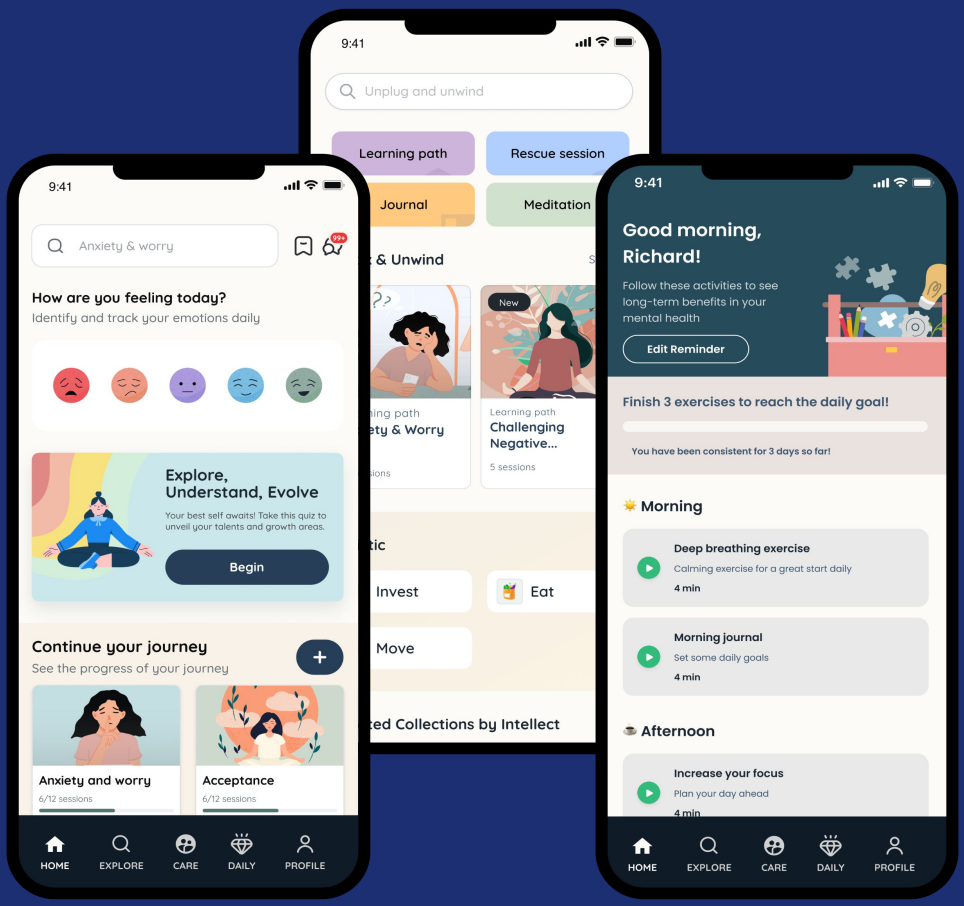
NUS National University of Singapore | Health & Wellbeing Office of the President



Intellect App Navigation Guide

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

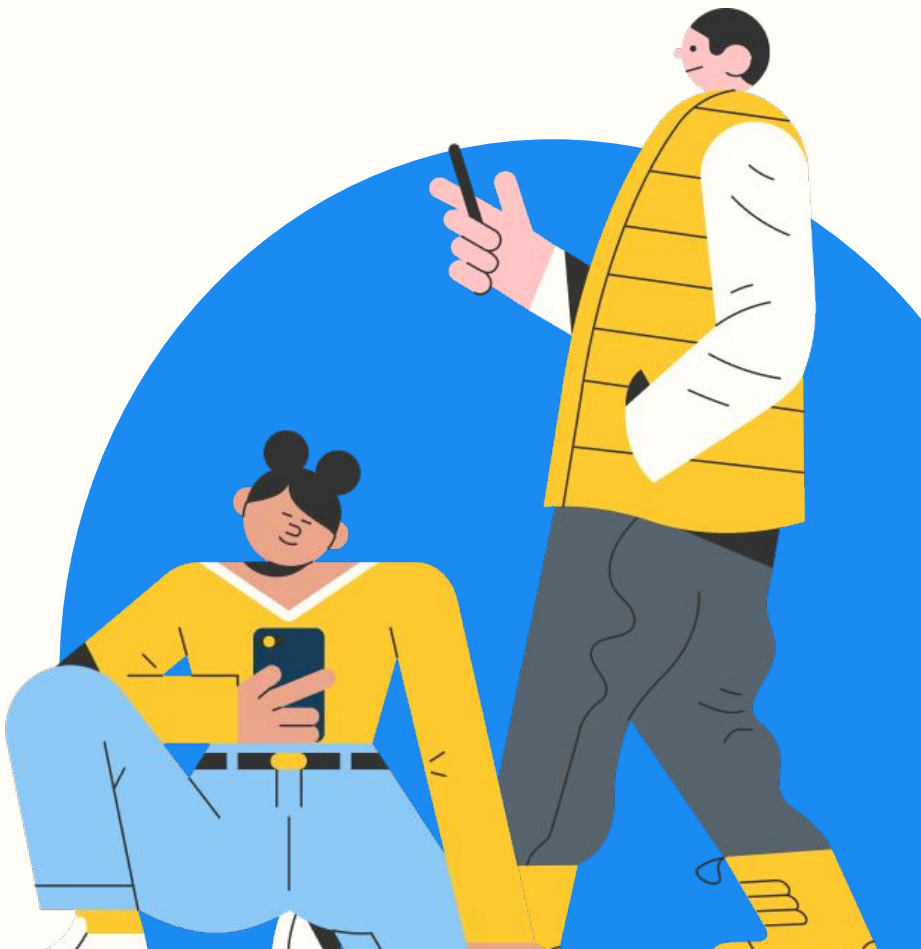
From self-guided tools to one-on-one support, personalise the care you need with Intellect

intellect

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Intellect Overview



1-to-1 Counselling

8 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 (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.



