

T&S Specialized Care



User Guide to access the Microsite & Services within
Updated as of 30 June 2025

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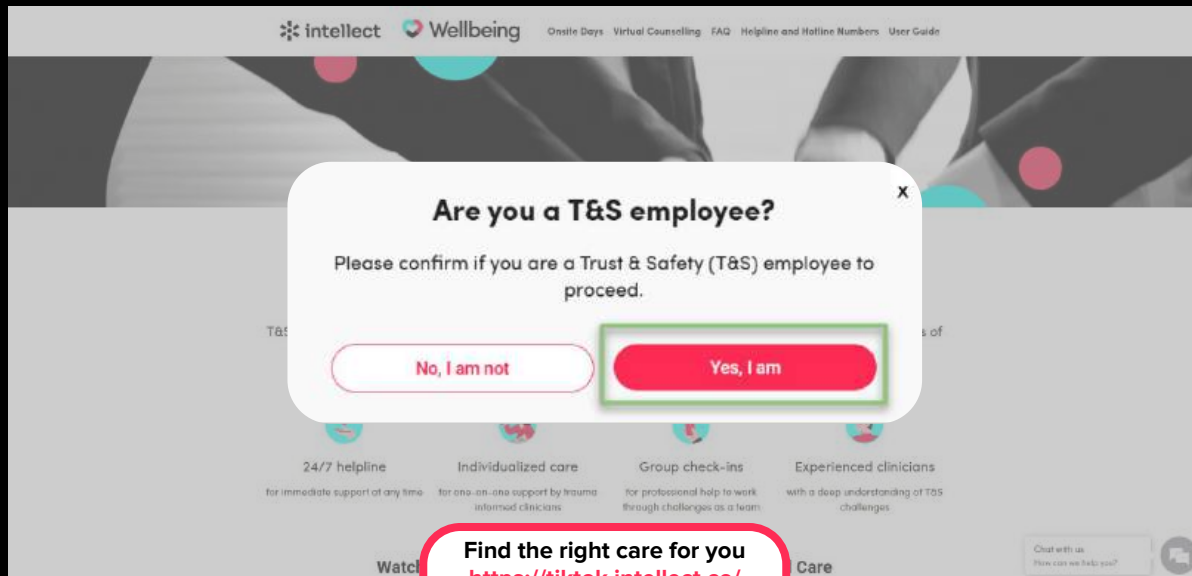
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Create Your Account

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.



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 displays the Intellect Wellbeing website interface. At the top, the navigation bar includes the Intellect and Wellbeing logos, followed by links for Onsite days, Virtual Counselling, FAQ, and Helpline & Hotline Numbers. The main content area features a modal window titled "Individualized care".

Individualized care

Confidential individual support option available to all T&S employees.

Connect with trauma-informed specialist clinicians to process complex concerns, and learn tools to actively manage and maintain wellbeing unique to working with potentially harmful content in T&S.

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

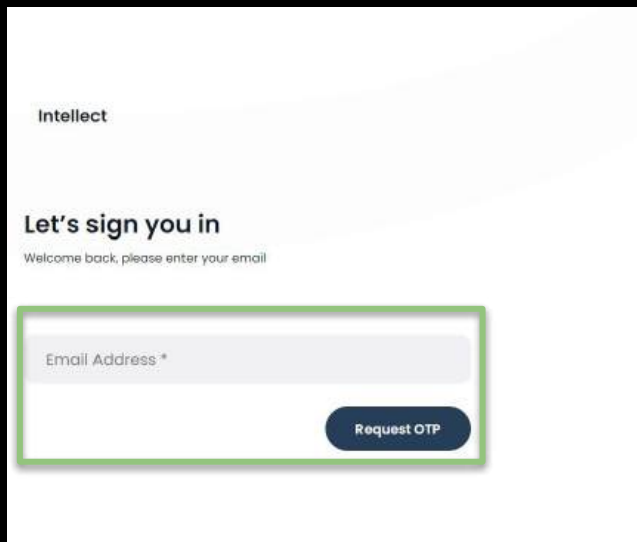
Select the preferred option to access the care you need

Four buttons are displayed: "Book Now" (highlighted with a green border), "Helpline", "Email", and "Chat".

