

T&S Specialized Care



마이크로사이트 및 서비스 접속 사용자 가이드

2025년 6월 30일 업데이트

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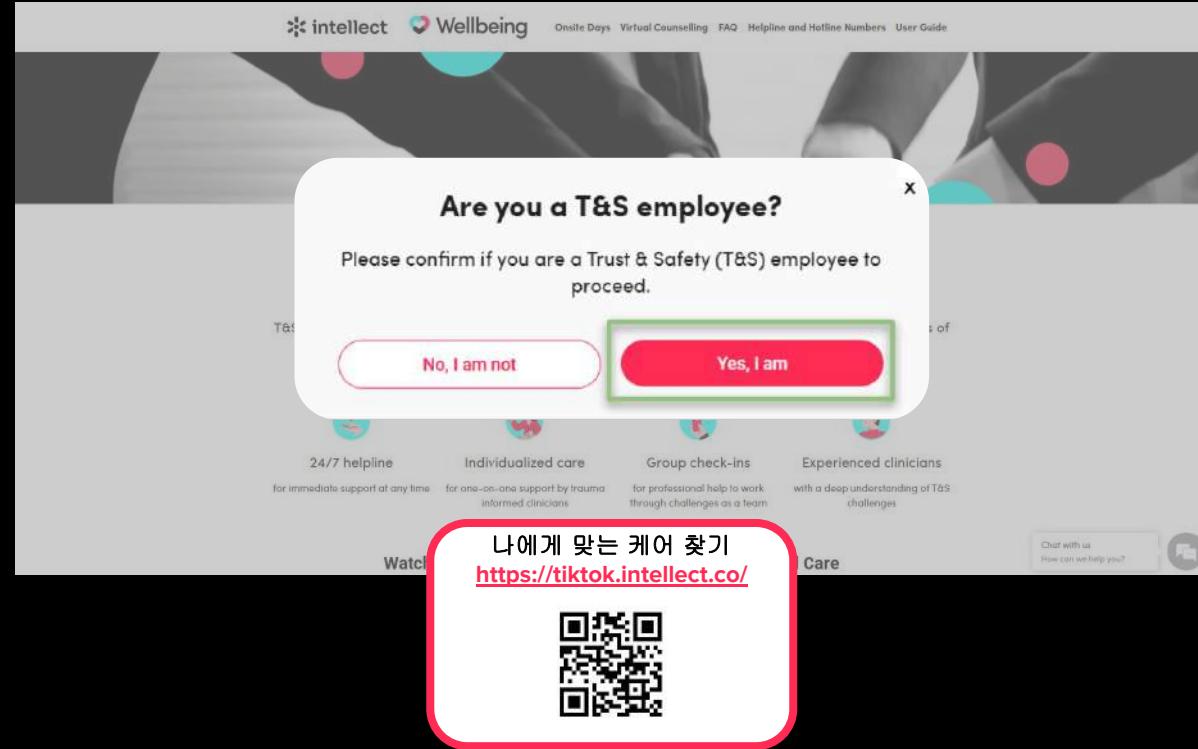
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계정 생성하기

1단계: T&S Specialized Care 마이크로사이트 접속하기

- <https://tiktok.intellect.co/>를 클릭하거나 QR 코드를 스캔하여 마이크로사이트에 접속합니다
- "Yes, I am(네, 맞습니다)"를 선택하여 T&S 직원임을 인증하면 전체 페이지에 접근할 수 있습니다

APAC 지역 직원 참고: T&S Specialized Care 서비스는 T&S 직원 전용입니다. 따라서 T&S 직원이 아닌 경우, ByteDance 전 직원에게 적용되는 웰빙 지원을 위한 ByteDance EAP로 리디렉션됩니다.



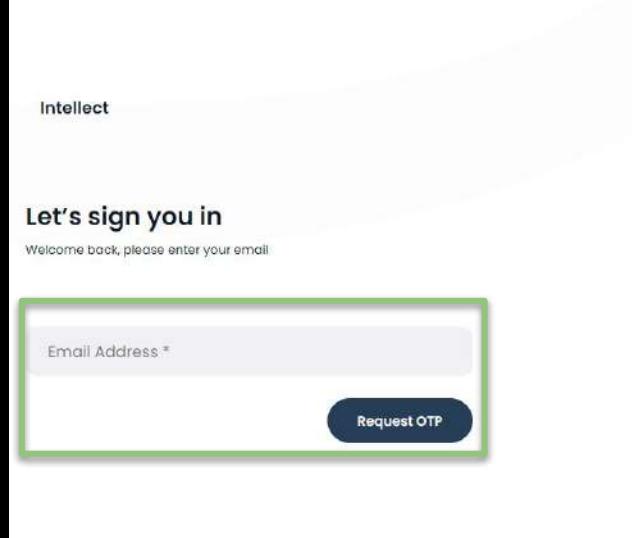
2단계: 개인 맞춤 케어 섹션 이동하기

- 계정에 로그인하려면
Individualized care(개인 맞춤 케어) 섹션으로 스크롤한 후
"Book Now(지금 예약)"를
선택합니다

The screenshot shows the intellect Wellbeing website interface. At the top, there is a navigation bar with the intellect logo, a heart icon, and the word "Wellbeing". To the right of the logo are 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 some text. On the right side of the page, there is a white box containing the "Individualized care" section. This section has a sub-section title "Confidential individual support option available to all T&S employees." followed by a descriptive paragraph about connecting with trauma-informed specialist clinicians. Below this, there is a bulleted list of four options: "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 this section, there is a call-to-action button labeled "Book Now" with a phone icon, which is highlighted with a green border. To the right of this section, there is a sidebar with a "Local Emergency Service Hotlines" heading and a blurred image of a person's face. At the bottom of the page, there is a footer section with the text "T&S Specialized Care is working in Trust" and "Intellect's 24/7 helpline" along with a small icon.

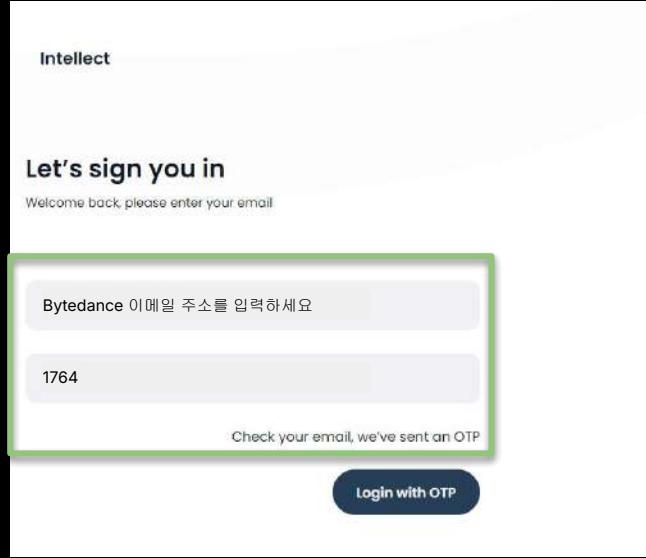
3단계: OTP 요청하기

- 로그인 페이지로 이동하면 다음 정보를 입력해야 합니다.
 - ByteDance 이메일 주소를 입력하고
 - "Request OTP(OTP 요청)"를 클릭합니다



4단계: 마이크로사이트 로그인하기

- ByteDance 이메일로 수신한 OTP를 확인하고
- OTP를 입력합니다
- "Login with OTP(OTP로 로그인)"를 클릭합니다



필수 정보 입력하기

1단계: 개인 정보 입력하기

- 로그인 후에는 다음과 같은 주요 개인 정보를 입력하라는 안내가 표시됩니다.
 - 성명
 - 위치
 - 전화번호
 - 부서, 재직 기간, 연령은 필수 입력 항목이 아닙니다
- 필수 항목을 모두 입력한 후, Intellect의 서비스 약관 및 사전 동의 정책에 동의한다는 확인란을 선택합니다
- 이후 "Next(다음)"를 클릭하여 다음 단계를 진행합니다