1-to-1 Coaching

6 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

*Your credit entitlements are valid until 31st August 2027.
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

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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

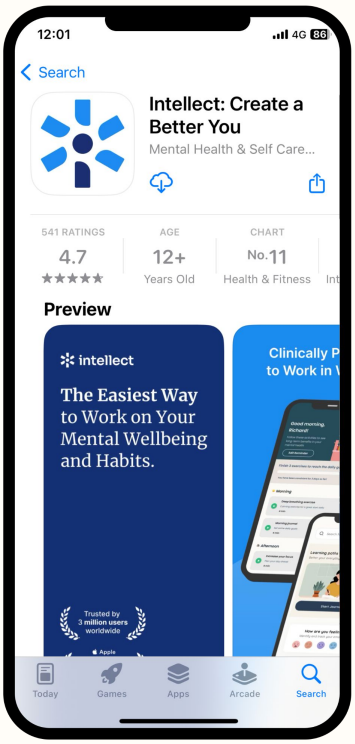
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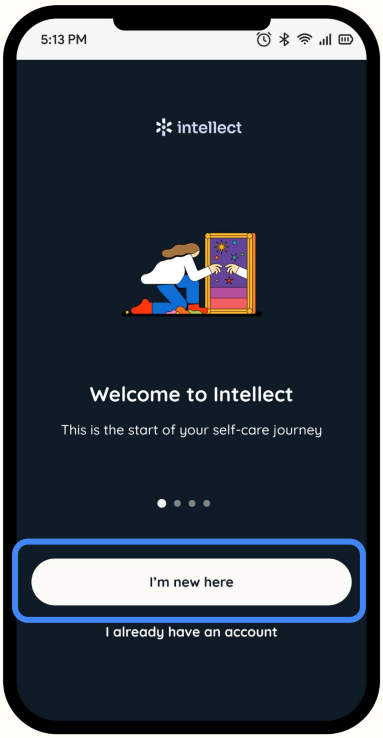
Search for "Intellect" on your mobile phone application store

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**

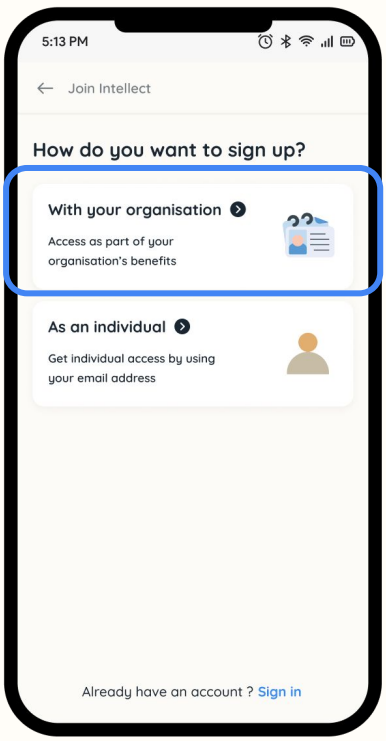


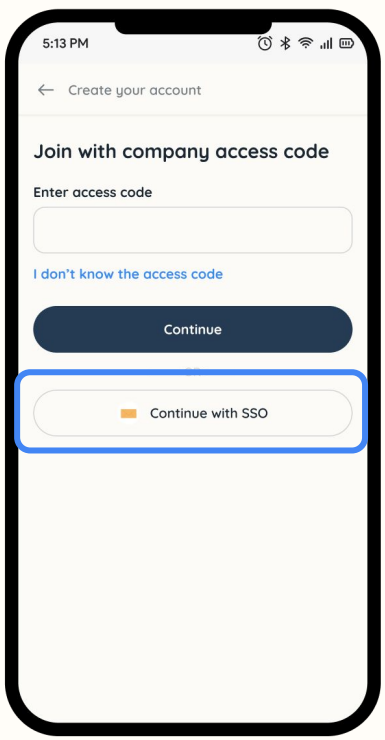


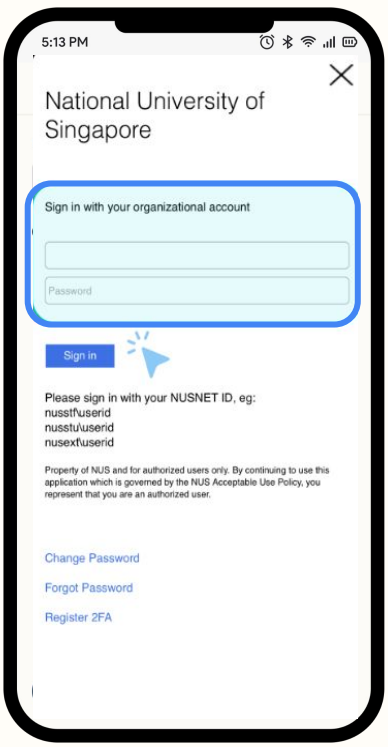
Step 3: Select **With your organisation**

Step 4: Tap **Continue with SSO**

Step 5: Login via **Lifelong Blue ADFS** using the following formats: e0123456@u.nus.edu or **e0123456**







Questions? Email support@intellect.co

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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**

