

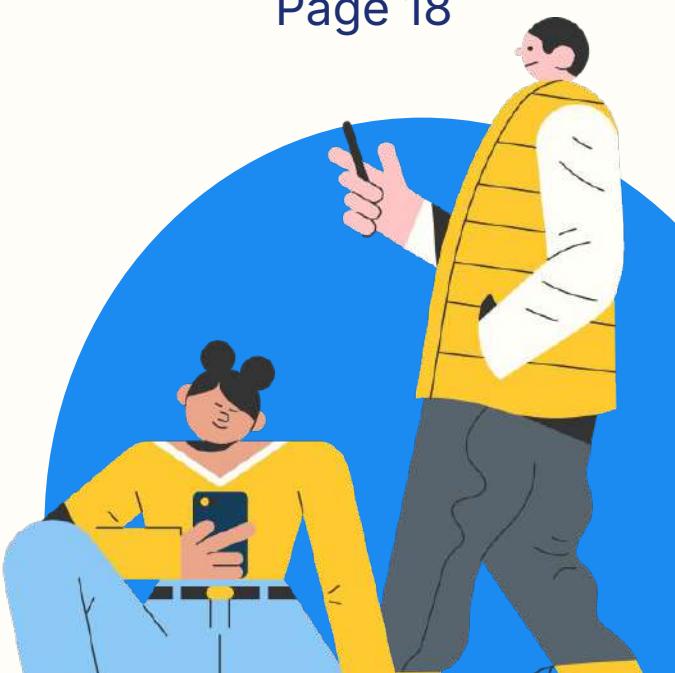
Intellect App Navigation Guide

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



Counselling Sessions

5 counselling sessions per year*

Sessions with Clinical Psychologists and Counsellors to improve wellbeing, reduce distress, and support crisis resolution. Areas of support include:

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



24/7 Distress Helpline (Lifeline)

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

8 coaching sessions per year*

Sessions with certified Coaches, Counsellors, and Psychologists to help you navigate challenges, manage emotions, achieve personal goals, and thrive in everyday life. Areas of support include:

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

*To check your balance, open the app and to to **Profile > My Benefits**.

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 SSO

Step 1: Install the app

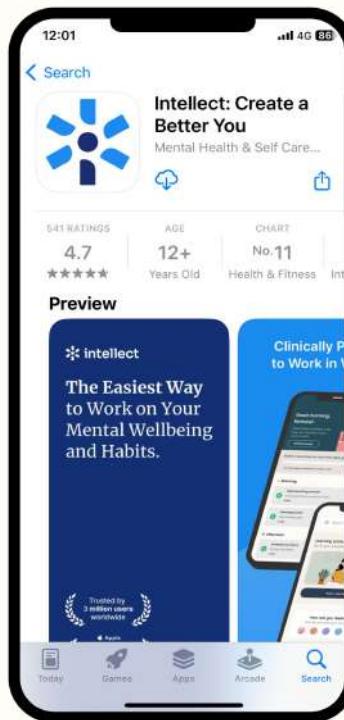
Scan the QR Code



OR
[Visit **https://intellect.co/success/**](https://intellect.co/success/)
 using your mobile phone

OR
 Search for **"Intellect"** on your mobile phone application store

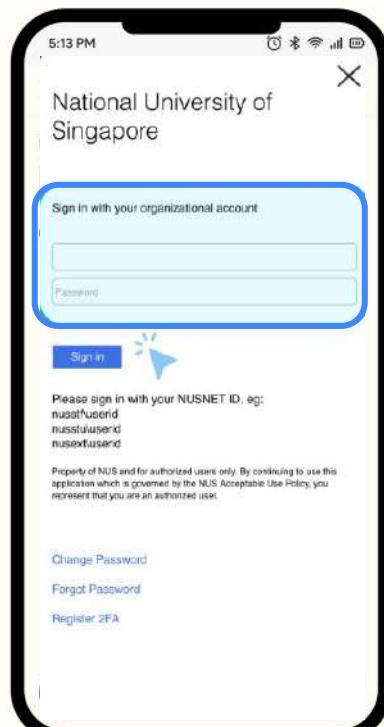
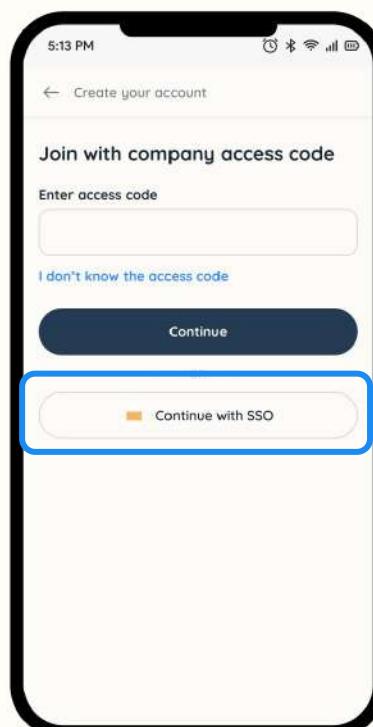
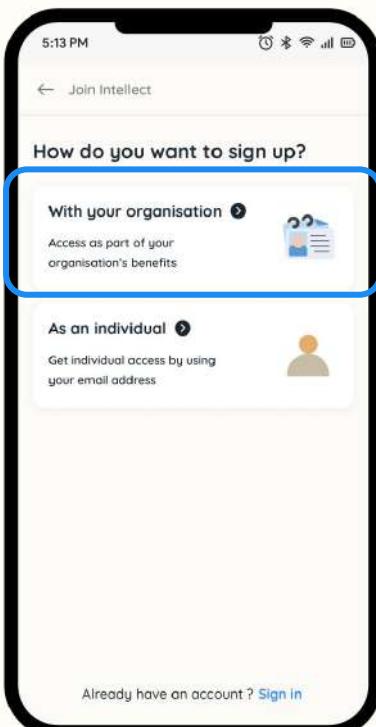
Step 2: Select **I'm new here**



Step 3: Select **With your organisation**

Step 4: Tap **Continue with SSO**

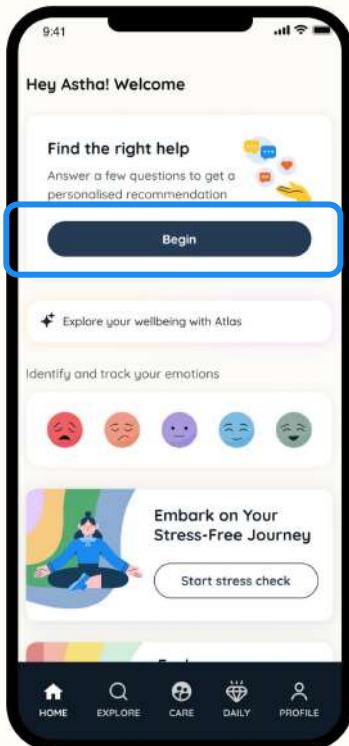
Step 5: Sign up with your **NUS email address and password**



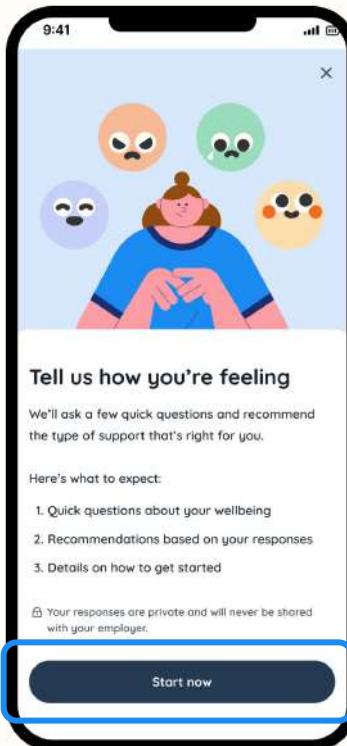
Questions? Email support@intellect.co

Discover Your Best First Step

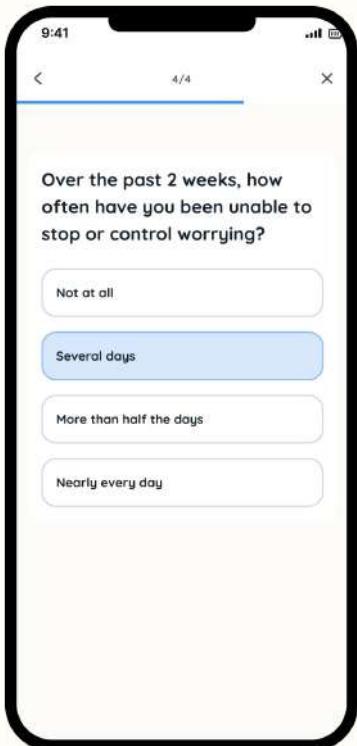
Unsure where to start? Begin with this quick and simple screening tool to get the right care recommendations tailored to your needs.