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

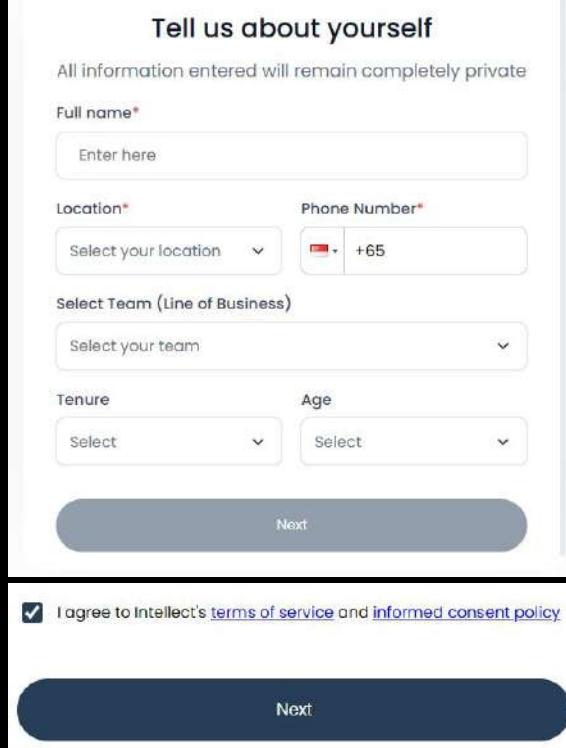
Tenure Age

Select Select

Next

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

Next



2단계: 비상 연락처 정보 입력하기

- 이어서 비상 연락처 정보를 입력하라는 안내가 표시됩니다. 다음 항목은 필수로 입력해야 합니다
 - 연락처 이름
 - 전화번호
 - 관계
- 모든 항목을 입력한 후, 비상 연락처로 지정한 분의 동의를 받았음을 확인하는 확인란을 선택합니다
- 이후 “Continue(계속)”를 클릭하여 다음 단계를 진행합니다

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

온라인 1:1 상담 셀프 예약 가이드: 1:1 온라인 상담 세션 예약 방법

1단계: 상담 전문가 선택하기

The screenshot shows a user interface for selecting a mental health provider. At the top, there are tabs: 'Virtual Counselling' (highlighted in blue), 'Onsite Days', and 'All Bookings'. Below this, a heading says 'Select a provider to start your journey'. Three provider profiles are listed:

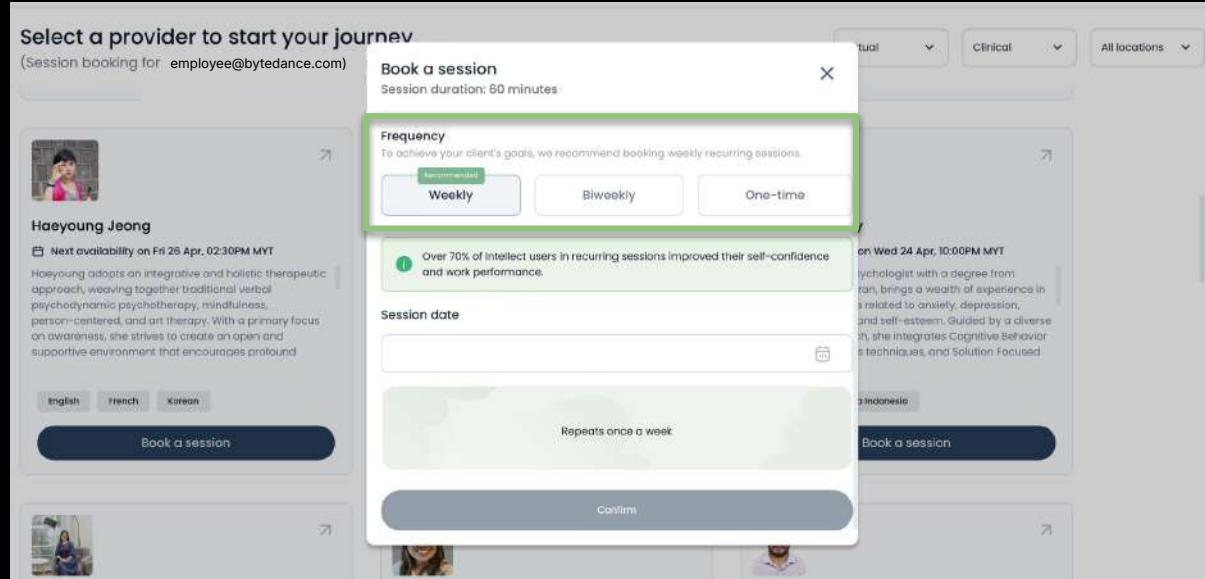
- Amirah Razak**: Next availability on Thu 27 Mar, 01:00PM MYT. Meet Amirah, a registered and licensed clinical psychologist who understands the initial discomfort that comes with revealing personal experiences to a stranger. She sees this discomfort as the starting point of an awakening process. Amirah's 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

At the bottom right, a location search dropdown is open, showing 'Kuala Lumpur' selected. Other options include 'Search in locations', 'Brazil', 'São Paulo', 'Mexico', 'Mexico City', 'USA', 'Austin, TX', and 'San Jose, CA'.

- 로그인 후 [care.intellect.co](#)에 접속하면 “Virtual Counselling(온라인 상담)” 탭이 기본 페이지로 표시됩니다
- 이 페이지에서는 현재 위치(온보딩 시 입력한 위치)에 있는 모든 심리 상담사의 프로필만 확인할 수 있습니다. 위치 필터를 이용하면 다른 지역에 있는 심리 상담사 프로필도 확인할 수 있습니다
- 마음에 드는 심리 상담사를 찾으면, 해당 심리 상담사의 “Book a session(세션 예약)” 버튼을 클릭합니다

