

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 counselling, personalise the care you need with Intellect

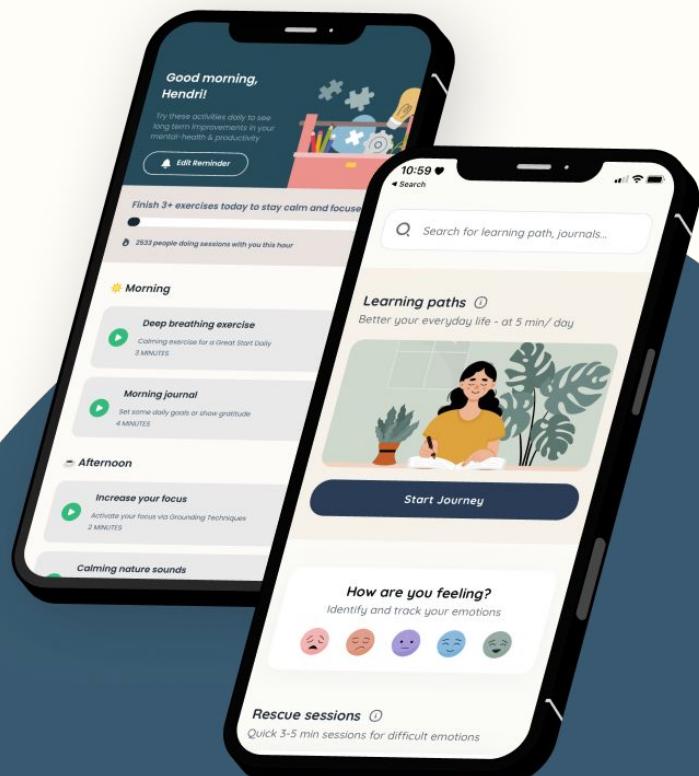
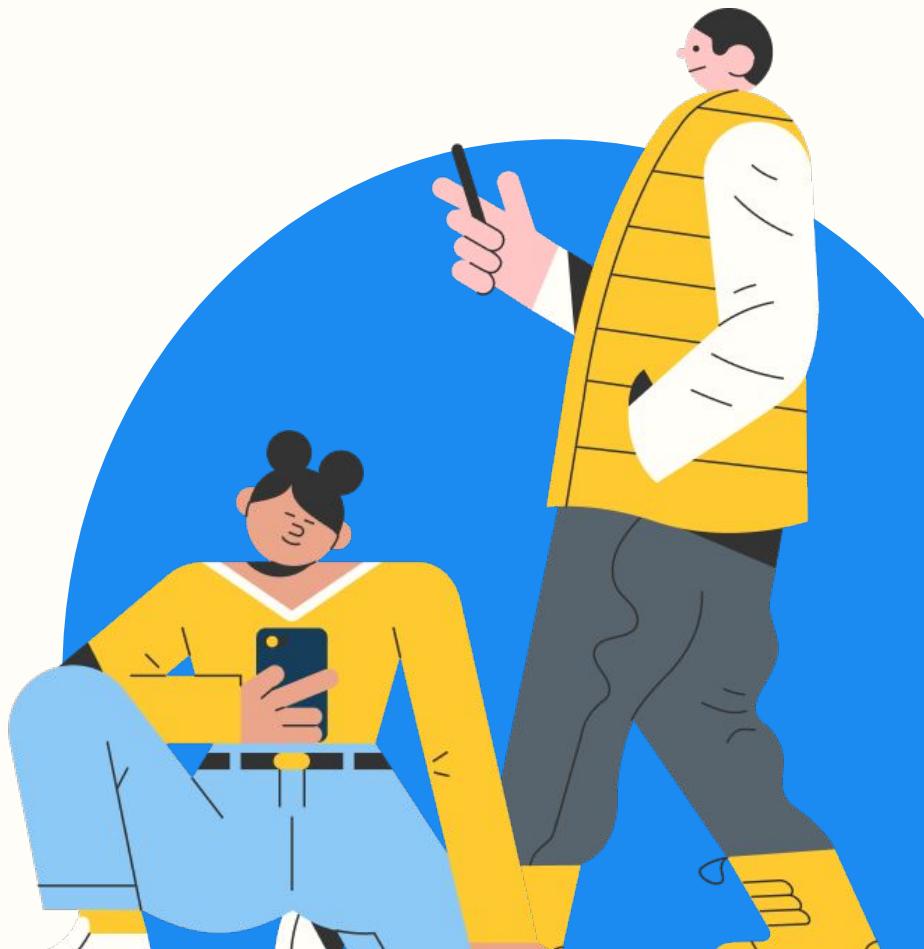


Table of Contents

Intellect Overview	Page 1
Get Started: Set Up Your Account	Page 2
Self-guided Tools	Page 3-5
1-to-1 Coaching Sessions	Page 6-7
After Office Hour Counselling Sessions	Page 8-9
Within Office Hour Counselling Sessions	Page 10
24/7 Distress Helpline	Page 11
Persona Examples	Page 12





1-to-1 After-Office Hour Counselling

8 counselling credits pr. year

Sessions with Clinical Psychologists & Counsellors who provide treatment to improve one's sense of wellbeing, alleviate feelings of distress, and resolve crises. Some areas clinicians can support you in:

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



24/7 Distress Helpline (Lifeline)

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



1-to-1 Coaching Sessions

5 coaching credits pr. year

Sessions with certified Coaches, Counsellors, and Psychologists to help you work through, better manage emotions, achieve your goals, and thrive. Some areas coaches can support you in:

- Health & lifestyle
- Setting boundaries
- Stress
- Relationships and conflict
- Productivity
- Leadership

Self-guided Tools



Daily Tools

Simple mindfulness exercises for your daily routine such as deep breathing and soothing music.



Wellbeing Check-ins

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



Personal Insights

Identify your key strengths and areas of growth, get a personalised plan, and track changes over time.



