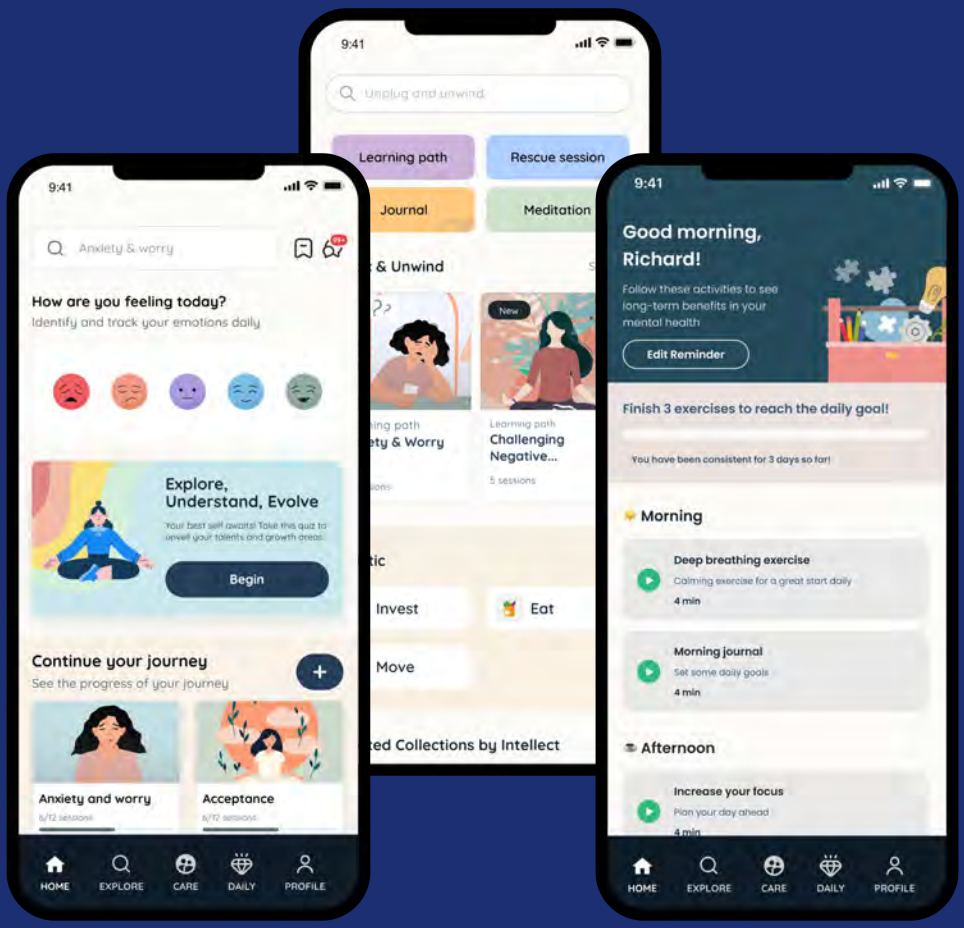


Intellect App Navigation Guide

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

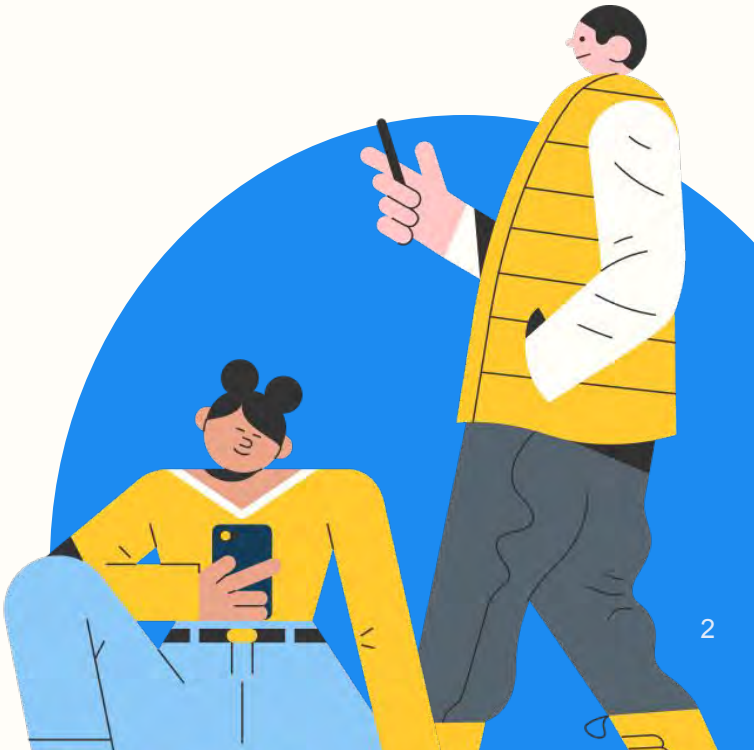
From self-guided tools to one-on-one support, personalise the care you need with Intellect

intellect

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Get Started: Set Up Your Account with Access Code

