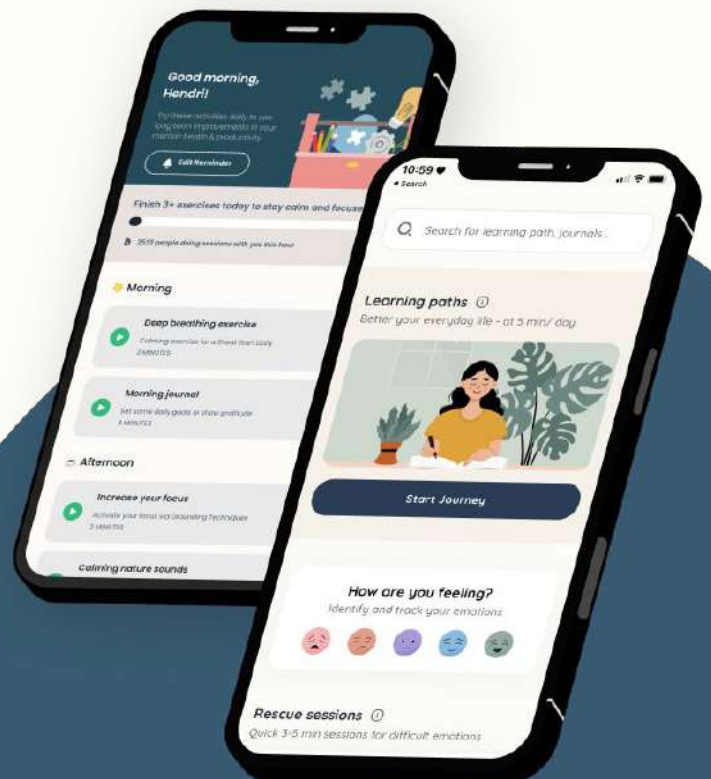


# Intellect App Navigation Guide

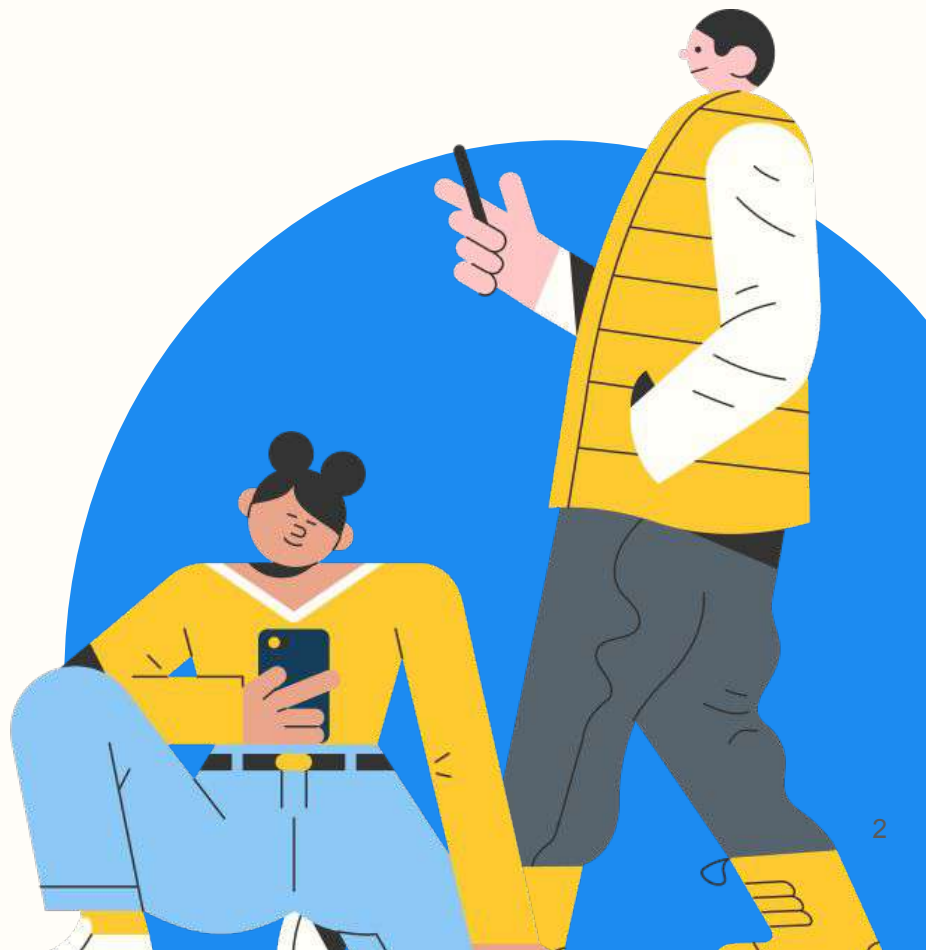
*Complete well-being support for your good days, bad ones, and everything in between*

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



# Table of Contents

Well-being@Gov Overview	Page 3
Get Started: Set Up Your Account	Page 5
Self-guided Tools	Page 6-8
Behavioural Health Coaching	Page 9
Counselling Sessions	Page 11
Holistic Coaching	Page 13
24/7 Well-being@Gov Counselling Hotline	Page 14
Tech Support	Page 15
Frequently Asked Questions	Page 16



# Well-being@Gov Overview

## App Access and Self-Care 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



### Well-being Check-ins

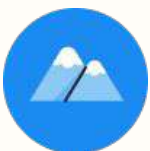
Track your mood & stress, and get a report of your well-being trends.



### Rescue Sessions

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

- Procrastination
- Feeling lost
- Stress and more



### Learning Paths

To build skills for everyday challenges and resilience.

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

# Well-being@Gov Overview



## 24/7 Well-being@Gov Counselling Hotline

In-the-moment telephone call service for those in urgent distress to speak with professionals. Responders provide in-the-moment crisis support followed by referral to the appropriate resources.

Well-being@Gov Counselling Hotline Number: 3163 7577

### Coaching



## Behavioural Health Coaching (BHC)

Virtual/in-person sessions with certified Coaches & Counsellors to help you work through, better manage emotions, achieve your goals, and thrive. Some areas Coaches can support you in:

- Health & lifestyle
- Stress
- Relationships and conflict
- Productivity



## Holistic

Virtual sessions and unlimited text-based messaging with specialised Coaches on specific domains of **fitness**, **nutrition** and **financial** to identify and achieve your goals.

