

T&S Specialized Care



User Guide to access the Microsite & Services within

Updated as of 21 March 2025

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Create Your Account

Step 1: Access T&S Specialized Care Microsite

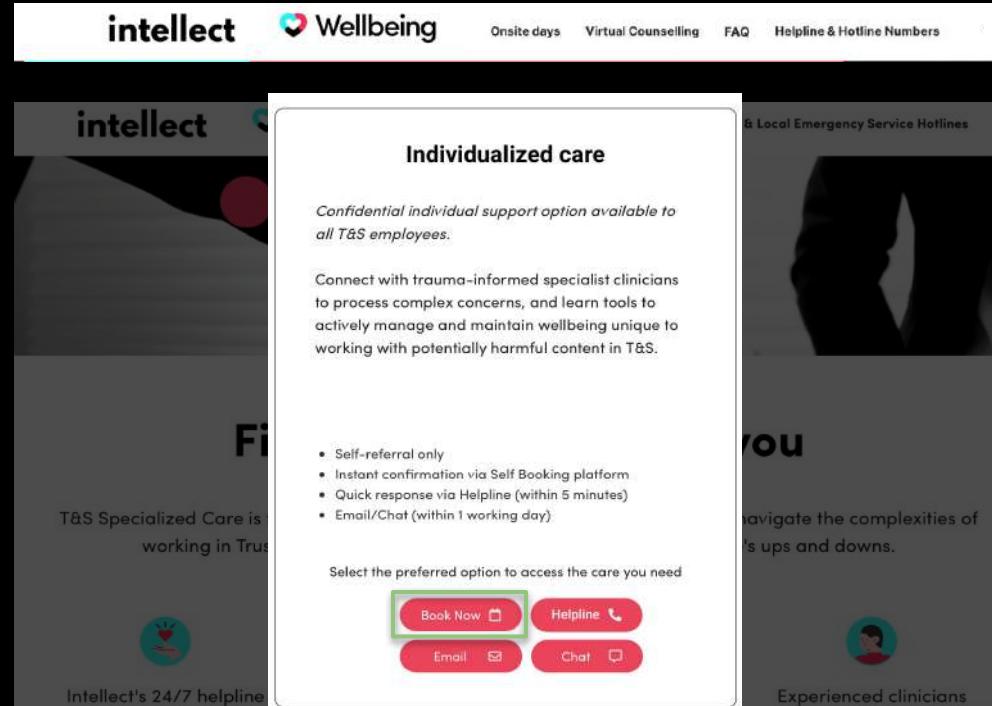
- Access the microsite via <https://tiktok.intellect.co/> or scan the QR code
- Select "Yes, I am" to indicate you are a T&S employee and to fully access the page

Note for APAC employees: 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.

The screenshot shows the Intellect Wellbeing microsite. At the top, there are links for 'Onsite Days', 'Virtual Counselling', 'FAQ', 'Helpline and Hotline Numbers', and 'User Guide'. A central modal window asks 'Are you a T&S employee?' with a note: 'Please confirm if you are a Trust & Safety (T&S) employee to proceed.' Two buttons are shown: 'No, I am not' (in red) and 'Yes, I am' (highlighted in green). Below the modal, there are four service cards: '24/7 helpline' (for immediate support at any time), 'Individualized care' (for one-on-one support by trauma-informed clinicians), 'Group check-ins' (for professional help to work through challenges as a team), and 'Experienced clinicians' (with a deep understanding of T&S challenges). At the bottom, a red box contains the text 'Find the right care for you' and the website 'https://tiktok.intellect.co/'. A QR code is also present in this box.

Step 2: Navigate to the Individualized Care section

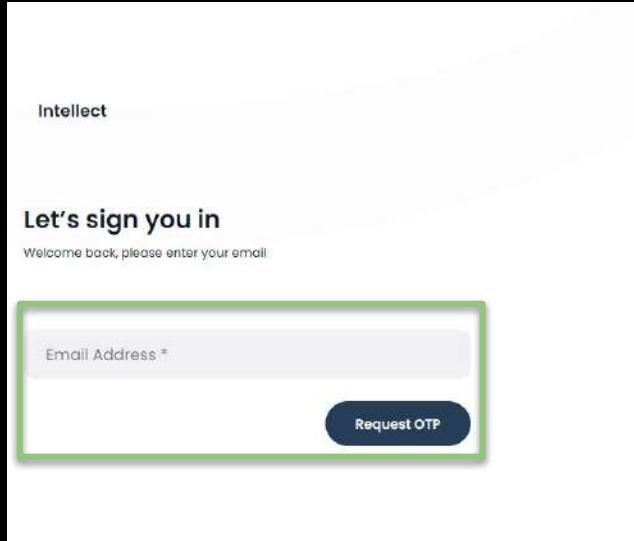
- To sign in to your account, scroll down to the Individualized care section and select "Book Now"



The screenshot shows the intellect Wellbeing website. At the top, there is a navigation bar with the intellect logo, a Wellbeing icon, and links for 'Onsite days', 'Virtual Counselling', 'FAQ', and 'Helpline & Hotline Numbers'. Below the navigation bar, there is a dark banner with the intellect logo and the text 'T&S Specialized Care is working in Trust'. To the right of this banner is a white box containing the 'Individualized care' section. The section title is 'Individualized care' and it includes the 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 text is a list of bullet points: '• 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 white box, there is a section titled 'Select the preferred option to access the care you need' with four buttons: 'Book Now' (highlighted with a green border), 'Helpline', 'Email', and 'Chat'. To the right of the white box, there is a dark sidebar with the text 'Local Emergency Service Hotlines' and 'YOU navigate the complexities of life's ups and downs.' At the bottom right, there is a circular icon with a person's face and the text 'Experienced clinicians'.

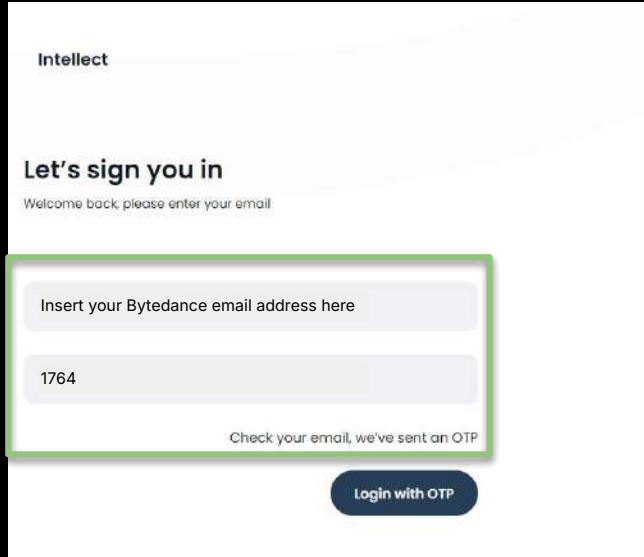
Step 3: Request OTP

- You will be directed to a login page where you will be required to:
 - Enter your Bytedance email address
 - Click "Request OTP"



Step 4: Login to Microsite

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



The image shows a screenshot of the Intellect login page. The page has a white header with the Intellect logo. Below it, the text "Let's sign you in" and "Welcome back, please enter your email." The main input field is a light gray box with a placeholder "Insert your Bytedance email address here". Below this is a smaller input field containing the number "1764". A green box highlights this second input field. At the bottom of the page, there is a message "Check your email, we've sent an OTP" and a blue "Login with OTP" button.

