

# T&S Specialized Care



User Guide to access the Microsite & Services within

*Updated as of 30 June 2025*

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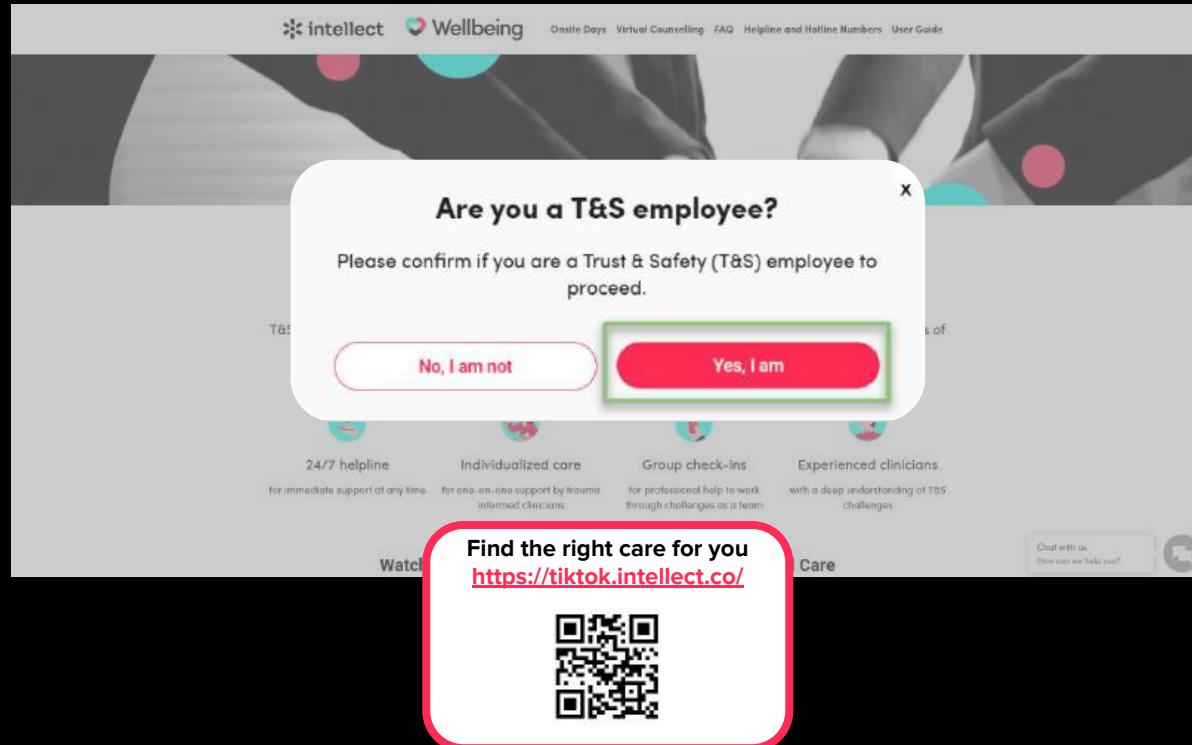
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# Create Your Account

# 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

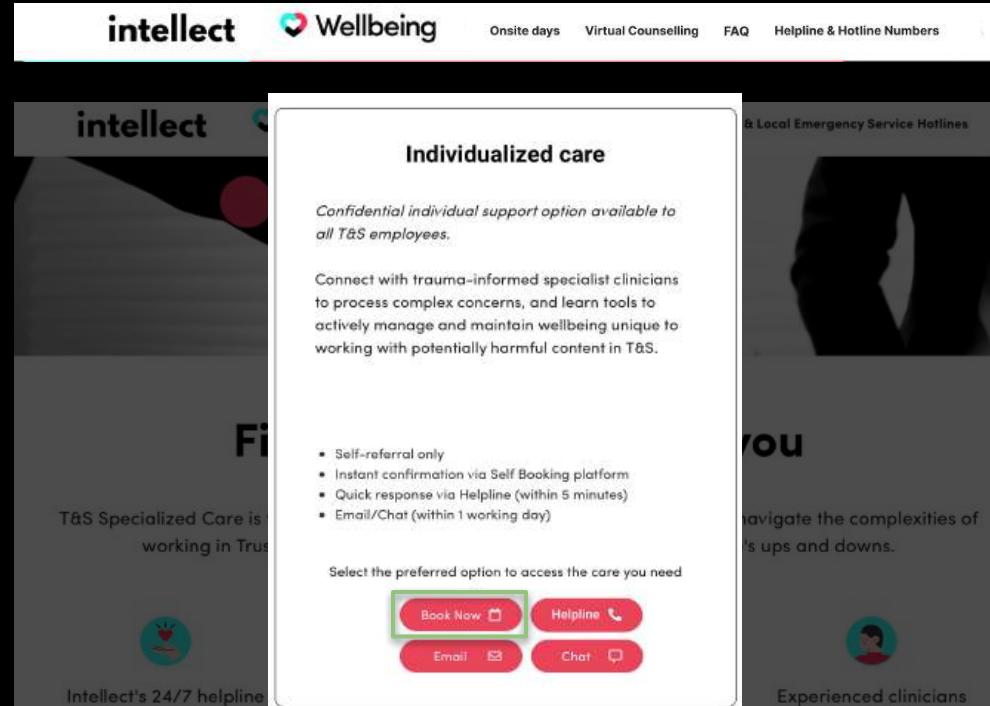
*Note for APAC employees: Services on T&S Specialized Care is exclusive to T&S employees only. Hence if you are not a T&S employee, you will be redirected to the ByteDance EAP for wellbeing support applicable to all employees in ByteDance.*



The screenshot shows a web browser displaying the T&S Specialized Care Microsite. At the top, there are navigation links for "intellect" (with a logo), "Wellbeing" (with a logo), "Onsite Days", "Virtual Counselling", "FAQ", "Helpline and Hotline Numbers", and "User Guide". Below this is a large, semi-transparent background image of a person's face with colorful circles overlaid. In the center, a white modal dialog box is displayed with the title "Are you a T&S employee?". The text inside the box reads: "Please confirm if you are a Trust & Safety (T&S) employee to proceed." Two buttons are present: "No, I am not" (in a pink rounded rectangle) and "Yes, I am" (in a pink rounded rectangle with a green border). Below the modal, there are four service cards with titles and descriptions: "24/7 helpline" (for immediate support of any kind), "Individualized care" (for one-on-one support by trauma-informed clinicians), "Group check-ins" (for professional help to work through challenges as a team), and "Experienced clinicians" (with a deep understanding of T&S challenges). At the bottom of the page, there is a call-to-action box with the text "Find the right care for you" and the URL "https://tiktok.intellect.co/". A QR code is also present in this box. A "Chat with us" button is located in the bottom right corner.

# Step 2: Navigate to the Individualized Care section

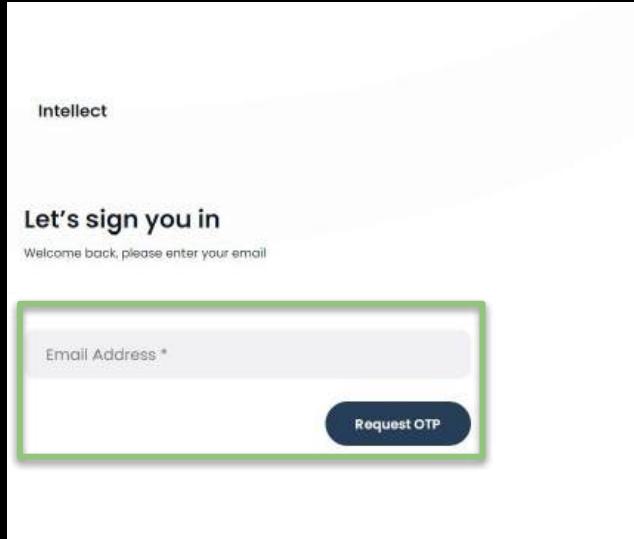
- To sign in to your account, scroll down to the Individualized care section and select "Book Now"



The screenshot shows the intellect Wellbeing website. At the top, there is a navigation bar with the intellect logo, a Wellbeing icon, and links for 'Onsite days', 'Virtual Counselling', 'FAQ', and 'Helpline & Hotline Numbers'. Below the navigation bar, there is a dark banner with the intellect logo and the text 'T&S Specialized Care is working in Trust'. On the right side of the banner, there is a section titled 'Individualized care' with a sub-section titled 'T&S Specialized Care is working in Trust'. This section includes a list of benefits: 'Self-referral only', 'Instant confirmation via Self Booking platform', 'Quick response via Helpline (within 5 minutes)', and 'Email/Chat (within 1 working day)'. Below this list, there is a section titled 'Select the preferred option to access the care you need' with four buttons: 'Book Now' (highlighted with a green box), 'Helpline', 'Email', and 'Chat'. To the right of the banner, there is a section titled 'YOU' with the text 'navigate the complexities of life's ups and downs.' and an icon of a person's head. At the bottom right, there is a section titled 'Experienced clinicians' with an icon of a person's head.

