

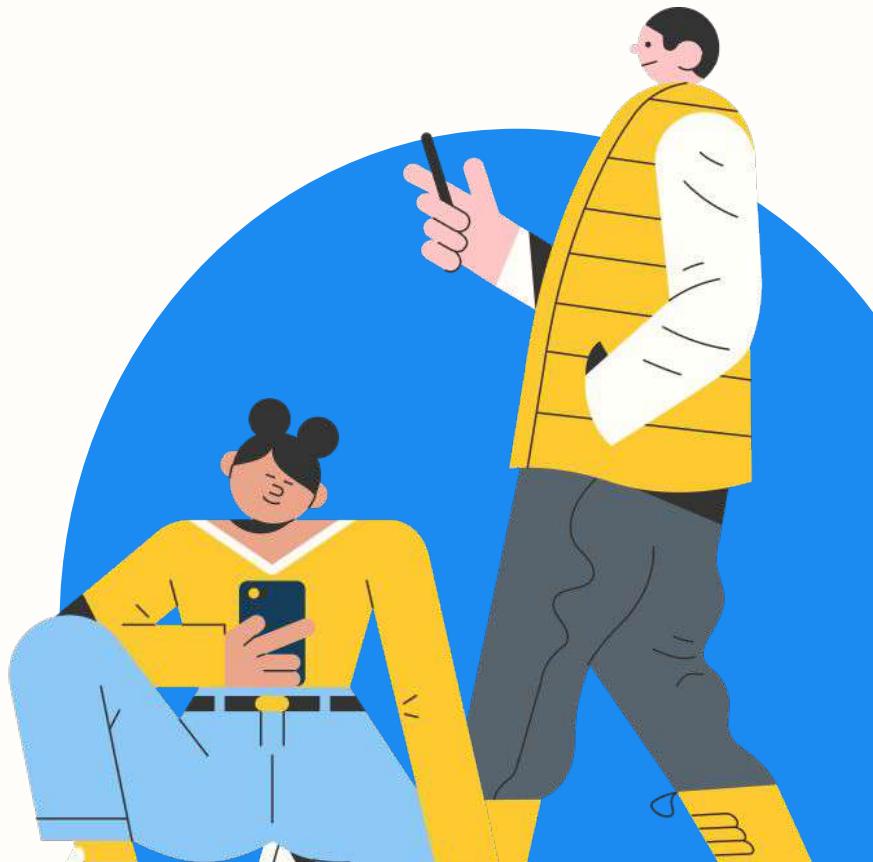
Intellect App Navigation Guide

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

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 14
24/7 Well-being@Gov Counselling Hotline	Page 15
Backup Email ID & Change Email Preferences	Page 16
Tech Support	Page 18
Frequently Asked Questions	Page 19



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.



Habit Tracker

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



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: 3138 3760 (*Effective from 1 Aug 2025 onwards)

Coaching



Behavioural Health Coaching (BHC)

Virtual/in-person 1-1 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 1-1 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** (30 mins)

Virtual coaching – 30 mins (1 credit) / 60 mins (2 credits) per session

In-person coaching – 60 mins (2 credits) per session (for BHC only)

Counselling



Counselling

Virtual/in-person 1-1 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 (1 credit) per session

Get Started: Set up your Account

Step 1: Install the app

Step 2: Select I'm new here

Scan the QR Code

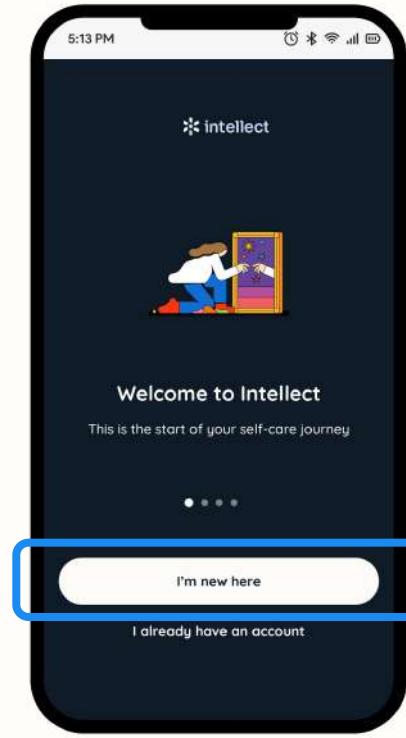
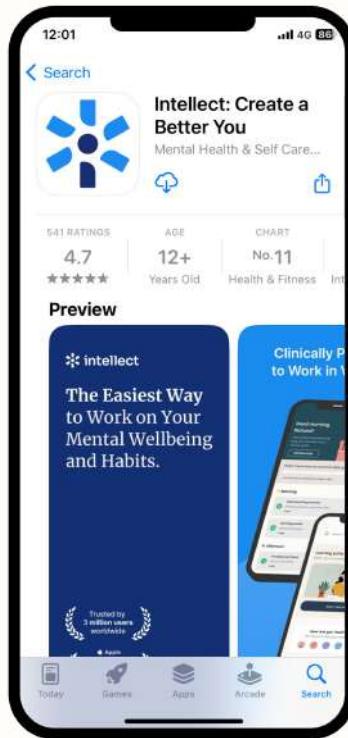


OR

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

OR

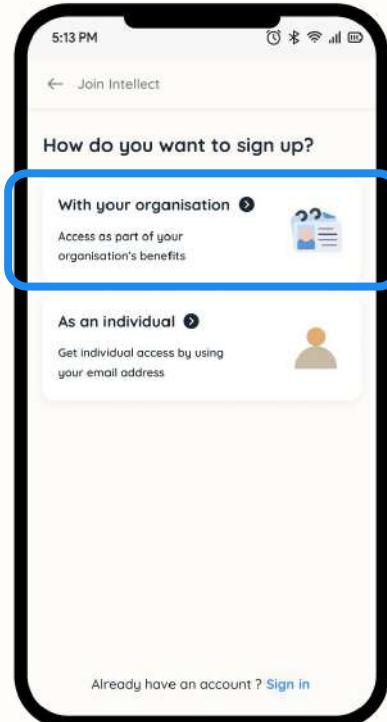
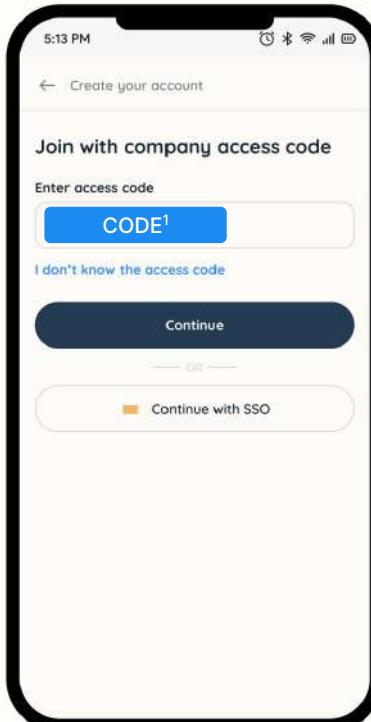
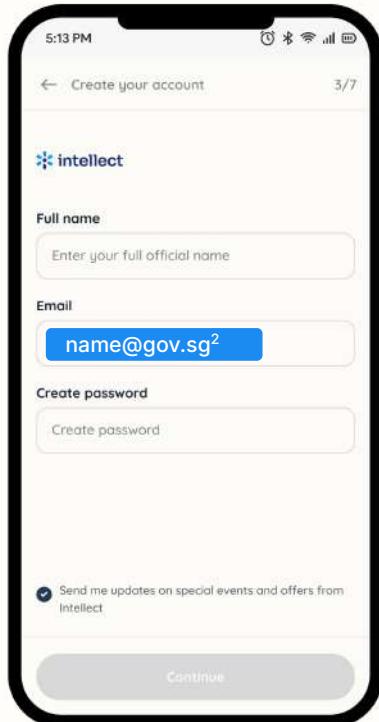
Search for "Intellect" on your mobile phone application store



