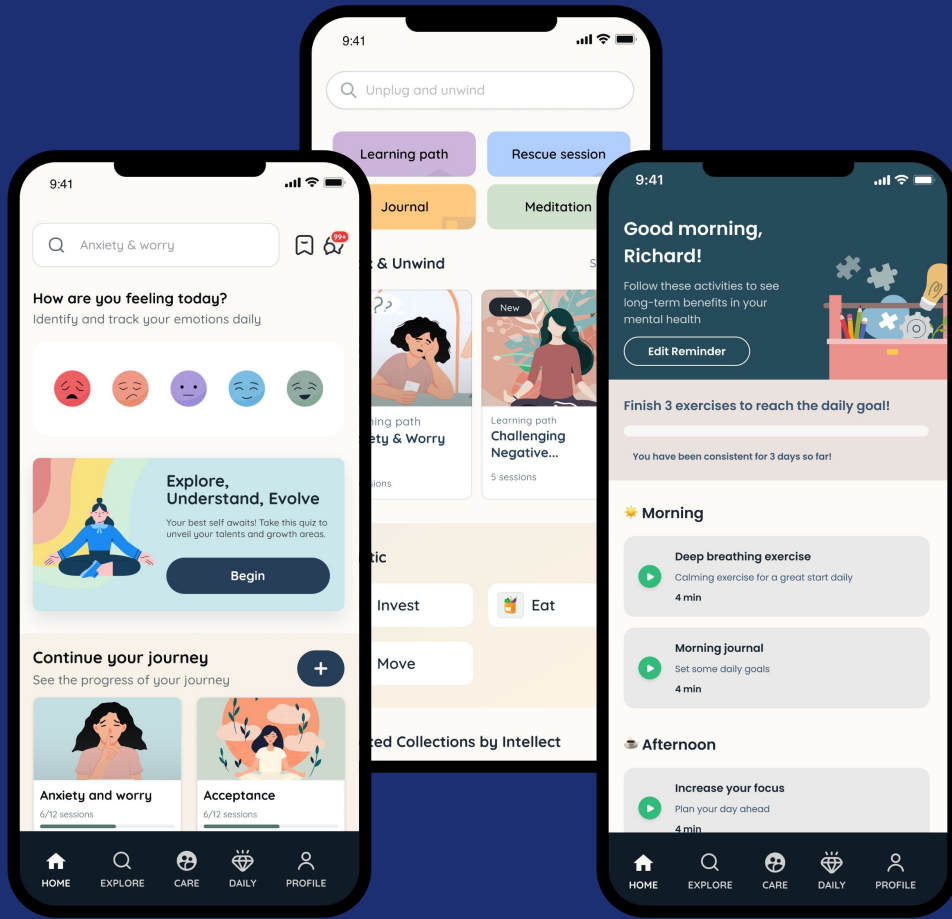




Intellect App Navigation Guide

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



Clinical Sessions

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



Crisis Helpline

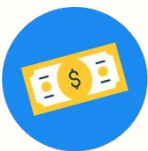
In-the-moment telephone call service for those in urgent distress to speak with professionals. Responders provide in-the-moment counselling, followed by referral to the appropriate resources.



1-to-1 Coaching Sessions

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



Holistic Consultations

Sessions and unlimited text-based messaging with a physical fitness, nutritional, financial, and/or legal coach to discuss your needs related to those topics and identify and achieve your goals.

Intellect Overview

Self-guided 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



Wellbeing Check-ins

Track your mood & stress, and get a report of your wellbeing 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

Get Started: Set Up Your Account with Access Code

Step 1: Install the app

Scan the QR Code

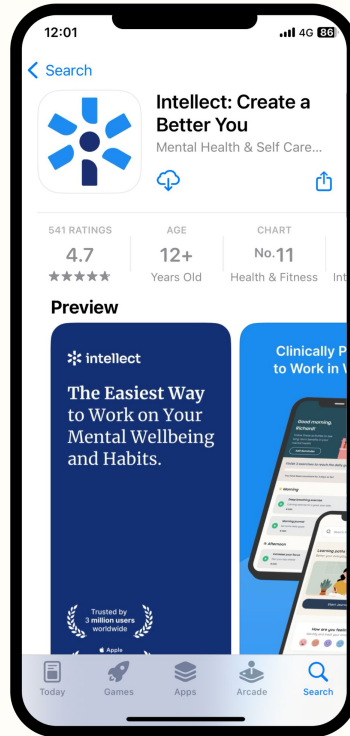


OR

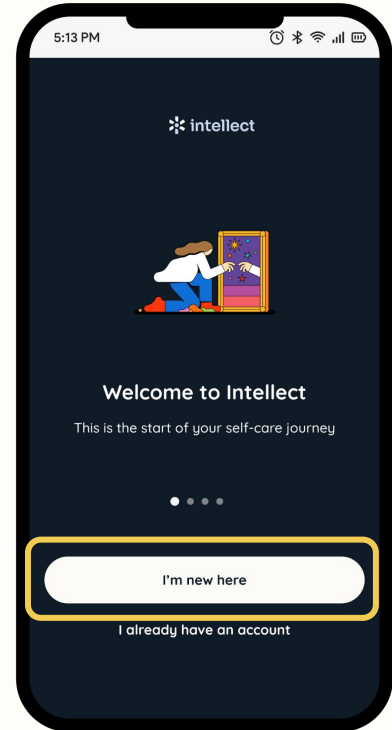
Visit <https://intellect.co/success/> using your mobile phone

OR

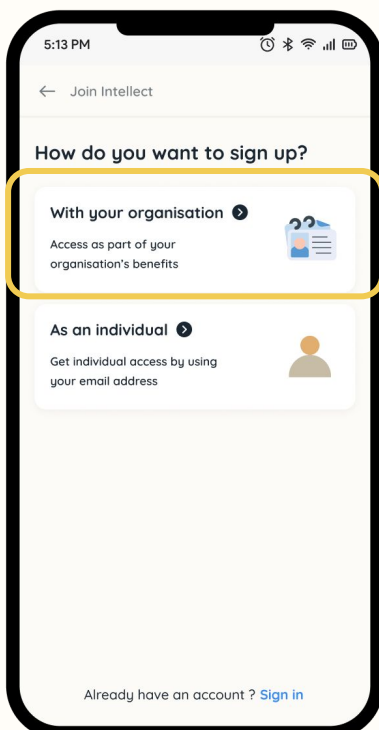
Search for "Intellect" on your mobile phone application store



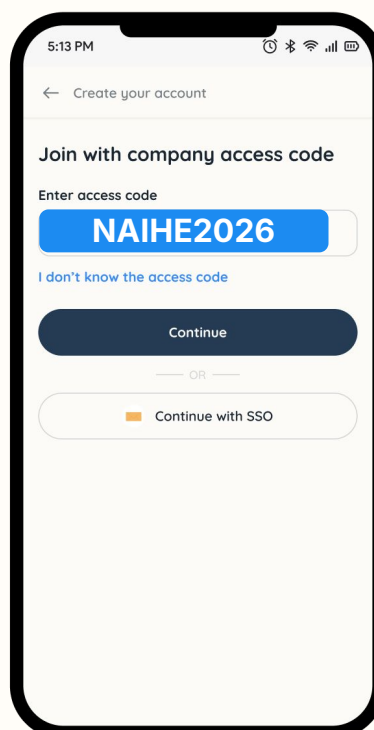
Step 2: Select I'm new here



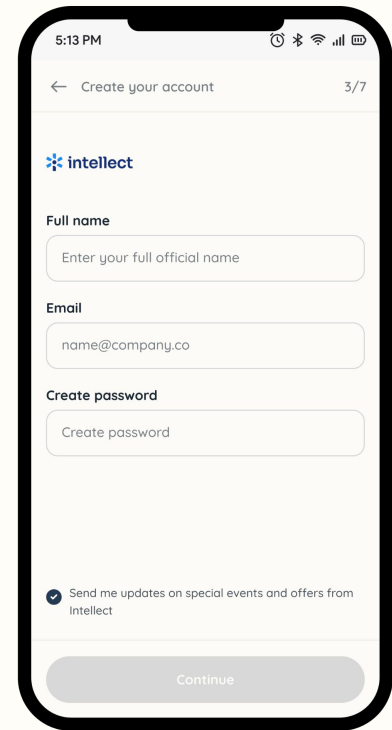
Step 3: Select With your organisation



Step 4: Enter code NAIHE2026 and tap Continue

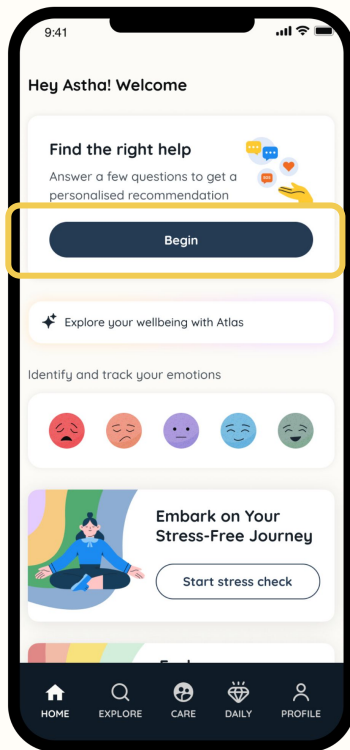


Step 5: Select your language then sign up using your work email address

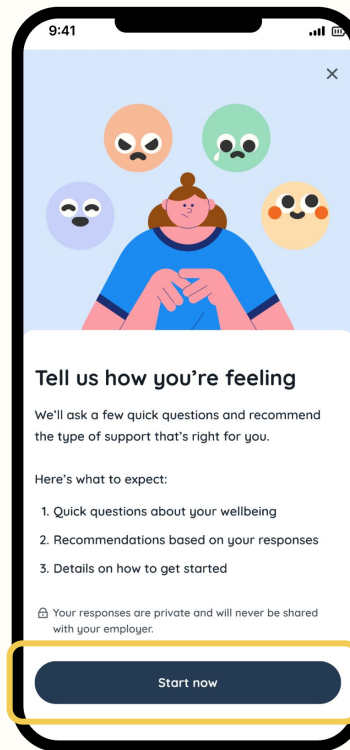


Discover Your First Best Step

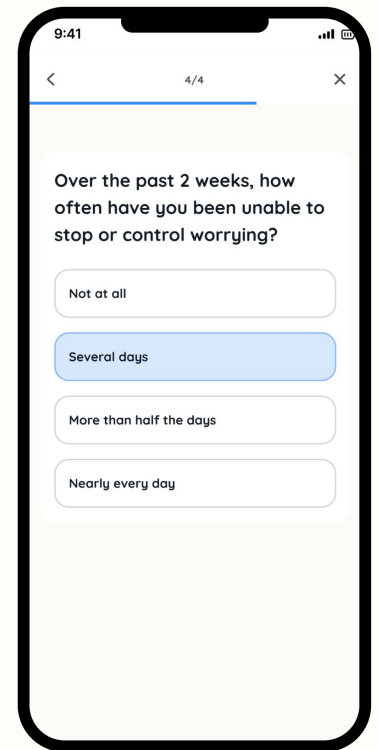
Unsure where to start? Begin with this quick and simple screening tool to get the right care recommendations tailored to your needs.