Step 1: Install the app

Scan the QR Code

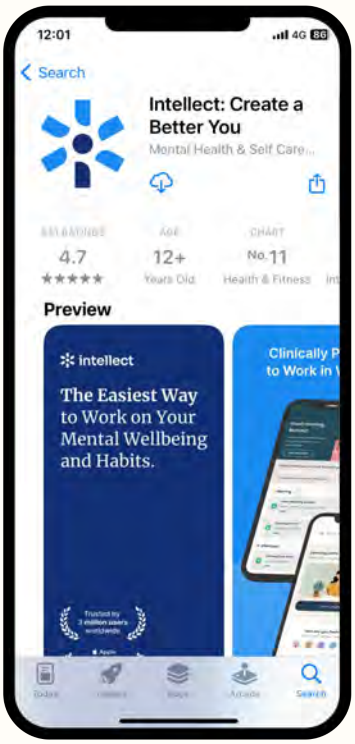
OR

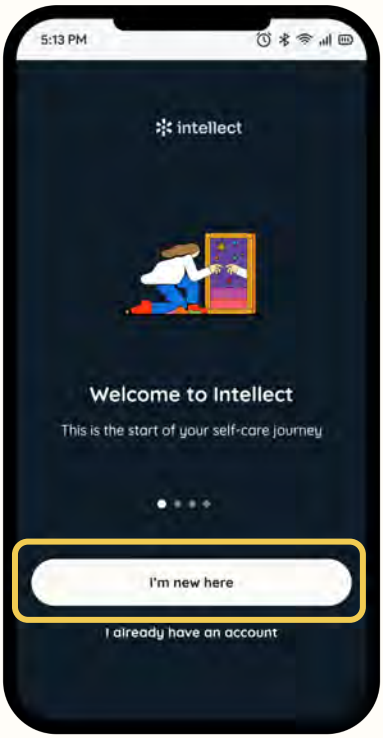
Visit https://intellect.co/success/ using your mobile phone

OR

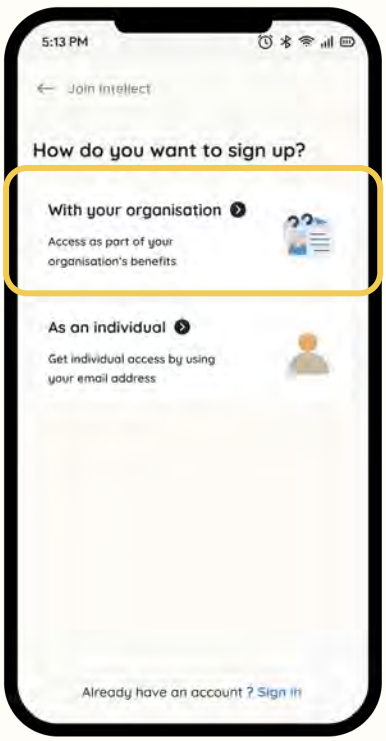
Search for "Intellect" on your mobile phone application store

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

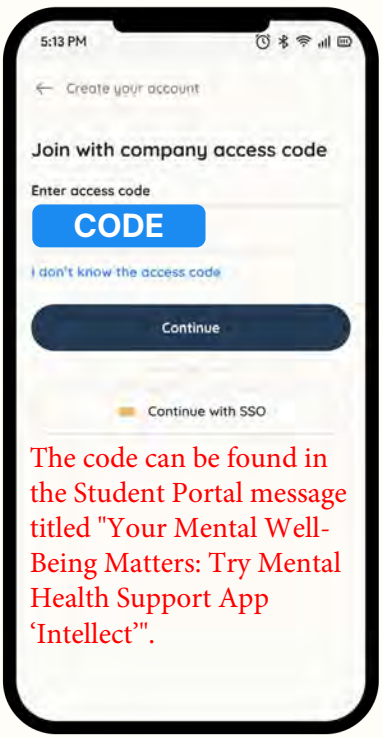




Step 3: Select **With your organisation**

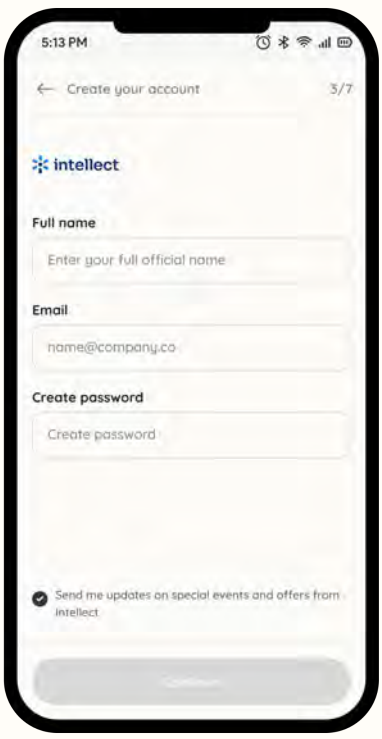


Step 4: Enter **CODE** and tap **Continue**



The code can be found in the Student Portal message titled "Your Mental Well-Being Matters: Try Mental Health Support App 'Intellect'".

Step 5: Select your **language** then sign up using your **email address**



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!