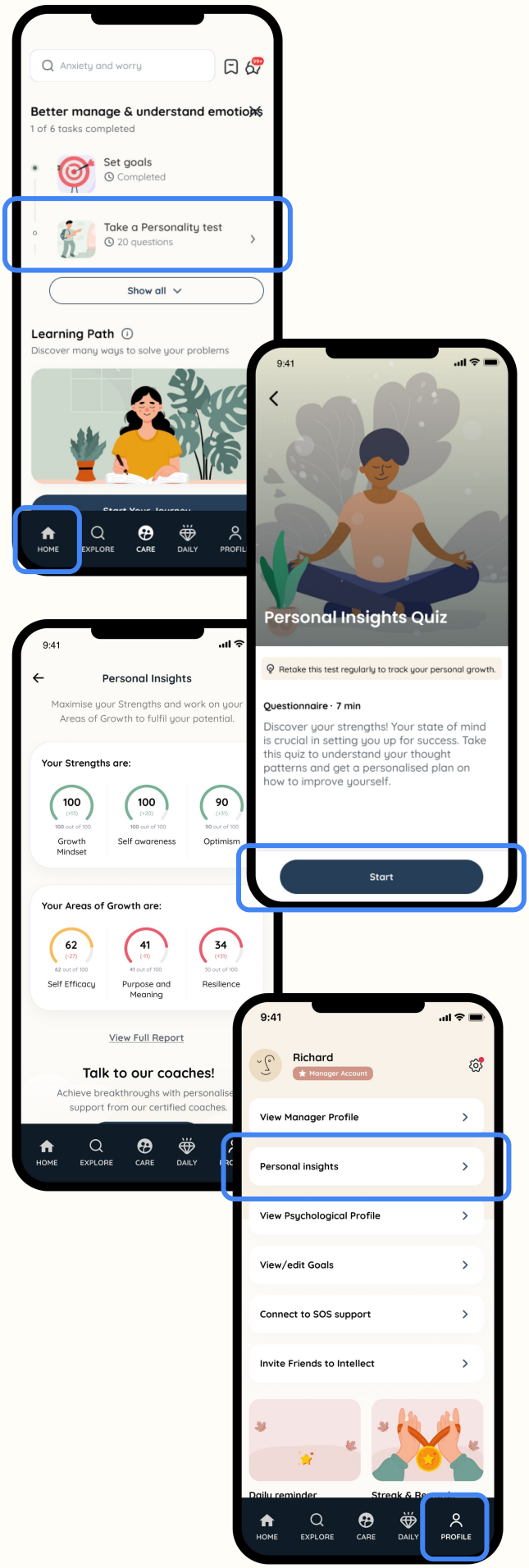
4 **Receive a personalised Wellbeing Report**

This is 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.



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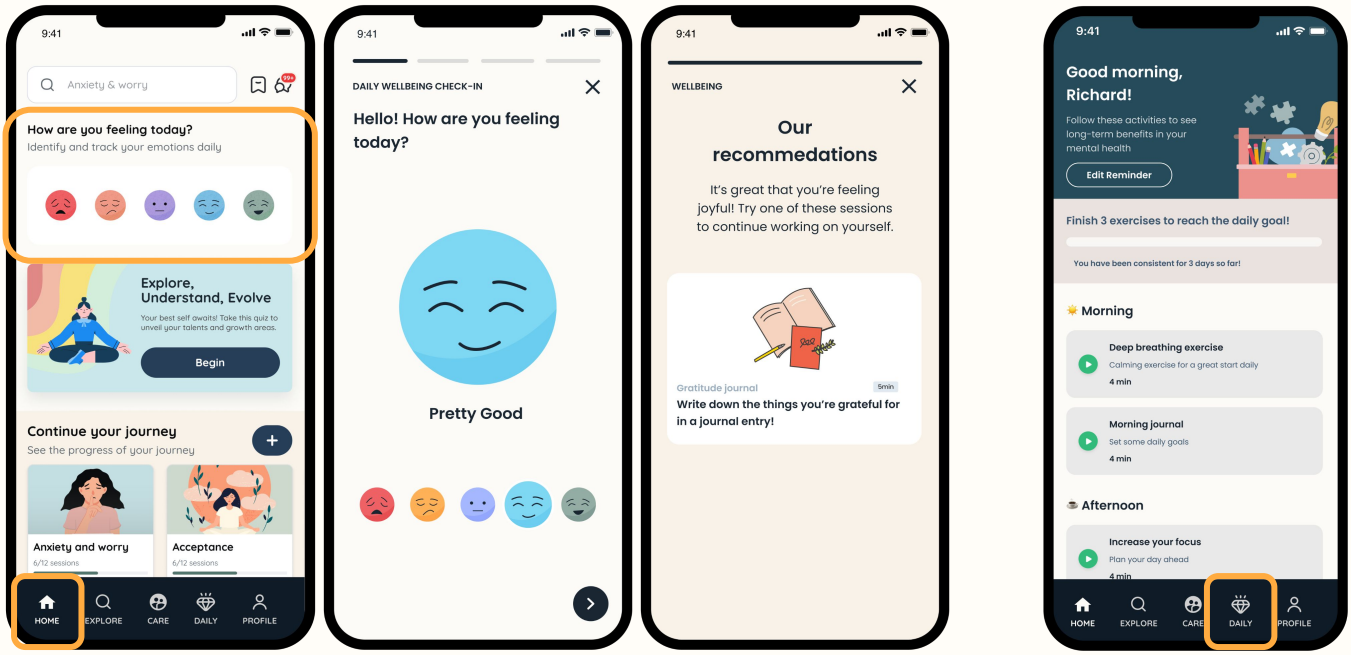
Self-Guided Tools

