

# T&S Specialized Care



User Guide to access the Microsite & Services within  
*Updated as of 21 March 2025*

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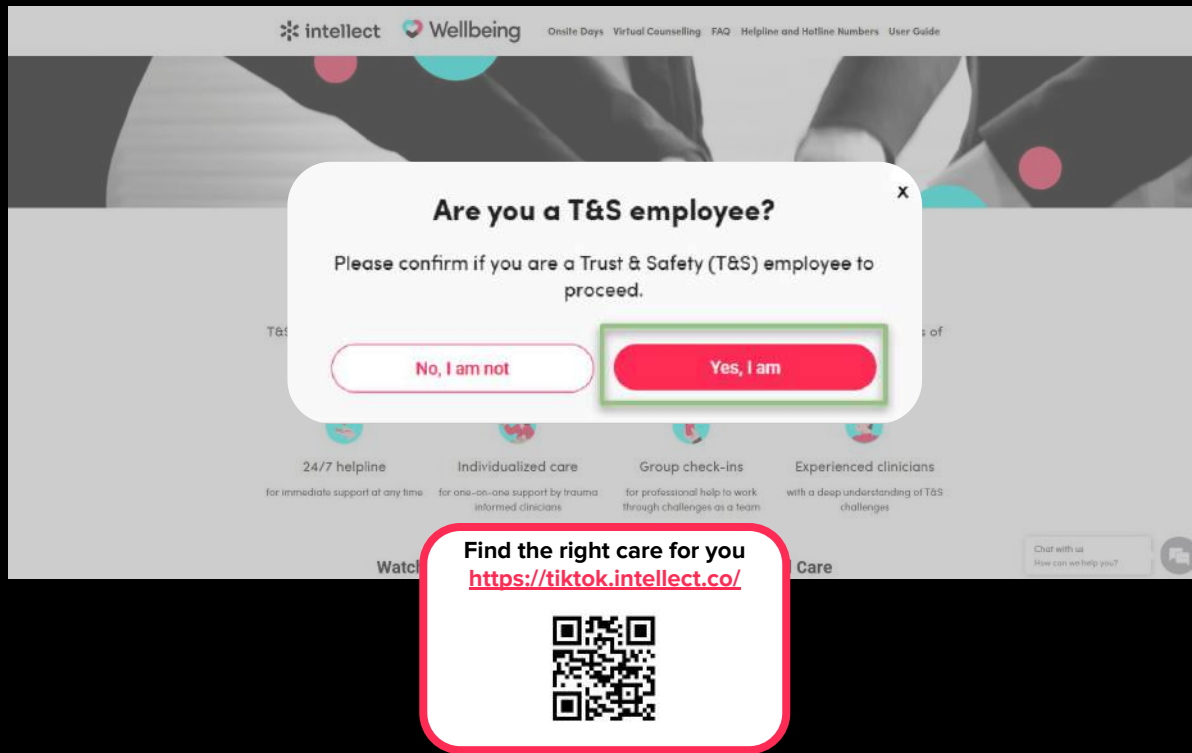
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# Create Your Account

# Step 1: Access T&S Specialized Care Microsite

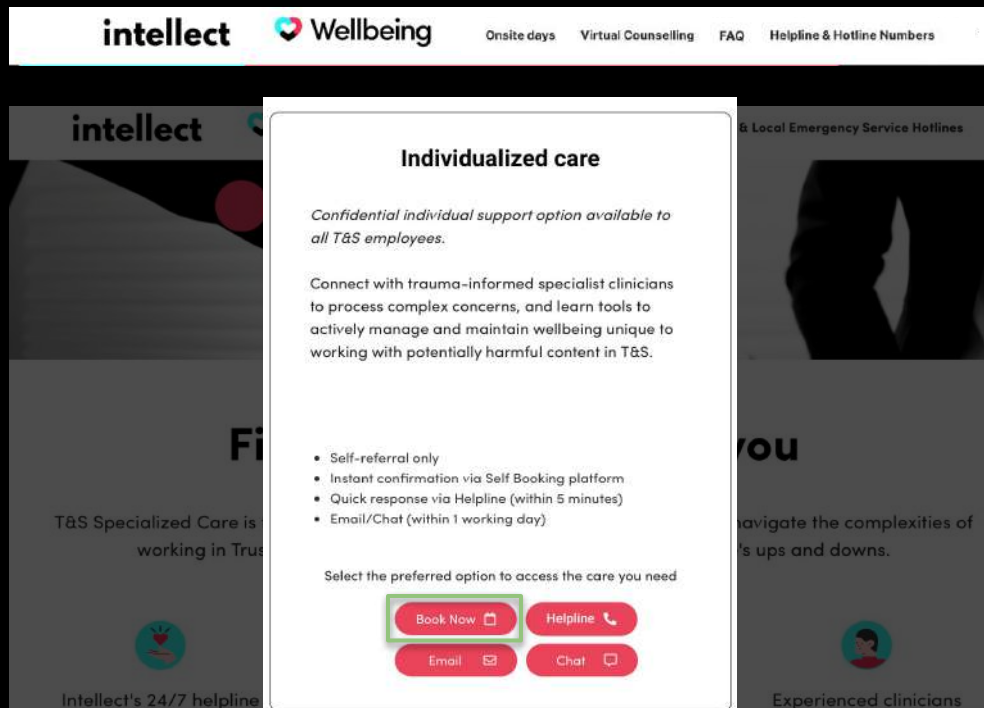
- Access the microsite via <https://tiktok.intellect.co/> or scan the QR code
- Select "Yes, I am" to indicate you are a T&S employee and to fully access the page

*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.*



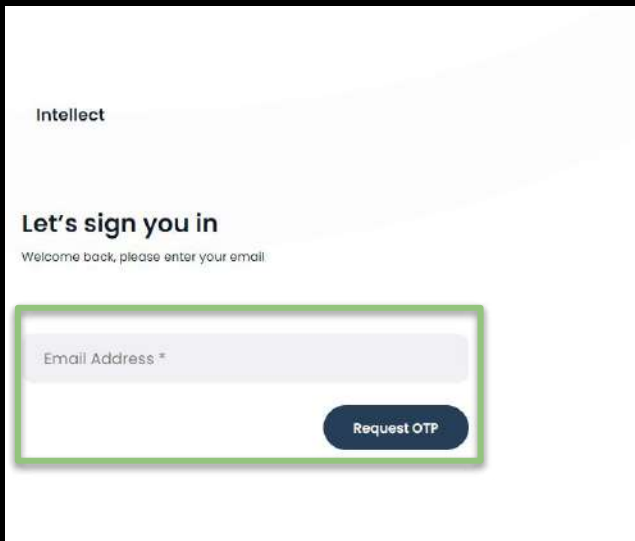
# Step 2: Navigate to the Individualized Care section

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



# 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"

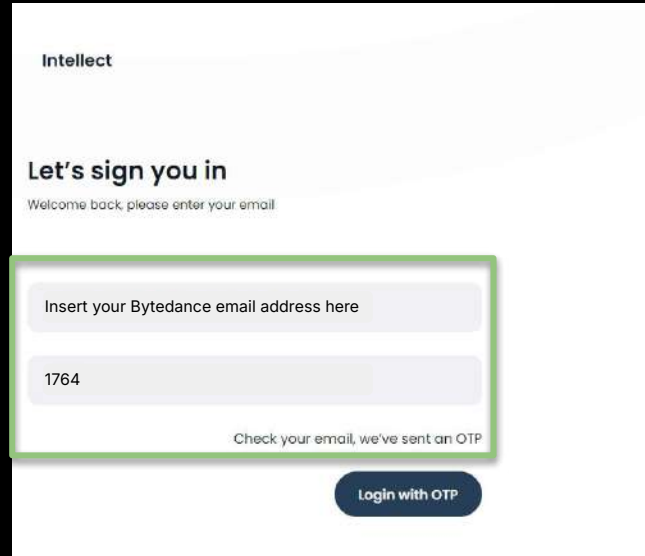
A screenshot of the Intellect login page. The page has a white background with a light blue header area. The Intellect logo is in the top left. Below it, the text "Let's sign you in" is displayed in a bold, dark blue font. Underneath that, a smaller line of text says "Welcome back, please enter your email". There is a light blue rectangular input field with the placeholder text "Email Address \*". To the right of the input field is a dark blue button with the text "Request OTP" in white. The entire login form area is highlighted with a green rectangular border.