The background of the page shows a blurred view of the Intellect Wellbeing homepage, including text like "T&S Specialized Care is working in Trust" and "Intellect's 24/7 helpline".

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"



The screenshot shows the Intellect login interface. At the top left is the Intellect logo. Below it, the text "Let's sign you in" is displayed in a bold font, followed by a smaller line of text: "Welcome back, please enter your email". A light gray rectangular input field with the placeholder text "Email Address *" is highlighted with a green border. To the right of the input field is a dark blue button with the text "Request OTP" in white.

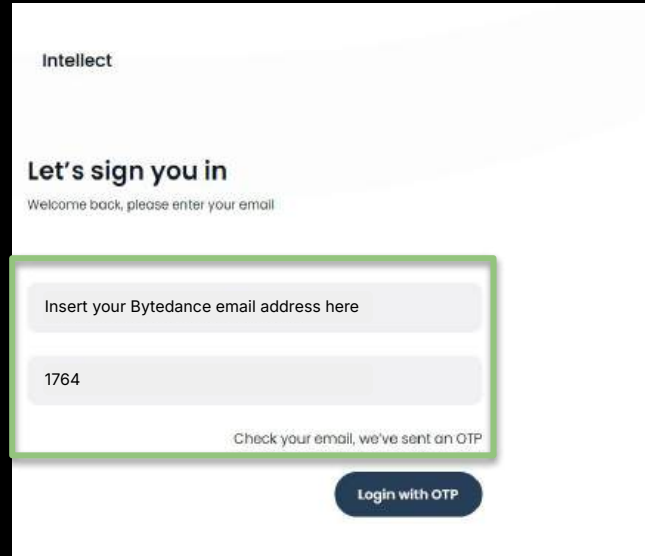


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



Step 4: Login to Microsite

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



The login form is titled "Intellect" and "Let's sign you in". It includes a subtext "Welcome back, please enter your email". There are two input fields: the first is labeled "Insert your Bytedance email address here" and the second contains the number "1764". Below the input fields, it says "Check your email, we've sent an OTP". A blue button labeled "Login with OTP" is at the bottom.



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



Fill in Required Information

Step 1: Fill in Personal Details

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

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

Step 2: Fill in Emergency Contact Details

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


Add emergency contact

Guidelines for adding your emergency contact

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


Name of contact person*

Phone Number*




+65

Relationship*

Select 

☒ This person consents to be my emergency contact

 Add emergency contact

Continue

Virtual 1:1 Counselling

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

Step 1: Select a Provider

Virtual Counselling Onsite Days All Bookings

Select a provider to start your journey

Virtual Clinical Kuala Lumpur

Search in locations

Brazil

São Paulo

Mexico

Mexico City

USA

Austin, TX

San Jose, CA

Amirah Razak

Next availability on Thu 27 Mar, 01:00PM MYT

Meet Amirah, a registered and licensed clinical psychologist who understands the initial discomfort that comes with revealing personal experiences to a stranger. She sees this discomfort as the starting point of an awakening process. Amirah's primary goal is to provide support and establish a safe space for her clients, allowing them to share their stories.

English Malay

Book a session

Filza Izzyan Binti Azmi

Next availability on Tue 25 Mar, 03:30PM MYT

As a compassionate mental health professional, Filza wholeheartedly committed to aiding others in discovering inner peace, resilience, and empowerment. With a wealth of experience in providing therapy and support, they stand ready to assist individuals on their journey towards improved mental health. Finding joy in being a mental health professional, this

English Malay

Book a session

Eunice Chong

Next availability on Sat 22 Mar, 11:30AM MYT

As a registered Clinical Psychologist in Malaysia, Eunice is a member of the Malaysian Society of Clinical Psychology (MSCP). She holds a master's degree in Clinical Psychology from the University of Cyberjaya (UoC) and a bachelor's degree in neuroscience and psychology (Hons) from the University of Nottingham. With enriching experience, she is

English Cantonese Simplified Chinese

Book a session

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

Step 2: Choose frequency, time and date of session

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

The screenshot shows a mobile app interface for booking a session. A modal titled "Book a session" is open, showing a session duration of 50 minutes. The "Frequency" section is highlighted with a green border and contains three options: "Weekly" (marked as "Recommended"), "Biweekly", and "One-time". Below this, a green box contains the text: "Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance." The "Session date" section has a date picker and a calendar view showing "Repeats once a week". A "Confirm" button is at the bottom of the modal. The background shows a list of providers, with "Haeyoung Jeong" visible, including their profile picture, name, and a brief description of their therapeutic approach.