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

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Fill in Required Information

Step 1: Fill in Personal Details

- Once you have logged in, you will be prompted to fill in key personal details:
 - Full name
 - Location
 - Phone Number
 - LOB, Tenure and Age fields are not mandatory*
- Once the mandatory fields have been filled, tick the box to confirm you agree to Intellect's terms of service and informed consent policy
- Then, click "Next" to proceed

Tell us about yourself

All information entered will remain completely private

Full name*

Enter here

Location* Phone Number*

Select your location +65

Select Team (Line of Business)

Select your team

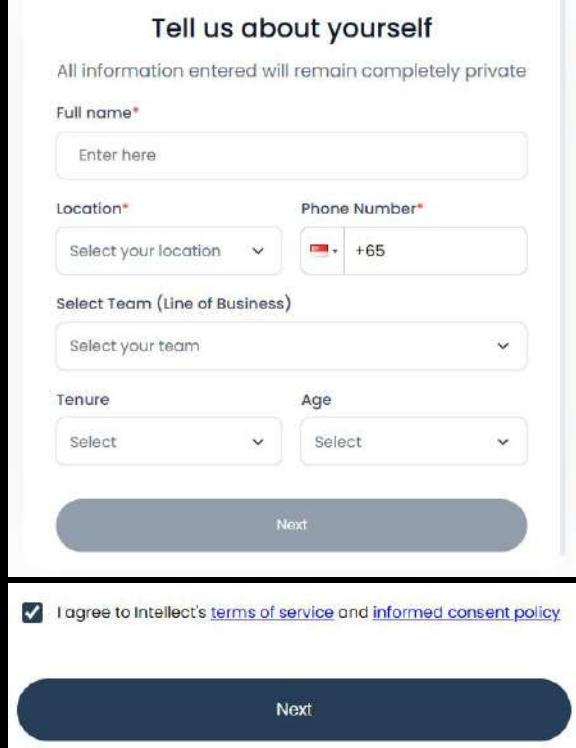
Tenure Age

Select Select

Next

I agree to Intellect's [terms of service](#) and [informed consent policy](#)

Next



Step 2: Fill in Emergency Contact Details

- You will be then prompted to fill in your emergency contact details. These fields are mandatory
 - Name of contact person
 - Phone Number
 - Relationship
- Once these fields have been filled, tick the box to confirm that you have obtained consent from your emergency contact person
- Then, click "Continue" to proceed

Add emergency contact

Guidelines for adding your emergency contact

- Choose someone you **trust** who can be contacted to support your care and wellbeing. This will help us act promptly, should an urgent situation arise during our sessions.
- The provided information will be used **only in case of an emergency** and will remain **confidential**.

Name of contact person*

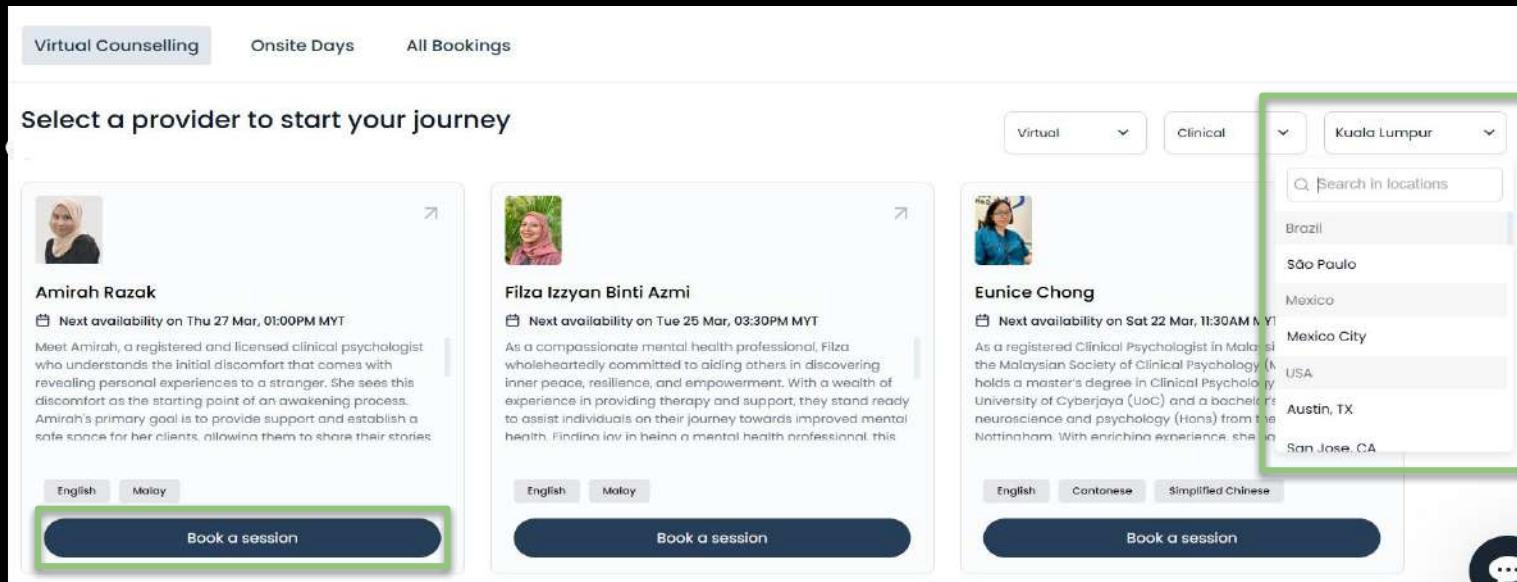
Phone Number* Relationship*

This person consents to be my emergency contact

Virtual 1:1 Counselling

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

Step 1: Select a Provider



The screenshot shows a user interface for selecting a provider. At the top, there are three tabs: "Virtual Counselling" (selected), "Onsite Days", and "All Bookings". Below this, a heading says "Select a provider to start your journey". Three clinician profiles are listed:

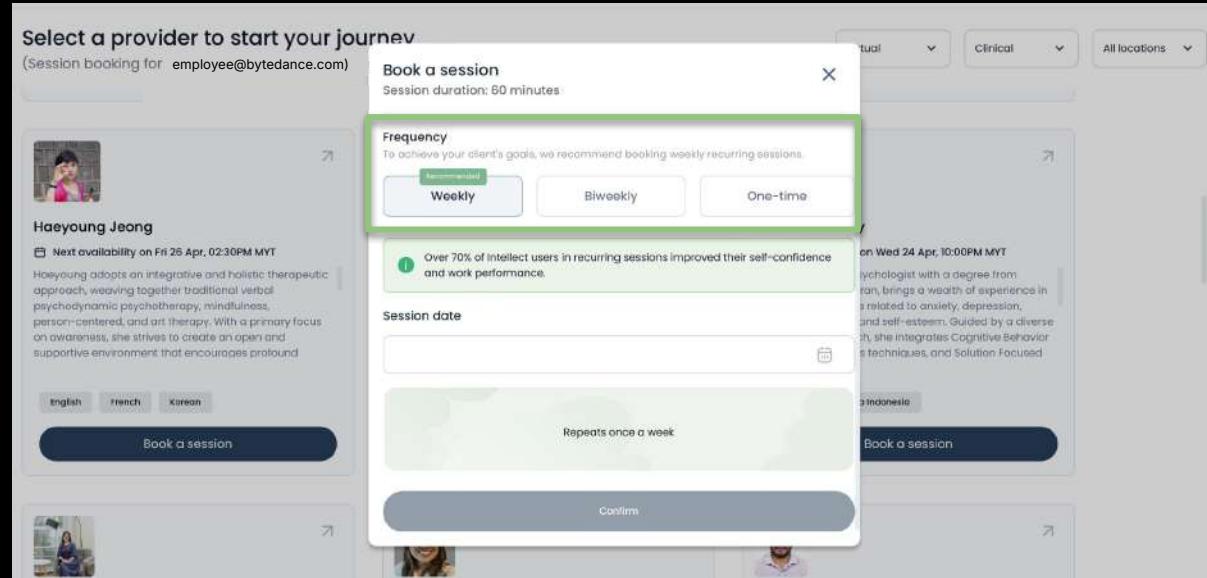
- Amirah Razak**
Next availability on Thu 27 Mar, 01:00PM MYT
Meet Amirah, a registered and licensed clinical psychologist who understands the initial discomfort that comes with revealing personal experiences to a stranger. She sees this discomfort as the starting point of an awakening process. Amirah's primary goal is to provide support and establish a safe space for her clients, allowing them to share their stories.
Languages: English, Malay
Book a session
- Filza Izzyan Binti Azmi**
Next availability on Tue 25 Mar, 03:30PM 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 health professional, this...
- Eunice Chong**
Next availability on Sat 22 Mar, 11:30AM MYT
As a registered Clinical Psychologist in Malaysia with the Malaysian Society of Clinical Psychology (MSCP), Eunice holds a master's degree in Clinical Psychology from the University of Cyberjaya (UC) and a bachelor's in neuroscience and psychology (Hons) from the University of Nottingham. With enriching experience, she is...

A location filter on the right is set to "Kuala Lumpur". A dropdown menu shows other locations: Brazil, São Paulo, Mexico, Mexico City, USA, Austin, TX, and San Jose, CA. A search bar is also present in the location filter.

