

# T&S Specialized Care (For APAC)

User Guide for "Book Now" via Microsite Updated  
as of 23 September 2024



# Table of Contents

<b>1</b>	<b>Virtual 1:1 Counselling Services</b> <ul style="list-style-type: none"><li>● Self Booking Guide<ul style="list-style-type: none"><li>○ Booking Virtual 1:1 Counselling Session</li></ul></li><li>● Reschedule &amp; Cancel a Session</li></ul>	3  14
<b>2</b>	<b>Onsite 1:1 Counselling Services</b> <ul style="list-style-type: none"><li>● Self Booking Guide<ul style="list-style-type: none"><li>○ Viewing an Onsite Day</li><li>○ Booking 1:1 Counselling Session Onsite</li></ul></li><li>● Reschedule &amp; Cancel a Session</li><li>● View Your Bookings</li><li>● Fully Booked 1:1 Counselling Sessions</li></ul>	20  35  38  39
<b>3</b>	<b>Microsite Chat Box</b>	40

# Virtual 1:1 Counselling

## Self Booking Guide : How to book a 1:1 virtual counselling session

# Step 1: Access T&S Specialised Care Microsite

- Access the microsite via <https://tiktok.intellect.co/> or scan the QR code
- Upon entering the microsite, indicate you are a T&S employee to fully access the page
- Services on T&S Specialized Care is exclusive to T&S employees only. Hence if you are not a T&S employee, you will be redirected to the ByteDance EAP for wellbeing support applicable to all employees in ByteDance

intellect Wellbeing Onsite days Virtual Counselling FAQ Helpline & Hotline Numbers

## T&S Specialized Care - APAC

Are you a T&S employee?

Please confirm if you are a Trust & Safety (T&S) employee to proceed.

No, I am not Yes, I am

Fin... ou

T&S Specialized Care is tailored support designed to ensure T&S employees can navigate the complexities of working in Trust & Safety, and help individuals and teams navigate life's ups and downs.

Intellect's 24/7 helpline for immediate support at any time

Individualized support for one-on-one assistance

Experienced clinicians with a deep understanding of challenges

Chat with us How can we help you?

Find the right care for you <https://tiktok.intellect.co/>

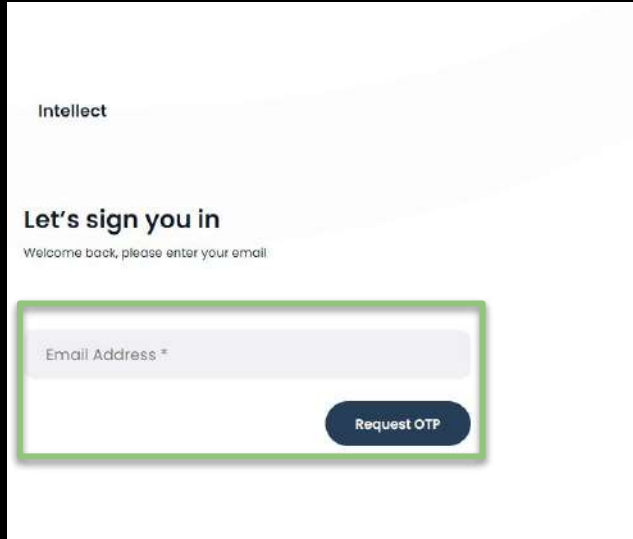
# Step 2: Choose Virtual Counselling Session

- To book a session, navigate to the individualized care section and click "Virtual Counselling" to access virtual 1:1 counselling services
- After selecting "Virtual Counselling", click "Book Now" to proceed with booking your session

The screenshot displays the Intellect Wellbeing website interface. At the top, the navigation bar includes the Intellect logo, the Wellbeing logo, and links for 'Onsite days', 'Virtual Counselling' (highlighted with a green box), 'FAQ', and 'Helpline & Hotline Numbers'. The main content area features a modal window titled 'Individualized care'. This modal contains the following text: 'Confidential individual support option available to all T&S employees.' and 'Connect with trauma-informed specialist clinicians to process complex concerns, and learn tools to actively manage and maintain wellbeing unique to working with potentially harmful content in T&S.' Below this, a bulleted list of service options is provided: 'Self-referral only', 'Instant confirmation via Self Booking platform', 'Quick response via Helpline (within 5 minutes)', and 'Email/Chat (within 1 working day)'. At the bottom of the modal, a prompt asks the user to 'Select the preferred option to access the care you need', followed by four buttons: 'Book Now' (highlighted with a green box), 'Helpline', 'Email', and 'Chat'. The background of the website shows a blurred view of the 'Individualized care' page with the Intellect logo and a silhouette of a person.

# Step 3: Obtain OTP

- You will be directed to a sign in page where you will be required to:
  - Enter your Bytedance email address
  - Then, click "Request OTP"



Intellect

**Let's sign you in**

Welcome back, please enter your email

Email Address \*

Request OTP

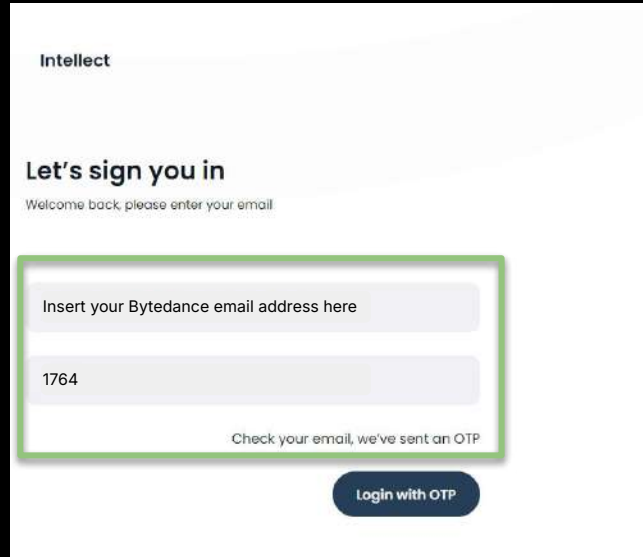


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



# Step 4: Login to Microsite

- Obtain the OTP from your Bytedance email
- Enter the OTP
- Click "Login with OTP"



The screenshot shows the Intellect login interface. At the top, the Intellect logo is displayed. Below it, the heading "Let's sign you in" is followed by the text "Welcome back, please enter your email". A green rectangular box highlights the input fields: the first field is labeled "Insert your Bytedance email address here" and the second field contains the number "1764". Below these fields, the text "Check your email, we've sent an OTP" is visible. At the bottom of the highlighted area, there is a dark blue button labeled "Login with OTP".



Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



# Step 5: Select a Provider

Virtual Counselling   Onsite Days   All Bookings   Protik ByteDance 2

## Select a provider to start your journey

(Session booking for employee@bytedance.com)

Virtual   Clinical   All locations   All locations ✓   Bangkok, Thailand   Beijing, China   Gurgaon, India   Ho Chi Minh City, Vietnam

**Uchiko Kubota**

Next availability on Sat 21 Sep, 08:00AM MYT

I lived in the US for 8 years and received my bachelor's degree in NYC. Before entering into the mental health field, I worked at several IT companies as a marketing manager. After the Fukushima nuclear disaster, I took lifeline and victim support training courses and did some volunteer work. That woke me to shift my career. I worked

Japanese

Book a session

**Filza Izzyan Binti Azmi** On leave

Next availability on Mon 23 Sep, 05:00PM MYT

As a compassionate mental health professional, Filza wholeheartedly committed to aiding others in discovering inner peace, resilience, and empowerment. With a wealth of experience in providing therapy and support, they stand ready to assist individuals on their journey towards improved mental health. Finding joy in being a mental

English   Malay

Book a session

**Warat Panyatiyakul**

Next availability on Thu 19 Sep, 07:00PM MYT

Warat is a counselling psychologist specialising in Mood Disorders and Personal Development. With a rich background in counselling individuals across various age groups, from late adolescents to middle-aged adults, he brings insights from diverse working contexts such as schools, private practices, and private organizations. As a

English   Thai

Book a session

**Iryl Anne Cawad**

Next availability on Sat 21 Sep, 10:30AM MYT

Iryl is a licensed counselor and psychometrist. She completed her Master's Degree in Counseling at De La Salle University. She has years of experience providing counseling services as well as psychological testing & assessment to a variety of individuals specially teens and young adults. Iryl has training in evidence-based therapy

English

Book a session

- The “Virtual Counselling” tab will be the default tab that you land on when you access care.intellect.co
- Once you’re signed in, you will be able to view all the clinicians’ profiles
- Find the right clinician for you by using the filters
- Click “Book a session” with your preferred clinician



# Step 6: Choose frequency, time and date of session

- You will be provided options to have a recurring session (Weekly or Biweekly) with your clinician
- You may also choose to have a one-time session

Select a provider to start your journey  
(Session booking for employee@bytedance.com)

Book a session  
Session duration: 60 minutes

Frequency  
To achieve your client's goals, we recommend booking weekly recurring sessions.

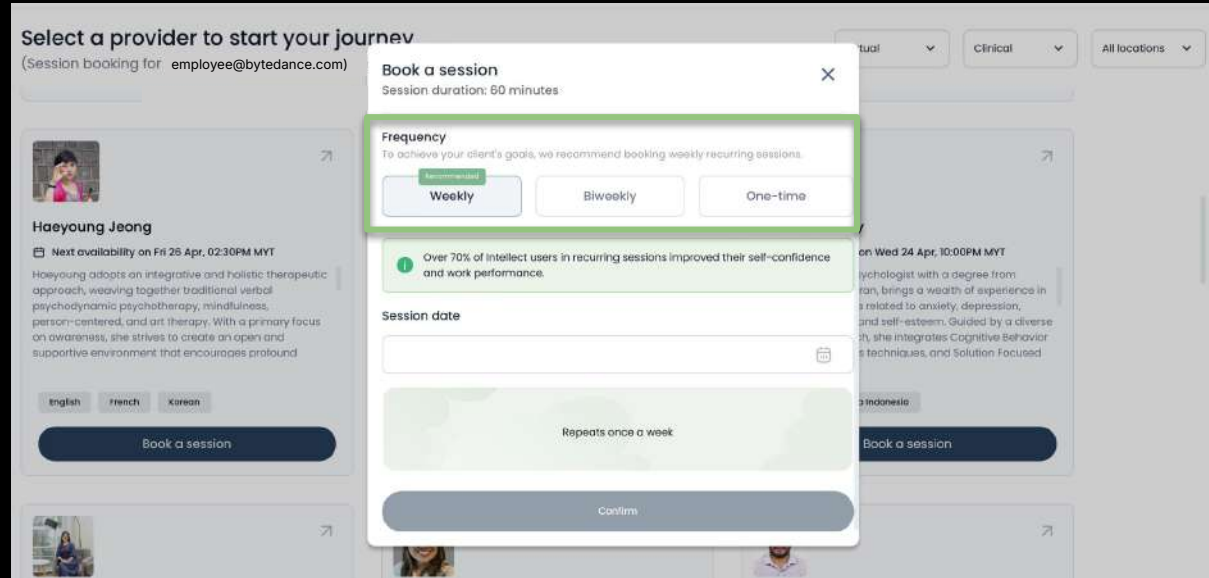
Weekly  Biweekly  One-time

Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance.

Session date

Repeats once a week

Confirm

The image shows a screenshot of a web application for booking therapy sessions. A modal window titled "Book a session" is open over a list of providers. The modal shows a session duration of 60 minutes and a "Frequency" section with three options: "Weekly" (which is selected and has a green "Recommended" badge), "Biweekly", and "One-time". Below this, there is a green informational box stating "Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance." The "Session date" section has a calendar icon and a large green area with the text "Repeats once a week". At the bottom of the modal is a "Confirm" button. In the background, a provider card for "Haeyoung Jeong" is visible, showing her profile picture, name, and a "Book a session" button.

# Step 6: Choose frequency, time and date of session

- Dates with green dots below them indicate the availability of the clinician
- Select your preferred date
- Click "Select"

Book a session

Session duration: 60 minutes

Frequency

To achieve your client's goals, we recommend booking weekly recurring sessions.

Weekly Biweekly One-time

Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance.

Session date

Repeats once a week

Confirm

Cancel Select

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

# Step 6: Choose frequency, time and date of session

- You will see a list of available time slots
- Select your preferred start time
- Click "Confirm"

Select a provider to start your journey

Session booking for: employee@bytedance.com

**Book a session** [X]

Session duration: 60 minutes

Session date: Apr 25, 2024 - Thursday

Select a start time (MYT)

02:00PM	02:30PM	03:00PM	03:30PM	04:00PM
04:30PM	05:00PM	05:30PM	06:00PM	06:30PM

Repeats once a week on  
**Thursday, 02:00 PM - 03:00 PM**  
for 4 sessions ( 4 credits )

**Confirm**

# Step 7: Confirmation of Session

- Your session is booked!
- You will receive a confirmation email for your scheduled session

**intellect clinician**

**Soyung Park**

Upcoming session on Thursday, Apr 25

02:00 PM - 03:00 PM

### Getting ready for your call

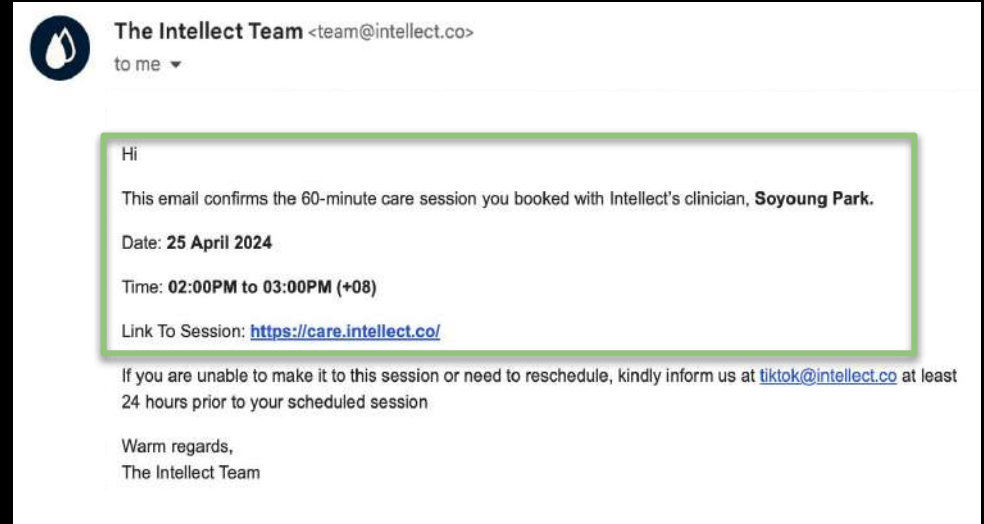
Here are some helpful answers to commonly asked questions