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

Step 4: Enter code CODE¹ and tap Continue

Step 3: Select With your organisation



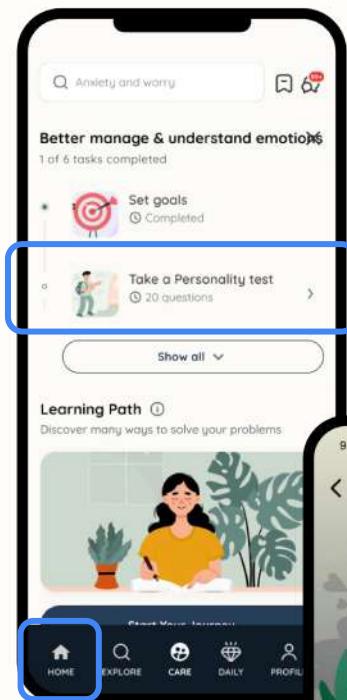
¹ Agencies' code are specific and unique to each agency; please refer to go.gov.sg/agencycodes

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

Self-Guided Tools: Personal Insight Quiz

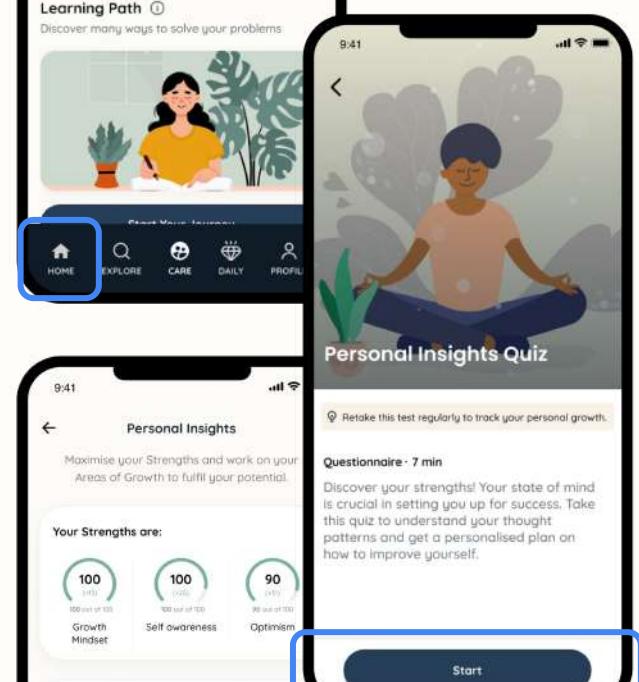
1 Complete the Onboarding Checklist

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.

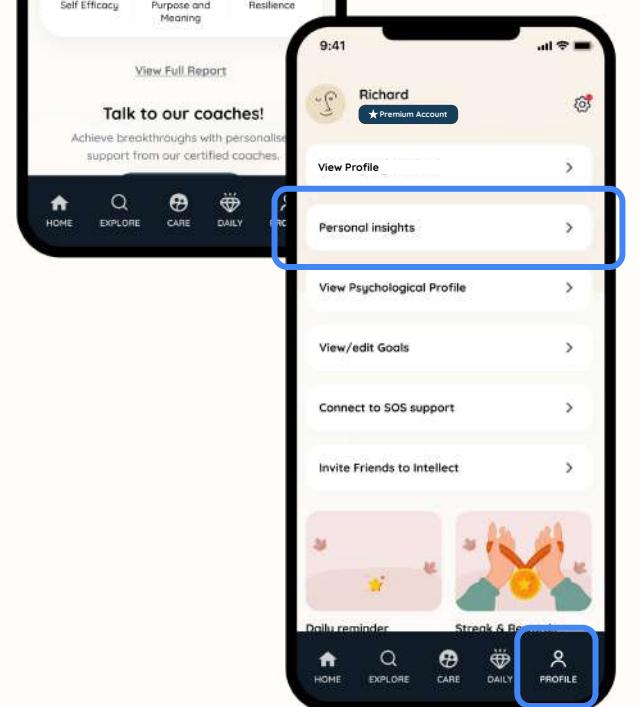


3 Understand yourself better with Intellect's Personal Insights Quiz

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

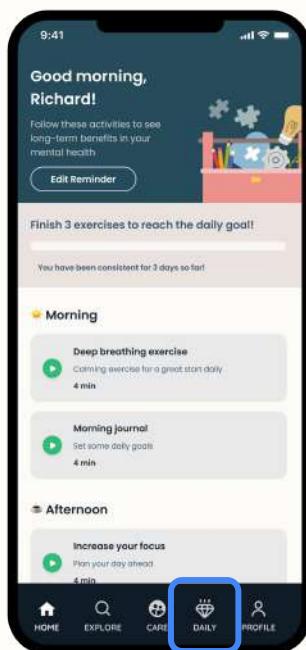
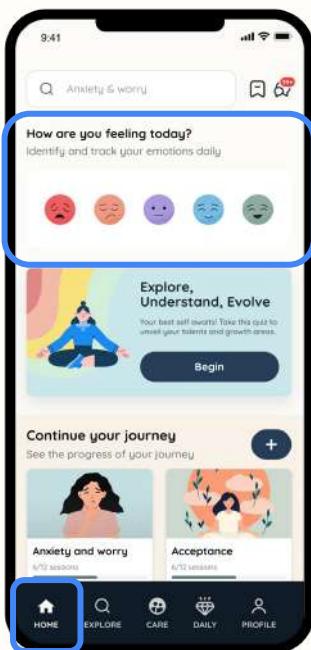
Take the Personal Insights Quiz monthly to continuously take stock of your well-being, track your improvements, and get personalised recommendations on how you can grow.

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.



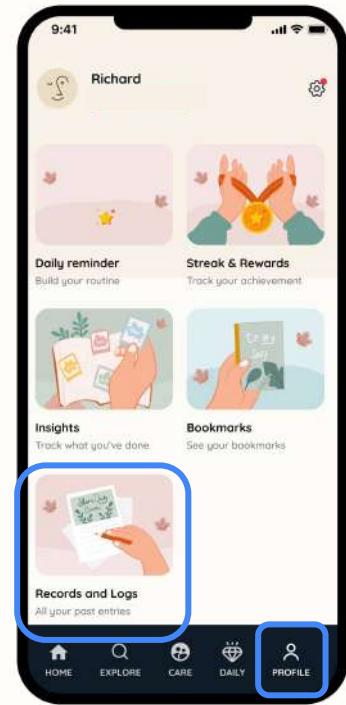
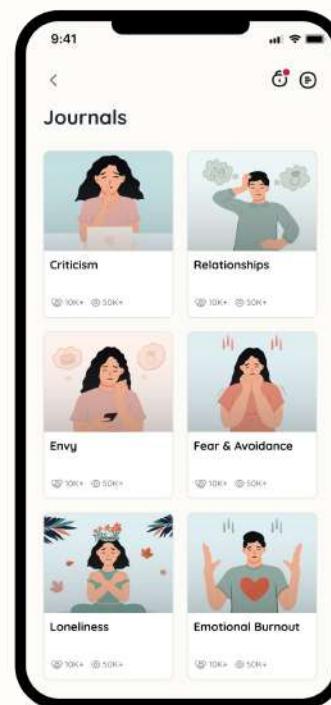
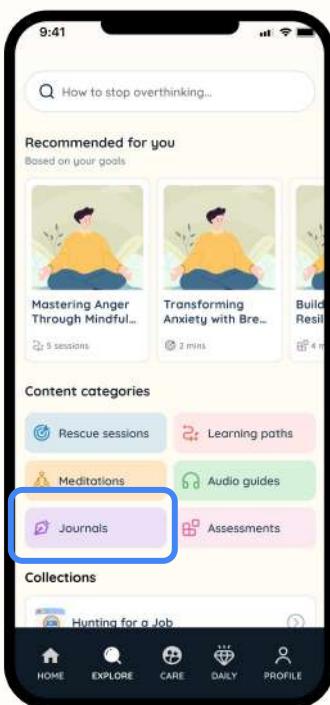
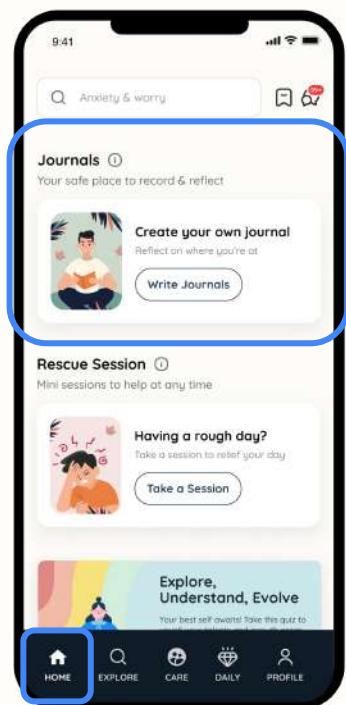
Daily Tools