# 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"



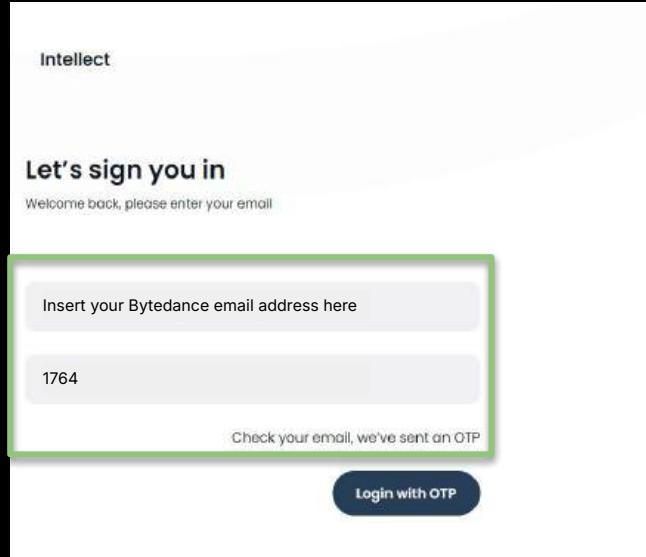
“

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"



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

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# Fill in Required Information

# Step 1: Fill in Personal Details

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

**Tell us about yourself**

All information entered will remain completely private

Full name\*

Enter here

Location\* Phone Number\*

Select your location +65

Select Team (Line of Business)

Select your team

Tenure Age

Select Select

**Next**

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

**Next**

# Step 2: Fill in Emergency Contact Details

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

### Add emergency contact

Guidelines for adding your emergency contact

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

Name of contact person\*

Phone Number\* Relationship\*

This person consents to be my emergency contact

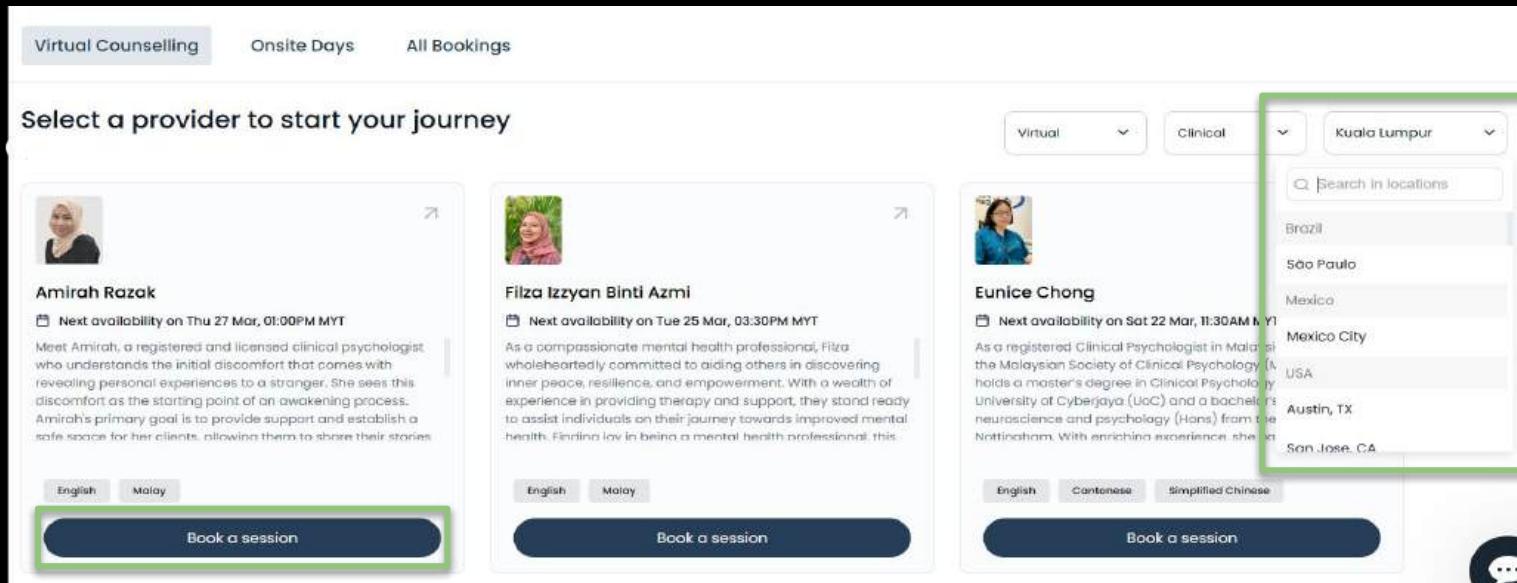
**Add emergency contact**

**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

**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 with the Malaysian Society of Clinical Psychology, Eunice holds a master's degree in Clinical Psychology from the University of Cyberjaya (UoC) and a bachelor's in neuroscience and psychology (Hons) from the Nottingham. With enriching experience, she is

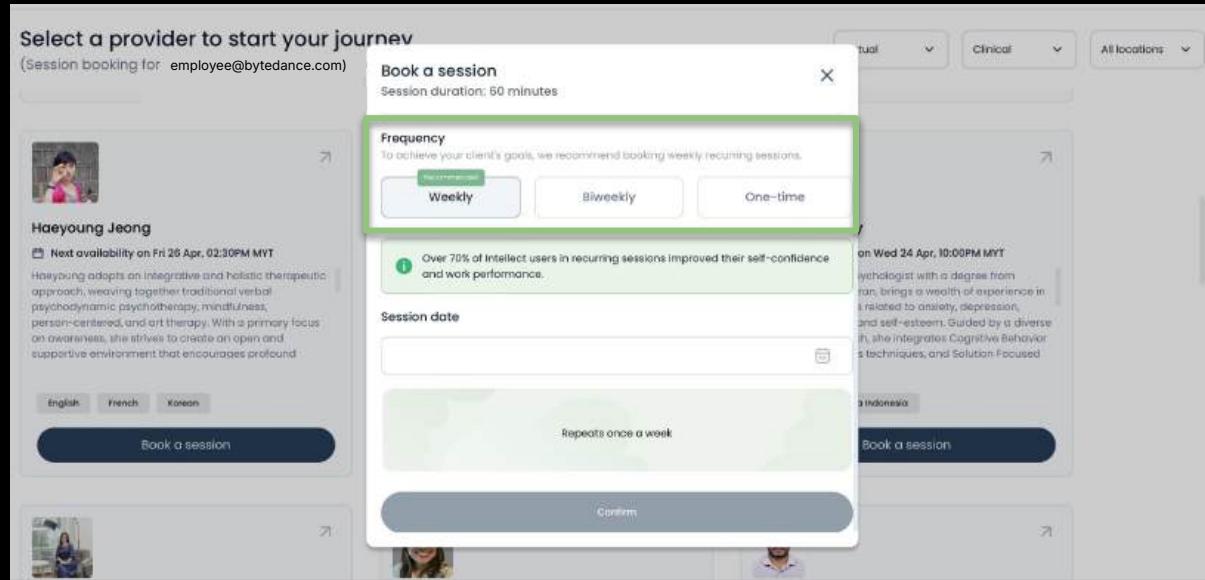
**Virtual** **Clinical** **Kuala Lumpur**  
Search in locations  
Brazil  
São Paulo  
Mexico  
Mexico City  
USA  
Austin, TX  
Son Jose, CA

**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



# Step 3: Choose frequency, time and date of session

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

The screenshot shows a booking interface for a clinician named Young Jeong. The main window displays the clinician's profile, availability (available on Friday, April 26, 02:30PM MYT), and a 'Book a session' button. A 'Book a session' pop-up is open, showing the clinician's profile and a frequency section with 'Recurring' selected. The 'Session date' section shows a calendar for April 2024, with a green box highlighting the 26th (Saturday) as an available date. The calendar also shows other clinician availability with green dots.