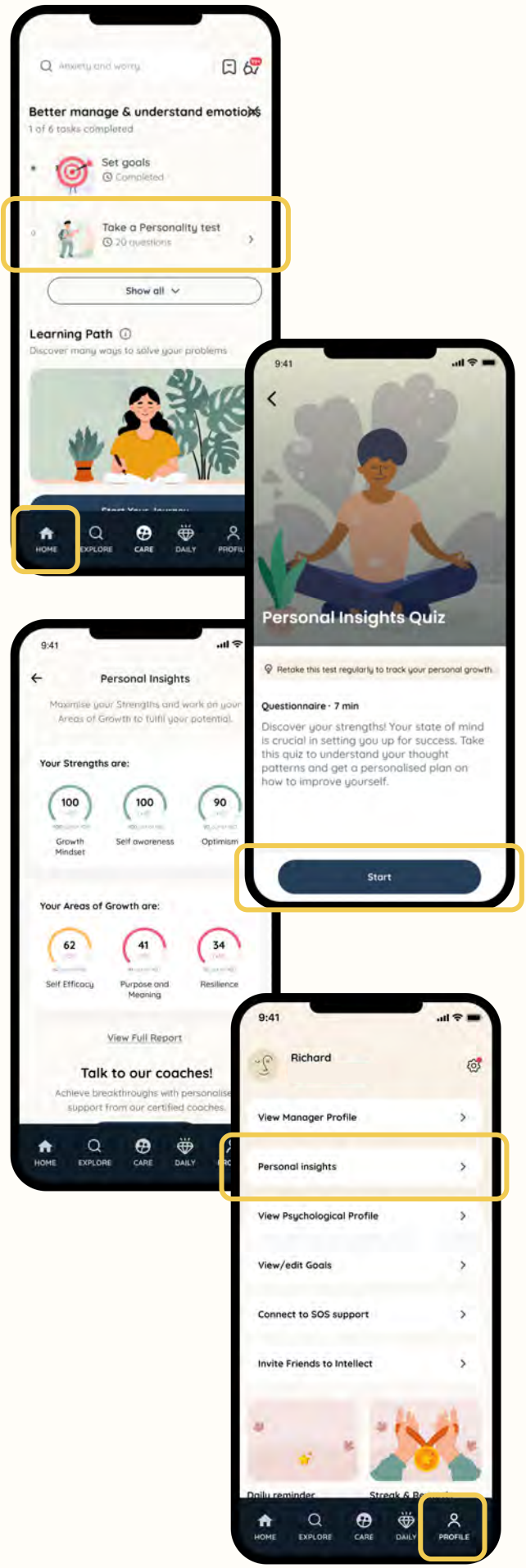
2. **Get started with an initial Personality Test**
   Start your journey of self-discovery and personal growth with a personality test.

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.