Rescue Sessions

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

- Procrastination
- Feeling lost
- Stress and more



Guided Journaling

Gain deeper understanding of your thoughts & feelings.



Learning Paths

To build skills for everyday challenges and resilience.

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

Get Started: Set Up Your Account



Step 1: Install the app

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

Scan the QR Code



OR

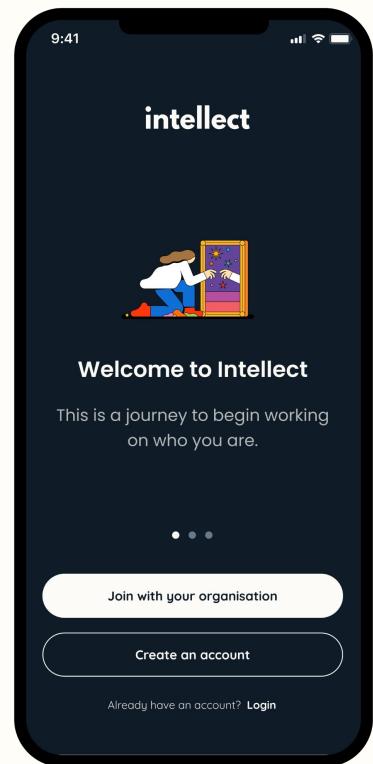
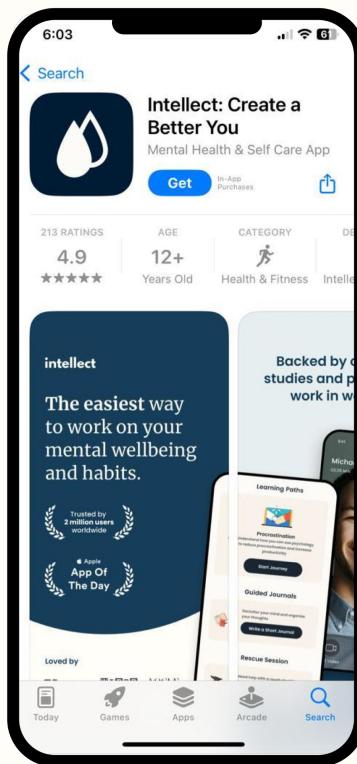
Visit <https://intellect.co/success/>
using your mobile phone

OR

Search for “Intellect” on your
mobile phone application store

OR

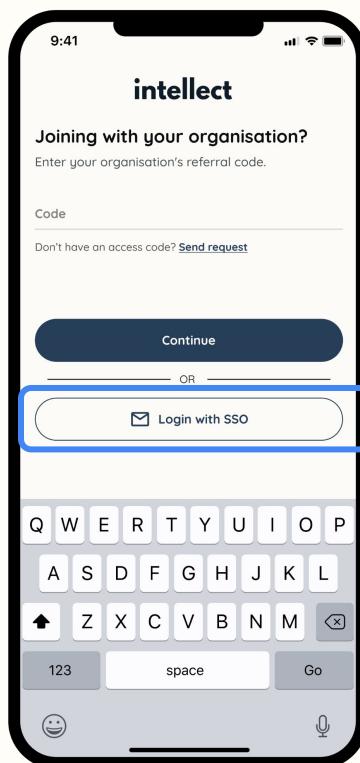
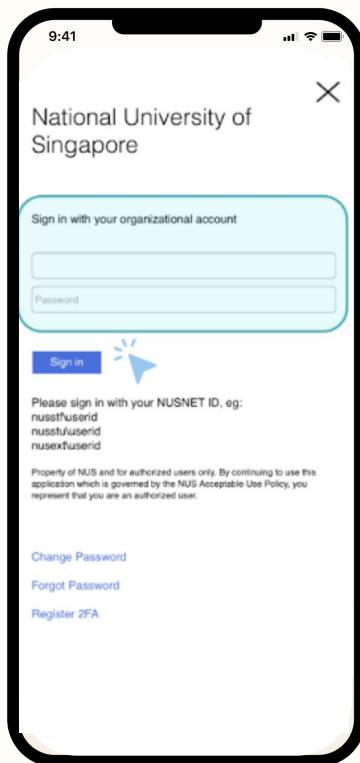
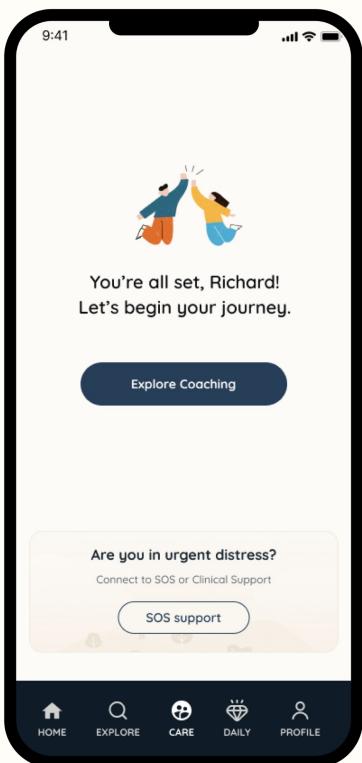
Visit our Web Version “Intellect”
on your mobile phone application
store



Step 4: Login via **Lifelong Blue ADFS** using the
following formats:

e0123456@u.nus.edu or [e0123456](tel:0123456)

