store

OR

For members in Mainland China, visit this [link](#) to download the Intellect app on your respective mobile device.

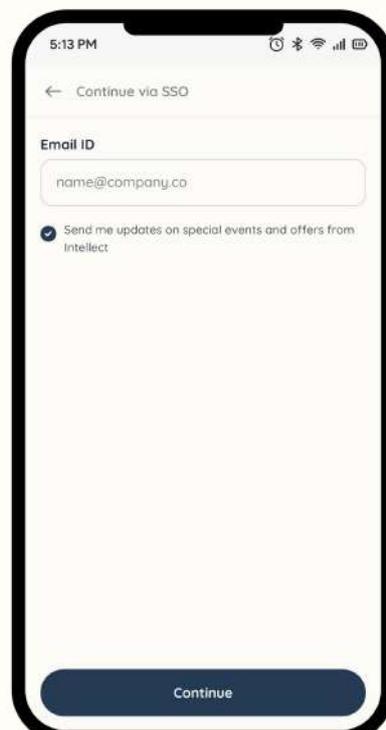
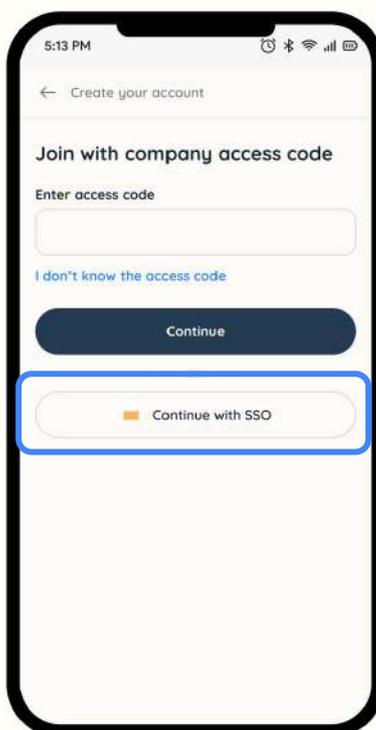
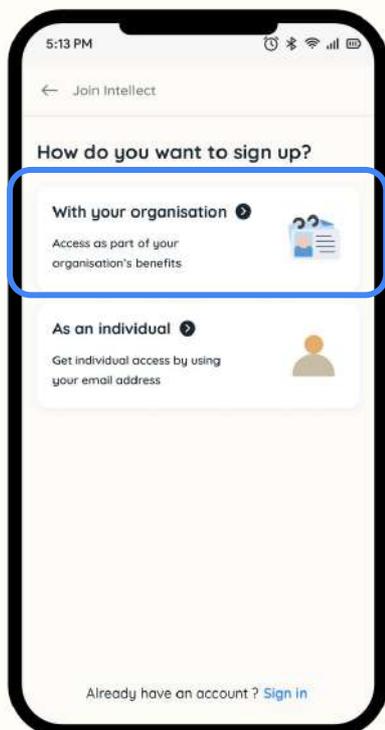
**Step 2:** Select I'm new here



**Step 3:** Select With your organisation

**Step 4:** Tap Continue with SSO

**Step 5:** Sign up with your work email address



# Self-guided Tools: Personal Insights Quiz

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

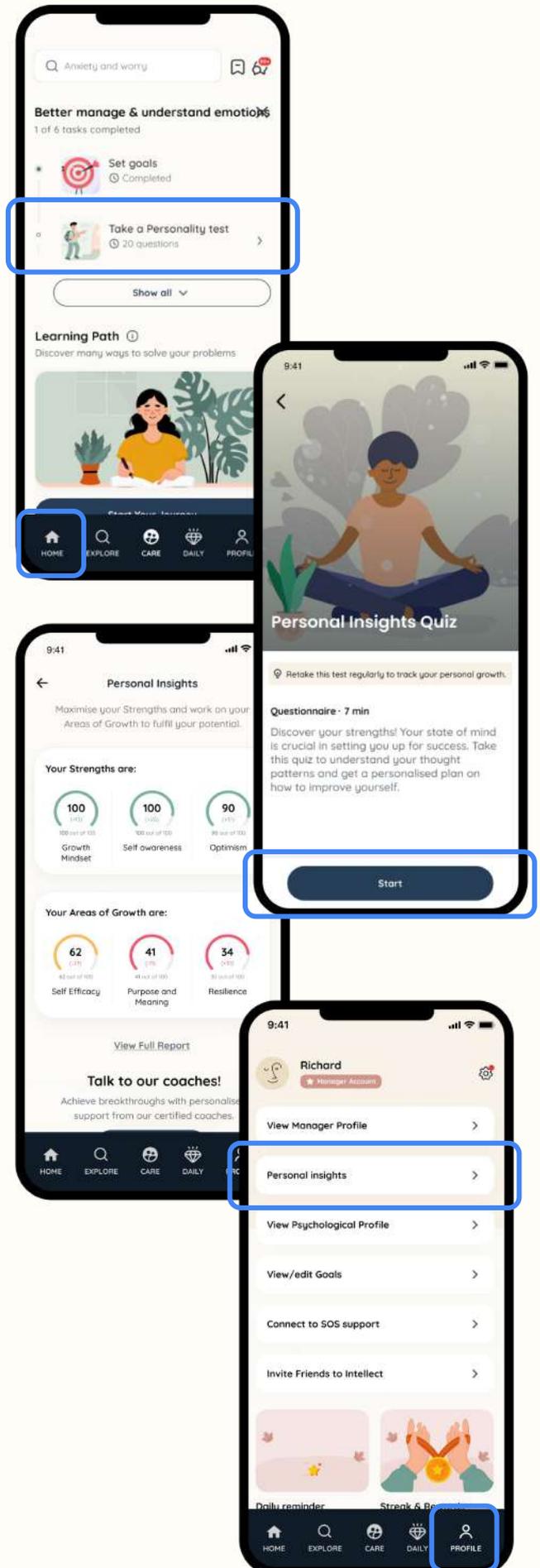
**2** Get started with an initial Personality Test  
Start your journey of self-discovery and personal growth with a personality test.