- Once you have logged in, the “Virtual Counselling” tab will be the default page that you land on when you access care.intellect.co.
- On this page, you will only be able to view all clinicians’ profiles in your current location (selected location you entered during onboarding). You may use the location filter to view clinicians’ profiles in other locations
- Find the right clinician for you and click “Book a session” with your preferred clinician

Step 2: Choose frequency, time and date of session

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



Step 3: Choose frequency, time and date of session

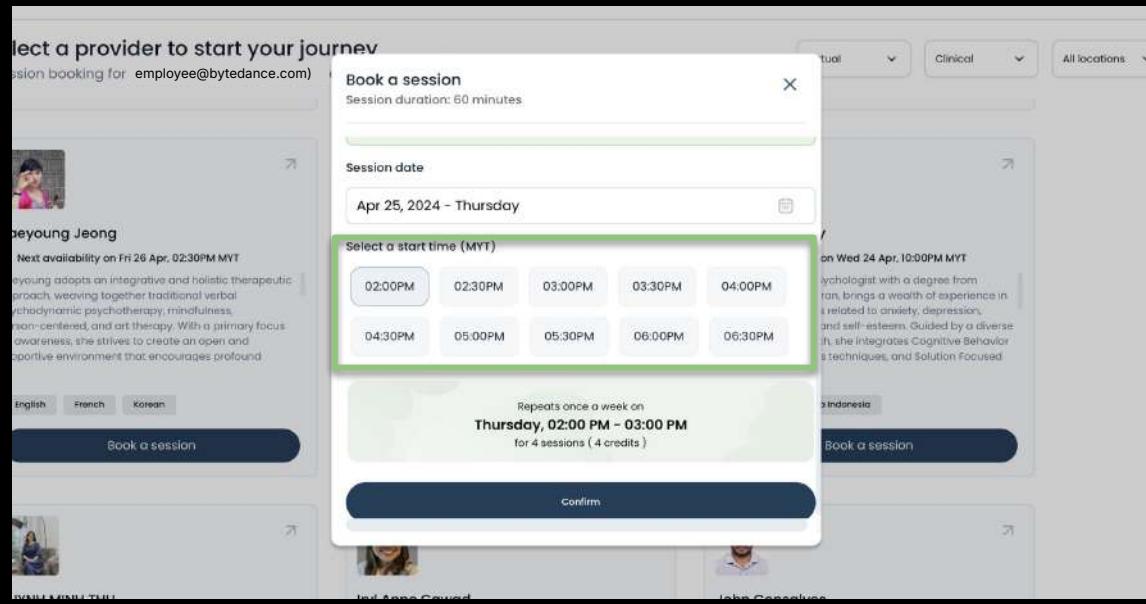
- Dates with green dots below them indicate the availability of the clinician
- Select your preferred date
- Click "Select"

The screenshot shows a user interface for booking a session. At the top, a header reads "Select a provider to start your journey" and "Booking for employee@bytedance.com". Below this, a clinician profile for "Young Jeong" is displayed, showing availability on Friday, April 26, 2024, at 02:30PM MYT. The clinician's bio mentions an integrative and holistic therapeutic approach, including dynamic psychotherapy, mindfulness, client-centered, and art therapy. A "Book a session" button is visible.

A modal window titled "Book a session" is open, showing a "Session duration: 60 minutes". The "Frequency" section is set to "Weekly" (which is highlighted with a green dot). A note states: "To achieve your client's goals, we recommend booking weekly recurring sessions." Below this, a calendar for April 2024 is shown, with days from Sunday to Saturday. Green dots are placed under the dates 1, 8, 15, 22, 29, and 30, indicating availability for booking. A green box highlights the calendar area. At the bottom of the modal, there are "Confirm", "Cancel", and "Select" buttons.

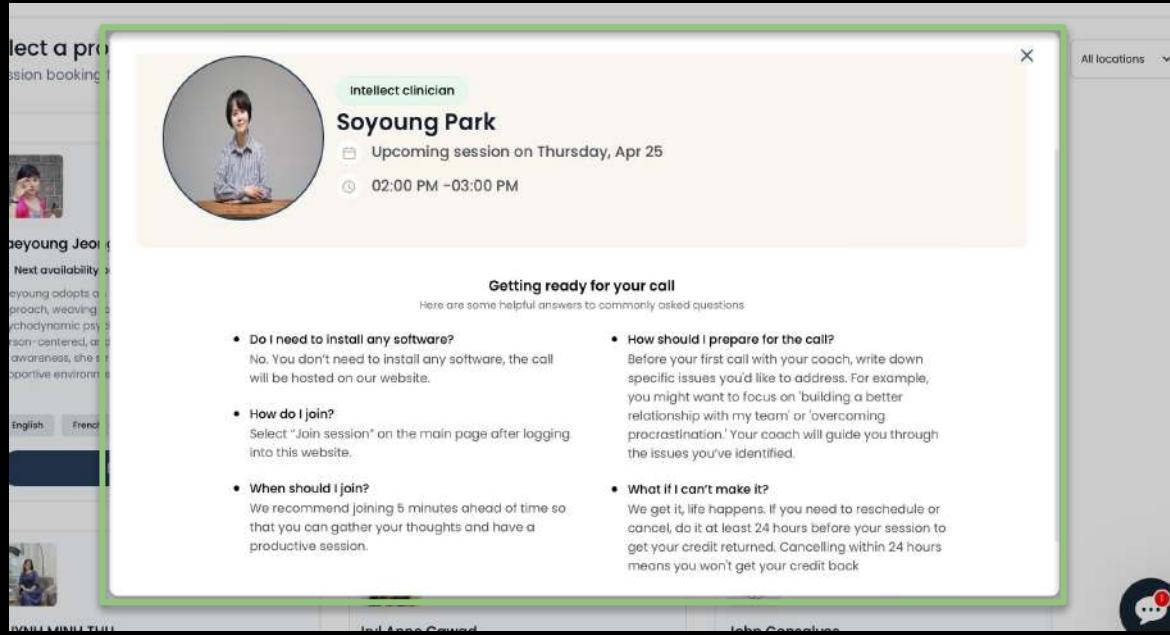
Step 4: Choose frequency, time and date of session

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



Step 5: Confirmation of Session

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



A screenshot of a session confirmation pop-up window. The window is titled "intellect clinician" and features a circular profile picture of a woman with short dark hair, identified as "Soyoung Park". Below the profile picture, the text "Upcoming session on Thursday, Apr 25" and "02:00 PM -03:00 PM" are displayed. The main content area is titled "Getting ready for your call" and includes a sub-section "Here are some helpful answers to commonly asked questions." A list of frequently asked questions is provided:

- **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 6: Confirmation of Session

The confirmation email will include:

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

Session with Filza Izzyan Binti Azmi booked! Inbox ×

 The Intellect Team <team@intellect.co>

Hi

Your 60-min virtual session with your clinician Filza Izzyan Binti Azmi has been successfully confirmed. Please find the details of your session below:

Date: 24 February 2025

Time: 04:00PM to 05:00PM (+08)

Join session here: <https://care.intellect.co/>

You may contact our dedicated support team at tiktok@intellect.co if you have any questions or need help.

Thank you for choosing Intellect as your mental health partner.

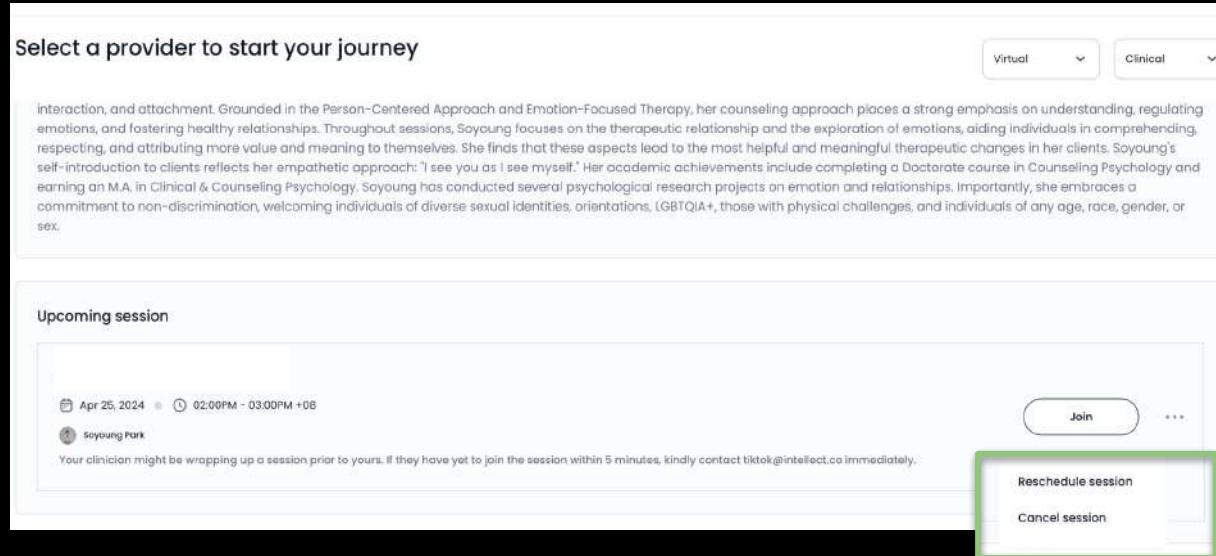
Always in your corner,
The Intellect Team