Employees are eligible for **12 coaching credits per issue per year**  
 Virtual coaching – 30 mins – 1 credit per session  
 In-person coaching – 60 mins – 2 credits per session (for BHC only)

### Counselling



## Counselling Sessions

Virtual/in-person sessions with certified Clinical Psychologists & Counsellors who provide treatment to improve one's sense of well-being, alleviate feelings of distress, and resolve crises. Some areas clinicians can support you in:

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

Employees are eligible for  
**6 counselling credits per issue per year** (60 mins)

# Get Started: Set up your Account

**Step 1:** Install the app

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

Scan the QR Code

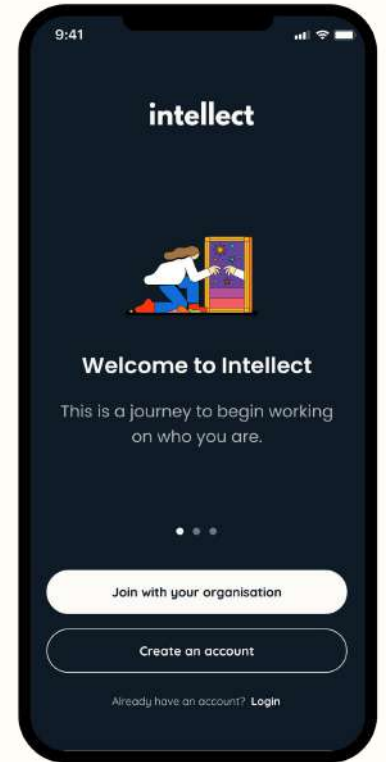
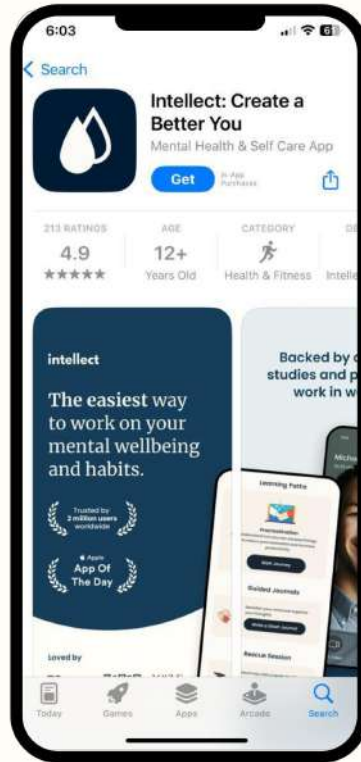


OR

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

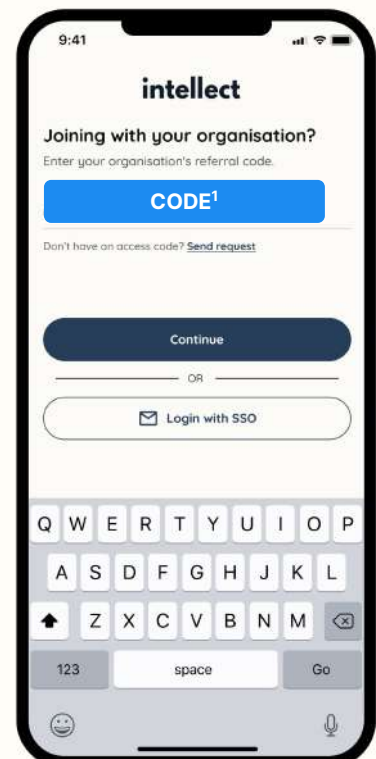
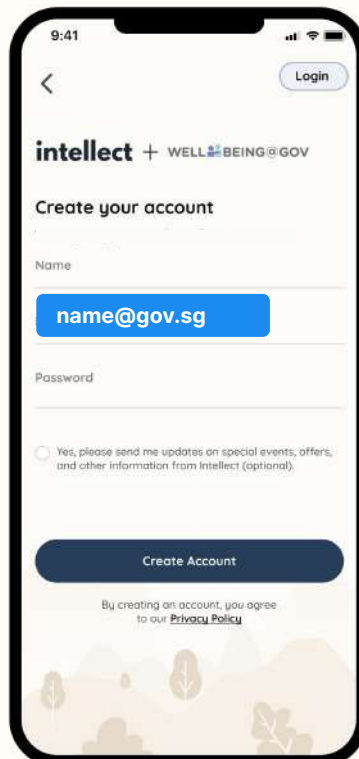
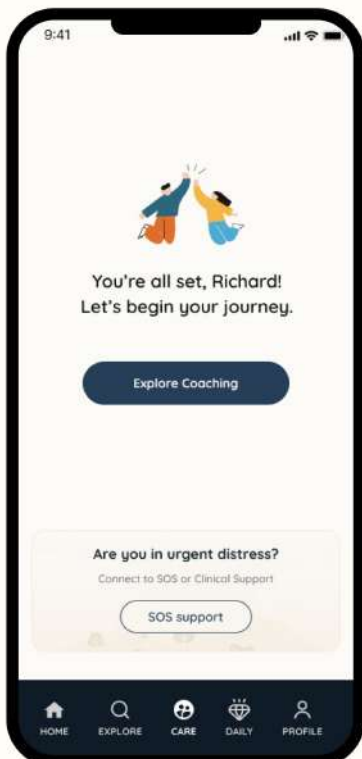
OR

