

T&S Specialized Care



マイクロサイトおよびサービス利用ガイド

2025年6月30日更新

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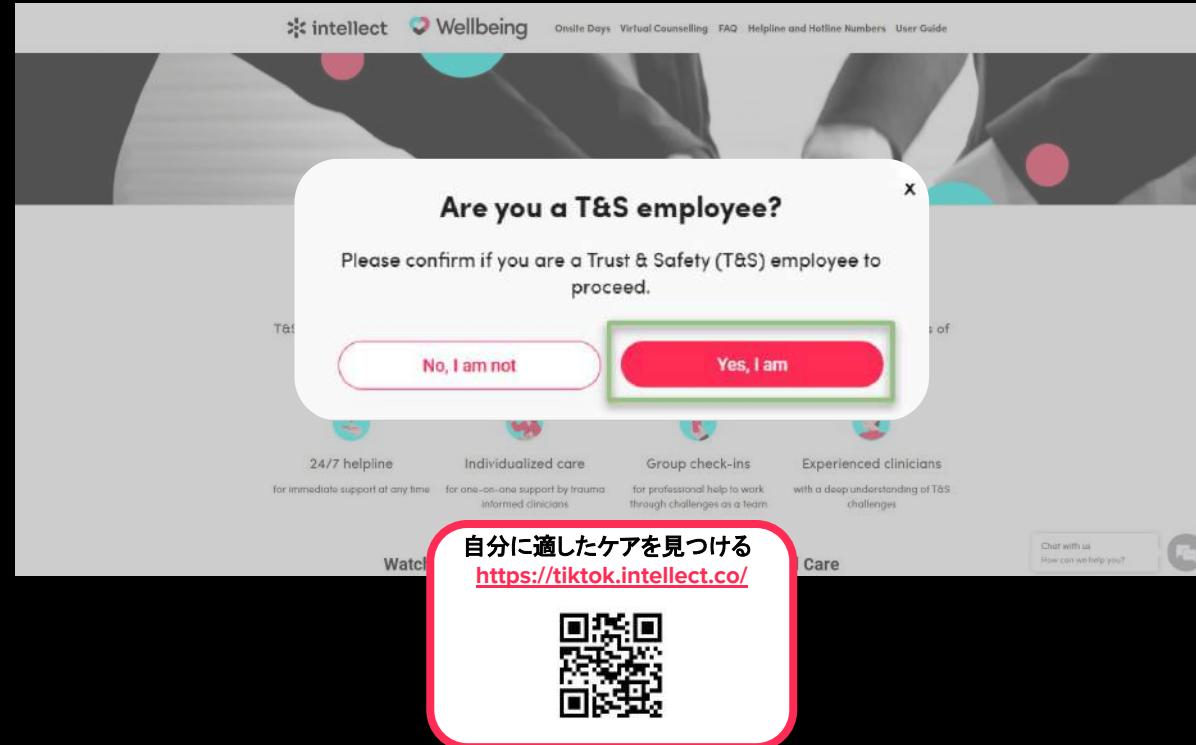
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アカウントの作成

ステップ1:T&S Specialized Careマイクロサイトにアクセス

- <https://tiktok.intellect.co/> からマイクロサイトにアクセスするか、QRコードをスキャンします
- 「Yes, I am(はい、私はT&Sの従業員です)」を選択し、T&Sの従業員であることを確認すると、ページのすべてのコンテンツにアクセスできます

*APAC地域の従業員向けのご案内 T&S Specialized Careのサービスは、T&S従業員専用です。そのため、T&S従業員でない場合は、ByteDance全従業員向けのウェルビーイングサポートであるByteDance EAPにリダイレクトされます。



ステップ2: 個別ケアセクションに進む

- アカウントにサインインするには、ページをスクロールして「Individualized care(個別ケア)」セクションまで進み、[Book Now(今すぐ予約)]を選択します

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'. On the right side of the page, there is a section titled 'Individualized care' with a sub-section titled 'Confidential individual support option available to all T&S employees.' It describes connecting 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, there is a list of options:

- Self-referral only
- Instant confirmation via Self Booking platform
- Quick response via Helpline (within 5 minutes)
- Email/Chat (within 1 working day)

A call-to-action button labeled 'Book Now' with a calendar icon is highlighted with a green box. To its right are buttons for 'Helpline' with a phone icon, 'Email' with an envelope icon, and 'Chat' with a speech bubble icon. The background of the page features a silhouette of a person's head and shoulders.

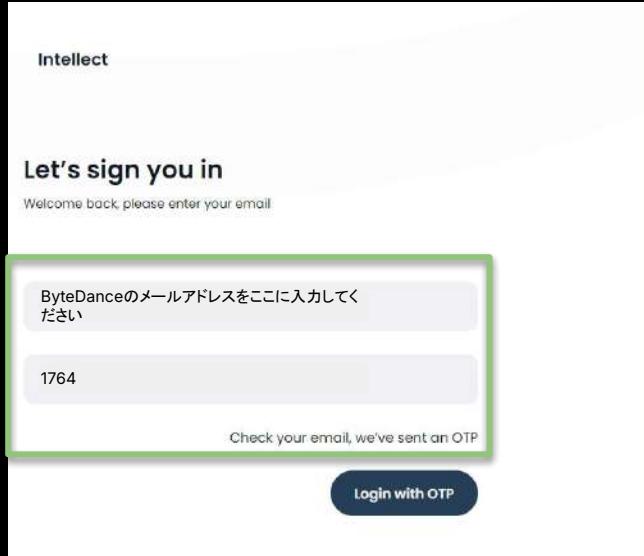
ステップ3:OTPの申請

- ログインページが表示されたら、以下の手順を行ってください:
 - ByteDanceのメールアドレスを入力します
 - [Request OTP(OTPの申請)]をクリックします

The image consists of two main sections. On the left, there is a screenshot of a web browser displaying a login page for 'Intellect'. The page title is 'Let's sign you in' and it says 'Welcome back, please enter your email'. Below this is a form field with a placeholder 'Email Address *' and a blue button labeled 'Request OTP'. A green rectangular box highlights the entire input field and button. On the right side of the image, there is a dark blue background with white text. At the top right are two yellow double quotes. Below them, the text reads: 'Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees'. To the right of the text are two large, stylized white letters, 'L' and 'W'.

ステップ4：マイクロサイトにログイン

- ByteDanceのメールからOTP（ワンタイムパスワード）を取得します
- OTPを入力します
- [Login with OTP(OTPでログイン)]をクリックします



必要な情報の入力

ステップ1:個人情報の入力

- ログイン後、以下の基本情報の入力を求められます:
 - 氏名
 - 所在地
 - 電話番号
 - LOB(事業部門)、勤続年数、年齢の項目は必須ではありません
- 必須項目の入力が完了したら、Intellectの利用規約およびインフォームドコンセントポリシーに同意することを確認し、チェックボックスにチェックを入れます
- その後、[Next(次へ)]をクリックして進みます

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

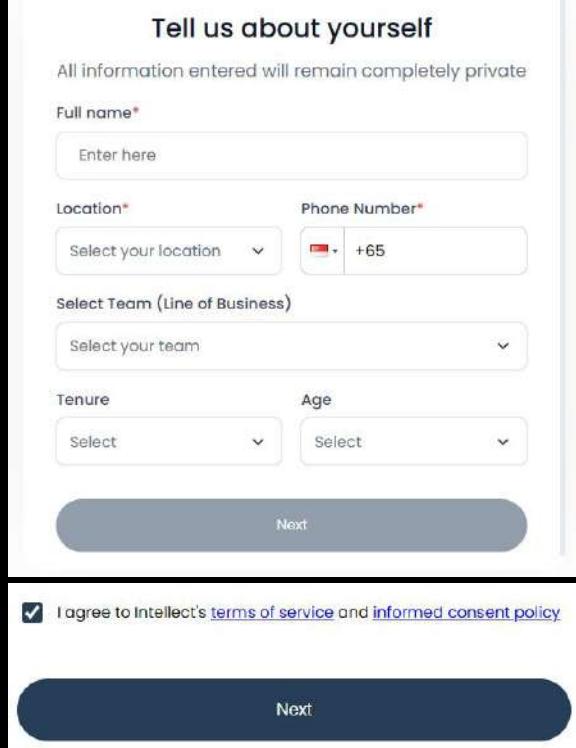
Tenure Age

Select Select

Next

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

Next



ステップ2:緊急連絡先情報の入力

- 次に、緊急連絡先情報の入力が求められます。この項目は必須です
 - 緊急連絡先の氏名
 - 電話番号
 - 続柄
- 入力が完了したら、緊急連絡先本人から同意を得ていることを確認し、チェックボックスにチェックを入れます
- その後、[Continue(続行)]をクリックして進みます