Step 1: Tap **Begin** to get started

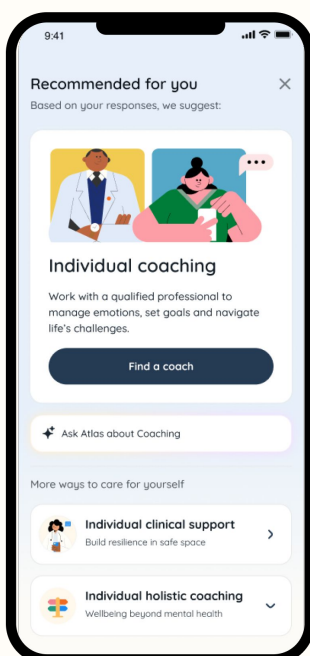


Step 2: Tap **Start now**

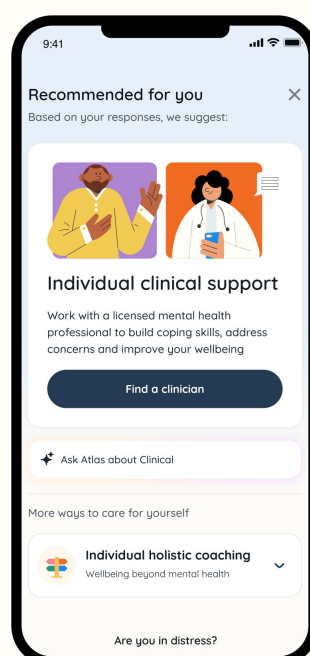


Step 3: Answer a few short questions

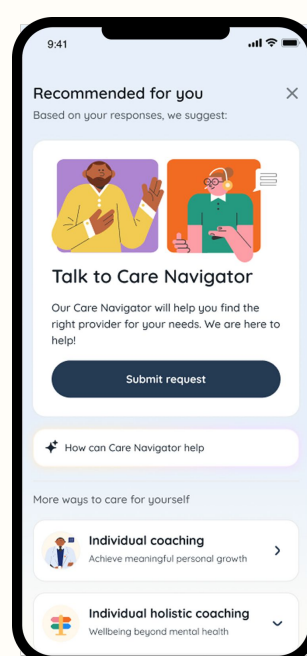
Step 4: Get a recommendation for either coaching, clinical, care navigator, or 24/7 crisis support based on your result and get support tailored to your needs



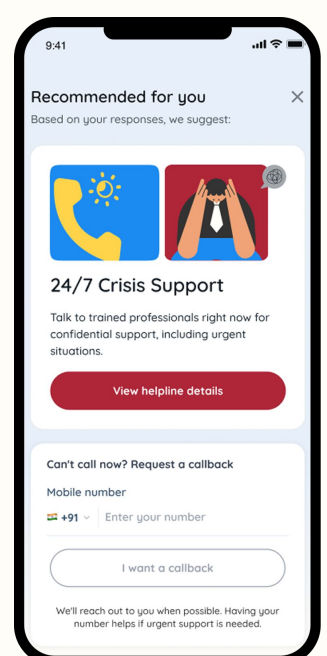
OR



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

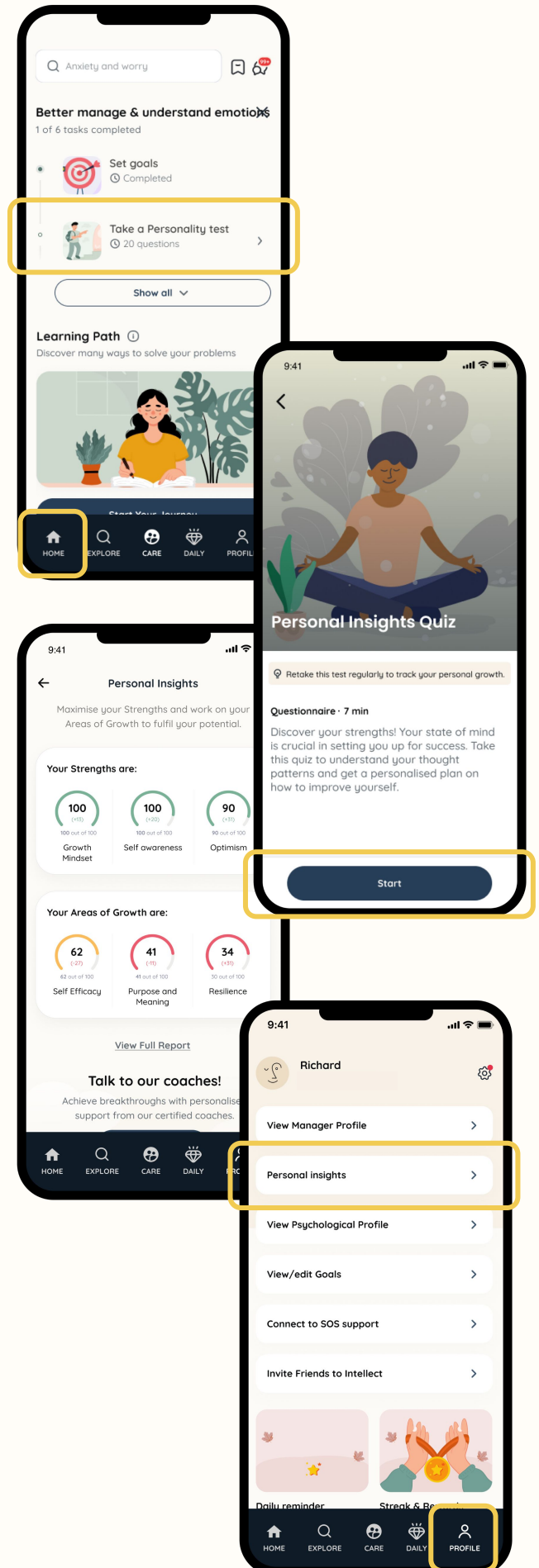
This highlights your strengths and areas of growth, and provides a personalised plan.