Search for "Intellect" on your mobile phone application store



**Step 4:** Sign up with your **work email**<sup>2</sup>

**Step 3:** Enter **CODE**<sup>1</sup>



1 Agencies' code are specific and unique to each agency; please reach out to your HR for the access code.

2 Use of a work email is required to access benefits as a public service officer.

# Self-Guided Tools: Personal Insight 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 Well-being Report

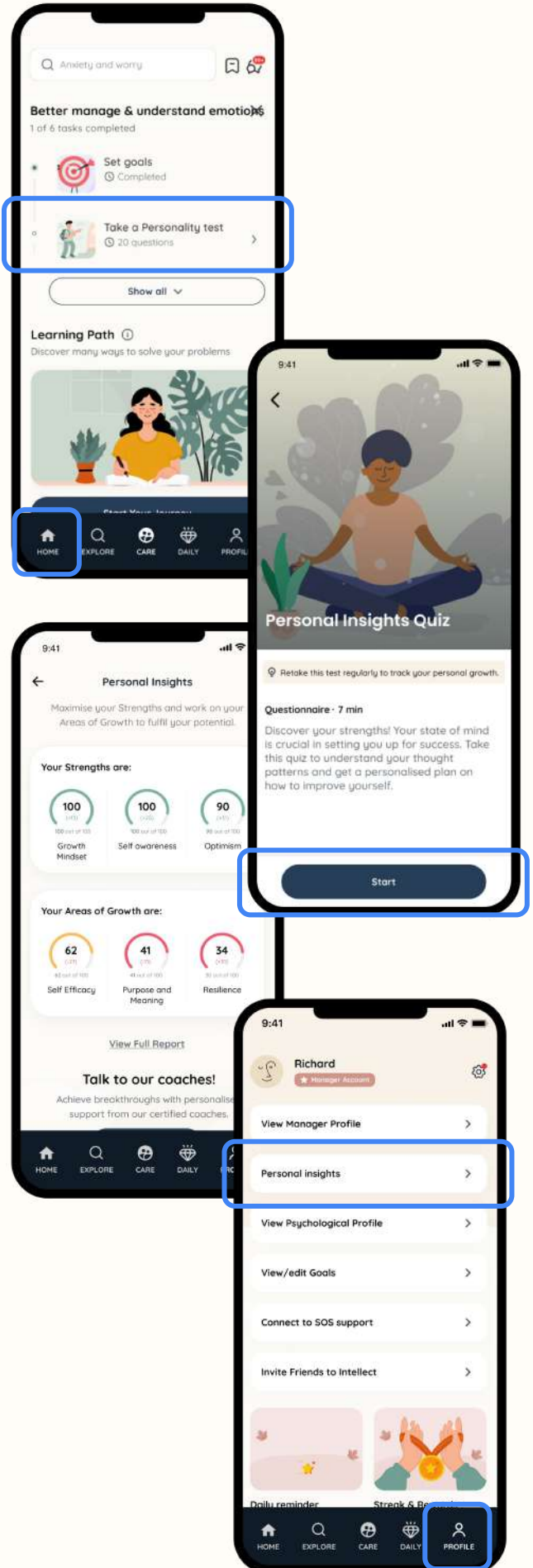
This highlights your strengths and areas of growth, and provides a personalised plan.

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 well-being, track your improvements, and get personalised recommendations on how you can grow.





# Self-Guided Tools



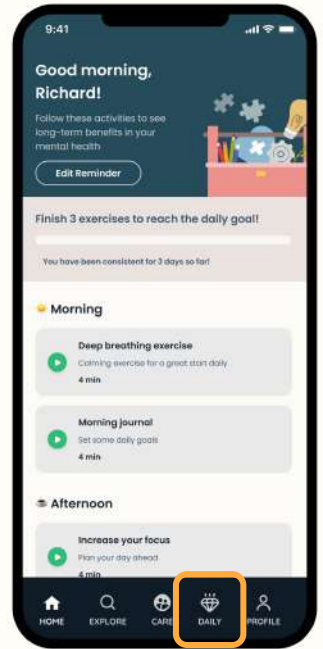
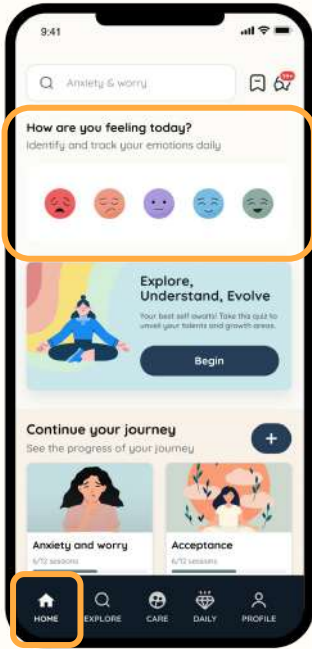
## Well-being Check-ins

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



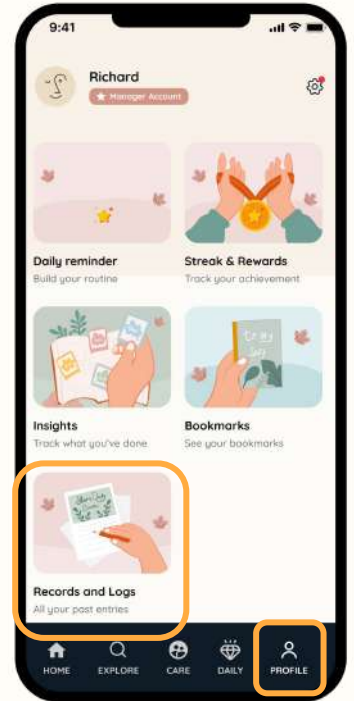
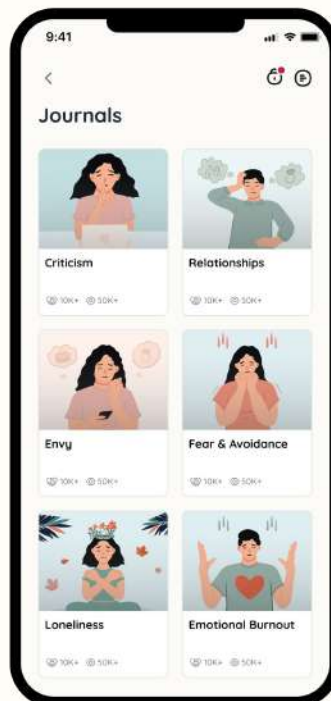
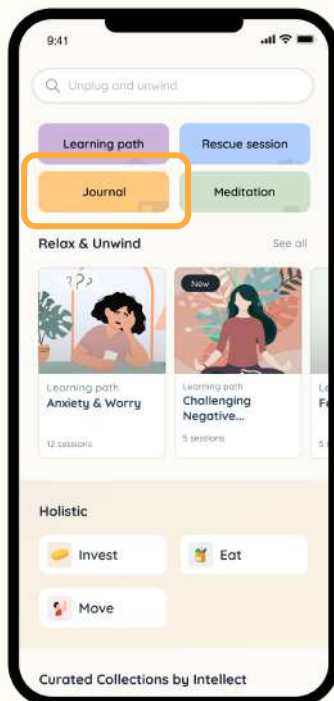
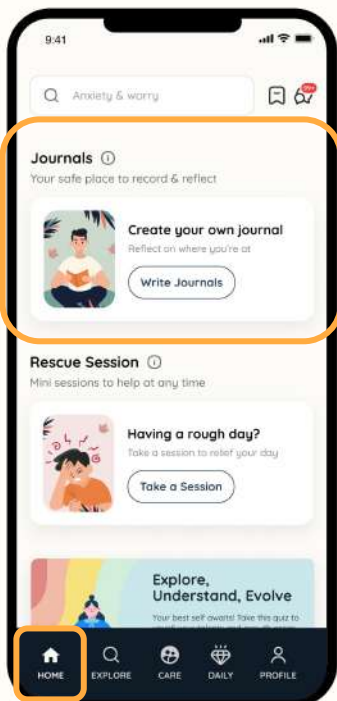
## Daily Tools

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!