Select a provider to start your journey
(Session booking for: employee@bytedance.com)

Book a session
Session duration: 50 minutes

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

Recommended
Weekly

Biweekly

One-time

Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance.

Session date

Repeats once a week

Confirm

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

English French Korean

Book a session

Step 3: Choose frequency, time and date of session

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

Book a session
Session duration: 60 minutes

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

☒ Weekly ☐ Biweekly ☐ One-time

Session date

Over 70% of Intellect users in recurring sessions improved their self-confidence and work performance.

Repeats once a week

Confirm

Cancel Select

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Step 4: Choose frequency, time and date of session

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

The screenshot shows a web interface for booking a session. A modal titled "Book a session" is open, displaying the session duration as 60 minutes. The session date is set to "Apr 25, 2024 - Thursday". Below this, a section titled "Select a start time (MYT)" shows a grid of time slots. The first slot, "02:00PM", is highlighted with a green border. Below the grid, a summary box states: "Repeats once a week on Thursday, 02:00 PM - 03:00 PM for 4 sessions (4 credits)". At the bottom of the modal is a "Confirm" button. The background shows a list of providers, with one provider, "Jeong", partially visible.

Select a provider to start your journey

Session booking for employee@bytedance.com

Book a session

Session duration: 60 minutes

Session date

Apr 25, 2024 - Thursday

Select a start time (MYT)

02:00PM	02:30PM	03:00PM	03:30PM	04:00PM
04:30PM	05:00PM	05:30PM	06:00PM	06:30PM

Repeats once a week on
Thursday, 02:00 PM - 03:00 PM
for 4 sessions (4 credits)

Confirm

Step 5: Confirmation of Session

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

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

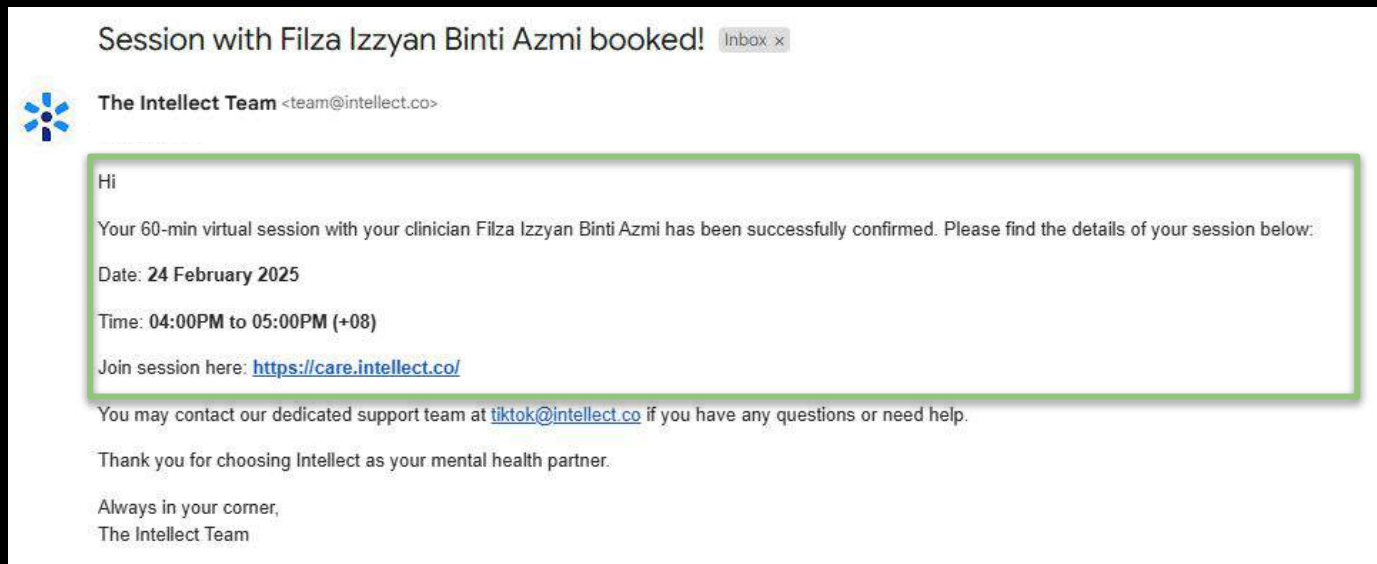
Getting ready for your call
Here are some helpful answers to commonly asked questions