Book a provider to start your journey  
Booking for employee@bytedance.com

Young Jeong

Availability on Fri 26 Apr, 02:30PM MYT

Book a session

Book a session

Session duration: 60 minutes

Frequency

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

Recurring

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

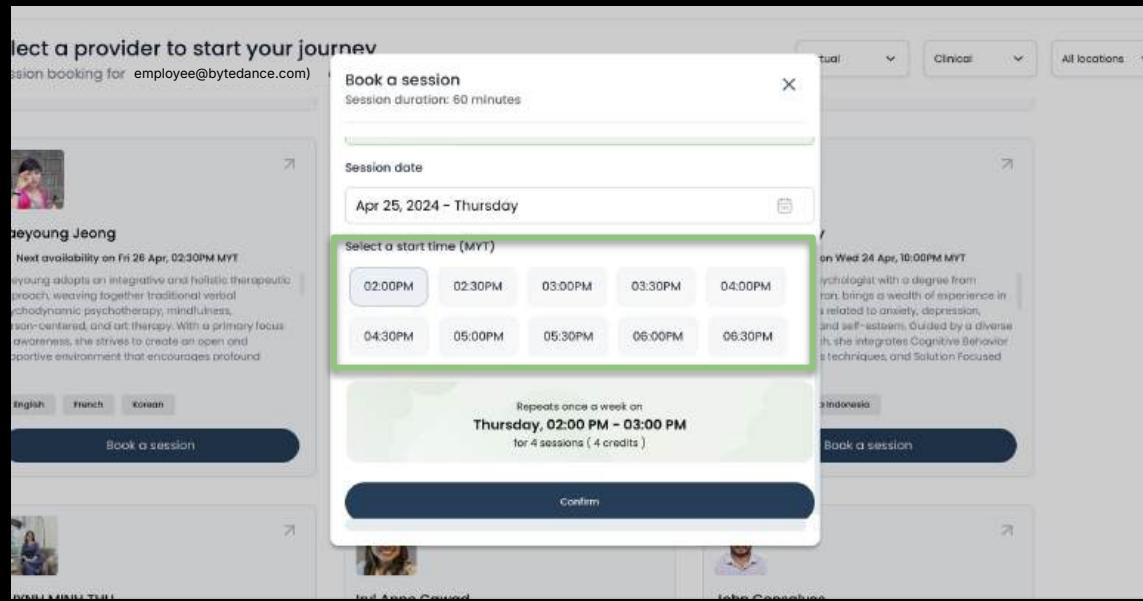
April 2024

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

Cancel Select

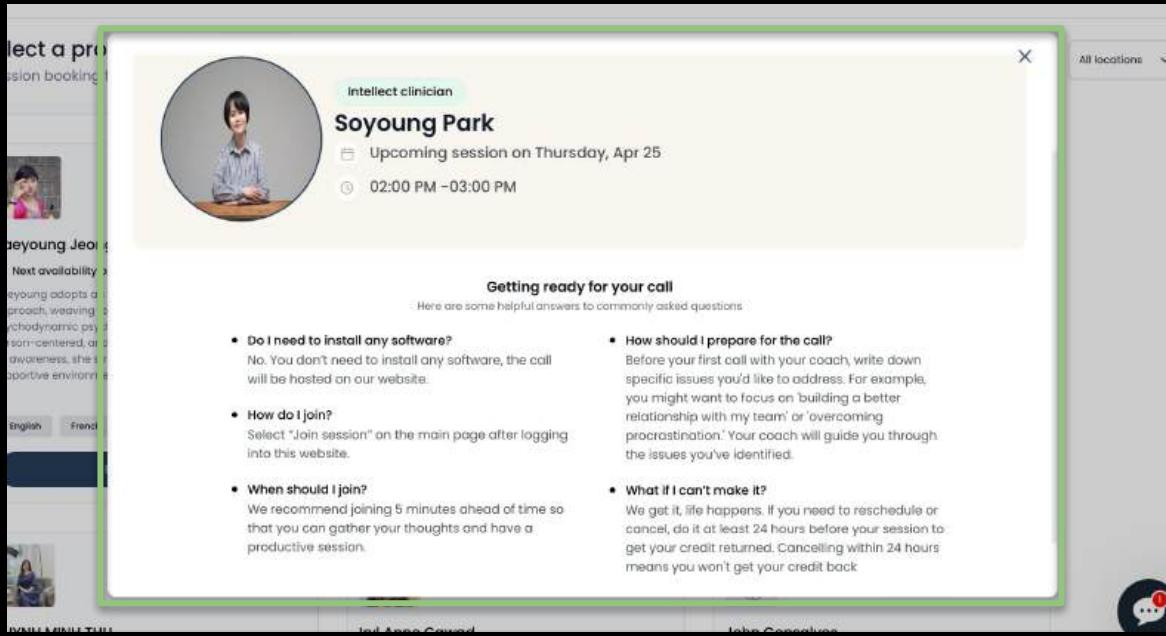
# Step 4: Choose frequency, time and date of session

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



# Step 5: Confirmation of Session

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



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

**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

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

Thank you for choosing Intellect as your mental health partner.

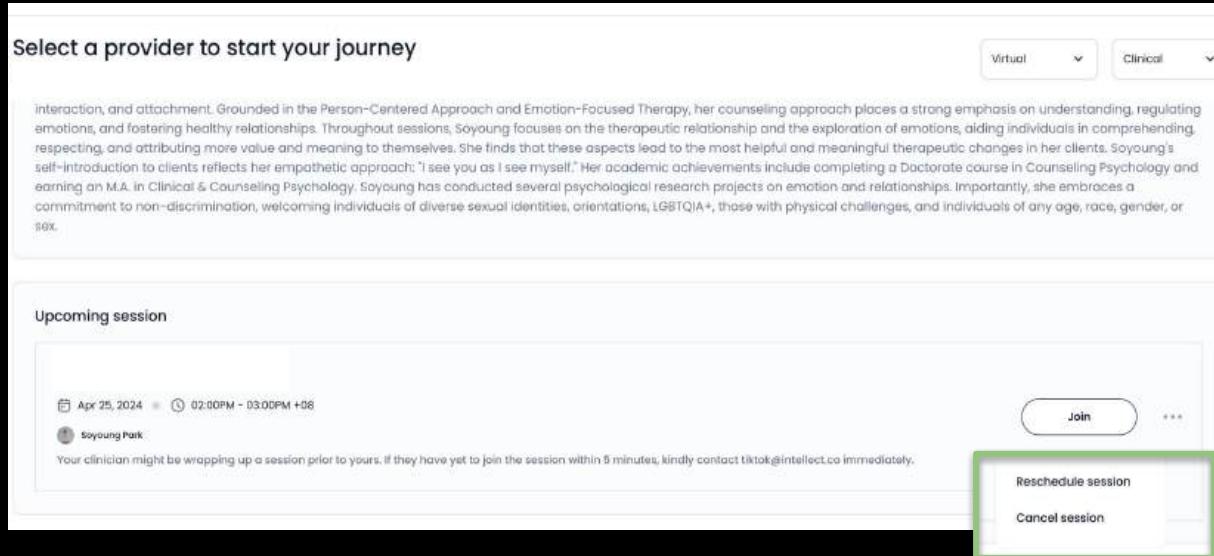
Always in your corner,  
The Intellect Team

# Virtual 1:1 Counselling

## How to Reschedule or Cancel a Session

# Reschedule & Cancel a Session

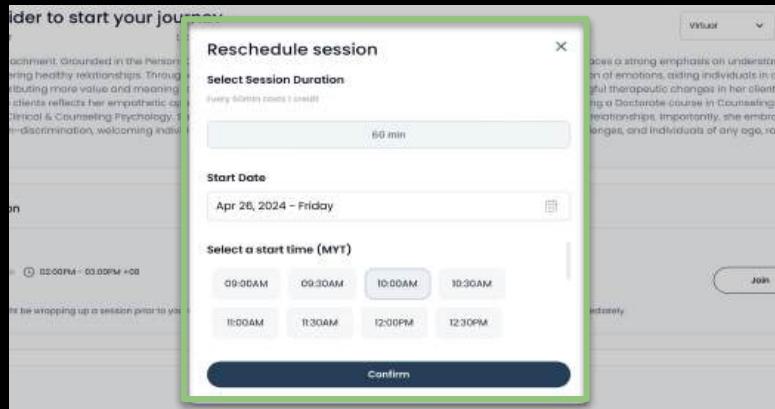
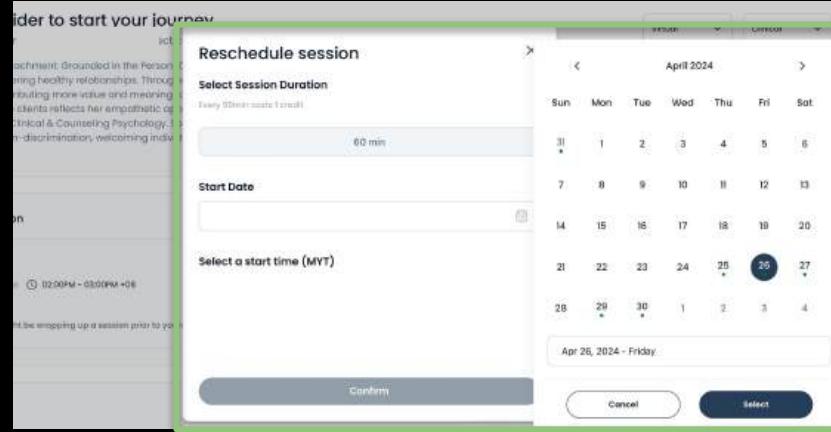
- In the event you may need to reschedule or cancel your session with your clinician, you can do so by navigating to the upcoming session notice on the provider selection page
- Click the ellipses found to the right of the “Join” button. This will then give you the option to either “Reschedule session”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



The screenshot shows a provider selection page. At the top, there are two dropdown menus: 'Virtual' and 'Clinical'. Below this, a section titled 'Select a provider to start your journey' displays a provider's profile. The provider's name is Soyoung Park, and the description highlights her Person-Centred Approach and Emotion-Focused Therapy, focusing on understanding, regulating emotions, and fostering healthy relationships. She has an M.A. in Clinical & Counseling Psychology and has conducted research on emotion and relationships. The page then transitions to an 'Upcoming session' section. It shows a session for April 25, 2024, from 02:00PM - 03:00PM +08, with Soyoung Park listed. To the right of the session details is a 'Join' button and three vertical ellipses. A green box highlights the ellipses, which reveal a dropdown menu with two options: 'Reschedule session' and 'Cancel session'.

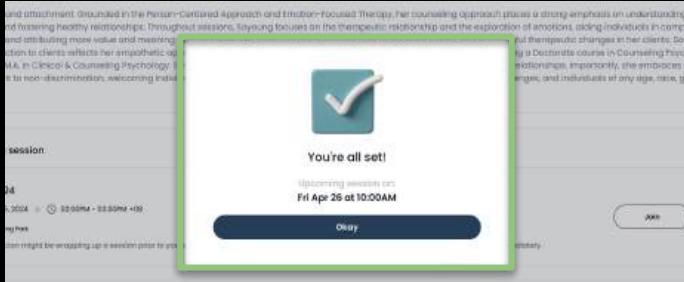
# Reschedule & Cancel a Session

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



# Reschedule & Cancel a Session

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



 The Intellect Team <[team@intellect.co](mailto: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.