**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



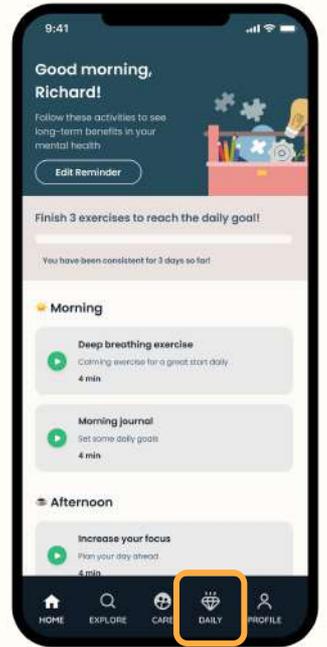
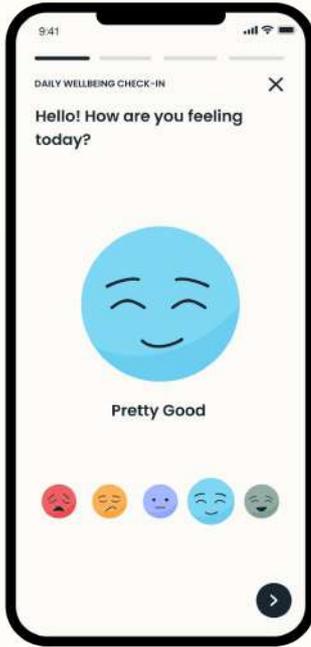
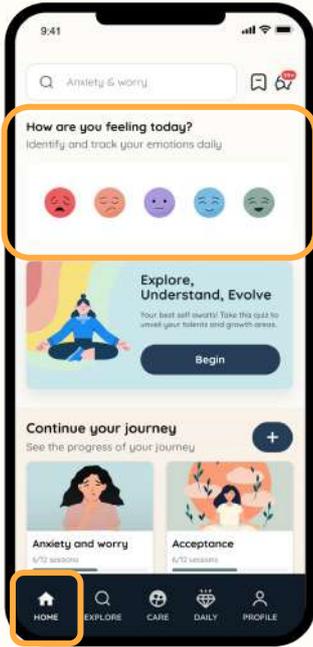
## Wellbeing Check-ins

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



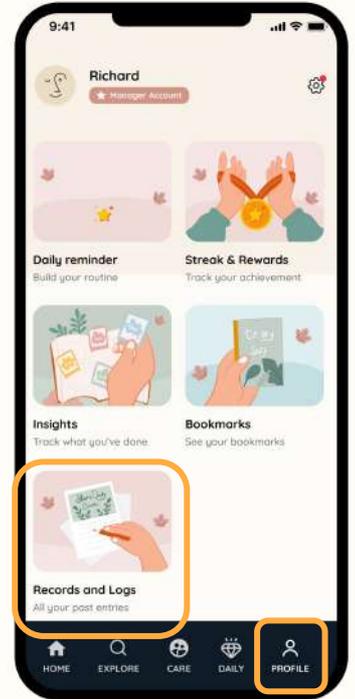
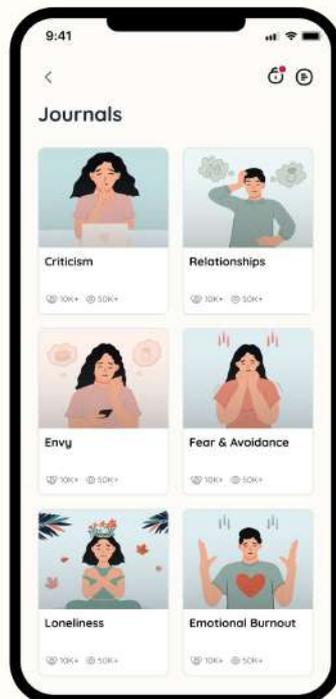
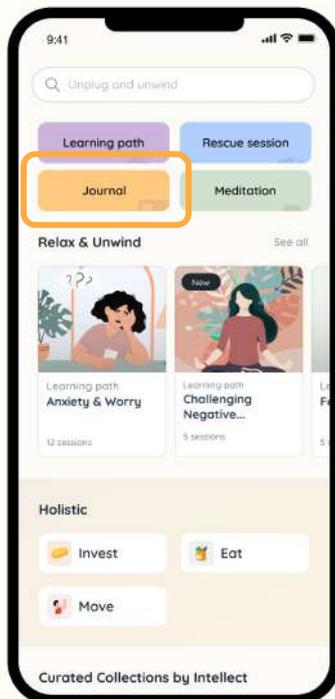
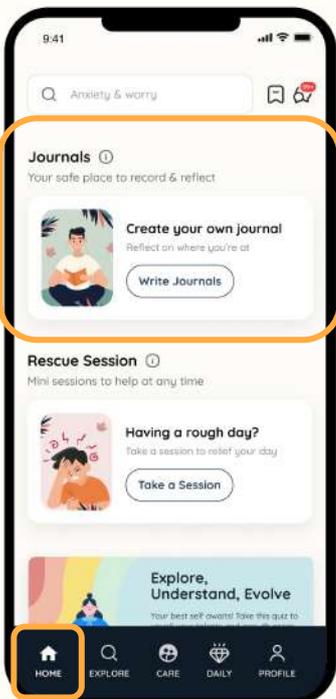
## Daily Tools