Step 1:
Tap **Begin**

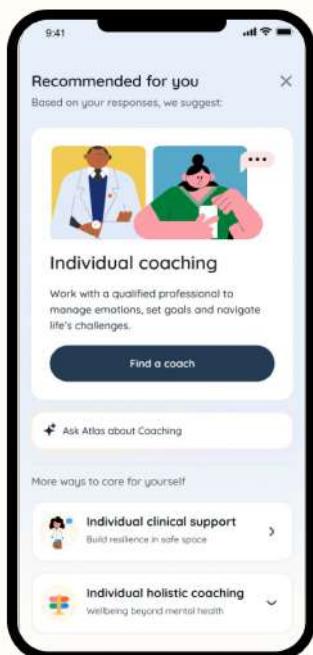


Step 2:
Tap **Start now**

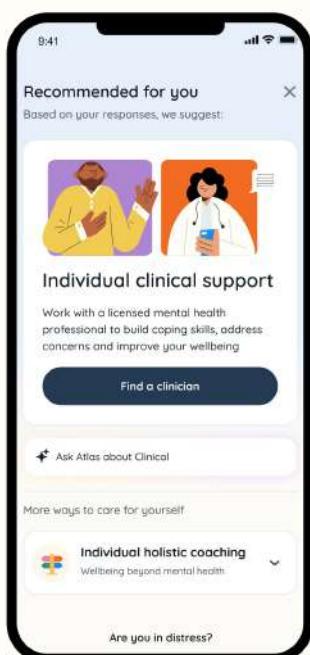


Step 3: Answer a few short questions

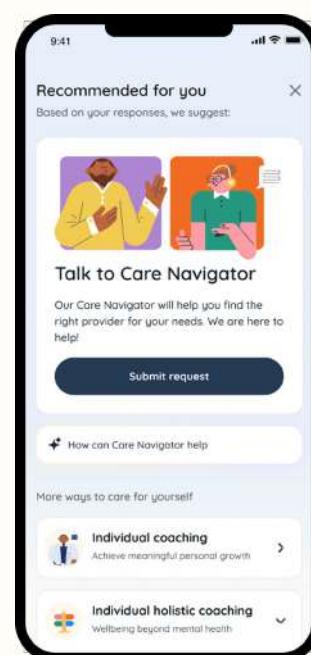
Step 4: Receive a personalised recommendation—coaching, clinical support, care navigator, or 24/7 crisis support—based on your results, with support tailored to your needs.



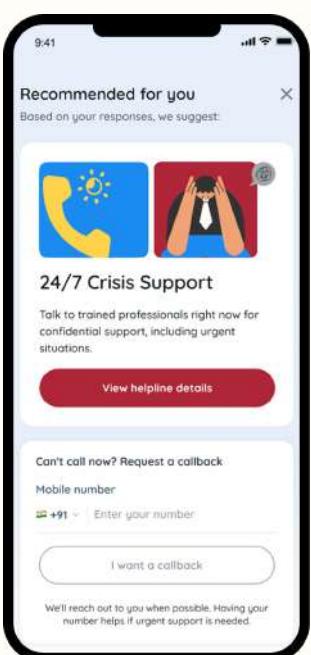
OR



OR



OR



Tap **Find a coach**

Tap **Find a clinician**

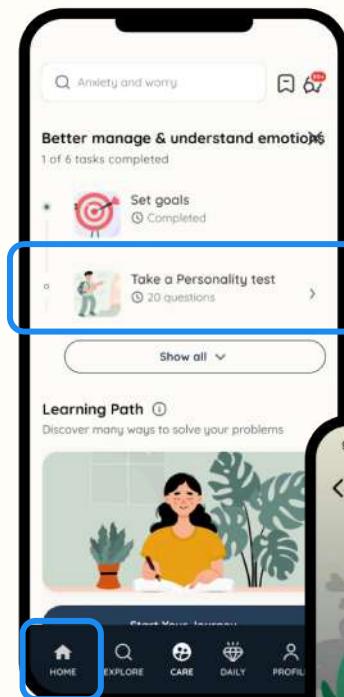
Tap **Submit request**

Tap **View Helpline details**

Self-Guided Tools: Personal Insights Quiz

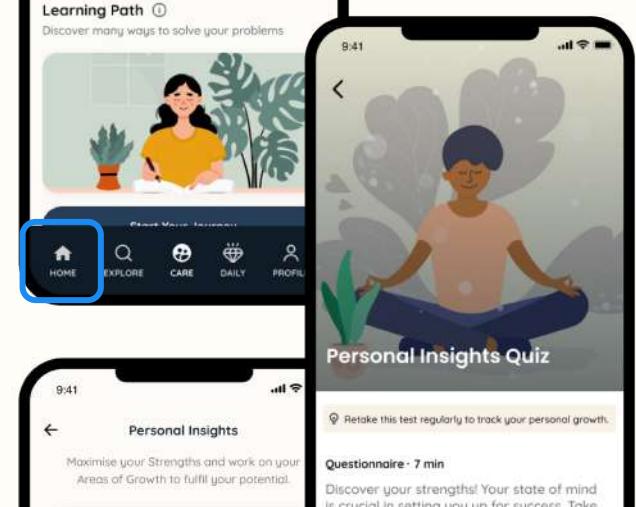
1 Complete the Onboarding Checklist

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.

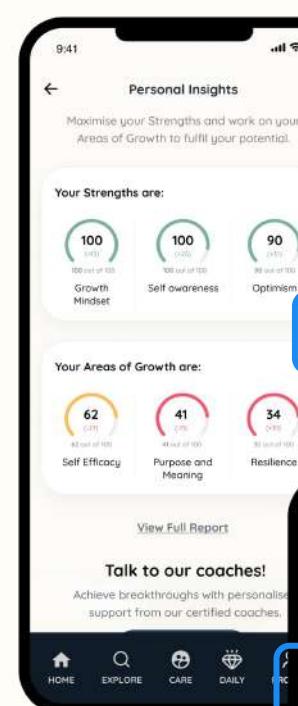


3 Understand yourself better with Intellect's Personal Insights Quiz

4 Receive a personalised Wellbeing Report

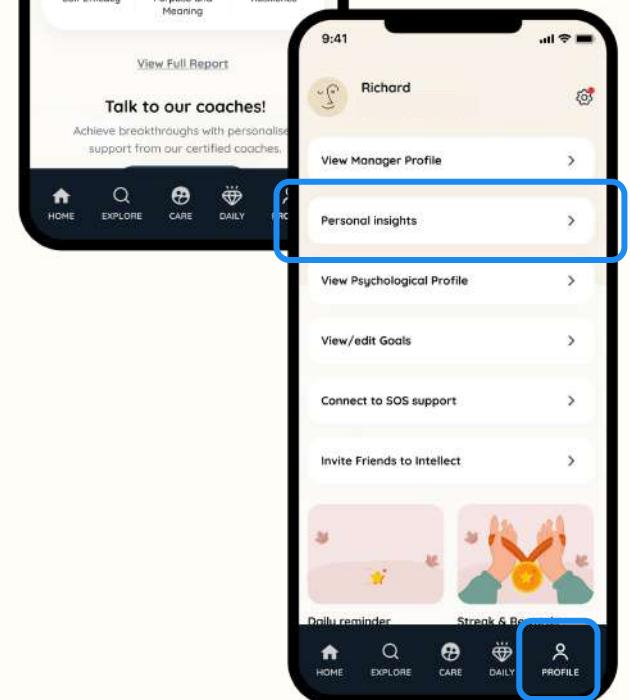
This highlights your strengths and areas of growth, and provides a personalised plan.

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.