Wellbeing Check-ins

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

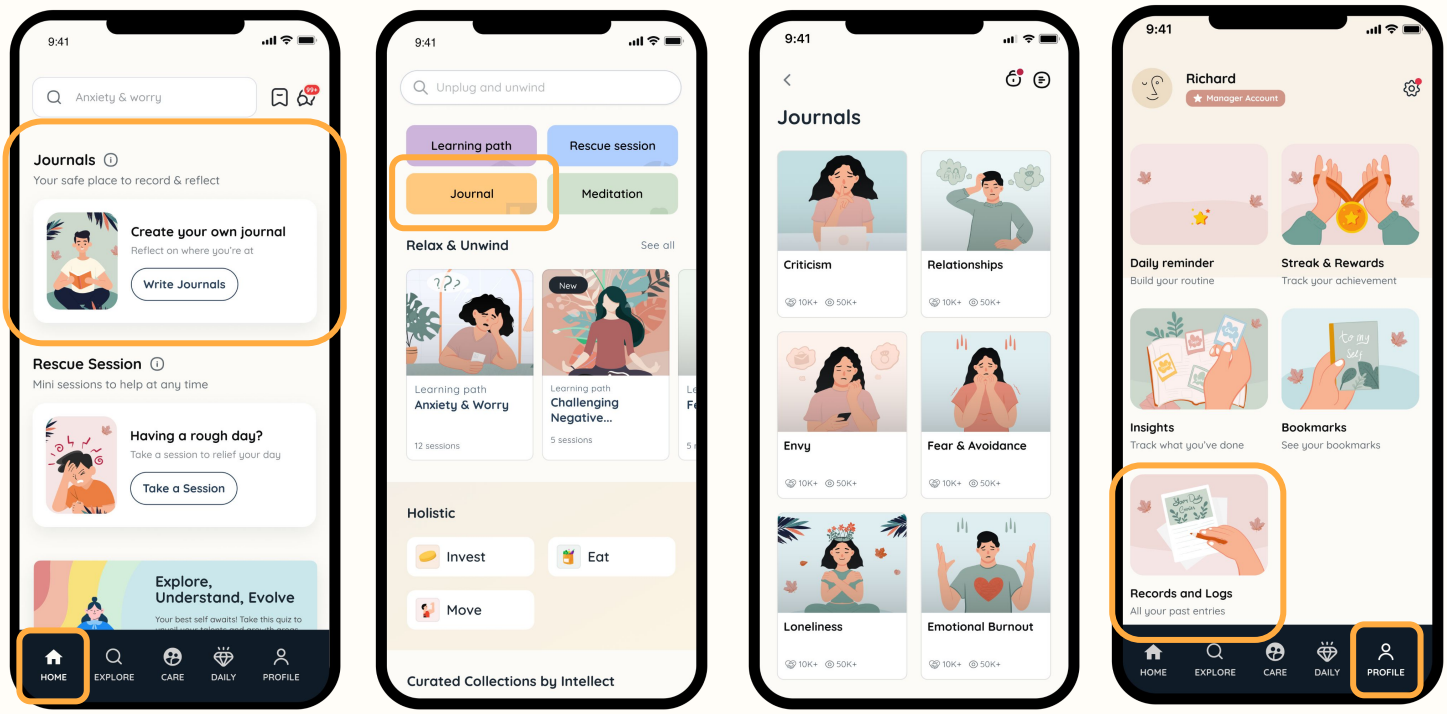
Daily Tools

Access simple and quick mindfulness exercises any time of the day, every day, right from the Daily tab.



Guided Journaling

Reflect on your thoughts and feelings on a variety of topics like gratitude, problem-solving, and more. Search for journals in the Explore tab, and access your journal logs from the Profile tab.



Self-Guided Tools

Rescue Sessions

Access stand-alone sessions when you need a quick pick-me-up or in-the-moment support for a variety of challenges:

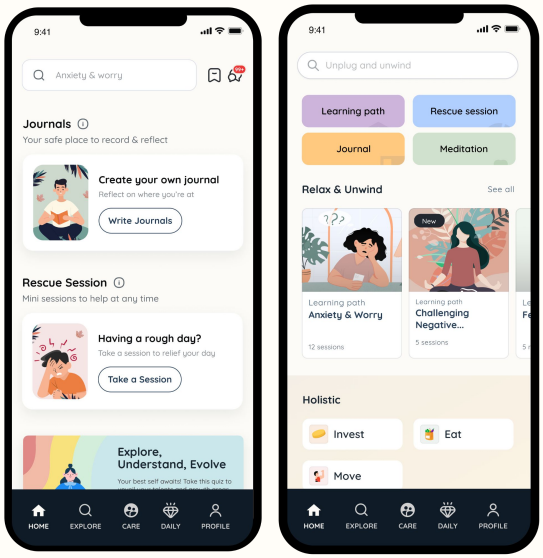
- Procrastination
- Feeling lost
- Stress & overwhelm
- Criticism
- And more!

Learning Paths

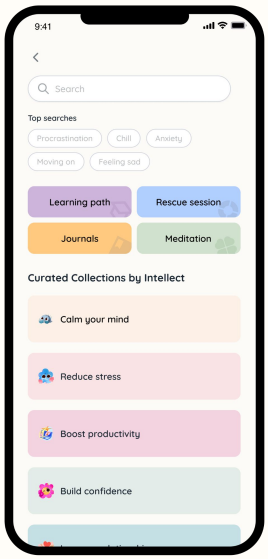
Use these curated multi-part content plans to work on your habits, behaviours, and build skills for everyday challenges and resilience:

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

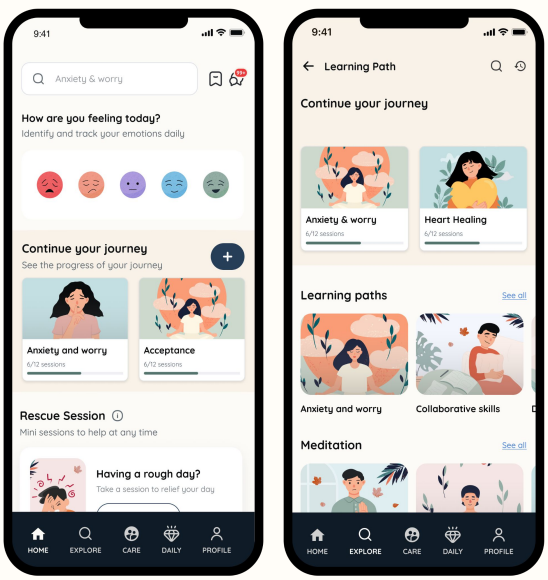
1 Access these tools from the Home or Explore tab.