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



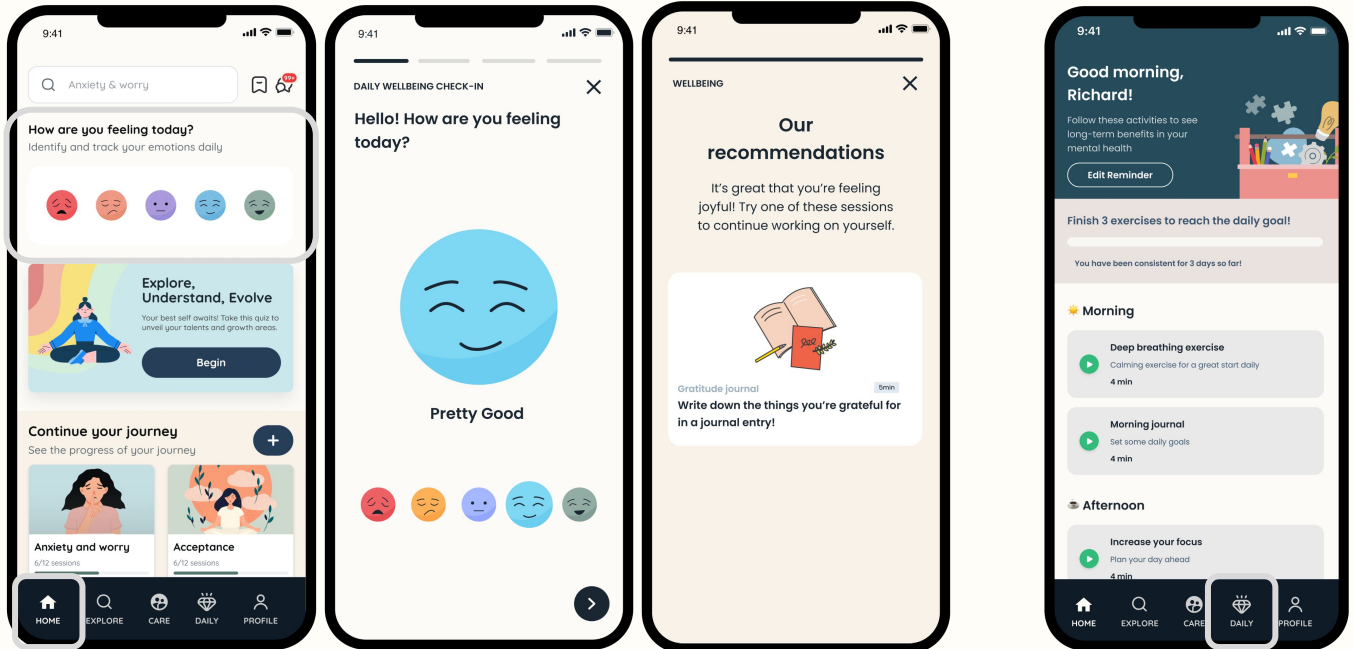
Wellbeing Check-ins

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



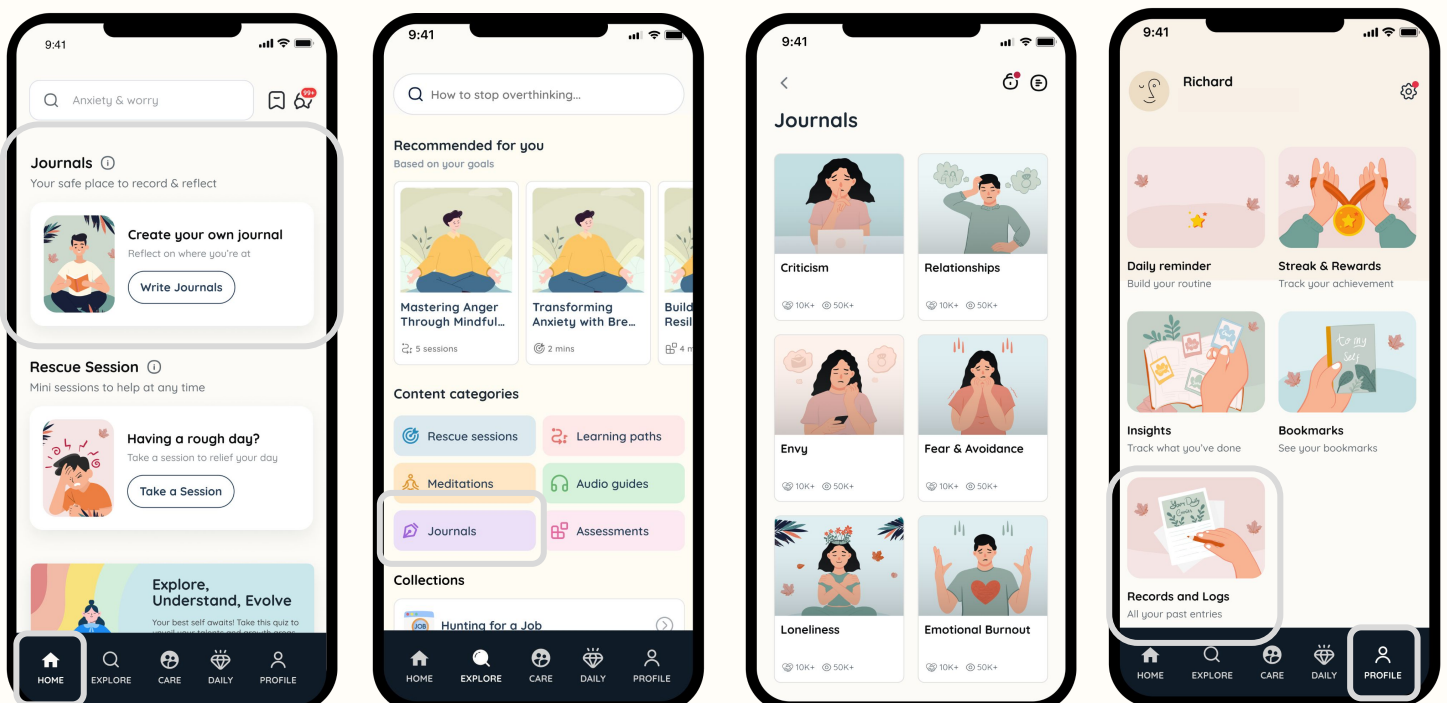
Daily Tools

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



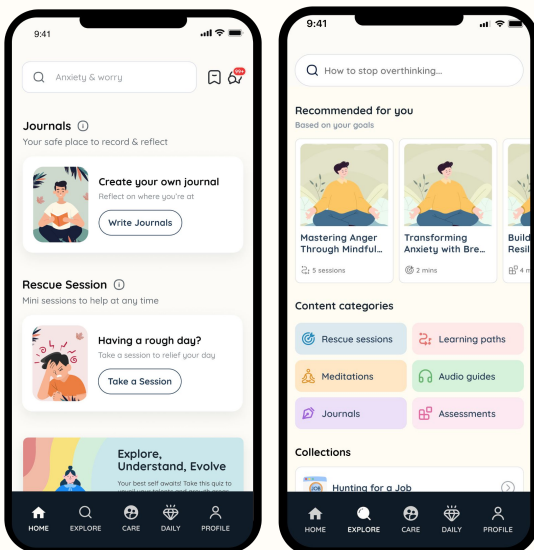
Rescue Sessions

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!

1

Access these tools from the Home or Explore tab.



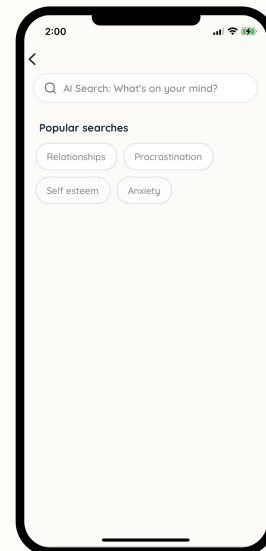
Learning Paths

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!

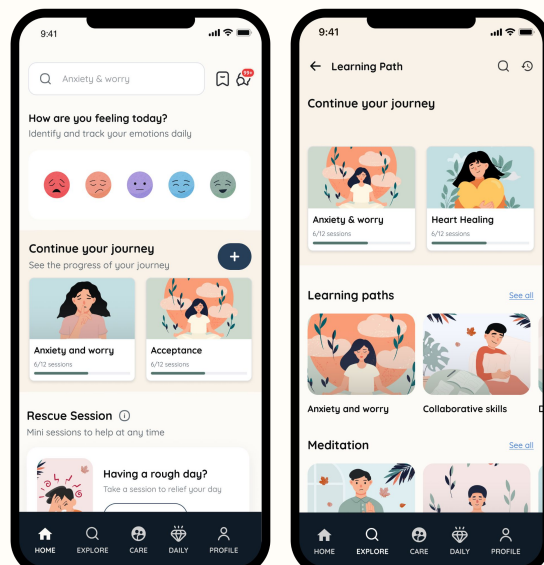
2

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



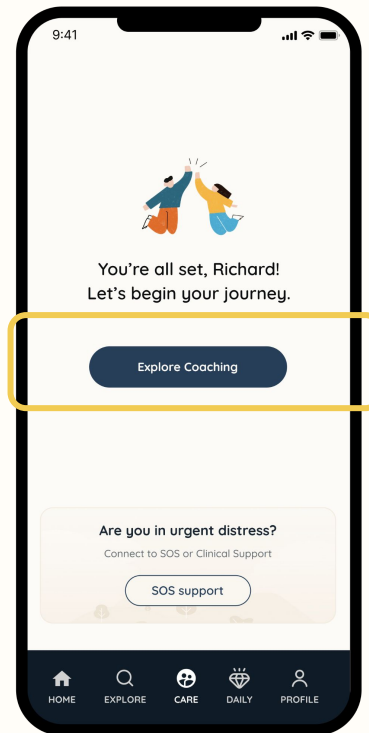
30-Minute Coaching Sessions

1

Tap on Explore Coaching.

Answer a few short questions based on your needs, goals, and language preferences*

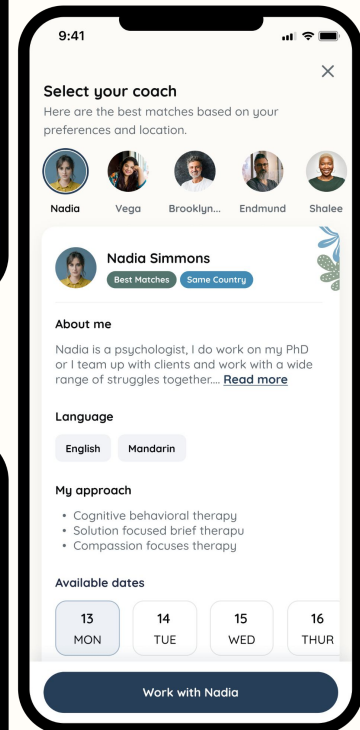
**English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*



2

Browse the list of shortlisted coach profiles.

Intellect matches you with coaches that best suit your needs.



3

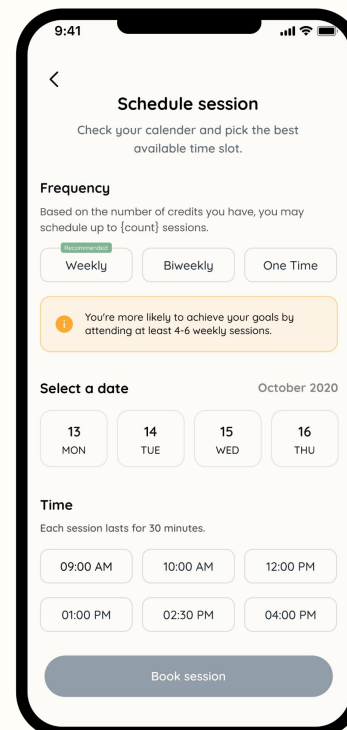
Select a coach.

Don't worry, you can always change coaches later on.

4

Book a session (or more).

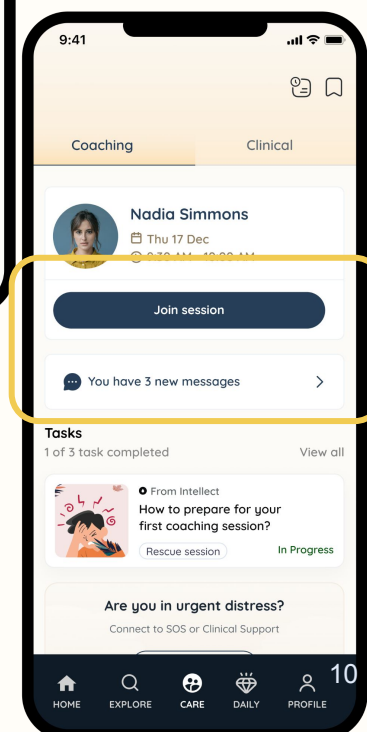
Choose a time that works for you. After booking your session, add it to your calendar right from the Intellect app so you don't miss your session.



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.



How to Book 30 or 60-Minute Coaching Sessions

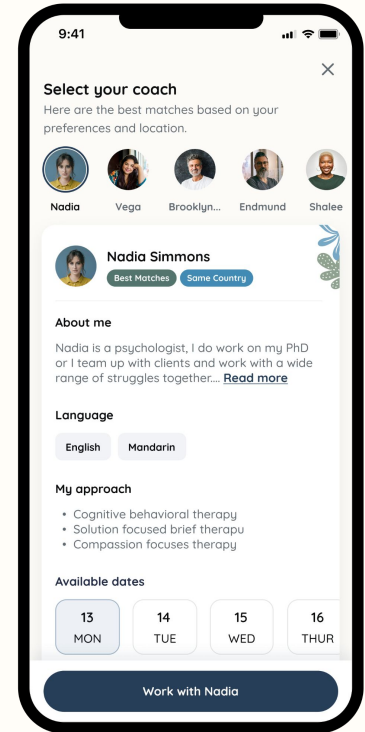
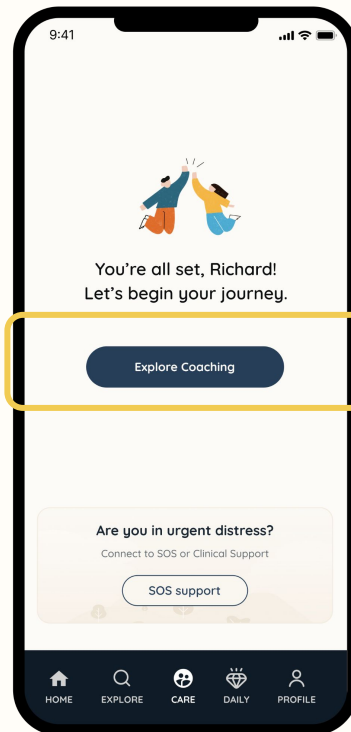
1

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

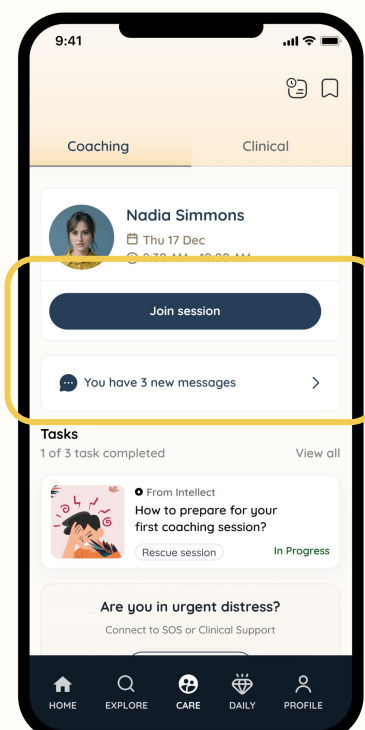
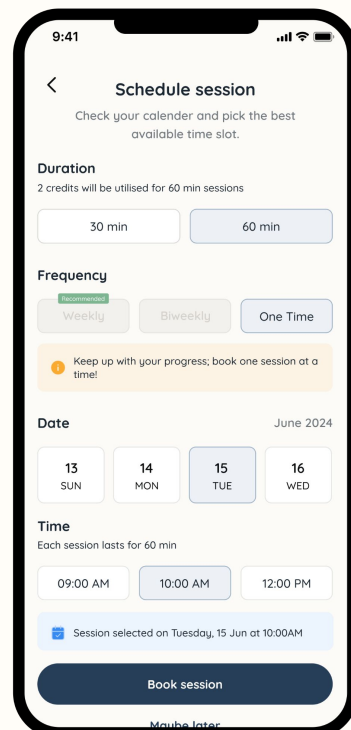
Book a session or schedule recurring sessions.