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*

+65

Select

This person consents to be my emergency contact

バーチャル1対1カウンセリング のセ ルフ予約ガイド： 1対1のバーチャルカウンセリング セッションの予約方法

ステップ1: プロバイダーの選択

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 provider profiles are listed:

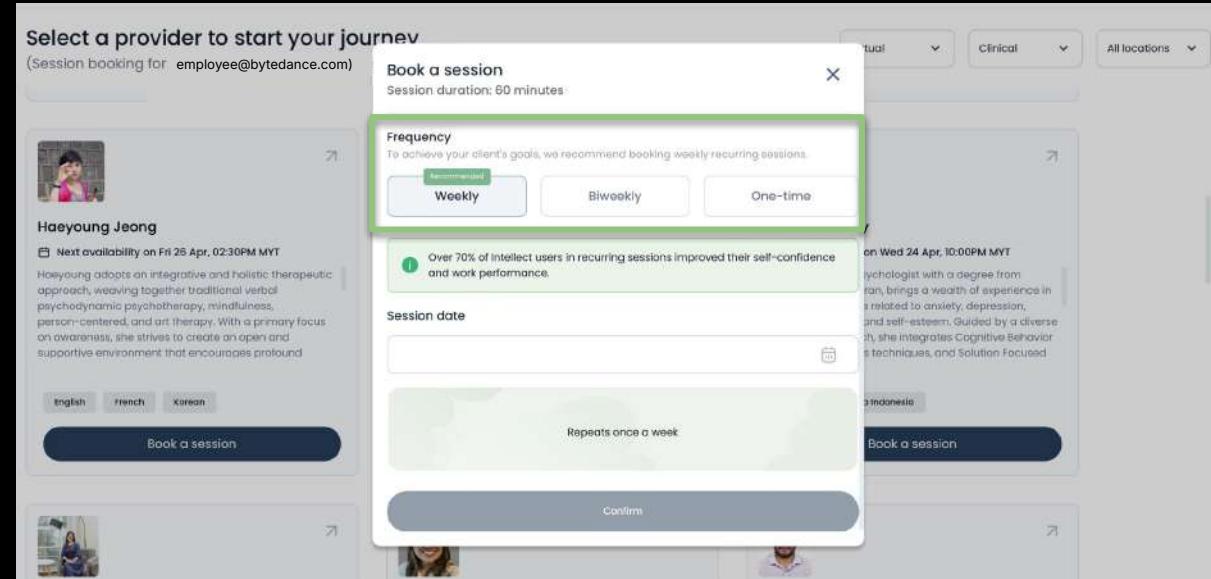
- Amirah Razak**: Next availability on Thu 27 Mar, 01:00PM MYT. Meet Amirah, a registered and licensed clinical psychologist who understands the initial discomfort that comes with revealing personal experiences to a stranger. She sees this discomfort as the starting point of an awakening process. Amirah's primary goal is to provide support and establish a safe space for her clients, allowing them to share their stories.
- 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 Nottingham. With enriching experience, she is

Each profile includes a small photo, availability information, a brief description, and language options (English, Malay). A green box highlights the 'Book a session' button for the first provider. To the right, a dropdown menu for location filtering is shown, with 'Kuala Lumpur' selected. Other options include Brazil, São Paulo, Mexico, Mexico City, USA, Austin, TX, and San Jose, CA. A speech bubble icon is also present.

- ログイン後、care.intellect.coにアクセスすると、デフォルトで[Virtual Counselling(バーチャルカウンセリング)]タブが表示されます
- このページでは、あなたの現在の所在地(オンボーディング時に入力した所在地)にいる専門カウンセラーのプロフィールのみが表示されます。他の地域の専門カウンセラーのプロフィールを閲覧したい場合は、地域フィルターをご利用ください
- 自分に合った専門カウンセラーを見つけたら、[Book a session(セッションを予約)]をクリックします

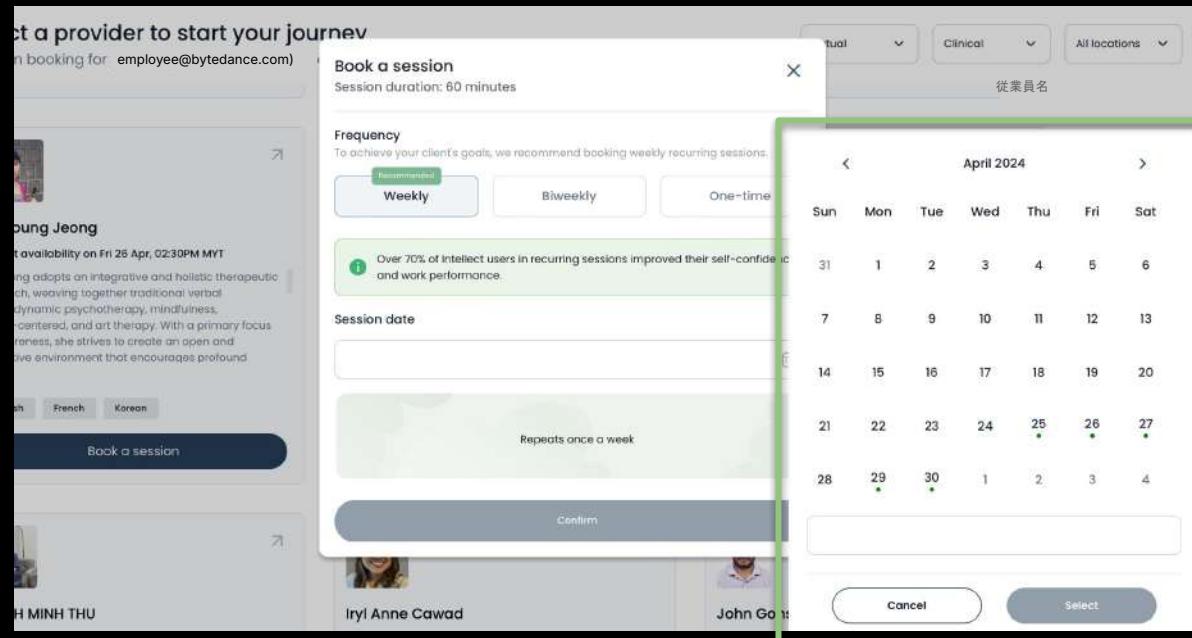
ステップ2: セッションの頻度・時間・日付の選択

- あなたの専門カウンセラーとの定期セッション(毎週または隔週)を選択することができます
- もちろん、1回のみのセッションを選ぶこともできます



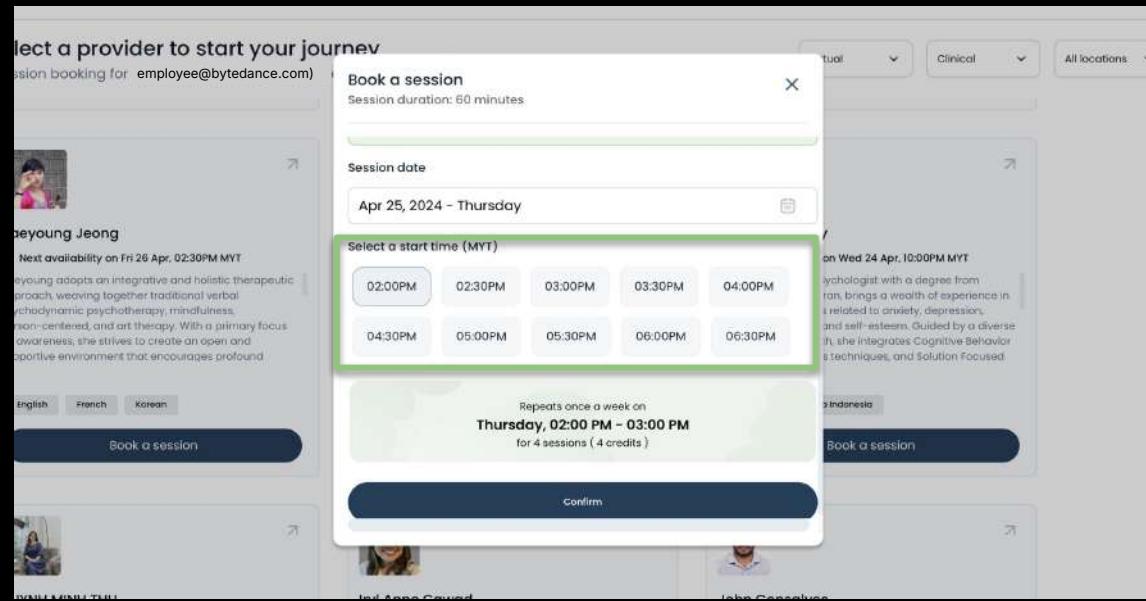
ステップ3: セッションの頻度・時間・日付の選択

- 下に緑色の点が表示されている日付は、その専門カウンセラーの空き日を示しています
- ご希望の日付を選択します
- [Select(選択する)]をクリックします



ステップ4: セッションの頻度・時間・日付の選択

- 利用可能な時間帯の一覧が表示されます
- ご希望の開始時間を選択します
- [Confirm(確定)]をクリックします



ステップ5：セッションの確定

- セッションが予約されました！
- セッションの予約が確定すると、確認メールが送信されます

The screenshot shows a web-based booking interface. On the left, there's a sidebar with a search bar and a list of names: 'Soyoung Jeon', 'Soyoung Park', 'Dawn Minn Thu', 'Jan Anne Cawood', and 'Johanna Gosselin'. The main area displays a profile for 'Soyoung Park' with a circular photo of her, her title 'intellect clinician', and her name 'Soyoung Park'. It indicates an 'Upcoming session on Thursday, Apr 25' from '02:00 PM - 03:00 PM'. Below this, a section titled 'Getting ready for your call' provides answers to common 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.