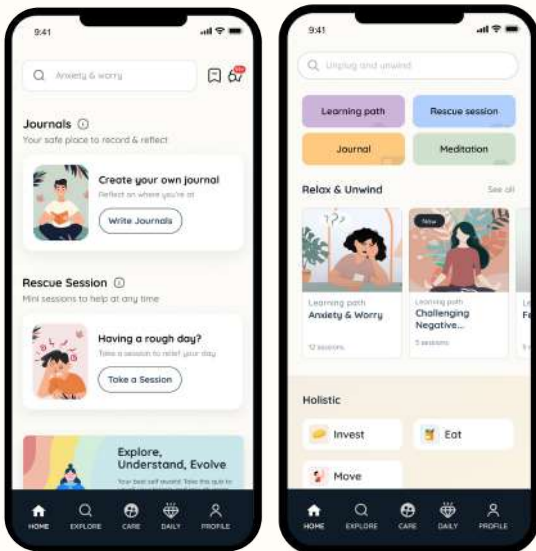
## Learning Paths

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!

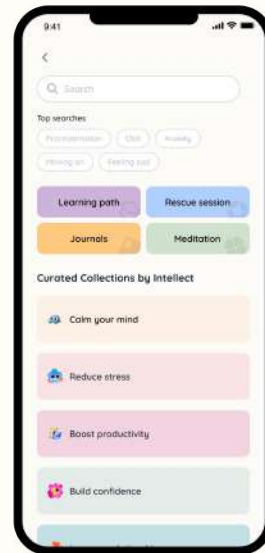
1

Access these tools from the Home or Explore tab.



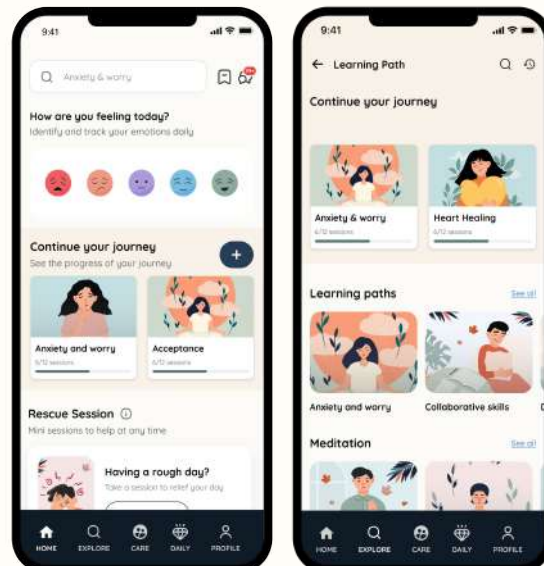
2

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



3

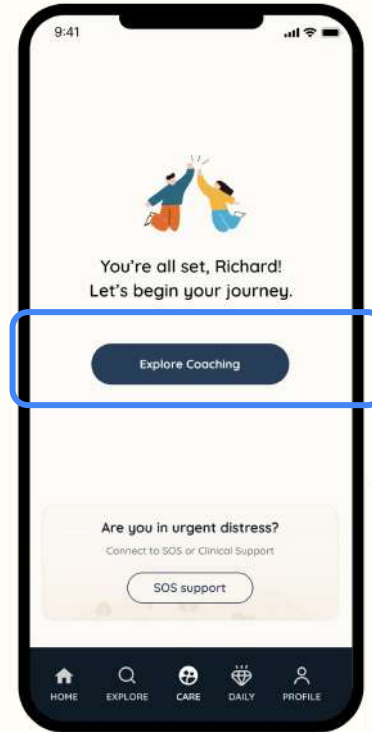
Pick up where you left off from the Home or Explore tab at any time



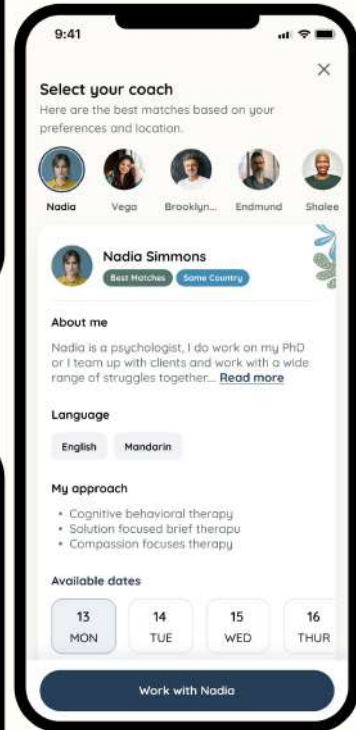


# Behavioural Health Coaching

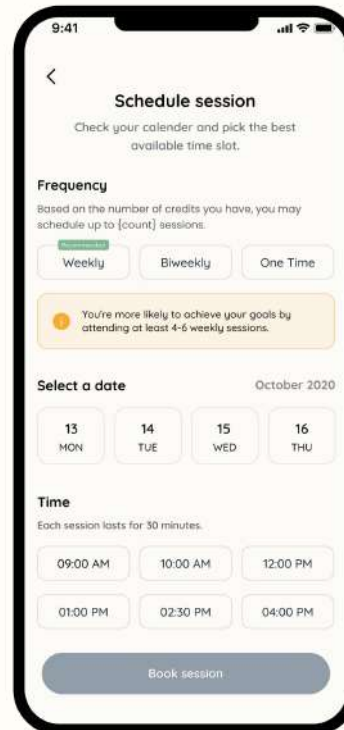
**1 Tap on Explore Coaching.**  
Answer a few short questions based on your needs, goals, and language preferences.



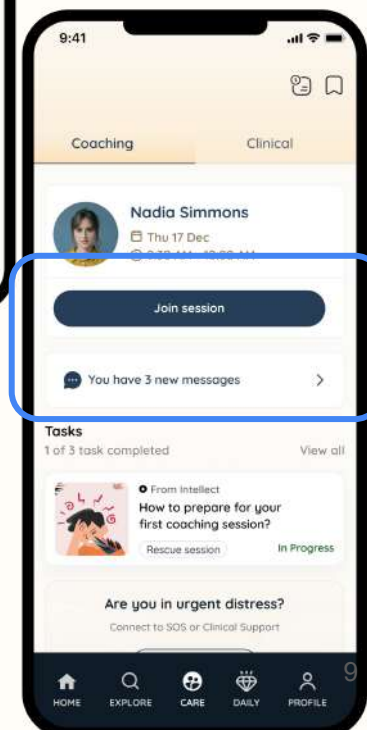
**2 Browse the list of shortlisted Coach profiles.**  
Intellect matches you with coaches that best suit your needs.