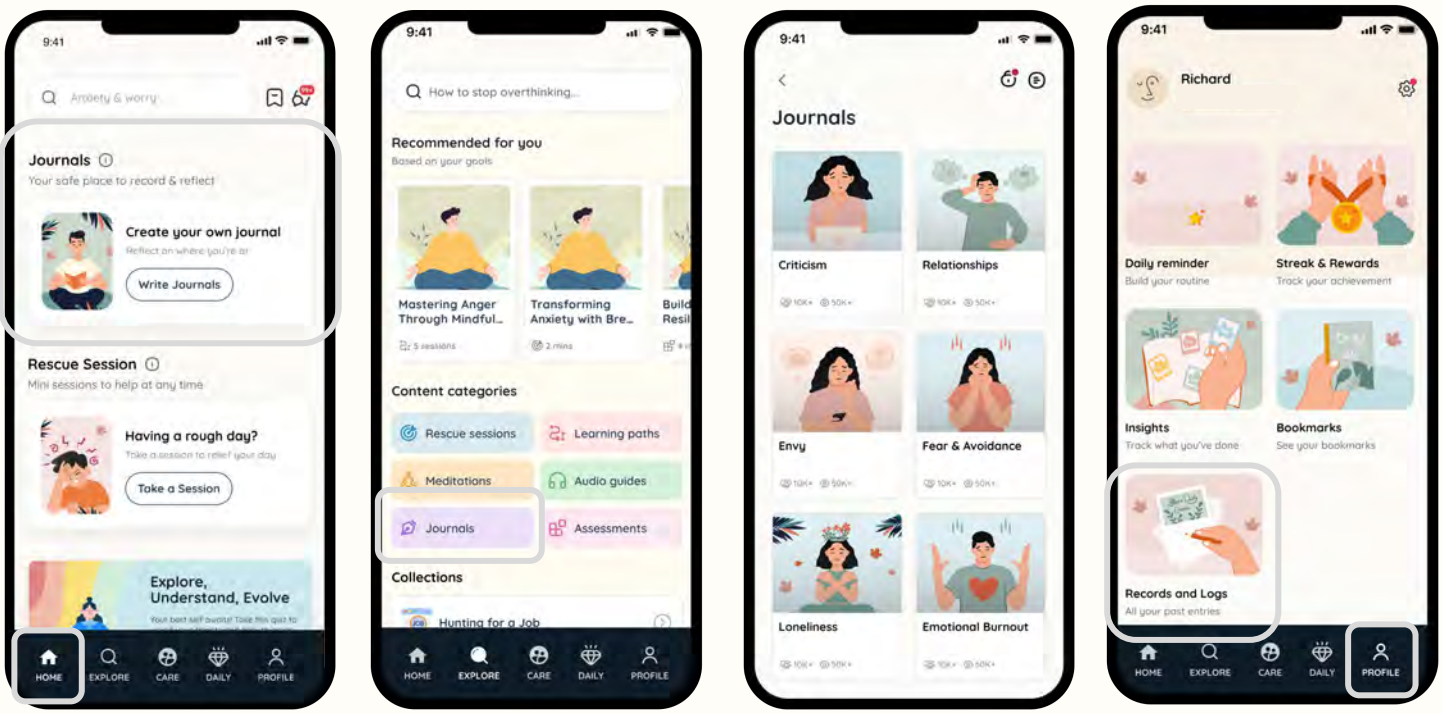
Daily Tools

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.



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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!

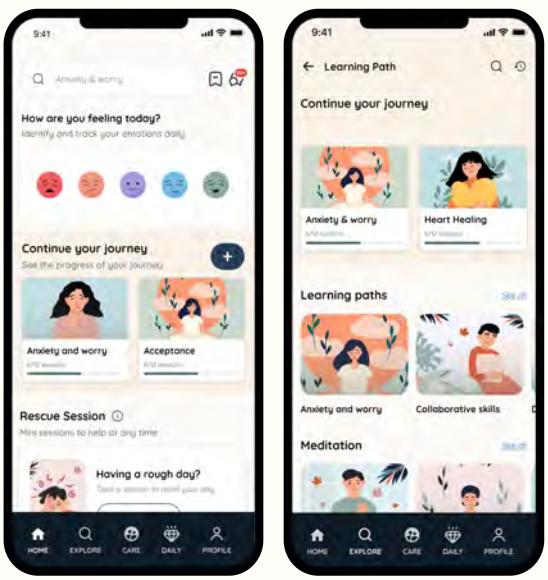
1 Access these tools from the Home or Explore tab.



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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30-Minute Coaching Sessions

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

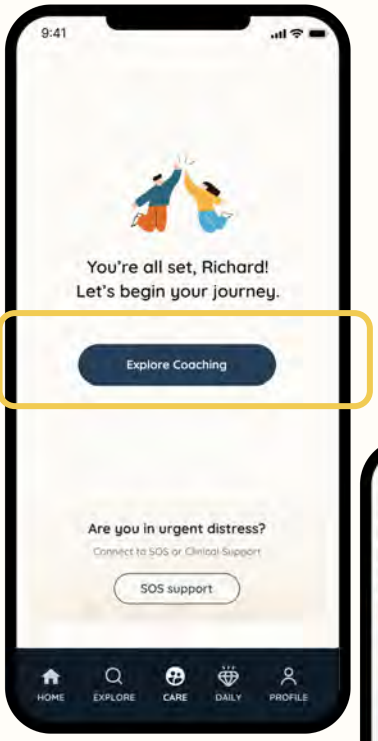
**English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*

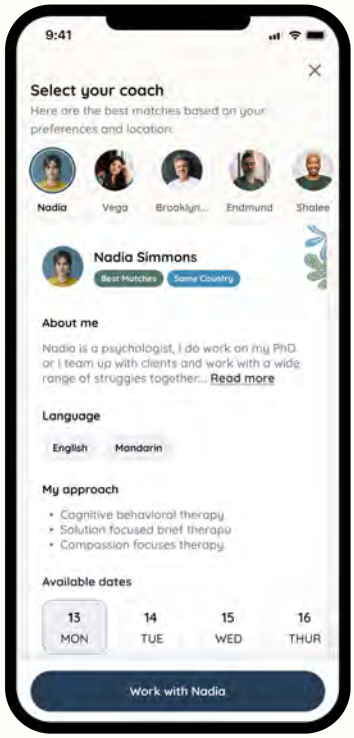
2 **Browse the list of shortlisted coach profiles.**
Intellect matches you with coaches that best suit your needs.

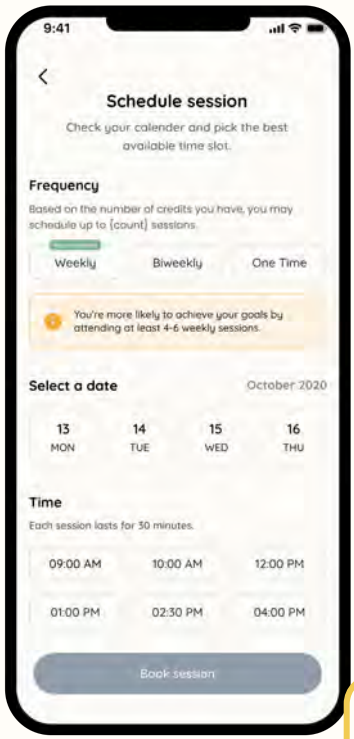
3 **Select a coach.**
Don't worry, you can always change coaches later on.