Step 3: Click
Continue with SSO

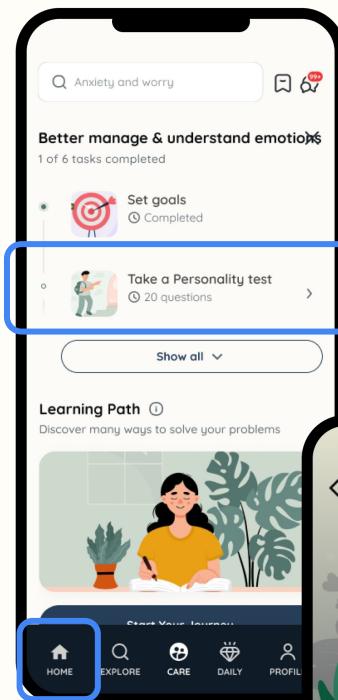


Self-guided Tools: Personal Insights Quiz



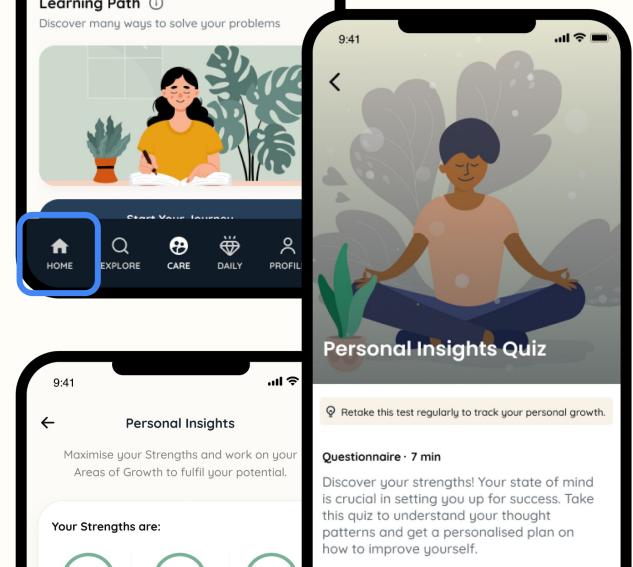
1 Complete the Onboarding Checklist

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.

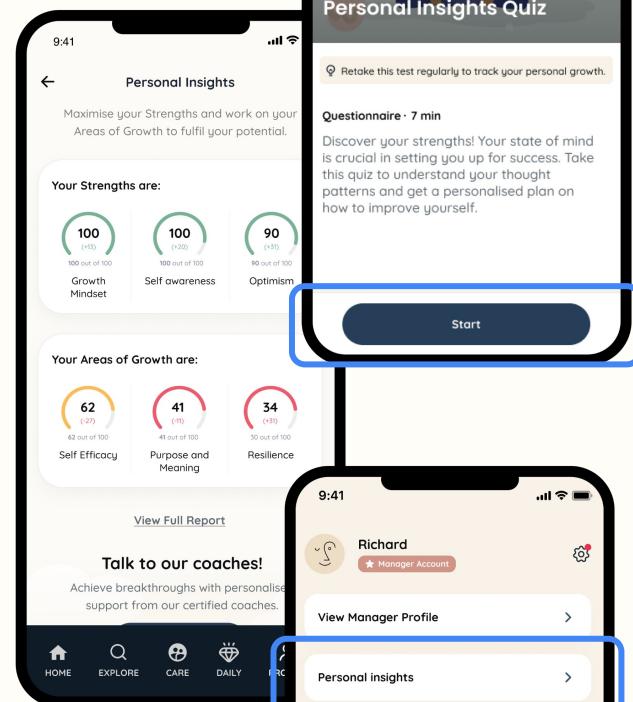


3 Understand yourself better with Intellect's Personal Insights Quiz

4 Receive a personalised Wellbeing Report

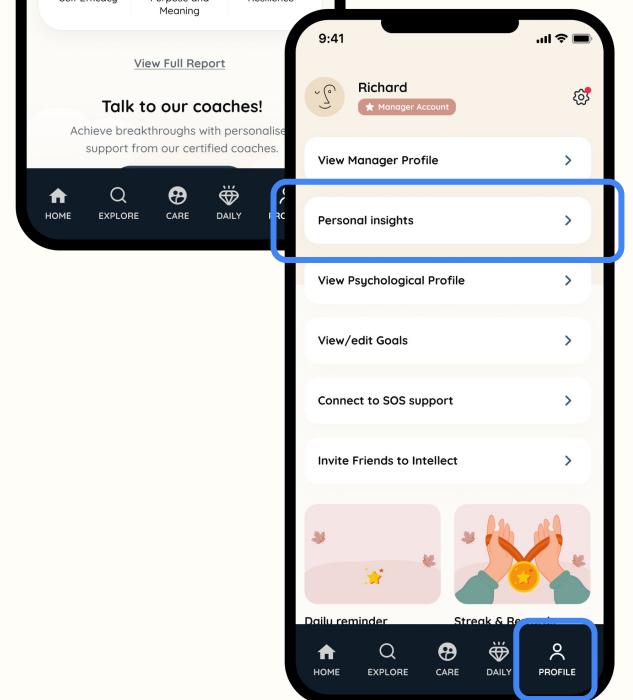
This highlights your strengths and areas of growth, and provides a personalised plan.

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.