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!



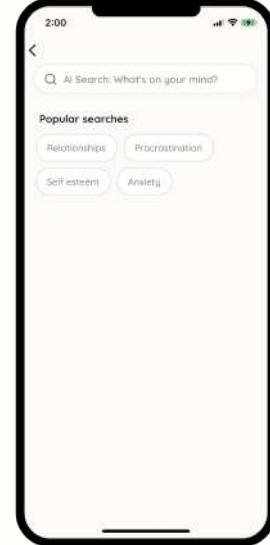
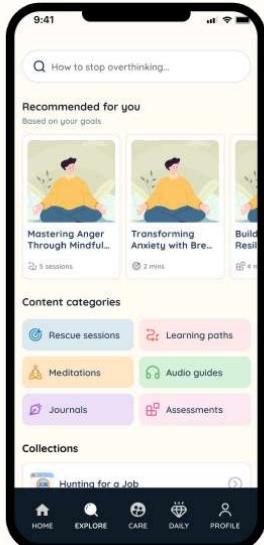
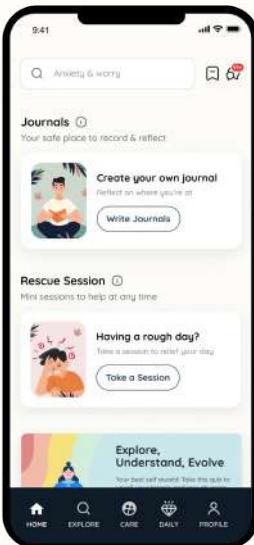
Learning Paths

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.

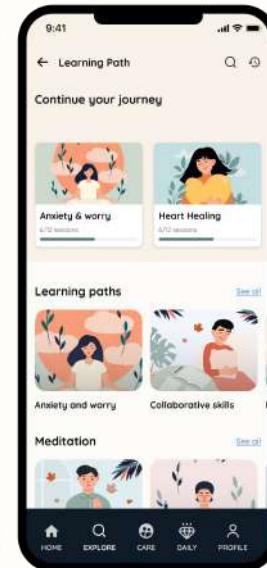
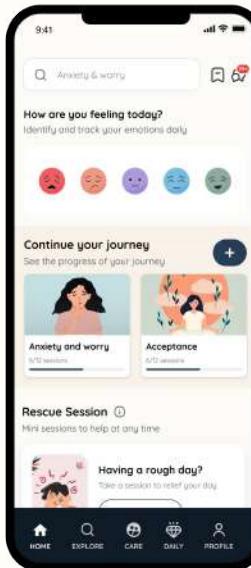


2

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



Behavioural Health Coaching

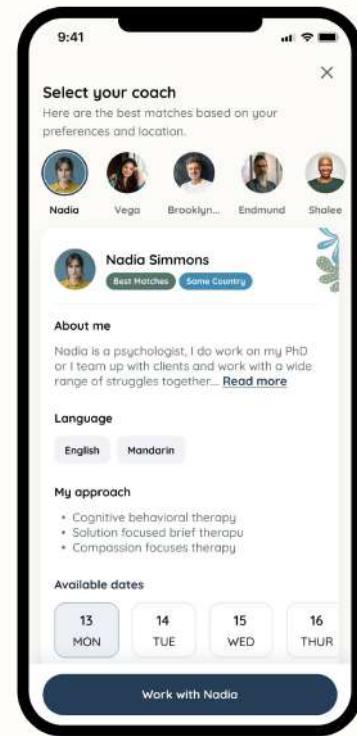
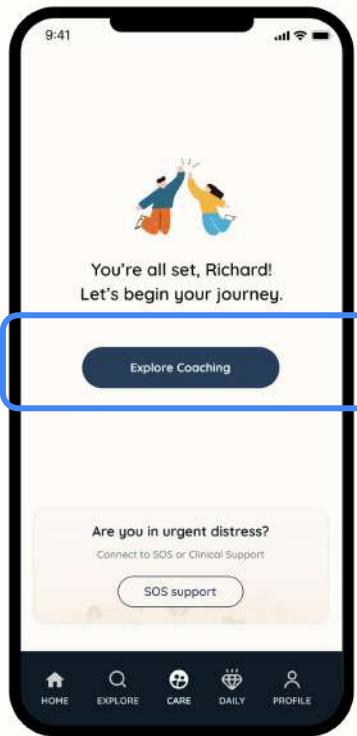
1

Tap on **Explore Coaching**.

Coaching. Answer a few short questions based on your goals and language preferences for Intellect to shortlist coaches that best fit your needs.

2

Browse the list of shortlisted coach profiles, then **select** a coach. *Don't worry, you can change coaches later on if needed.*



3

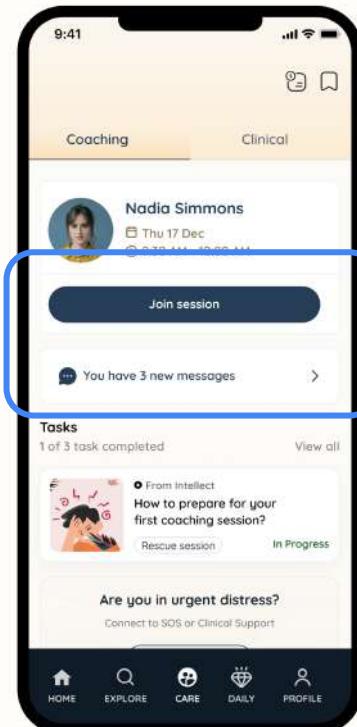
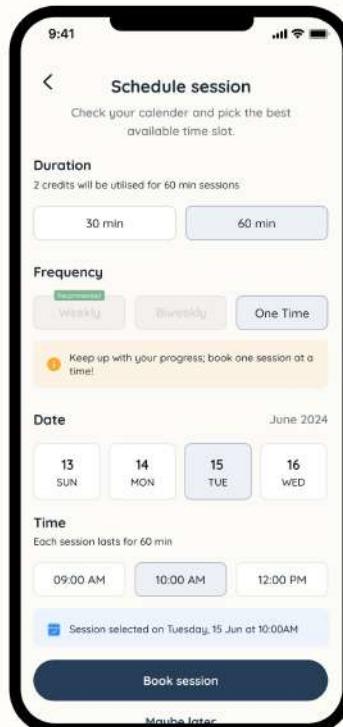
Book a session or schedule recurring sessions (up to 4 sessions).