Choose the duration you prefer (30 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

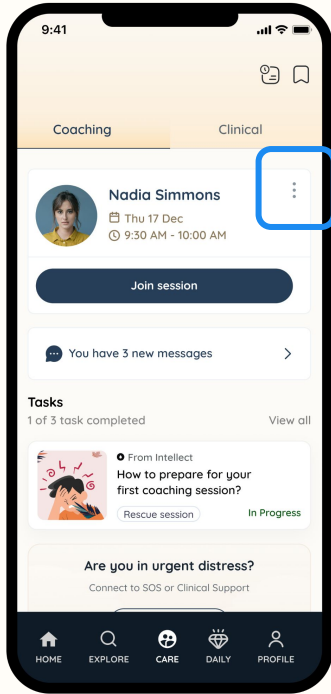
At the time of your session, go to the Coaching tab and tap Join Session. You can chat with your coach via the Intellect app at any time.



How to Reschedule a Coaching Session

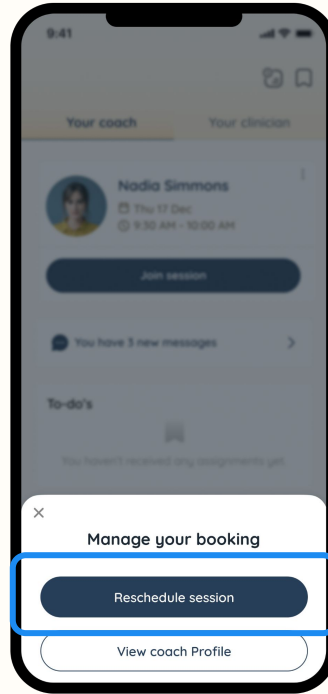
1

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



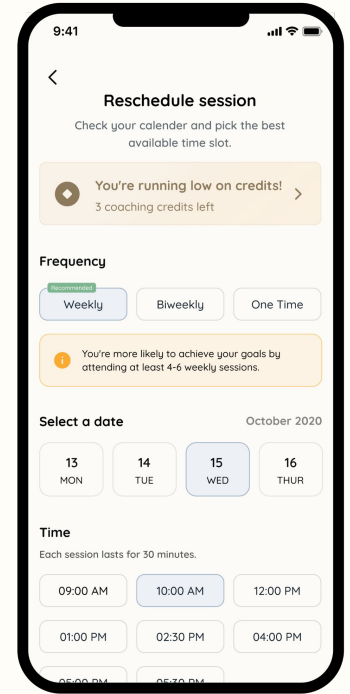
2

In the pop-up, tap Reschedule session



3

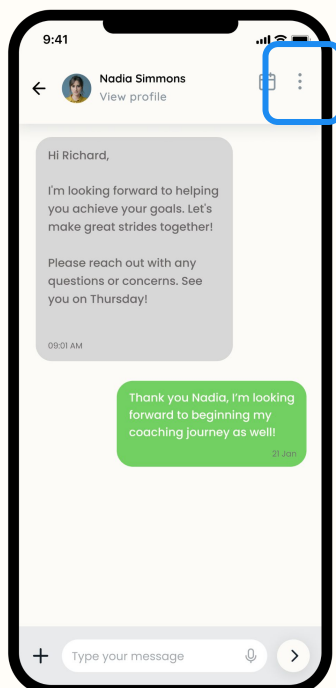
Choose the new date and time that works for you