ステップ6: セッションの確定

確認メールには以下の情報が記載されています:

- 専門カウンセラーの氏名
- セッションの日付
- セッションの時間
- セッションに参加するためのリンク

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

バーチャル1対1カウンセリング
セッションの予約変更またはキャ
ンセル方法

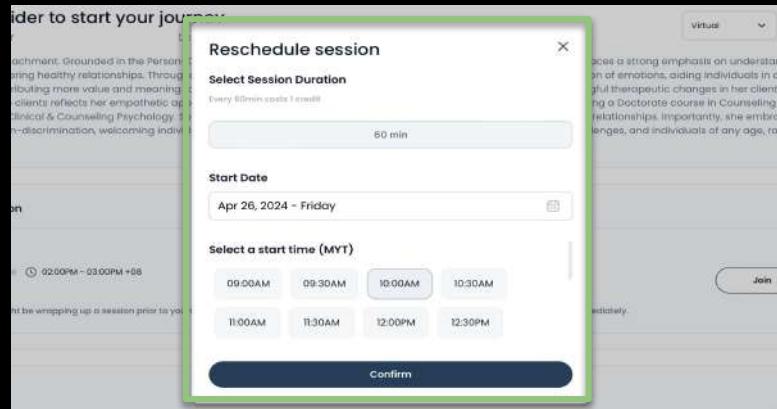
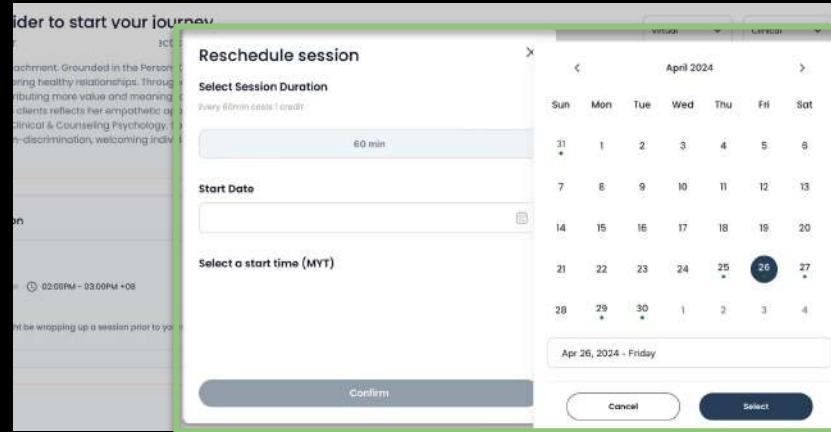
セッションの予約変更およびキャンセル

- 専門カウンセラーとのセッションを予約変更またはキャンセルする必要がある場合は、プロバイダー選択ページに表示される「近日予定のセッション案内」から手続きできます
- [Join(参加する)]ボタンの右側にある三点リーダー(...)をクリックします。そこから[Reschedule session(セッションを予約変更)]または[Cancel session(セッションをキャンセル)]のいずれかを選択できます

The screenshot shows a user interface for booking a session. At the top, there's a header "Select a provider to start your journey" with two dropdown menus: "Virtual" and "Clinical". Below this, a bio for "Soyoung Park" is displayed, mentioning her Person-Centred Approach and Emotion-Focused Therapy, her academic background, and her commitment to non-discrimination. Under the heading "Upcoming session", a card for an April 25, 2024, session from 02:00PM - 03:00PM +08 is shown, associated with "Soyoung Park". To the right of the session card are "Join" and "..." buttons. A green box highlights a dropdown menu that includes "Reschedule session" and "Cancel session".

セッションの予約変更およびキャンセル

- 予約変更する場合は、ご都合の良い別の日付と時間を選択します
- [Confirm(確定)]をクリックすると、セッションが変更されます



セッションの予約変更およびキャンセル

- 予約が確定すると、新しいセッションの詳細に関する通知が表示されます
- また、予約変更されたセッションの確認メールも送信されます

The screenshot displays a mental health platform interface. At the top, there is a summary of a session with Filza Izzyan Binti Azmi, detailing her qualifications and therapeutic approach. A central modal window shows a green checkmark icon and the message "You're all set!" followed by "Upcoming session on: Fri Apr 26 at 10:00AM" and a "Join" button. Below this, an email from "The Intellect Team <team@intellect.co>" is shown. The email body contains the following text:

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.

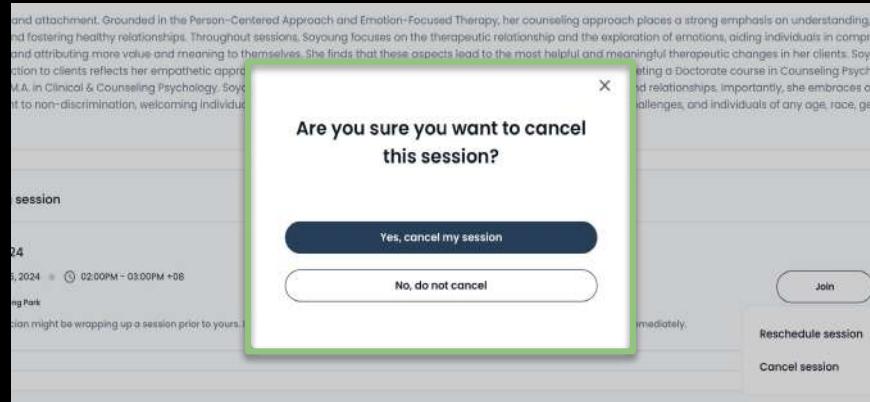
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

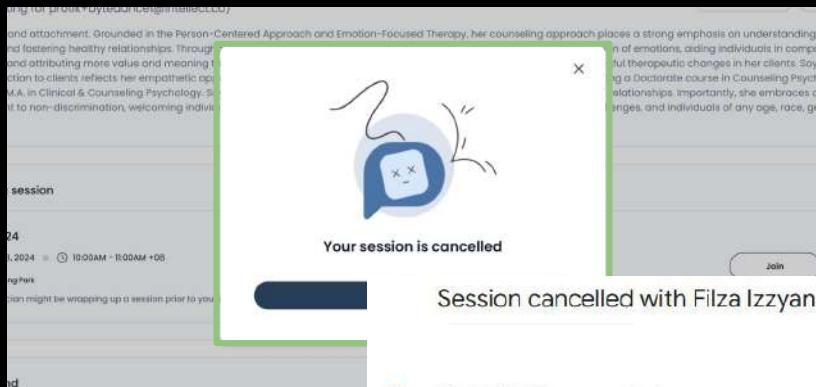
セッションの予約変更およびキャンセル

- [Cancel session(セッションをキャンセル)]をクリックすると、キャンセルを確定するメッセージが表示されます
- セッションをキャンセルする理由を選択してください



セッションの予約変更およびキャンセル

- キャンセルが確定すると、セッションがキャンセルされたことを示すポップアップ通知が表示されます
- また、キャンセルされたセッションについての確認メールも送信されます



A screenshot of a mobile application interface showing a session cancellation. A green box highlights the central message: "Your session is cancelled". Below it, a blue button labeled "Join" is visible. To the right, a small message says "Session cancelled with Filza Izzyan Binti Azmi".



The email is from "The Intellect Team <team@intellect.co>". It starts with "Hi" and informs the recipient that their session has been successfully cancelled. It provides details: "Date: 25 February 2025" and "Time: 02:00PM". The email encourages the user to speak with the clinician via chat and provides contact information for support.

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.