Choose the duration you prefer (30 minutes = 1 credit, 60 minutes = 2 credits), and the date(s) and time that work for you.

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

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.



How to reschedule a Coaching session

1

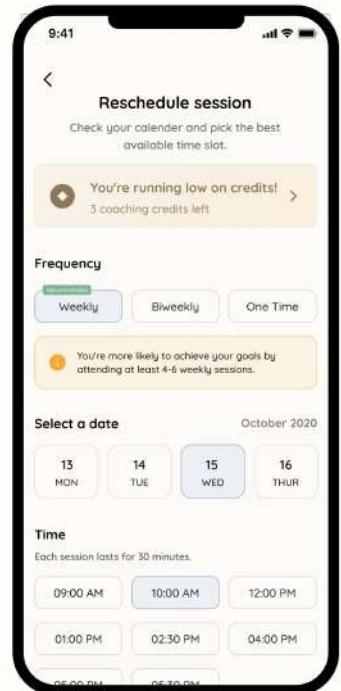
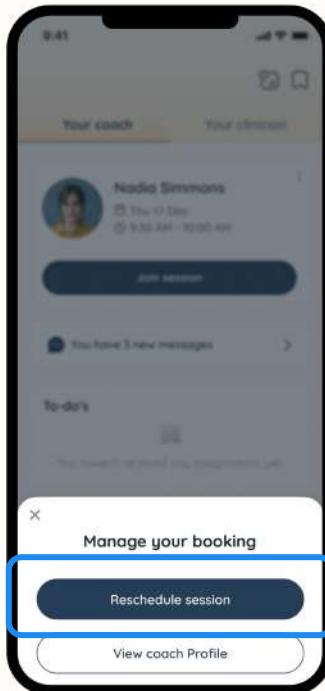
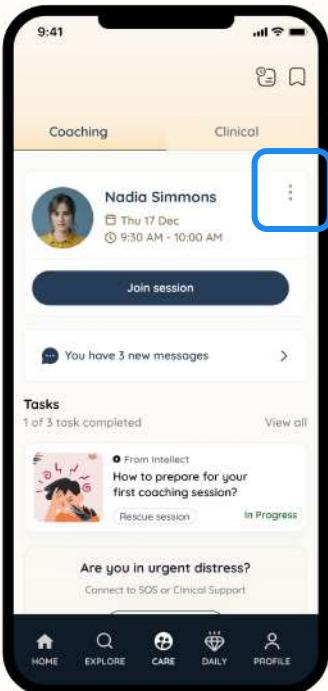
Tap on the three dots on the Coach card in the Care tab

2

In the pop-up, tap Reschedule session

3

Choose the new date and time that works for you*



How to change Coaches

1

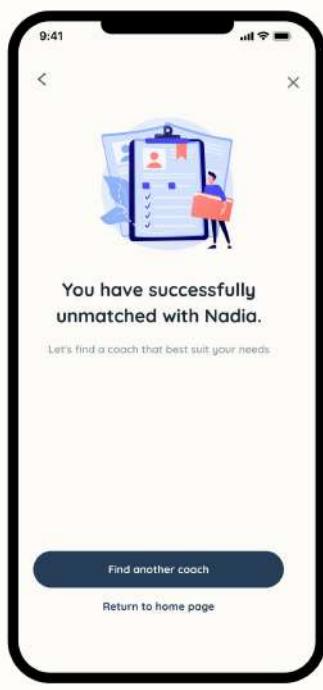
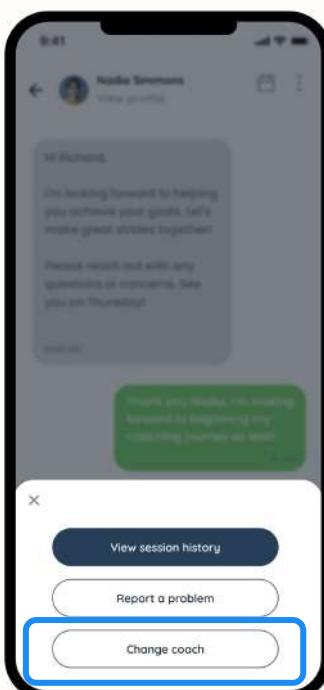
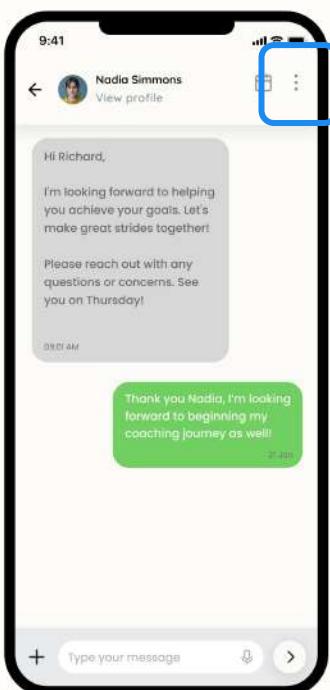
Tap on the three dots in the top right corner of the chat

2

In the pop-up, tap Change Coach

3

Click continue, then select a new Coach

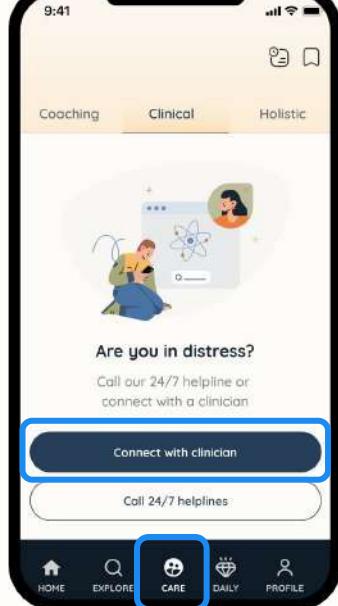


*Note: Rescheduling is only allowed 24-hours in advance. Exceptions are assessed on a case-by-case basis - please write in to support@intellect.co if you require support or refer to our [Cancellation Policy](#) for more information.