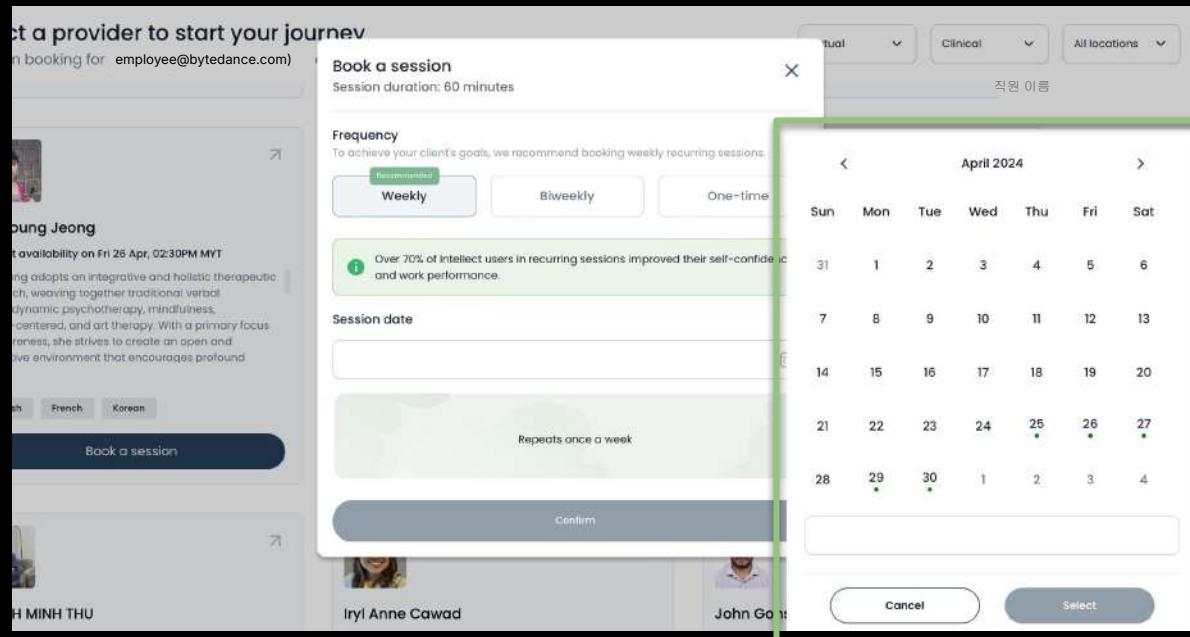
2단계: 세션 빈도, 시간, 날짜 선택하기

- 심리 상담사와의 정기 세션
(매주 또는 격주) 예약이 가능합니다
- 1회성 세션을 선택할 수도 있습니다



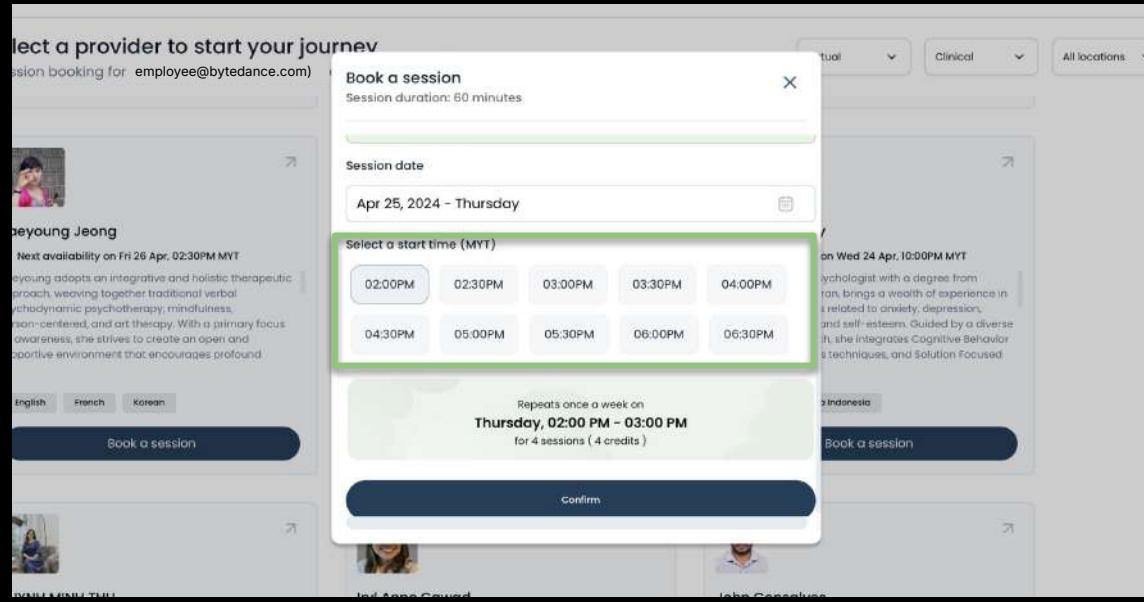
3단계: 세션 빈도, 시간, 날짜 선택하기

- 심리 상담사의 예약 가능한 날짜 아래에는 초록색 점이 표시됩니다
- 원하는 날짜를 선택하고
- "Select(선택)"을 클릭합니다



4단계: 세션 빈도, 시간, 날짜 선택하기

- 예약 가능한 시간대 목록을 확인할 수 있습니다
- 원하는 시작 시간을 선택하고
- “Confirm(확인)”을 클릭합니다



5단계: 세션 확정하기

- 세션 예약이 완료되었습니다!
- 예약하신 세션의 확정 이메일이 곧 발송됩니다

The screenshot shows a session booking confirmation for an upcoming call with 'Soyoung Park' on Thursday, April 25, from 02:00 PM - 03:00 PM. The confirmation includes a circular profile picture of Soyoung Park, her title 'intellect clinician', and a 'Getting ready for your call' section with common questions and answers.

Soyoung Park
Upcoming session on Thursday, Apr 25
02:00 PM -03:00 PM

Getting ready for your call
Here are some helpful answers to commonly asked questions.

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

6단계: 세션 확정하기

확정 이메일에는 다음 정보가 포함됩니다.

- 심리 상담사 이름
- 세션 날짜
- 세션 시간
- 세션 접속 링크

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

온라인 1:1 상담 세션 일정 변경 또는 취소 방법

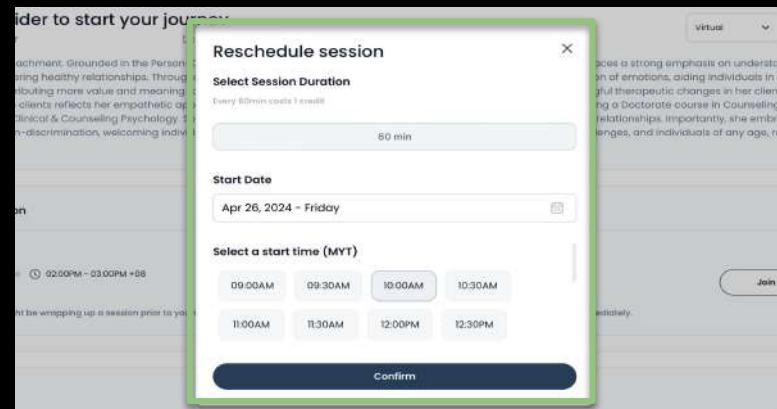
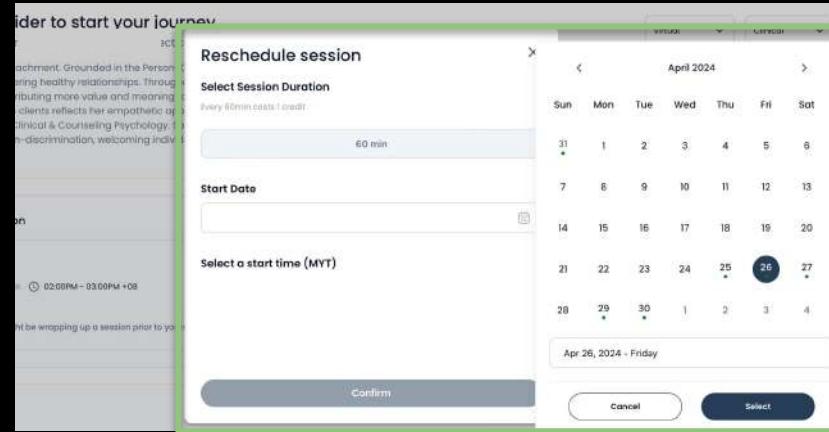
세션 일정 변경 및 취소하기

- 심리 상담사와의 세션 일정 변경이나 취소가 필요한 경우, 상담 전문가 선택 페이지에서 예정된 세션 알림으로 이동하여 처리할 수 있습니다.
- "Join(참여)" 버튼 오른쪽의 점 세 개 아이콘을 클릭합니다. "Reschedule session(세션 일정 변경)" 또는 "Cancel session(세션 취소)" 옵션이 표시됩니다

The screenshot shows a user profile page for a clinician named Soyoung Park. At the top, there are tabs for 'Virtual' and 'Clinical'. Below the tabs, a bio describes Soyoung's approach to therapy, mentioning Person-Centred and Emotion-Focused Therapy, and her commitment to non-discrimination. Under 'Upcoming session', a specific appointment is listed: April 25, 2024, from 02:00PM - 03:00PM +08. The clinician's name, Soyoung Park, is shown next to the appointment. To the right of the appointment details are 'Join' and '...' buttons. A green box highlights a dropdown menu with two options: 'Reschedule session' and 'Cancel session'.

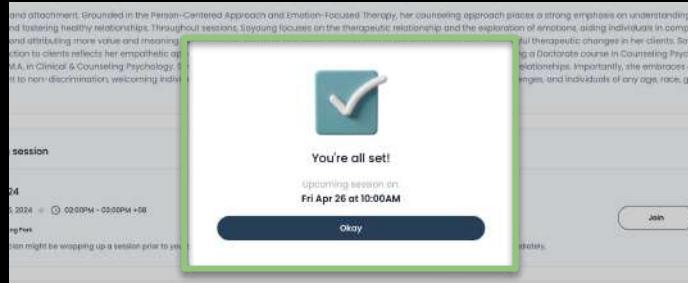
세션 일정 변경 및 취소하기

- 일정을 변경하려면, 일정에 맞는 다른 날짜와 시간을 선택하시면 됩니다
- "Confirm(확인)"을 클릭하여 설정을 완료합니다



세션 일정 변경 및 취소하기

- 예약 일정이 확정되면, 새로 업데이트된 세션 정보에 대한 알림이 표시됩니다
- 변경된 세션에 대한 확인 이메일도 함께 발송됩니다



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.