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



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



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Coaching Sessions

Coaching is for anyone and everyone. Intellect's handpicked Coaches are trained to motivate and work with you in a safe space, so that you can scale obstacles in your daily life and thrive! *Everything is kept* 100% private, confidential, *and* anonymous - *no personally identifiable information will be shared.*

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).

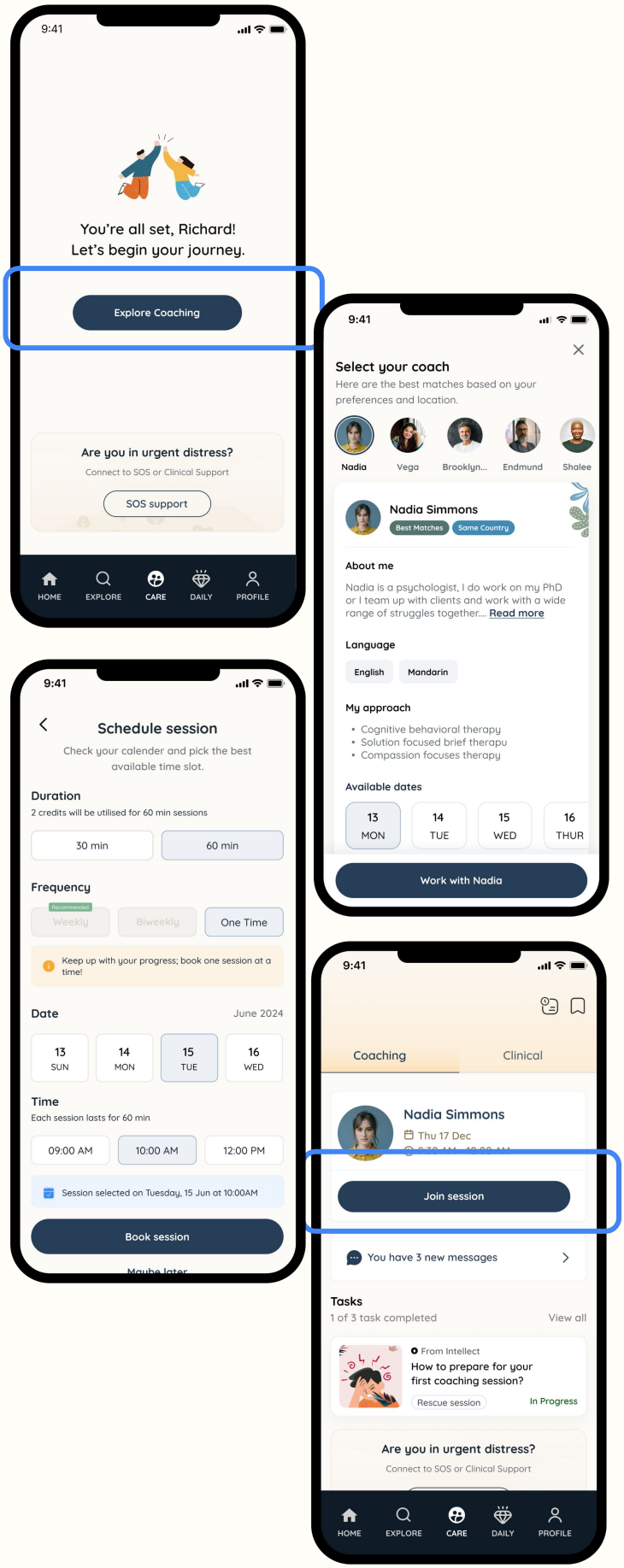
First, choose the duration you prefer:

- **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.

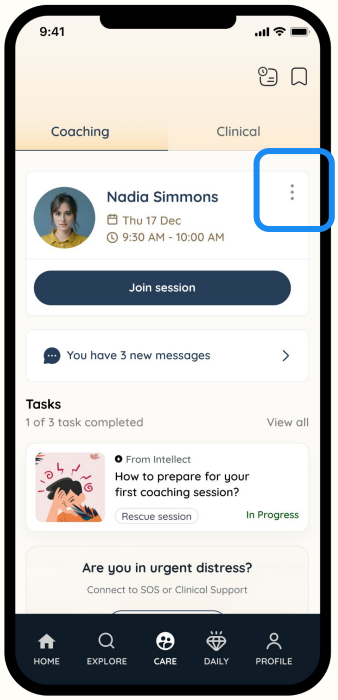
You can always chat with your coach via the Intellect app at any time.

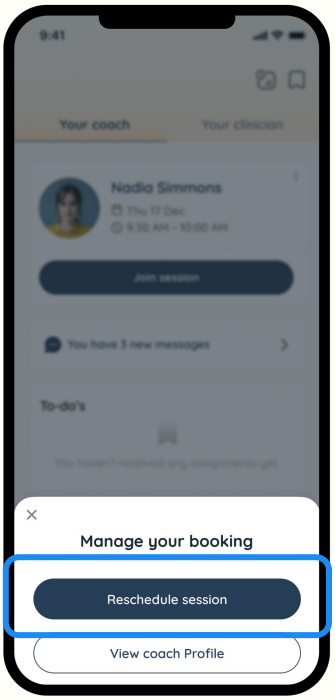


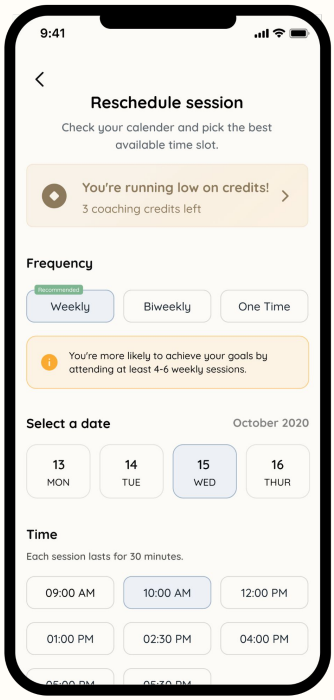
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How to Reschedule a Coaching Session