How to Change Coaches

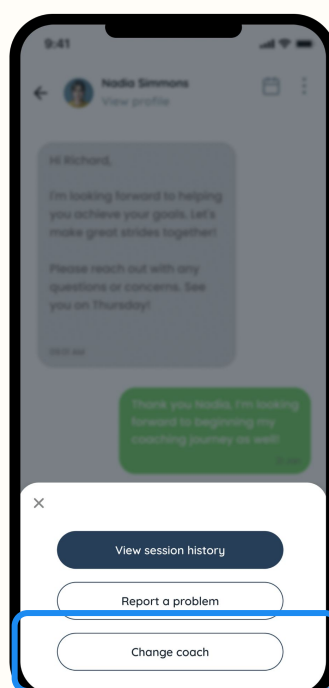
1

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



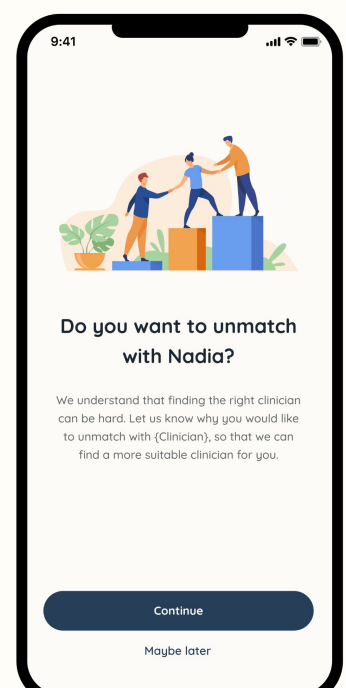
2

In the pop-up, tap Change coach



3

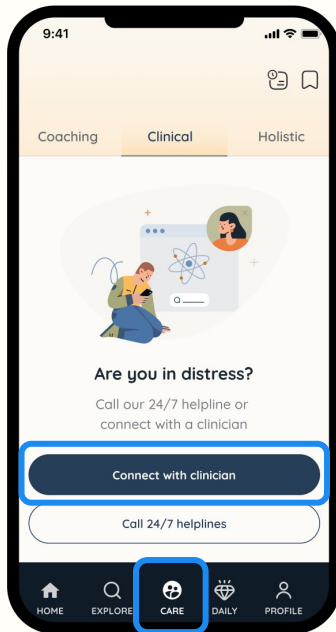
Click continue, then select a new coach



How to Book Virtual Clinical Sessions

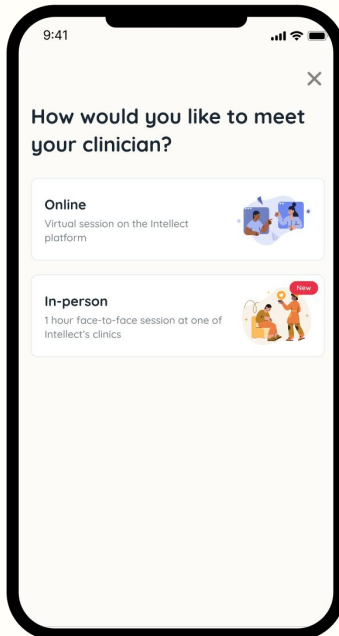
1

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



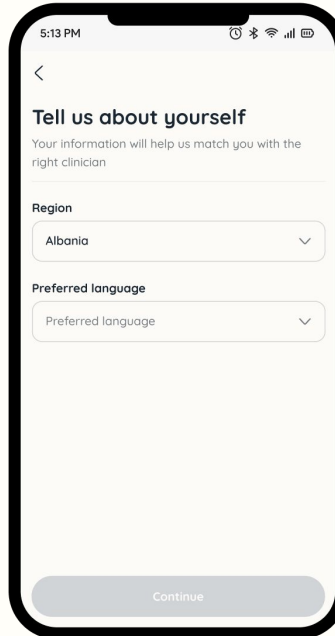
2

Tap **Online**



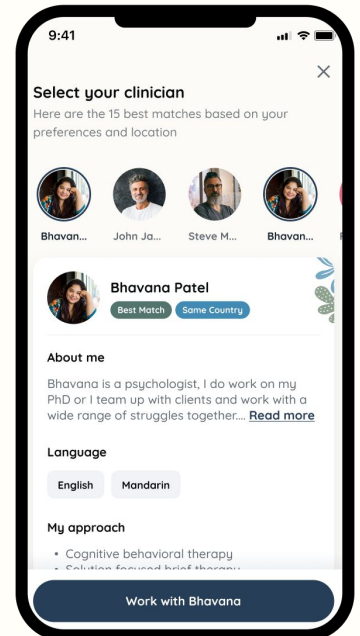
3

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



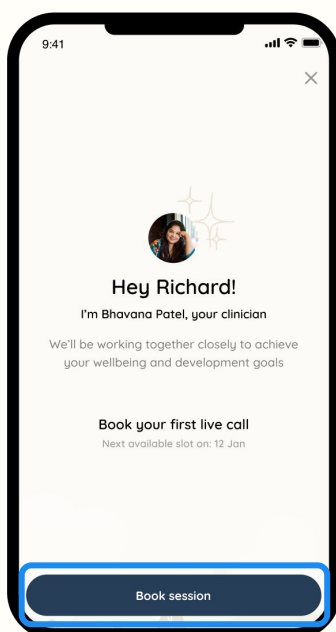
4

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



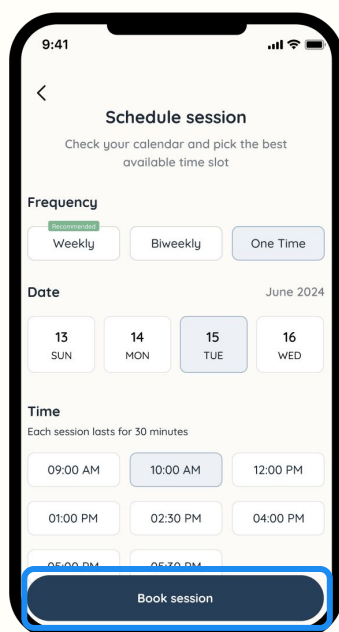
5

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



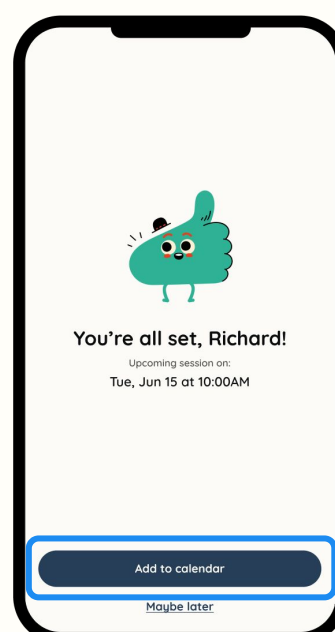
6

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



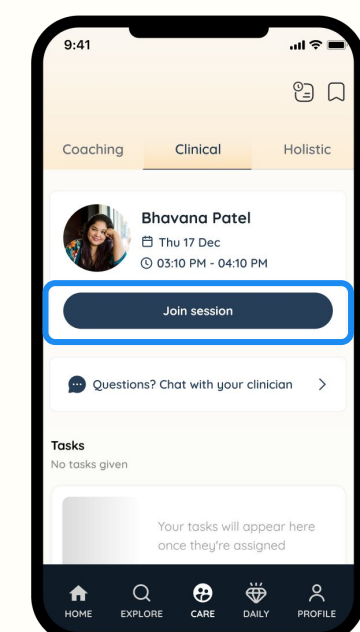
7

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



8

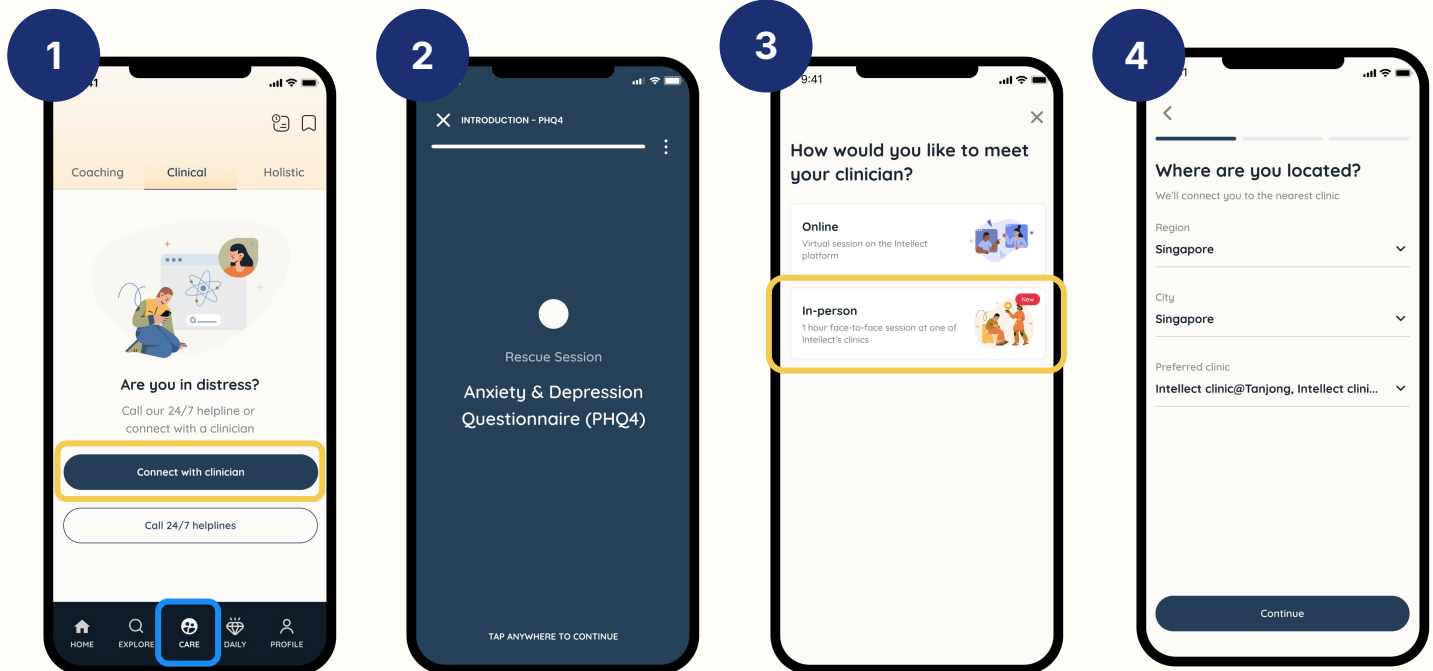
At the time of your session, click on **Join session** to begin



***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 Book In-person Clinical Sessions

For users Singapore only: If you prefer having in-person sessions, you can request for **in-person sessions** via the app.

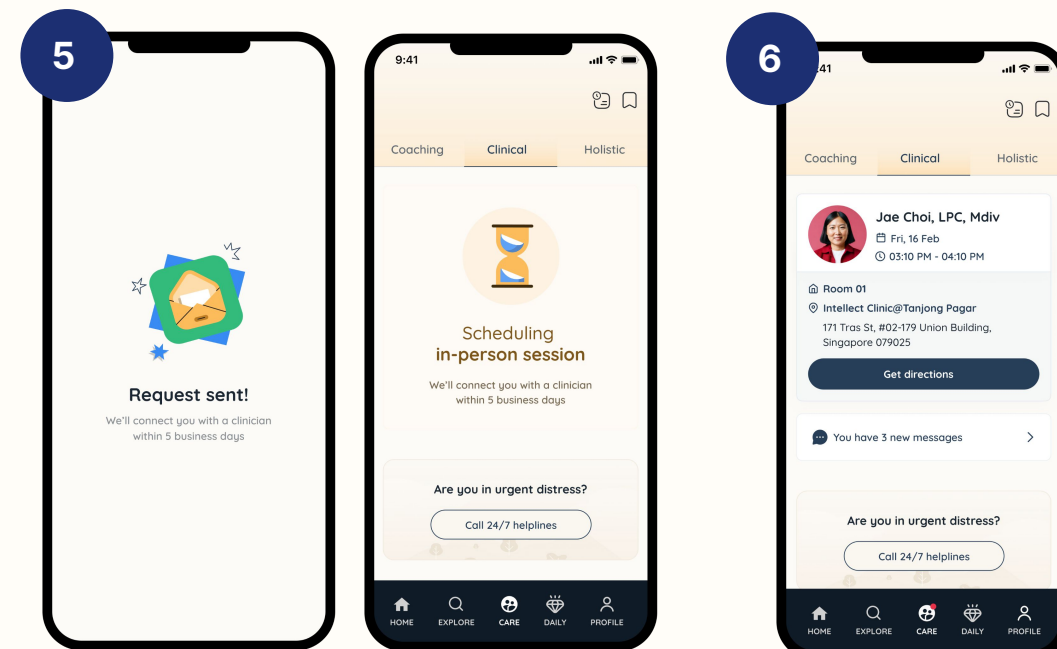


Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**

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.**

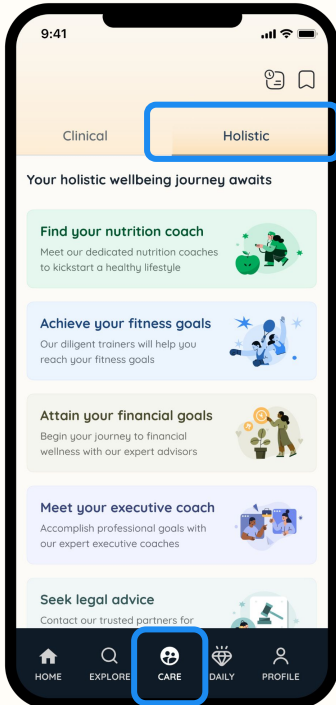
Your session information will be available in the Care tab.

At the time of the session, please be at the physical location to have your session.

How To Book a Holistic Coaching Session

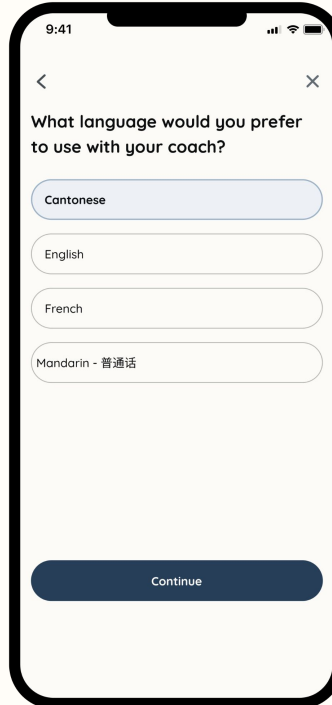
1

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



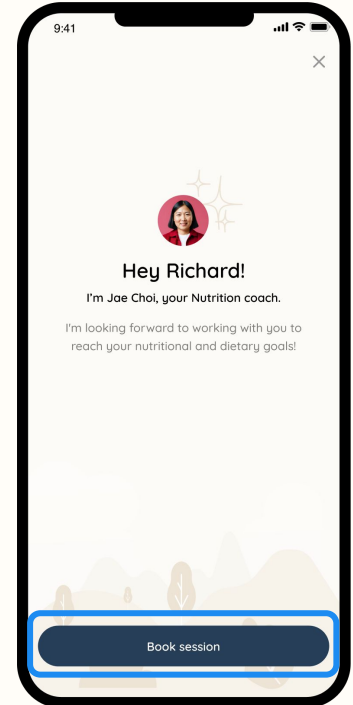
2

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



3

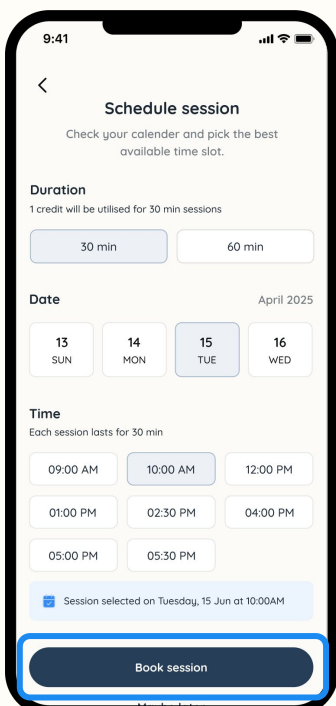
You'll be matched with a coach based on your preferences. Tap **Book session**



4

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

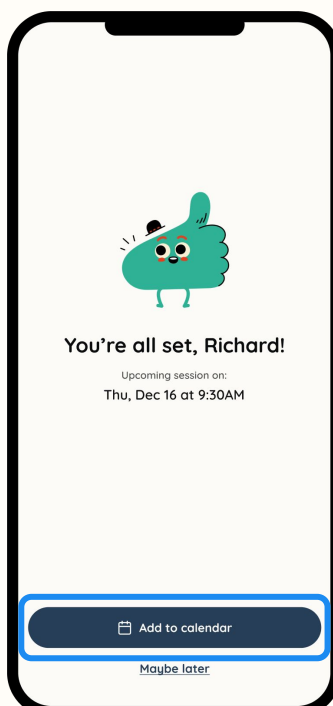
**duration will only be available if you have 2 or more credits*



5

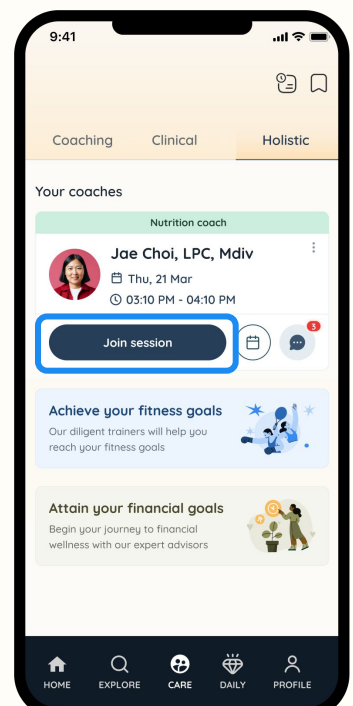
You will get a session confirmation. Tap **Add to calendar**.

Start chatting with your coach at any time!