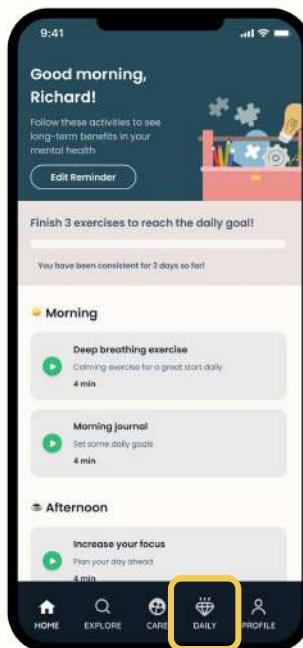
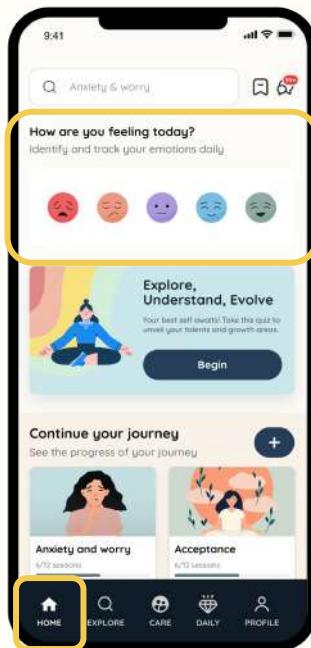


Self-Guided Tools



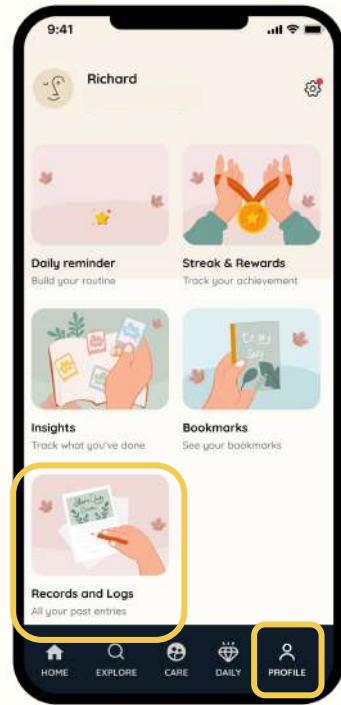
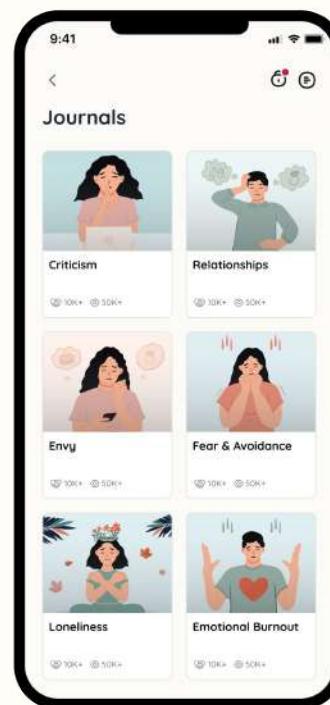
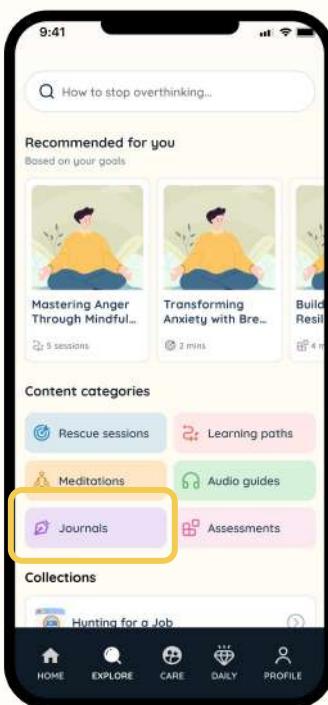
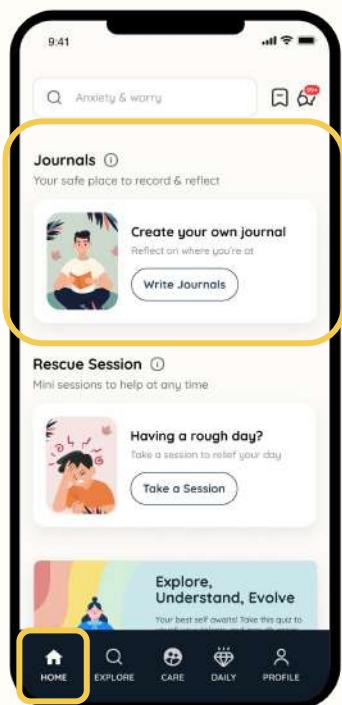
Wellbeing Check-ins

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



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!



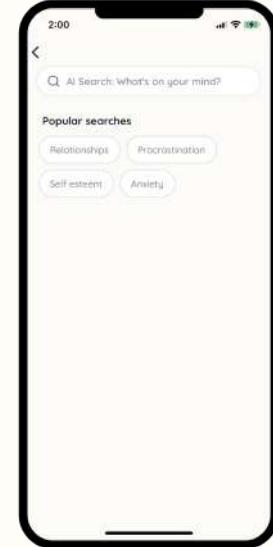
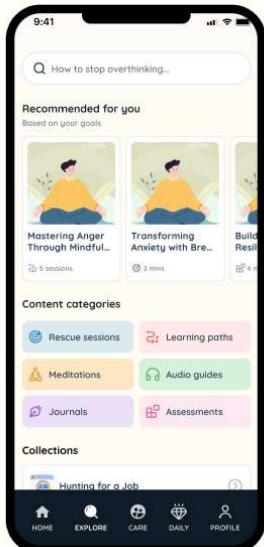
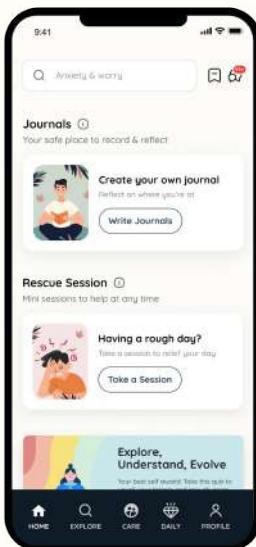
Learning Paths

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.

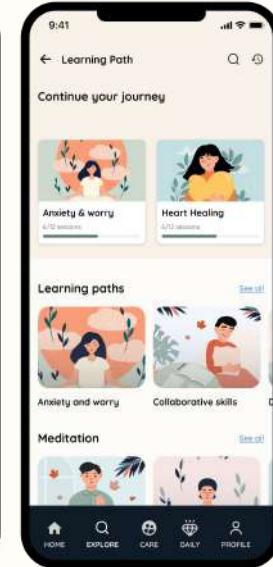
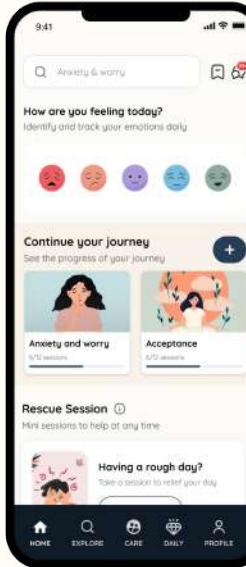


2

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

2

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



Coaching Sessions

1

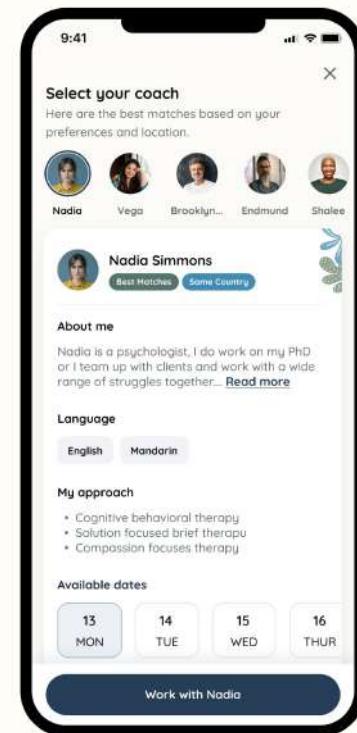
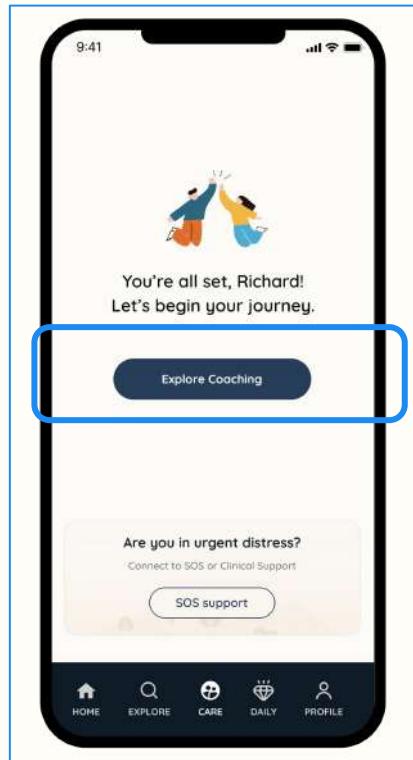
Tap on Explore