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"



Intellect

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

Insert your Bytedance email address here

1764

Check your email, we've sent an OTP

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



# 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

The screenshot shows a registration form titled "Tell us about yourself". Below the title, a note states: "All information entered will remain completely private". The form contains several input fields: "Full name\*" with a placeholder "Enter here"; "Location\*" with a dropdown menu labeled "Select your location"; "Phone Number\*" with a country code dropdown (showing "+65") and a number input field; "Select Team (Line of Business)" with a dropdown menu labeled "Select your team"; "Tenure" with a dropdown menu labeled "Select"; and "Age" with a dropdown menu labeled "Select". A light blue "Next" button is positioned below these fields. At the bottom of the form, there is a checkbox that is checked, followed by the text "I agree to Intellect's [terms of service](#) and [informed consent policy](#)". Below this is a dark blue "Next" button.

# 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\*




+65

Relationship\*

Select

☒ This person consents to be my emergency contact

 Add emergency contact

Continue

# Virtual 1:1 Counselling

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

# Step 1: Select a Provider

Virtual Counselling   Onsite Days   All Bookings

## Select a provider to start your journey

Virtual   Clinical   Kuala Lumpur

Search in locations

Brazil

São Paulo

Mexico

Mexico City

USA

Austin, TX

San Jose, CA

**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.  
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  
English   Malay  
**Book a session**

**Eunice Chong**  
Next availability on Sat 22 Mar, 11:30AM MYT  
As a registered Clinical Psychologist in Malaysia, she is a member of the Malaysian Society of Clinical Psychology (MSCP). She holds a master's degree in Clinical Psychology from the University of Cyberjaya (UoC) and a bachelor's degree in neuroscience and psychology (Hons) from the University of Nottingham. With enriching experience, she is  
English   Cantonese   Simplified Chinese  
**Book a session**

- 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

The screenshot shows a web interface for booking a session. A modal titled "Book a session" is open, showing a session duration of 60 minutes. The "Frequency" section is highlighted with a green border and contains three options: "Weekly" (marked as "Recommended"), "Biweekly", and "One-time". Below this, a green box contains the text: "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 text area. At the bottom of the modal, it says "Repeats once a week" and has a "Confirm" button. The background shows a list of providers, with "Haeyoung Jeong" visible, including their profile picture, name, and a "Book a session" button.

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.

Recommended  
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

Haeyoung Jeong  
Next availability on Fri 26 Apr, 02:30PM MYT  
Haeyoung adopts an integrative and holistic therapeutic approach, weaving together traditional verbal psychodynamic psychotherapy, mindfulness, person-centered, and art therapy. With a primary focus on awareness, she strives to create an open and supportive environment that encourages profound

English French Korean

Book a 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"

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

April 2024

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 4: Choose frequency, time and date of session

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

The screenshot displays a web interface for booking a session. A modal window titled "Book a session" is open, showing a session duration of 60 minutes. The session date is set to "Apr 25, 2024 - Thursday". Below this, a grid of time slots is presented for selection. The first slot, "02:00PM", is highlighted with a green border. Below the grid, it states "Repeats once a week on Thursday, 02:00 PM - 03:00 PM for 4 sessions ( 4 credits )". A "Confirm" button is at the bottom of the modal. The background shows a list of providers, with "Jeong" partially visible.

Select a provider to start your journey

Session booking for employee@bytedance.com

Book a session

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

Jeong

Next availability on Fri 26 Apr, 02:30PM MYT

Jeong adopts an integrative and holistic therapeutic approach, weaving together traditional verbal psychodynamic psychotherapy, mindfulness, person-centered, and art therapy. With a primary focus on awareness, she strives to create an open and supportive environment that encourages profound

English French Korean

Book a session

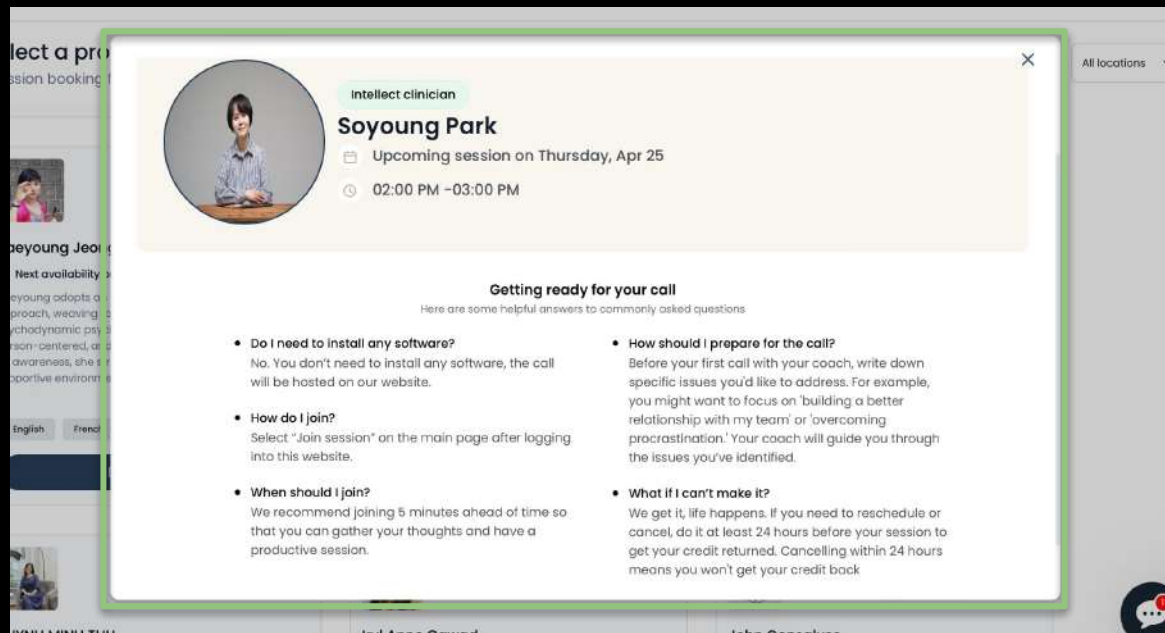
on Wed 24 Apr, 10:00PM MYT

Psychologist with a degree from [redacted], brings a wealth of experience in [redacted] related to anxiety, depression, and self-esteem. Guided by a diverse [redacted], she integrates Cognitive Behavior [redacted] techniques, and Solution Focused

Book a session

# Step 5: Confirmation of Session

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



The screenshot shows a confirmation modal for a session with Soyoung Park, an intellect clinician. The modal includes a profile picture, name, and session details. Below this, there is a section titled 'Getting ready for your call' with helpful tips for users.