**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.

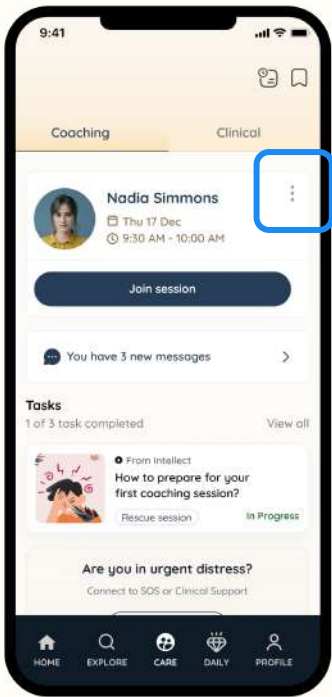


**5 At the time of your session, go to the Coaching section of the Care tab and tap Join Session.**  
You can always chat with your Coach via the Intellect app at any time, and your Coach will respond within days. You will need to present a valid staff pass to utilise these sessions.

# How to reschedule a Coaching session

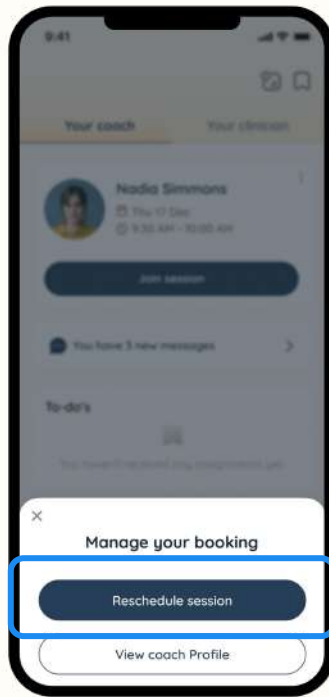
1

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



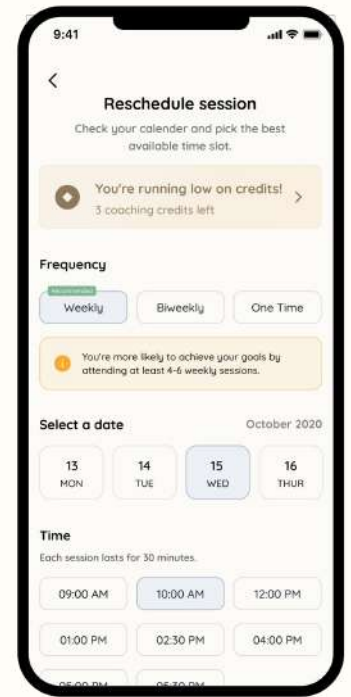
2

In the pop-up, tap Reschedule session



3

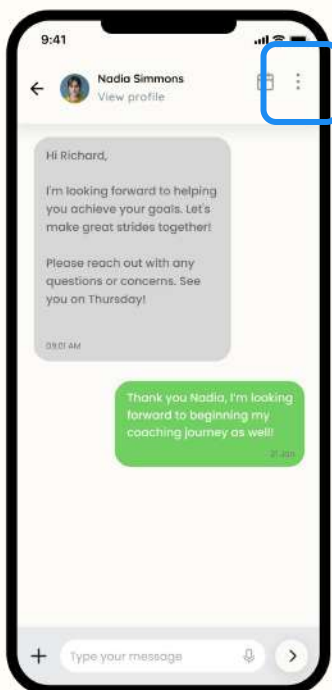
Choose the new date and time that works for you