Counselling Sessions: Virtual

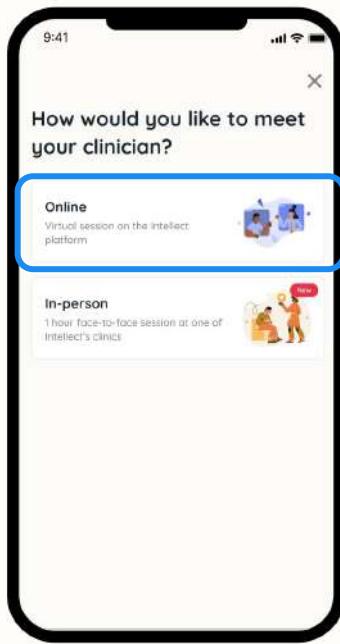
1

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



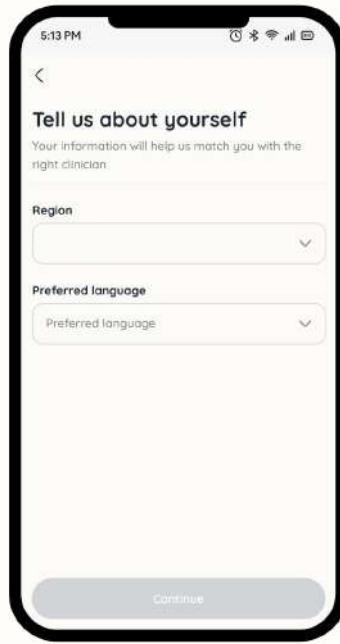
2

Tap **Online**



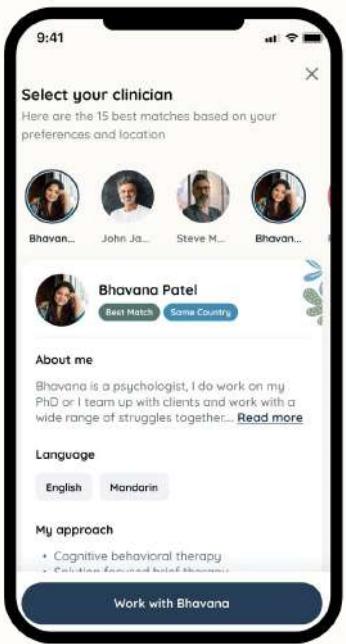
3

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



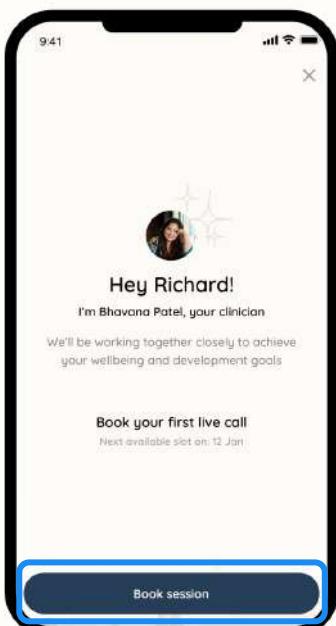
4

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



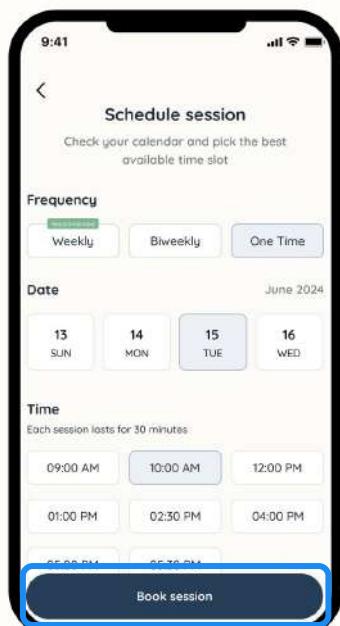
5

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



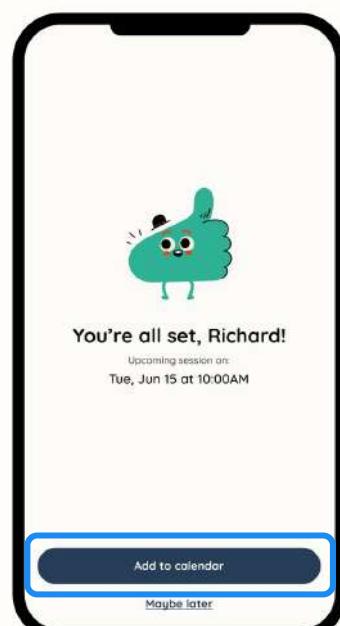
6

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



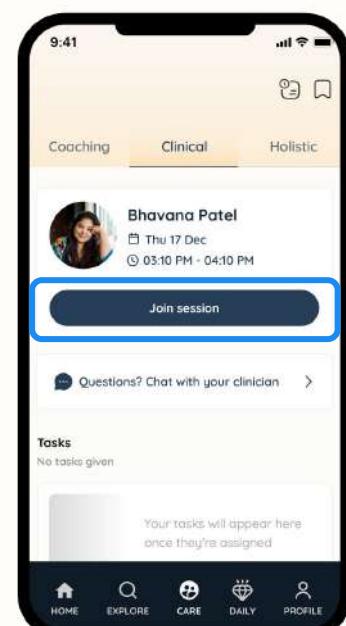
7

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

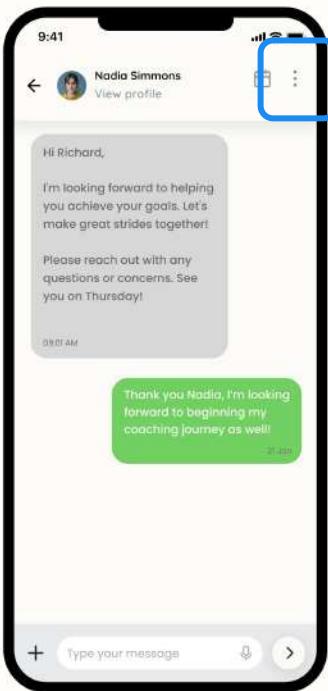


*NOTE: Depending on the information you provide, you may be **automatically matched with a clinician that best suits your needs**. You may proceed to book a session with your clinician.