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

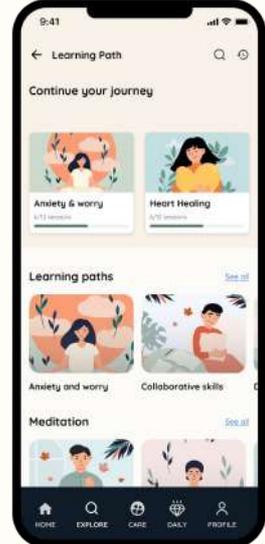
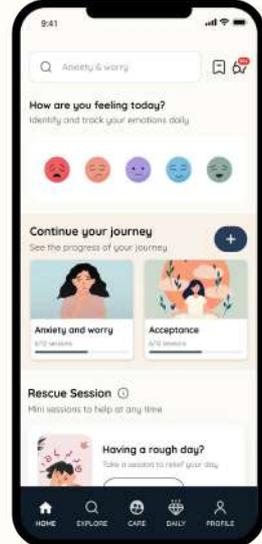
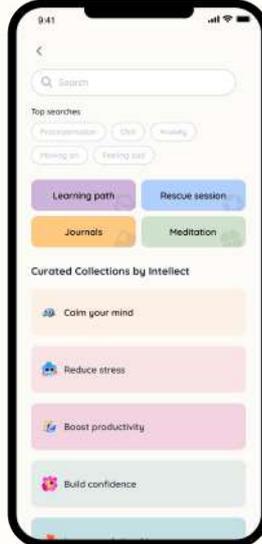
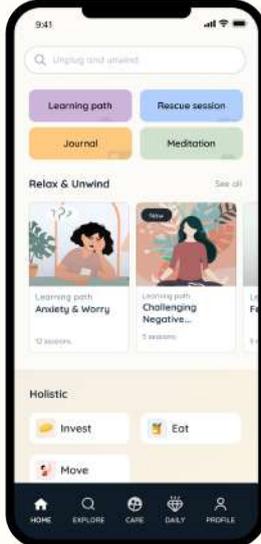
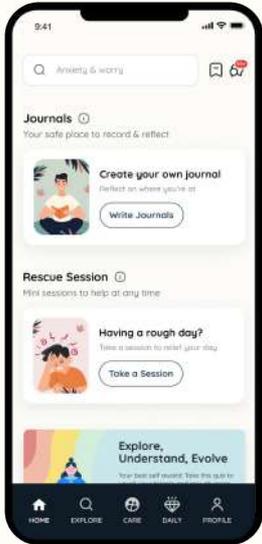
Access these tools from the Home or Explore tab.

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



## Habit Tracker

To help you build and maintain healthy habits for your well-being by:

- Engaging in behaviours aligned with your goals
- Increasing your self-discipline to keep on track for your desired goals.
- Constructive changes to make your goals more manageable.