- **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.

Step 6: Confirmation of Session

The confirmation email will include:

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

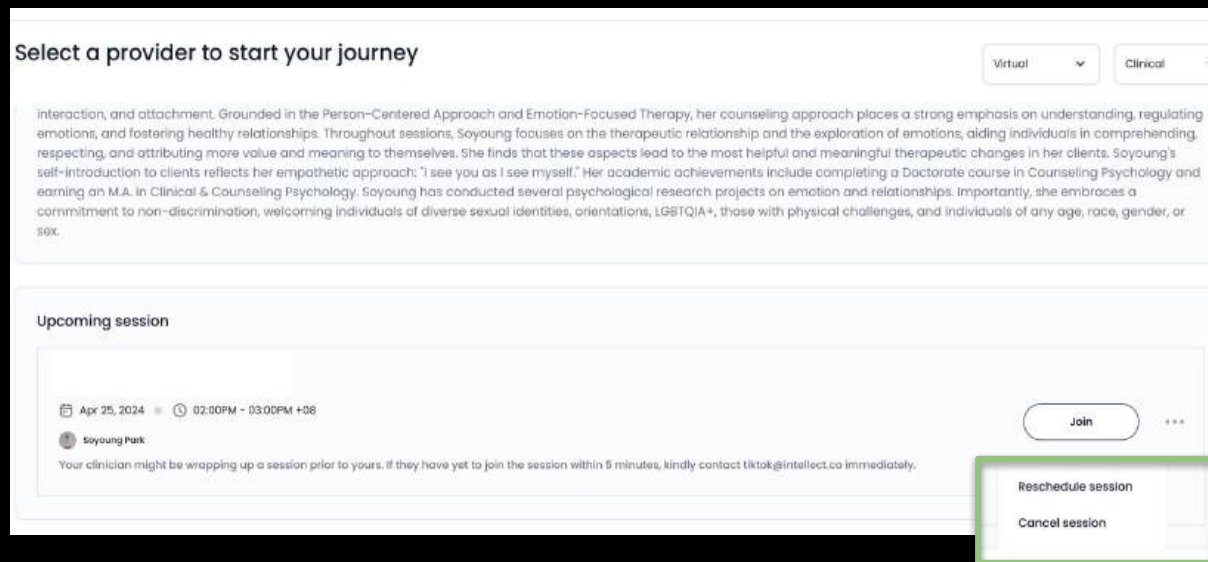


Virtual 1:1 Counselling

How to Reschedule or Cancel a Session

Reschedule & Cancel a Session

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



Reschedule & Cancel a Session

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

The dialog box titled "Reschedule session" is overlaid on a blurred background. It contains the following elements:

- Select Session Duration:** A dropdown menu showing "60 min".
- Start Date:** A date picker showing a calendar for April 2024. The date "26" (Friday) is selected.
- Select a start time (MYT):** A text input field.
- Buttons:** "Confirm" (blue), "Cancel" (white), and "Select" (blue).

The dialog box titled "Reschedule session" is overlaid on a blurred background. It contains the following elements:

- Select Session Duration:** A dropdown menu showing "60 min".
- Start Date:** A text input field showing "Apr 26, 2024 - Friday".
- Select a start time (MYT):** A grid of time slots: 09:00AM, 09:30AM, 10:00AM, 10:30AM, 11:00AM, 11:30AM, 12:00PM, and 12:30PM. The "10:00AM" slot is selected.
- Buttons:** "Confirm" (blue).