**Soyoung Park**  
intellect clinician  
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

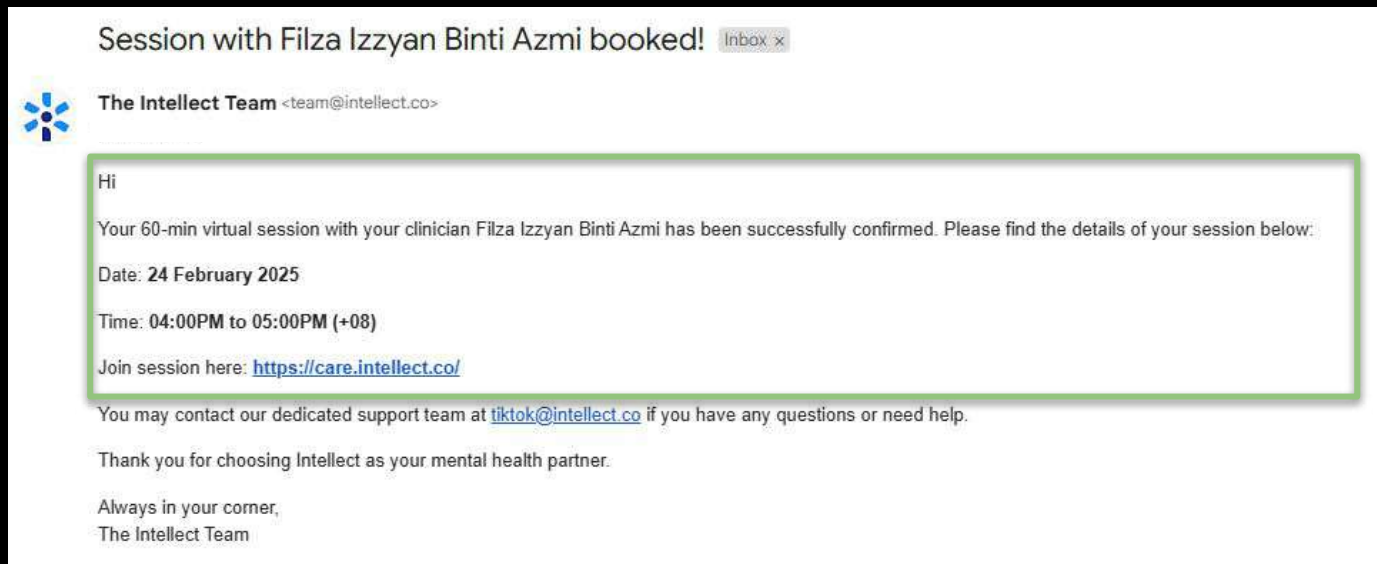
- **Do I need to install any software?**  
No. You don't need to install any software, the call will be hosted on our website.
- **How do I join?**  
Select "Join session" on the main page after logging into this website.
- **When should I join?**  
We recommend joining 5 minutes ahead of time so that 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 6: Confirmation of Session

The confirmation email will include:

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

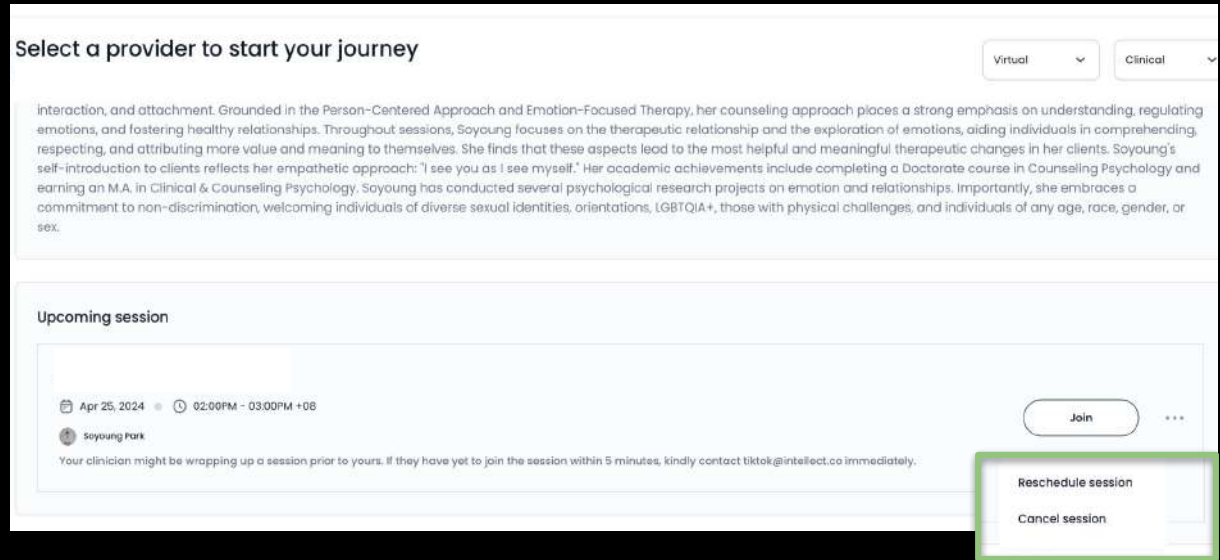


# Virtual 1:1 Counselling

## How to Reschedule or Cancel a Session

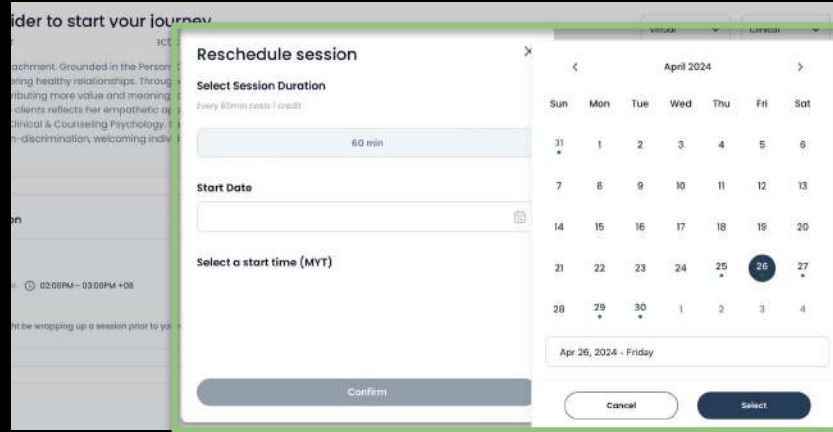
# Reschedule & Cancel a Session

- 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"



# Reschedule & Cancel a Session

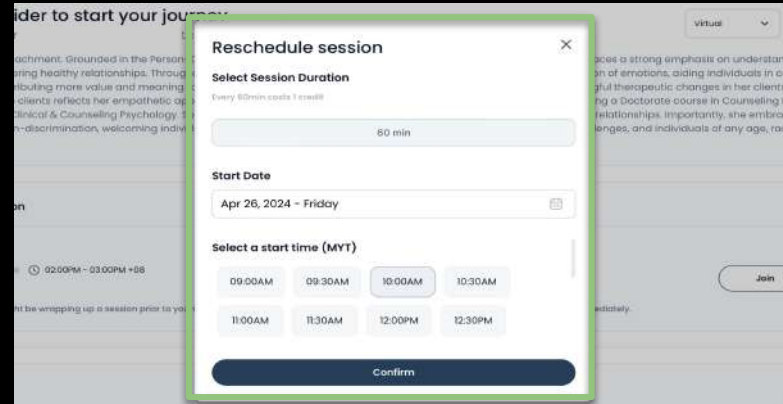
- To reschedule, simply choose an alternative date and time that fits your schedule
- Click "Confirm" to set your session



The modal titled "Reschedule session" is shown over a blurred background. It contains the following elements:

- Select Session Duration:** A dropdown menu with "60 min" selected. Below it, text reads "Every 60min costs 1 credit".
- Start Date:** A date picker showing "Apr 26, 2024 - Friday".
- Select a start time (MYT):** A time selection area with a grid of times.
- Buttons:** "Confirm" (blue), "Cancel" (white), and "Select" (blue).