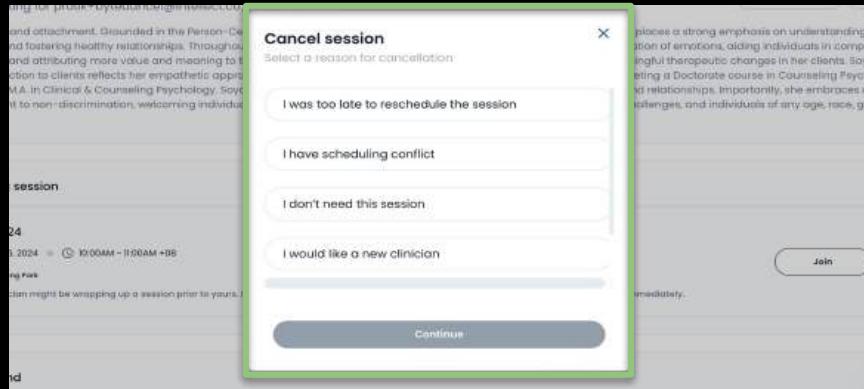
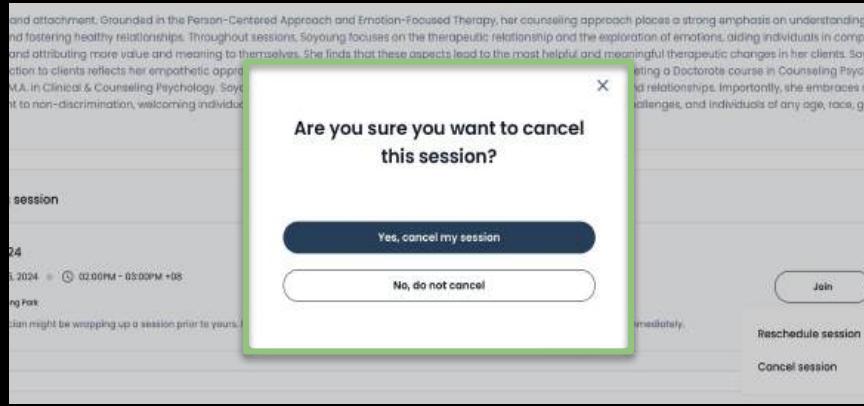
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

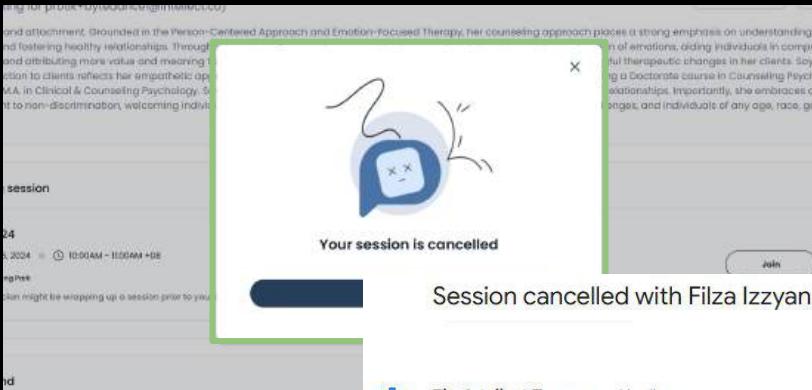
# Reschedule & Cancel a Session

- 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



A screenshot of a session cancellation pop-up. The pop-up has a green border and a white background. It features a blue cartoon character with a sad expression and the text "Your session is cancelled". The background shows a blurred session interface with a "session" tab and a "24" button.

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

# 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/>

Onsite Days

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

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

Discover events near you

All locations

Onsite Day @ Singapore

FEB 18

2025-02-18 | 10:00 am onwards

One Raffles Quay (ORQ) South Tower

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

[View details](#)

# Step 1: Default View of Onsite Days

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

 intellect  Wellbeing

Onsite Days Virtual Counselling FAQ Helpline & Hotline Numbers

## Onsite Days

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

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

Discover events near you (All locations)

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

**Onsite Day @ Jakarta**  
FEB 18  
2025-02-18 | 11:00 am onwards  
MCC Office  
Join Nadhira Meindy at the MCC Office, Jakarta as part of T&S Specialized Care.  
[View details](#)

# Step 1: Default View of Onsite Days

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

intellect Wellbeing

Onsite days Virtual Counselling FAQ Helpline & Hotline Numbers

## What are Onsite Days?

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

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



### Available services

**1-1 Counselling**  
2024-02-18 | 10:00 AM onwards  
One Raffles Quay (OQR) 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 Tras Street | Block B, Level 4, Room 3

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 provide insights and strategies across four key themes: Managing Anxiety, Managing Stress, Resilient Thinking, and Building Self to help employees handle potentially harmful content.

**Mitigating Sleep Disorders**  
12 October 2024 | 6:30 pm - 8:30 pm  
171 Tras Street | Block B, Level 4, Room 3

Intellect's wellbeing experts 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.

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

### Meet Counsellor Berfont Thum



**About me**  
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Masters in Counselling (Advocacy) from Singapore University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasizing a safe and respectful therapeutic environment that supports healing and self-discovery. Berfont primarily employs Cognitive Behavioural Therapy (CBT) for entrenched, evidence-based interventions and integrates Transactional Analysis (TA) to explore early childhood experiences and address core emotional needs, enhancing self-awareness and self-expression. Berfont is also trained in Eye Movement Desensitization and Reprocessing (EMDR) to treat trauma and PTSD. He also works with clients to manage anxiety, manage stress, and support mental health issues, including mood disorders, anxiety, depression, and adjustment disorders. He also works clients through life transitions and grief, and is dedicated to guiding his clients towards self-compassion through stress management, emotional reparenting, and emotional awareness and regulation.

**Specializations**  
Master of Counselling (Advocacy) **Master of Anxiety Disorders**  
Therapeutic Crisis **Group Management**  
Cognitive Behavioural Therapy **Self-compassion**  
Mindfulness and Acceptance-Based **Emotion-Continent Therapy**  
Cognitive Behavioural Therapy **Transactional Analysis**

### Frequently Asked Questions

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

# Step 2: Select an Onsite Day Service

## Under Available Services

- 1-1 Counselling Card:**

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

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

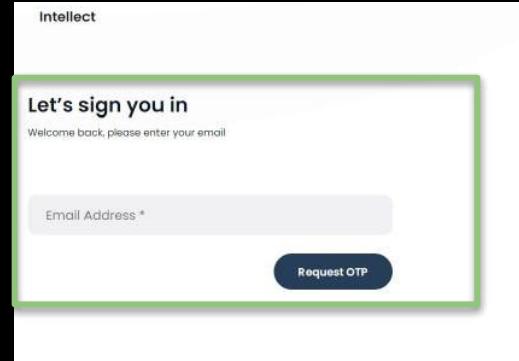
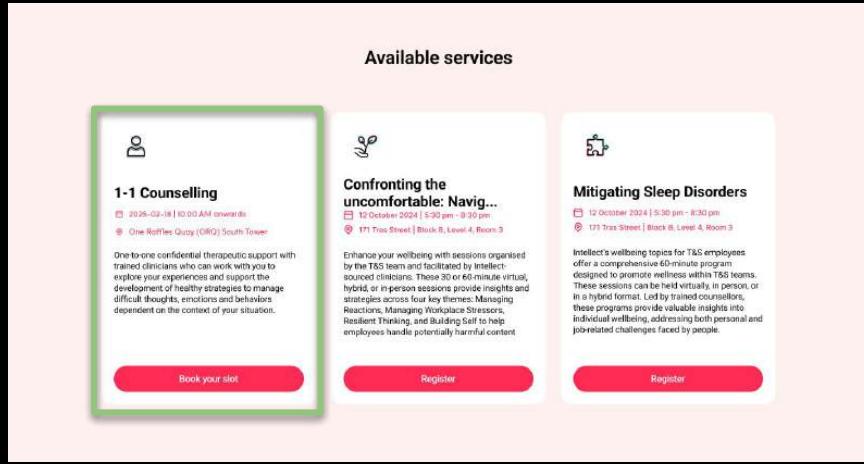
Upon clicking “Register”, you will be redirected to the Lark calendar of the session.