- **Do I need to install any software?**  
No. You don't need to install any software, the call will be hosted on our website.
- **How do I join?**  
Select "Join session" on the main page after logging into this website.
- **When should I join?**  
We recommend joining 5 minutes ahead of time so that you can gather your thoughts and have a productive session.
- **How should I prepare for the call?**  
Before your first call with your coach, write down specific issues you'd like to address. For example, you might want to focus on 'building a better relationship with my team' or 'overcoming procrastination.' Your coach will guide you through the issues you've identified.
- **What if I can't make it?**  
We get it, life happens. If you need to reschedule or cancel, do it at least 24 hours before your session to get your credit returned. Cancelling within 24 hours means you won't get your credit back.

# Step 7: Confirmation of Session

The confirmation email will include:

- The clinician's name
- Session date
- Session time
- Link to the session



# Virtual 1:1 Counselling

## How to Reschedule or Cancel a Session

# Reschedule & Cancel a Session

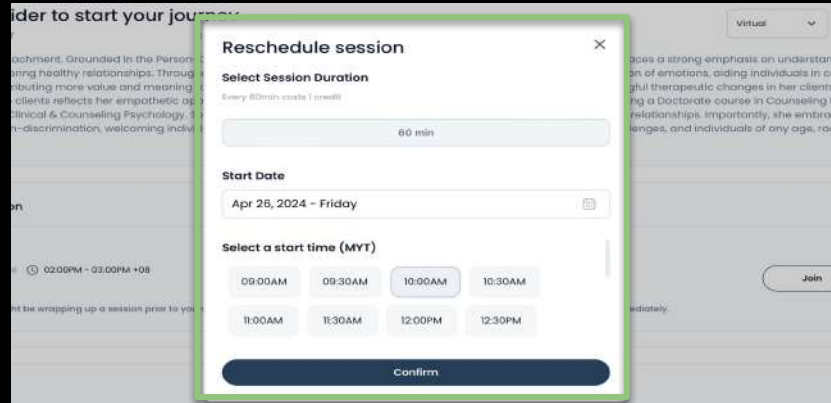
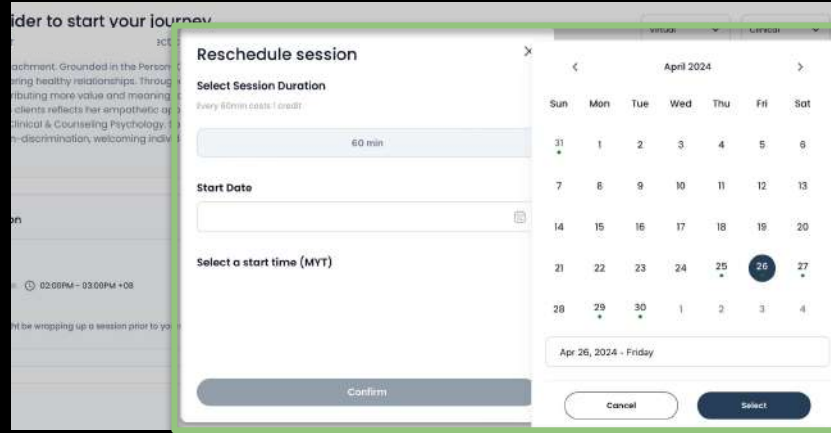
- In the event you may need to reschedule or cancel your session with your clinician, you can do so by navigating to the upcoming session notice on the provider selection page
- Click the ellipses found to the right of the "Join" button. This will then give you the option to either "Reschedule session" or "Cancel session"

The screenshot displays a web interface for selecting a provider. At the top, it says "Select a provider to start your journey" with a subtext "(Session booking for employee@bytedance.com)". There are dropdown menus for "Virtual" and "Clinical". Below this is a paragraph of text about a provider named Soyoung Park, detailing her background in counseling and her approach to therapy.

The "Upcoming session" section shows a session ID "#b3b724", the date "Apr 25, 2024", and the time "02:00PM - 03:00PM +08". The provider's name "Soyoung Park" is listed. To the right of the session details is a "Join" button and a three-dot menu icon. A green box highlights the three-dot menu, and another green box highlights the menu options: "Reschedule session" and "Cancel session". A note below the session details states: "Your clinician might be wrapping up a session prior to yours. If they have yet to join the session within 5 minutes, kindly contact [iktok@intellect.co](mailto:iktok@intellect.co) immediately."

# Reschedule & Cancel a Session

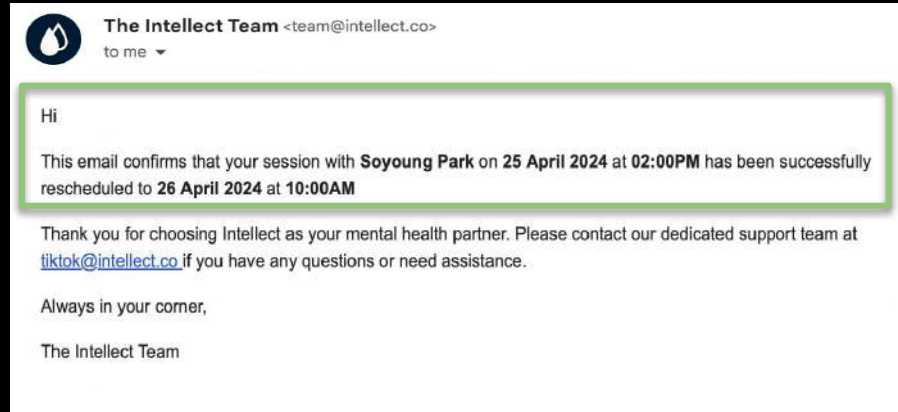
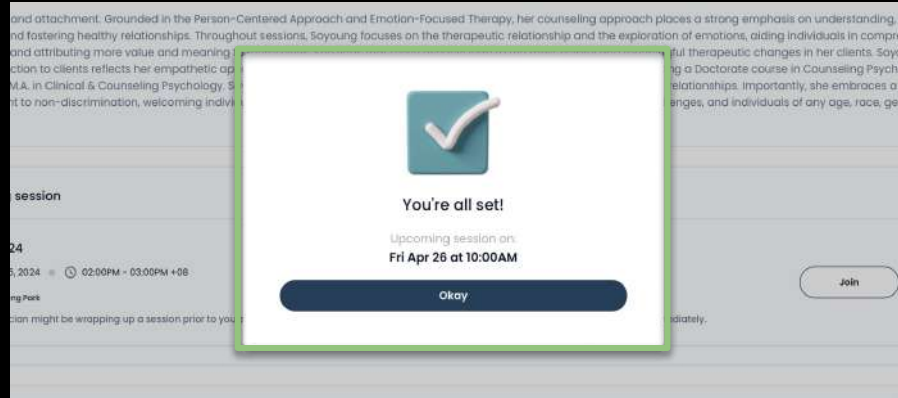
- To reschedule, simply choose an alternative date and time that fits your schedule
- Click "Confirm" to set your session