# Coaching Sessions

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

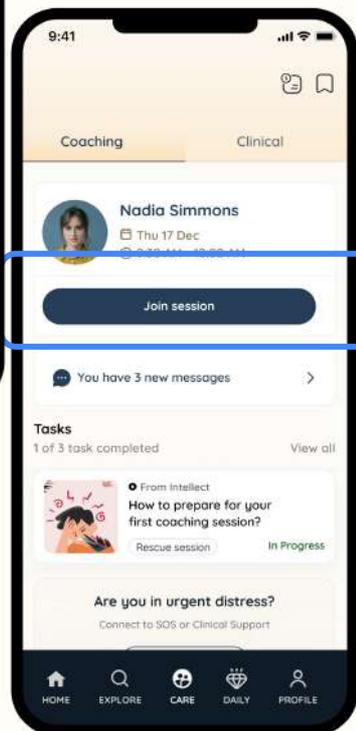
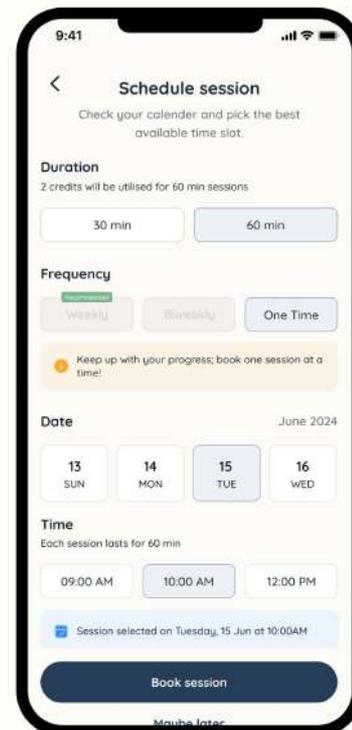
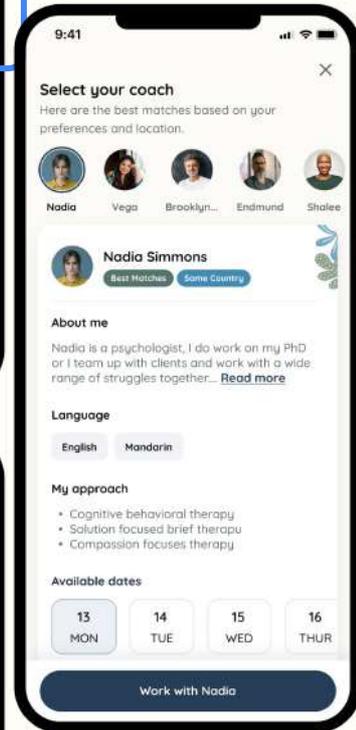
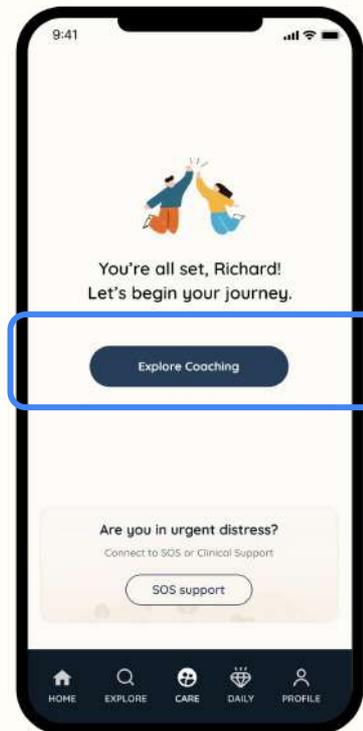
\*English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.

- 2 Browse the list of shortlisted coach profiles.  
Intellect recommends coaches that best fit your goals.

- 3 Select a coach.  
Don't worry, you can change coaches at any time.

- 4 Book a session (or schedule recurring sessions).  
First, choose the duration you prefer:
  - **30-min session = 1x credit**
  - **60-min session = 2x credits**Then select the date(s) and time for your session. Once you have booked, add it to your calendar so you don't miss your session.

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



# Coaching Sessions: How to request for more credits

## What happens after you complete the 3 free coaching sessions?

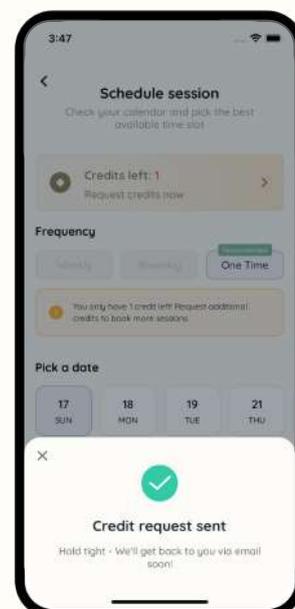
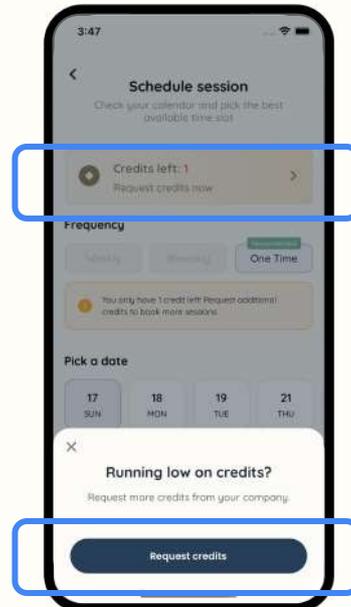
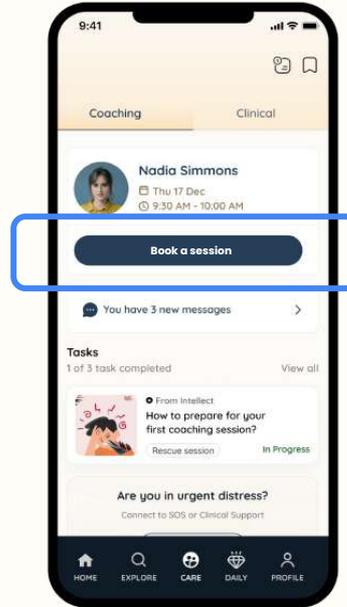
If you have used up your 3x complimentary coaching sessions within the 1 year period and would like to have more coaching sessions, you can do so at a subsidized rate of SGD 20 per coaching session.