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

- 1-1 Counselling**  
Icon: Person  
Description: One-to-one confidential therapeutic support with trained clinicians who can work with you to explore your experiences and support the development of healthy strategies to manage difficult thoughts, emotions and behaviors dependent on the context of your situation.  
Details: 2025-02-18 | 10:00 AM onwards | One Raffles Quay (OIQ) South Tower  
"Book your slot" button
- Confronting the uncomfortable: Navig...**  
Icon: Plant  
Description: Enhance your wellbeing with sessions organised by the T&S team and facilitated by Intellect-sourced clinicians. These 30 or 60-minute virtual, hybrid, 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.  
Details: 12 October 2024 | 5:30 pm - 8:30 pm | 171 Bras Street | Block B, Level 4, Room 3  
"Register" button
- Mitigating Sleep Disorders**  
Icon: Puzzle  
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 insight into individual wellbeing, addressing both personal and job-related challenges faced by people.  
Details: 12 October 2024 | 5:30 pm - 8:30 pm | 171 Bras Street | Block B, Level 4, Room 3  
"Register" button

# 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.



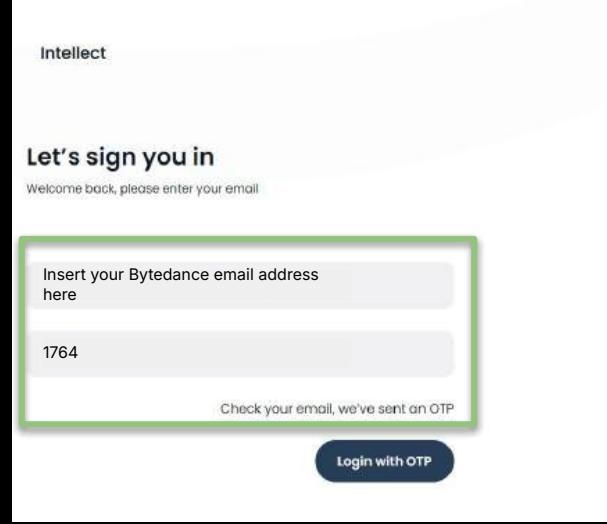
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Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



# Step 4: Login

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



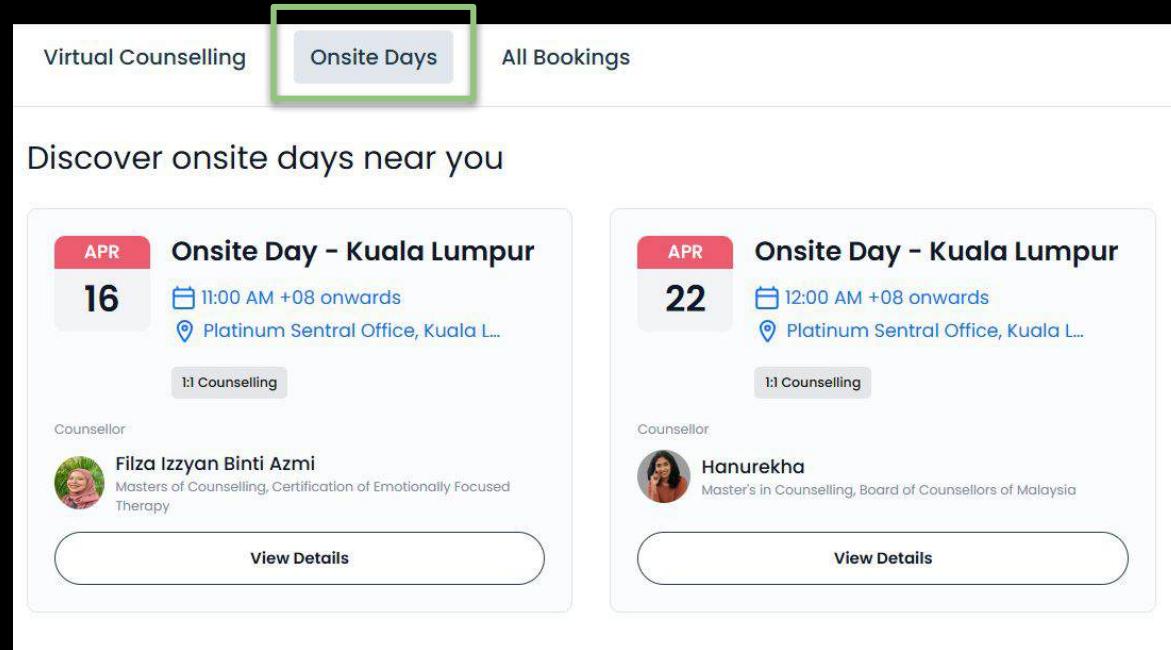
“

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



# Step 5: View Onsite Days in Your Location

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

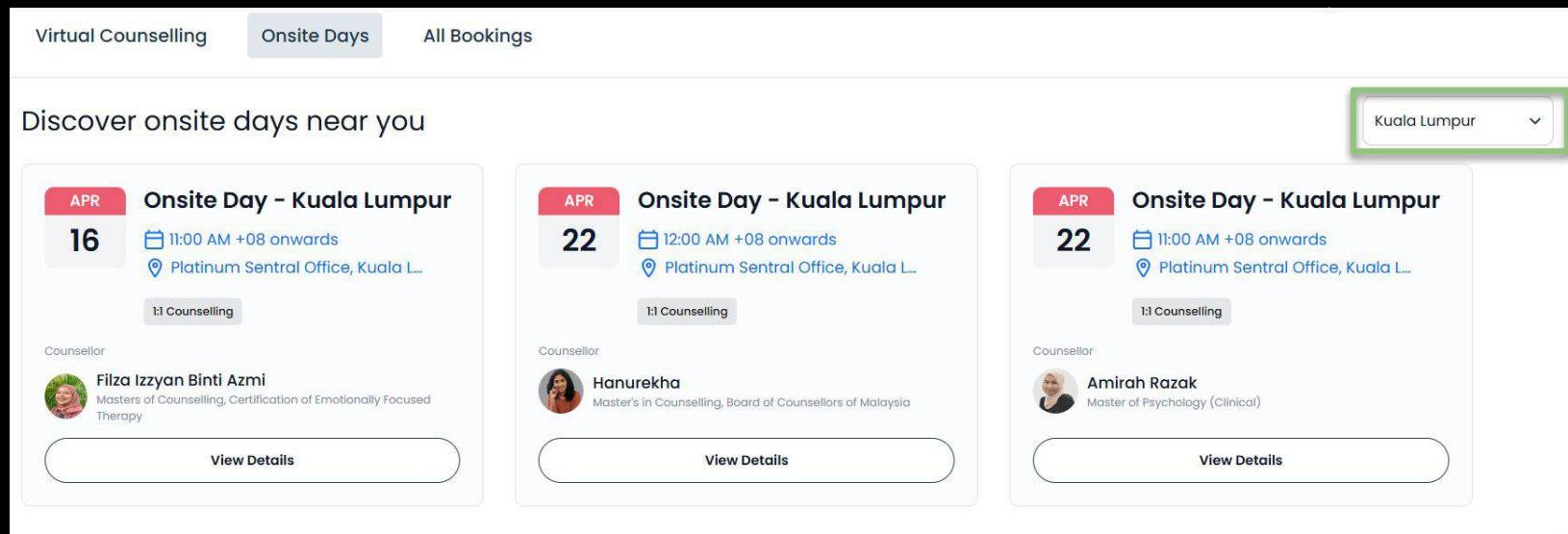


The screenshot shows a user interface for booking counselling sessions. At the top, there are three tabs: "Virtual Counselling", "Onsite Days" (which is highlighted with a green box), and "All Bookings". Below the tabs, a section titled "Discover onsite days near you" displays two upcoming onsite days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

- Onsite Day - Kuala Lumpur** on **APR 16** at **11:00 AM +08 onwards** at **Platinum Sentral Office, Kuala L...**. The counsellor listed is **Filza Izzyan Binti Azmi**, with a "1:1 Counselling" button and a "View Details" button.
- Onsite Day - Kuala Lumpur** on **APR 22** at **12:00 AM +08 onwards** at **Platinum Sentral Office, Kuala L...**. The counsellor listed is **Hanurekha**, with a "1:1 Counselling" button and a "View Details" button.

# Step 5: View Onsite Days in Your Location

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

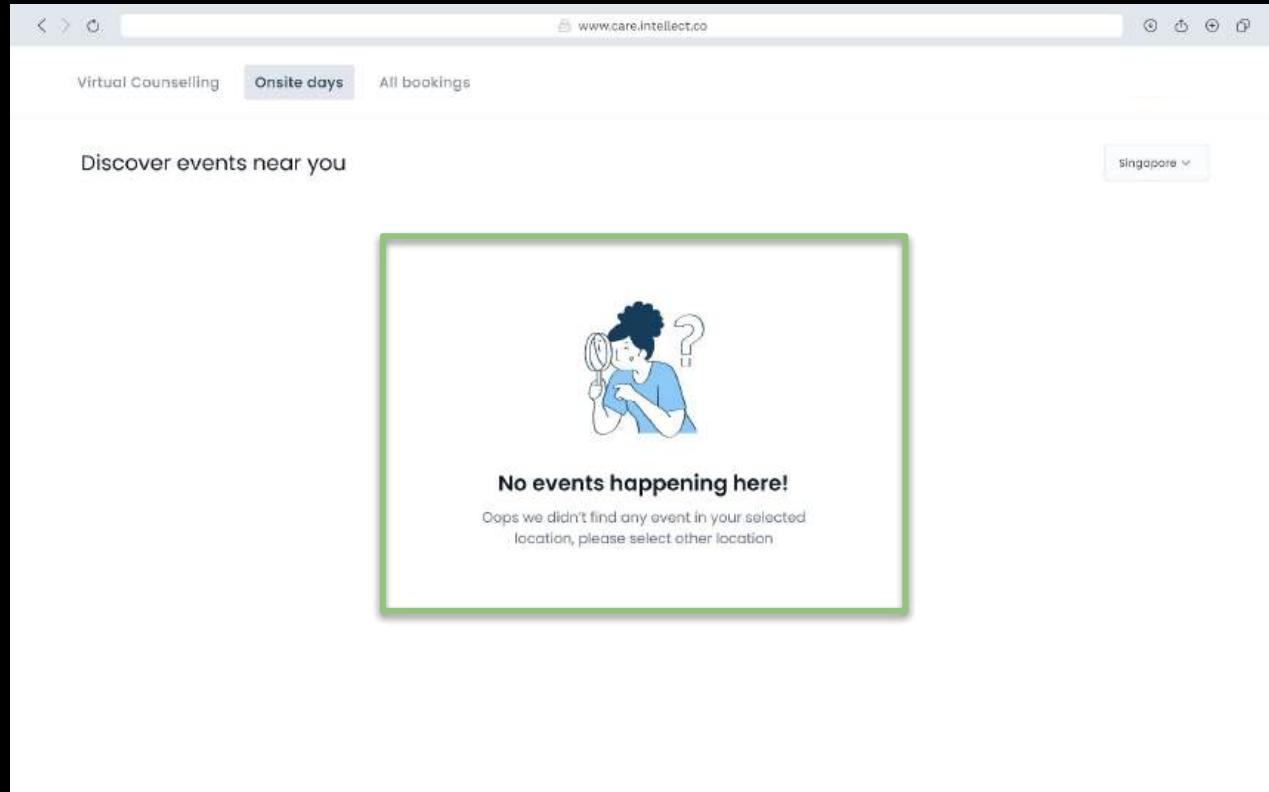


The screenshot shows the 'Onsite Days' tab selected in a navigation bar with options 'Virtual Counselling', 'Onsite Days' (highlighted in blue), and 'All Bookings'. A dropdown menu for location is set to 'Kuala Lumpur', with a green box highlighting the dropdown button. Below, three onsite days are listed for April 16, 22, and 22, all in Kuala Lumpur. Each listing includes the date, time, location, counsellor name, and a 'View Details' button.