Virtual 1:1 Counselling

How to Reschedule or Cancel a Session

Reschedule & Cancel a Session

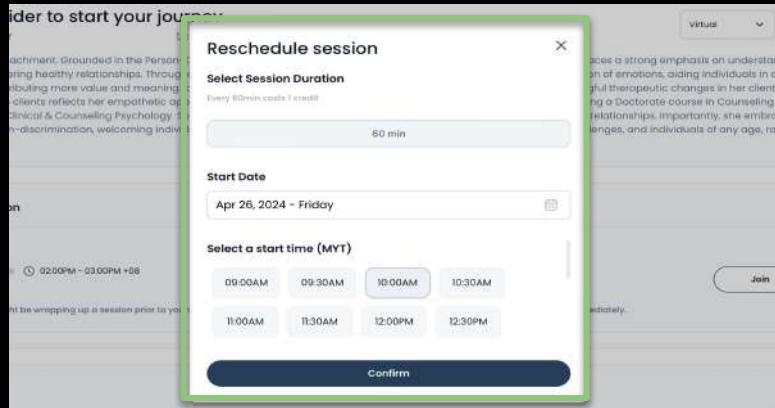
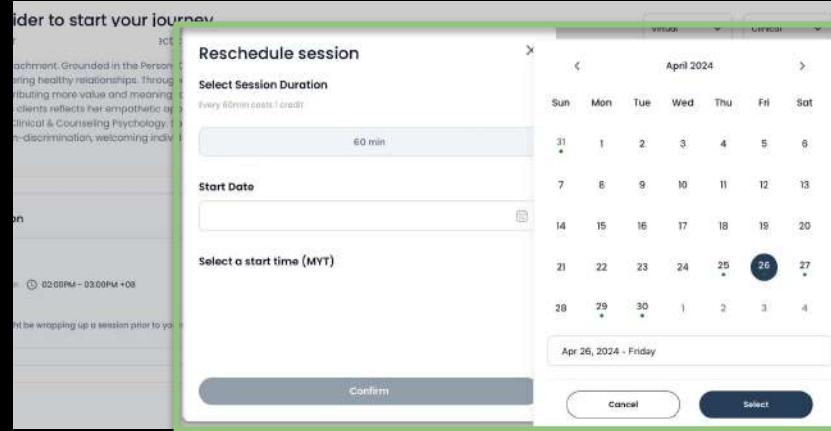
- In the event you may need to reschedule or cancel your session with your clinician, you can do so by navigating to the upcoming session notice on the provider selection page
- Click the ellipses found to the right of the “Join” button. This will then give you the option to either “Reschedule session”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



The screenshot shows a provider selection page. At the top, there are two buttons: "Virtual" and "Clinical". Below this, the text "Select a provider to start your journey" is displayed. A detailed provider profile for "Soyoung Park" is shown, including her bio: "Interaction, and attachment. Grounded in the Person-Centred Approach and Emotion-Focused Therapy, her counseling approach places a strong emphasis on understanding, regulating emotions, and fostering healthy relationships. Throughout sessions, Soyoung focuses on the therapeutic relationship and the exploration of emotions, aiding individuals in comprehending, respecting, and attributing more value and meaning to themselves. She finds that these aspects lead to the most helpful and meaningful therapeutic changes in her clients. Soyoung's self-introduction to clients reflects her empathetic approach: 'I see you as I see myself.' Her academic achievements include completing a Doctorate course in Counselling Psychology and earning an M.A. in Clinical & Counseling Psychology. Soyoung has conducted several psychological research projects on emotion and relationships. Importantly, she embraces a commitment to non-discrimination, welcoming individuals of diverse sexual identities, orientations, LGBTQIA+, those with physical challenges, and individuals of any age, race, gender, or sex." Below the provider profile, the text "Upcoming session" is displayed, followed by a card for an upcoming session on April 25, 2024, from 02:00PM - 03:00PM +08, with Soyoung Park listed. To the right of the session card is a "Join" button and an ellipsis (...). A green box highlights the ellipsis, and a dropdown menu is shown, containing the options "Reschedule session" and "Cancel session".

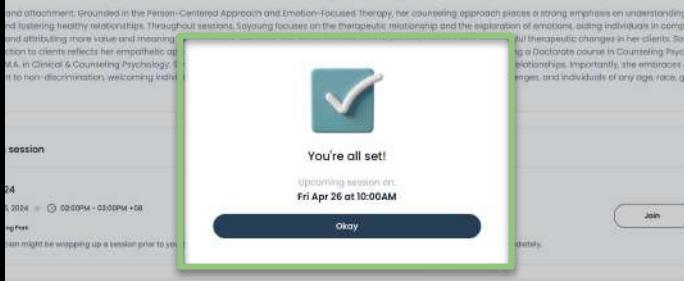
Reschedule & Cancel a Session

- 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



The Intellect Team <team@intellect.co>

Hi

Your 60-min virtual session with Filza Izzyan Binti Azmi has been successfully rescheduled upon your request.

Please find the details of the rescheduled session below:

Date: 24 February 2025

Time: 04:00PM

Revised Date: 25 February 2025

Revised Time: 02:00PM

You may also contact our dedicated support team at tiktok@intellect.co if you have any questions or need help.

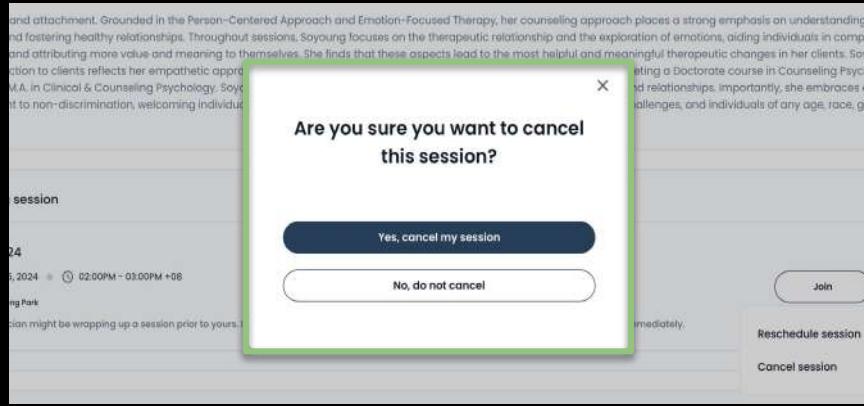
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

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



A screenshot of a session cancellation pop-up. It features a blue speech bubble icon with a sad face and the text "Your session is cancelled". The background shows a session details page with a "Join" button.

Session cancelled with Filza Izzyan Binti Azmi [Inbox](#)

The Intellect Team <team@intellect.co>

Hi

Your 60-min virtual session with Filza Izzyan Binti Azmi has been successfully cancelled upon your request.

The details of your session cancellation are:

- Date: 25 February 2025
- Time: 02:00PM

We encourage you to speak with Filza Izzyan Binti Azmi via chat to ask for a timeslot that is convenient for you.

You may book another session with your clinician at your convenience at [care.intellect.co](#)

You may also contact our dedicated support team at [tiktok@intellect.co](#) if you have any questions or need help.

Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

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



The screenshot shows the 'Onsite Days' section of the microsite. At the top, there are navigation links for 'Onsite Days', 'Virtual Counselling', 'FAQ', 'Helpline and Hotline Numbers', and 'User Guide'. Below this, a heading 'Onsite Days' is displayed with a subtext: '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.' A 'Discover events near you' section shows an event for 'Onsite Day @ Singapore' on February 18, 2025, at 10:00 am onwards, located at One Raffles Quay (ORQ) South Tower. The event description mentions joining Berfont Thum at the One Raffles Quay (ORQ) South Tower, Singapore as part of T&S Specialized Care. A 'View details' button is at the bottom of the event card. A 'All locations' dropdown is also visible.

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 All locations

**Onsite Day @ Singapore**
FEB 18
2025-02-18 | 10:00 am onwards
One Raffles Quay (ORQ) South Tower
Join Berfont Thum at the One Raffles Quay (ORQ) South Tower, Singapore as part of T&S Specialized Care.
[View details](#)

**Onsite Day @ Jakarta**
FEB 18
2025-02-18 | 11:00 am onwards
MCC Office
Join Nadhira Meindy at the MCC Office, Jakarta 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

intellect Wellbeing

Onsite days Virtual Counselling FAQ Helpline & Hotline Numbers

What are Onsite Days?