6

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



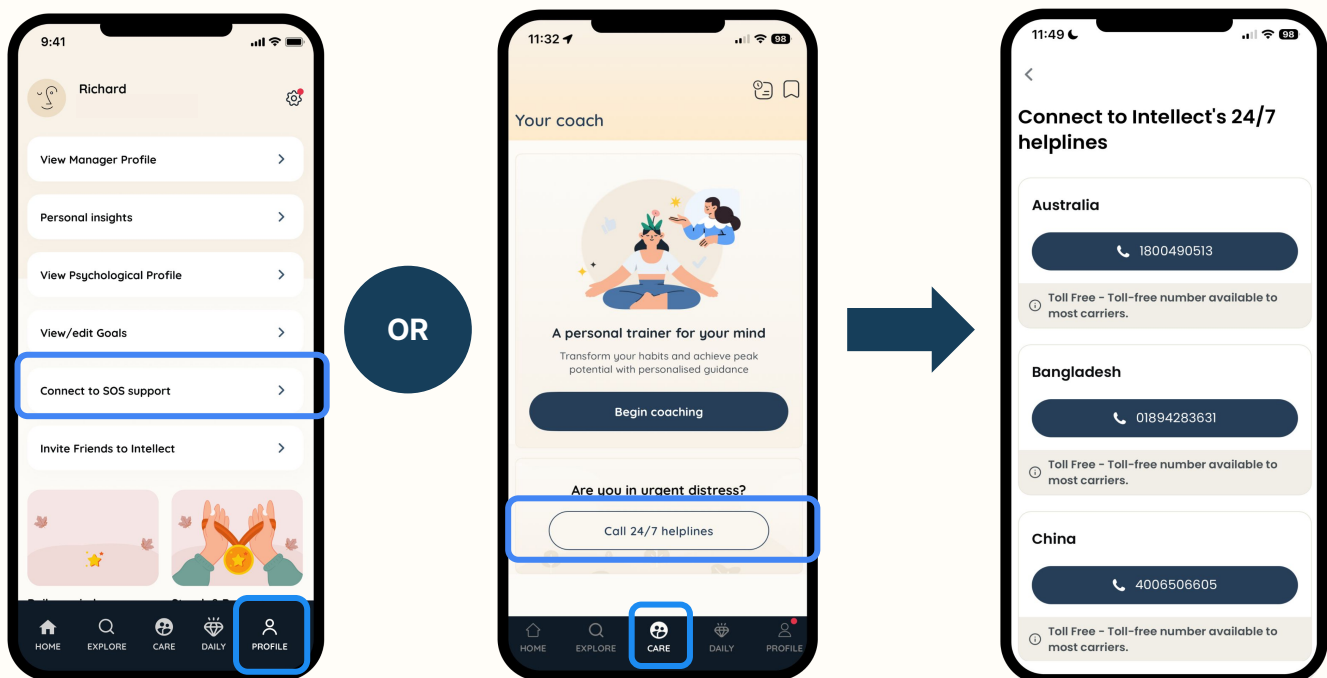
Crisis Helpline

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.



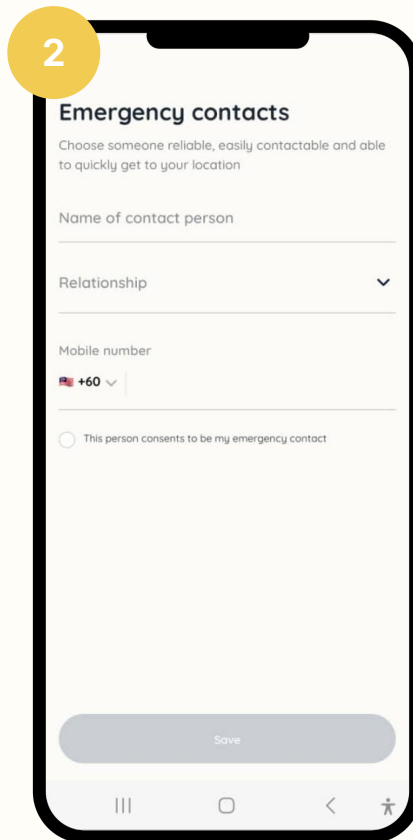
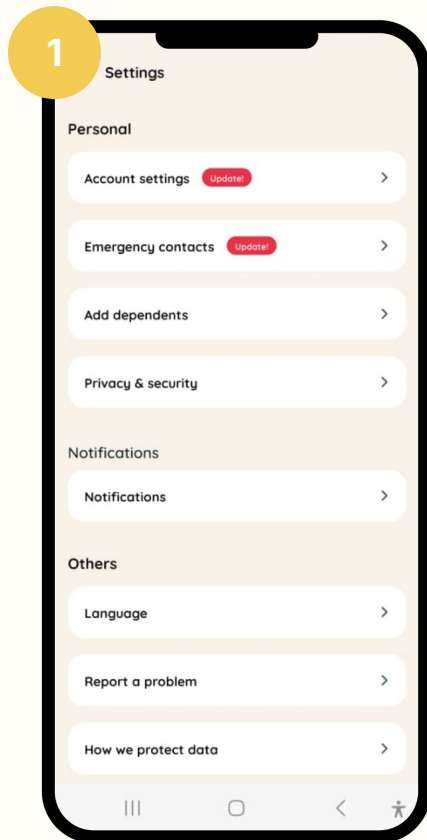
What happens when I call the helpline?

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.

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.**

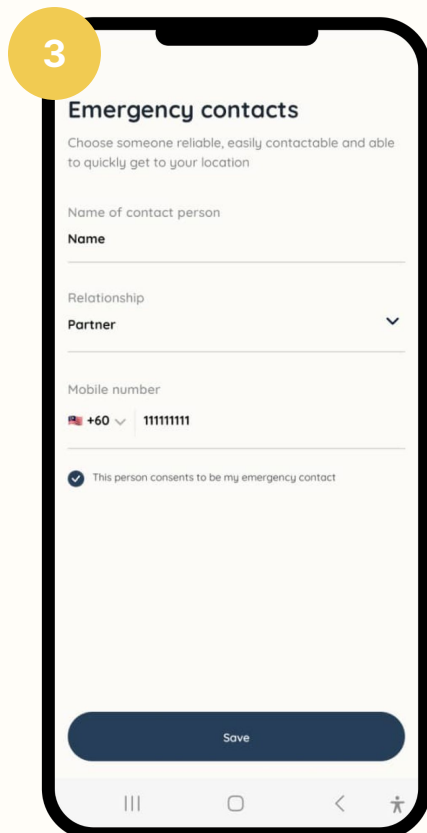


1

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

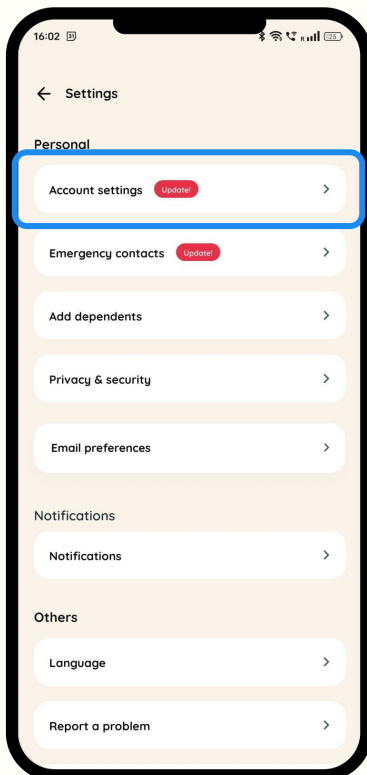
Add your Backup Email ID

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.

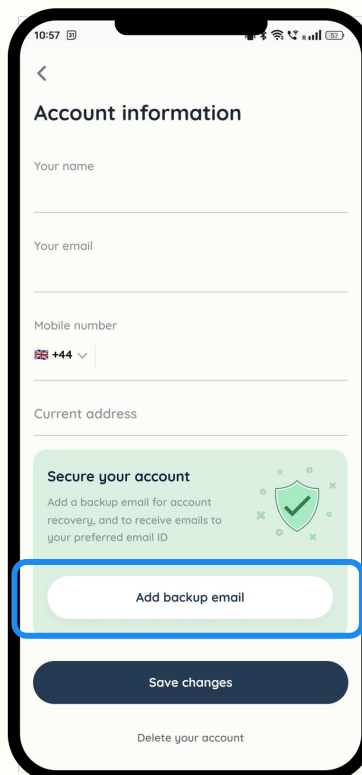
1

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



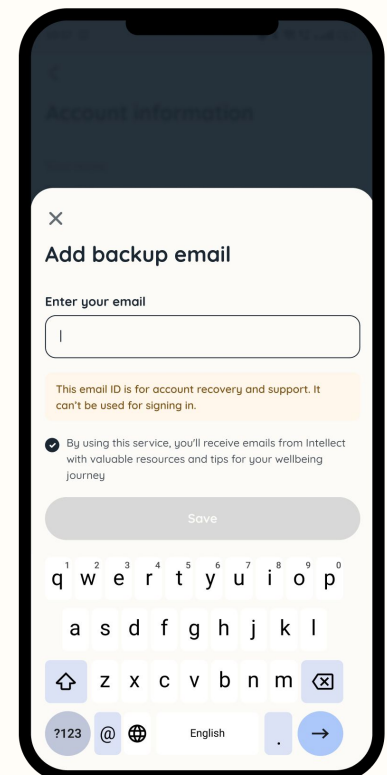
2

Click **Add backup email**



3

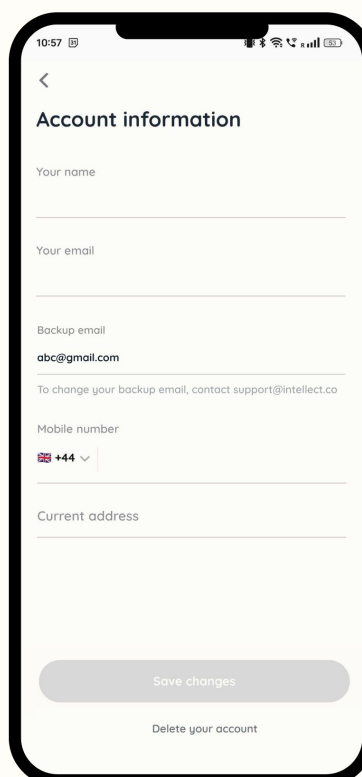
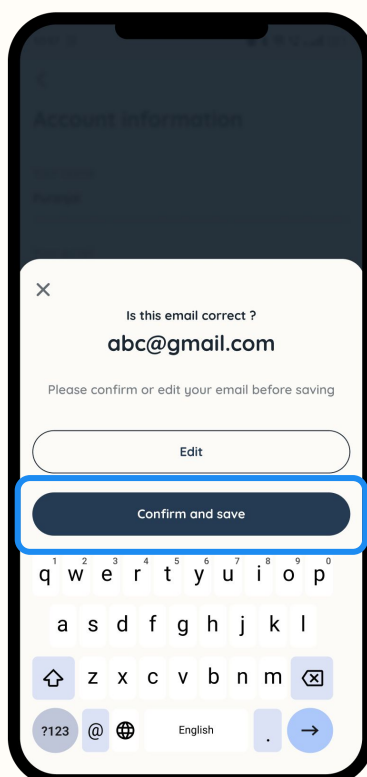
Enter your backup email address. Choose an email you have easy access to