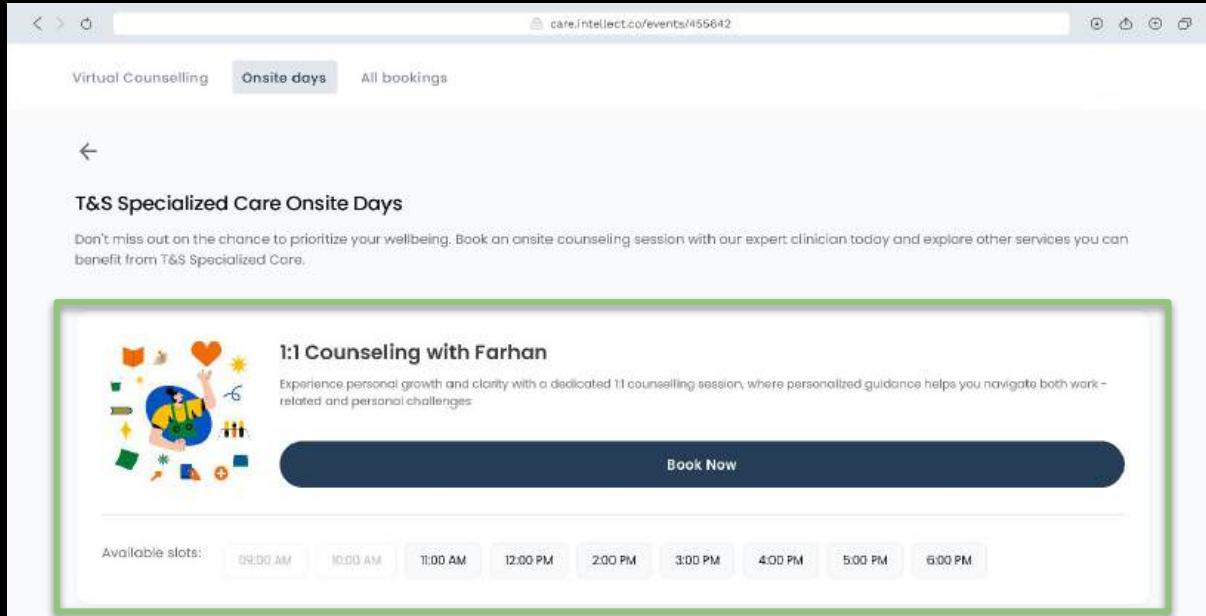
Date	Time	Location	Counsellor	Action
APR 16	11:00 AM +08 onwards	Platinum Sentral Office, Kuala Lumpur	Filza Izzyan Binti Azmi	<a href="#">View Details</a>
APR 22	12:00 AM +08 onwards	Platinum Sentral Office, Kuala Lumpur	Hanurekha	<a href="#">View Details</a>
APR 22	11:00 AM +08 onwards	Platinum Sentral Office, Kuala Lumpur	Amirah Razak	<a href="#">View Details</a>

# Step 5: View Onsite Days in Your Location

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



# Step 6: View 1:1 Counselling Card



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

# Step 7: View Extra Information

## When & Where



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



One Raffles Quay (ORQ) South Tower, Singapore

## About Berfont Thum



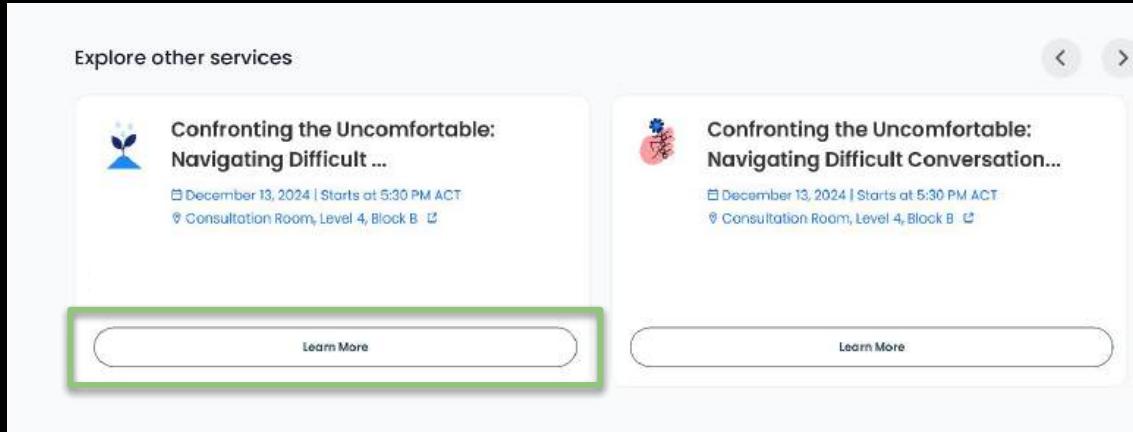
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment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

### Specialisations

Master of Counselling (Advanced)

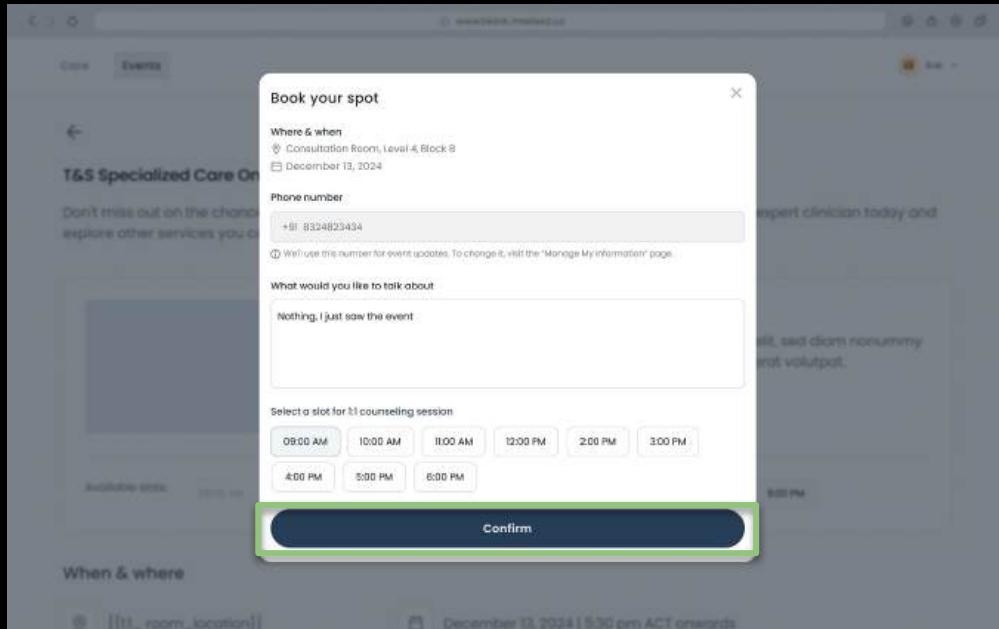
- As you scroll down, you can view the location, time, and date of the onsite deployment
- You can also view the bio and specializations of assigned clinicians

# Step 8: Explore Other Services



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

# Step 9: Book Your Spot



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

# Step 10: Confirmation of Session

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



Onsite day counselling session with Hanurekha confirmed! [\[View\]](#)

 The Intellect Team <[team@intellect.co](mailto: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 [team@intellect.co](mailto:team@intellect.co) if you have any questions or need assistance.

Thank you for choosing Intellect as your mental health partner.