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

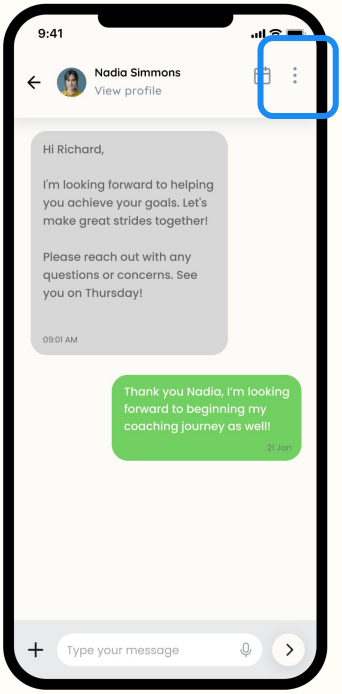


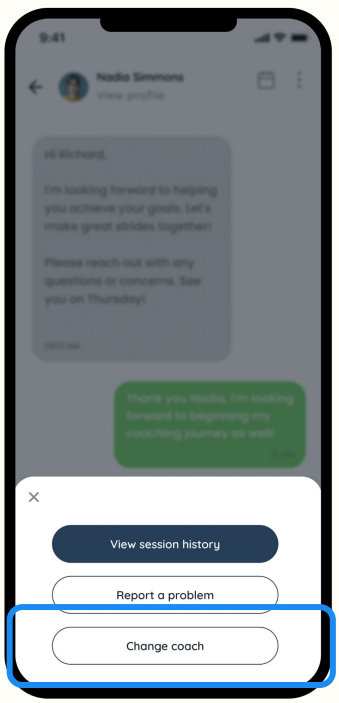


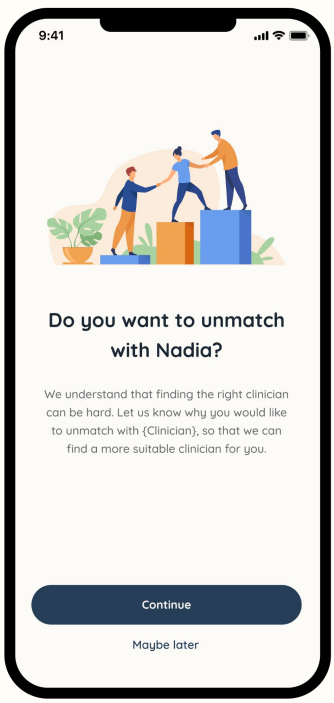


How to Change Coaches

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





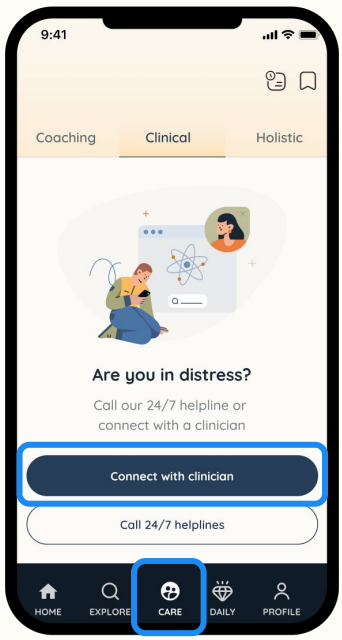


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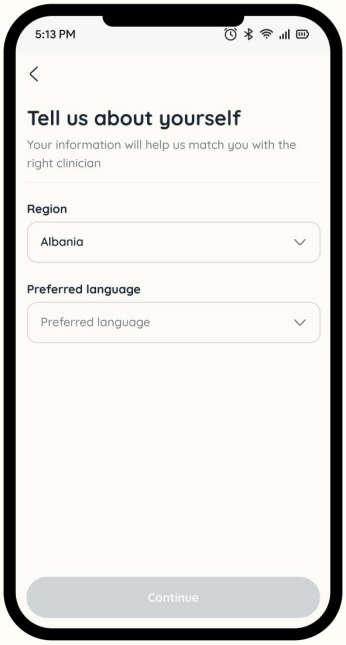
Counselling Sessions

Get connected with a mental health professional, and get access to counselling sessions, as well as unlimited messaging with your Counsellor.

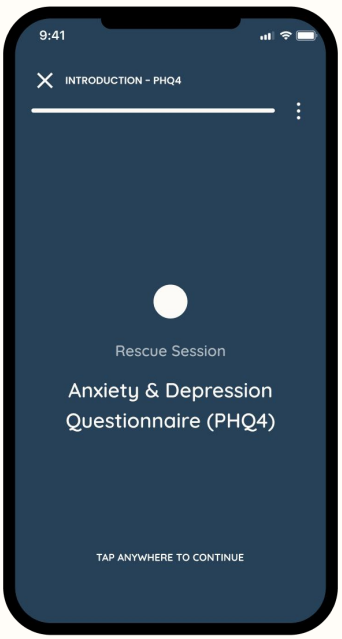
1 Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**