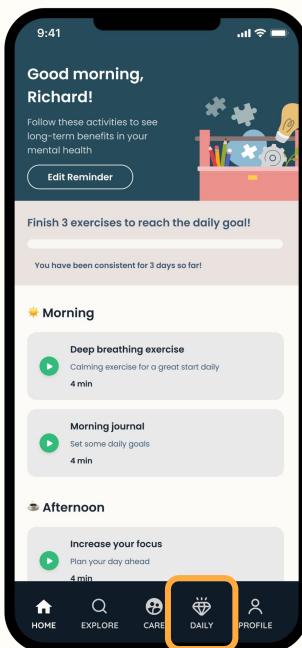
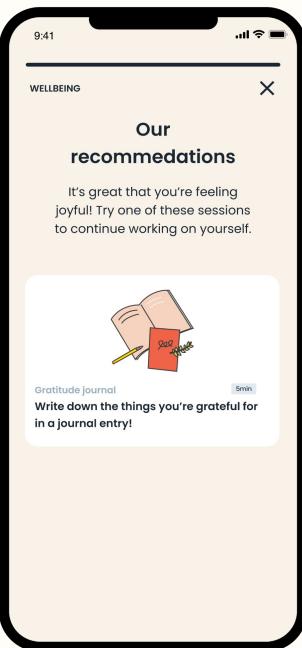
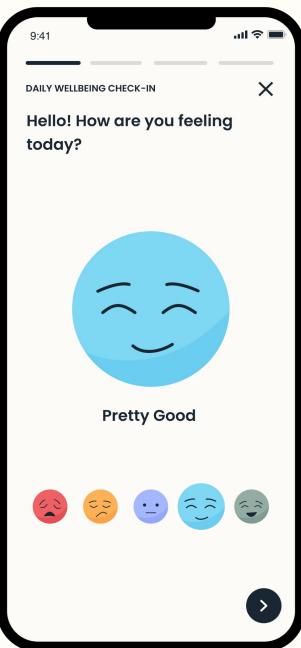
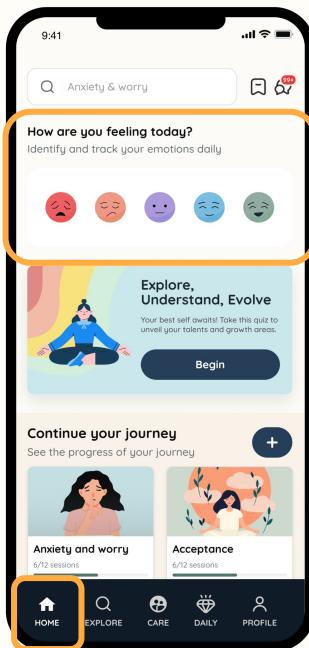


Self-Guided Tools



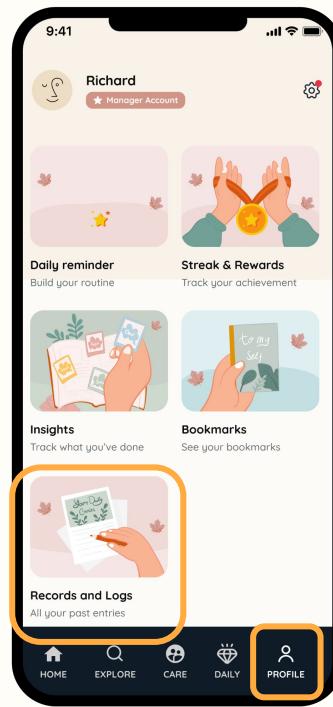
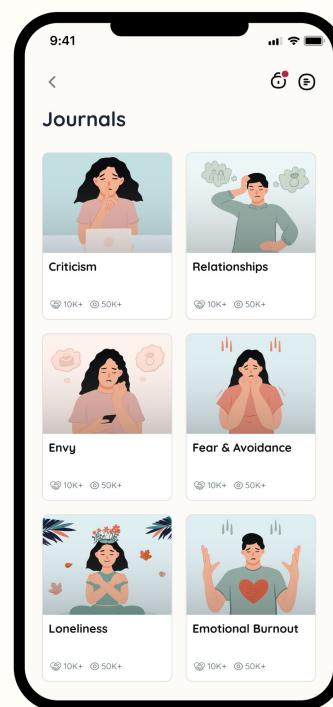
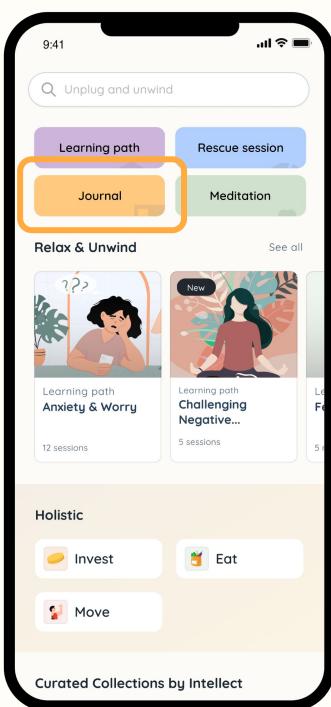
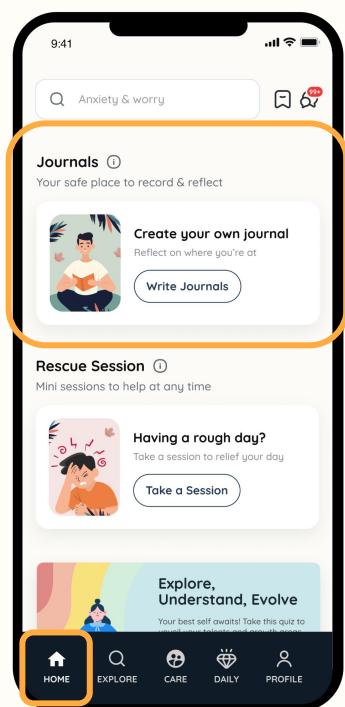
Wellbeing Check-ins

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



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!



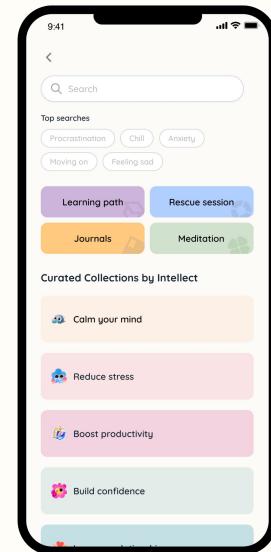
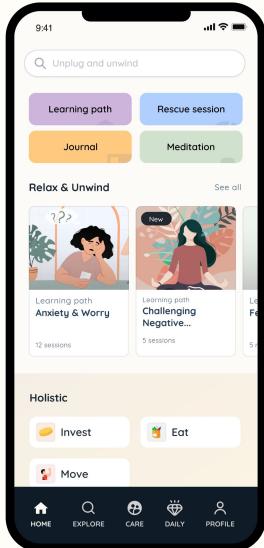
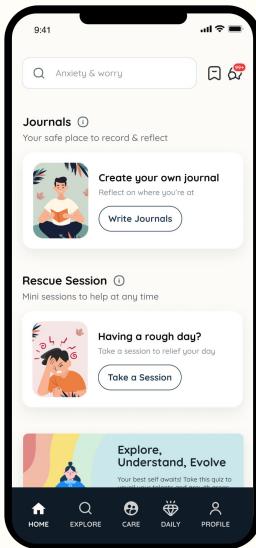
Learning Paths

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.