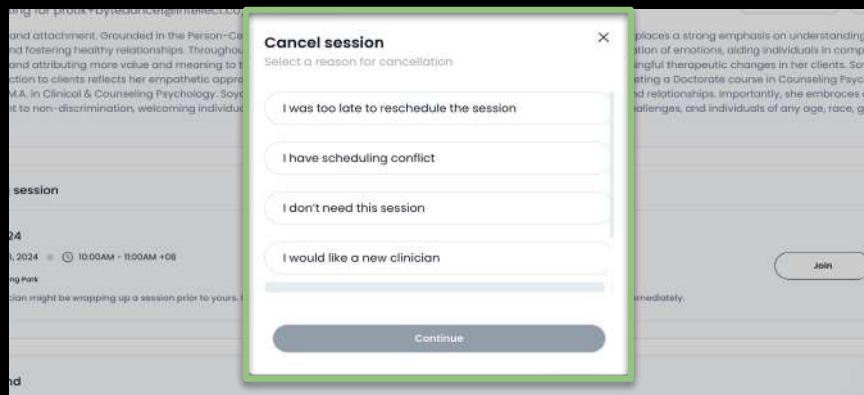
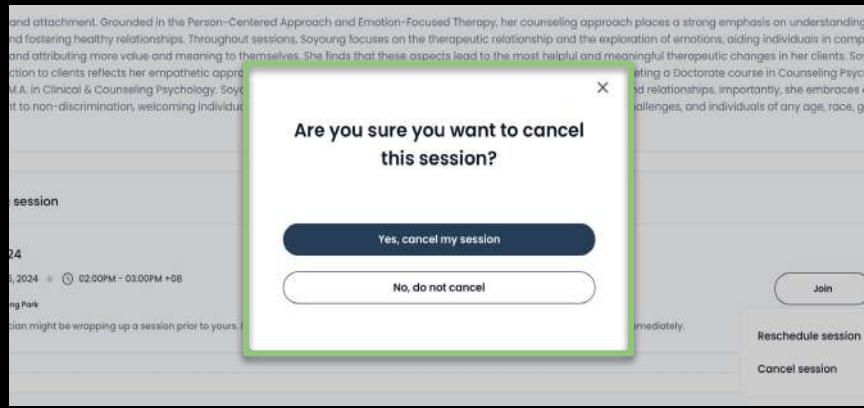
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

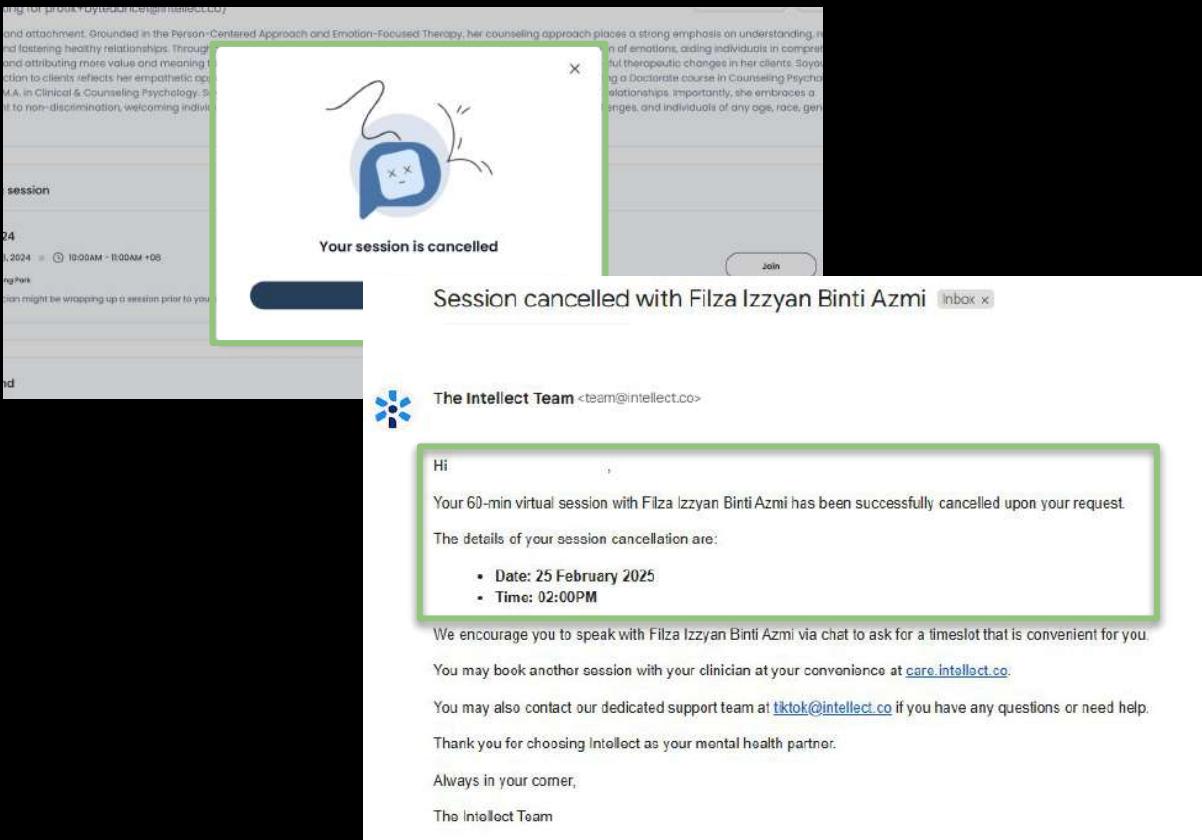
세션 일정 변경 및 취소하기

- “Cancel session(세션 취소)”을 클릭하면, 세션을 정말로 취소할 것인지 의사를 확인하는 메시지가 표시됩니다
- 세션을 취소하기로 결정한 사유를 선택합니다



세션 일정 변경 및 취소하기

- 세션 취소가 확정되면, 세션 취소를 나타내는 팝업 알림이 표시됩니다
- 취소된 세션에 대한 확인 이메일도 함께 발송됩니다



The screenshot shows a session cancellation confirmation. At the top, there is a small icon of a person with a speech bubble and the text "Your session is cancelled". Below this, a message reads: "Session cancelled with Filza Izzyan Binti Azmi". To the right of the message is a small "Inbox" icon with a red 'x' over it. The background shows a blurred view of a session details page.

Your session is cancelled

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 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

현장 1:1 상담 셀프 예약

가이드: 1:1 현장 상담 세션

예약 방법

1단계: 현장 일정 기본 화면

- <https://tiktok.intellect.co/>를 클릭하거나 QR 코드를 스캔하여 마이크로사이트에 접속합니다
- 마이크로사이트에 접속한 후, Individualized care(개인 맞춤 케어) 섹션으로 이동하여 “Onsite Days(현장 일정)”를 클릭합니다. 이 탭에서는 예정된 모든 현장 일정을 확인할 수 있습니다

The screenshot shows the intellect Wellbeing website. At the top, there are navigation links: Onsite Days, Virtual Counselling, FAQ, Helpline and Hotline Numbers, and User Guide. The main heading is "Onsite Days". Below it, there is descriptive text: "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." and "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." A red box highlights the text "나에게 맞는 케어 찾기" and the URL "https://tiktok.intellect.co/". To the right of this box is a QR code. Below the main heading, there is a "Discover events near you" section with a "All locations" dropdown. On the left, there is a calendar card for "FEB 18" showing three people at a desk with a laptop and a chart. On the right, there is a detailed event card for "Onsite Day @ Singapore": "2025-02-18 | 10:00 am onwards" at "One Raffles Quay (ORQ) South Tower". A "View details" button is at the bottom of this card.

1단계: 현장 일정 기본 화면

- 기본 설정으로, 모든 지역에서 진행되는 현장 일정을 확인할 수 있습니다
- 오른쪽의 위치 드롭다운 메뉴에서 특정 지역을 선택하면, 내 주변에서 진행되는 현장 일정을 확인할 수 있습니다

 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](#)

1단계: 현장 일정 기본 화면

- “View details(자세히 보기)”를 클릭하면, 해당 현장 일정에 진행되는 이벤트와 배정된 상담 전문가 정보를 확인할 수 있습니다
- 필요시 FAQ를 참고하여 추가 지원을 받을 수 있습니다

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 session 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 help you manage Stress Management, Resilient Thinking, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content.

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 help you manage Stress Management, 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 sessions can be delivered 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.

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 Rensselaer University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasizing 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 Integrative Transactional Analysis (TA) to explore early childhood experiences and address how these influenced current patterns of behaviour and communication. His clinical work spans 10 years, addressing life transitions, 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 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 Behavioural Therapy Stress Management Trauma, Trajectories, and Growth

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 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?

2단계: 현장 일정 서비스 선택하기

이용 가능한 서비스

- 1:1 상담 카드:**
“Book Your Slot(시간대 예약)”을
클릭하면 로그인 페이지로
리디렉션됩니다(다음 슬라이드 참조)
- 프로그램 진행(RISE/Intellect 웰빙) 카드:**
“Register(등록)”를 클릭하면 해당
세션의 Lark 캘린더로 리디렉션됩니다.

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

- 1-1 Counselling**: Represented by a person icon. 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 button: "Book your slot".
- Confronting the uncomfortable: Navig...**: Represented by a flower icon. 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 button: "Register".
- Mitigating Sleep Disorders**: Represented by a bed icon. 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 button: "Register".