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



This modal is similar to the one above but shows the time selection grid. The "Start Date" is set to "Apr 26, 2024 - Friday".

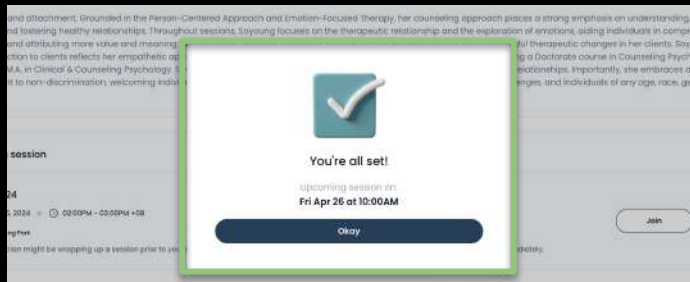
**Select a start time (MYT)**

09:00AM	09:30AM	10:00AM	10:30AM
11:00AM	11:30AM	12:00PM	12:30PM

Buttons: "Confirm" (blue), "Cancel" (white).

# 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](mailto:tiktok@intellect.co) if you have any questions or need help.

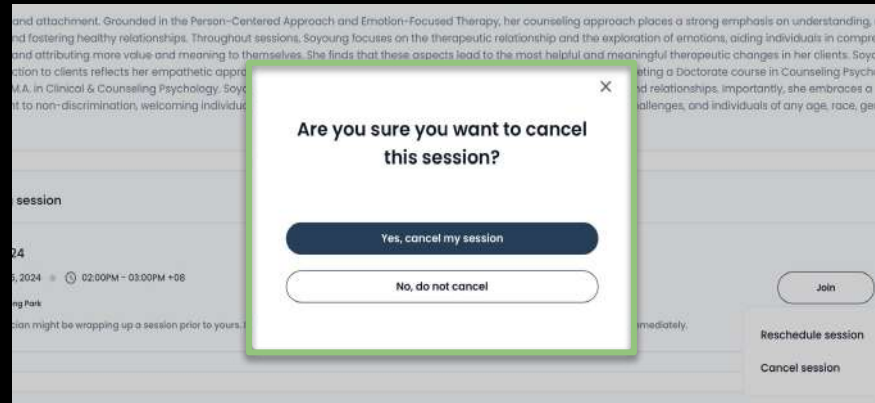
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

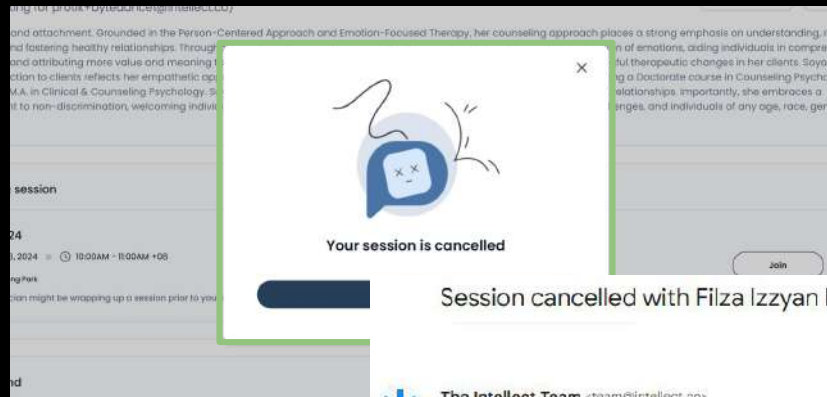
# Reschedule & Cancel a Session

- 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



Session cancelled with Filza Izzyan Binti Azmi inbox x



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 [care.intellect.co](https://care.intellect.co)

You may also contact our dedicated support team at [tiktok@intellect.co](mailto: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

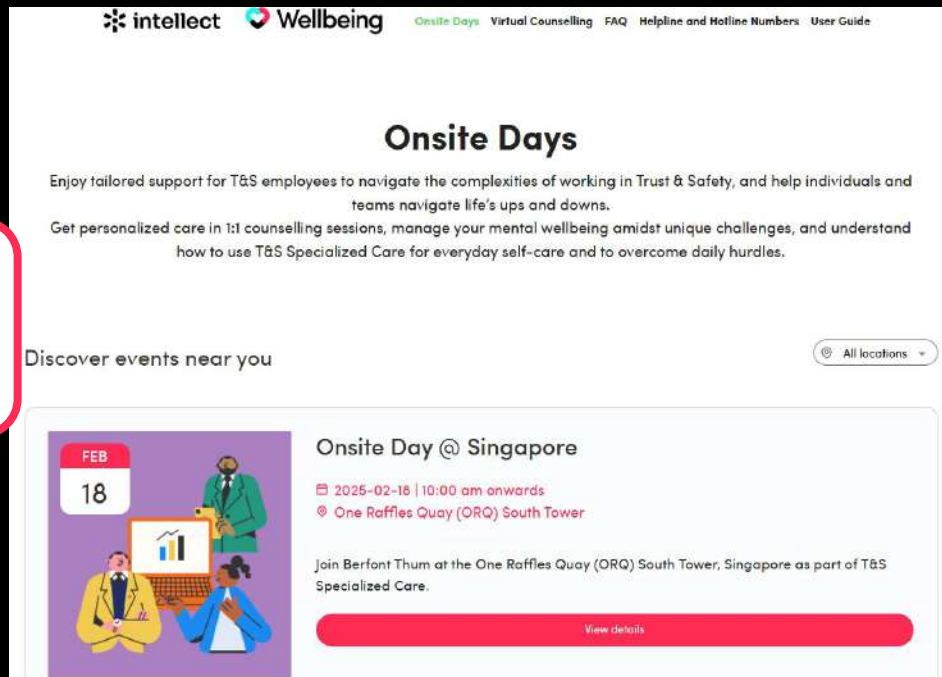


# Step 1: Default View of Onsite Days

- 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

Find the right care for you

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

A screenshot of the 'Onsite Days' microsite. The header features the 'intellect' and 'Wellbeing' logos, with navigation links for 'Onsite Days', 'Virtual Counselling', 'FAQ', 'Helpline and Hotline Numbers', and 'User Guide'. The main heading is 'Onsite Days', followed by two paragraphs of text describing the support for T&S employees. Below this is a section titled 'Discover events near you' with a location filter set to 'All locations'. A featured event card for 'Onsite Day @ Singapore' is shown, including a calendar icon for February 18th, the date and time '2025-02-18 | 10:00 am onwards', the location 'One Raffles Quay (ORQ) South Tower', and a description about joining Berfont Thum. A red button labeled 'View details' is at the bottom of the card.

intellect Wellbeing Onsite Days Virtual Counselling FAQ Helpline and Hotline Numbers User Guide