Onsite days occur when a trained clinician from T&S Specialized Care is deployed to a local Trust & Safety office to provide wellbeing support, in collaboration with your local wellbeing site managers. It typically includes a variety of services such as individual counselling sessions, group check-ins or group training sessions.

This comprehensive approach aims to provide Trust & Safety teams with more accessible mental health support, building a healthier and safer workplace.



Available services

1-1 Counselling
2025-02-18 | 10:00 AM onwards
One Raffles Quay (ORQ) South Tower

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.

Confronting the uncomfortable: Navig...
12 October 2024 | 5:30 pm - 8:30 pm
171 Bras Street | Block B, Level 4, Room 3

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 insight and strategies to face challenges including Resilient Thinking, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content.

Mitigating Sleep Disorders
12 October 2024 | 5:30 pm - 8:30 pm
171 Bras Street | Block B, Level 4, Room 3

Intellect's wellbeing topics for T&S employees offer a comprehensive 60-minute program designed to promote wellness within T&S teams. These topics can be delivered virtually, in person, or in a hybrid format. Led by trained counselors, these programs provide valuable insights into individual wellbeing, addressing both personal and job-related challenges faced by people.

Book your slot **Register** **Register**

Meet Counsellor Berfont Thum



About me
Berfont is a clinical member and registered counsellor with the Singapore Association of Counselling, holding a Masters in Counselling (Advanced) from Melbourne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasizing a safe and respectful therapeutic environment that supports healing and self-actualization. Berfont primarily employs Cognitive Behavioural Therapy (CBT) for structured, evidence-based interventions and integrates Transactional Analysis (TA) to explore early childhood experiences and address emotional and behavioural challenges. Berfont has extensive experience in corporate mental health, addressing work stress, anxiety, depression, and acute mental health issues, including mood disorders, anxiety, depression, and adjustment disorders. He also assists clients through life transitions and grief. Berfont is dedicated to guiding his clients towards self-compassion through stress management, emotional reprocessing, and emotional self-compassion through regulation.

Specialisations

Wholeness of Counselling (Advanced) Mind & Anxiety Disorders
Transactional Analysis Grief & Grief Management
Cognitive Behavioural Therapy Self-compassion
Attachment and Relationship Issues Person-Centred Therapy
Cognitive Behavioural Therapy Stress Management
Grief & Grief Management

Frequently Asked Questions

How can I book an onsite counselling session?
Who is eligible to attend onsite days?
What are the services available during an onsite day?
Can I see my matched counsellor during an onsite day?
Do I get unmatched with my virtual counsellor if I attend onsite counselling with a different counsellor?
How often do we have onsite days with a counsellor coming to the office?
How can I reschedule/cancel an onsite 1:1 counselling session?

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 image shows a digital interface for selecting an onsite day service. At the top, the heading "Available services" is displayed. Below it are three service cards, each with an icon, a title, a brief description, and a red "Book your slot" or "Register" button.

- 1-1 Counselling**
Icon: Person. 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. **Book your slot**
- Confronting the uncomfortable: Navig...**
Icon: Plant. 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, 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. **Register**
- Mitigating Sleep Disorders**
Icon: Jigsaw. 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. **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.

Available services

1-1 Counselling
2025-02-28 | 10:00 AM onwards
Ori Raffles Quay (ORQ) South Tower

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 behaviours dependent on the context of your situation.

Book your slot

Confronting the uncomfortable: Navig...
12 October 2024 | 5:00 pm - 6:30 pm
171 Bras Street | Block B, Level 4, Room 3

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 cover insights and strategies across four key themes: Managing Reactions, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content.

Register

Mitigating Sleep Disorders
12 October 2024 | 5:30 pm - 6:30 pm
171 Bras Street | Block B, Level 4, Room 3

Intellect's wellbeing topics for T&S employees offer a comprehensive approach to promote resilience and mitigate stress. These sessions are designed to promote wellbeing 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.

Register

Intellect

Let's sign you in
Welcome back, please enter your email

Email Address *

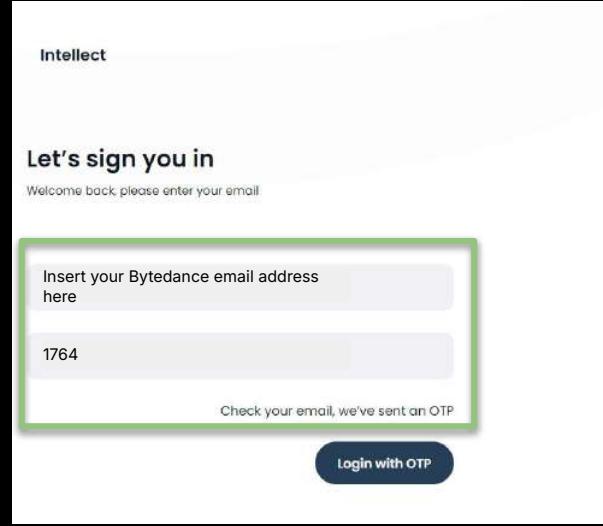
Request OTP

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

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Step 4: Login

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



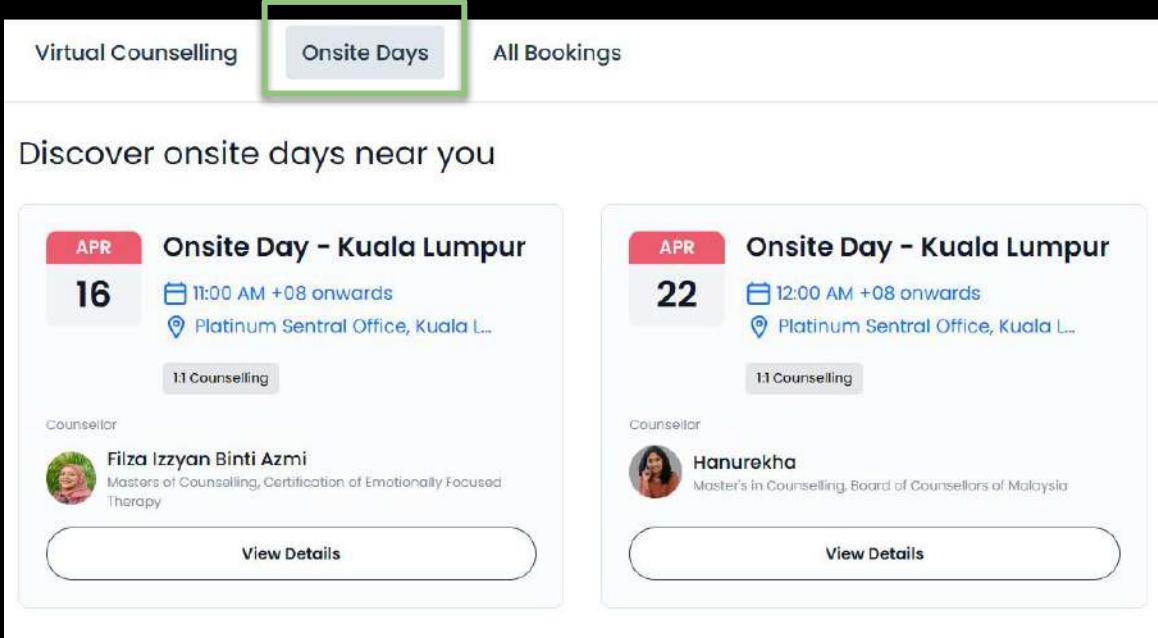
“

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 page 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)