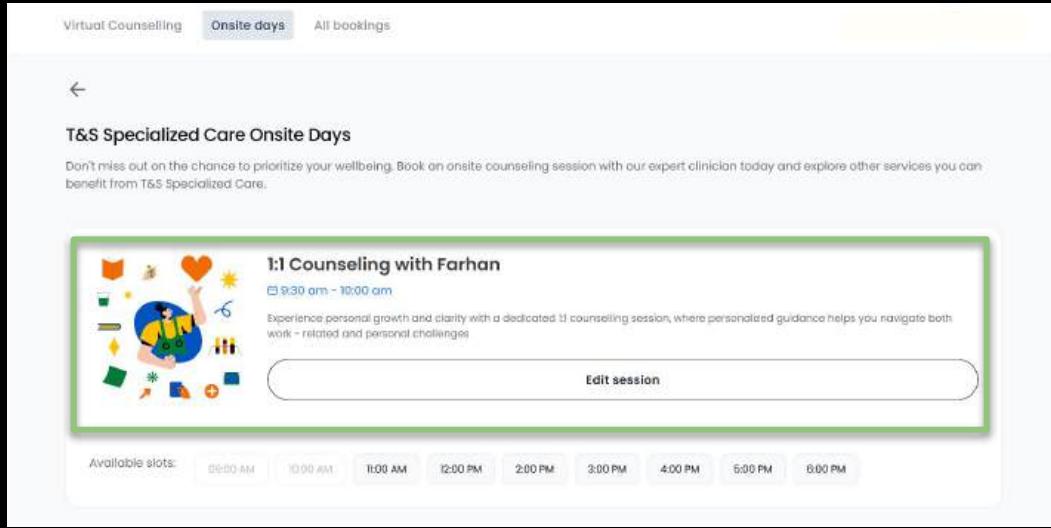
Always in your corner,

The Intellect Team.

# Onsite 1:1 Counselling

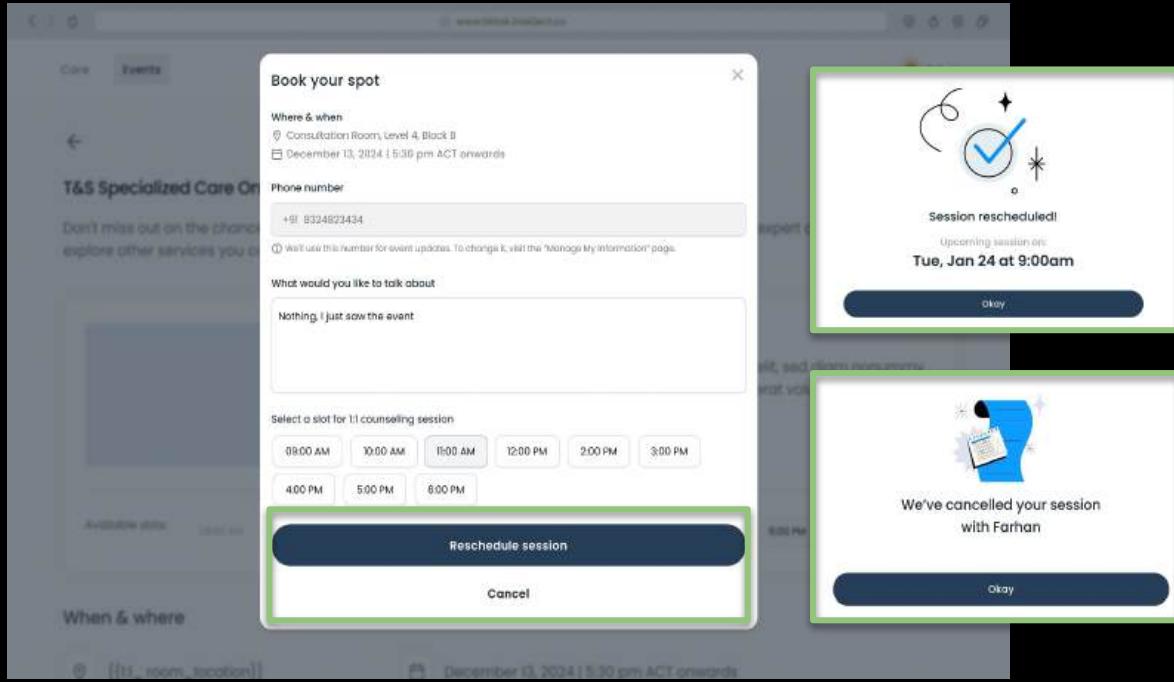
## How to Reschedule or Cancel a Session, View all Bookings and Fully Booked Sessions

# Reschedule & Cancel a Session



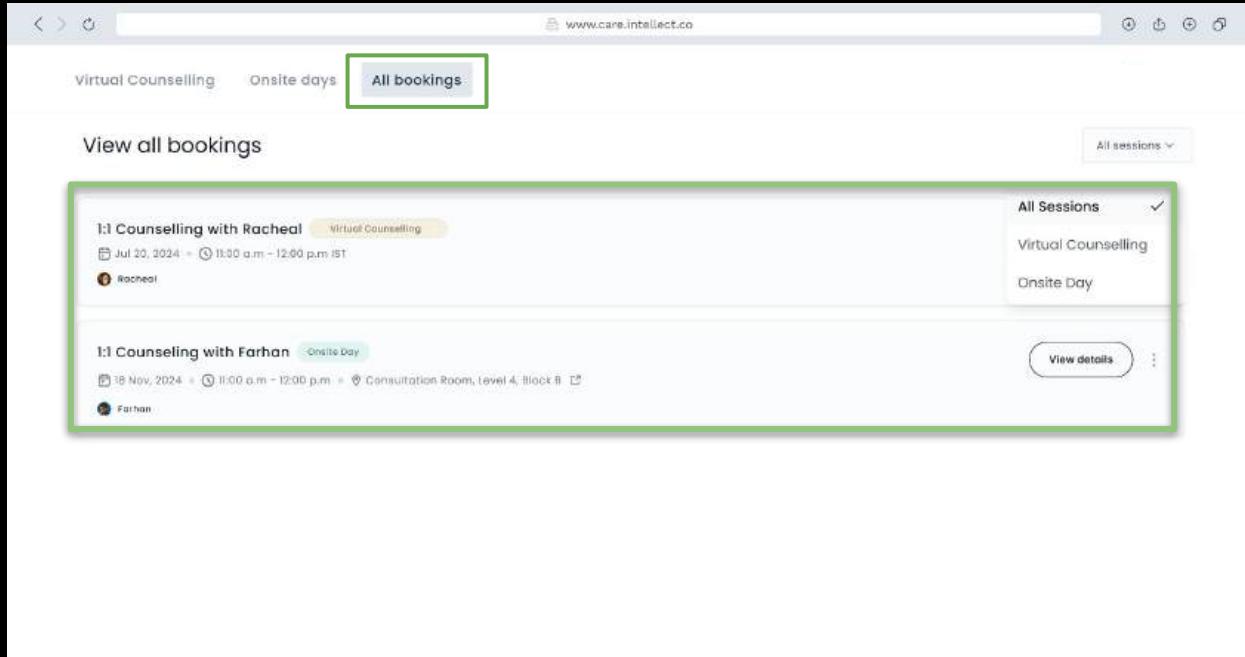
- Once a session is booked, the card CTA changes to "Edit Session." Clicking on "Edit Session" allows you to reschedule (if slots are available) or cancel your booking

# Reschedule & Cancel a Session



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

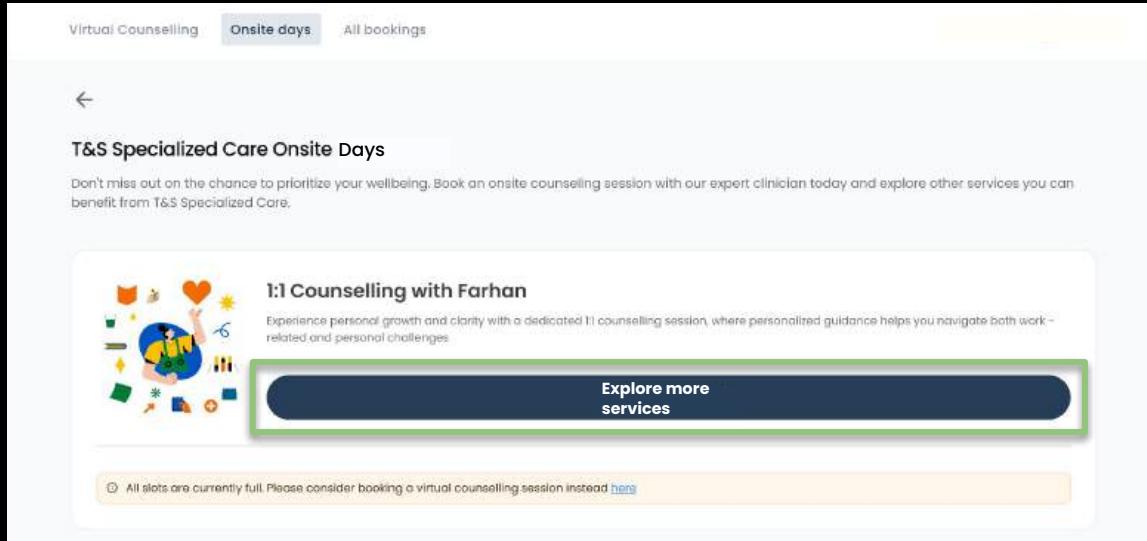
# View All Your Bookings



The screenshot shows a web browser displaying the Care Intellect booking management system. The URL in the address bar is [www.care.intellect.co](http://www.care.intellect.co). The top navigation bar includes tabs for 'Virtual Counselling' and 'Onsite days', with 'All bookings' being the active tab, indicated by a green box and a white border. Below the navigation, the text 'View all bookings' is displayed. The main content area shows two booking entries. The first booking is for '1:1 Counselling with Racheal' (Virtual Counselling) on Jul 20, 2024, from 11:00 a.m. to 12:00 p.m. IST, with Racheal listed as the participant. The second booking is for '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 listed as the participant. To the right of the bookings is a sidebar with a dropdown menu set to 'All Sessions' (with a checked checkbox), showing options for 'Virtual Counselling' and 'Onsite Day'. A 'View details' button and a three-dot menu icon are also present in the sidebar.