## 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

FEB  
18



### Onsite Day @ Singapore

📅 2025-02-18 | 10:00 am onwards

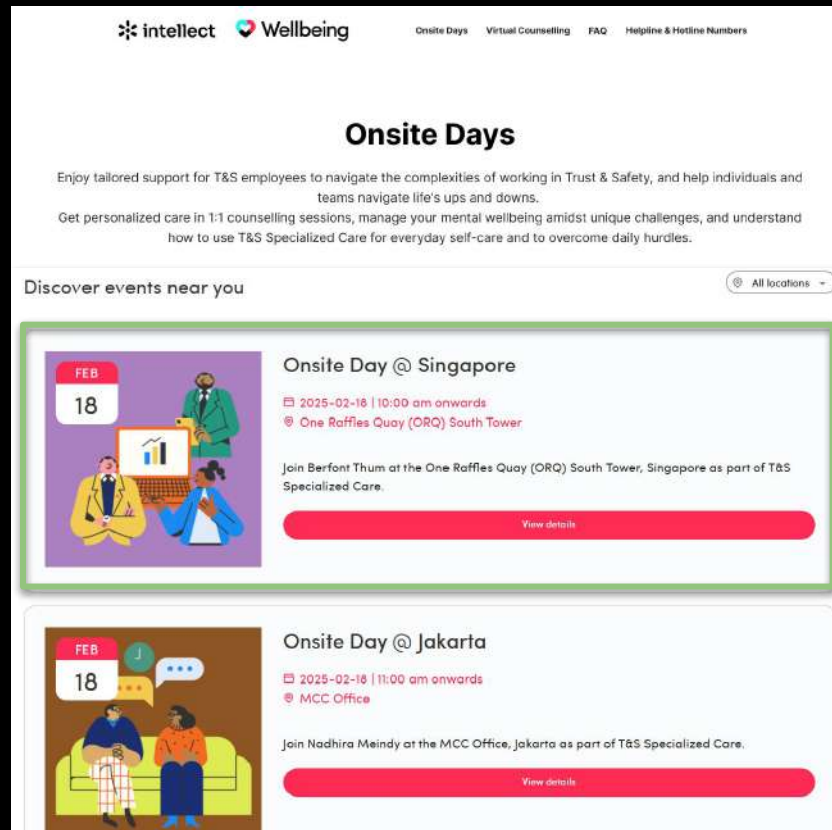
📍 One Raffles Quay (ORQ) South Tower

Join Berfont Thum at the One Raffles Quay (ORQ) South Tower, Singapore as part of T&S Specialized Care.

[View details](#)

# 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



The screenshot shows the 'Onsite Days' page on the Intellect Wellbeing platform. At the top, the Intellect and Wellbeing logos are displayed alongside navigation links for 'Onsite Days', 'Virtual Counselling', 'FAQ', and 'Helpline & Hotline Numbers'. The main heading is 'Onsite Days', followed by a descriptive paragraph about tailored support for T&S employees. Below this is a section titled 'Discover events near you' with a location filter set to 'All locations'. Two event cards are visible: 'Onsite Day @ Singapore' and 'Onsite Day @ Jakarta'. Each card includes an illustration, a date and time, a location, and a 'View details' button.

**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**

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**


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




Onsite days Virtual Counseling FAQ Helpdes & 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

📅 2023-02-08 | 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.

[Book your slot](#)




#### 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 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 | 9:30 pm - 10:30 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 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](#)

### Meet Counsellor Berfont Thum



**About me**

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-actualisation. Berfont primarily employs Cognitive Behavioural Therapy (CBT) for structural, evidence-based interventions and Integrative Transactional Analysis (TA) to explore early childhood experiences and address core emotional needs, enhancing self-awareness and self-compassion. His clinical work spans ages 16 to 65, addressing both chronic and acute mental health issues, including mood disorders, anxiety, psychosis, and adjustment disorders. He also works closely through life transitions and grief. Berfont is dedicated to guiding his clients towards self-compassion through stress management, emotional reparenting, and emotional attachment and regulation.

**Specialisations**

[Provider of Counselling \(Advanced\)](#)[Anxiety & Anxiety Disorders](#)[Resilience and Grief](#)[Group Management](#)[Emotional Reparenting & Self-compassion](#)[Attachment and Relationship Issues](#)[Person-Centred Therapy](#)[Cognitive Behavioural Therapy](#)[Transactional Analysis](#)[Singapore, Singapore](#)

### 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?

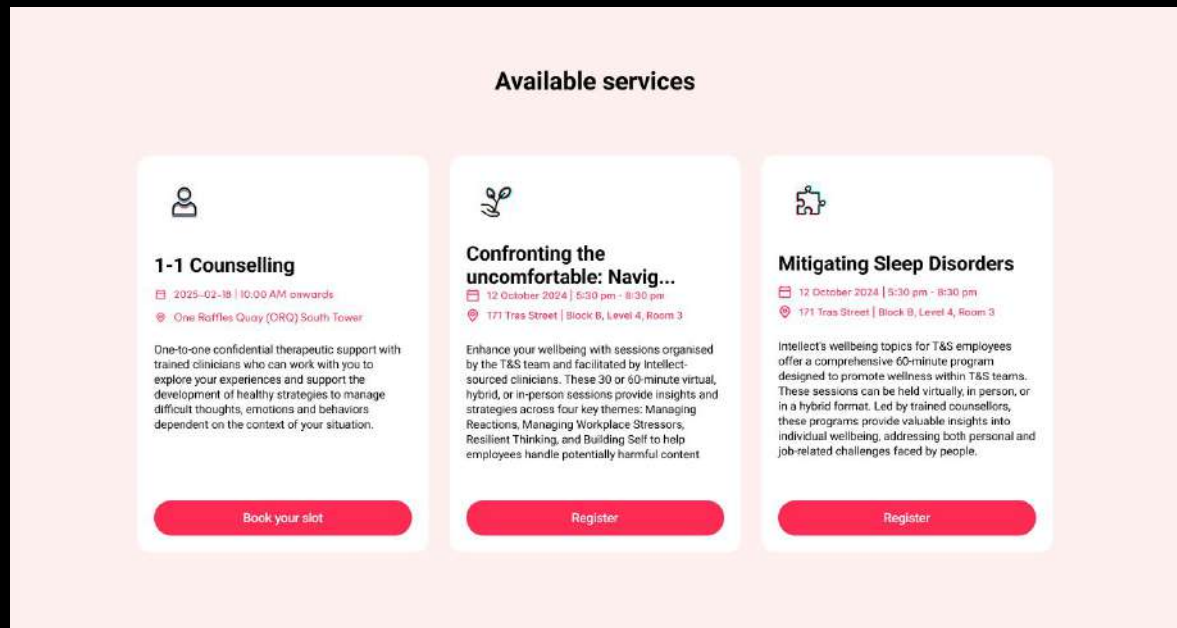
intellect | Wellbeing

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# Step 2: Select an Onsite Day Service

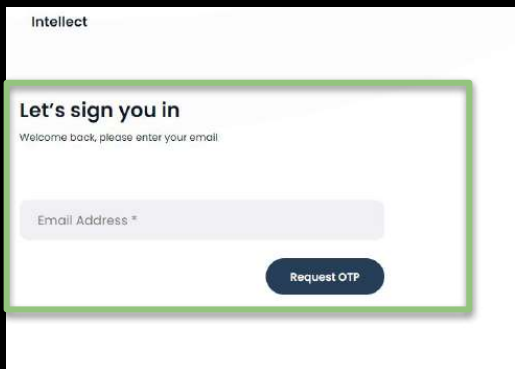
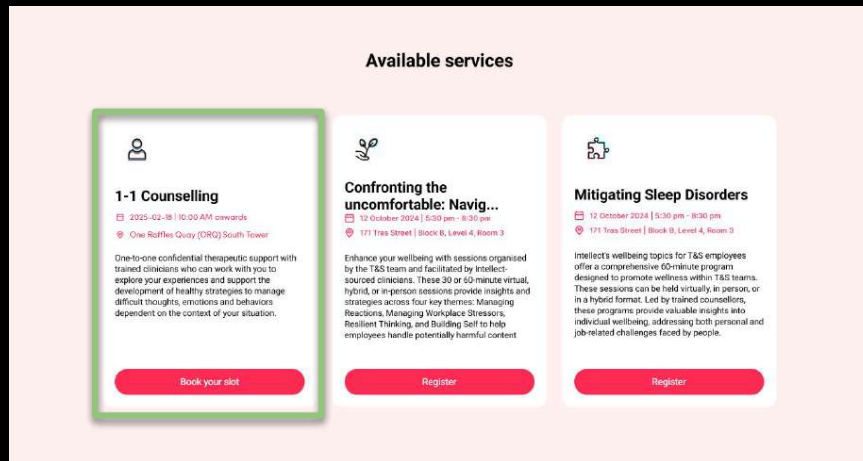
## Under Available Services

- **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.