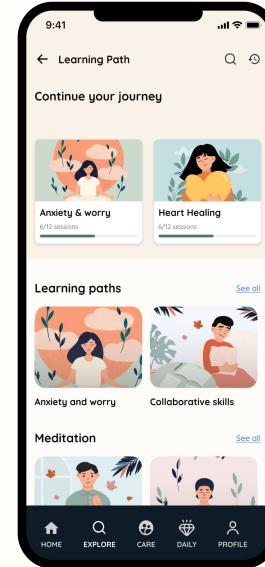
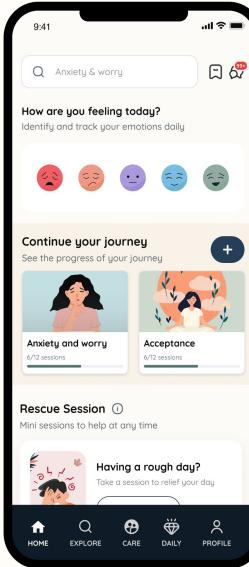


2

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



1-to-1 Coaching Sessions

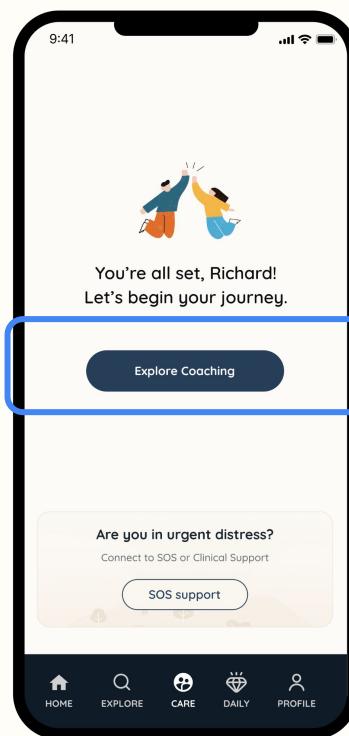


1

Tap on Explore Coaching.

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

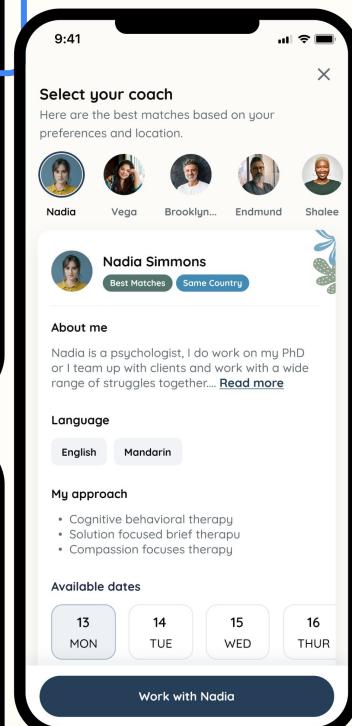
*English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.



2

Browse the list of shortlisted coach profiles.

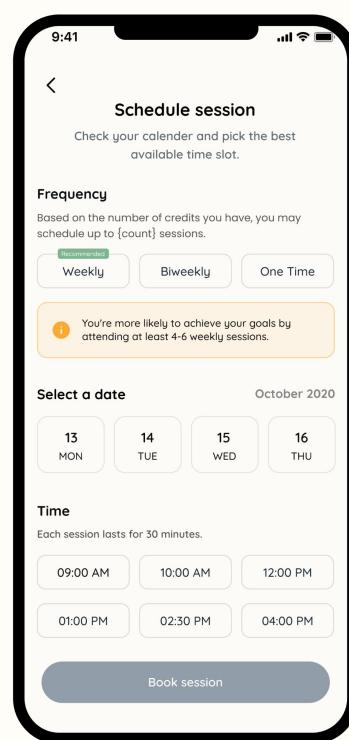
Intellect matches you with coaches that best suit your needs.



3

Select a coach.

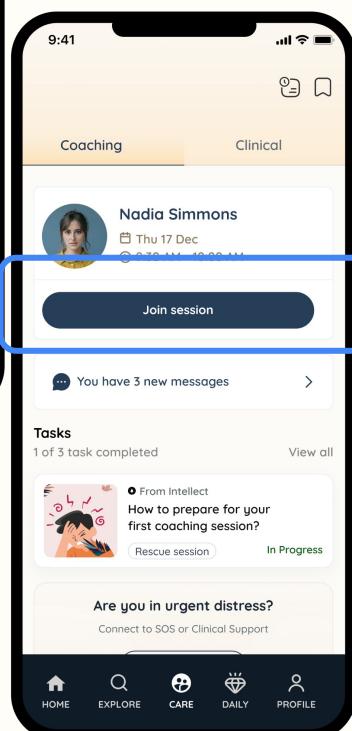
Don't worry, you can always change coaches later on.



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.