**1** Click Book a Session in the Care tab.

**2** Tap Credits Left: 1

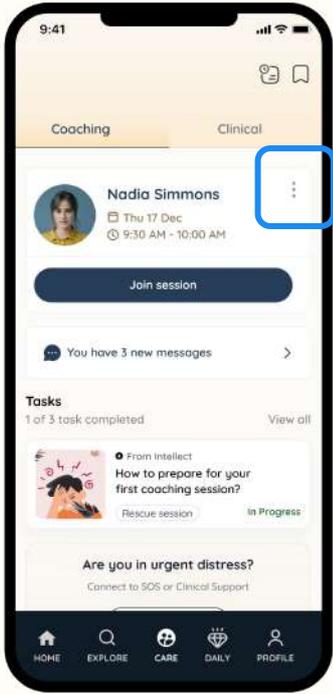
**3** Tap Request Credits

**4** Credit Request Sent  
You will receive an email with the payment details. Once the payment is complete, the sessions will be allocated to your account.

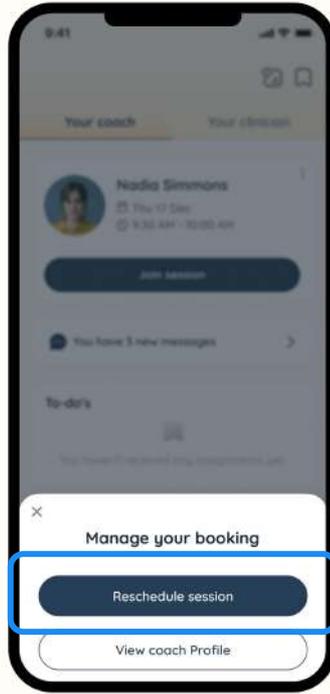


# How to Reschedule a Coaching Session

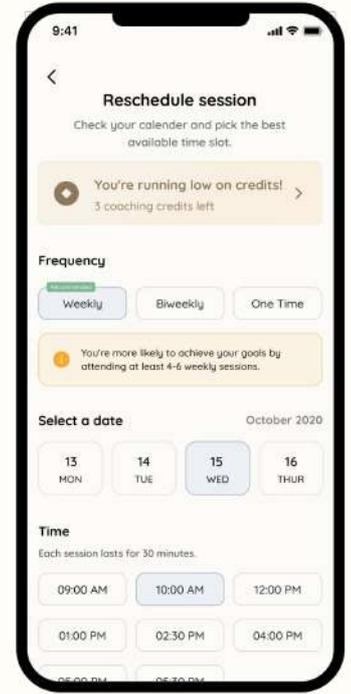
1 Tap on the three dots on the coach card in the Care tab