# 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.

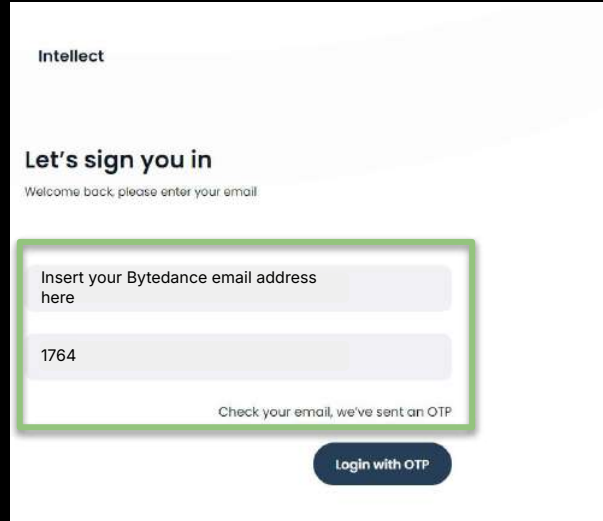


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



# 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 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 for the login process. Inside this box, there is a text input field with the placeholder "Insert your Bytedance email address here" and a numeric input field containing the value "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 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 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 in the top navigation bar, which is highlighted with a green box. Below the navigation bar, the heading 'Discover onsite days near you' is displayed. Two cards are shown, each representing an onsite day in Kuala Lumpur. The first card is for April 16th, from 11:00 AM to 08:00 AM onwards, at the Platinum Sentral Office. It lists 11 counselling sessions and features a counsellor named Filza Izzyan Binti Azmi, who is a Master of Counselling and has a Certification of Emotionally Focused Therapy. The second card is for April 22nd, from 12:00 AM to 08:00 AM onwards, at the same location. It also lists 11 counselling sessions and features a counsellor named Hanurekha, who is a Master's in Counselling and a member of the Board of Counsellors of Malaysia. Both cards have a 'View Details' button at the bottom.

Virtual Counselling **Onsite Days** All Bookings

Discover onsite days near you

**APR 16** Onsite Day - Kuala Lumpur  
11:00 AM +08 onwards  
Platinum Sentral Office, Kuala L...  
11 Counselling

Counsellor  
 **Filza Izzyan Binti Azmi**  
Masters of Counselling, Certification of Emotionally Focused Therapy  
View Details

**APR 22** Onsite Day - Kuala Lumpur  
12:00 AM +08 onwards  
Platinum Sentral Office, Kuala L...  
11 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 displays the 'Onsite Days' tab within a web application. At the top, there are three tabs: 'Virtual Counselling', 'Onsite Days' (which is selected), and 'All Bookings'. Below the tabs, a header reads 'Discover onsite days near you'. In the top right corner, there is a location dropdown menu currently set to 'Kuala Lumpur', which is highlighted with a green border. The main content area features three cards, each representing an 'Onsite Day - Kuala Lumpur'. Each card includes a date (16, 22, and 22 of April), a time slot (11:00 AM +08 onwards), and the location (Platinum Sentral Office, Kuala Lumpur). Below the location, it specifies '1:1 Counselling'. Each card also lists a counselor's name and credentials, followed by a 'View Details' button.

Virtual Counselling   Onsite Days   All Bookings

Discover onsite days near you

Kuala Lumpur ▼

**APR 16**   Onsite Day - Kuala Lumpur  
📅 11:00 AM +08 onwards  
📍 Platinum Sentral Office, Kuala Lumpur  
1:1 Counselling  
Counselor: **Filza Izzyan Binti Azmi**  
Masters of Counselling, Certification of Emotionally Focused Therapy  
View Details

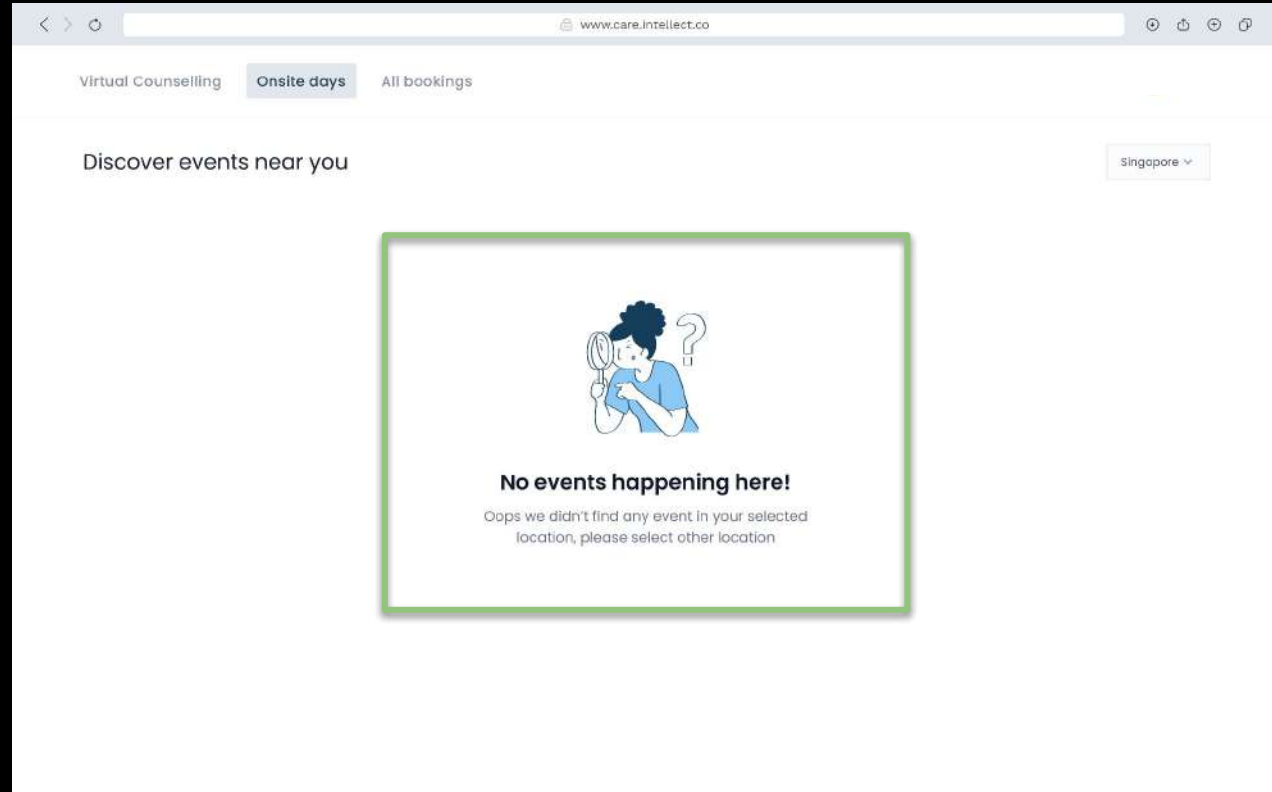
**APR 22**   Onsite Day - Kuala Lumpur  
📅 12:00 AM +08 onwards  
📍 Platinum Sentral Office, Kuala Lumpur  
1:1 Counselling  
Counselor: **Hanurekha**  
Master's in Counselling, Board of Counsellors of Malaysia  
View Details