How to change Clinician

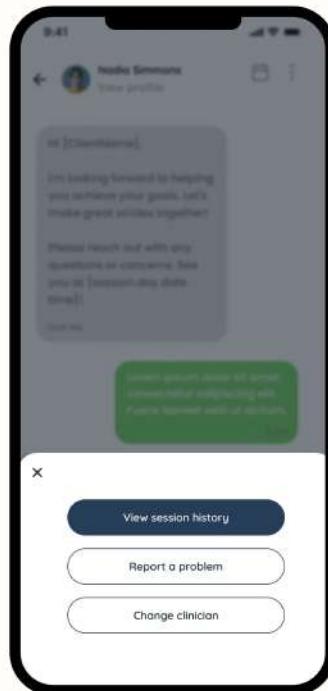
1

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



2

In the pop-up, tap Change Clinician



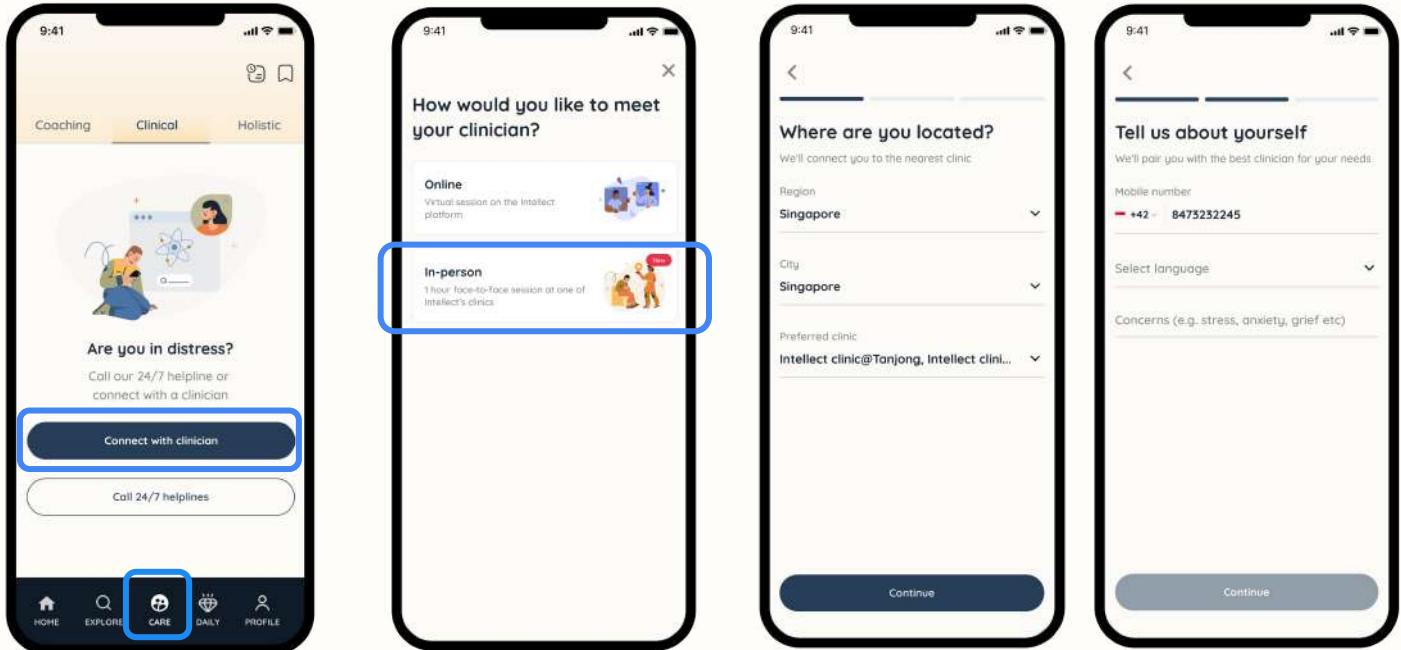
3

Click continue, then select a new Clinician

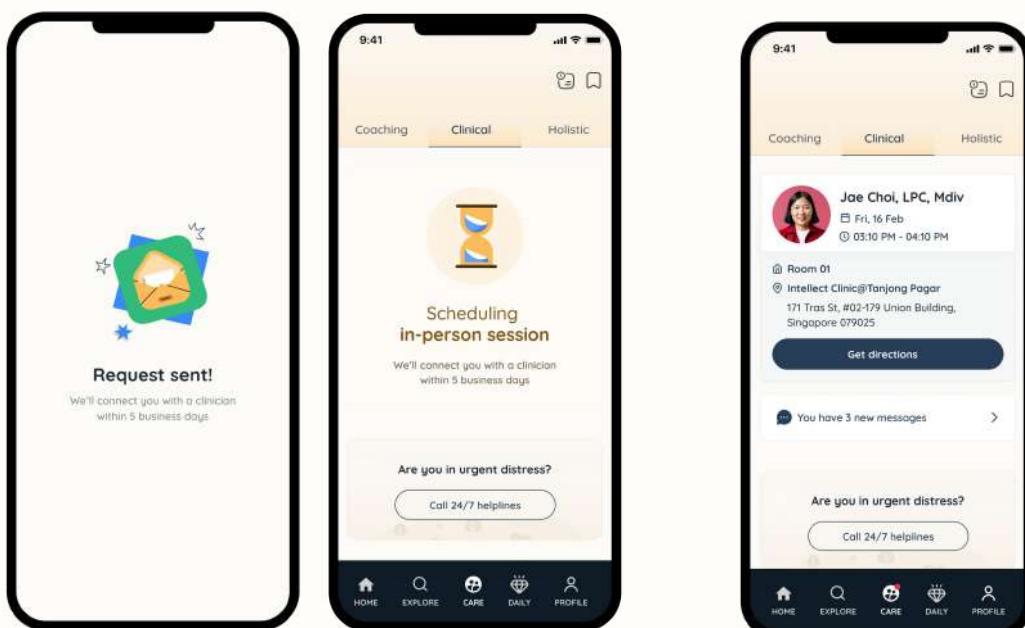


Counselling Sessions: In-person

If you prefer having in-person face-to-face (F2F) sessions, you can request for **in-person sessions** via the app.



- 1 In the Clinical section of the Care tab, click on **Connect with clinician**
- 2 Select **In-person**
- 3 Fill in the form with your details - including preferred clinic, contact number, language and concerns.



- 4 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 that they may contact you via WhatsApp or email to coordinate any additional details*

- 5 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.

Holistic Coaching

1

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



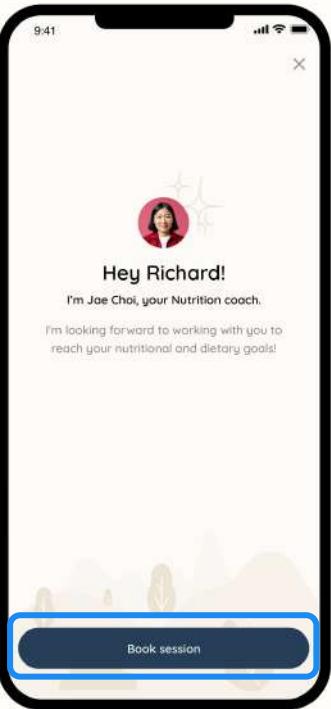
2

Select the areas you want to work on and language you would like to use with your coach



3

You'll be matched with a coach based on your preferences. Tap **Book session**



4

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

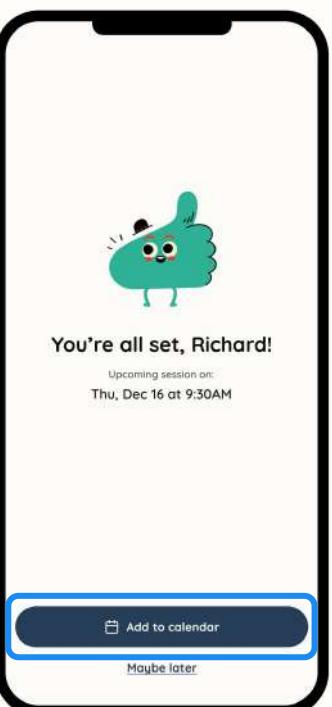
*duration will only be available if you have 2 or more credits



5

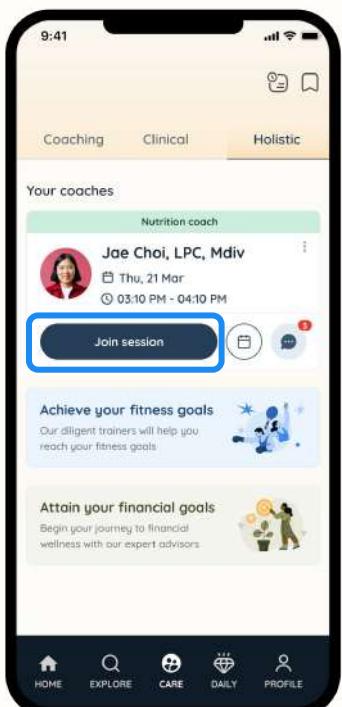
You will get a session confirmation. Tap **Add to calendar**.

Start chatting with your coach at any time!