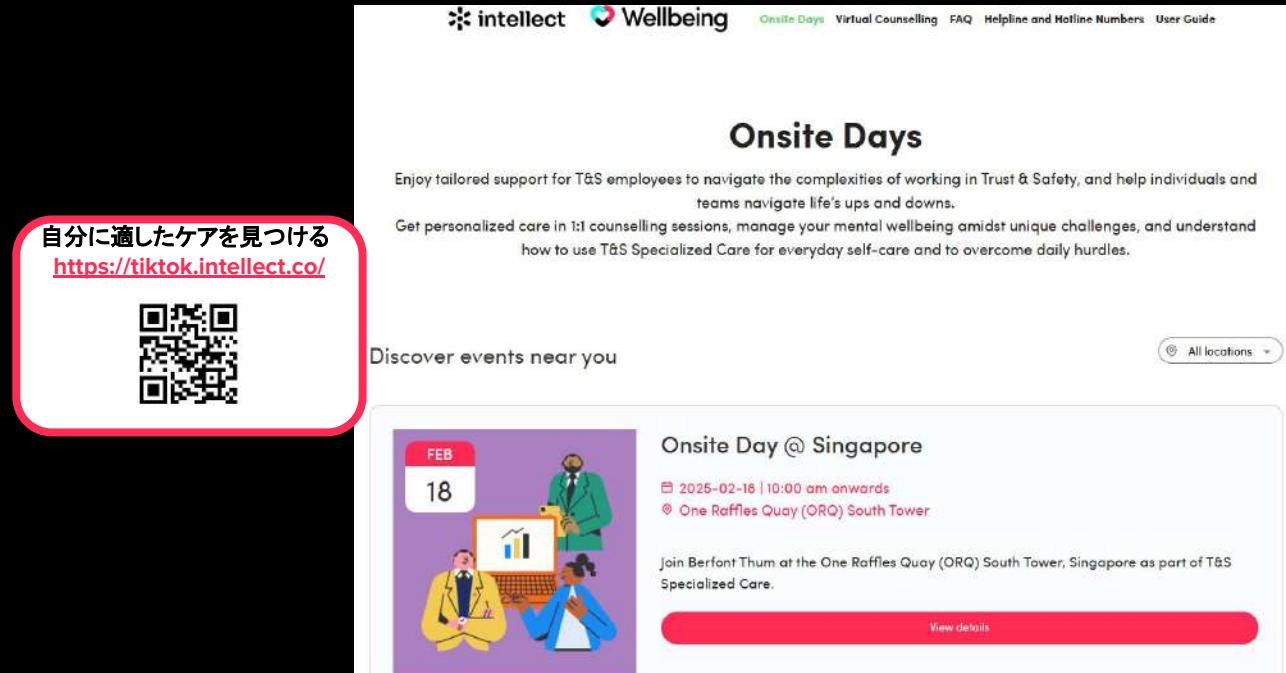
Always in your corner,

The Intellect Team

オンライン1対1カウンセリング のセ ルフ予約ガイド： 1対1のオンラインカウンセリングセッ ションの予約方法

ステップ1: オンサイト実施日のデフォルト表示

- <https://tiktok.intellect.co/>からマイクロサイトにアクセスするか、QRコードをスキャンします
 - マイクロサイトにアクセスしたら、「Individualized care(個別ケア)」セクションに進み、「Onsite Days(オンサイト実施日)」をクリックします。このタブでは、すべてのオンサイト実施日のスケジュールを確認できます



ステップ1: オンサイト実施日のデフォルト表示

- デフォルトでは、すべての地域でのオンラインサイト実施日が表示されます
- 右側の地域のドロップダウンから、特定の地域を選択すると、お近くで行われるオンラインサイト実施日のみを表示できます

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

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

Join Nadhira Meindy at the MCC Office, Jakarta as part of T&S Specialized Care.

[View details](#)

ステップ1: オンサイト実施日のデフォルト表示

- [View details(詳細を見る)]をクリックすると、そのオンサイト実施日に行われるイベントと、担当するプロバイダーの詳細が確認できます
- 必要に応じて、FAQでさらなる詳細もご覧いただけます

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 such as Coping Resilience, 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 (Advancement) 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-affirmation. 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程式 (schemas). Berfont also uses Acceptance and Commitment Therapy (ACT) for addressing self-doubt, anxiety, depression, and acute mental health issues, including mood disorders, anxiety, psychosis, and adjustment disorders. He also guides clients through life transitions and grief. Berfont is dedicated to guiding his clients towards self-compassion through stress management, emotional reprocessing, and emotional enhancement and regulation.

Specializations

Wholeness of Counselling (Advanced) Mind & Anxiety Disorders Transactional and Grief Group Management Transactional Reprocessing in Self-compassion Attachment and Relationship Issues Person-Centred Therapy Cognitive Behavioral Therapy Stress Management Trauma, Trajectories, and Growth

Frequently Asked Questions

How can I book an onsite counselling session?
Who is eligible to attend onsite day?
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 actual 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?

ステップ2: オンサイト実施日 サービスの選択

利用可能なサービス

- **1対1カウンセリングカード:**
[Book Your Slot(時間枠を予約)]をクリックすると、サインインページにリダイレクトされます(次のスライドを参照)
- **プログラム提供(RISE/Intellectウェルビーイング)カード:**
[Register(登録する)]をクリックすると、そのセッションのLarkカレンダーにリダイレクトされます。

The screenshot displays a mobile application interface titled "Available services". It features three service cards:

- 1-1 Counselling**:
Icon: Person silhouette. Details: 12 October 2024 | 10:00 AM onwards at One Raffles Quay (ORG) South Tower. 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. Call-to-action: Book your slot.
- Confronting the uncomfortable: Navig...**:
Icon: Leaf. Details: 12 October 2024 | 5:30 pm - 8:30 pm at 171 Bras 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, 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. Call-to-action: Register.
- Mitigating Sleep Disorders**:
Icon: Bed. Details: 12 October 2024 | 5:30 pm - 8:30 pm at 171 Bras 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. Call-to-action: Register.

ステップ3:1対1カウンセリングセッションの予約

- 1対1カウンセリングカードで[Book Your Slot(時間枠を予約)]をクリックすると、サインインページに移動します。そこでは以下のことが求められます:
 - ByteDanceのメールアドレスを入力します
 - [Request OTP(OTPの申請)]をクリックします
- 以前にサインイン済みの場合は、ログアウトしていない限り再度サインインする必要はありません。

The image consists of two screenshots of the Intellect Wellbeing platform.

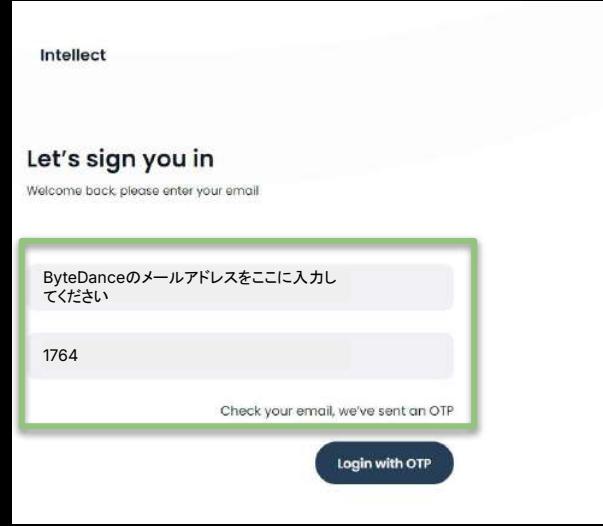
The top screenshot shows a landing page titled "Available services". It features three service cards:

- 1-1 Counselling**:
Icon: Person. Details: 2025-02-15 | 10:00 AM onwards, One Raffles Quay (ORQ) South Tower. 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. Buttons: Book your slot (highlighted with a green border), Register.
- Confronting the uncomfortable: Navig...**:
Icon: Mind. Details: 10 October 2024 | 5:30 pm - 6:30 pm, 171 Bras Street | Block B, Level 4, Room 3. Description: Enhance your wellbeing with sessions organized by the T&S team and facilitated by intellect-sourced clinicians. These 30 or 60-minute virtual, hybrid, or in-person sessions focus on insights and strategies across four key themes: Managing Reactions, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content. Buttons: Register.
- Mitigating Sleep Disorders**:
Icon: Bed. Details: 12 October 2024 | 5:30 pm - 6:30 pm, 171 Bras Street | Block B, Level 4, Room 3. Description: intellect's wellbeing topics for T&S employees offer a range of programs & content designed to promote well-being 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. Buttons: Register.

The bottom screenshot shows a sign-in page titled "Let's sign you in". It says "Welcome back, please enter your email" and has a text input field for "Email Address *". Below it is a "Request OTP" button. To the right, there is 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". The Intellect logo is also visible.