**APR 22**   Onsite Day - Kuala Lumpur  
📅 11:00 AM +08 onwards  
📍 Platinum Sentral Office, Kuala Lumpur  
1:1 Counselling  
Counselor: **Amirah Razak**  
Master of Psychology (Clinical)  
View Details

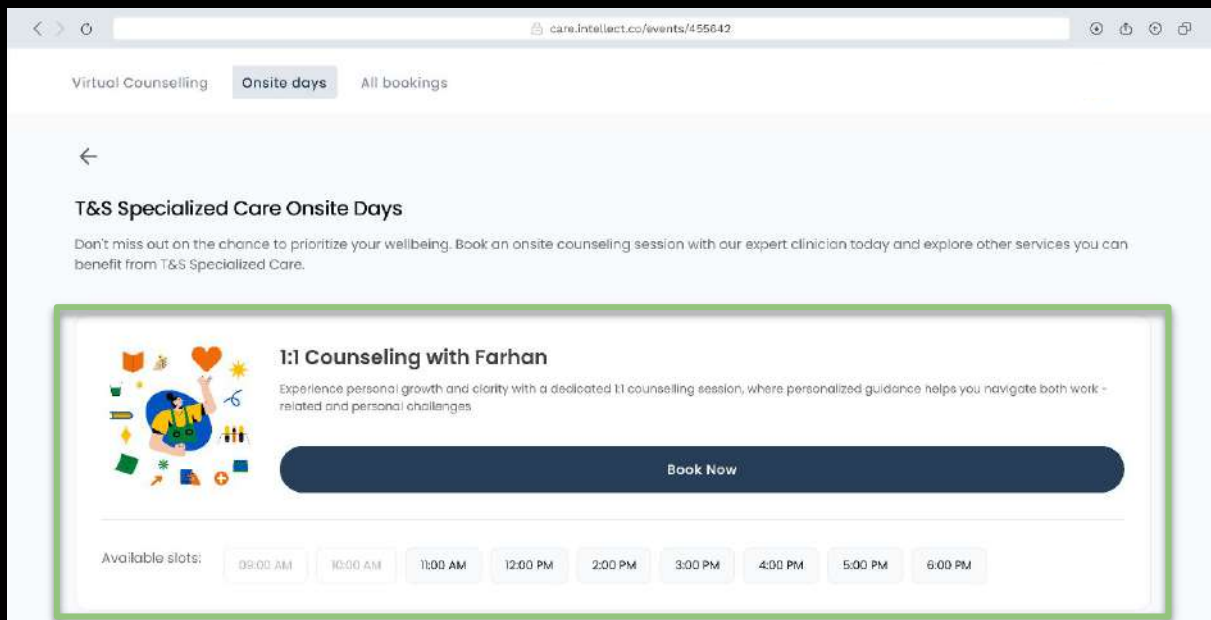


# Step 5: View Onsite Days in Your Location

- 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



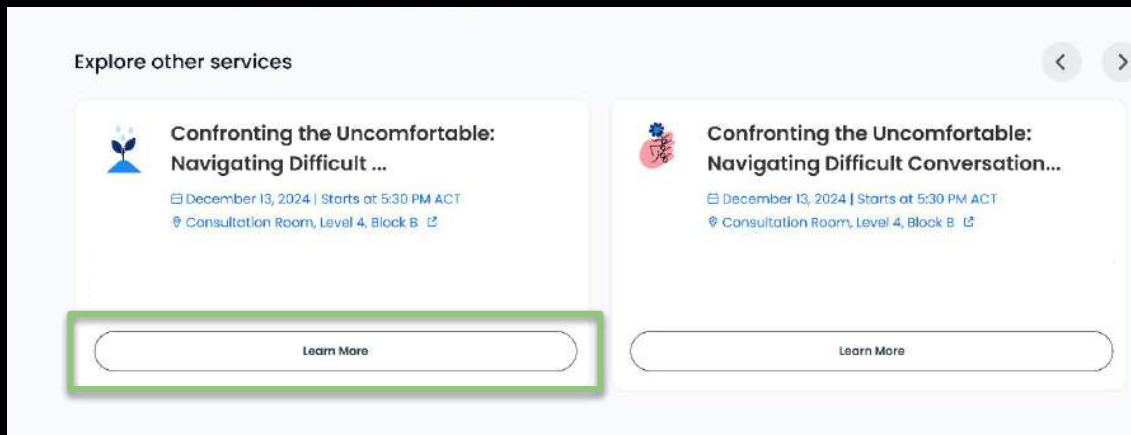
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment 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)

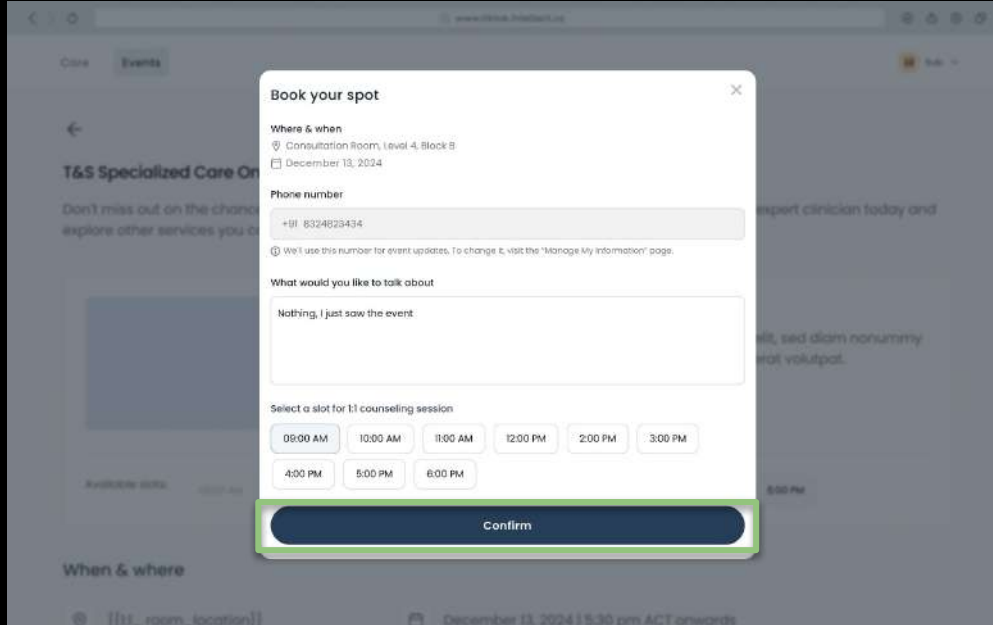
- As you scroll down, you can view the location, time, and date of the onsite deployment
- You can also view the bio and specializations of assigned clinicians