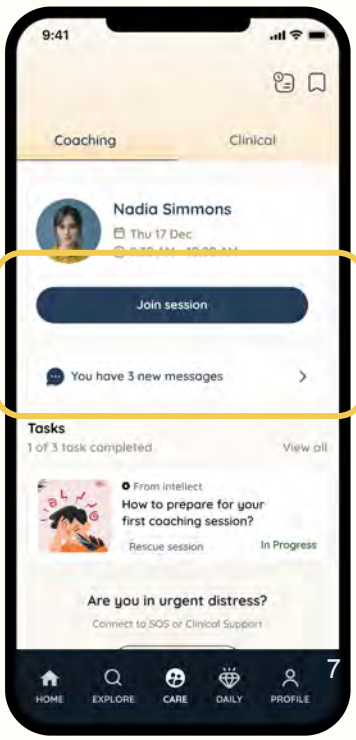
4 **Book a session (or more).**
Choose a time that works for you. After booking your session, add it to your calendar right from the Intellect app so you don't miss your session.

5 **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.





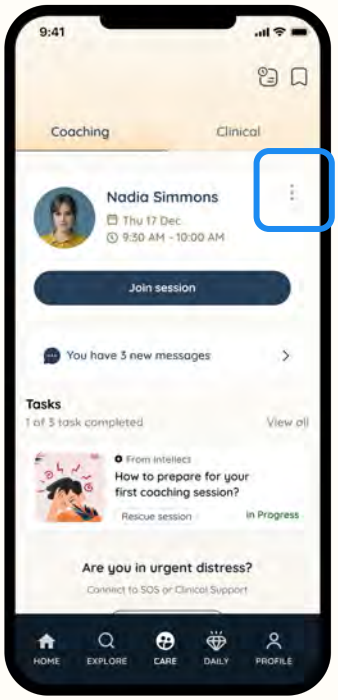


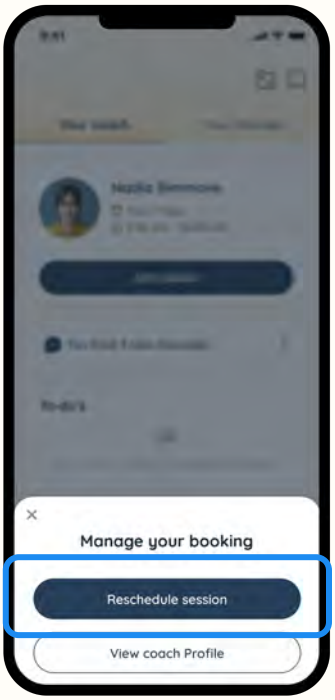


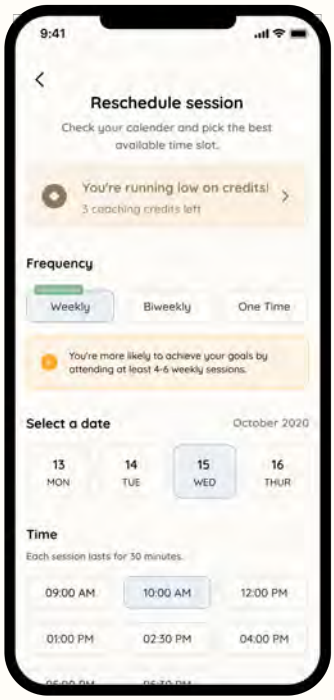
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How to Reschedule a Coaching Session

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

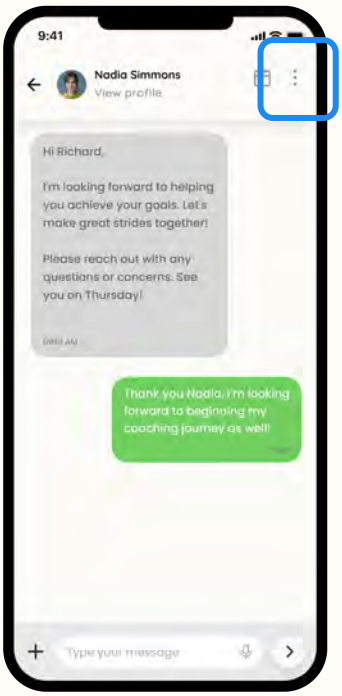






How to Change Coaches

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



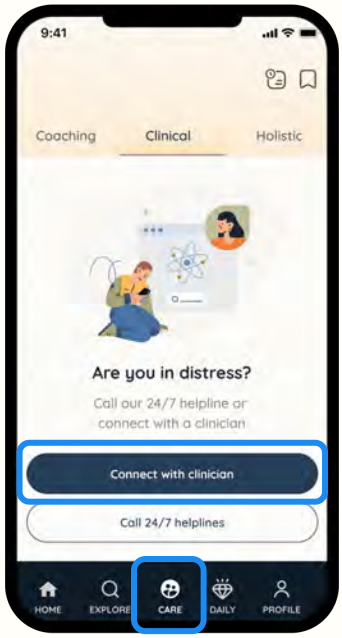




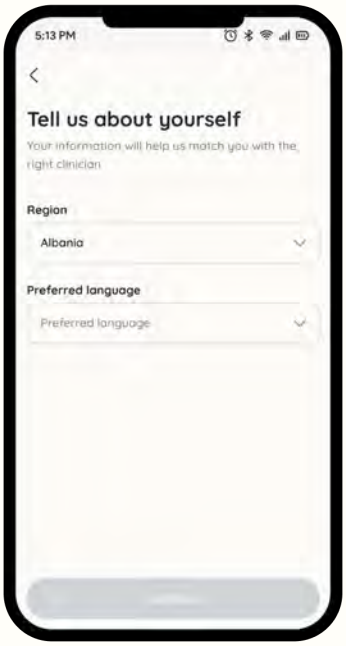
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How to Book Virtual Clinical Sessions