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:

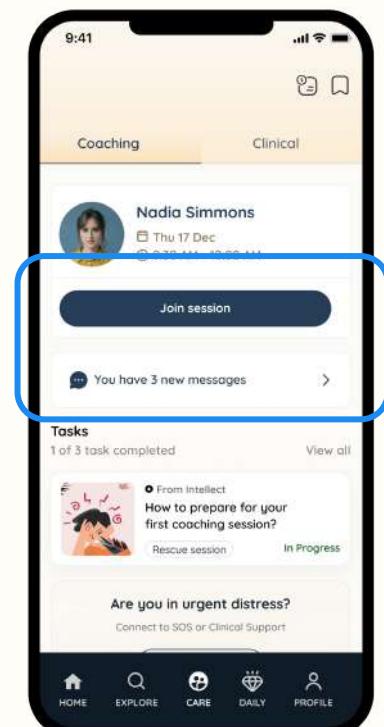
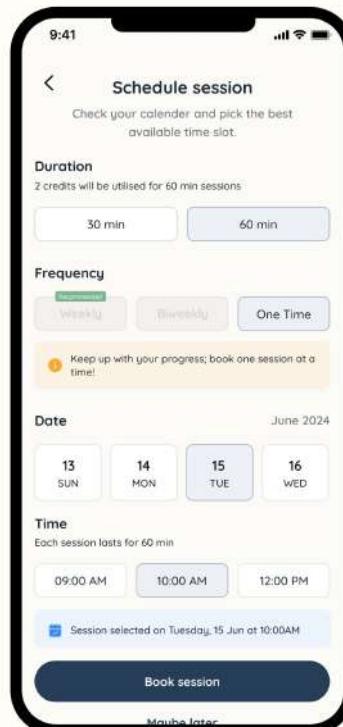
- 30 min = 1 credit
- 60 mins = 2 credits

Then select the date(s) and time for your session.

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

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.



Rescheduling a Coaching Session

1

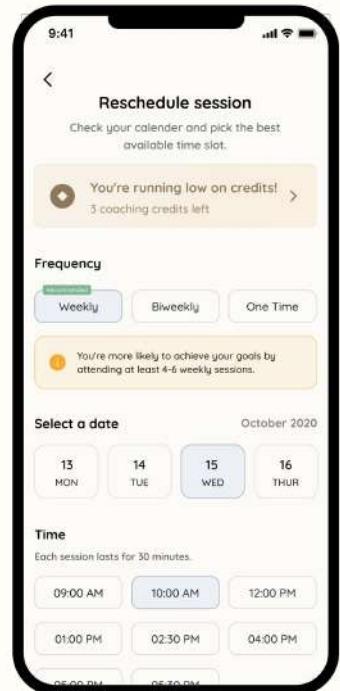
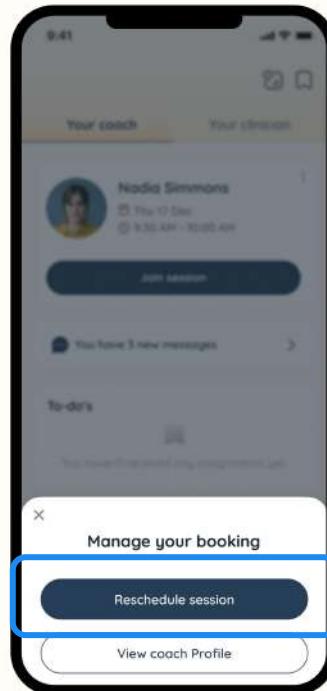
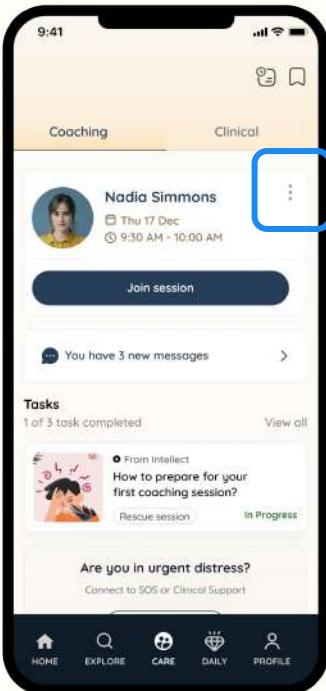
Tap on the three dots on the coach card in the Care tab

2

In the pop-up, tap Reschedule session

3

Choose the new date and time that works for you



How to Change Coaches

1

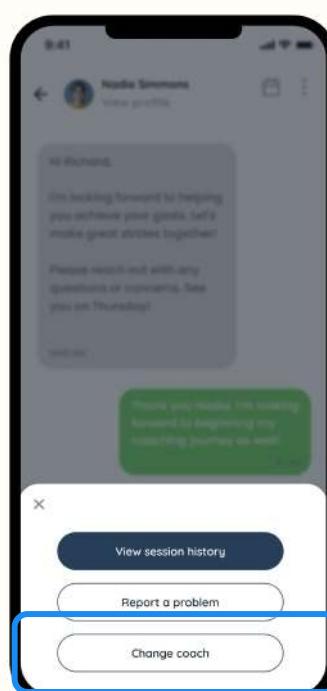
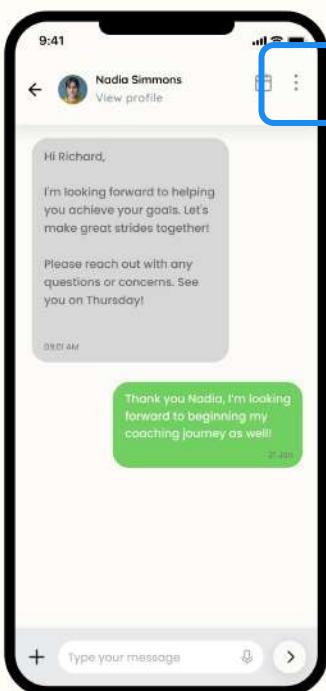
Tap on the three dots in the top right corner of the chat