# 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



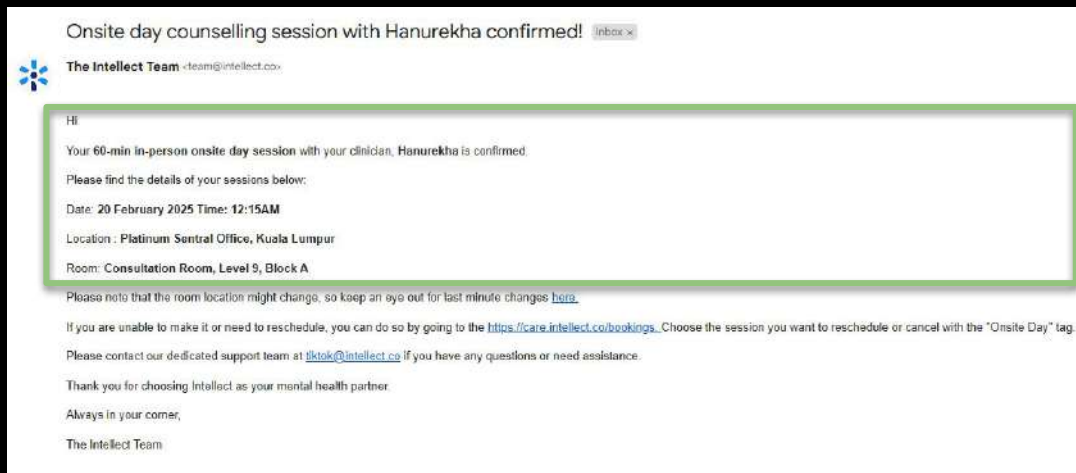
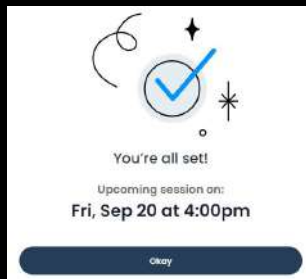
The screenshot shows a web browser window with a modal titled "Book your spot". The modal contains the following sections:

- Where & when:** A location pin icon followed by "Consultation Room, Level 4, Block B" and a calendar icon followed by "December 13, 2024".
- Phone number:** A text input field containing "+61 8324623434". Below it, a small note says: "We'll use this number for event updates. To change it, visit the 'Manage My Information' page."
- What would you like to talk about:** A text area containing the text "Nothing, I just saw the event."
- Select a slot for 1:1 counselling session:** A grid of time 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, and 6:00 PM.
- Confirm:** A large blue button at the bottom of the modal, highlighted with a green border.

- 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

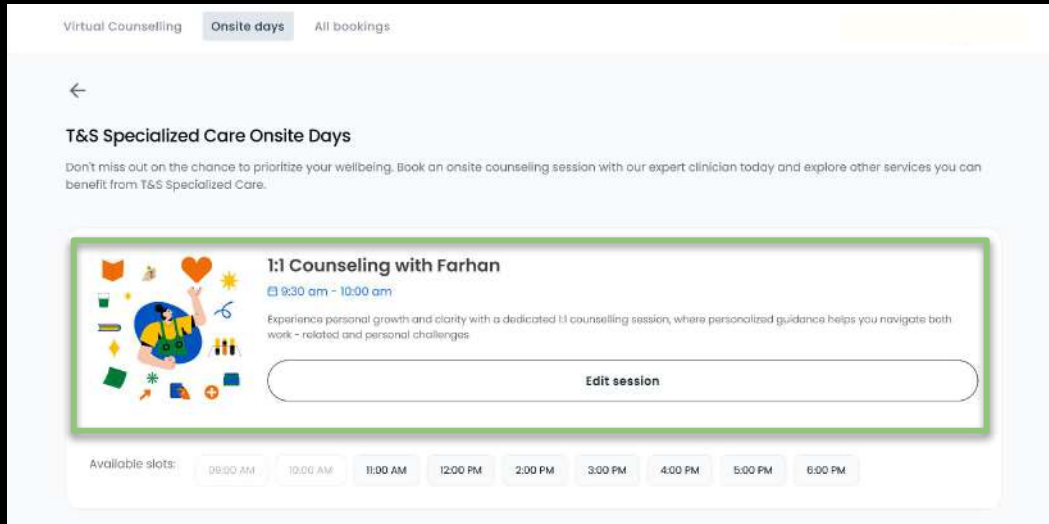
- Once you have booked your session, you will see this pop up confirming your session!
- You will then receive a confirmation email of your scheduled session
- Your confirmation email will include:
  - Clinician name
  - Session date and time
  - Session location and room
  - Link to microsite booking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



# Onsite 1:1 Counselling

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

# Reschedule & Cancel a Session



- 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

The image shows a 'Book your spot' form and two confirmation popups. The form is titled 'Book your spot' and includes a close button (X). It contains the following sections:

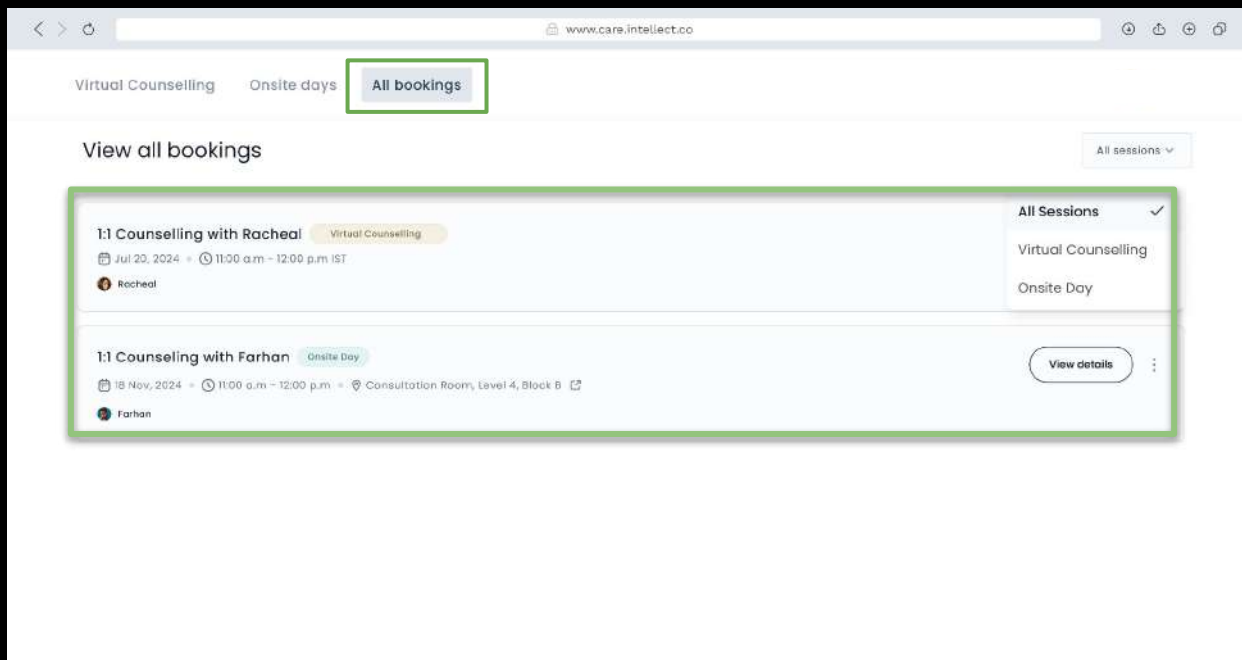
- Where & when:** Consultation Room, Level 4, Block B; December 13, 2024 | 5:30 pm ACT onwards.
- Phone number:** +BI 8324823434. A note below states: 'We'll use this number for event updates. To change it, visit the "Manage My Information" page.'
- What would you like to talk about:** A text area containing 'Nothing, I just saw the event.'
- Select a slot for 1:1 counseling session:** A grid of time 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. The 11:00 AM slot is highlighted.
- Buttons:** 'Reschedule session' and 'Cancel'.

The two popups are:

- Session rescheduled!** Upcoming session on: Tue, Jan 24 at 9:00am. Button: Okay.
- We've cancelled your session with Farhan**. Button: Okay.

- 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

here.'"/>

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