6

At the time of your session, tap **Join session**



24/7 Well-being@Gov Counselling Hotline

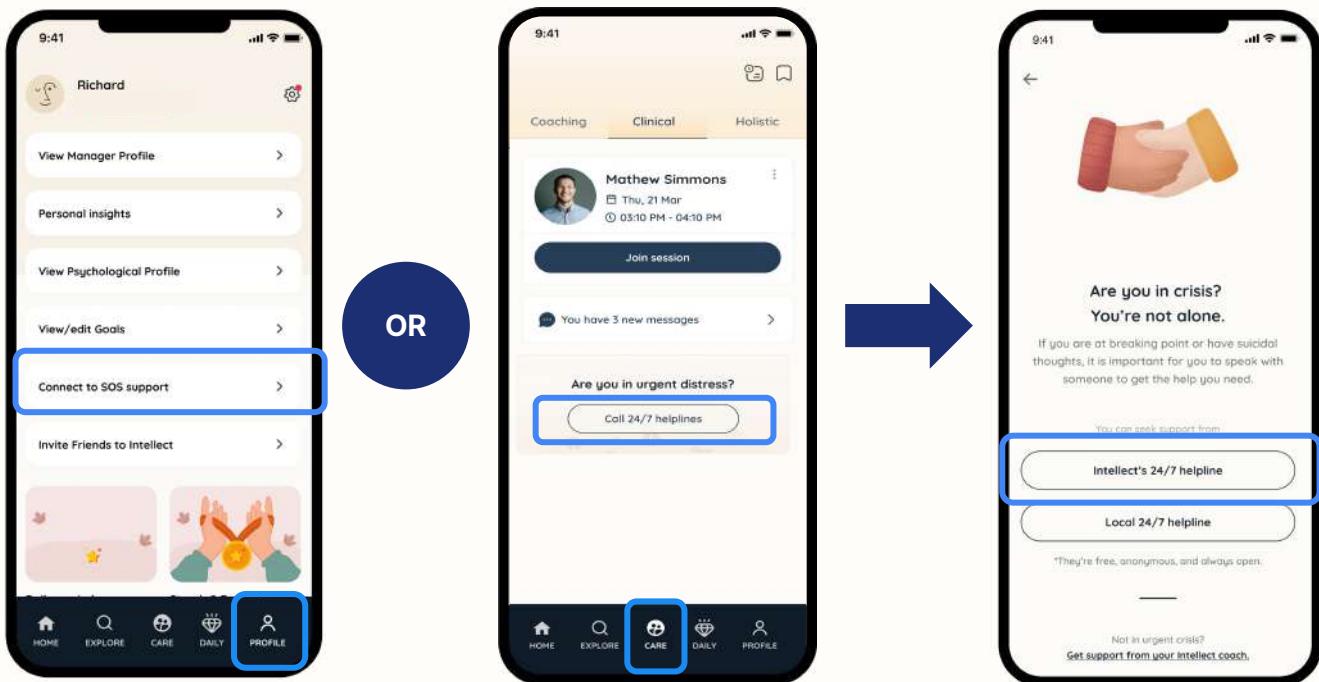
You can call the helpline if you're experiencing **urgent distress**, or **need immediate emotional or psychological support**.

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 **3138 3760** (*effective from 1 Aug 2025 onwards).

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 Crisis Responders. Calls will be picked up within 60 seconds.

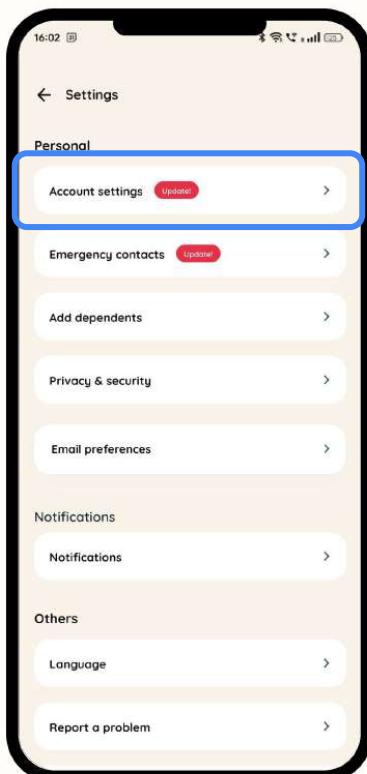
Intellect's Crisis Responders will gather important initial information from you and are professionally trained to provide in-the-moment crisis support. They will then refer you to the appropriate resources depending on your individual needs.

Add your Backup Email ID

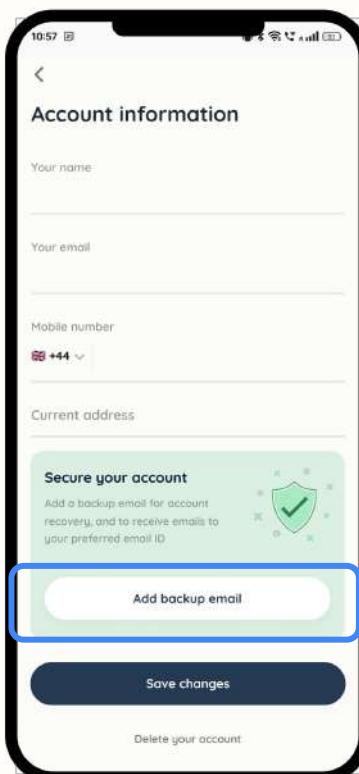
You can add a backup email ID in addition to your primary email address that you use to create your Intellect account, to give you:

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.

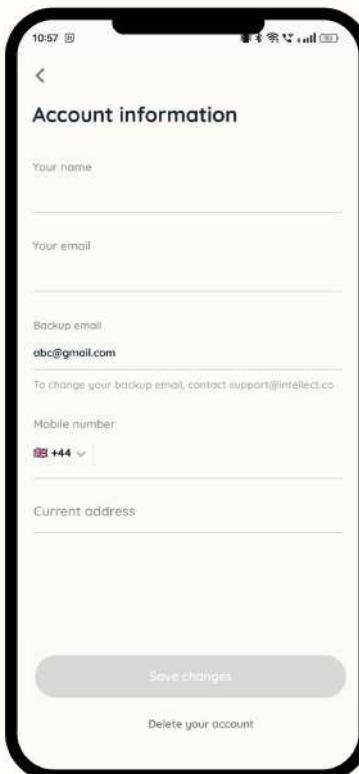
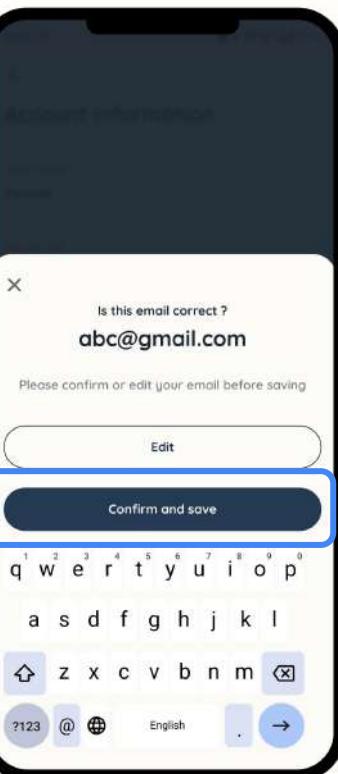
1 Tap on Profile → Settings icon (top right corner) → **Account settings**