2

In the pop-up, tap Change coach

3

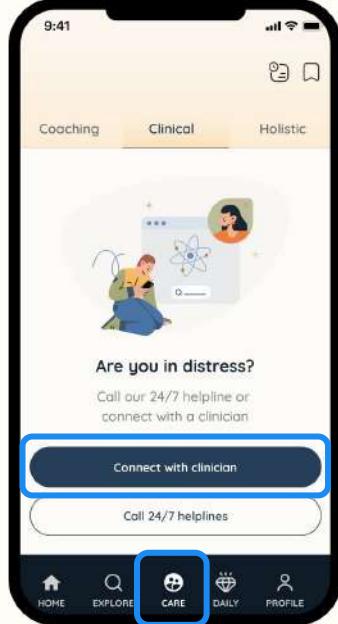
Click continue, then select a new coach



Counselling Sessions: Virtual

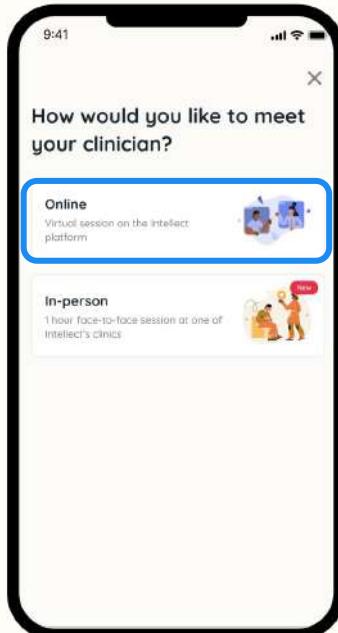
1

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



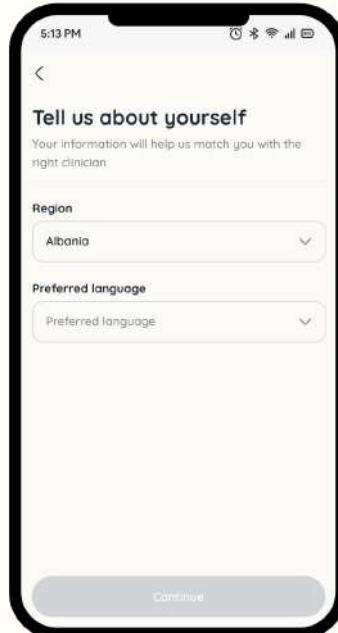
2

Tap **Online**



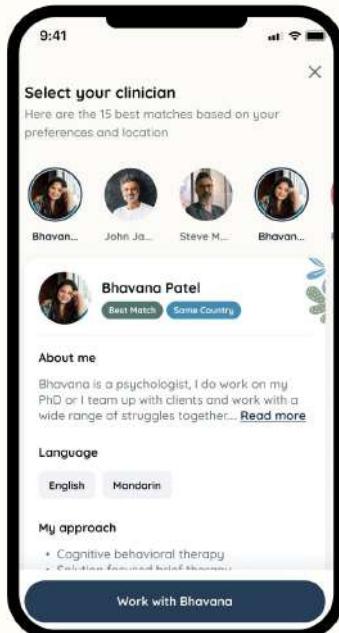
3

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



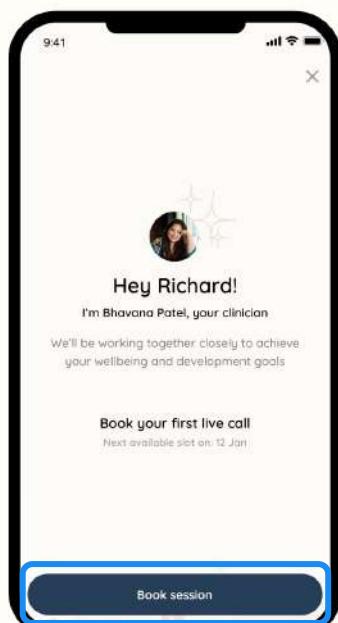
4

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



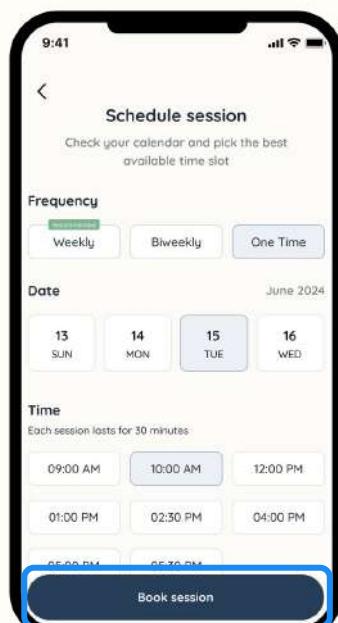
5

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



6

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



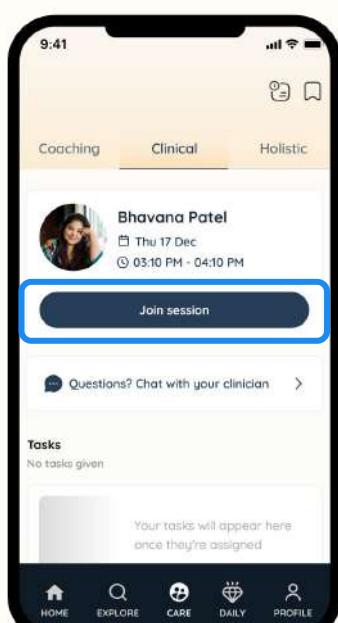
7

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



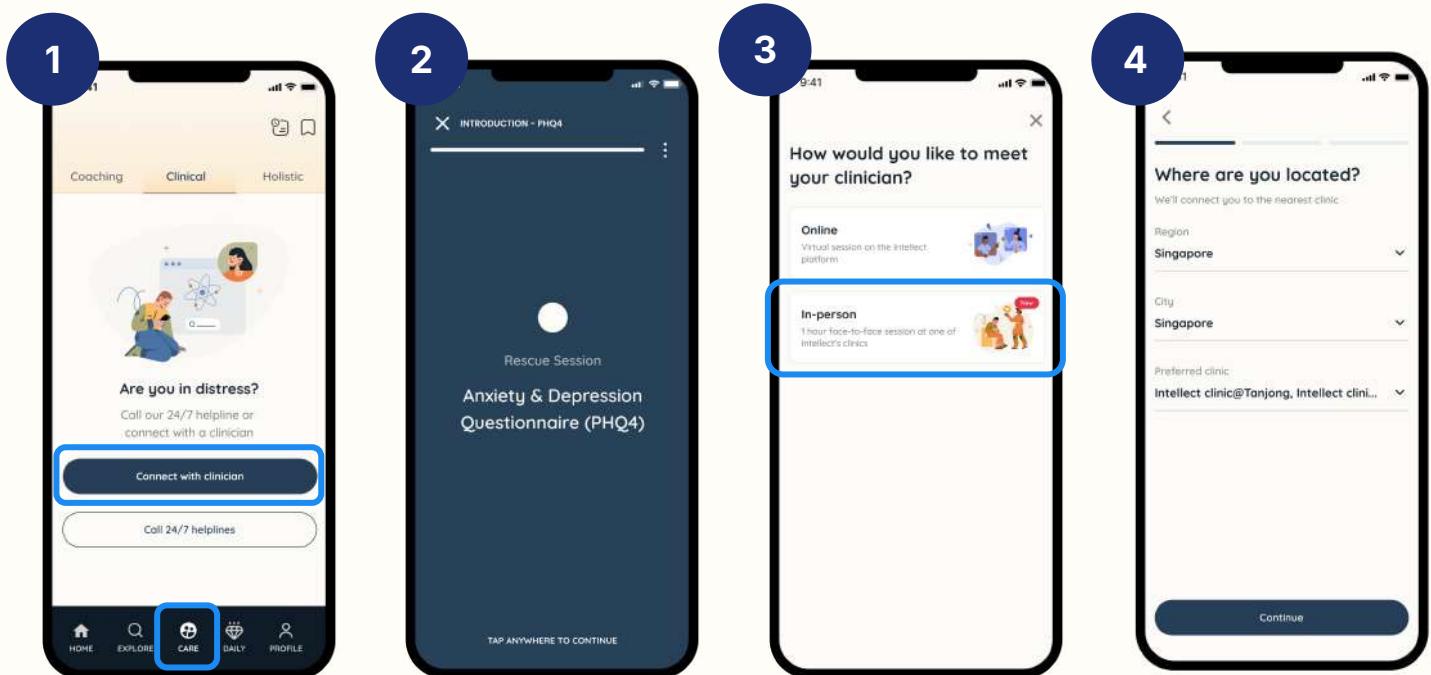
8

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.

Counselling Sessions: In-Person

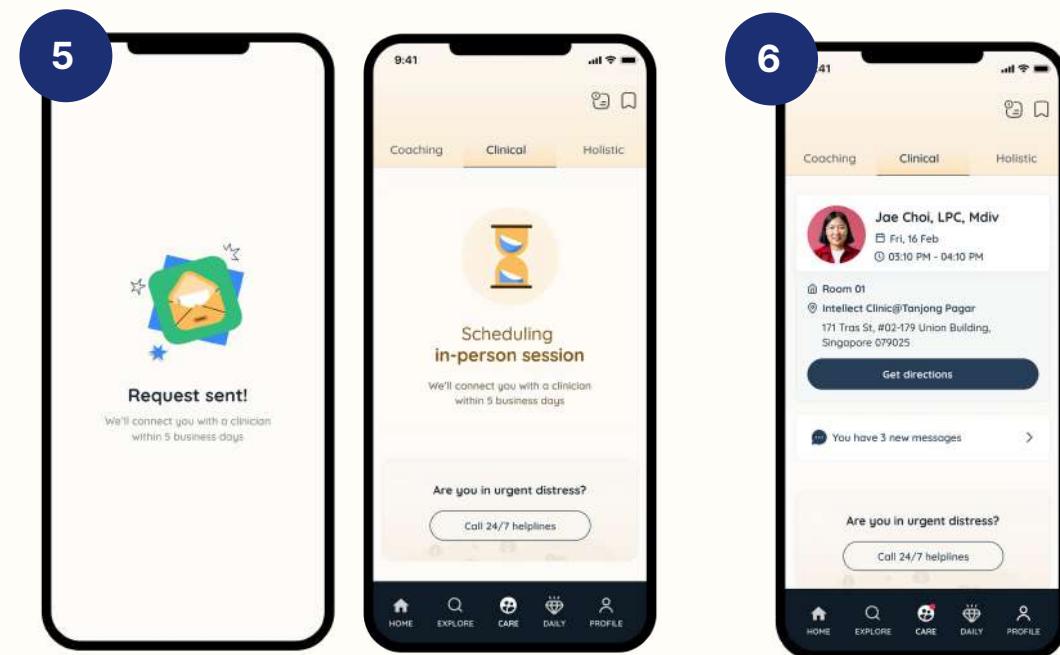


Go to the Care Tab, select Clinical, and tap Connect with clinician

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.