To book an In-Person Coaching Session:

- Call 24/7 Distress Helpline to raise request
- Contact Care Navigation via App

How to Reschedule a Coaching Session



1

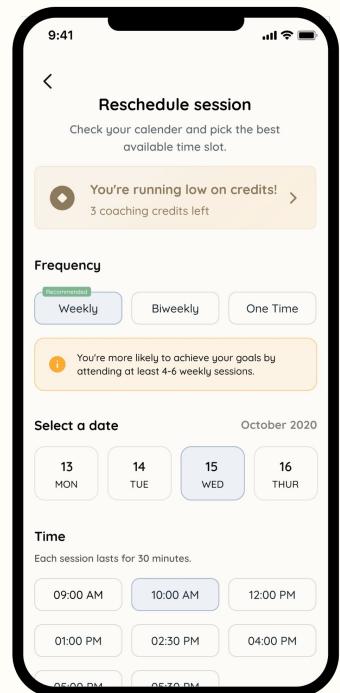
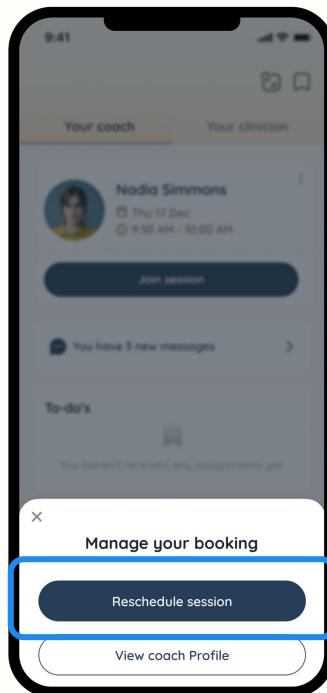
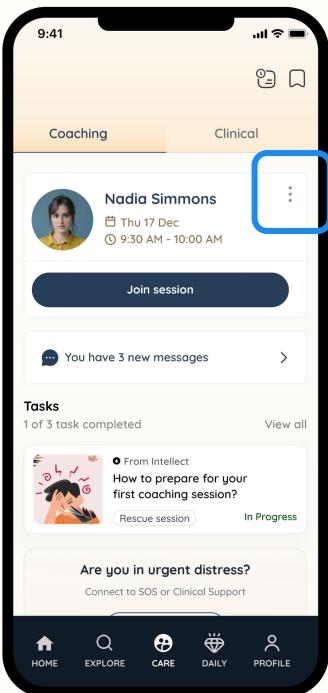
Tap on the three dots on the coach card in the Care tab

2

In the pop-up, tap Reschedule session

3

Choose the new date and time that works for you



How to Change Coaches

1

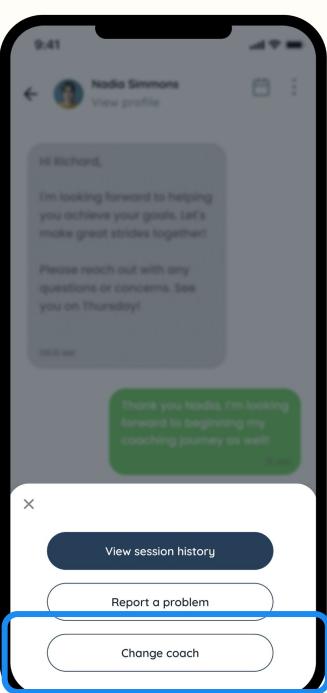
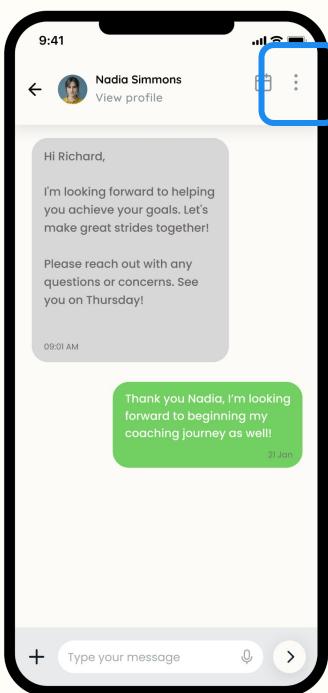
Tap on the three dots in the top right corner of the chat

2

In the pop-up, tap Change coach

3

Click continue, then select a new coach



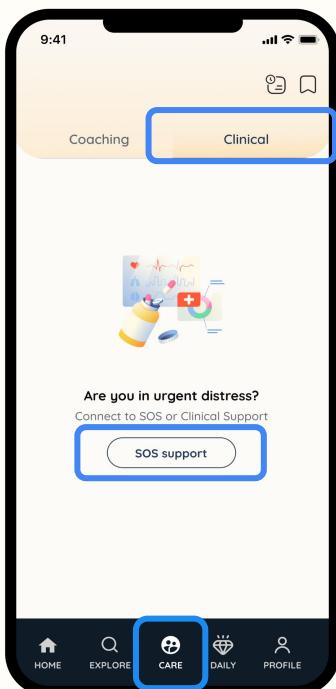
(Virtual) After Office Hour Counselling



Get connected with a mental health professional, and get access to counselling sessions **virtually** in the Intellect app, as well as, **unlimited messaging** with your counsellor.

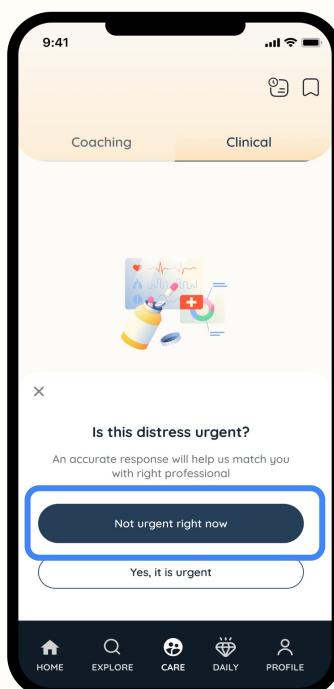
1

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



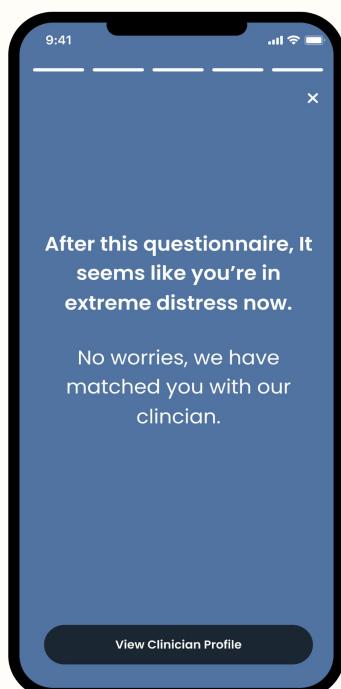
2

Select "Not urgent right now"