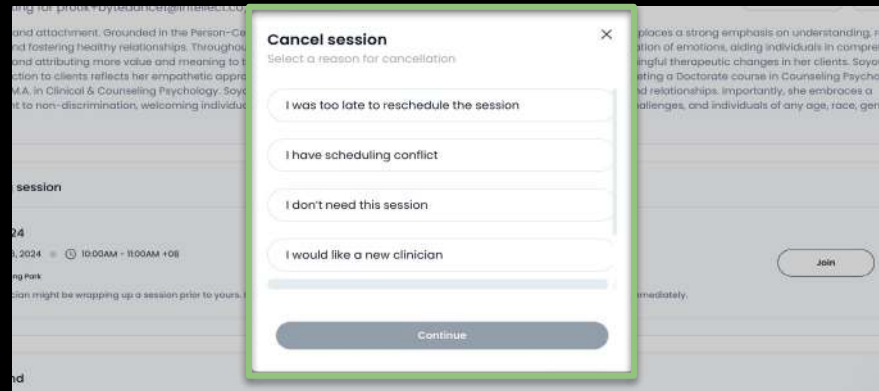
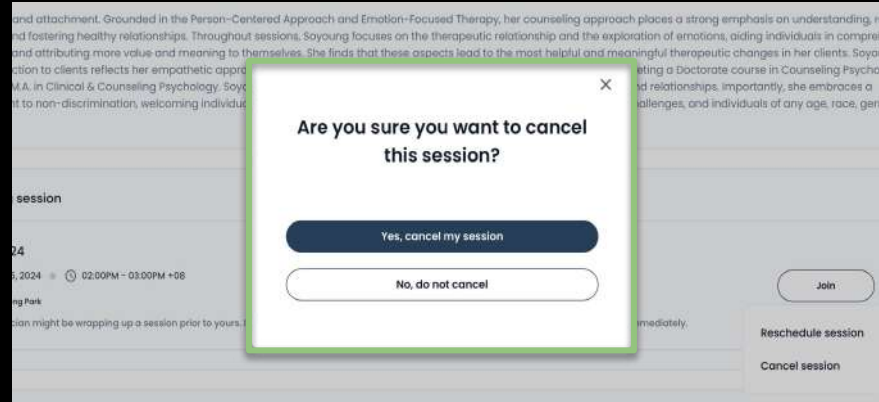
# Reschedule & Cancel a Session

- Upon confirmation, you will receive a notification on your newly updated session details
- You will also receive an email confirmation of your rescheduled session



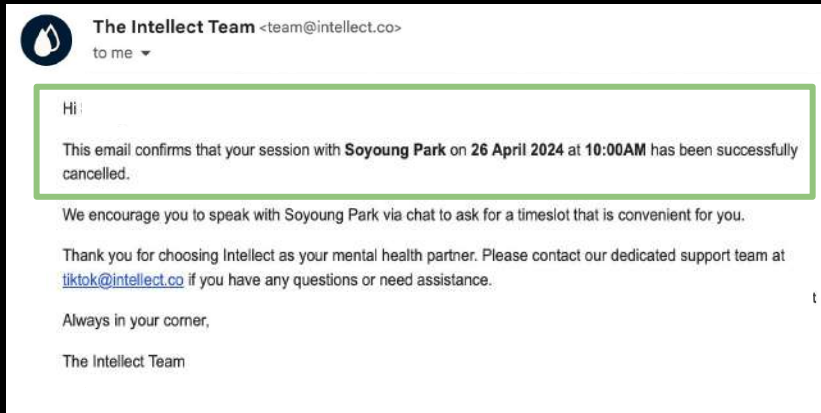
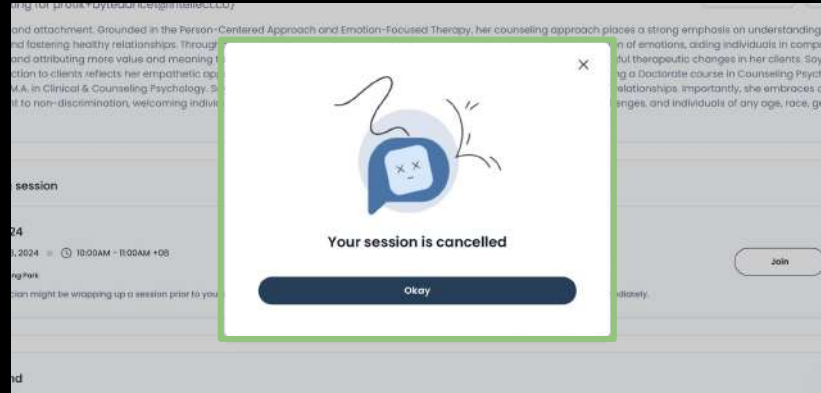
# Reschedule & Cancel a Session

- Upon clicking “Cancel session”, you will see a prompt to confirm you wish to cancel the session
- Indicate the reason you decided to cancel the session



# Reschedule & Cancel a Session

- Upon confirmation of your wish to cancel the session, you will receive a pop-up notification on your session cancellation
- You will also receive an email confirmation of your cancelled session



# Onsite 1:1 Counselling

## Self Booking Guide : How to book a 1:1 onsite counselling session

# Step 1: Default View of Onsite Days

- Access the microsite via <https://tiktok.intellect.co/> or scan the QR code
- Upon entering the microsite, navigate to the individualized care section and click on “Onsite Days”. This tab will show you all onsite days scheduled

Find the right care for you

<https://tiktok.intellect.co/>



The screenshot shows the Intellect Wellbeing microsite interface. At the top, there are navigation links for "Onsite Days", "Virtual Counselling", "FAQ", and "Helpline & Hotline Numbers". The "Onsite Days" link is highlighted with a green box. Below the navigation is the main heading "Onsite Days". The content area features a paragraph about tailored support for T&S employees, followed by a sub-heading "Discover events near you" and a location filter button. A featured event card is displayed, showing a calendar icon for "DEC 22" and an illustration of two people on a couch. The event details include the date "12 October 2024", time "5:30 pm - 8:30 pm", and location "171 Tras Street | Block B, Level 4, Room 3". A "View details" button is located at the bottom of the event card.

# Step 1: Default View of Onsite Days

- You will be able to view all onsite days happening in all locations by default
- You can select a particular location from the location dropdown on the right to view onsite days happening near you

**intellect Wellbeing**    Onsite Days    Virtual Counselling    FAQ    Helpline & Hotline Numbers

## Onsite Days

Enjoy tailored support for T&S employees to navigate the complexities of working in Trust & Safety, and help individuals and teams navigate life's ups and downs.

Get personalized care in 1:1 counselling sessions, manage your mental wellbeing amidst unique challenges, and understand how to use T&S Specialized Care for everyday self-care and to overcome daily hurdles.

Discover events near you Location

### Onsite Day @ {{ops\_city}}

12 October 2024 | 5:30 pm - 8:30 pm  
171 Tras Street | Block B, Level 4, Room 3

Join [counsellor name + speciality] at the [office + country name] as part of T&S Specialized Care.