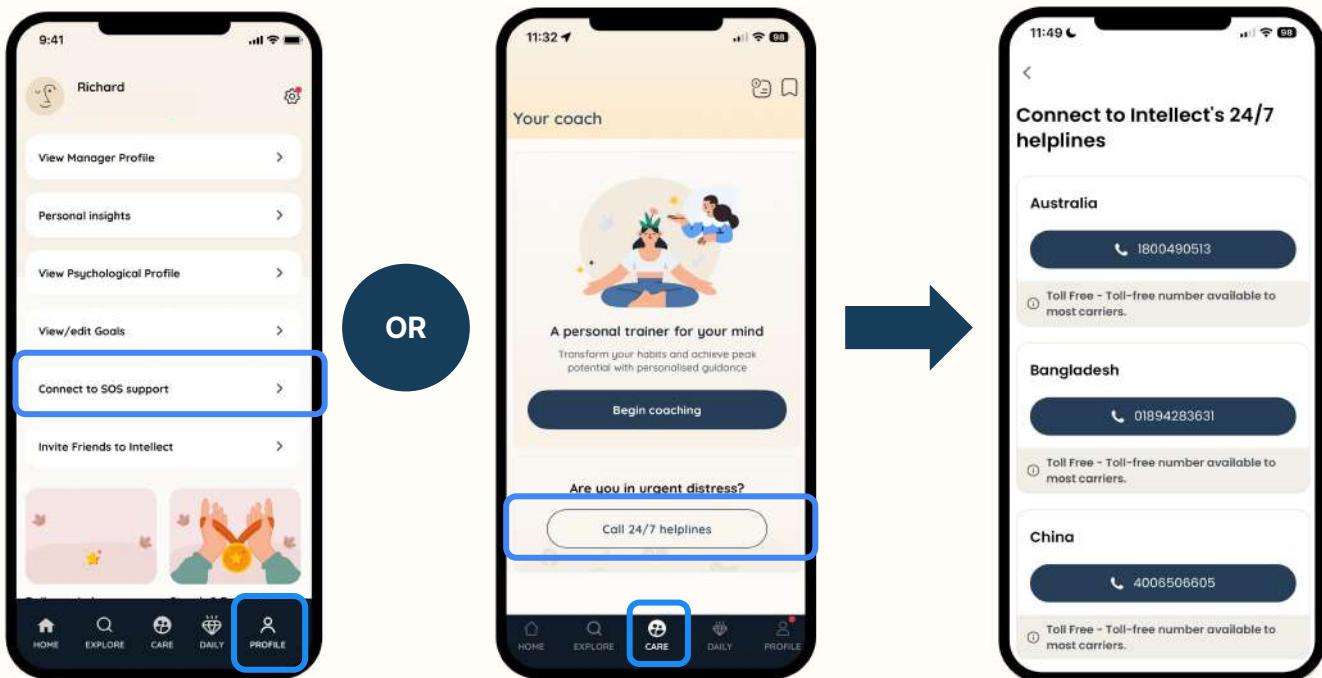
24/7 Distress Helpline

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

With the distress 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 Dependents to have full premium access to Intellect to enjoy the same services you have. You can send your Dependents 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 any person that is the individual's: legally married or registered civil partners; or biological or legally adopted children or grandchildren or ward under the age of 18 years old; or biological or legally adopted parents or grandparents.

1

Tap on Settings via the Profile tab

2

Tap Add Dependents

3

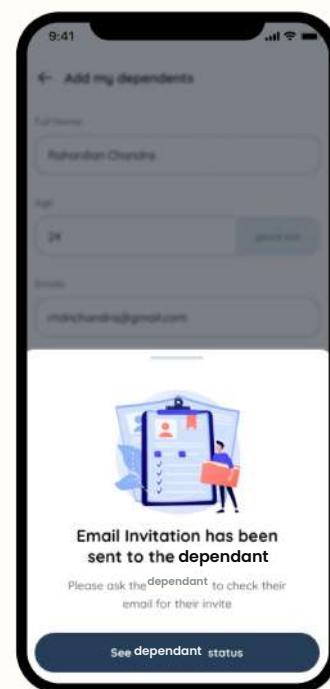
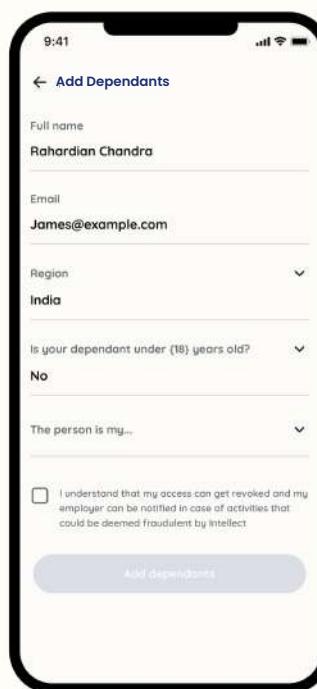
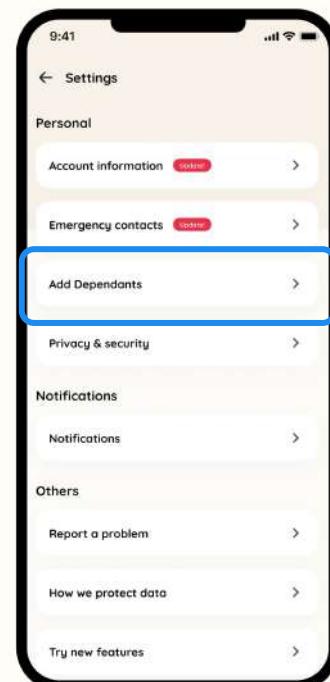
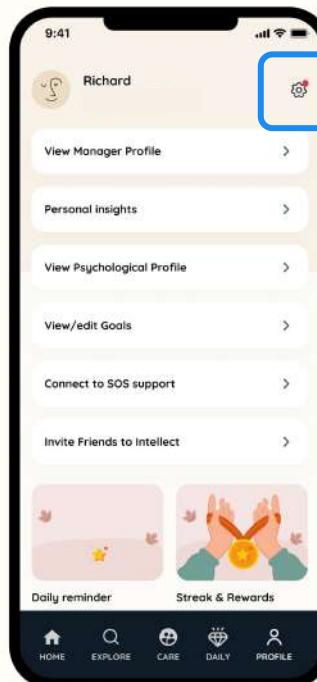
Fill in the information requested, then tap Add dependants

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



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?

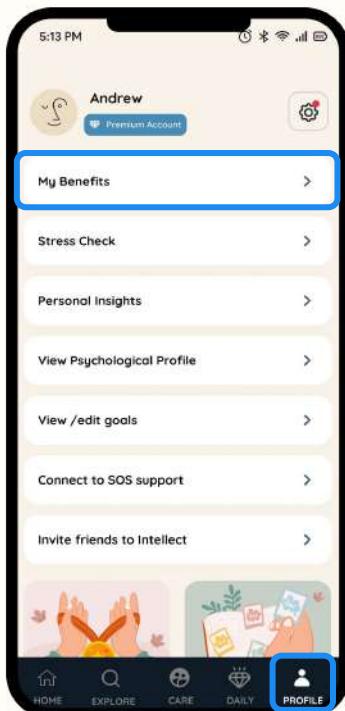
The support team will get back to you within 1 business day.