2 In the pop-up, tap Reschedule session

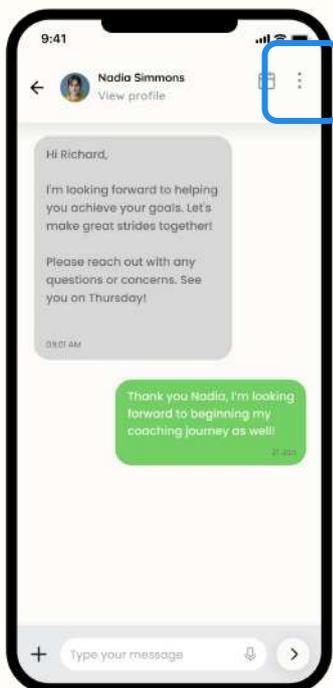


3 Choose the new date and time that works for you

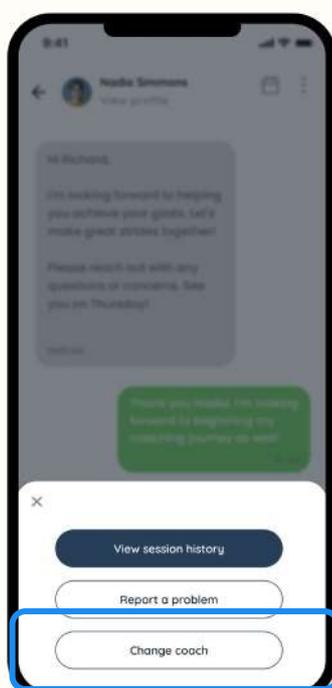


# How to Change Coaches

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



2 In the pop-up, tap Change coach



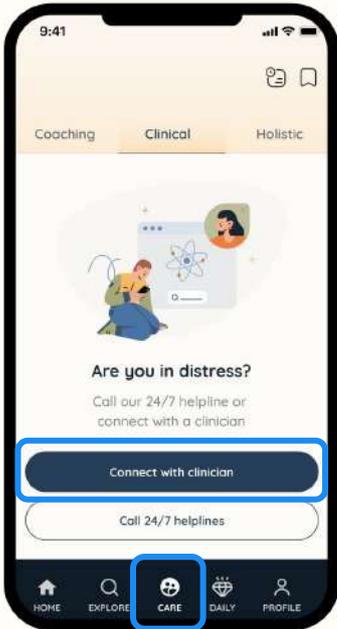
3 Click continue, then select a new coach



# Clinical Sessions: Virtual

1

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



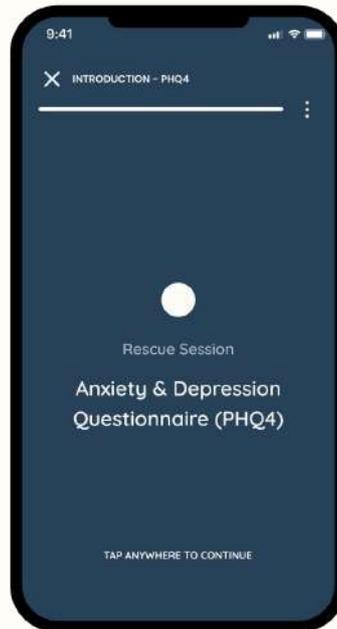
2

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



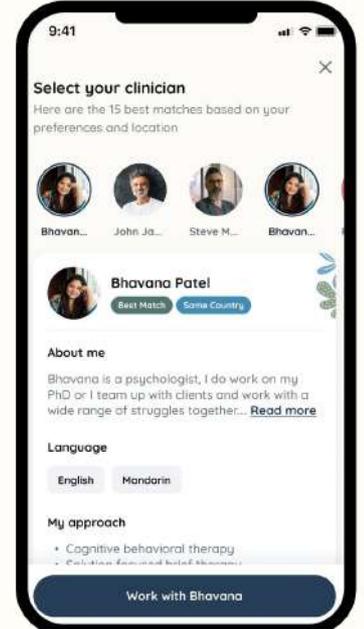
3

Complete a short questionnaire



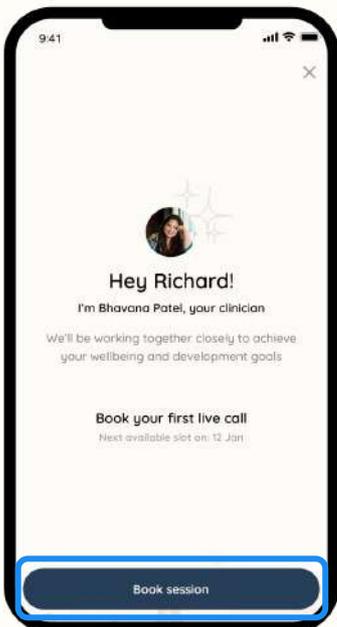
4

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



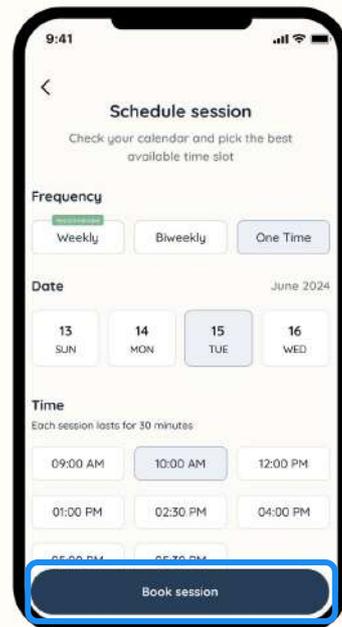
5

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



6

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



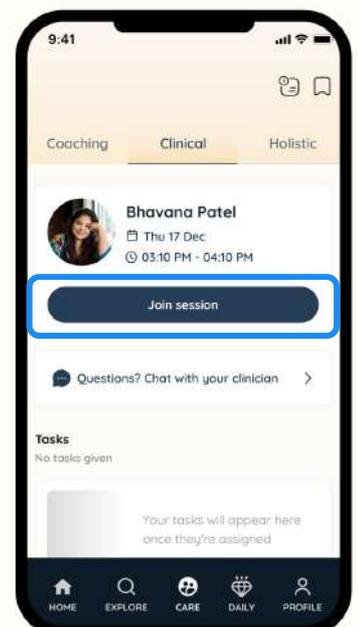
7

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.