3단계: 1:1 상담 세션 예약하기

- 1:1 상담 카드에서 "Book Your Slot(시간대 예약)"을 클릭하면 로그인 페이지로 이동하여 다음 정보를 입력해야 합니다.
 - ByteDance 이메일 주소를 입력하고
 - "Request OTP(OTP 요청)"를 클릭합니다
- 이미 로그인한 상태라면, 로그아웃하지 않는 한 다시 로그인할 필요가 없습니다.

The top screenshot shows a service listing for "1-1 Counselling" with a green box highlighting the "Book your slot" button. The bottom screenshot shows a sign-in form titled "Let's sign you in" asking for an email address and a "Request OTP" button. To the right, there is a testimonial for Intellect.

Available services

1-1 Counselling
2025-02-15 | 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 behaviors dependent on the context of your situation.

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

Mitigating Sleep Disorders
12 October 2024 | 5:00 pm - 6:30 pm
171 Bras Street | Block B, Level 4, Room 3

Intellect's wellbeing topics for T&S employees offer a range of programs designed to promote resilience 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.

Intellect

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

Email Address *

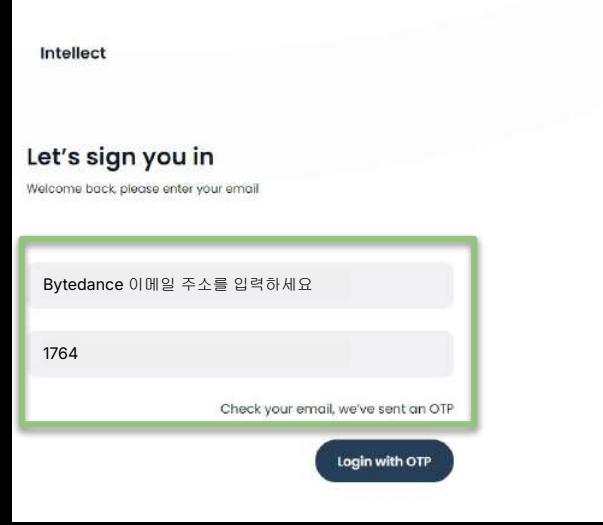
Request OTP

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

L **J**

4단계: 로그인

- ByteDance 이메일로 수신한 OTP를 확인하고
- OTP를 입력합니다
- "Login with OTP(OTP로 로그인)"를 클릭합니다



“

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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5단계: 내 근처 현장 일정 보기

- care.intellect.co에 접속하면 “Virtual Counselling(온라인 상담)” 탭이 계속 기본 페이지로 표시됩니다
- “Onsite days(현장 일정)” 탭을 클릭하면 내 근처에 등록된 모든 현장 상담 일정을 볼 수 있습니다
- 마이크로사이트에서 예약하신 모든 상담 세션은 이제 “All Bookings(모든 예약)” 탭에서 확인할 수 있습니다. 온라인 상담 예약은 상담 전문가 프로필 하단(매칭된 경우)에서 계속 확인할 수 있습니다

The screenshot shows a user interface for booking sessions. At the top, there are three tabs: "Virtual Counselling", "Onsite Days" (which is highlighted with a green box), and "All Bookings". Below the tabs, the heading "Discover onsite days near you" is displayed. Two specific booking entries are shown for April:

APR 16 Onsite Day - Kuala Lumpur
11:00 AM +08 onwards
Platinum Sentral Office, Kuala L...
1:1 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...
1:1 Counselling
Counsellor: Hanurekha, Master's in Counselling, Board of Counsellors of Malaysia. [View Details](#)

5단계: 내 근처 현장 일정 보기

- “Onsite days(현장 일정)” 탭에는 기본적으로 온보딩 시 입력한 위치가 선택 위치로 표시됩니다. 다른 T&S 오피스에서 진행되는 현장 일정을 확인하고 싶다면, 다른 위치를 선택하여 조회할 수 있습니다

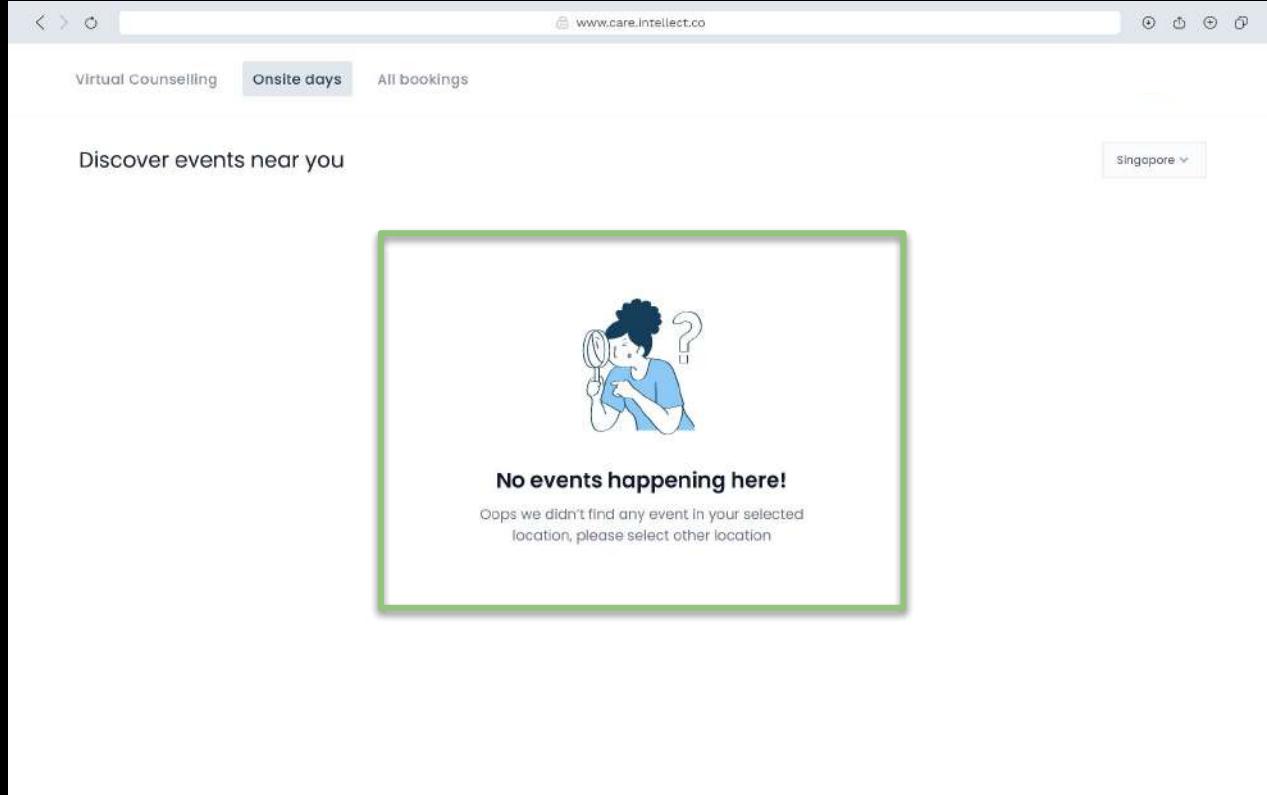
The screenshot shows a user interface for booking onsite sessions. At the top, there are three tabs: "Virtual Counselling", "Onsite Days" (which is selected and highlighted in blue), and "All Bookings". Below the tabs, a heading says "Discover onsite days near you". A dropdown menu is open, showing "Kuala Lumpur" as the selected location, with a green box highlighting the dropdown area.