2 Click **Add backup email**



3 Enter your backup email address. Choose an email you have easy access to



4

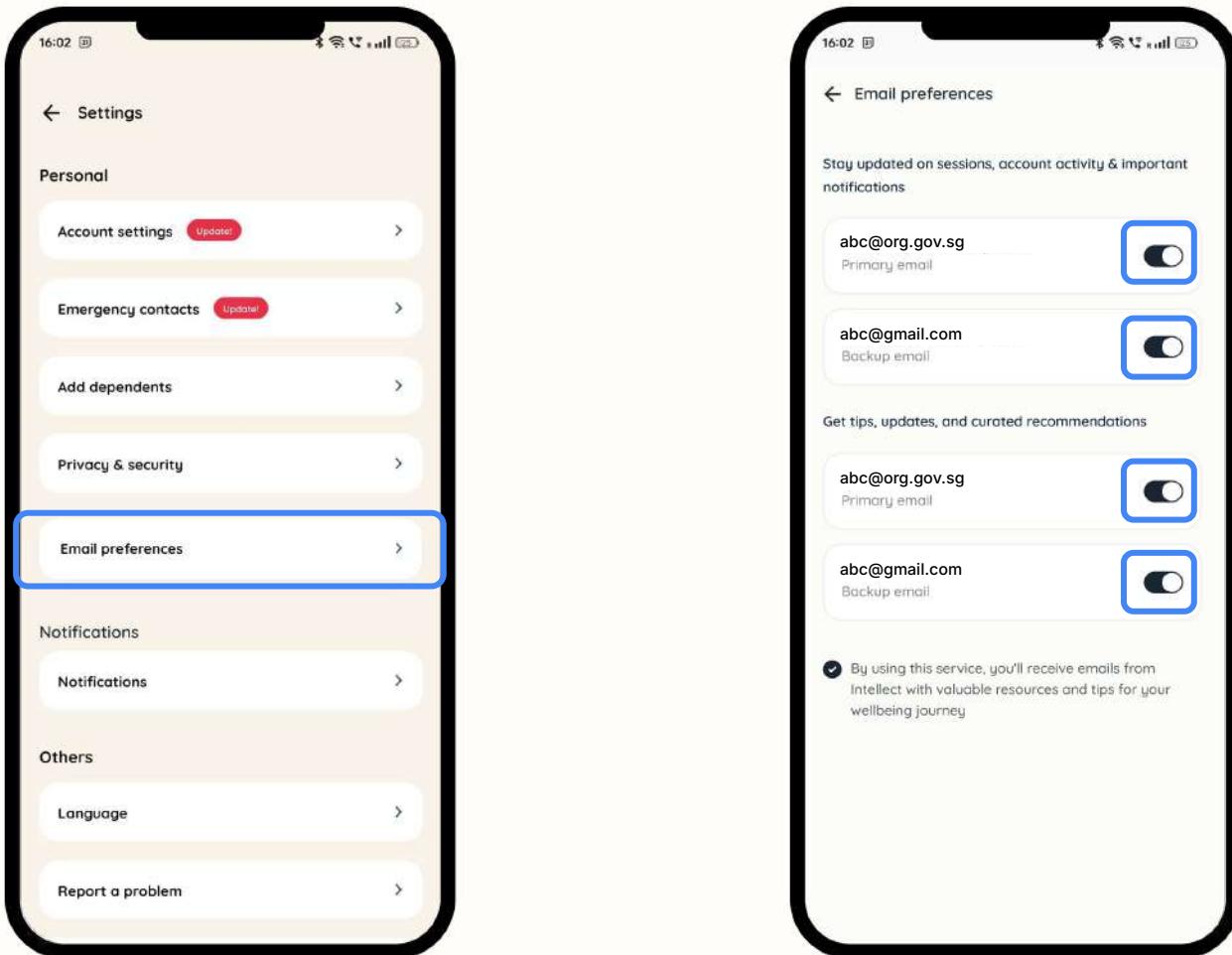
Tap Confirm and save.
Your account information should reflect your new backup email.

To change your backup email, please contact support@intellect.co

Change your Email Preferences

After you have added your backup email ID, you can change your email preferences on which email you wish to receive the different forms of communication (i.e. sessions, account activity etc).

If you haven't already done so, you may add a backup email address to your account (Refer to page 16).



1

Tap on Profile → the Settings icon (top right corner) → **Email preferences**

2

Select the email addresses you wish to receive the different forms of communication to by toggling them on or off.

It is mandatory to have at least one email address toggled on to receive emails on your sessions, account activity, and important notifications.

You may change your email preferences at any time.

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

OR

2. Using the Intellect App:

1

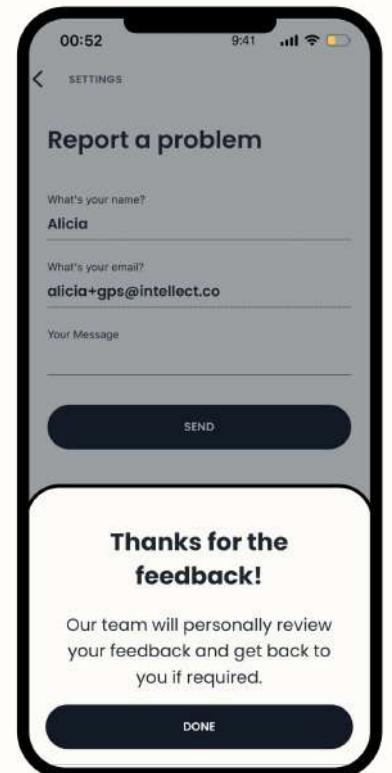
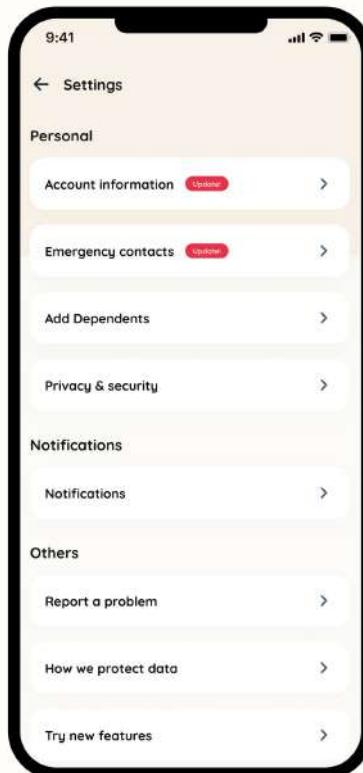
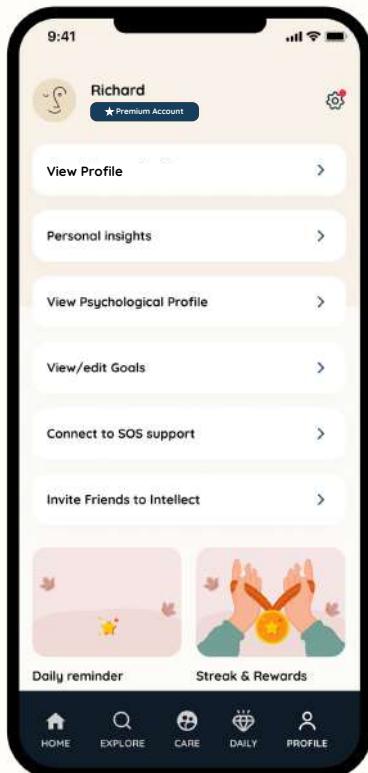
In the Profile tab, tap on the Settings gear icon in the upper right corner

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?

A presenting issue refers to the challenge/topic that 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, you and your provider may align on the issue/goal that you would like to work on. In the course of a session, you may find that you begin with one issue in focus but instead discuss another issue. If in doubt, you may clarify on the session's main issue/goal with your provider at the end of a session.

In the course of the year, you may utilise multiple bundles of credits to work with a provider on different 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 provider; or
2. If you cancel less than twenty-four (24) hours prior to the scheduled session; or miss a session (both virtual and in-person) without cancelling at least twenty-four (24) hours prior to the scheduled session.

Matching and chatting with your coach or counsellor does not consume credits. Refer to Intellect's [Cancellation Policy](#) for more details.

How can I check how many credits are remaining?

You can reach out to support@intellect.co to get information on your remaining credits, or raise a ticket in Report a problem (available on the Intellect platform).

Can I see more than one provider at the same time?

1. For coaching (behavioural health) and counselling, you can only see one provider at a time (i.e. one provider for coaching, one provider for counselling), regardless of virtual or in-person.
2. For holistic coaching, you can see a Nutrition, Fitness and Financial coach concurrently.

If you are:

1. Currently seeing a virtual provider but would like to move to in-person sessions;
2. Currently seeing an in-person provider but would like to move to virtual sessions

Please reach out to support@intellect.co to help facilitate the change. Do note that not all providers can support in-person and virtual sessions (i.e. you may have to match with a new provider.)

Frequently Asked Questions

How can I book an in-person coaching session?

Note: In-person coaching is only for Behaviour Health Coaching (BHC).

Please email support@intellect.co with the following details:

1. Name
2. Contact Number
3. Email
4. Area of Concern / Issue

How many recurring sessions can I book at once? How do I reschedule a recurring session?

A user can book up to 4 recurring sessions, so long as there are sufficient credits (i.e. a user has not utilised all allotted credits).

If a user needs to reschedule a recurring session, they are able to reschedule each session individually.