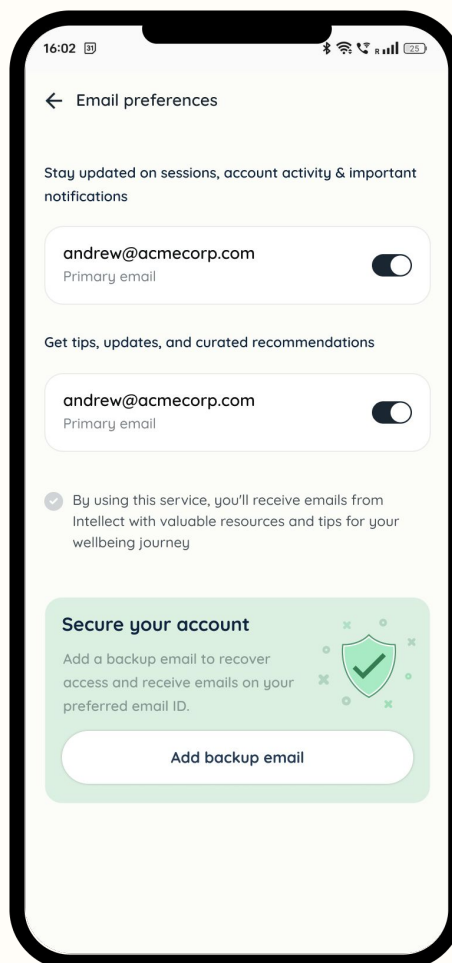
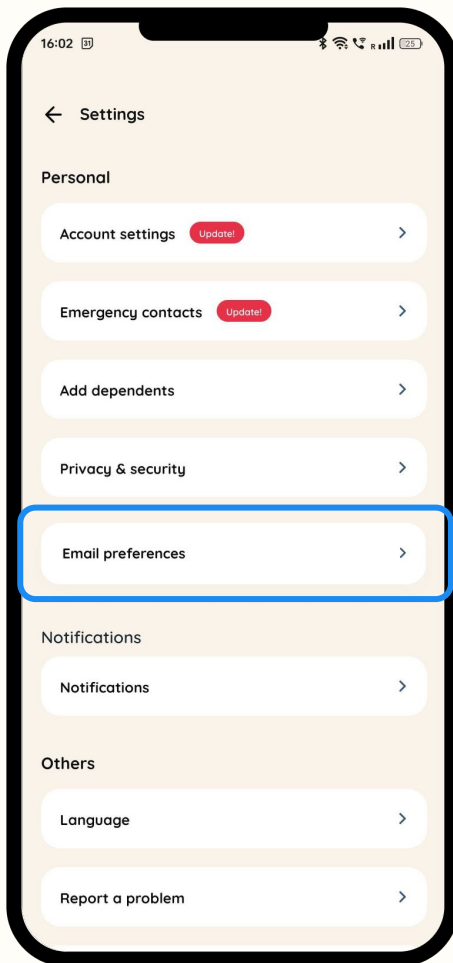
4

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

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



Change your email preferences



1

Tap on Profile, then the Settings icon, then **Email preferences**

2

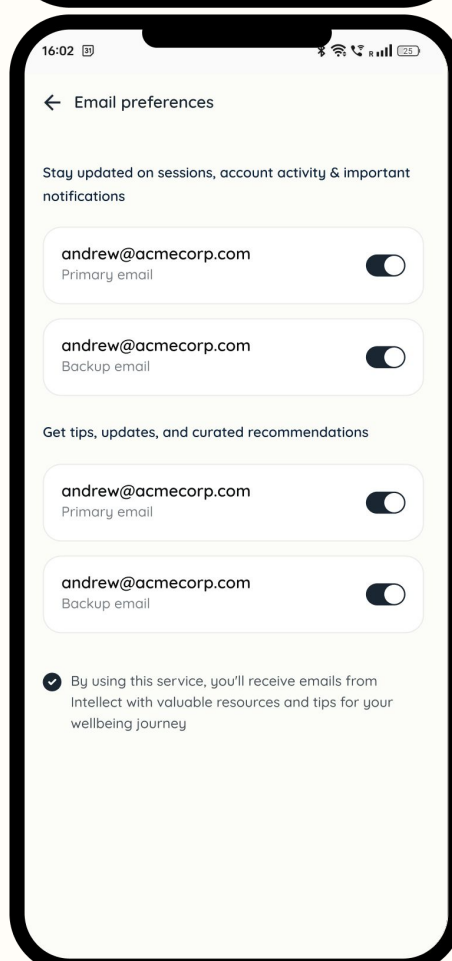
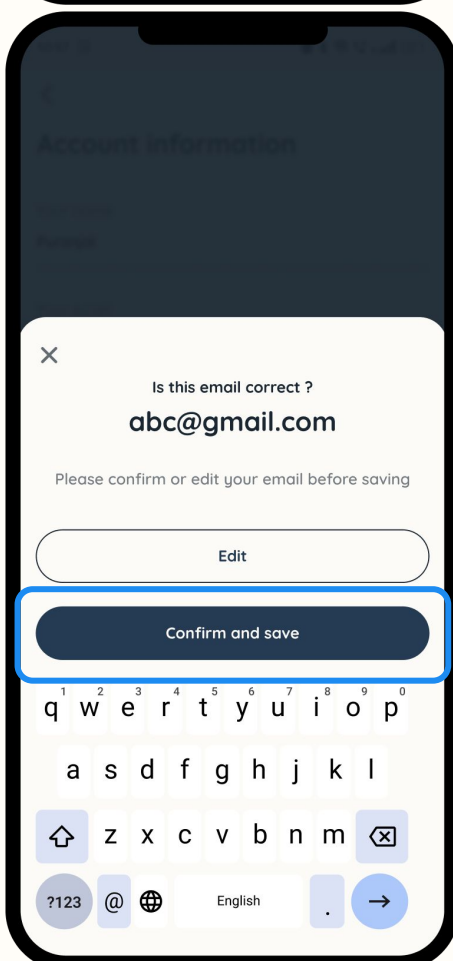
If you haven't already done so, you may add a backup email address to your account

3

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.

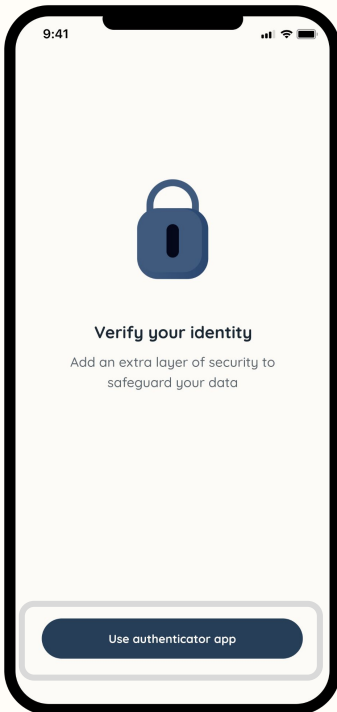
You may change your email preferences at any time.



How to set up two-factor authentication

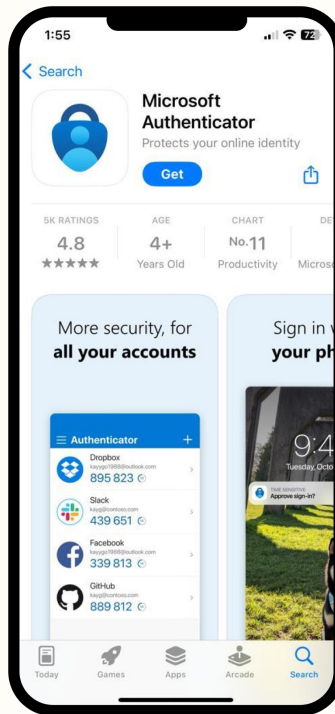
1

For added security, you will be prompted to verify your identity using an authenticator app



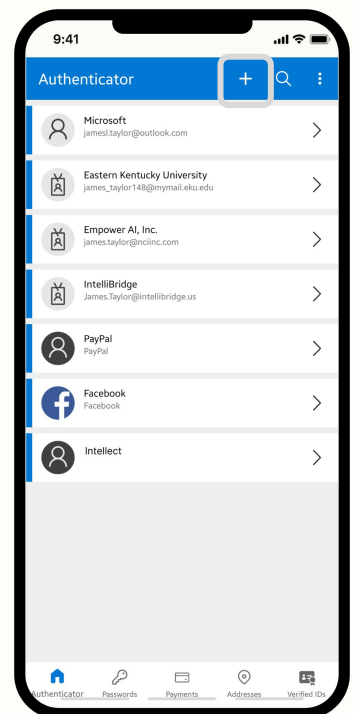
2

Open or download the **Microsoft Authenticator** app on your phone



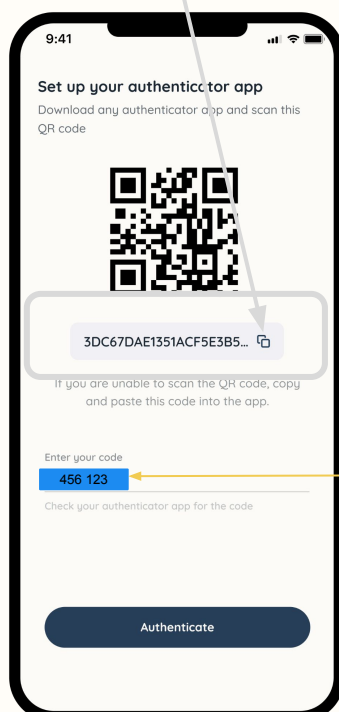
3

Open the Authenticator app. Select Add account or the + sign in the upper-right corner. Select **"Other Account"**



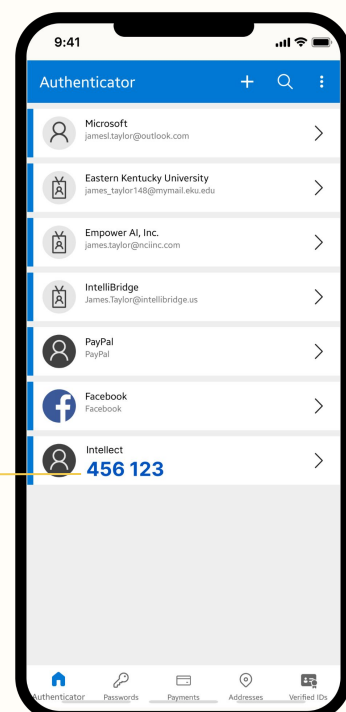
4

Tap **"Or enter code manually"** on the next screen and key in **"Intellect"** as the account name. To get the Secret Key, return to the Intellect app and **copy the long text code** beneath the QR code.