Three onsite session cards are displayed:

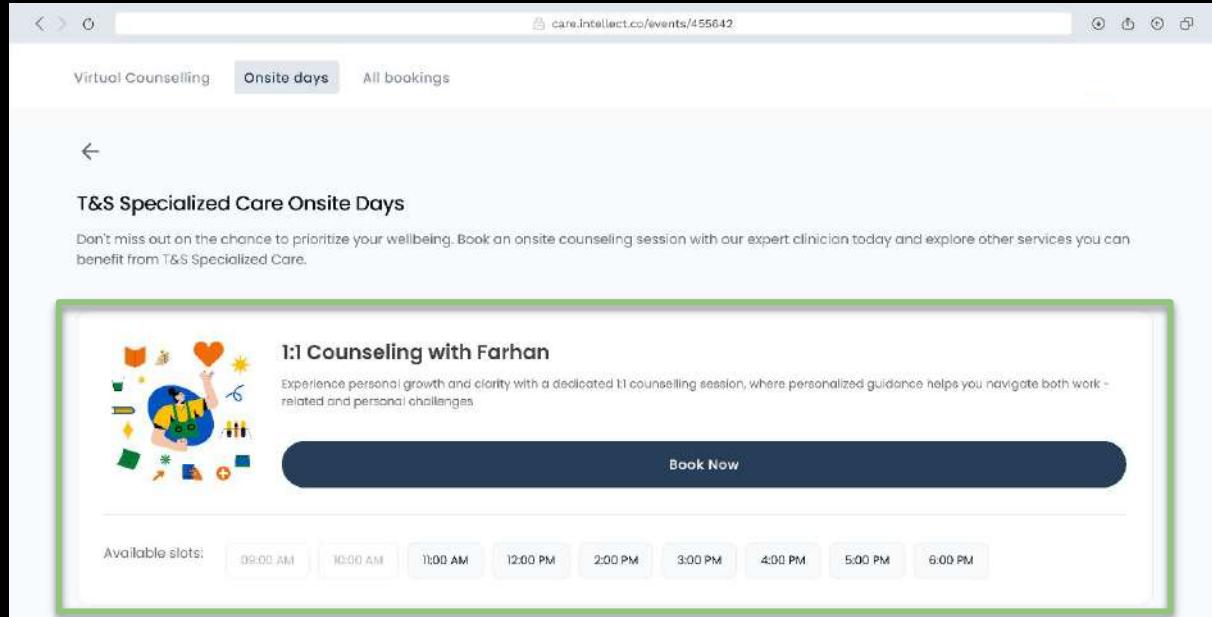
- Onsite Day - Kuala Lumpur** on APR 16 at 11:00 AM +08 onwards at Platinum Sentral Office, Kuala L... by **Filza Izzyan Binti Azmi**.
Counselor: Masters of Counselling, Certification of Emotionally Focused Therapy.
[View Details](#)
- Onsite Day - Kuala Lumpur** on APR 22 at 12:00 AM +08 onwards at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

5단계: 내 근처 현장 일정 보기

- 내 근처에서 진행되는 현장 일정이 없는 경우, 다음과 같은 팝업이 표시됩니다



6단계: 1:1 상담 카드 보기



- 이벤트 목록 페이지에서 “View details(자세히 보기)”를 클릭하면 배치 세부 정보 페이지로 이동합니다
- 페이지 상단에는 1:1 상담 카드와 함께 상담 시간대를 예약할 수 있는 옵션이 제공됩니다
- 예약 가능한 시간대는 바로 확인할 수 있으며, 이미 예약된 시간대는 회색으로 표시됩니다
- 1:1 상담 세션을 예약하지 않더라도, 화면을 아래로 스크롤하면 해당 현장 일정에 예정된 다른 서비스를 확인할 수 있습니다

7단계: 추가 정보 보기

When & Where

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

One Raffles Quay (ORQ) South Tower, Singapore

About Berfont Thum



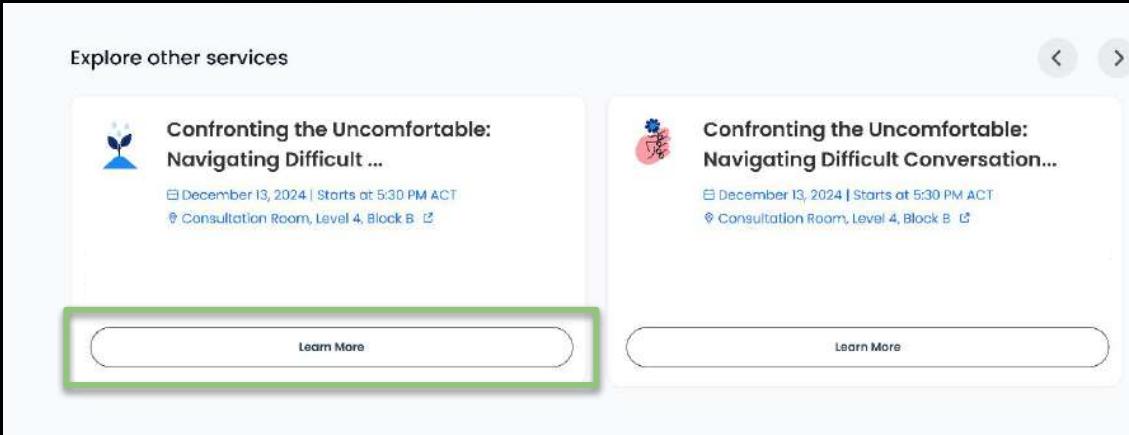
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment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

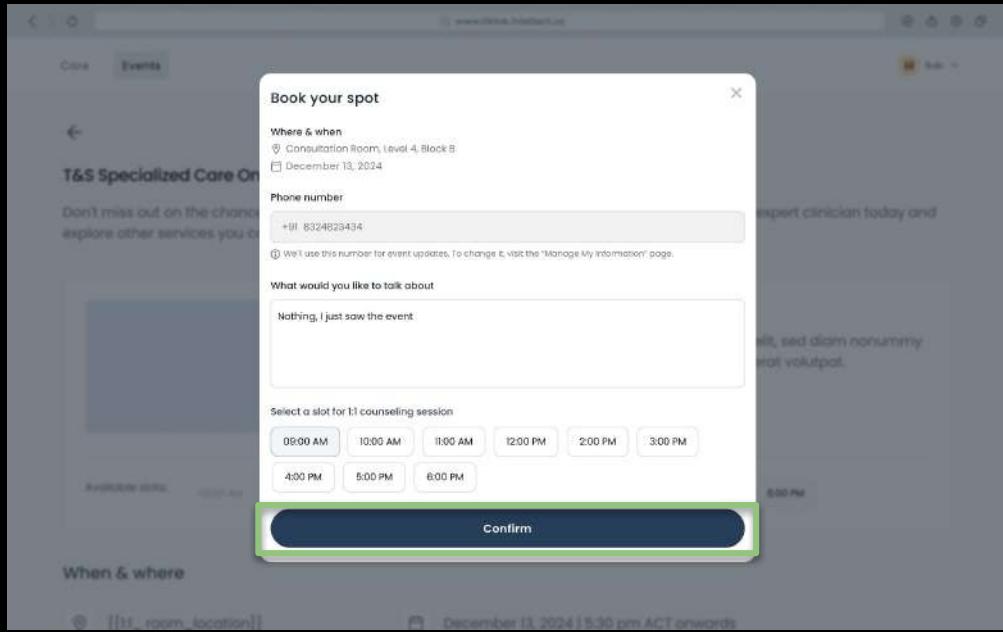
- 화면을 아래로 스크롤하면 현장에 배치된 장소, 시간, 날짜를 확인할 수 있습니다
- 배정된 심리 상담사의 약력과 전문 분야도 함께 확인할 수 있습니다

8단계: 다른 서비스 살펴보기



- 화면을 더 아래로 스크롤하면 해당 현장 일정에 진행되는 다른 서비스를 확인할 수 있습니다. RISE 또는 Intellect 웰빙 세션에 등록할 수도 있습니다
- “더 알아보기(Learn More)” 버튼을 클릭하면, Lark 캘린더 초대장의 RSVP를 통해 세션을 등록할 수 있습니다
- 여러 개의 카드가 있는 경우, 이 섹션은 캐러셀 형식으로 제공되어 좌우로 넘기며 모든 서비스를 확인할 수 있습니다

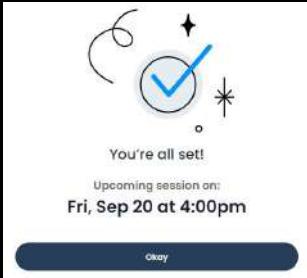
9단계: 상담 자리 예약하기



- 1:1 상담 카드에서 “Book Now(지금 예약)”를 클릭하여 상담 시간대를 예약합니다
- 이후 몇 가지 선택이 표시됩니다.
 - **시간 및 장소:** 오피스 주소와 상담 날짜가 표시됩니다
 - **전화번호:** 온보딩 시 입력하신 번호입니다. 모든 소통은 이 번호로 이루어집니다. 이 전화번호는 “Manage My Info(내 정보 관리)” 페이지에서 업데이트할 수 있습니다
 - **메모:** 세션 전에 상담 전문가에게 전달하고 싶은 메모(선택 사항)를 작성하면 상담 준비에 도움이 될 수 있습니다
- 원하는 1:1 상담 시간대를 선택한 후 “Confirm(확인)”을 클릭합니다

10단계: 세션 확정하기

- 세션을 예약하면, 세션이 확정되었음을 알리는 팝업이 나타납니다!
- 이후 예약하신 세션의 확정 이메일이 발송됩니다.
- 확정 이메일에는 다음 정보가 포함됩니다.
 - 심리 상담사 이름
 - 세션 날짜 및 시간
 - 세션 장소 및 상담실 번호
 - 마이크로사이트 예약 페이지 링크