Reschedule & Cancel a Session

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



The Intellect Team <team@intellect.co>

Hi

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

Please find the details of the rescheduled session below:

Date: 24 February 2025

Time: 04:00PM

Revised Date: 25 February 2025

Revised Time: 02:00PM

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

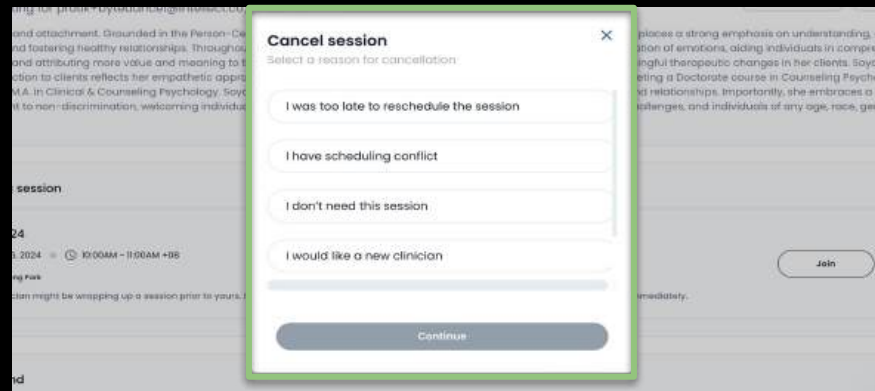
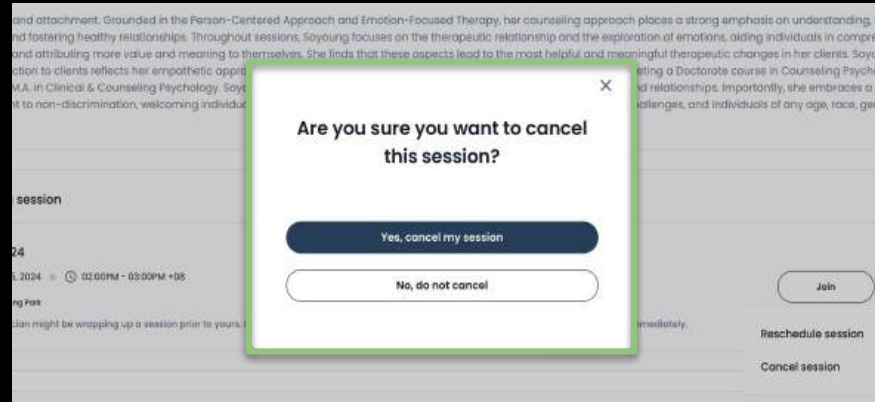
Thank you for choosing Intellect as your mental health partner.

Always in your corner,

The Intellect Team

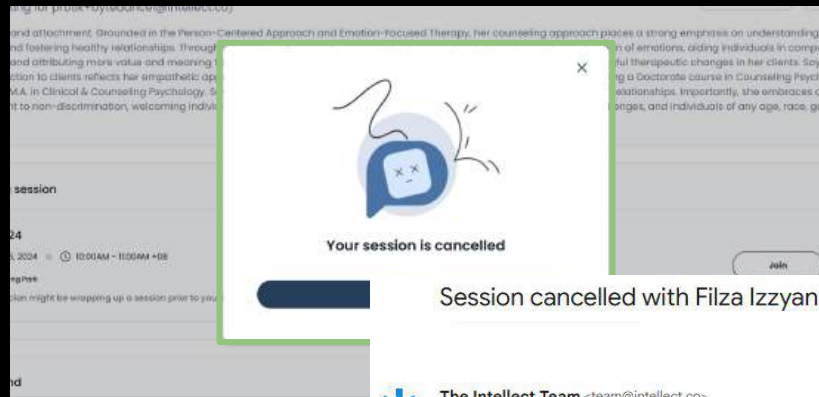
Reschedule & Cancel a Session

- Upon clicking “Cancel session”, you will see a prompt to confirm you wish to cancel the session
- Indicate the reason you decided to cancel the session



Reschedule & Cancel a Session

- Upon confirmation of your wish to cancel the session, you will receive a pop-up notification on your session cancellation
- You will also receive an email confirmation of your cancelled session