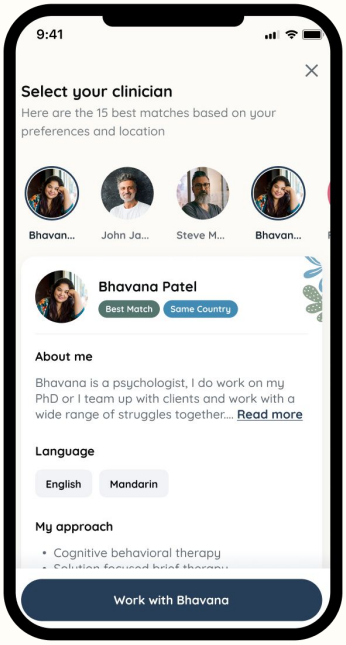
2 Fill in the information requested. Agree to the consent forms. Tap **Continue**



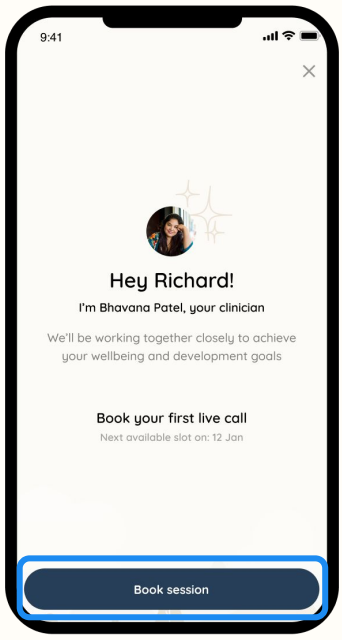
3 Complete a short questionnaire



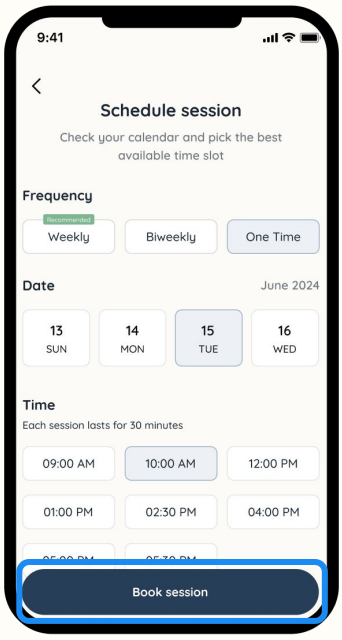
4 Based on your information, you may be presented with a list of clinicians that match your needs.*



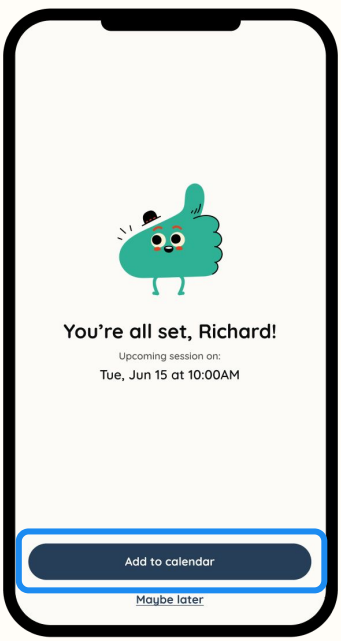
5 Select a clinician. Once you've matched with a clinician, tap **Book session**



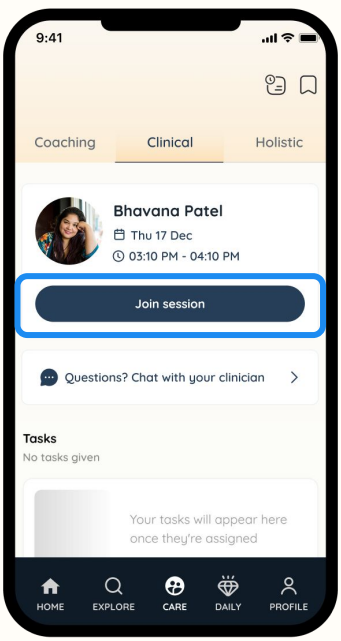
6 Select your preferred frequency, date, and time. Tap **Book session**



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.

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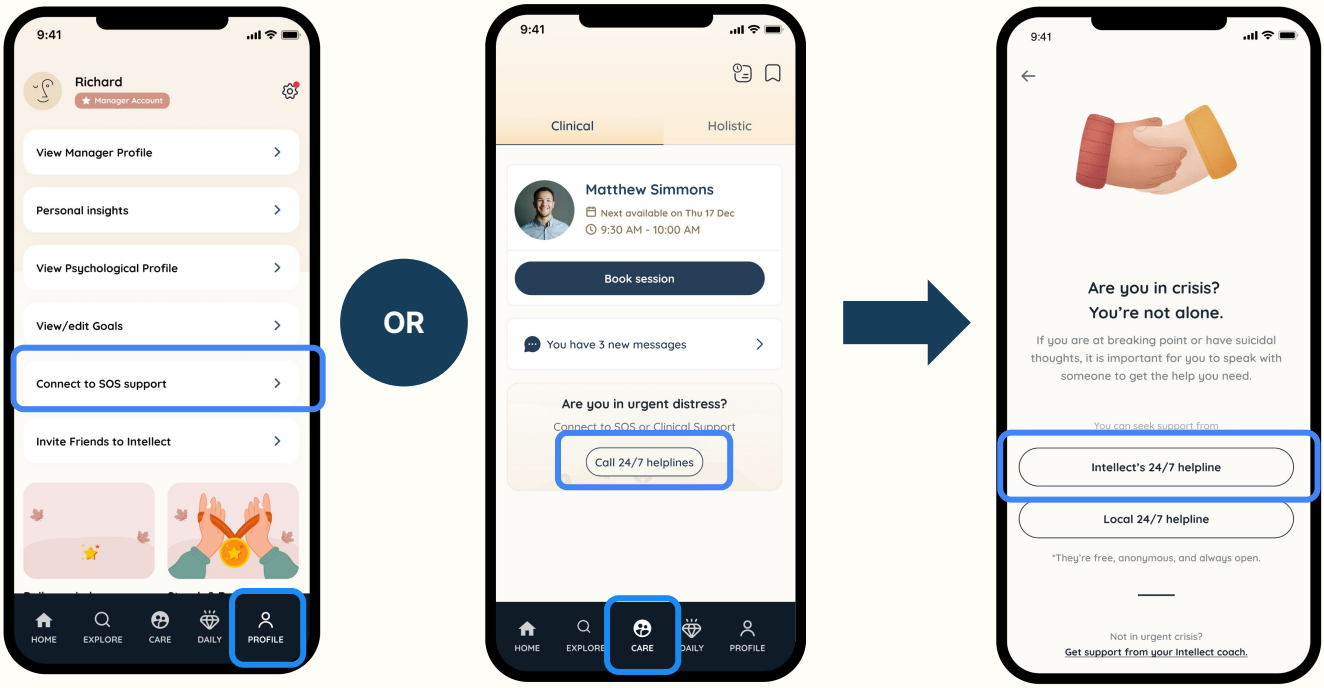
24/7 Distress Helpline