ステップ4: ログイン

- ByteDanceのメールからOTP(ワンタイムパスワード)を取得します
- OTPを入力します
- [Login with OTP(OTPでログイン)]をクリックします



“

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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ステップ5：自分の所在地のオンラインサイト実施日を表示

- care.intellect.coにアクセスすると、引き続きデフォルトで[Virtual Counselling (バーチャルカウンセリング)]タブが表示されます
- [Onsite Days (オンラインサイト実施日)]タブをクリックすると、あなたの所在地のオンラインサイト実施日の一覧が確認できます
- マイクロサイト経由で予約したカウンセリングセッションはすべて、[All Bookings (すべての予約)] タブに一覧表示されます。バーチャルカウンセリングの予約は、引き続きプロバイダーのプロフィール内で確認できます(マッチング済みの場合)

The screenshot shows the 'Onsite Days' tab highlighted with a green box. Below it, two onsite days are listed:

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

ステップ5：自分の所在地のオンライン実施日を表示

- [Onsite Days(オンライン実施日)]タブでは、オンボーディング時に入力した所在地がデフォルトで、選択された地域として表示されますが、別の地域を選択して他のT&Sオフィスで行われるオンライン実施日も確認することができます

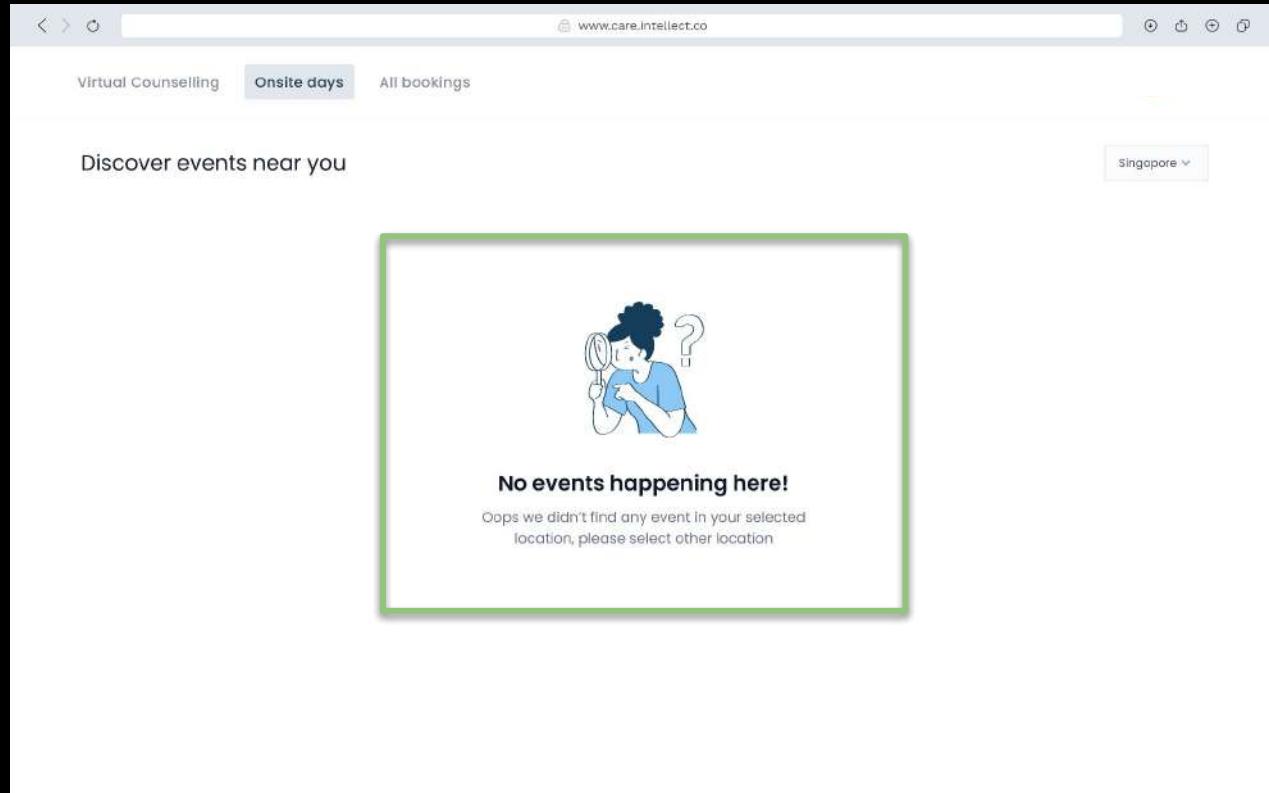
The screenshot shows a user interface for booking sessions. At the top, there are three tabs: "Virtual Counselling", "Onsite Days" (which is currently selected), and "All Bookings". Below the tabs, a section titled "Discover onsite days near you" lists three upcoming onsite days in April:

- APR 16** **Onsite Day - Kuala Lumpur**
🕒 11:00 AM +08 onwards
📍 Platinum Sentral Office, Kuala L...
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 L...
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 L...
1:1 Counselling
Counselor:
Amirah Razak
Master of Psychology (Clinical)
[View Details](#)

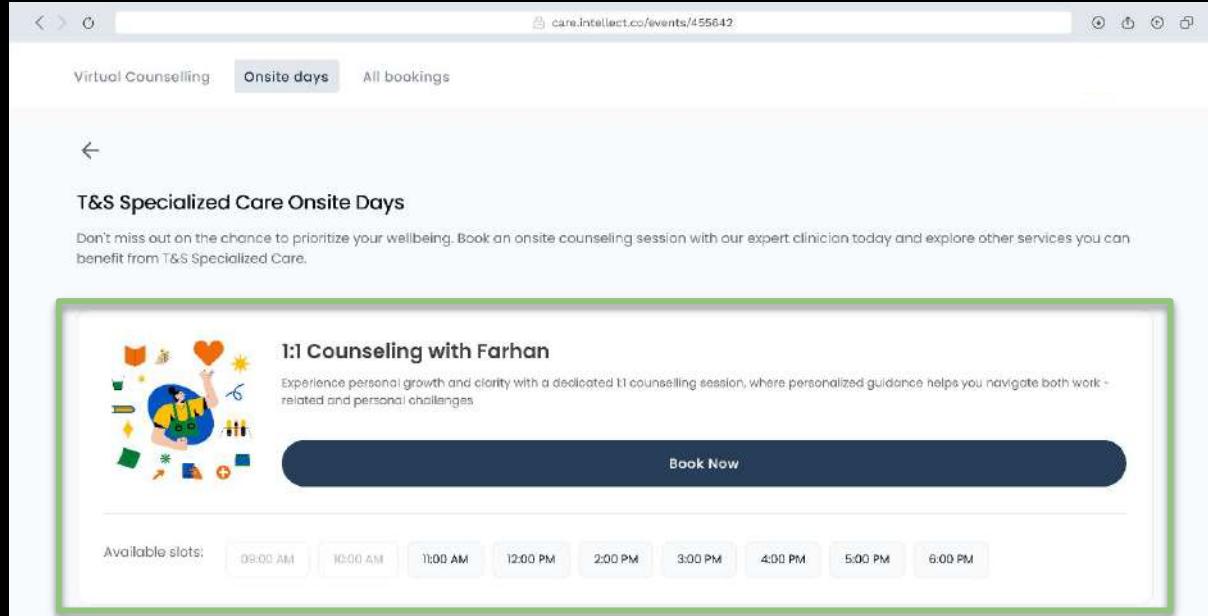
A dropdown menu labeled "Kuala Lumpur" is visible on the right side of the screen, with a green box highlighting it.