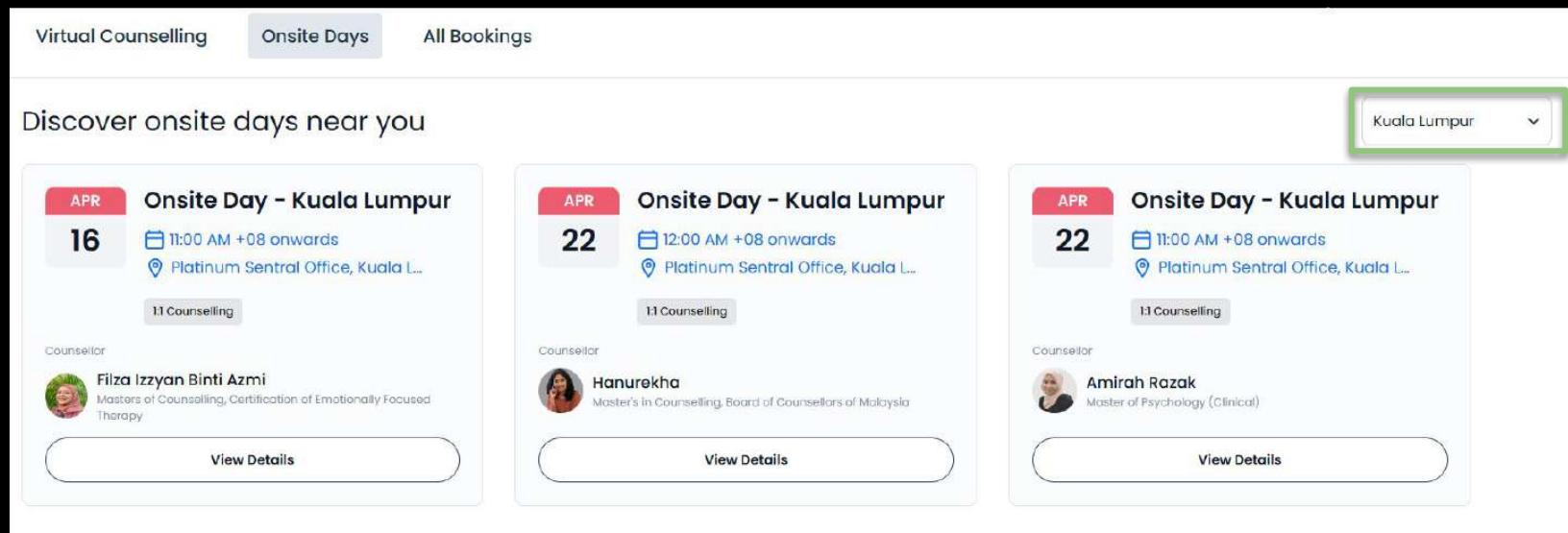


The screenshot shows the 'Onsite Days' tab selected (highlighted with a green box). The page title is 'Discover onsite days near you'. There are two cards for onsite days:

- Onsite Day - Kuala Lumpur** (APR 16):
 - 1:1 Counselling
 - Counsellor: Filza Izzyan Binti Azmi (Masters of Counselling, Certification of Emotionally Focused Therapy)
 - View Details
- Onsite Day - Kuala Lumpur** (APR 22):
 - 1:1 Counselling
 - Counsellor: Hanurekha (Master's in Counselling, Board of Counsellors of Malaysia)
 - View Details

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

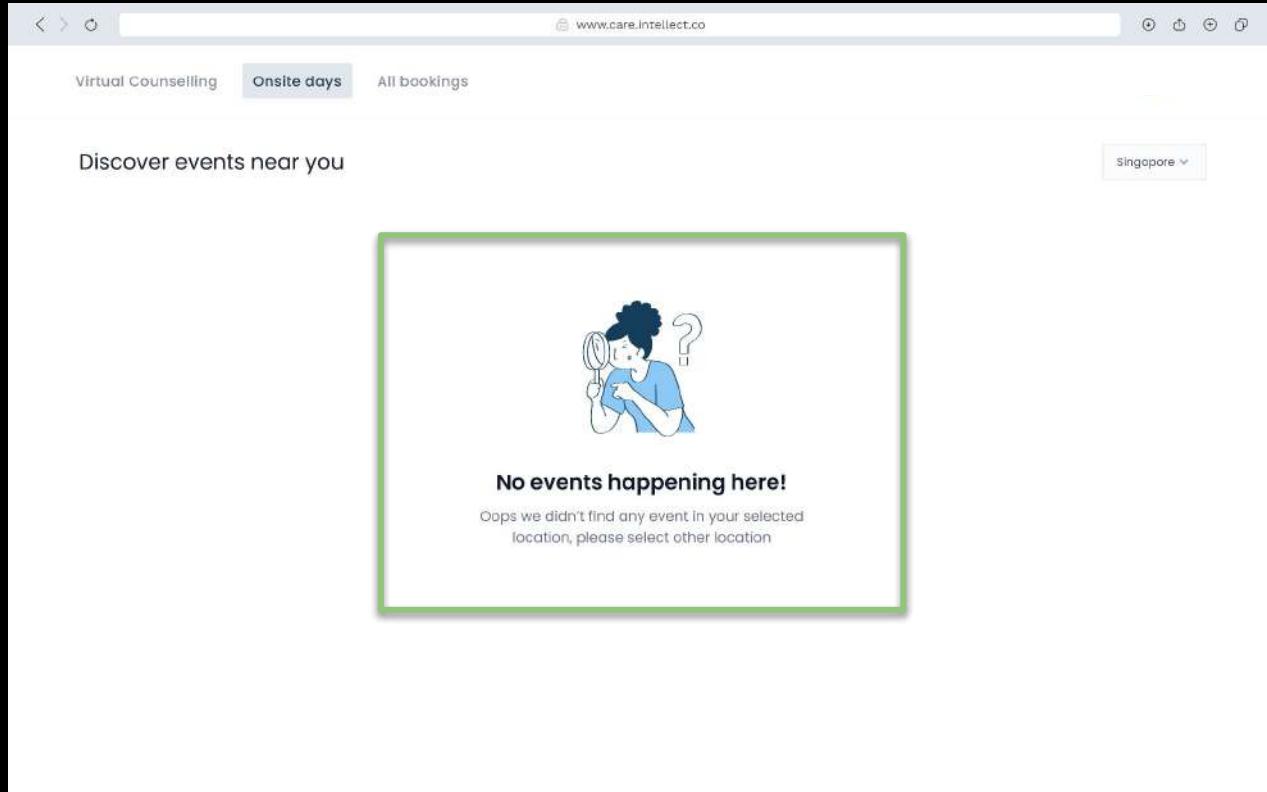


The screenshot shows a user interface for viewing onsite days. At the top, there are three tabs: "Virtual Counselling", "Onsite Days" (which is selected and highlighted in blue), and "All Bookings". Below the tabs, a section titled "Discover onsite days near you" is displayed. A dropdown menu labeled "Kuala Lumpur" is open, with a green box highlighting the dropdown arrow. Three onsite days are listed in a grid:

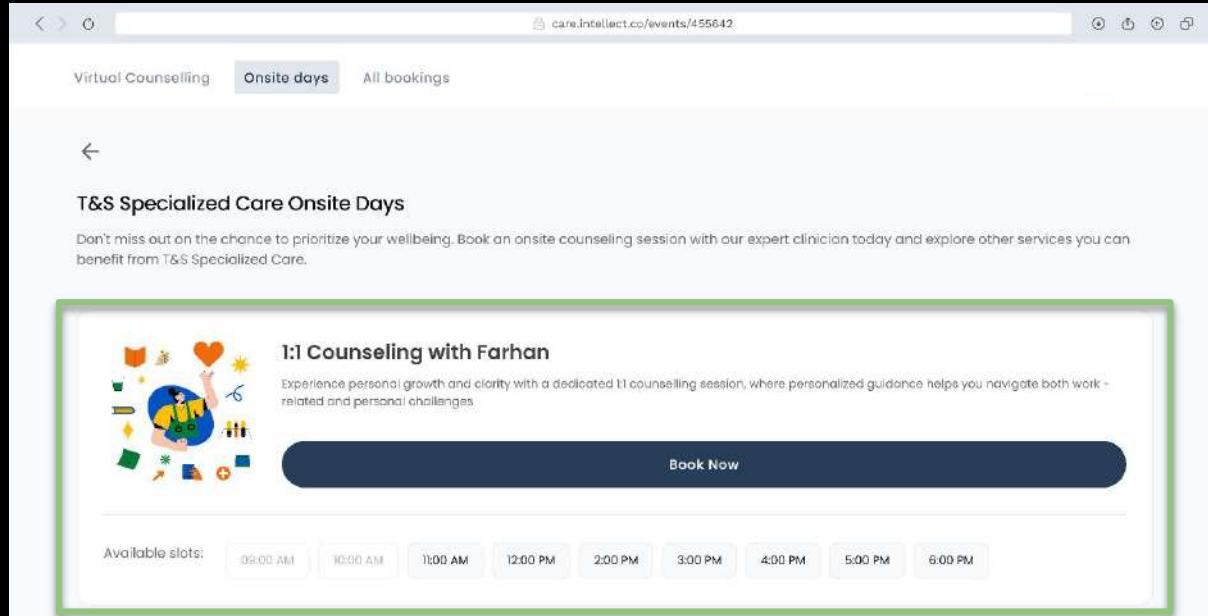
- Onsite Day - Kuala Lumpur** (April 16):
 - 11:00 AM +08 onwards
 - Platinum Sentral Office, Kuala Lumpur
 - Counselor: **Filza Izzyan Binti Azmi** (Masters of Counselling, Certification of Emotionally Focused Therapy)
 - [View Details](#)
- Onsite Day - Kuala Lumpur** (April 22):
 - 12:00 AM +08 onwards
 - Platinum Sentral Office, Kuala Lumpur
 - Counselor: **Hanurekha** (Master's in Counselling, Board of Counsellors of Malaysia)
 - [View Details](#)
- Onsite Day - Kuala Lumpur** (April 22):
 - 11:00 AM +08 onwards
 - Platinum Sentral Office, Kuala Lumpur
 - Counselor: **Amirah Razak** (Master of Psychology (Clinical))
 - [View Details](#)