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

# Fully Booked 1:1 Onsite Counselling Sessions



Virtual Counselling    **Onsite days**    All bookings

←

## T&S Specialized Care Onsite Days

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

### 1:1 Counselling with Farhan

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

**Explore more services**

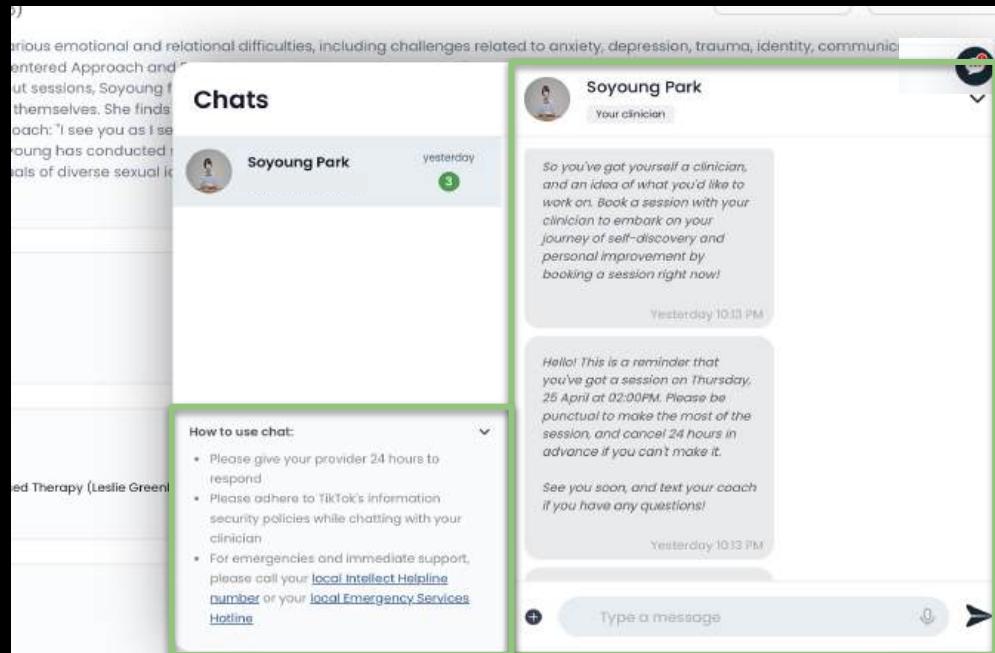
⚠ All slots are currently full. Please consider booking a virtual counselling session instead [here](#)

- 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



# Personal Insights - Trust & Safety

# Personal Insights - Start the screener

- Navigate to the "Personal Insights" tab to take this screener, and click "Start screener"
- You will be directed to the Personal Insights page where you click on "Start screener" again. You will then be redirected to another link where you can take the assessment

Virtual Counselling    Onsite Days    All Bookings    Personal Insights

**Personal Insights - Trust and Safety**

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

**Start screener**

**Personal Insights - Trust & Safety**

About this screener

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.

**Start screener**

# Personal Insights - Start the screener

- If you are halfway through the screener and you want to quit your attempt, your partial responses will not be saved, and you will have to restart

The image shows a screenshot of a web-based application 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 user profile and search icons. The main content area displays a progress dialog with a cartoon character and the text 'You're almost there...'. It states that the screener takes 5 minutes to complete and offers 'Continue attempt' and 'Quit attempt' buttons. The 'Continue attempt' button is highlighted with a green box. Below this, the 'Personal Insights' tab is selected. The bottom section shows a progress bar with a blue arc and the text '39 %'. Below the progress bar, the text 'Calculating your results...' is visible.

- You will be able to view your results immediately after completing the screener

# Personal Insights - Viewing Results

- Your results will be scored in 3 bands across 3 dimensions (mental wellbeing, employee experience and psychological strength):
  - High confidence: performing well in that dimension
  - Medium confidence: not doing as good as you'd hope, but not very bad either
  - Low confidence: not doing as good and need intervention
- You will be able to see what each dimension means and what the score means for you

Virtual Counselling   Onsite Days   All Bookings   Personal Insights

Improve your wellbeing by sharing these results with your clinician today. [Book now](#)

Personal Insights - Trust and Safety Results  
17 Dec 2023

**Mental wellbeing**  
Your mental and emotional well-being at work, including stress, anxiety, and exhaustion

**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 wellbeing to stay balanced and build your resilience to adversity.

**Employee experience**  
Your overall sense of fulfillment, stability, and balance at work

**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**  
Your sense of purpose and resilience in your work

**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.

# Personal Insights - Viewing Past Results

- You will also be able to view your past results

Virtual Counselling    Onsite Days    All Bookings    Personal Insights

**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 >](#)

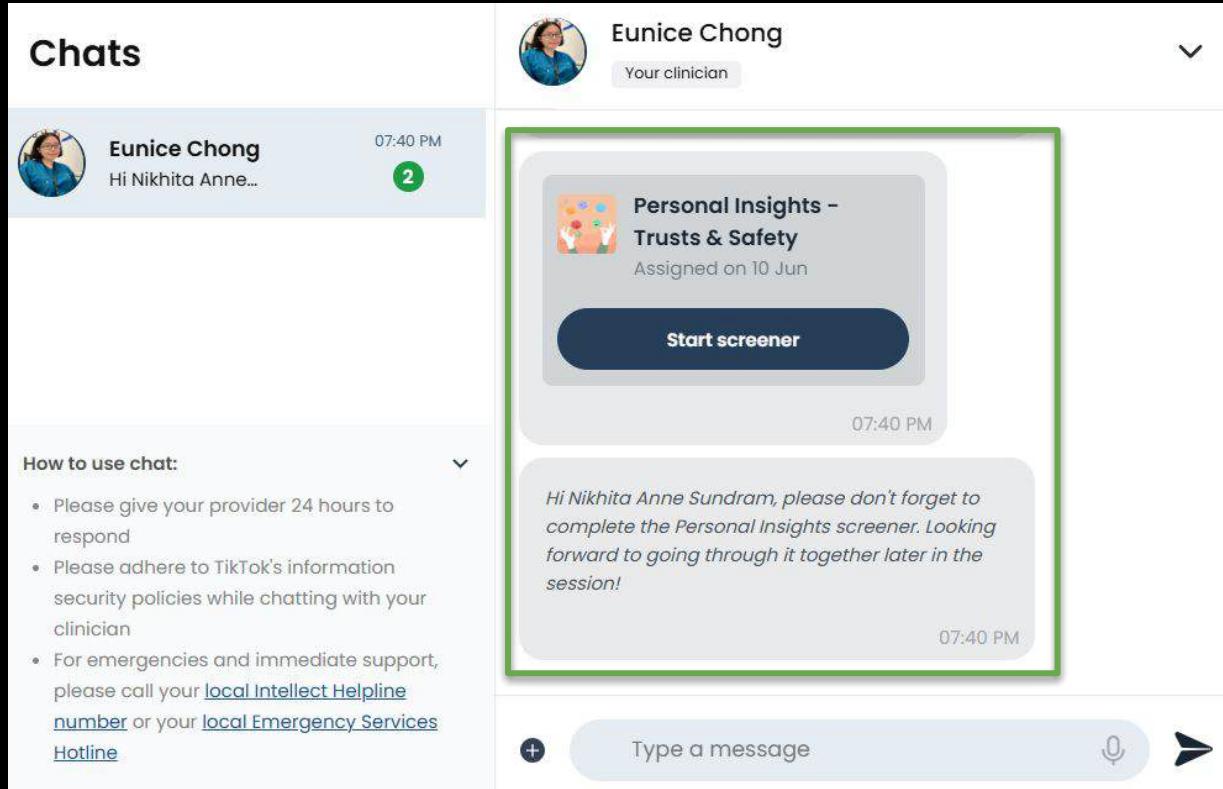
Personal Insights report  
17 Dec 2023 >

Personal Insights report  
16 Nov 2023 >

Personal Insights report  
20 Oct 2023 >

# Personal Insights - Nudges via chat box 24 hours before a session

- You will get a nudge to complete the Personal Insights quiz via the chat box 24 hours before your scheduled session



# Personal Insights - Nudges via email reminder 24 hours and 1 hour before a session

- Additionally, you will also be prompted to complete this screener in your email reminders that you will receive 24 hours and 1 hour prior to your booked session

 The Intellect Team <team@intellect.co>  
to nikhita+1 ▾

Hi

With only 24 hours to go for your virtual counselling session with Hanurekha Andy, please take 5 minutes to complete the **T&S Dimensions Survey**. Designed specifically for Trust & Safety employees, this survey will help your clinicians better understand your needs and track your progress, ensuring you get personalised and effective care.

Click here to begin the T&S Dimensions Survey: [Link](#)

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.

For any assistance, feel free  The Intellect Team <team@intellect.co>  
to nikhita+1 ▾

Hi

Thank you for choosing T&S

Always in your corner,  
The Intellect Team

With only an hour to go for your virtual counselling session with Hanurekha Andy, please take 5 minutes to complete the **T&S Dimensions Survey**. Designed specifically for T&S, this survey will help your clinicians better understand your needs and track your progress, ensuring you get personalised and effective care.

Click here to begin the T&S Dimensions survey: [Link](#)

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