ステップ5: 自分の所在地のオンサイト実施日を表示

- あなたの所在地で現在オンサイト実施日が予定されていない場合は、このポップアップが表示されます



ステップ6:1対1カウンセリングカードを表示



- イベント一覧ページで[View details (詳細を見る)]をクリックすると、デプロイメント(実施)詳細ページに移動します
- ページ上部に「1対1カウンセリングカード」が表示され、予約可能な時間枠を選択できます
- 前面に利用可能な時間枠が表示され、予約済みの時間枠はグレーで表示されます
- 1対1カウンセリングセッションを予約しない場合は、ページを下にスクロールして、そのオンサイト実施日の他のサービスを確認することもできます

ステップ7：追加情報を表示

When & Where

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

One Raffles Quay (ORQ) South Tower, Singapore

About Berfont Thum



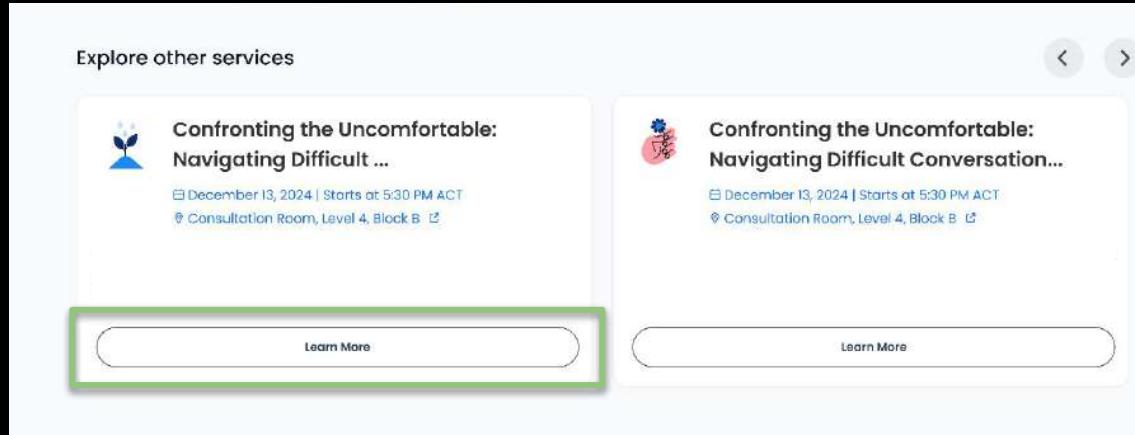
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment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

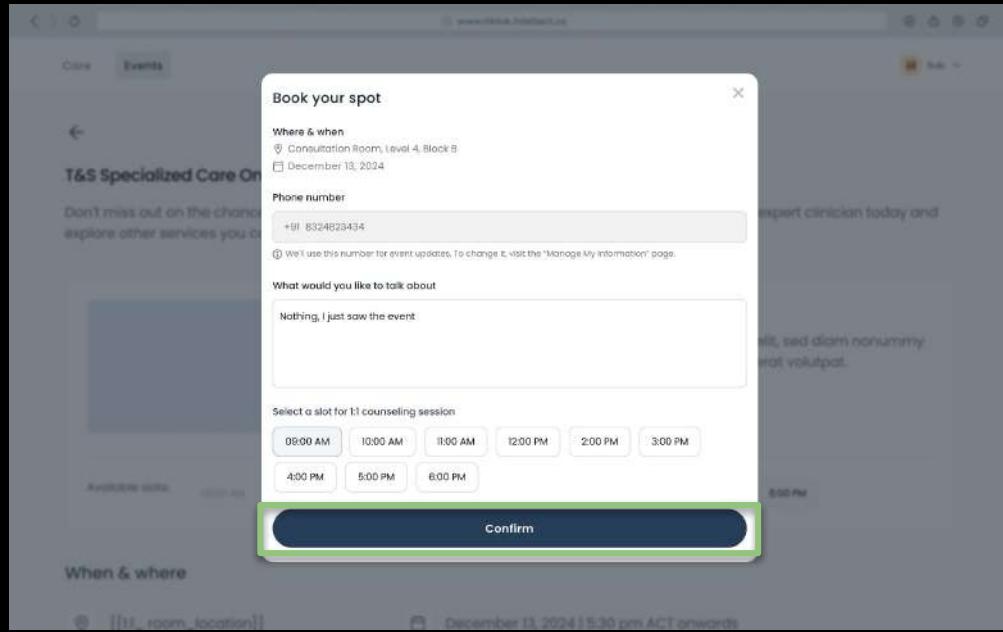
- 下にスクロールすると、オンラインサイト実施の場所、時間、日付を確認できます
- 担当する専門カウンセラーのプロフィールと専門分野も確認できます

ステップ8: その他のサービスを探す



- さらにスクロールすると、そのオンサイト実施日の他のサービスも確認できます。RISEまたはIntellectウェルビーイングセッションへの登録も選択できます
- 登録プロセスは、Larkカレンダーの招待状にあるRSVP(招待への返信)を通じて行います。これにアクセスするには、[Learn More(詳細を見る)]ボタンをクリックします
- カードが複数ある場合は、セクションがカーラーセル形式で表示され、横にスライドしてすべてのサービスを確認することができます

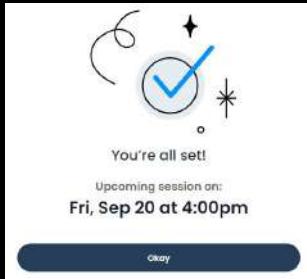
ステップ9: 枠の予約



- 時間枠を予約するには、1対1カウンセリングカード内の[Book Now(今すぐ予約)]をクリックします
- 以下の項目が表示されます：
 - 【日時・場所】オフィスの住所と実施日が表示されます
 - 【電話番号】オンボーディング時にあなたが入力した電話番号が表示されます。すべての連絡はこの番号に送られます。この番号を変更したい場合は、[Manage My Info(個人情報の管理)]ページから行います
 - 【メモ】セッション前にプロバイダーと共有したいメモ(任意)を入力し、準備に役立てることができます
- 1対1カウンセリングでご希望の時間枠を選択し、[Confirm(確定)]をクリックします

ステップ10: セッションの確定

- セッションの予約が完了すると、予約確定を示すこのポップアップが表示されます
- その後、予約されたセッションの確認メールが届きます
- 確認メールには以下の情報が記載されています:
 - 専門カウンセラーの氏名
 - セッションの日付と時間
 - セッションの場所と部屋
 - マイクロサイトの予約ページのリンク



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.