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 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.

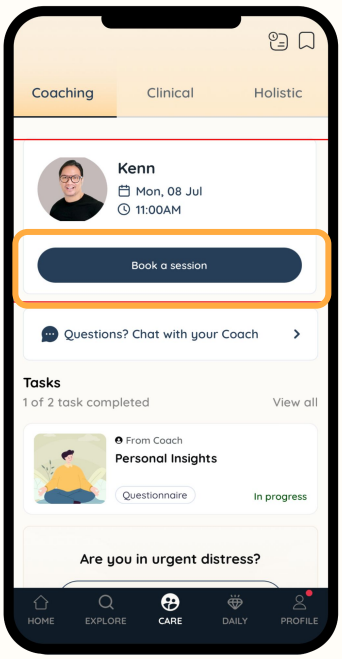
Intellect responders will gather important initial information from you and are professionally trained to provide in-the-moment crisis support. They will then refer you to the appropriate resources depending on your individual needs.

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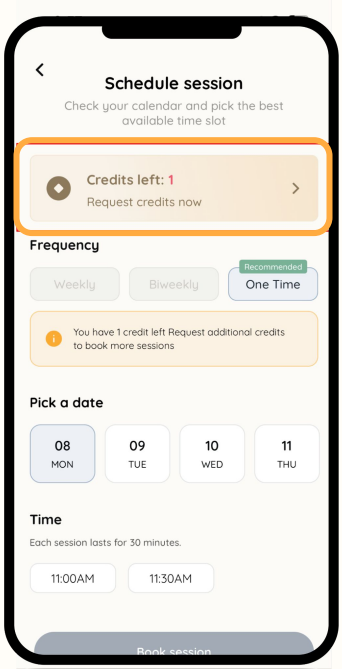
Request for More Credits

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

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

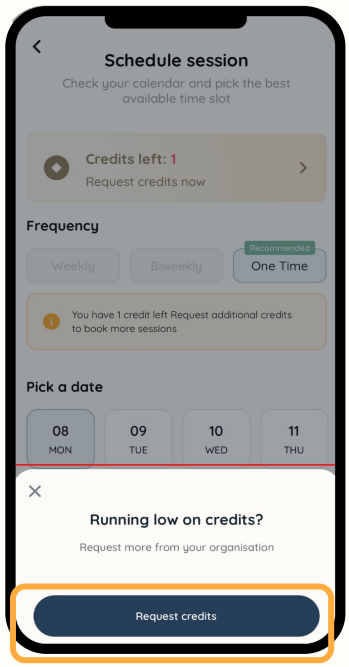


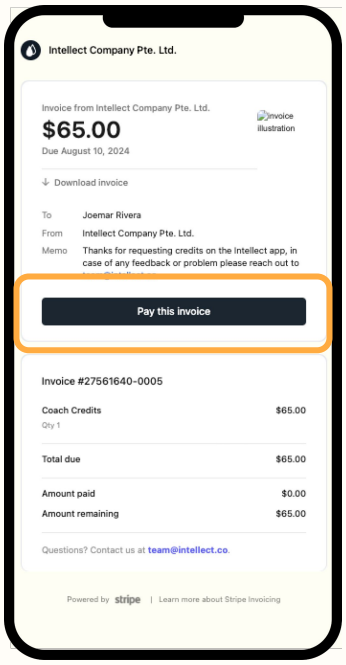
2. Click on **Request credits now** then click **Request credits**



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

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





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

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

Virtual Coaching (30 mins per session)

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

Virtual Care (60 mins per session)

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

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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.

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Personas & Example Scenarios

Want to build certain life skills, habits and behaviours for everyday use?

Leverage our range of self-care tools and skill-building programmes in the Intellect mobile app. We have mini-guided and bite-sized sessions on various topics, including programmes to help you deal with procrastination, manage conflict, set boundaries, and other tools such as journaling, relaxation, and mindfulness exercises.

What are the differences between Coaching, Clinical Support and the 24/7 Distress Helpline?

Coaching: 30-or-60 minute sessions to help you manage personal and professional challenges and work towards your goals. Coaching is helpful for those seeking direction or to be held accountable for their growth. Your coach will work with you to set goals, stretch limits, and maximise your potential.

Examples of areas you may work on with your coach: managing stress, setting boundaries, finding purpose, building skills.

Clinical Support: Sessions with Clinical Psychologists & Counsellors who provide treatment to improve one's sense of well-being, alleviate feelings of distress, and resolve crises.

Examples of 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 individuals in urgent distress who need to speak with someone immediately. A dedicated helpline ranger will help you get connected to the care you need.



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