View Credit Entitlements

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

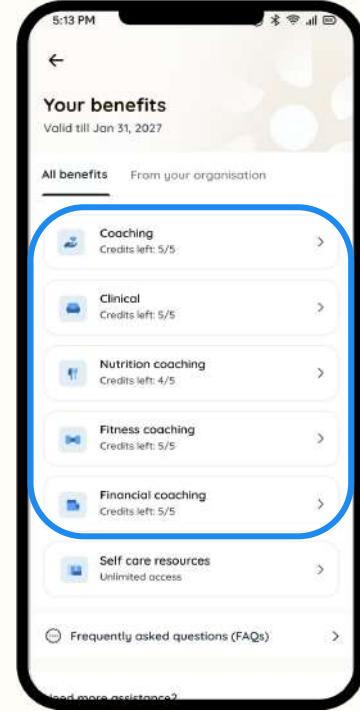
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In the **Profile** tab, click **My Benefits**



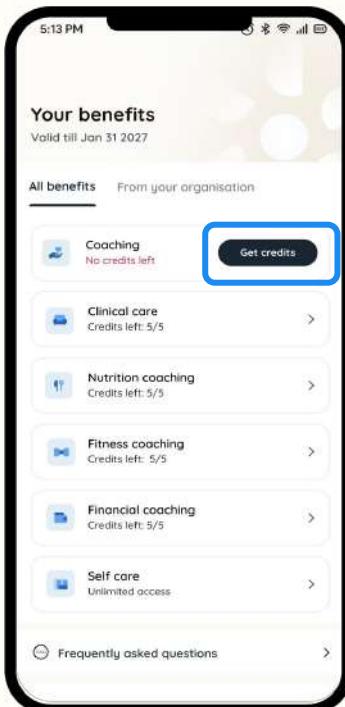
2

View all your credits under **All Benefits**



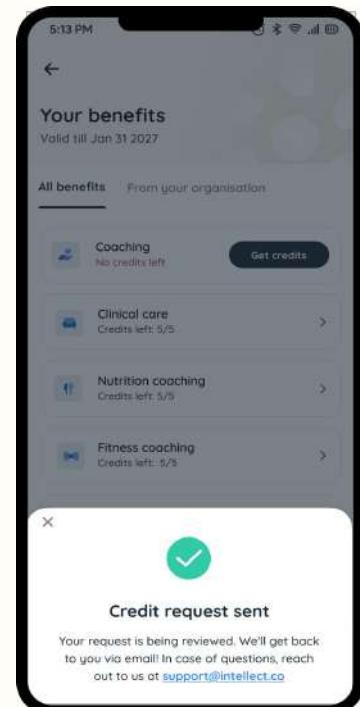
3

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



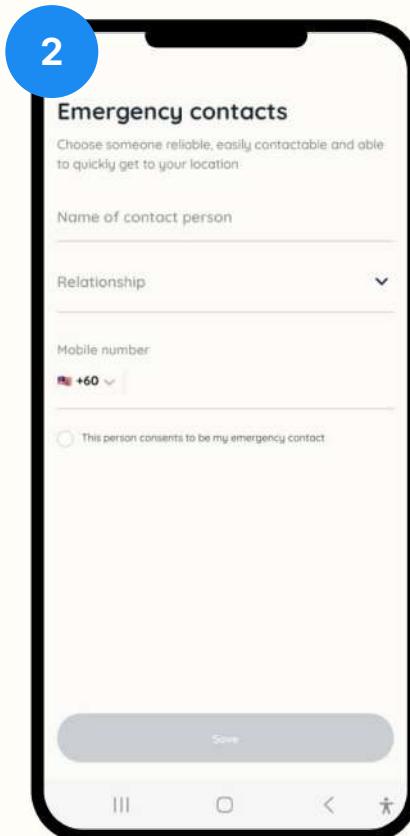
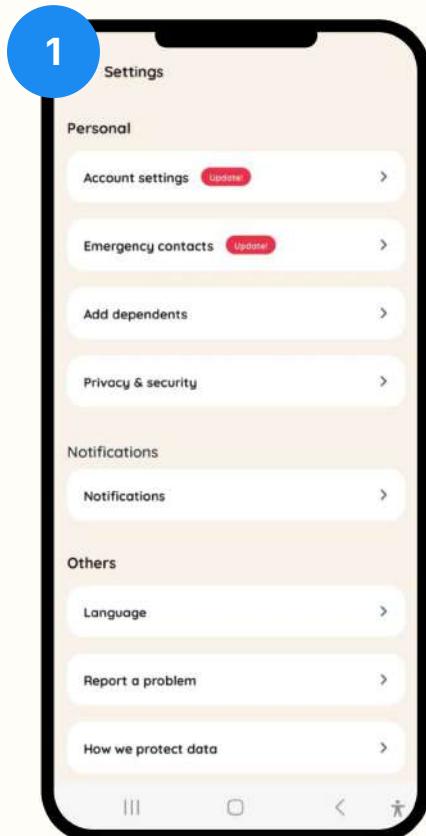
4

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



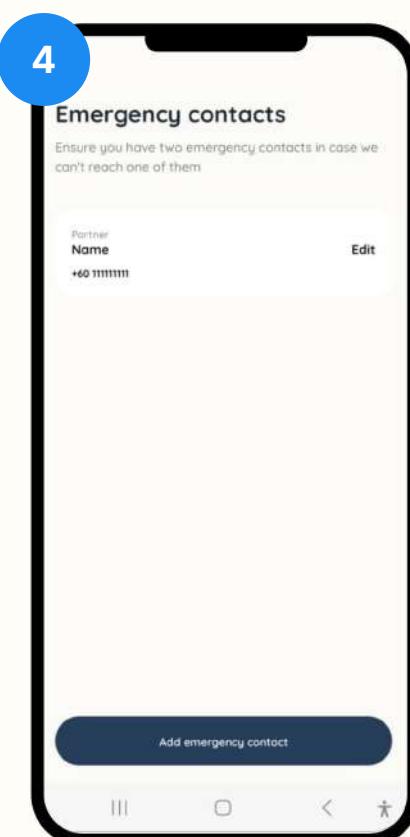
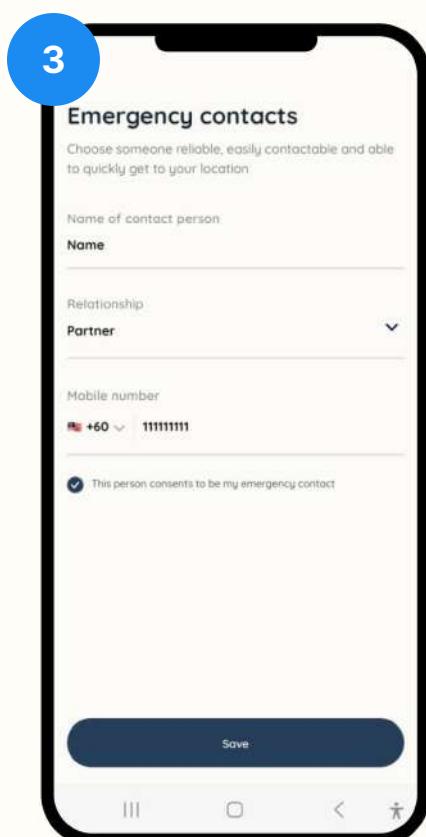
Update Your Emergency Contact