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



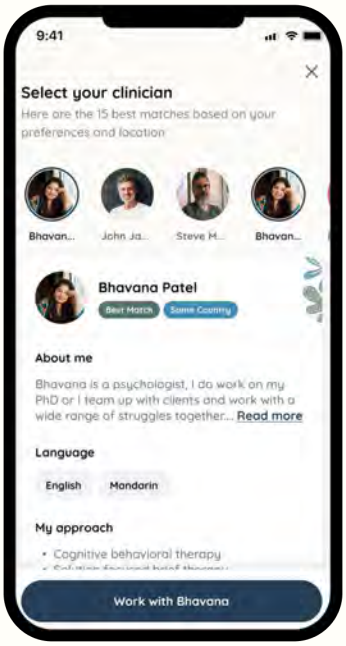
2. Fill in the information requested. Agree to the consent forms. Tap **Continue**



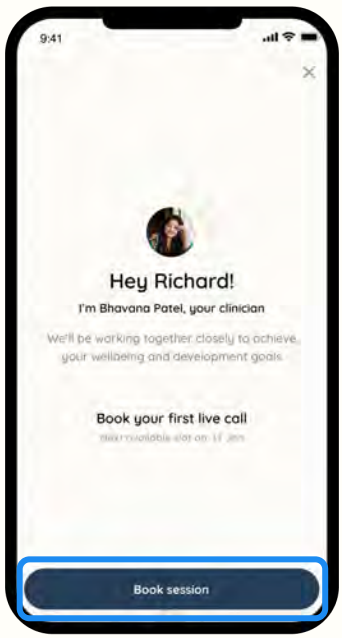
3. Complete a short questionnaire



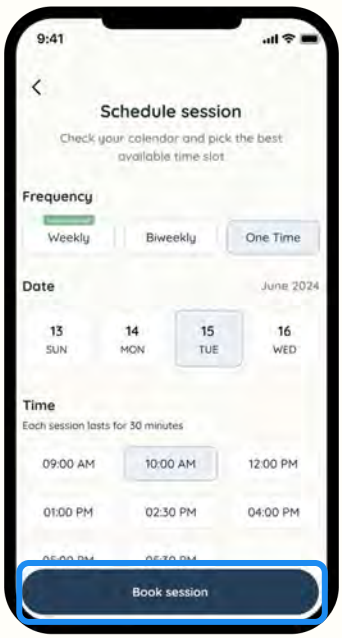
4. Based on your information, you may be presented with a list of clinicians that match your needs.*



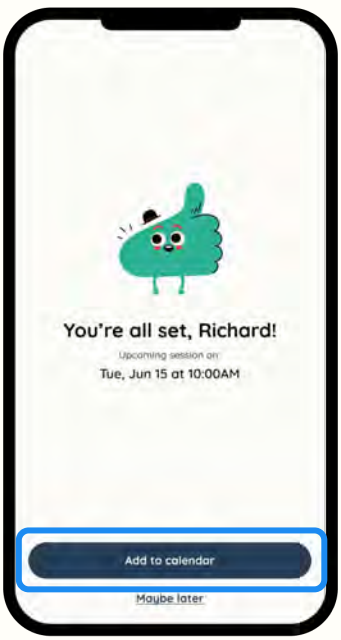
5. Select a clinician. Once you've matched with a clinician, tap **Book session**



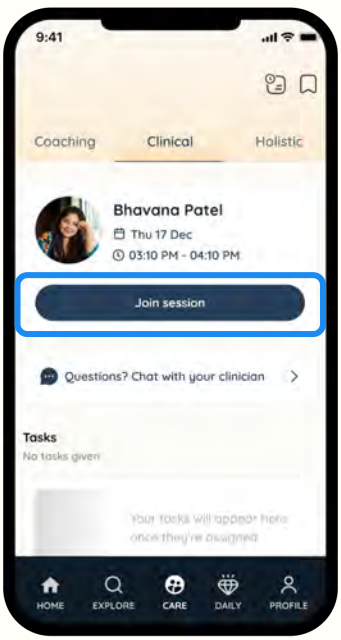
6. Select your preferred frequency, date, and time. Tap **Book session**