# How to Change Coaches

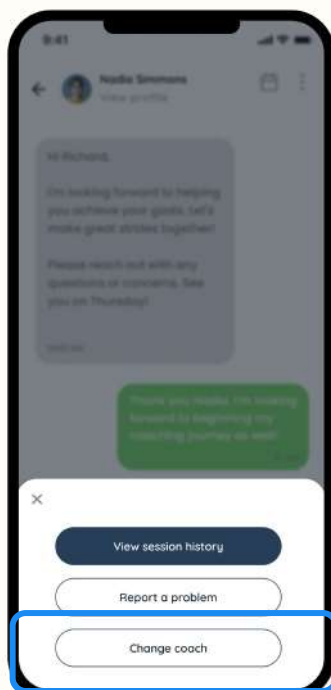
1

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



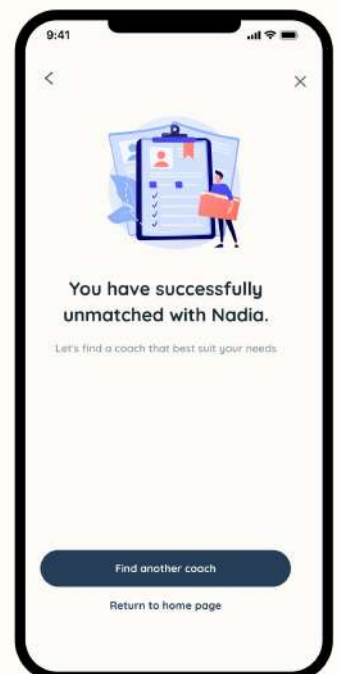
2

In the pop-up, tap Change Coach



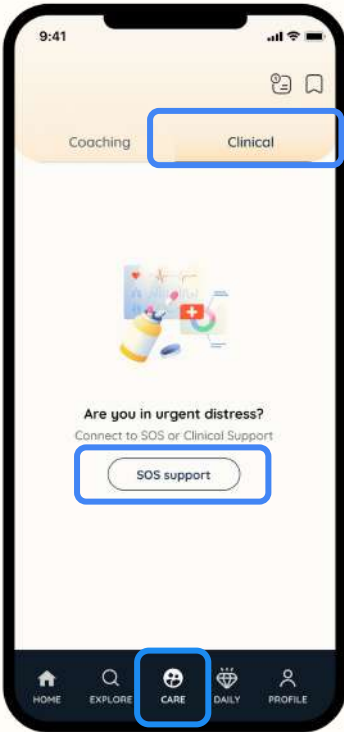
3

Click continue, then select a new Coach

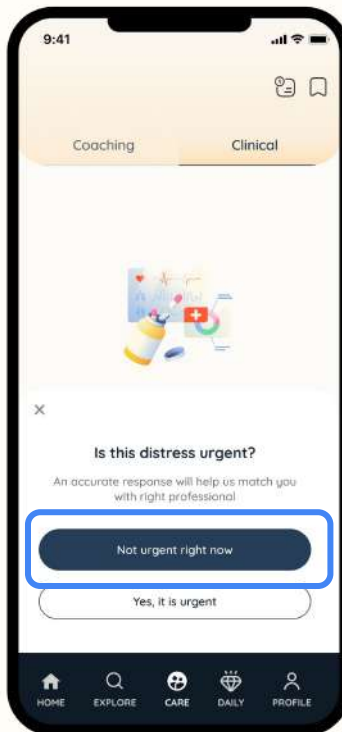


# Counselling Sessions

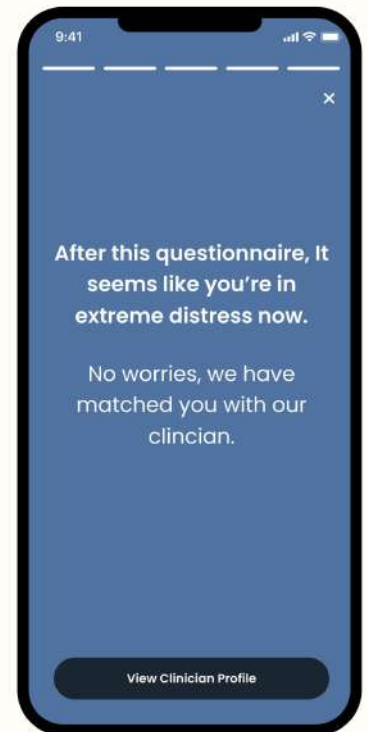
1 Go to the Care Tab, select Clinical, and tap "SOS support"



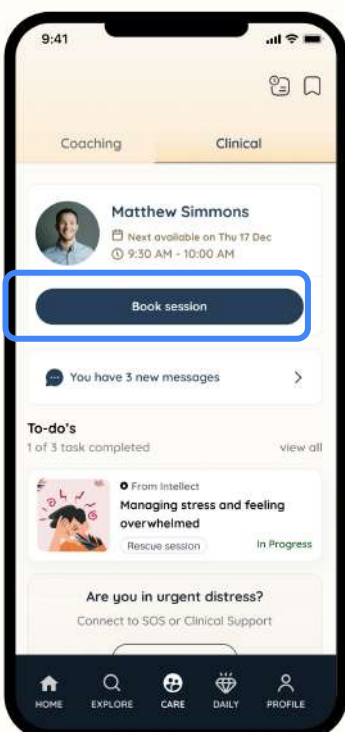
2 Select "Not urgent right now"



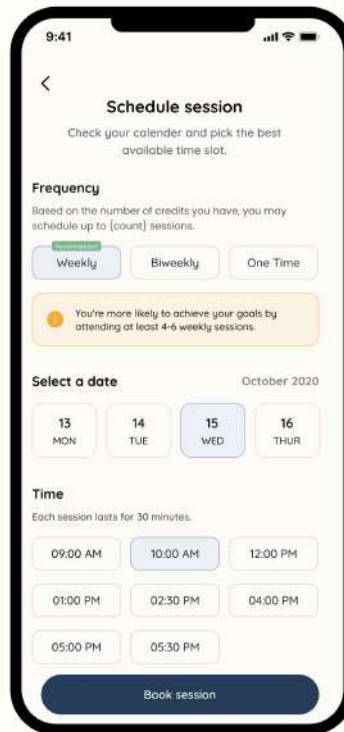
3 Complete a questionnaire to be matched with a Clinician



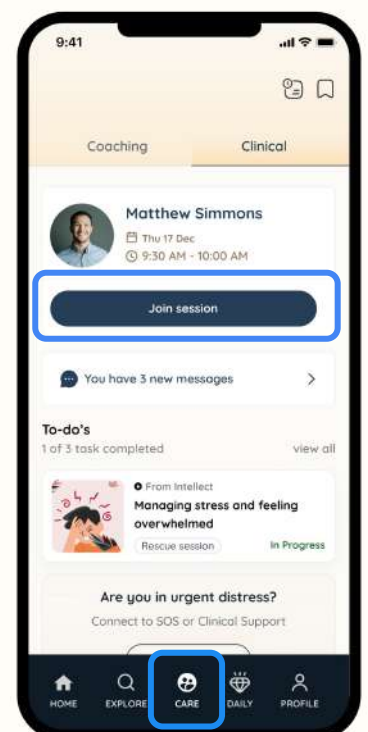
4 Chat with your Clinician anytime on the Care tab. To book a video session, tap Book session



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



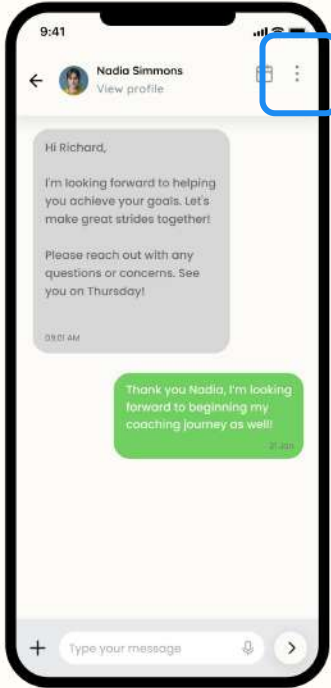
6 At the time of your session, go to the Care tab and tap Join session