[View details](#)

### Onsite Day @ {{ops\_city}}

12 October 2024 | 5:30 pm - 8:30 pm  
171 Tras Street | Block B, Level 4, Room 3

Join [counsellor name + speciality] at the [office + country name] as part of T&S Specialized Care.

[View details](#)

# Step 1: Default View of Onsite Days

- Upon clicking on "View details", you will be able to view the events happening on that onsite day along with details of the sourced provider
- You can also view the FAQ for added help if required

# Step 2: Select an Onsite Day Service

## Under Available Services

- **1-1 Counselling Card:**

Upon clicking “Book Your Slot”, you will be redirected to a sign in page (refer to next slide)

- **Program Delivery (RISE/Intellect Wellbeing) card**

Upon clicking “Register”, you will be redirected to the Lark calendar of the session.

The screenshot displays a mobile application interface titled "Available services". It features three service cards arranged horizontally. Each card includes an icon, a title, a date and time, a location, a brief description, and a call-to-action button.

- 1-1 Counselling:** Icon of a person. Title: "1-1 Counselling". Date: "12 October 2024". Location: "{(room\_location)}". Description: "One-to-one confidential therapeutic support with trained clinicians who can work with you to explore your experiences and support the development of healthy strategies to manage difficult thoughts, emotions and behaviors dependent on the context of your situation." Button: "Book your slot".
- Confronting the uncomfortable: Navig...:** Icon of a hand holding a plant. Title: "Confronting the uncomfortable: Navig...". Date: "12 October 2024 | 5:30 pm - 8:30 pm". Location: "171 Tras Street | Block B, Level 4, Room 3". Description: "Enhance your wellbeing with sessions organised by the T&S team and facilitated by Intellect-sourced clinicians. These 30 or 60-minute virtual, hybrid, or in-person sessions provide insights and strategies across four key themes: Managing Reactions, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content." Button: "Register".
- Mitigating Sleep Disorders:** Icon of a puzzle piece. Title: "Mitigating Sleep Disorders". Date: "12 October 2024 | 5:30 pm - 8:30 pm". Location: "171 Tras Street | Block B, Level 4, Room 3". Description: "Intellect's wellbeing topics for T&S employees offer a comprehensive 60-minute program designed to promote wellness within T&S teams. These sessions can be held virtually, in person, or in a hybrid format. Led by trained counsellors, these programs provide valuable insights into individual wellbeing, addressing both personal and job-related challenges faced by people." Button: "Register".



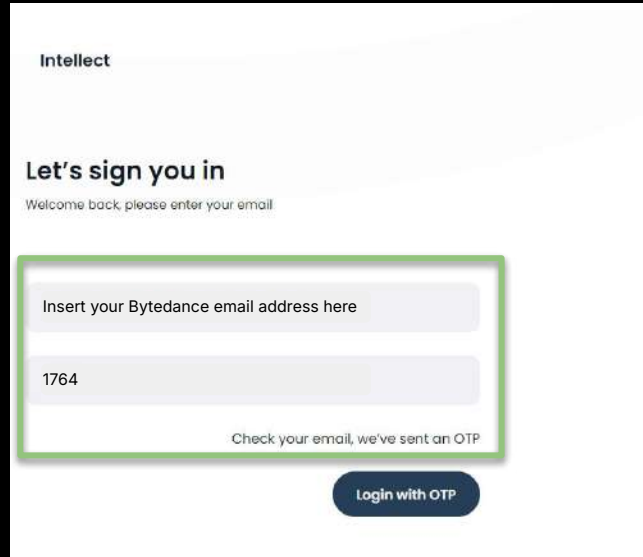
# Step 3: Booking 1:1 Counselling Session

- After clicking “Book Your Slot” in the 1:1 Counselling Card, you will be directed to a sign in page where you will be required to:
  - Enter your Bytedance email address
  - Click “Request OTP”
- If you had previously signed in, you will not be required to do so unless you have logged out prior.

The image shows a screenshot of a web application interface. At the top, there is a header titled "Available services". Below this header, there are three service cards. The first card, titled "1-1 Counselling", is highlighted with a green border and contains a "Book your slot" button. The second card, titled "Confronting the uncomfortable: Navig...", contains a "Register" button. The third card, titled "Mitigating Sleep Disorders", also contains a "Register" button. Below the service cards, there is a white sign-in overlay with the Intellect logo and the text "Let's sign you in". The overlay includes a welcome message, a text input field for "Email Address \*", and a "Request OTP" button. To the right of the sign-in overlay, there is a dark blue box with a quote: "Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees".

# Step 4: Login

- Obtain the OTP from your Bytedance email
- Enter the OTP
- Click "Login with OTP"



The screenshot shows the Intellect login interface. At the top, the Intellect logo is visible. Below it, the heading "Let's sign you in" is displayed, followed by the subtext "Welcome back, please enter your email". A green rectangular box highlights the input fields: the first field is labeled "Insert your Bytedance email address here" and the second field contains the number "1764". Below these fields, a message states "Check your email, we've sent an OTP". At the bottom of the highlighted area, there is a dark blue button labeled "Login with OTP".