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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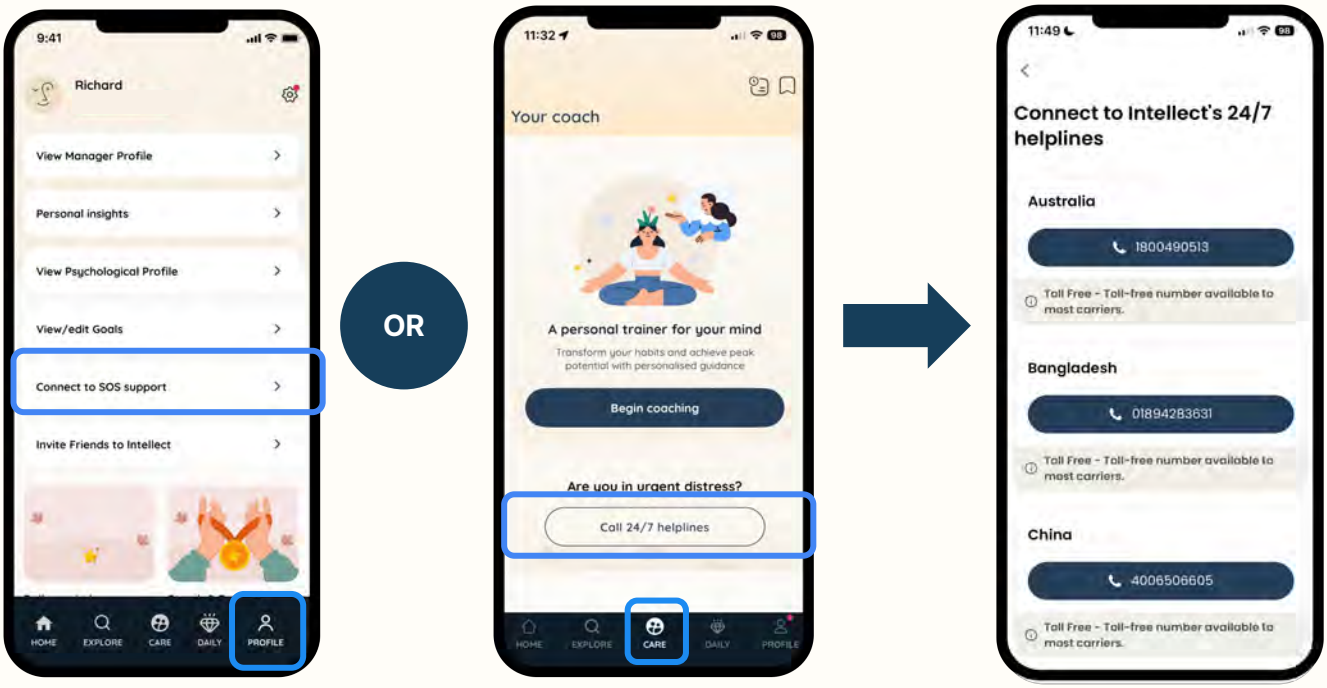
Crisis Helpline

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

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

Where can I access this?

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



What happens when I call the helpline?

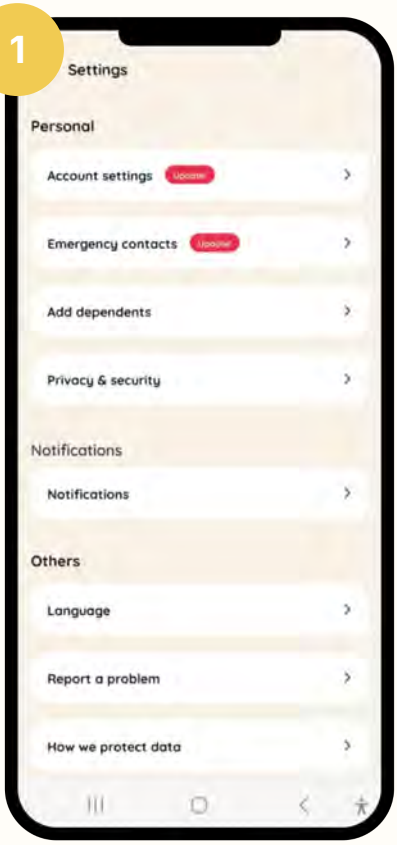
This helpline is a number managed by Intellect's in-house Crisis Responders. Calls will be picked up within 60 seconds.

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.

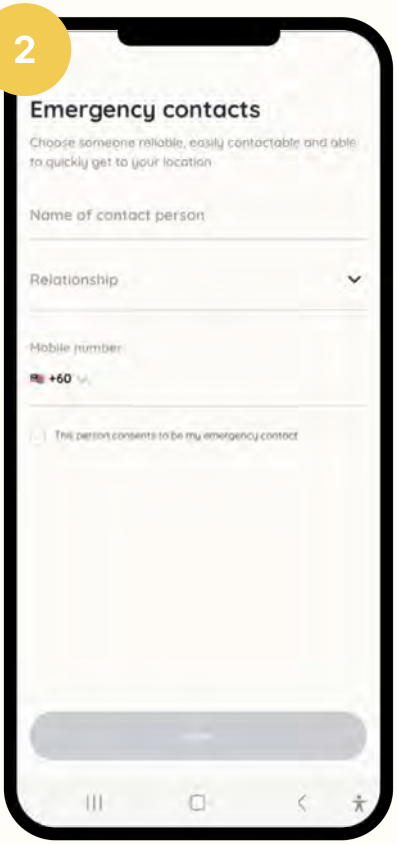
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Update your Emergency Contact