# How to change Counsellor

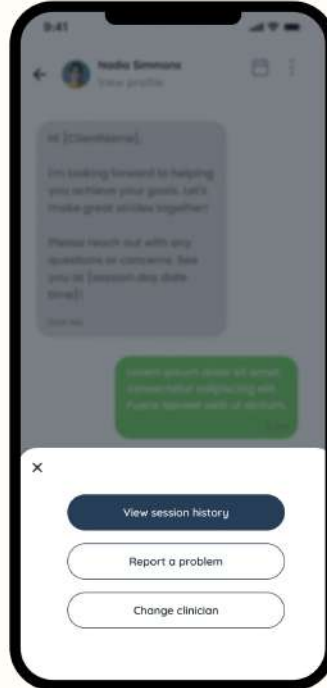
1

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



2

In the pop-up, tap Change Clinician



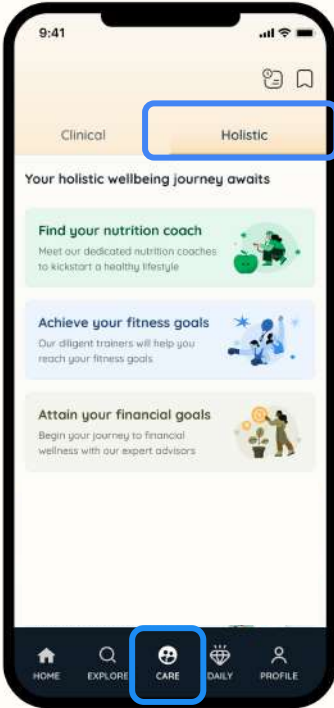
3

Click continue, then select a new Clinician

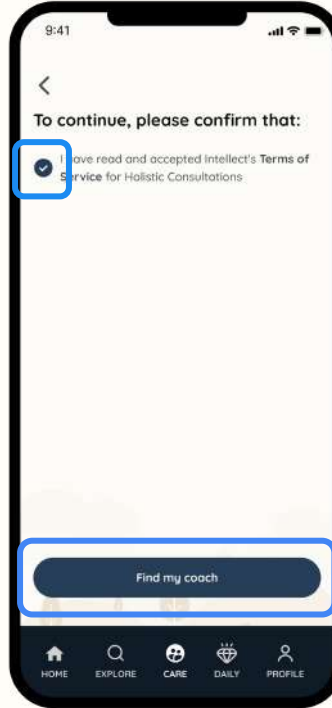


# Holistic Coaching

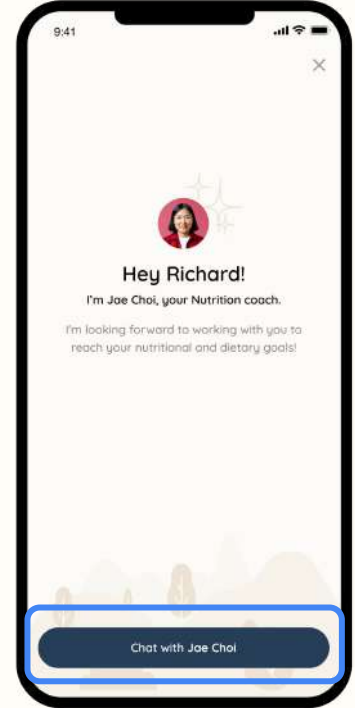
**1** Go to the Care tab, select Holistic, and tap the area you want to work on



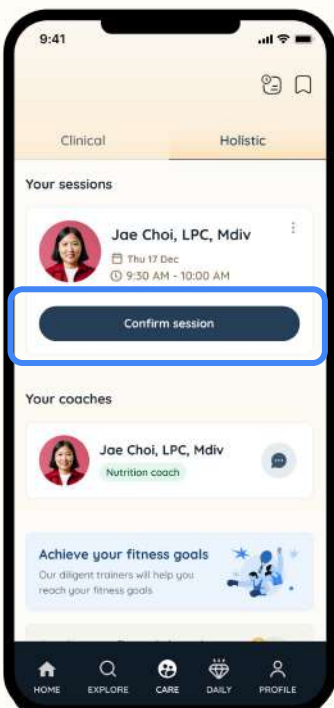
**2** Accept the Terms of Service, then tap Find my Coach



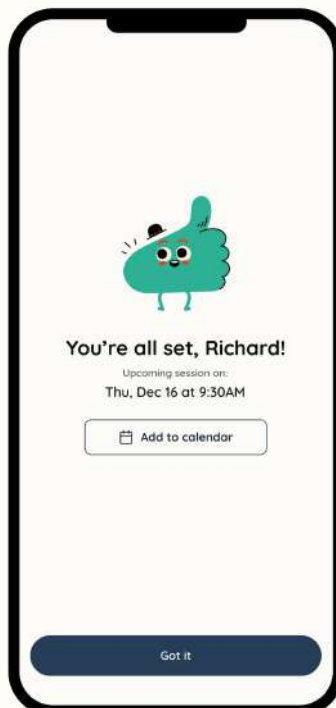
**3** Chat with your Coach anytime. You may request them to book a video session via chat



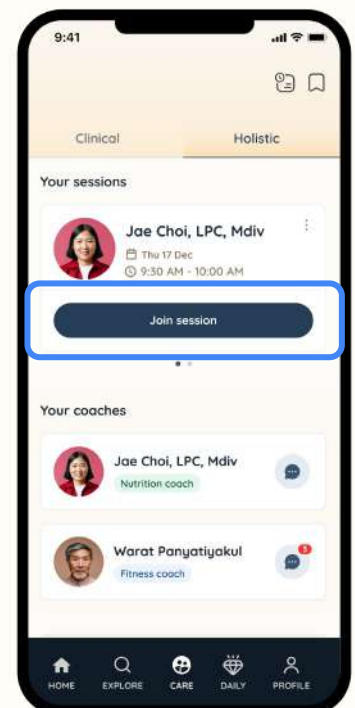
**4** Tap confirm session once your Coach has scheduled your session



**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





# 24/7 Well-being@Gov Counselling Hotline

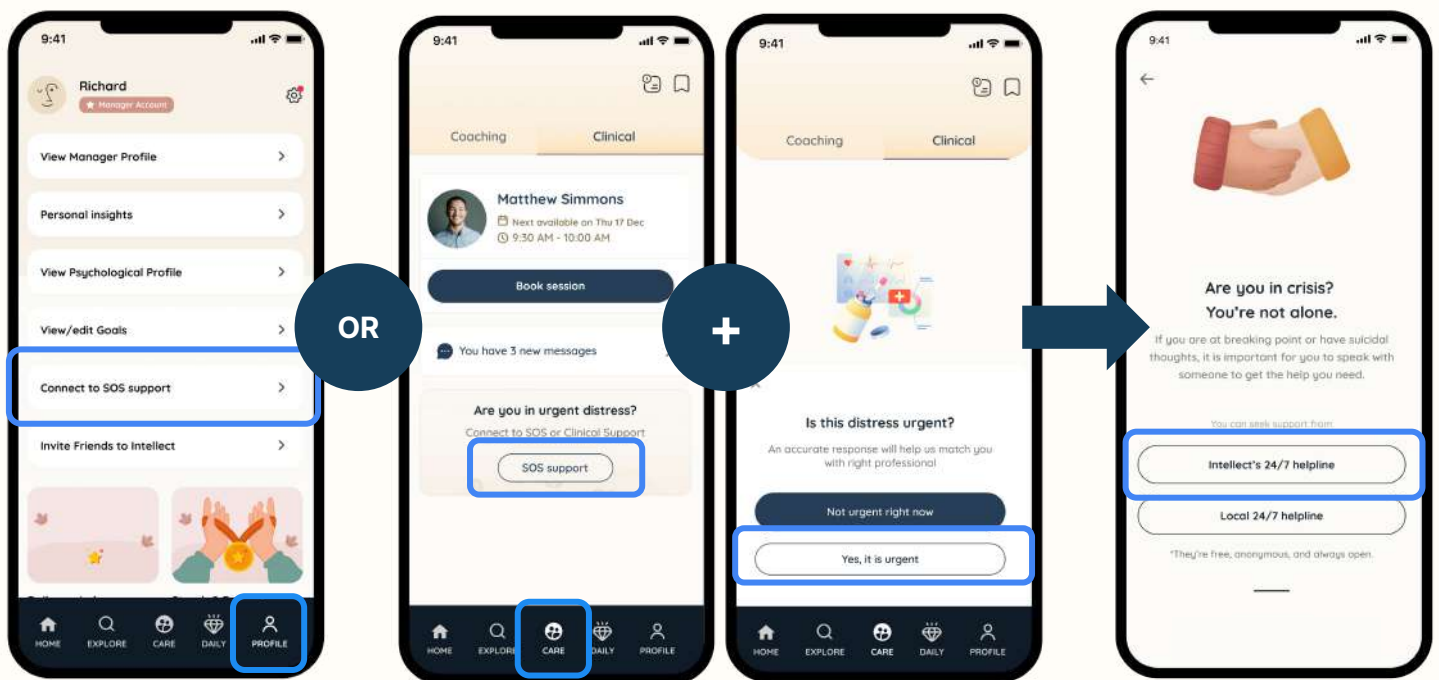
You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional or psychological support**.