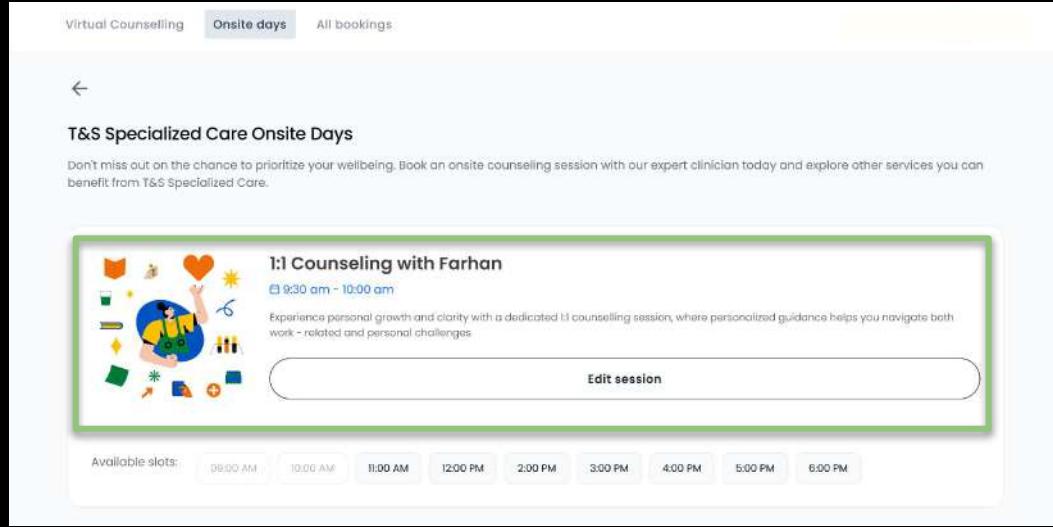
Always in your corner,

The Intellect Team

オンサイト1対1カウンセリング

セッションの予約変更またはキャンセル方法、すべてのセッション予約および満席セッションの確認方法

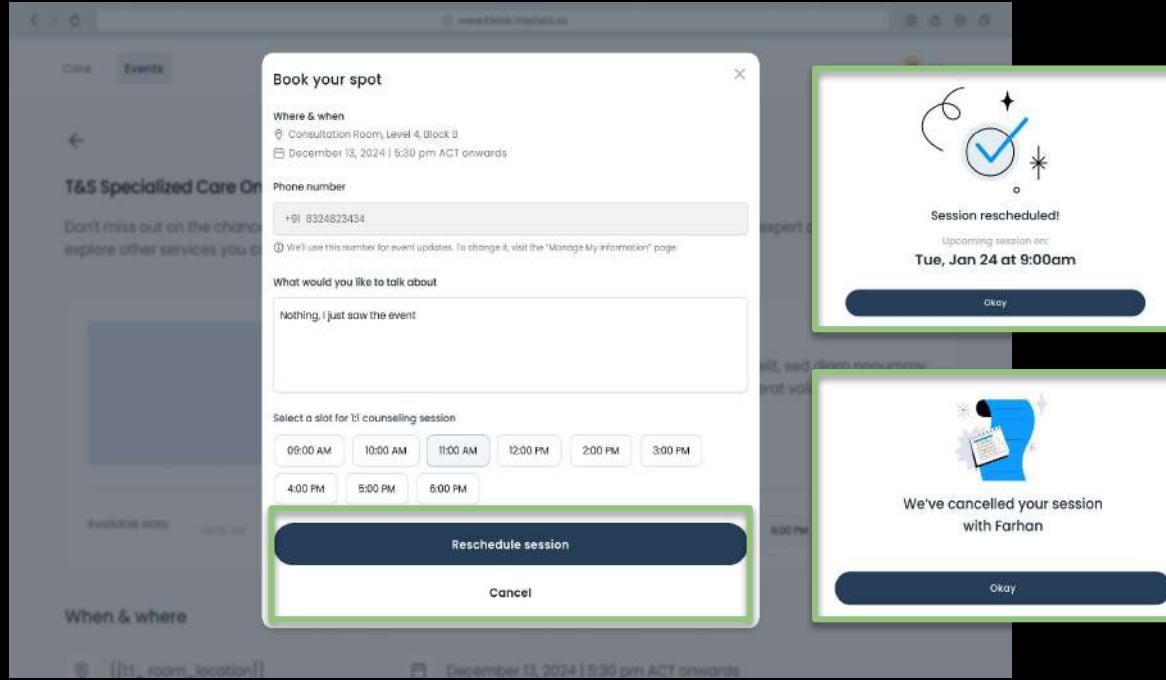
セッションの予約変更およびキャンセル



The screenshot shows a booking interface for 'T&S Specialized Care Onsite Days'. At the top, there are tabs for 'Virtual Counselling', 'Onsite days' (which is selected), and 'All bookings'. Below the tabs, there's a back arrow and the section title 'T&S Specialized Care Onsite Days'. A promotional message encourages users to prioritize their wellbeing by booking an onsite counseling session with an expert clinician. The main focus is a booking card for '1:1 Counseling with Farhan' from 9:30 am to 10:00 am. The card features a colorful illustration of a person sitting at a desk with books, a heart, and other icons. A descriptive text explains that the session offers personalized guidance for both work-related and personal challenges. Below the card is a large green 'Edit session' button. At the bottom of the card, there's a list of 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, and 6:00 PM.

- セッションが予約されると、カードのCTA(ボタン表記)が[Edit Session(セッションを編集)]に変更されます。[Edit Session(セッションを編集)]をクリックすると、予約変更(空き時間枠がある場合)やキャンセルが可能です

セッションの予約変更およびキャンセル



- 必要に応じて、予約した時間枠の変更やキャンセルが可能です
- 予約変更は、同じオンライン実施日に他の空き時間枠がある場合のみ可能です

すべての予約を確認

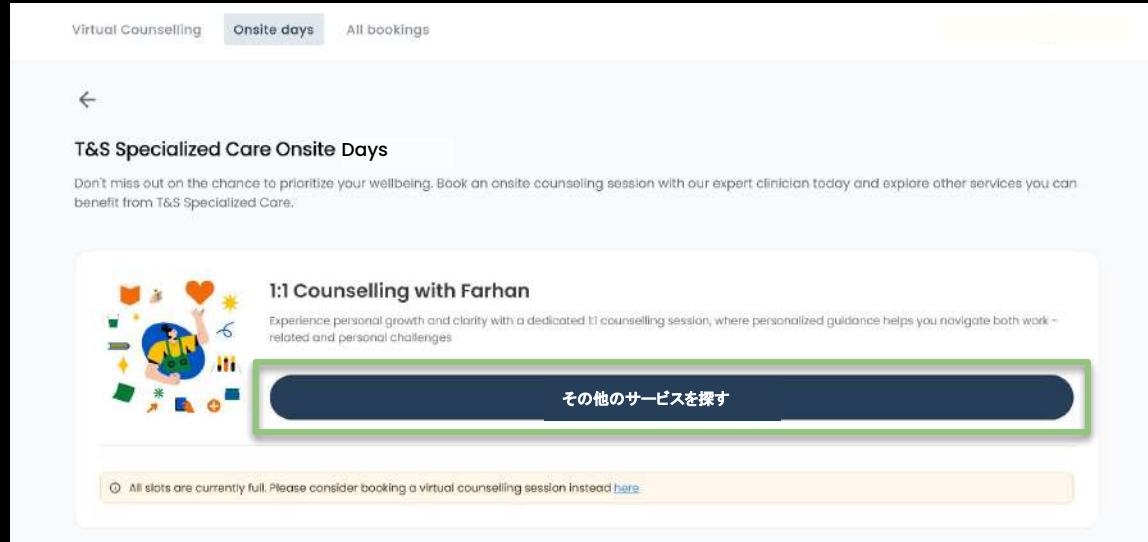
The screenshot shows a web browser displaying the 'www.care.intellect.co' website. The navigation bar includes links for 'Virtual Counselling', 'Onsite days', and 'All bookings'. The 'All bookings' link is highlighted with a green box. Below the navigation, there is a heading 'View all bookings'. Two booking entries are listed:

- 1:1 Counselling with Racheal** (Virtual Counselling) on Jul 20, 2024, from 11:00 a.m. to 12:00 p.m. IST, with Racheal.
- 1:1 Counseling with Farhan** (Onsite Day) on 18 Nov, 2024, from 11:00 a.m. to 12:00 p.m. at Consultation Room, Level 4, Block B, with Farhan.

To the right of the bookings, there is a sidebar with a dropdown menu titled 'All sessions' containing three options: 'All Sessions' (selected), 'Virtual Counselling', and 'Onsite Day'. There are also 'View details' and 'More' buttons.

- すべての予約は[All Bookings(すべての予約)]タブで、時系列順(最新のものが上)に確認できます
- 二つの種類の予約は、「Virtual Counselling(バーチャルカウンセリング)」と「Onsite Days(オンライン実施日)」のタグで区別されます

満席の1対1オンラインカウンセリングセッション



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.

その他のサービスを探す

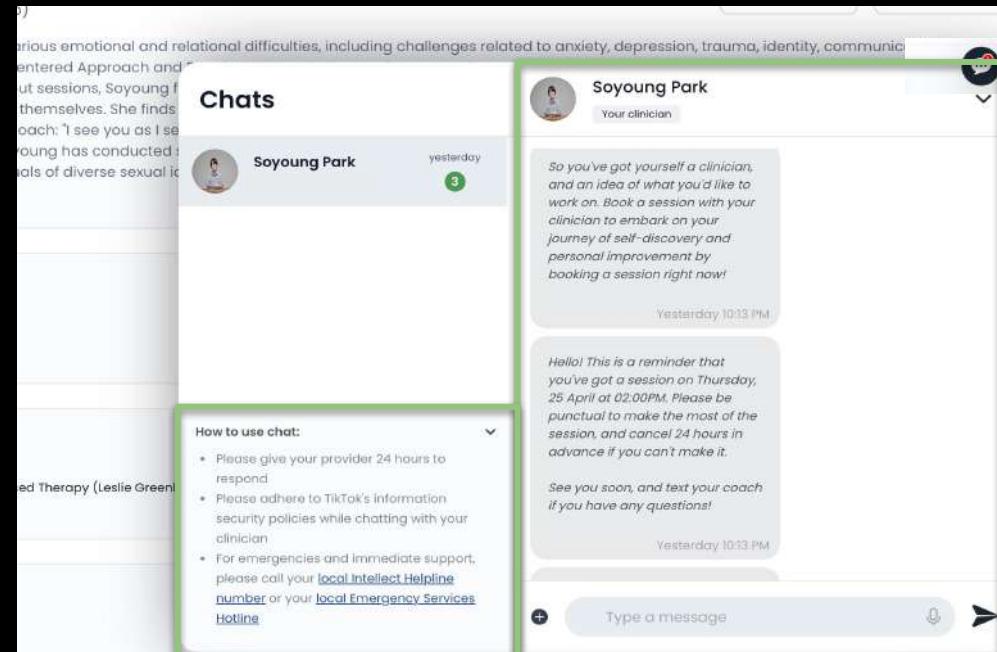
All slots are currently full. Please consider booking a virtual counselling session instead [here](#).