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

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

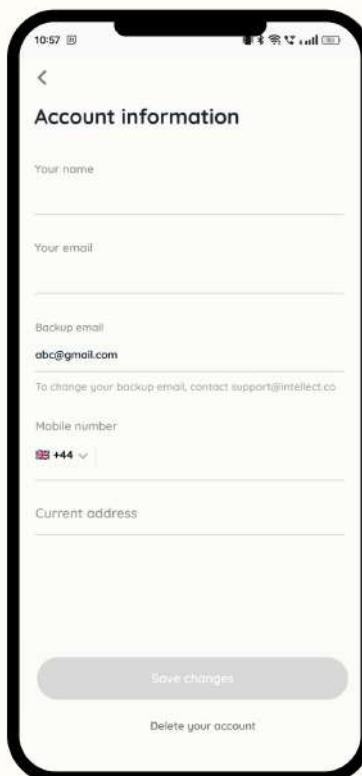
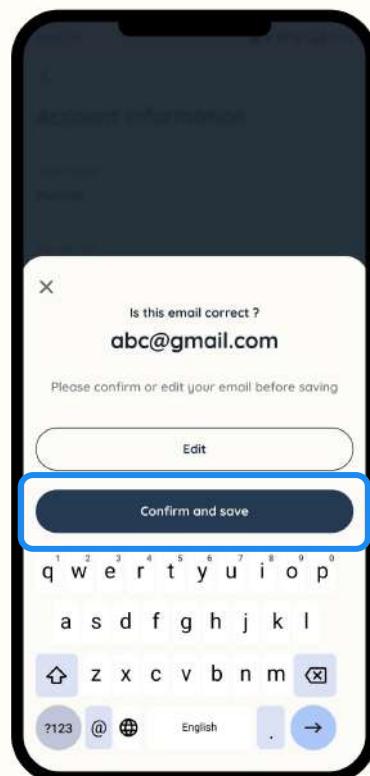
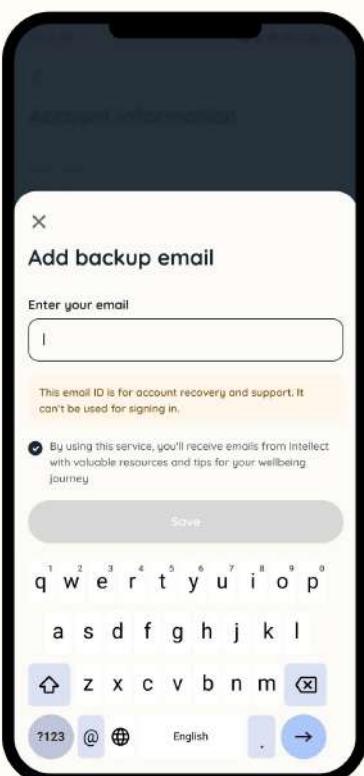
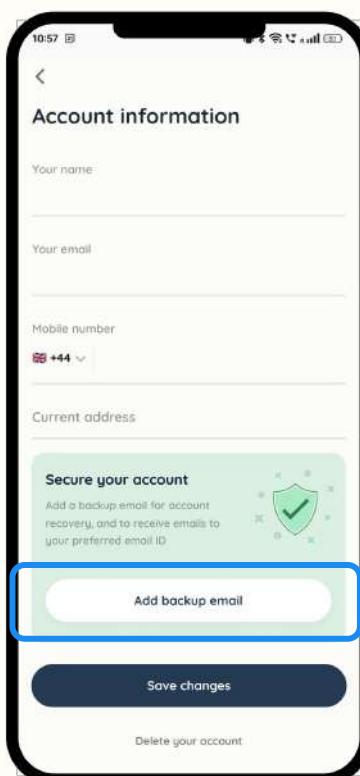
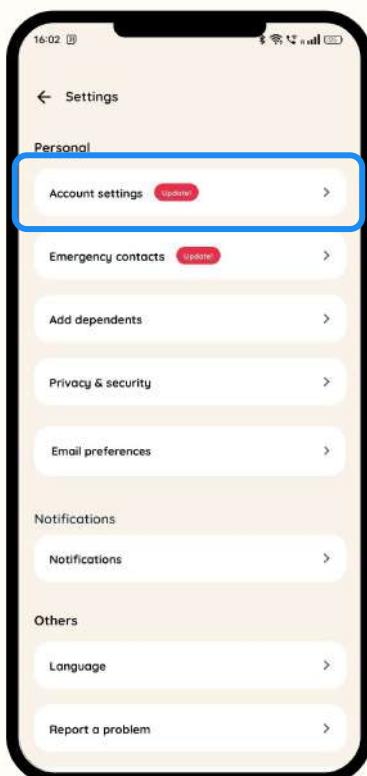
Tap on Profile, then the Settings icon, then **Account settings**

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

Request for More Counselling Credits

You can request up to 3 additional counselling credits (covered by your organisation) via the app once your current credits run out.

1

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

2

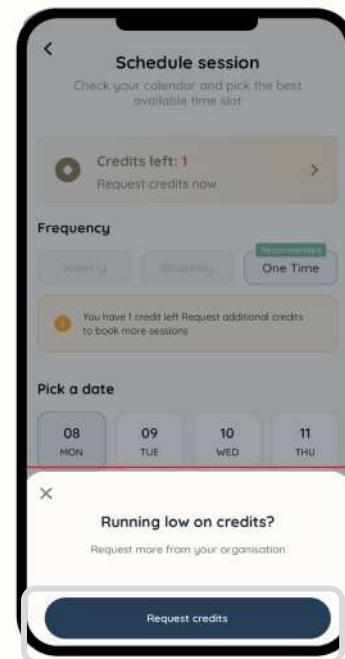
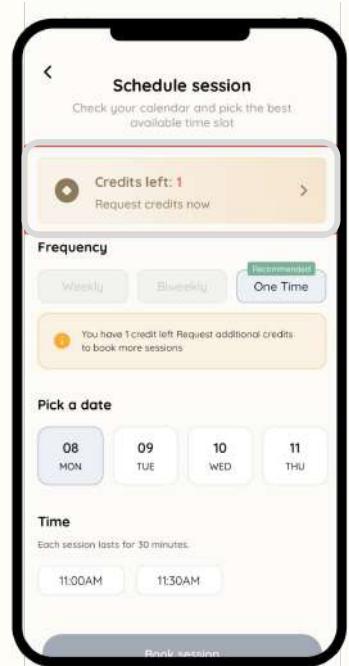
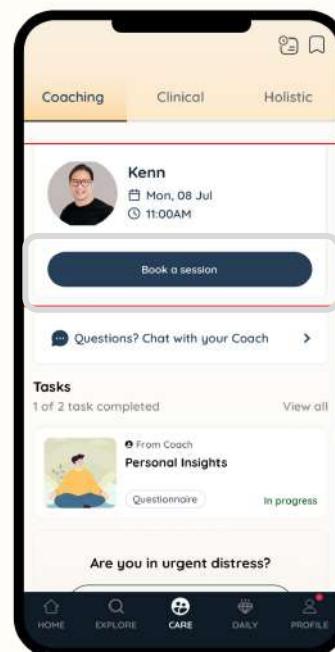
Click on **Request credits now** then click **Request credits**

3

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

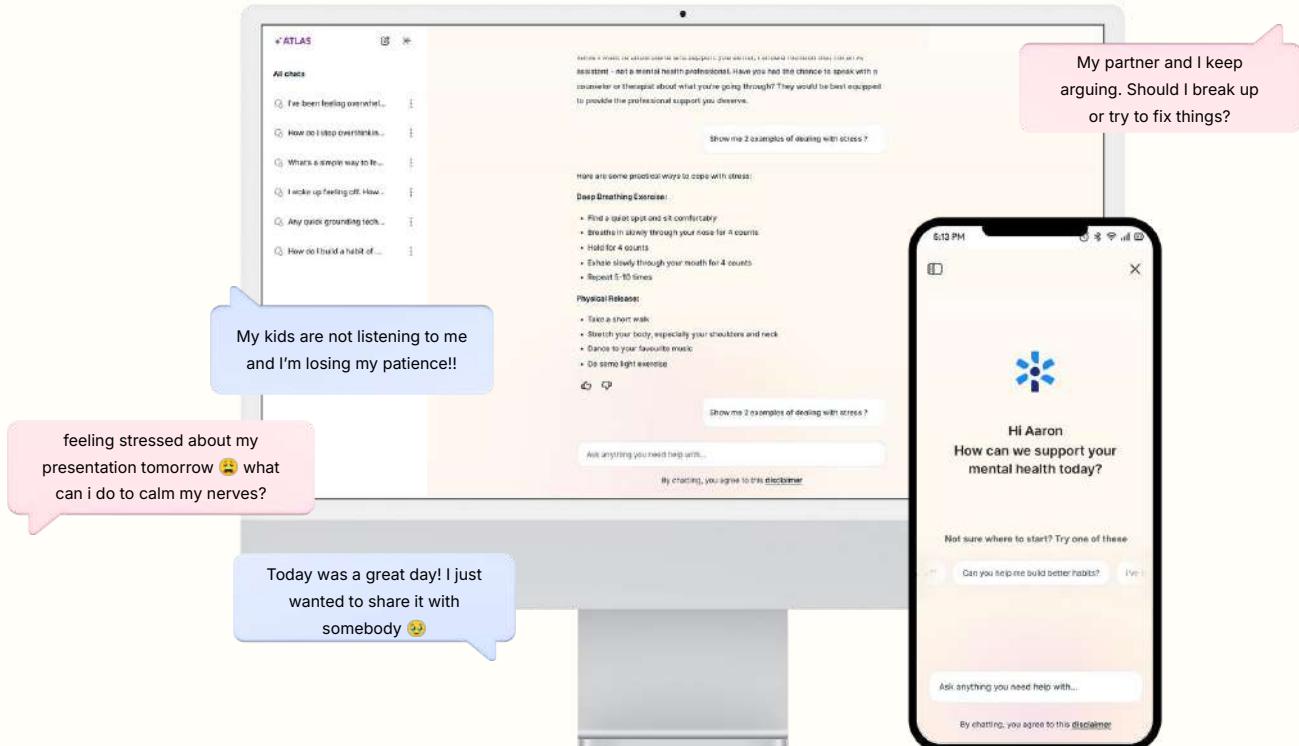
4

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



★ 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.