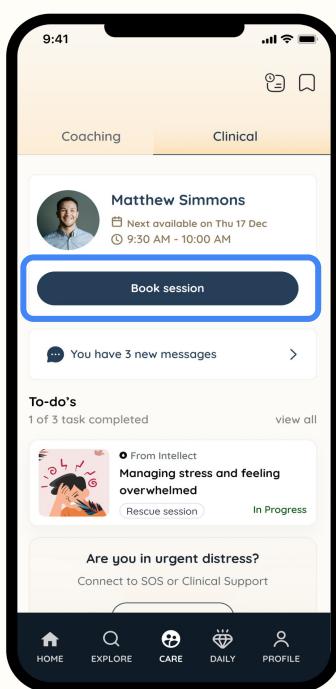
3

Complete a questionnaire to be matched with a Clinician



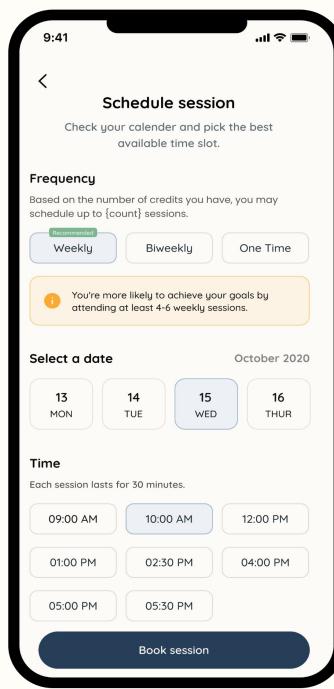
4

Chat with your Clinician anytime. To book a video session, tap Book session



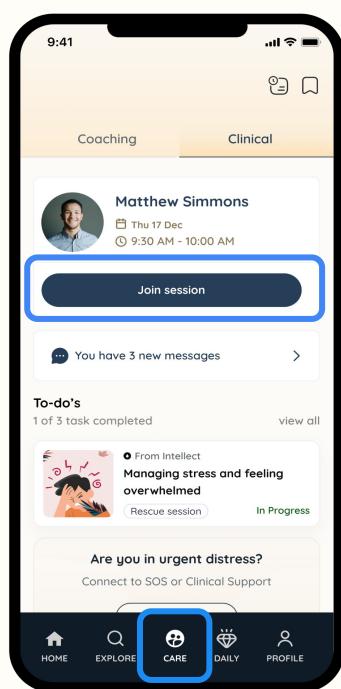
5

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

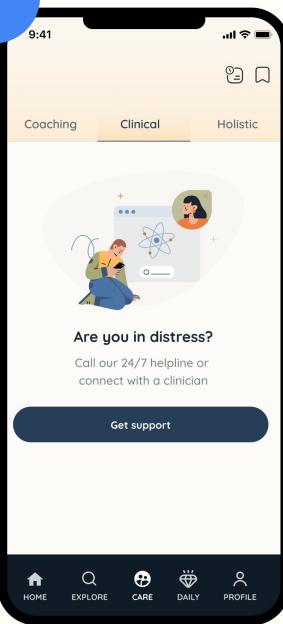


(In-person) After Office Hour Counselling

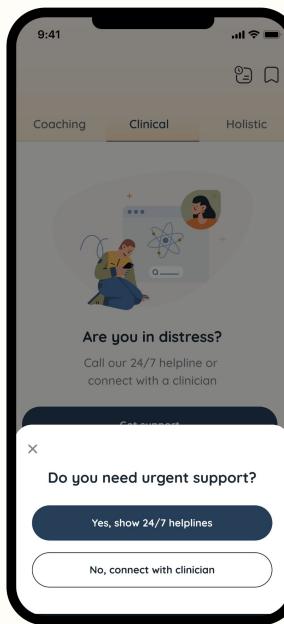


If you prefer having in-person face-to-face (F2F) sessions, you can request for **in-person sessions** on the Intellect app. Once requested, Intellect will be in touch to schedule the counselling session at Intellect Clinic, within 5 working days.

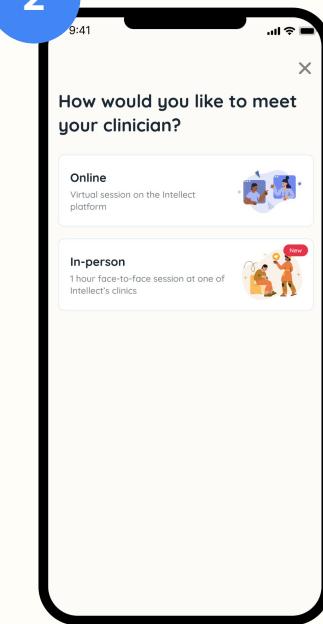
1



2



3

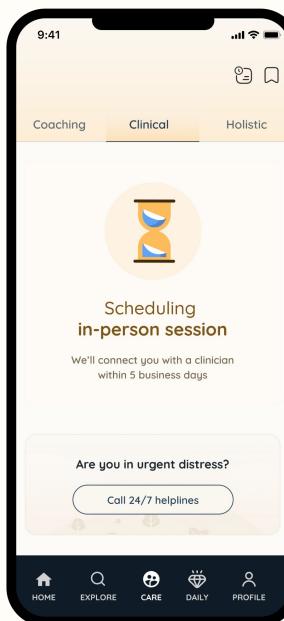
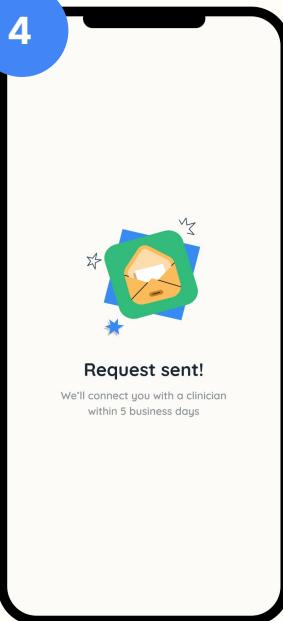