- もし1対1オンラインカウンセリングに空き時間枠がない場合は、その旨が1対1カウンセリングカードの下部に表示されます。その場合でも、バーチャルカウンセリングセッションの予約は引き続き可能です
- または、RISEセッションやIntellectウェルビーイングセッションなど、その他のイベントにもご登録いただけます

マイクロサイト チャットボット

チャットボット

- マッチした専門カウンセラーとセッション前に連絡を取りたい場合は、ページ右下のチャットボックスからメッセージを送信できます
- チャットボックスは、専門カウンセラーとのセッションに関する連絡を目的としたものですので、その範囲でご利用ください
- チャットの利用ガイドラインについては、チャットボックス左側のパネルに記載されている免責事項をご確認ください



ウェルビーイング診断 信頼と 安全

ウェルビーイング診断 - スクリーナーの開始

- このスクリーナーを受けるには、「Personal Insights(ウェルビーイング診断)」タブに進み、[Start screener(スクリーナーを開始)]をクリックします
- 「ウェルビーイング診断」ページに移動したら、再度[Start screener(スクリーナーを開始)]をクリックします。すると別のリンクにリダイレクトされ、そこでアセスメントを受けることができます

The screenshot shows a user interface for a mental wellbeing assessment. At the top, there are tabs: 'Virtual Counselling', 'Onsite Days', 'All Bookings', and 'Personal Insights' (which is highlighted). Below the tabs, there's a section titled 'Personal Insights - Trust and Safety' with a 'New' badge. It includes a brief description: 'Take the next step in your mental wellbeing journey by taking the 5 minute screener, designed specifically for you!' followed by a large blue 'Start screener' button. To the right of the text is a cartoon illustration of a person running with a flag. Below this section is another with two large, colorful smiley faces (one red, one green) and the text 'Personal Insights - Trust & Safety'. At the bottom, there's a section titled 'About this screener' with a detailed description of the tool's purpose: 'Personal Insights – Trust & Safety is a quick and easy tool designed to check in on how you're feeling across different areas of your life—like your mental, emotional, and physical health. It helps identify strengths, challenges, and areas where you might need a little extra support.' A large blue 'Start screener' button is located at the very bottom.

ウェルレビーイング診断 - スクリーナーの開始

- スクリーナーの途中で回答を中断した場合、途中までの回答は保存されませんので、最初からやり直す必要があります

The screenshot shows a user interface for a wellbeing screener. At the top, there are tabs for "Virtual Counselling", "Onsite days", "All bookings", and "Wellbeing screener". On the right, there are icons for "sub" and a dropdown menu. Below these, a central modal window is displayed, overlaid on a larger background window.

The modal window features a cartoon character at a crossroads with arrows pointing in different directions. The text "You're almost there..." is centered above a message stating "The screener only takes 5 minutes to complete." At the bottom of the modal are two buttons: a dark blue "Continue attempt" button and a white "Quit attempt" button.

The background window shows a progress bar at the bottom left with the text "Agree". At the bottom, there are tabs for "Virtual Counselling", "Onsite Days", "All Bookings", and "Personal Insights", with "Personal Insights" being the active tab. In the center of the background window, there is a circular progress indicator showing "39%" with the text "Calculating your results" below it.

- スクリーナーの完了後、すぐに結果を確認することができます

ウェルレビーイング診断 - 結果の確認

- あなたの結果は、3つの領域(心理的ウェルビーイング、従業員体験、心理的強み)において、それぞれ3段階のスコアで評価されます:
 - 高スコア: その領域で良好な状態です
 - 中スコア: 期待より少し下回っていますが、深刻ではありません
 - 低スコア: 状態が良くないため、支援が必要です
- 各領域の意味と、そのスコアがご自身にどのように関係するかを確認できます

The screenshot shows a web-based personal insights report titled "Personal Insights – Trust and Safety Results" dated 17 Dec 2023. The interface includes navigation tabs like "Virtual Counselling", "Onsite Days", "All Bookings", and "Personal Insights". A banner at the top encourages users to share their results with a clinician and provides a "Book now" button.

The main content area displays three sections with green borders:

- Mental wellbeing**: Labeled "High confidence".
 - What does this score mean ?**: Your well-being seems to be in a great place, with low levels of stress and anxiety. Keep nurturing your emotional well-being to stay balanced and build your resilience to adversity.
- Employee experience**: Labeled "Medium confidence".
 - What does this score mean ?**: While you're generally satisfied with your role, you may be facing challenges with job security, work-life balance, or team changes. You might also benefit from more resources or clarity. Consider speaking to one of Intellect's certified coaches, who can help you navigate these challenges and improve your work experience.
- Psychological strength**: Labeled "Low confidence".
 - What does this score mean ?**: You seem to be facing challenges with finding meaning in your work or recovering from setbacks, which may be affecting your engagement at work. Consider exploring stress-management strategies and reconnecting with your purpose—these steps can help improve your engagement and well-being.

ウェルレビーイング診断 - 過去の結果の確認

- 過去のスクリーナー結果も閲覧可能です

Screenshot of the Wellbeing platform interface showing the 'Personal Insights' section.

The top navigation bar includes: Virtual Counselling, Onsite Days, All Bookings, and Personal Insights (which is highlighted).

The main content area features a 'Personal Insights - Trust and Safety' section with a 'Start screener' button and a 'New' badge. To the right is an illustration of a person standing on a rock holding a flag.

Below this, there is a 'View past results' button (which is highlighted with a green box) and a 'View all results >' link.

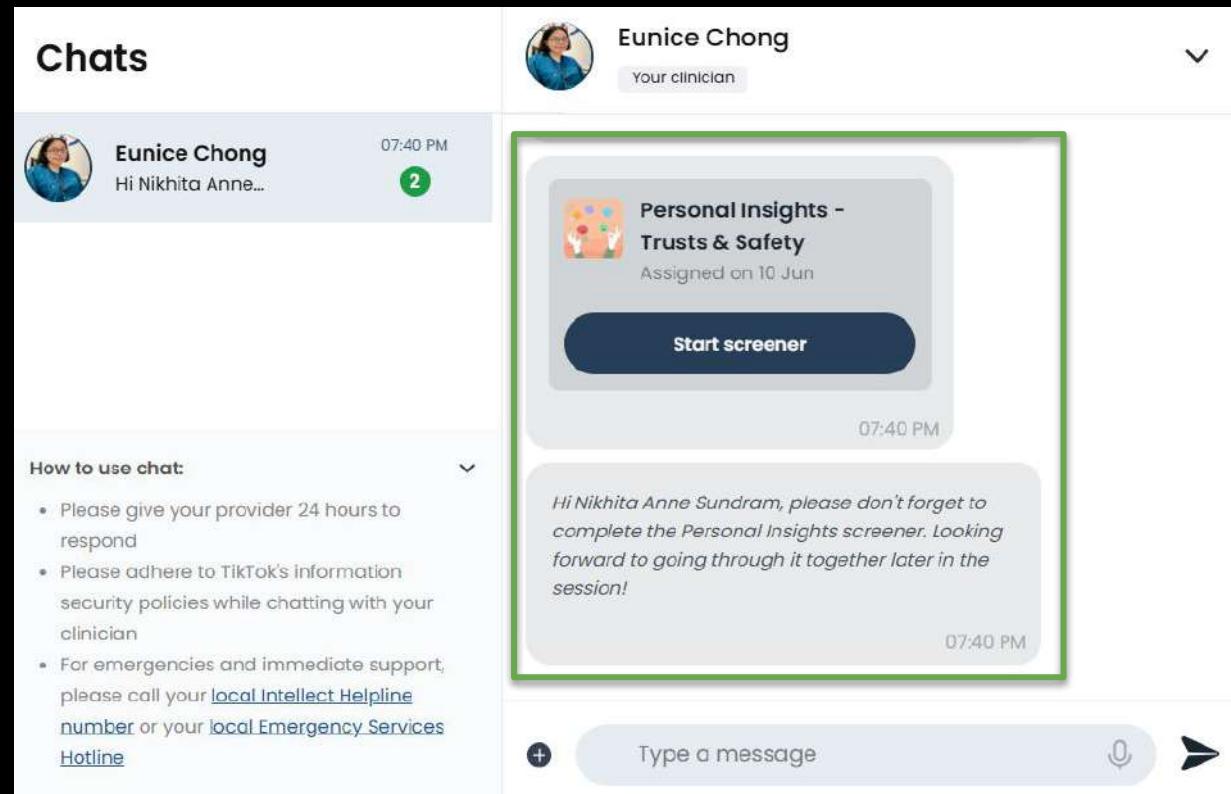
Three previous report cards are listed:

- Personal Insights report (17 Dec 2023)
- Personal Insights report (16 Nov 2023)
- Personal Insights report (20 Oct 2023)

Each report card has a corresponding 'View' arrow icon to its right.

ウェルレビーイング診断 - セッションの24時間前にチャットボックスを通じてリマインダー通知

- 予約したセッションの24時間前に、チャットボックスを通じてウェルビーイング診断スクリーナーの完了を促すリマインダーが届きます



ウェルビーリング診断 - セッションの24時間前および1時間前にメールを通じてリマインダー通知

- また、予約したセッションの24時間前と1時間前に送信されるリマインダーメールでも、スクリーナーの完了を促されます