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



- 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

February 18, 2025 | 10:00 AM +08 onwards

One Raffles Quay (ORQ) South Tower, Singapore

About Berfont Thum



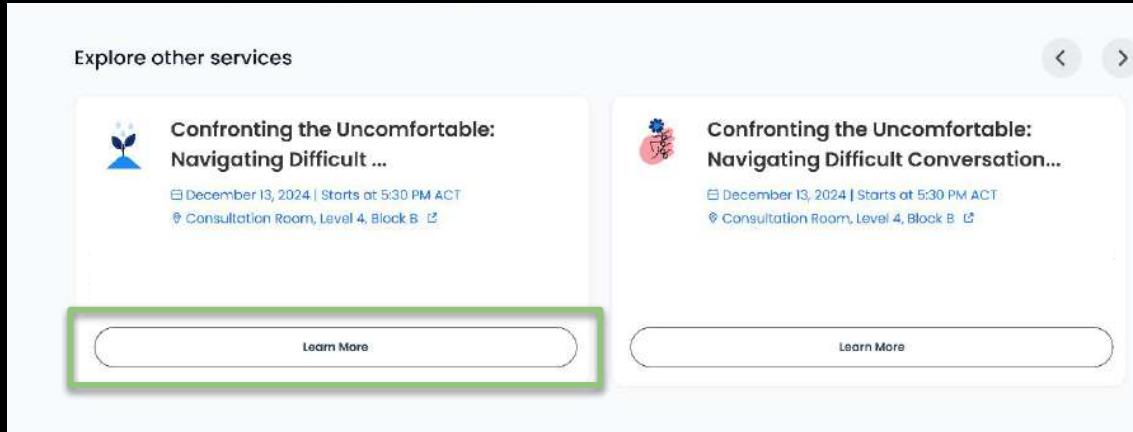
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment that supports healing and self-attunement. Berfont primarily employs Cognitive Behavioural Therapy (CBT) for structured, evidence-based interventions and integrates Transactional Analysis (TA) to explore early childhood experiences and address core emotional needs, enhancing self-awareness and self-compassion. His clinical work spans ages 15 to 65, addressing both chronic and acute mental health issues, including mood disorders, anxiety, psychosis, and adjustment disorders. He also assists clients through life transitions and grief. Berfont is dedicated to guiding his clients towards self-compassion through stress management, emotional reparenting, and emotional attunement and regulation.

Specialisations

Master of Counselling (Advanced)

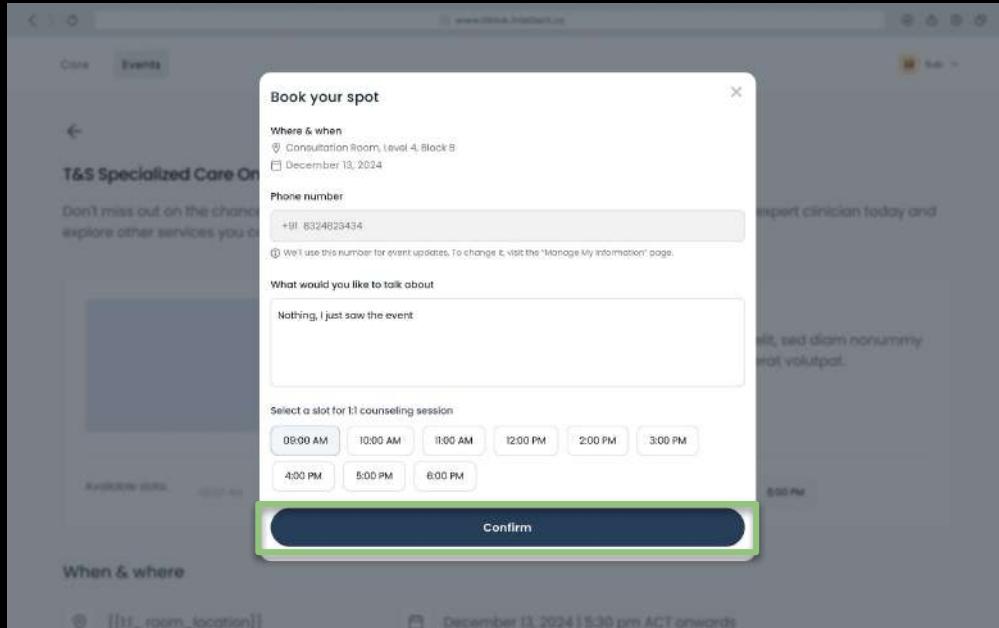
- As you scroll down, you can view the location, time, and date of the onsite deployment
- You can also view the bio and specializations of assigned clinicians

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

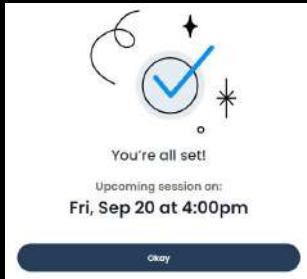
Step 9: Book Your Spot



- 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 day counselling session with Hanurekha confirmed! [Inbox](#)

The Intellect Team <team@intellect.co>

Hi

Your 60-min in-person onsite day session with your clinician, Hanurekha is confirmed.

Please find the details of your sessions below:

Date: 20 February 2025 Time: 12:15AM

Location: Platinum Sentral Office, Kuala Lumpur

Room: Consultation Room, Level 9, Block A

Please note that the room location might change, so keep an eye out for last minute changes [here](#).

If you are unable to make it or need to reschedule, you can do so by going to the <https://care.intellect.co/bookings>. Choose the session you want to reschedule or cancel with the "Onsite Day" tag.

Please contact our dedicated support team at iktok@intellect.co if you have any questions or need assistance.

Thank you for choosing Intellect as your mental health partner.