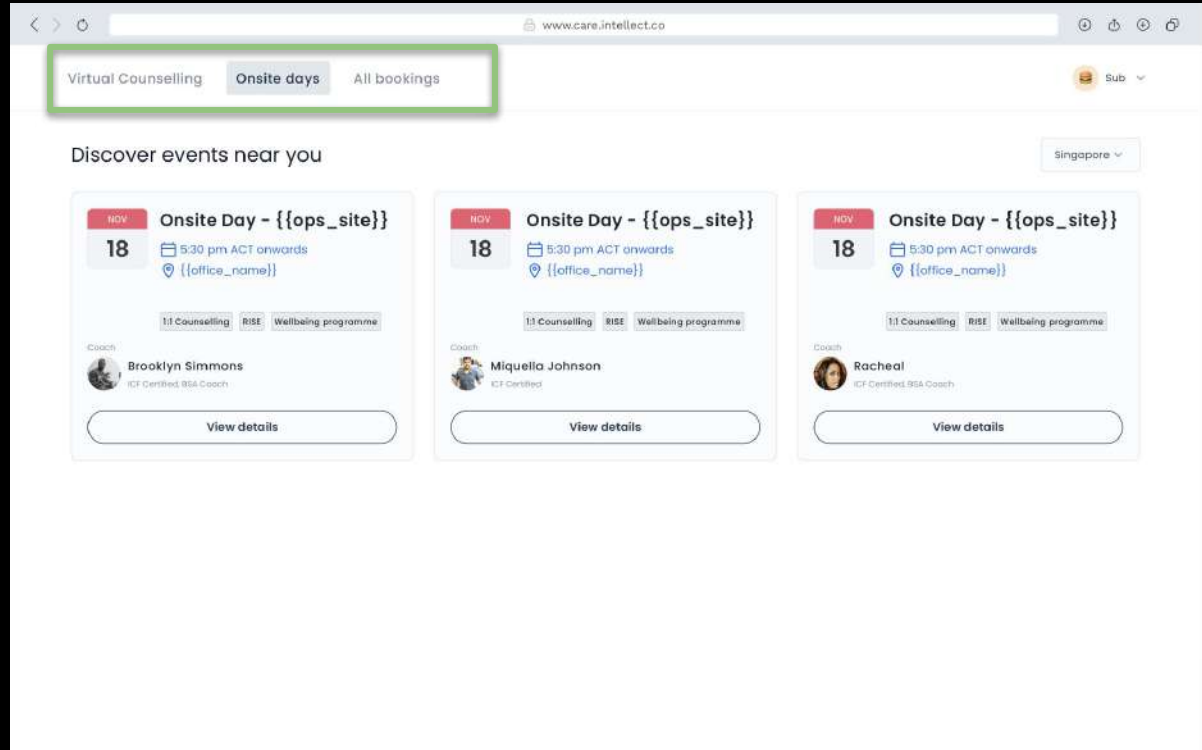


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



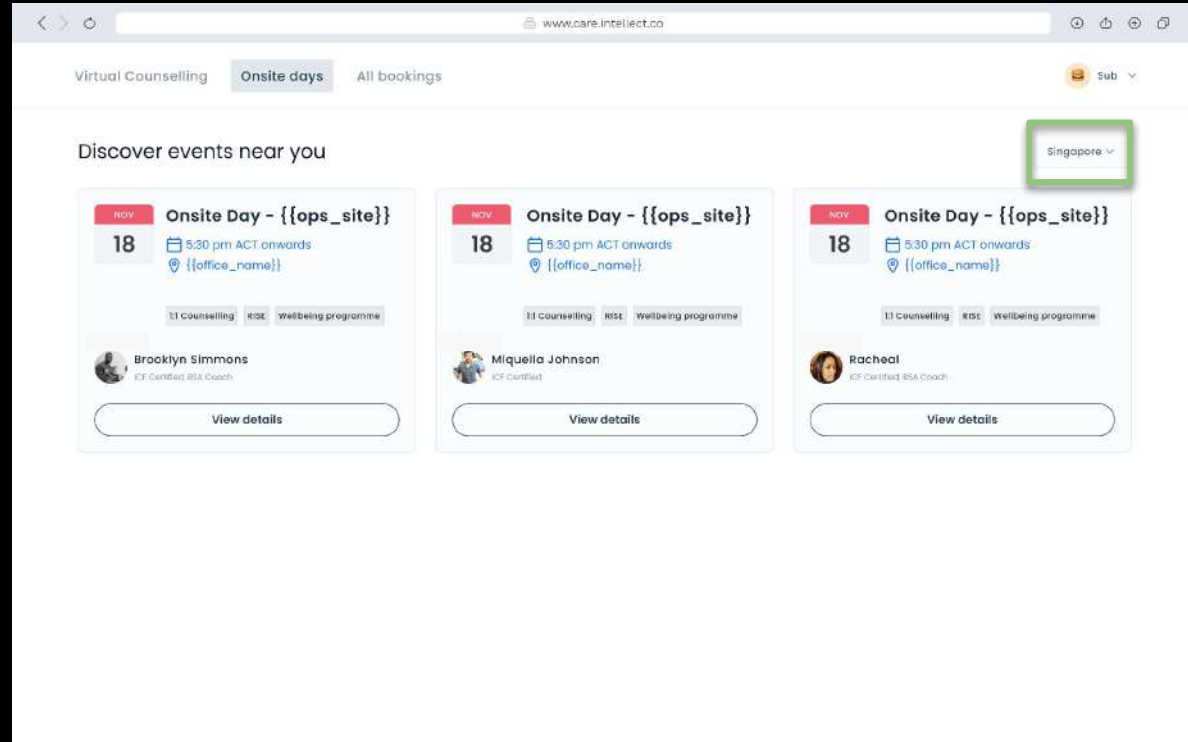
# Step 5: View Onsite Days in Your Location

- The “Virtual Counselling” tab will continue to be the default tab that you land on when you access care.intellect.co
- Click on the “Onsite days” tab to see all onsite days listed in your location
- All bookings for counselling sessions made via microsite will now be listed under the "All Bookings" tab. Virtual counselling bookings can still be found under the provider's profile (if matched)



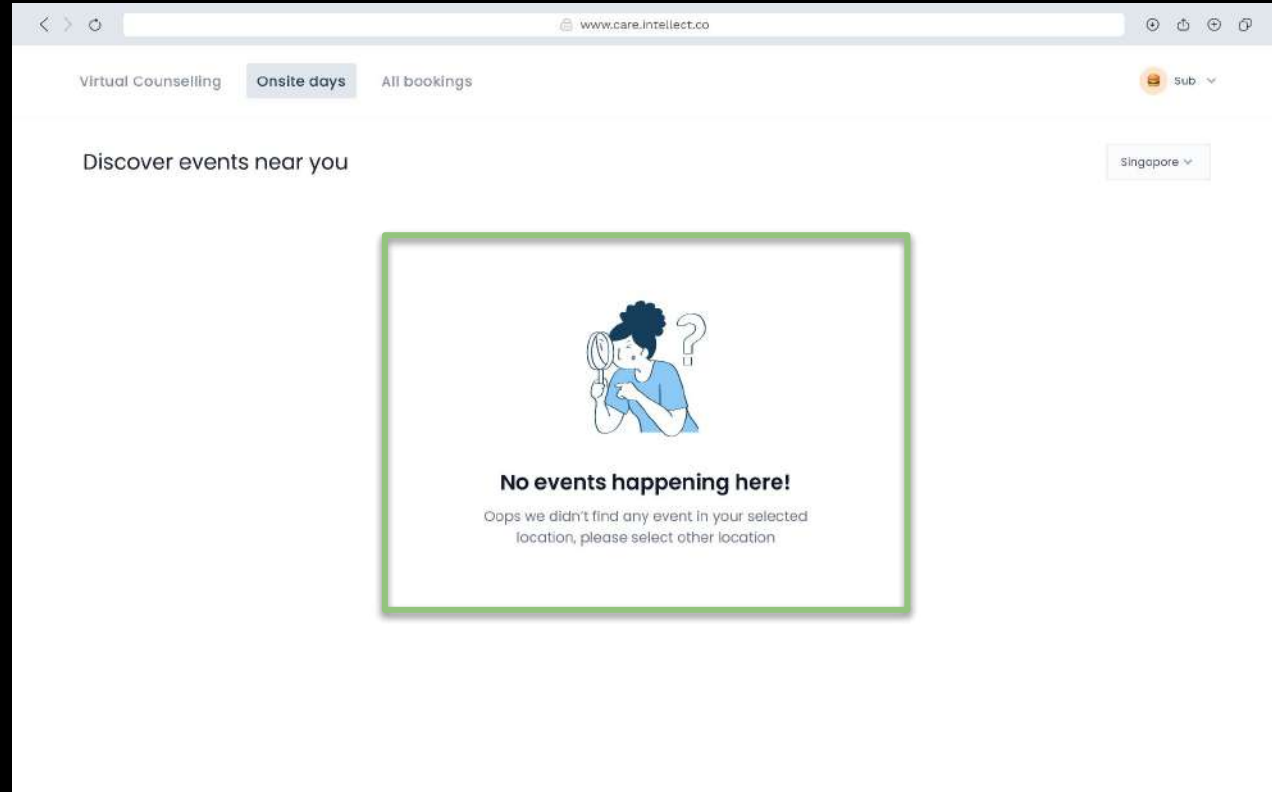
# Step 5: View Onsite Days in Your Location