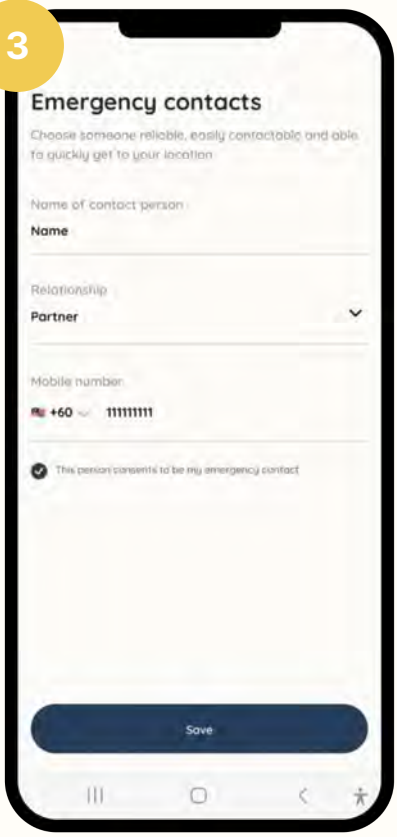
In the event of an emergency (such as if you are at risk of harming yourself or others), Intellect will need to reach out to a trusted contact person for the safety of yourself and others. To ensure Intellect is able to do so, please update your emergency contact in the Intellect app. **Intellect will 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



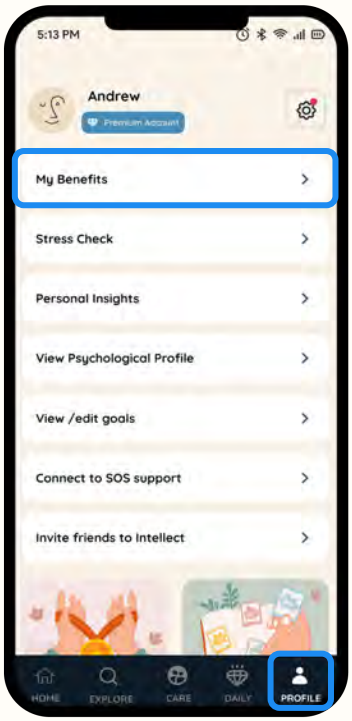
4. Please add up to two emergency contacts in case one is unreachable. You may edit your emergency contact at any time within the “Emergency contacts” section

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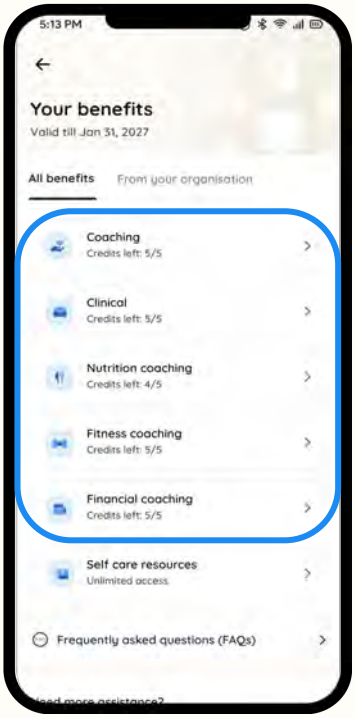
View Credits

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

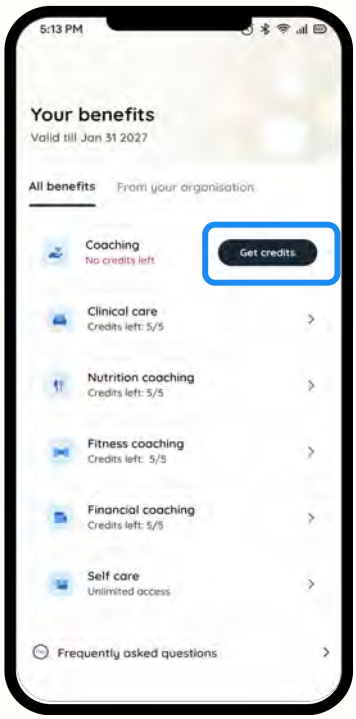
1 In the **Profile** tab, click **My Benefits**



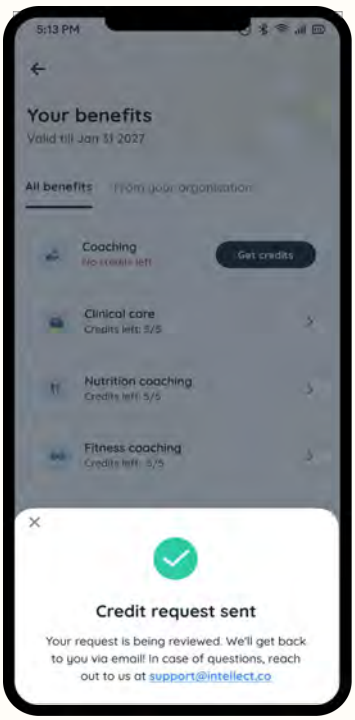
2 View all your credits under **All Benefits**



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



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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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