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

현장 1:1 상담 세션 일정 변경
또는 취소 방법, 모든 예약 및
마감된 세션 보기

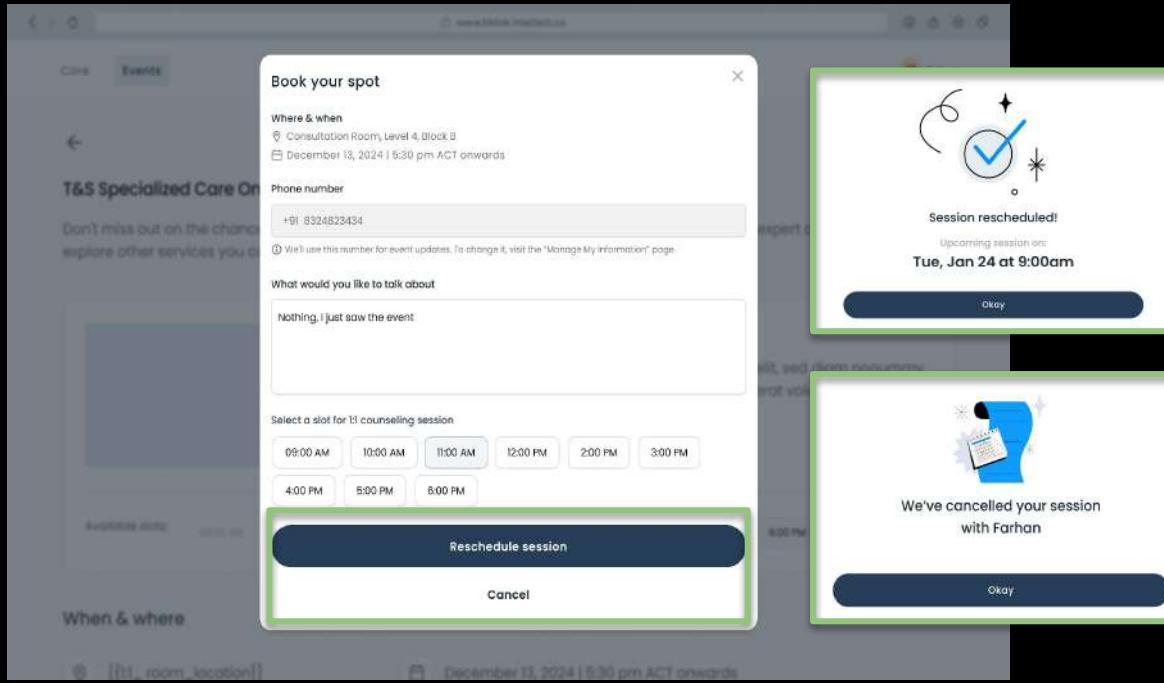
세션 일정 변경 및 취소하기

The screenshot shows a booking interface with the following elements:

- Header: Virtual Counselling, Onsite days (selected), All bookings.
- Section title: 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:
 - Image: A colorful illustration of a person sitting at a desk with books, a heart, and a lightbulb.
 - Title: 1:1 Counseling with Farhan
 - 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 (button)
- Available slots: A row of time slots from 9:00 AM to 6:00 PM.

- 세션이 예약되면 카드의 CTA 버튼이 “Edit Session(세션 수정)”으로 변경됩니다. “Edit Session(세션 수정)”을 클릭하면, 예약 가능한 시간대가 있는 경우 시간을 변경하거나 취소할 수 있습니다

세션 일정 변경 및 취소하기



- 필요에 따라 예약한 시간대를 변경하거나 취소할 수 있습니다
- 단, 일정 변경은 같은 현장 일정 내에 예약 가능한 다른 시간대가 있는 경우에만 가능합니다

내 예약 현황 보기

The screenshot shows a web-based booking system interface. At the top, there are three tabs: 'Virtual Counselling', 'Onsite days', and 'All bookings', with 'All bookings' highlighted by a green box. Below the tabs, the text 'View all bookings' is displayed. 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, a dropdown menu is open, showing 'All Sessions' selected (indicated by a checkmark). Other options in the dropdown are 'Virtual Counselling' and 'Onsite Day'. Below the dropdown, there are 'View details' and '...' buttons.

- 온라인 상담과 현장 상담 등 모든 예약 내역은 “All Bookings(모든 예약)” 탭에서 최신순으로 확인할 수 있으며, 최근 예약이 가장 상단에 표시됩니다
- 두 가지 예약 유형은 “Virtual Counselling(온라인 상담)”과 “Onsite Days(현장 일정)” 태그로 구분됩니다

마감된 1:1 현장 상담 세션

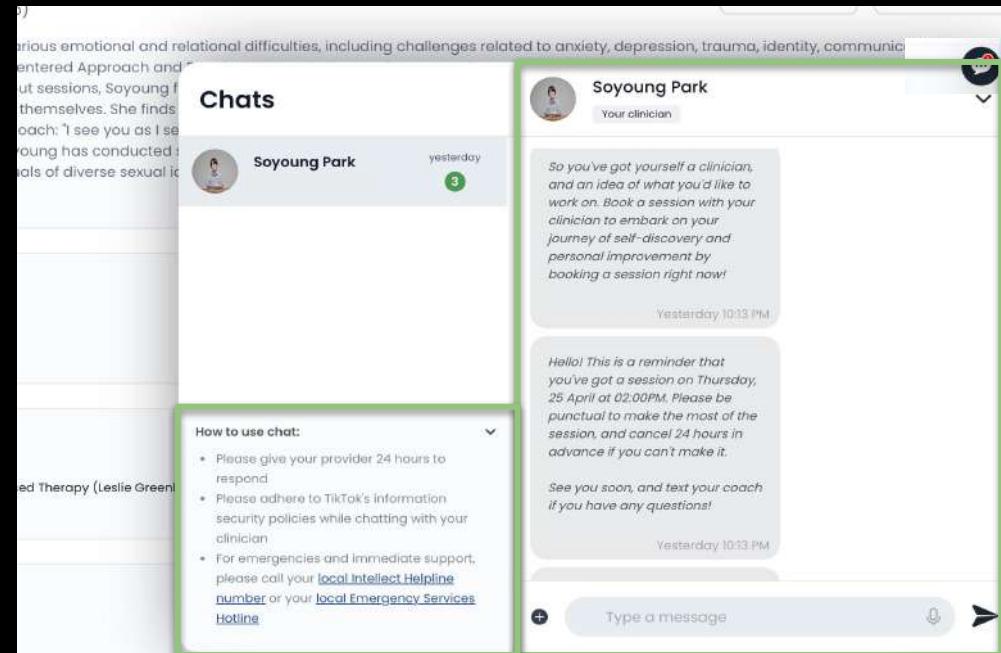
The screenshot shows a web-based booking system. At the top, there are navigation tabs: 'Virtual Counselling', 'Onsite days' (which is highlighted in blue), and 'All bookings'. Below the tabs, there's a back arrow icon. The main content area is titled 'T&S Specialized Care Onsite Days' with a sub-section title '1:1 Counselling with Farhan'. To the left of the title is a decorative graphic of various icons related to health and well-being. The service description reads: 'Experience personal growth and clarity with a dedicated 1:1 counselling session, where personalized guidance helps you navigate both work-related and personal challenges.' Below this is a large, dark blue button with the Korean text '서비스 더 보기' (View more services). At the bottom of the service card, there's a note: 'All slots are currently full. Please consider booking a virtual counselling session instead [here](#)'. The overall background of the page is white.

- 1:1 현장 상담에 예약 가능한 시간대가 없는 경우, 해당 내용이 1:1 상담 카드 하단에 표시됩니다. 이 경우에도 온라인 상담 세션을 예약하거나,
 - RISE 세션이나 Intellect 웰빙 세션 등 다른 이벤트에도 등록할 수 있습니다

마이크로사이트 챗봇

챗봇

- 세션 전에 매칭된 심리 상담사와 미리 소통하고 싶다면, 페이지 오른쪽 하단의 채팅창을 이용할 수 있습니다
- 이 채팅창은 심리 상담사와 세션 관련 내용을 소통하기 위한 용도로 사용해야 합니다
- 채팅 이용 방법에 관한 안내는 채팅창 원쪽 패널의 고지 사항을 참고하시기를 바랍니다



개인 인사이트 – 신뢰 및 안전

개인 인사이트 - 예비 진단 시작하기

- 자가 진단을 시작하려면 "Personal Insights(개인 인사이트)" 탭으로 이동하여 "Start screener(예비 진단 시작)"를 클릭합니다
- 이후 개인 인사이트 페이지로 이동하면, 다시 "Start screener(예비 진단 시작)"를 클릭해야 합니다. 버튼을 클릭하면 평가를 진행할 수 있는 다른 링크로 리디렉션됩니다

The screenshot shows a user interface for a mental health screening tool. 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 "Start screener" button on a blue banner with the text "Personal Insights - Trust & Safety". Further down, 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." At the bottom of the page is another large blue "Start screener" button.