5

Generate your **6-digit one-time password (OTP)** code from your authenticator app when prompted and enter the code in the Intellect app

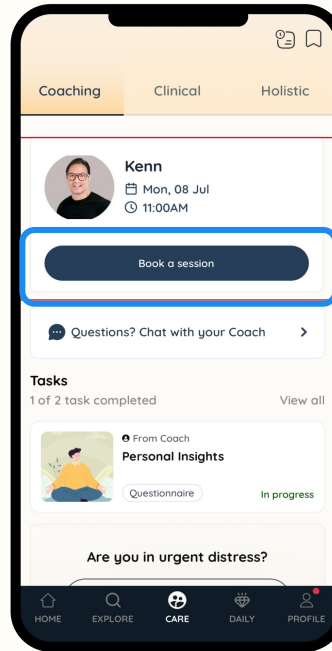


Request for More Credits

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

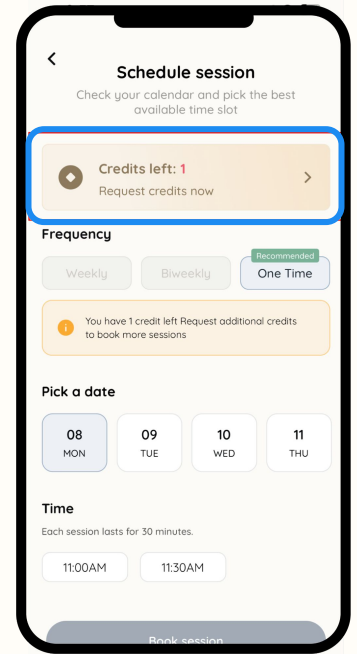
1

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



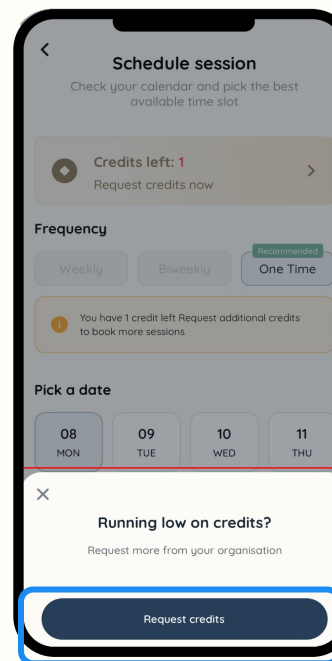
2

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



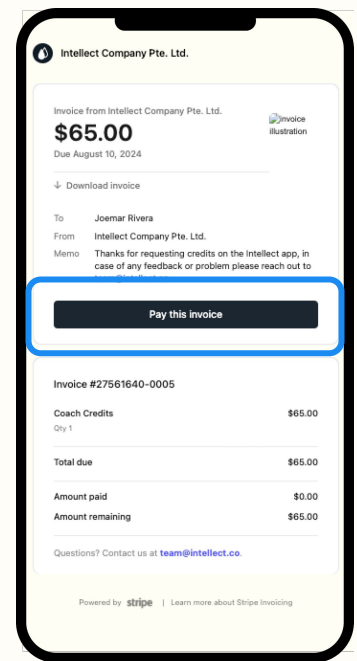
3

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)

Request for More Credits

You can **request for more credits** (covered by your organisation) after your credits run out via the app.

1

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

2

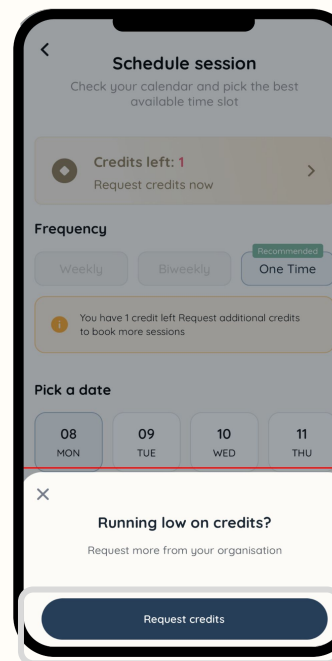
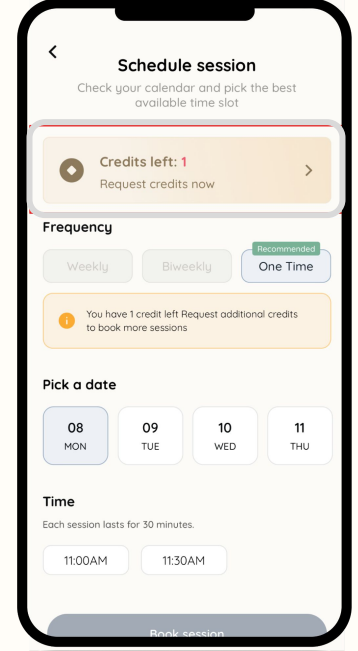
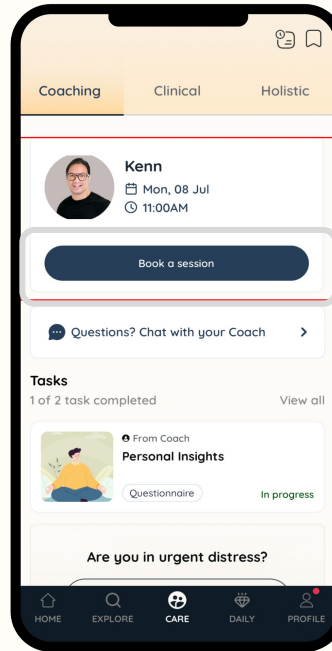
Click on **Request credits now** then click **Request credits**

3

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

4

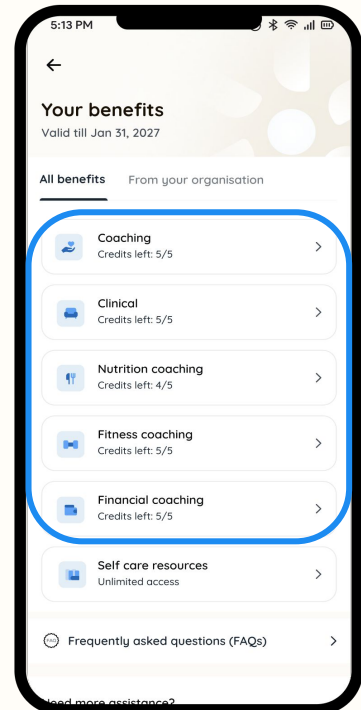
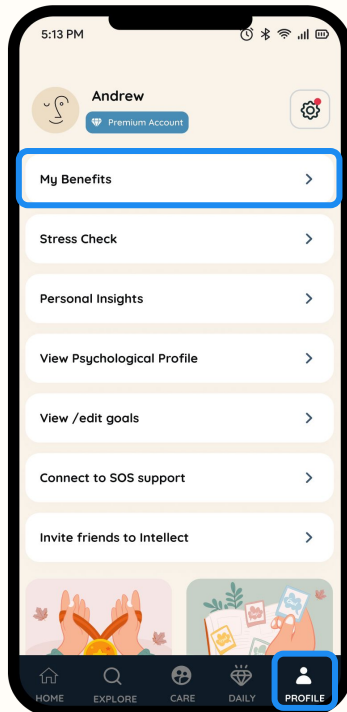
Once the request is confirmed by Intellect Support team, the credits will be added in your account



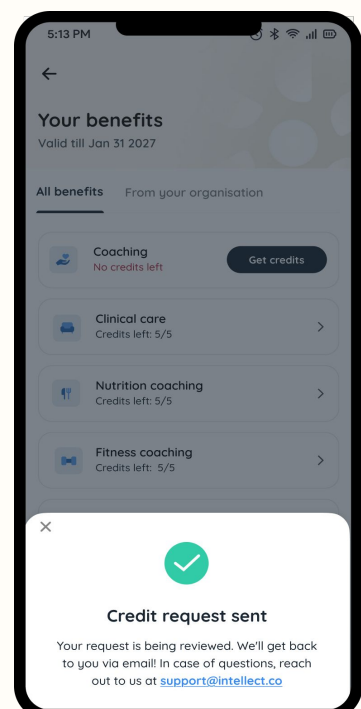
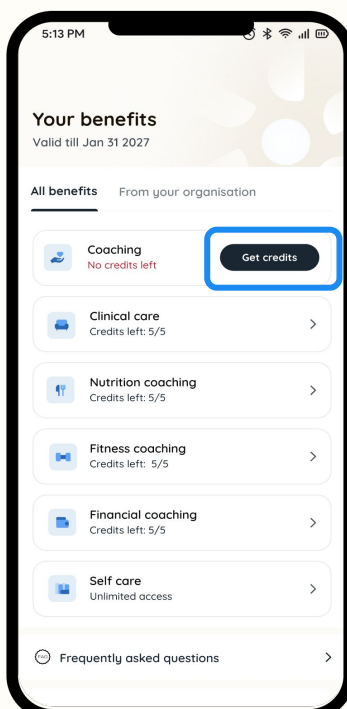
View Credits

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



Unlock All Your Benefits

Upgrade your Intellect account have full access to the features!

1 Tap on 'Profile'.

2 Tap 'Unlock full access'.

3a

Enter your access code, and you're all set!

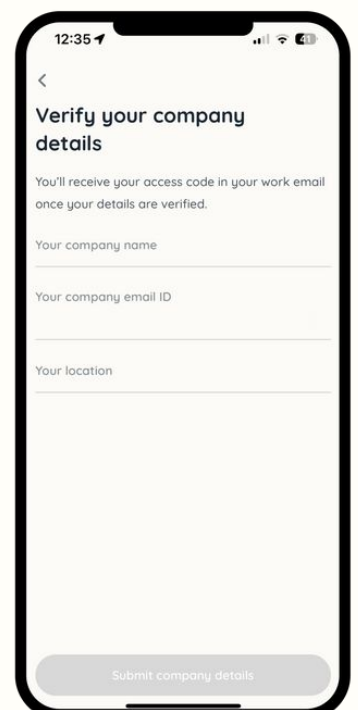
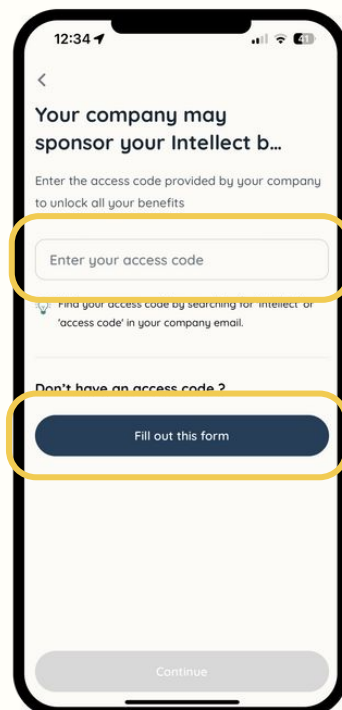
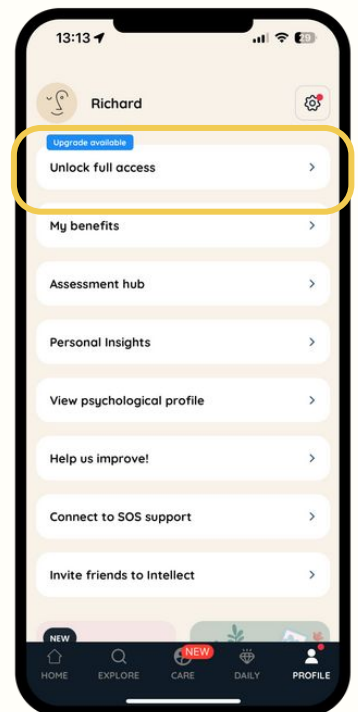
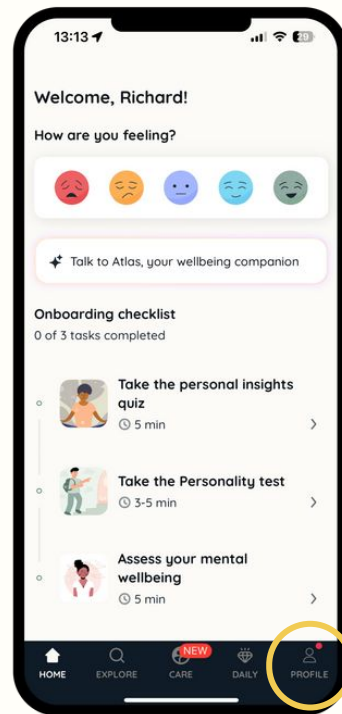
Your company may have provided you an access code. Find it by searching 'Intellect' or 'access code' in your company email.

OR

3b

Tap 'Fill out this form' and submit your company details.

You will receive an access code in your work email once your details have been verified.



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.