In the Clinical section of the Care tab, click on **Get support**, then **No, connect with clinician**

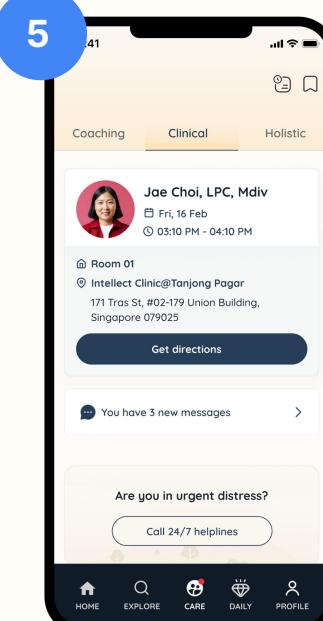
Select In-person

Fill in the form with your details

4



5



Venue: Intellect Clinic

Address: 171 Tras St, #02-179 Union Building, Singapore 079025

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 based on your needs and preferred location within 5 business days (*Please note they may reach out to you over email if needed*)

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.

(UCS) Within Office Hour Counselling



If you require counselling within office hours, please refer to **University Counselling Services (UCS)**. For any enquiries, you may contact UCS@nus.edu.sg

To book appointments during office hours,
refer to this [link here](#)

(1) Kent Ridge Campus (All Faculties and Schools)

**Walk-in/Crisis appointments available*

(2) University Counselling Services @ UTown

**For students residing in NUS hostels*

By Appointment Only. No Walk-Ins are available.

(3) BUKIT TIMAH CAMPUS

**Applicable only for students of Faculty of Law and*

Lee Kuan Yew School of Public Policy

By Appointment Only. No Walk-Ins are available.



24/7 Distress Helpline

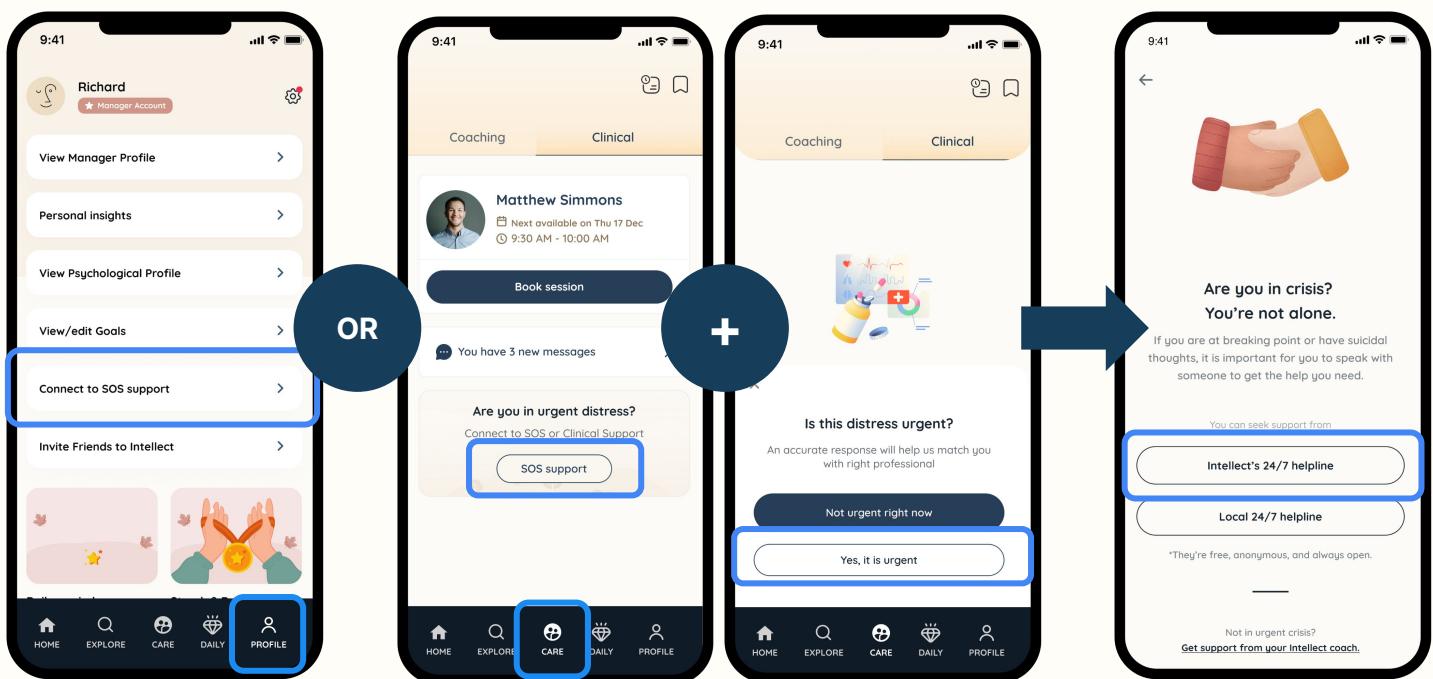


You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional or psychological support**.

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

Where can I access this?

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



What happens when I call the helpline?

This 24/7 distress helpline is a toll-free number managed by Intellect's in-house Crisis Counsellors. 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 counselling. They will then refer you to the appropriate resources depending on your individual needs.

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



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

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



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

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

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

Examples of areas clinicians can support you in: depression, trauma, anxiety issues, eating disorders, chronic insomnia, grief & bereavement.

24/7 Distress Helpline: In-the-moment telephone call service for individuals in urgent distress who need to speak with someone immediately. A dedicated helpline ranger will help you get connected to the care you need.