- By default, you will see the location you entered during onboarding as the selected location under the "Onsite Days" tab. However, you can choose another location to view onsite days happening in other T&S offices



# Step 5: View Onsite Days in Your Location

- In an event where there are no onsite days happening in your location - you will see this pop up



# Step 6: View 1:1 Counselling Card

The screenshot shows a web browser window with the URL `care.intellect.co/events/456642`. The page is titled "Virtual Counselling" and has tabs for "Onsite days" and "All bookings". A user profile icon labeled "Sub" is visible in the top right. The main content area features a back arrow, the heading "T&S Specialized Care Onsite Days", and a sub-heading "1:1 Counseling with Farhan". Below the sub-heading is a description: "Experience personal growth and clarity with a dedicated 1:1 counselling session, where personalized guidance helps you navigate both work-related and personal challenges." A prominent blue "Book Now" button is centered below the text. At the bottom, under "Available slots:", there are buttons for 09:00 AM, 10:00 AM, 1:00 AM, 12:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, and 6:00 PM. The entire card content is enclosed in a green border.

- When you click on "View details" on the events listing page, you will be directed to the deployment details page
- You will see the 1:1 Counselling Card at the top with the option to book a slot
- Available slots will be displayed upfront, with booked slots greyed out
- If you choose to not set up a 1:1 counselling session, you can scroll down to see other services scheduled for that onsite day

# Step 7: View Extra Information

## When & where

 {{office\_location}} 

 December 13, 2024 | 5:30 pm ACT onwards

## About Farhan Nida



I am a Counselling Psychologist with 5+ years of experience in the field of mental health. I'm driven by my passion towards holistic wellness and emotional awareness. I offer life coaching to individuals who would like to overcome obstacles, create goals and discover ways to achieve them. I integrate eastern and western practices by bringing in cognitive behavioral therapy and mindfulness based therapy and so on from the western model. I use pranayama, breath work and meditation from the eastern school. This makes my working model more eclectic leading to a personalized therapeutic experience based on the needs and wishes of the individual.

### Specialisations

Professional & personal development coaching

Communication & presentation skills People & time management

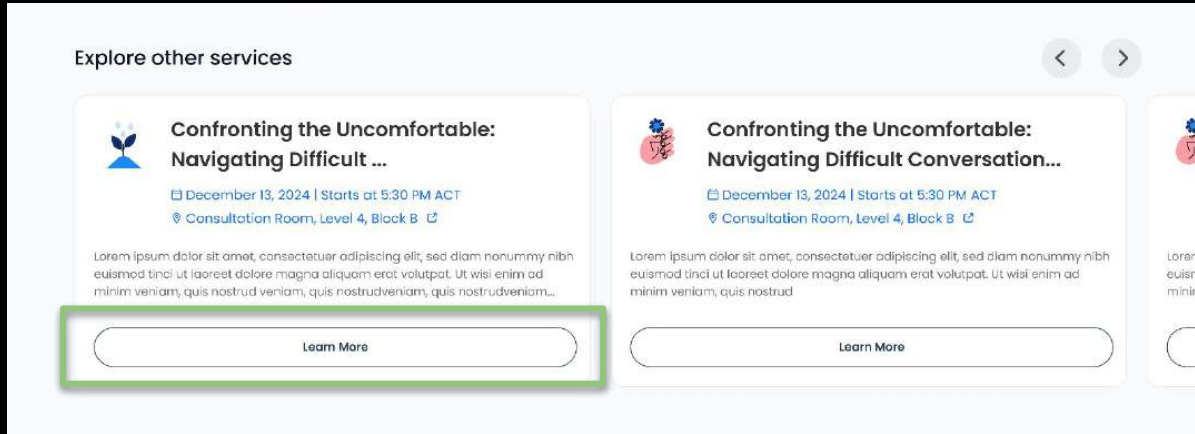
Changing habits Overcoming dilemmas Fitness

Inter-personal relationships Understanding self Problem solving

Decision making Overcoming stress Resilience

- As you scroll down, you can view the location, time, and date of the onsite deployment
- You can also view the bio and specializations of assigned clinicians

# Step 8: Explore Other Services



- Scroll down further to explore other services happening within the onsite day. You can opt to register for RISE or Intellect Wellbeing sessions
- The registration process is via RSVPs on the Lark calendar invite, accessible by clicking the "Learn More" button
- If there are multiple cards, the section will be presented in carousel mode, allowing you to navigate horizontally to view all services



# Step 9: Book Your Spot

**Book your spot**

**Where & when**  
📍 Consultation Room, Level 4, Block B  
📅 December 13, 2024

**Phone number**  
+61 8324623434  
📌 We'll use this number for event updates. To change it, visit the "Manage My Information" page.

**What would you like to talk about**  
Nothing, I just saw the event.

**Select a slot for 1:1 counseling session**

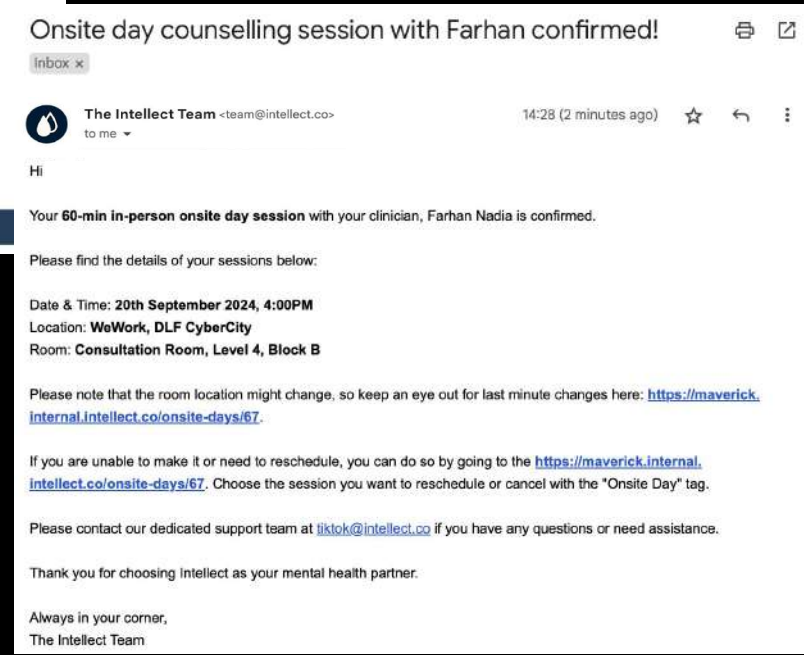
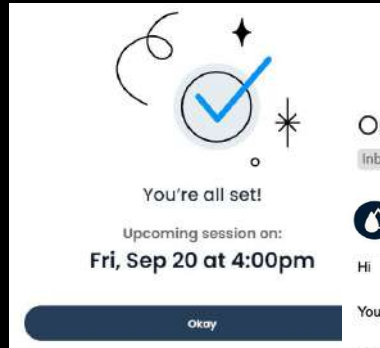
09:00 AM 10:00 AM 11:00 AM 12:00 PM 2:00 PM 3:00 PM  
4:00 PM 5:00 PM 6:00 PM