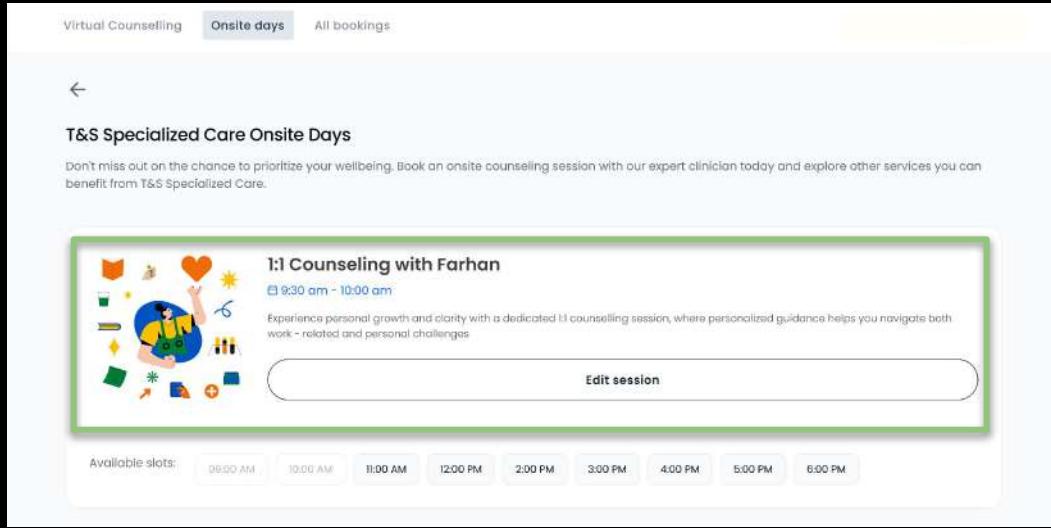
Always in your corner,

The Intellect Team

Onsite 1:1 Counselling

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

Reschedule & Cancel a Session

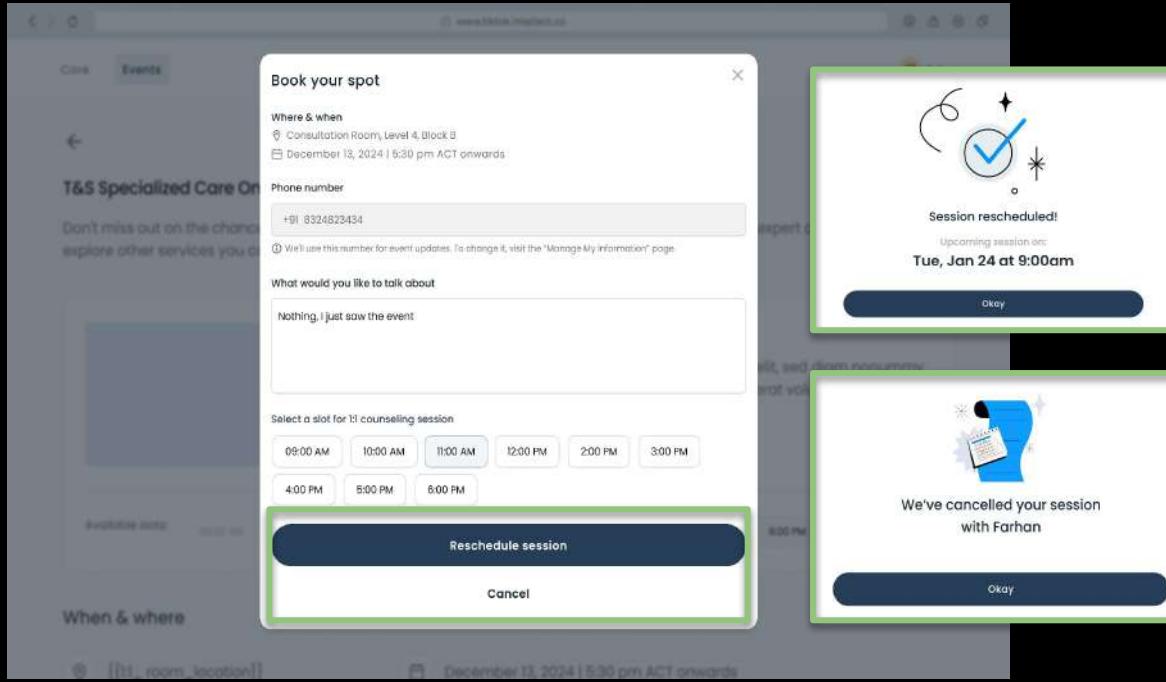


The screenshot shows a booking interface with the following elements:

- Header: Virtual Counselling, Onsite days (selected), All bookings.
- Section: T&S Specialized Care Onsite Days
- Text: Don't miss out on the chance to prioritize your wellbeing. Book an onsite counseling session with our expert clinician today and explore other services you can benefit from T&S Specialized Care.
- Session Card: 1:1 Counseling with Farhan (Farhan is a cartoon character).
 - Time: 9:30 am - 10:00 am
 - 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.
 - Call-to-Action: Edit session
- Available slots: 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

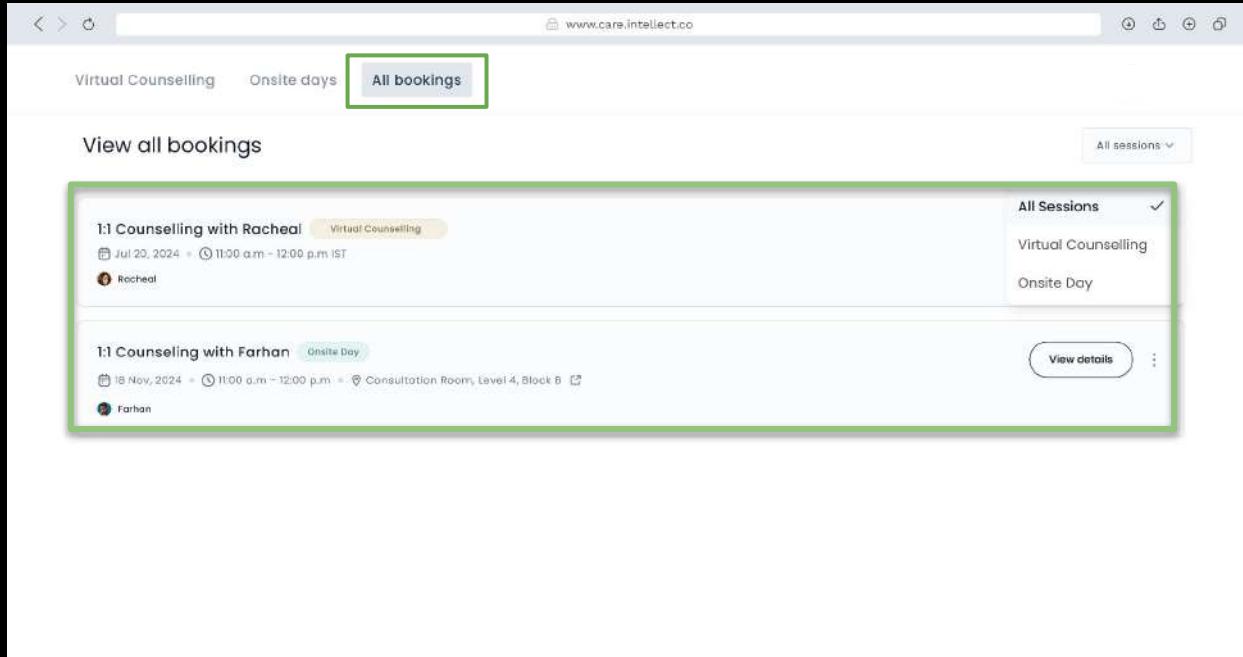
- Once a session is booked, the card CTA changes to "Edit Session." Clicking on "Edit Session" allows you to reschedule (if slots are available) or cancel your booking

Reschedule & Cancel a Session



- 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



Virtual Counselling Onsite days **All bookings**

View all bookings

1:1 Counselling with Racheal Virtual Counselling
Jul 20, 2024 • 11:00 a.m. – 12:00 p.m. IST
Racheal

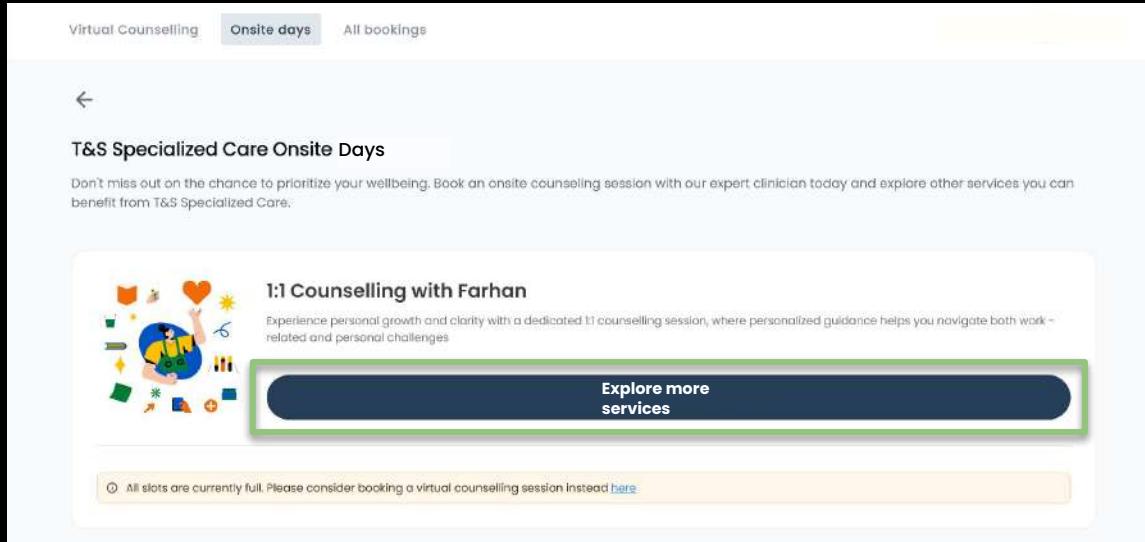
1:1 Counseling with Farhan Onsite Day
18 Nov, 2024 • 11:00 a.m. – 12:00 p.m. • Consultation Room, Level 4, Block B
Farhan

All sessions: **All Sessions** ✓
Virtual Counselling
Onsite Day

View details

- 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



The screenshot shows a booking interface with a header 'Virtual Counselling' and tabs 'Onsite days' (selected) and 'All bookings'. Below the tabs, a back arrow and the title 'T&S Specialized Care Onsite Days' are visible. A promotional message encourages booking onsite counselling sessions. A service card for '1:1 Counselling with Farhan' is displayed, featuring a collage of icons related to mental health and work. The card includes a description of the service and a 'Explore more services' button. At the bottom, a message indicates that all slots are currently full, with a link to book a virtual session instead.

Virtual Counselling

Onsite days

All bookings

←

T&S Specialized Care Onsite Days

Don't miss out on the chance to prioritize your wellbeing. Book an onsite counseling 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](#).

- 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