With the 24/7 Well-being@Gov Counselling Hotline, you can get in-the-moment crisis support from Intellect's network of mental health professionals.

## Where can I access this?

You can call the 24/7 Well-being@Gov Counselling Hotline at 3163 7577.

Alternatively, you may also access it either via "Connect to SOS support" in the Profile tab, or "SOS support" in the Care tab. Select Intellect's 24/7 helpline and you can call the hotline number.



## What happens when I call the hotline?

This hotline is managed by Intellect's in-house Helpline Responders. Calls will be picked up within 60 seconds.

Intellect's Helpline 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.

# Tech Support

If you're facing any technical difficulties, you may reach out to the Intellect Support Team by:

1. Emailing them directly at [support@intellect.co](mailto:support@intellect.co)

OR

2. Using the Intellect App:

1

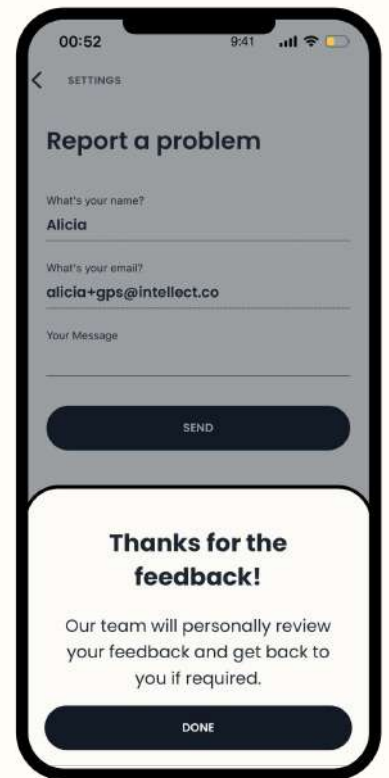
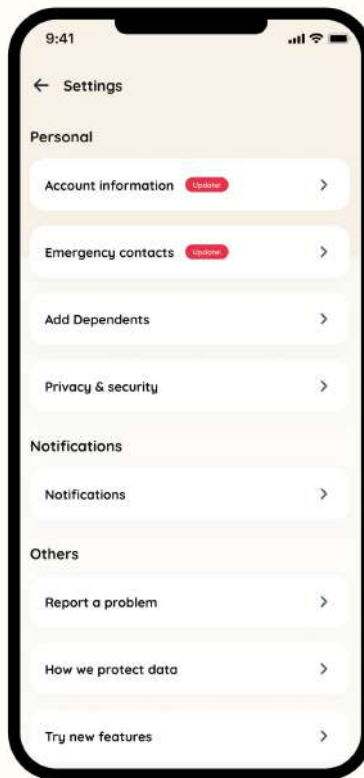
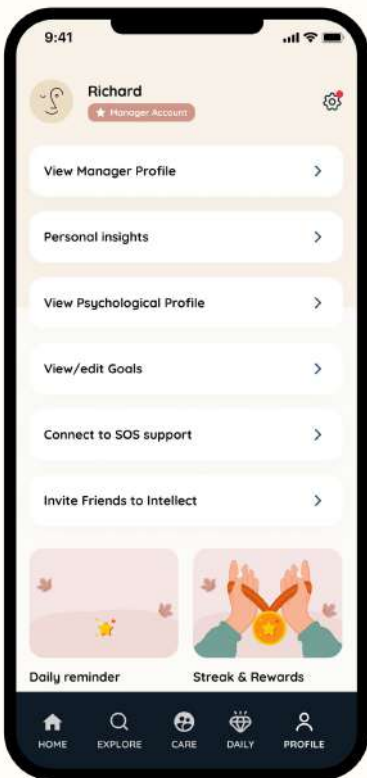
In the Profile tab, tap on the Settings gear icon in the upper right corner

2

Tap Report a problem and type your message

3

Your message will be sent to the support team who will respond to you via email



# Frequently Asked Questions

## How is an issue defined?

An issue refers to the challenge / topic the individual is working through. This can be short term or long term, related to personal or work-related challenges, or mental health related.

At start of any coaching / counselling session, the coach / counsellor will align with you on the issue / goal. In the course of the year, you may utilise multiple bundles of credits to work with a coach / counsellor on differing issues / goals.

If more sessions are required for the same issue, you would have to pay out of pocket for additional sessions.

## When are credits consumed?

1. When you book and complete a session with your coach / counsellor; or
2. If you cancel a session within 24 hours of its occurrence

Matching and chatting with your coach / counsellor does not consume credits.

## How can I check how many credits are remaining?

Your coach / counsellor would be able to advise you if you are engaged in active sessions with them. Alternatively, you can reach out to [support@intellect.co](mailto:support@intellect.co) to get information on your remaining credits.

## Can I see more than one counsellor / coach at the same time?

For coaching (Behavioural Health Coaching [BHC]) / counselling, you can only see one coach and/or counsellor at a time.

For holistic coaching, you can see a Nutrition, Fitness and Financial coach concurrently.

## What if I am unable to change my coach / counsellor?

If you are facing issues with changing your coach (BHC) / counsellor, please reach out to [support@intellect.co](mailto:support@intellect.co) who can support you in matching with a new coach (BHC) / counsellor.

At present:

- Counsellors are auto-matched to users, and cannot be self-selected. Please reach out to [support@intellect.co](mailto:support@intellect.co) to facilitate a change of counsellor if desired.
- Alternative Holistic coaches is currently not supported.

## How can I book an in-person coaching / counselling session?

Reach out to [support@intellect.co](mailto:support@intellect.co) with this request; our team will get back to you..