# Holistic Consultations

1

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



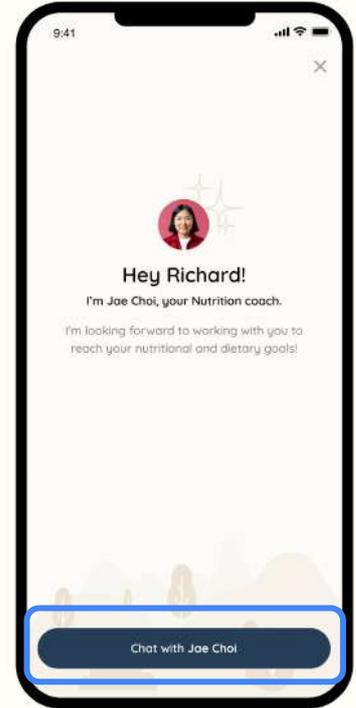
2

Accept the Terms of Service, then tap Find my coach



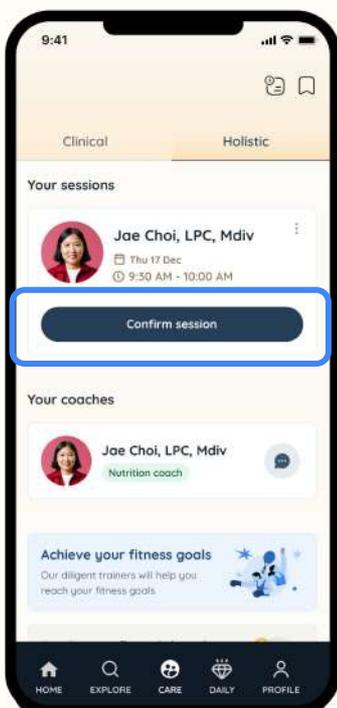
3

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



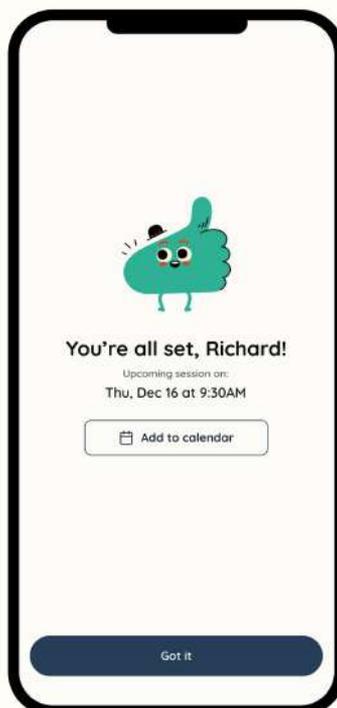
4

Tap confirm session once your coach has scheduled your session



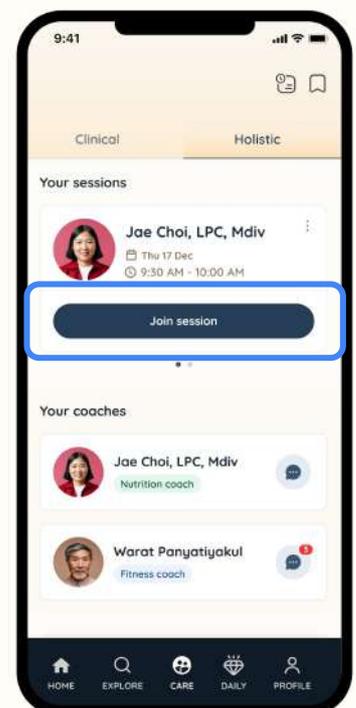
5

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

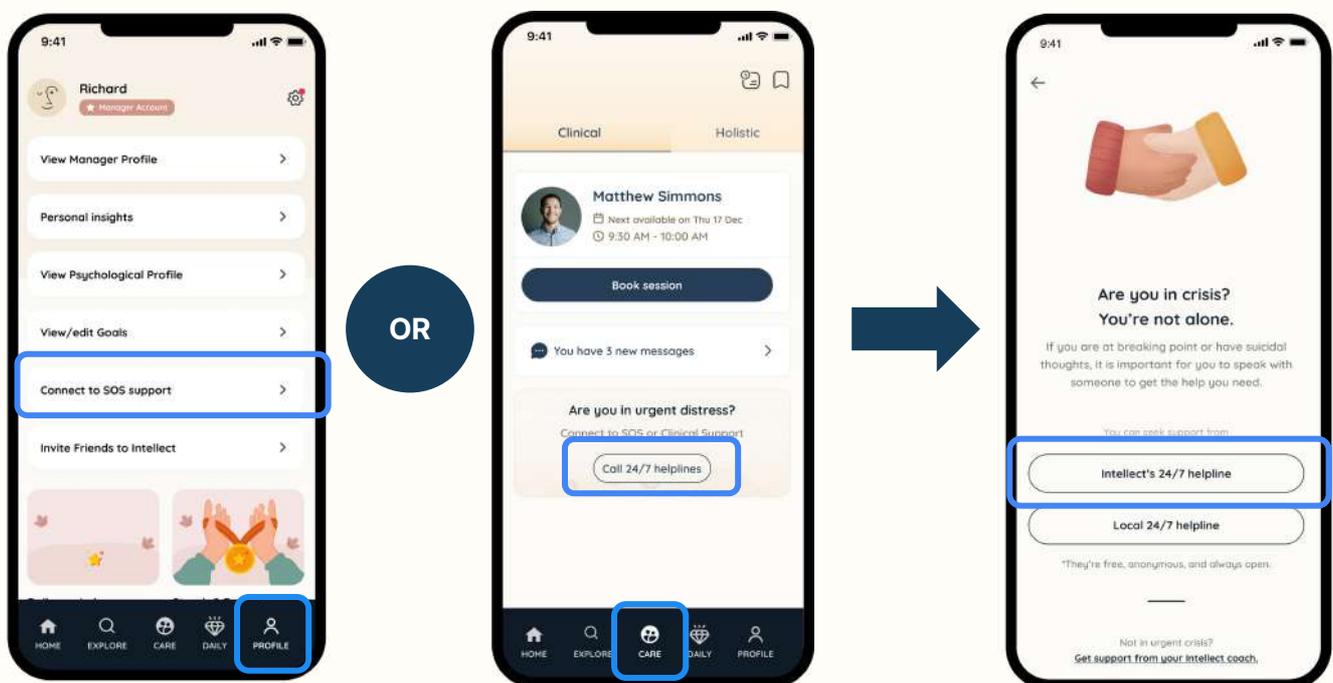


You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional or psychological support**.

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 "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 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.