**Confirm**

- To book your slot, click "Book Now" within the 1:1 Counselling Card
- You will then see a few sections:
  - **When & Where:** To show office address and deployment date
  - **Phone Number:** The number provided by you during your onboarding. All communication will be sent to this number. If you wish to update this number, you can do so from the "Manage My Info" page
  - **Notes:** You can add notes (optional) that will be shared with the provider before the session to help them prepare
- Select your preferred slot for 1:1 counselling and click "Confirm"

# Step 10: Confirmation of Session

- Once you have booked your session, you will see this pop up confirming your session!
- You will then receive a confirmation email of your scheduled session
- Your confirmation email will include:
  - Clinician name
  - Session date and time
  - Session location and room
  - Link to microsite booking page



# Onsite 1:1 Counselling

## How to Reschedule or Cancel a Session, View all Bookings and Fully Booked Sessions

# Reschedule & Cancel a Session

The screenshot shows a web browser window with the URL `care.intellect.co/events/455642`. The page has a navigation bar with 'Virtual Counseling', 'Onsite days', and 'All bookings'. Below the navigation, there's a back arrow and the title 'T&S Specialized Care Onsite Days'. A sub-header reads: 'Don't miss out on the chance to prioritize your wellbeing. Book an onsite counselling session with our expert clinician today and explore other services you can benefit from T&S Specialized Care.' The main content area features a card for '1:1 Counseling with Farhan' with a time slot of '9:30 am - 10:00 am'. The card includes a description: 'Experience personal growth and clarity with a dedicated 1:1 counselling session, where personalized guidance helps you navigate both work - related and personal challenges.' A prominent 'Edit session' button is located on the card. Below the card, there's a section for 'Available slots' with buttons for 08:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, and 6:00 PM. At the bottom, there's a 'When & where' section showing a location icon and the text 'December 13, 2024 | 5:30 pm ACT onwards'.

- Once a session is booked, the card CTA changes to "Edit Session." Clicking on "Edit Session" allows you to reschedule (if slots are available) or cancel your booking

# Reschedule & Cancel a Session

**Book your spot**

**Where & when**  
📍 Consultation Room, Level 4, Block B  
📅 December 13, 2024 | 5:30 pm ACT onwards

**Phone number**  
+91 8324823434  
📞 We'll use this number for event updates. To change it, visit the "Manage My Information" page.

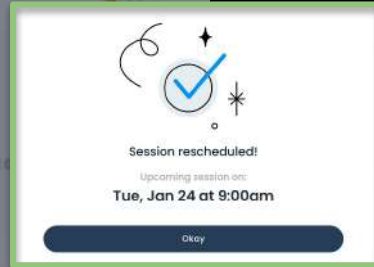
**What would you like to talk about**  
Nothing, I just saw the event.

**Select a slot for 1:1 counseling session**

09:00 AM 10:00 AM 11:00 AM 12:00 PM 2:00 PM 3:00 PM  
4:00 PM 5:00 PM 6:00 PM

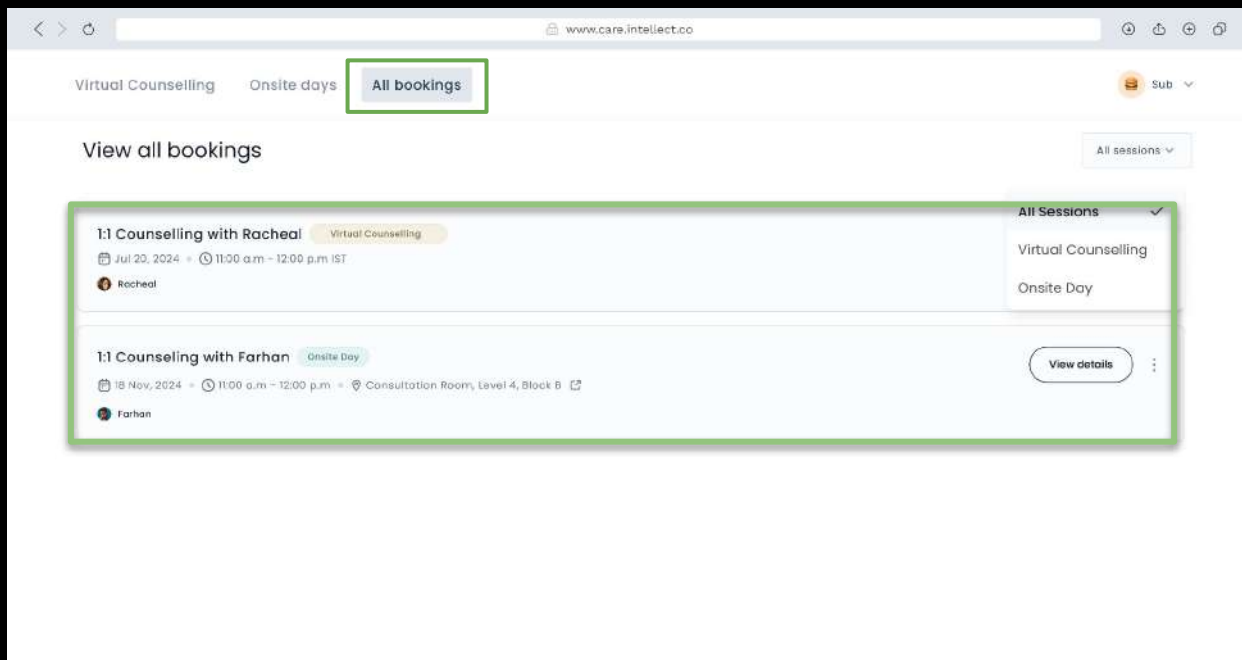
**Reschedule session**

**Cancel**



- You can reschedule or cancel your slots if needed
- Rescheduling is only possible if other slots are available on the same onsite day

# View All Your Bookings



- You can view all their bookings, including virtual counselling and onsite days bookings, under the "All Bookings" tab in chronological order (latest at the top)
- The two types of bookings are distinguished by the tags "Virtual Counselling" and "Onsite Days"


# Fully Booked 1:1 Onsite Counselling Sessions

Virtual Counselling Onsite days All bookings Sub

←

## T&S Specialized Care Onsite Days

Don't miss out on the chance to prioritize your wellbeing. Book an onsite counselling session with our expert clinician today and explore other services you can benefit from T&S Specialized Care.



### 1:1 Counselling with Farhan

Experience personal growth and clarity with a dedicated 1:1 counselling session, where personalized guidance helps you navigate both work-related and personal challenges

[Explore more services](#)

All slots are currently full. Please consider booking a virtual counselling session instead [here](#)

### When & where

{{\_room\_location}}

December 13, 2024 | 5:30 pm ACT onwards

- If there are no slots available for 1:1 onsite counselling, this will be indicated at the bottom of your 1:1 Counselling Card. Nonetheless, you still have the option to book virtual counselling sessions
- Alternatively, you can register for other events such as RISE sessions or Intellect Wellbeing sessions

# Microsite Chat Bot



# Chat Bot

- Should you wish to communicate with your matched clinician prior to your session, you may do so in the chat box at the bottom right of your page
- Do note that the chat box is meant to be used to communicate with your clinician regarding your session
- You may reference the disclaimer on the left panel of the chat box for guidelines on how to use chat