개인 인사이트 - 예비 진단 시작하기

- 예비 진단 도중에 중단할 경우, 응답하신 내용은 저장되지 않으며 처음부터 다시 시작해야 합니다

The screenshot displays two views of a mental health screening process. The top view is a modal window titled "You're almost there..." with a green border. It contains the text "The screener only takes 5 minutes to complete." and two buttons: "Continue attempt" (in a dark blue box) and "Quit attempt". The bottom view shows a progress bar with a blue arc indicating 39% completion, with the text "Calculating your results" below it. The background of the bottom view shows navigation tabs: Virtual Counselling, Onsite Days, All Bookings, and Personal Insights (which is currently selected).

- 예비 진단을 완료하면 결과를 바로 확인할 수 있습니다

개인 인사이트 - 결과 보기

- 결과는 정신적 웰빙, 직원 경험, 심리적 강점의 3가지 영역별로 3단계(높음, 보통, 낮음)로 나타납니다.
 - 높음: 해당 영역에서 잘하고 있는 경우
 - 보통: 기대에는 못 미치지만 크게 나쁘지 않은 경우
 - 낮음: 상태가 좋지 않으며 전문가의 개입이 필요한 경우
- 각 영역이 의미하는 바와 점수가 나에게 어떤 의미인지도 함께 확인할 수 있습니다

The screenshot shows a web-based personal insight report titled "Personal Insights - Trust and Safety Results" dated 17 Dec 2023. The top navigation bar includes links for "Virtual Counselling", "Onsite Days", "All Bookings", and "Personal Insights". A banner at the top encourages users to "Improve your wellbeing by sharing these results with your clinician today." and features a "Book now" button.

The main content area is divided into three sections: "Mental wellbeing" (High confidence), "Employee experience" (Medium confidence), and "Psychological strength" (Low confidence). Each section contains a summary, a "What does this score mean?" section with an icon, and a detailed explanatory paragraph.

- Mental wellbeing**:
Summary: Your mental and emotional well-being at work, including stress, anxiety, and exhaustion.
Confidence: High confidence
Meaning: 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**:
Summary: Your overall sense of fulfillment, stability, and balance at work.
Confidence: Medium confidence
Meaning: 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**:
Summary: Your sense of purpose and resilience in your work.
Confidence: Low confidence
Meaning: 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.

개인 인사이트 - 지난 결과 보기

- 이전에 실시한 평가 결과도 확인할 수 있습니다

Virtual Counselling Onsite Days All Bookings Personal Insights

New

Personal Insights – Trust and Safety

Take the next step in your mental well-being journey by taking the 5 minute screener, designed specifically for you!

[Start screener](#)



[View past results](#) [View all results >](#)

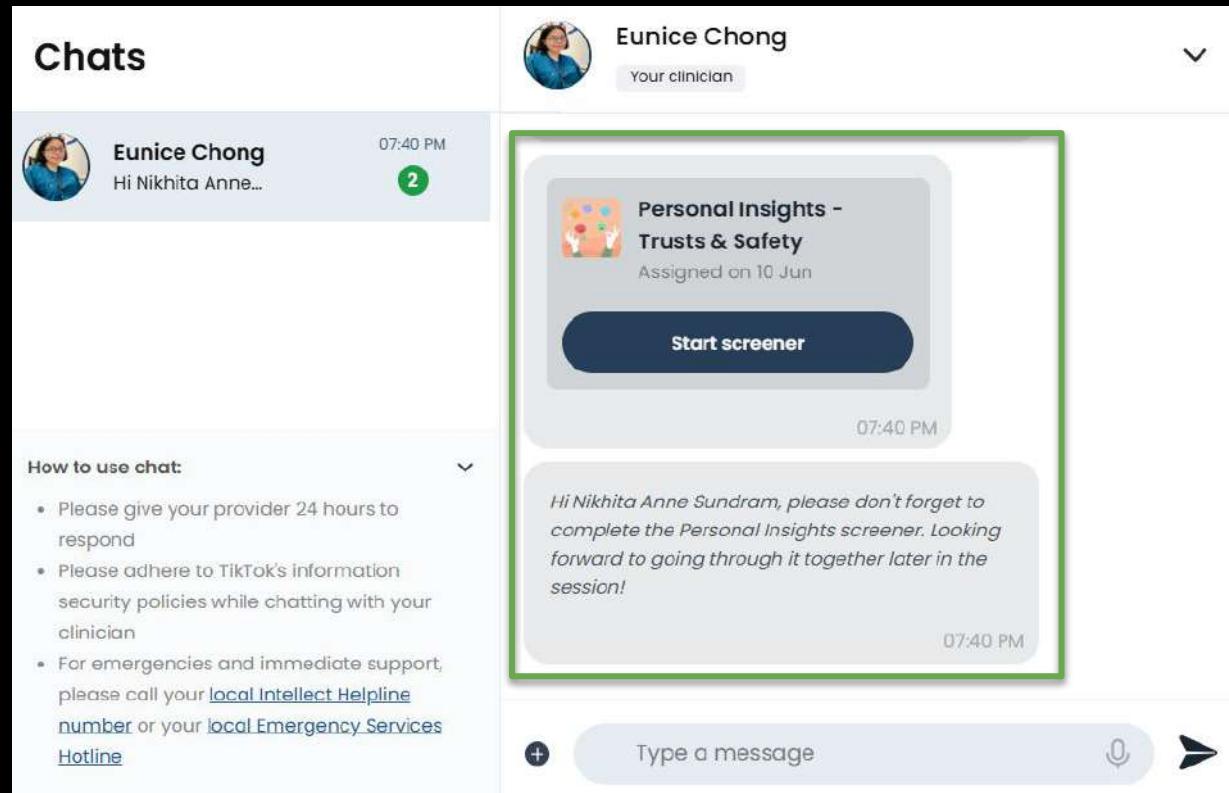
Personal Insights report
17 Dec 2023 >

Personal Insights report
16 Nov 2023 >

Personal Insights report
20 Oct 2023 >

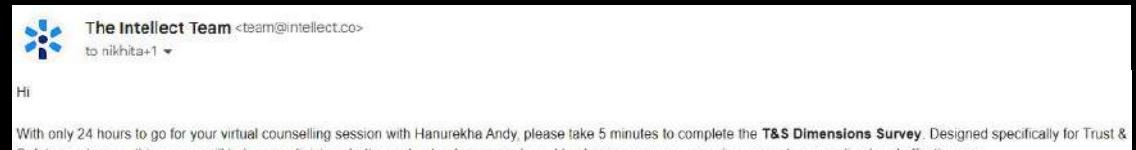
개인 인사이트 - 세션 24시간 전 채팅창 알림

- 예정된 세션 24시간 전에 채팅창을 통해 개인 인사이트 퀴즈를 완료하라는 알림을 받게 됩니다



개인 인사이트 - 세션 24시간 및 1시간 전 이메일 알림

- 또한, 세션 예약 24시간 전과 1시간 전에 발송되는 이메일 알림에서도 해당 검사를 완료하라는 안내를 받으실 수 있습니다



Here's a quick recap of your session details:

- Date:** 30 May 2025
- Time:** 12:00PM-1:00PM

If you need to cancel or reschedule your appointment, you may do so by visiting [care.intellect.co](#). Please note that attending your session as scheduled is strongly recommended, as cancellations made within 24 hours of the scheduled time will incur charges to your company.



Here's a quick recap of your session details:

- Date:** 30 May 2025
- Time:** 12PM-1PM
- Join your session here:** <https://care.intellect.co/>

If you need to cancel or reschedule your appointment, you may do so by visiting [care.intellect.co](#). Please note that attending your session as scheduled is strongly recommended, as cancellations made within 24 hours of the scheduled time will incur charges to your company.

For any assistance, feel free to contact our dedicated support team at [tiktok@intellect.co](#).

Thank you for choosing T&S Specialized Care as your mental health partner.

Always in your corner,
The Intellect Team