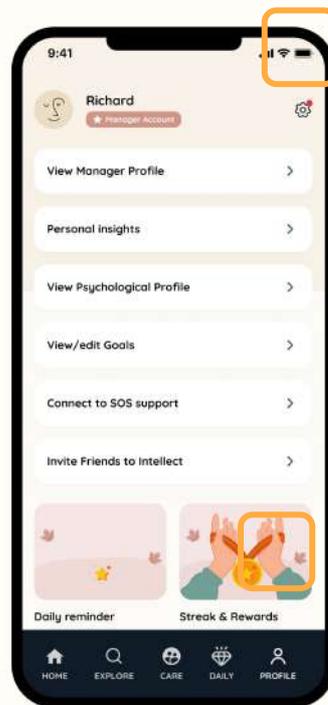
## Who is an eligible dependent?

An eligible dependent is the spouse, parent(s), grandparent(s), child(ren)\*, grandchild(ren)\* between the ages of 12 - 21 years old 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.*

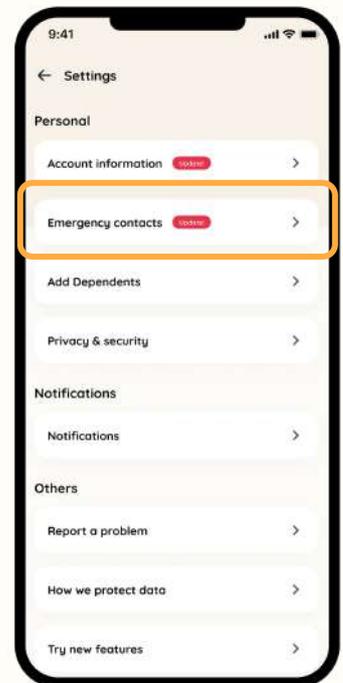
**1**

Tap on Settings via the Profile tab



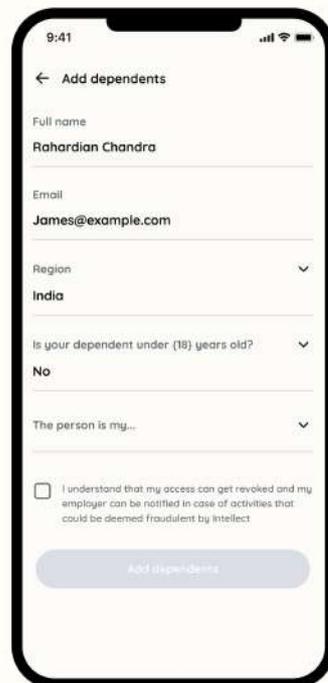
**2**

Tap Add Dependents



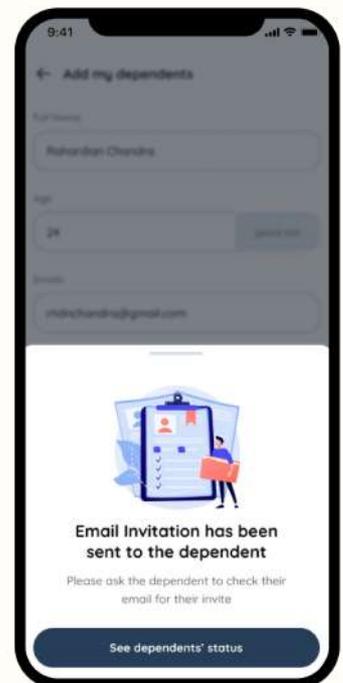
**3**

Fill in the information requested, then tap Add dependents



**4**

An email invitation will be sent to the 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

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).

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.