Onsite 1:1 Counselling

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

Step 1: Default View of Onsite Days

- Access the microsite via <https://tiktok.intellect.co/> or scan the QR code
- Upon entering the microsite, navigate to the individualized care section and click on "Onsite Days". This tab will show you all onsite days scheduled

Find the right care for you

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

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

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

Onsite Days

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

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

Discover events near you All locations

FEB

18

Onsite Day @ Singapore

📅 2025-02-18 | 10:00 am onwards

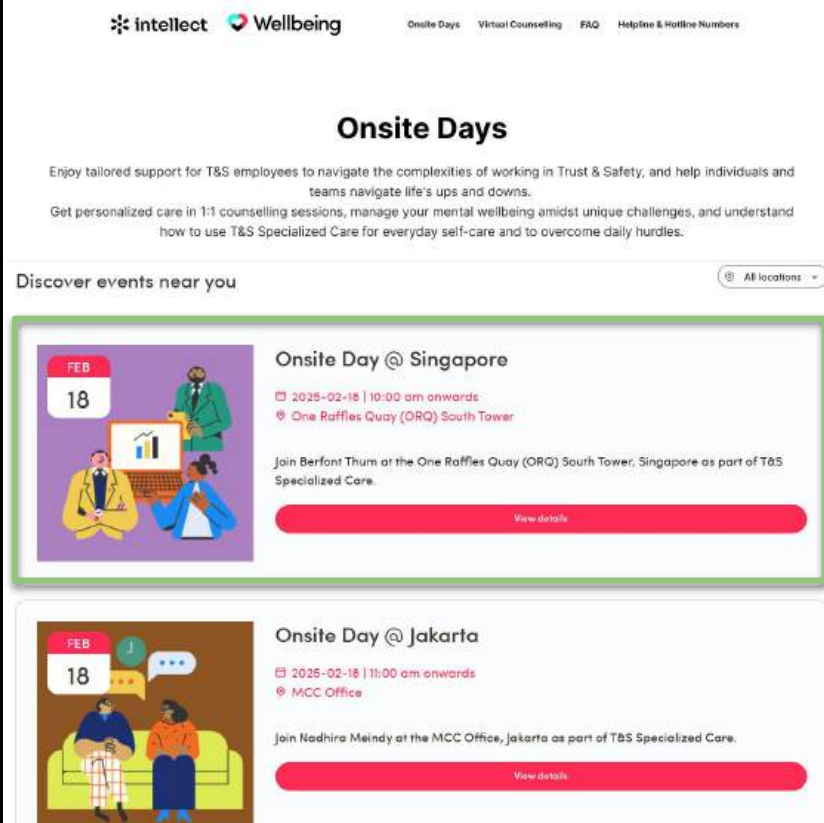
📍 One Raffles Quay (ORQ) South Tower

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

[View details](#)

Step 1: Default View of Onsite Days

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



The screenshot shows the 'Onsite Days' page on the Intellect Wellbeing platform. At the top, there are navigation links for 'Onsite Days', 'Virtual Counselling', 'FAQ', and 'Helpline & Hotline Numbers'. The main heading is 'Onsite Days', followed by a description of the support provided. Below this is a 'Discover events near you' section with a location dropdown menu set to 'All locations'. Two event cards are displayed: 'Onsite Day @ Singapore' and 'Onsite Day @ Jakarta'. Each card includes an illustration, the date and time, the location, and a 'View details' button.

Onsite Days

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

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

Discover events near you All locations

Onsite Day @ Singapore

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

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

[View details](#)

Onsite Day @ Jakarta


2025-02-18 | 11:00 am onwards
MCC Office

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

[View details](#)

Step 1: Default View of Onsite Days

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



Onsite days

Virtual 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

2026-02-18 | 10:00 AM onwards
One Office Quay (ORG) South Tower

One-to-one confidential therapeutic support with trained clinicians who can work with you to explore your experiences and support the development of healthy strategies to manage difficult thoughts, emotions and behaviors dependent on the context of your situation.

[Book your slot](#)




Confronting the uncomfortable: Navig...

12 October 2024 | 5:30 pm - 8:30 pm
171 Tias Street | Block B, Level 4, Room 3

Enhance your wellbeing with sessions organised by the T&S team and facilitated by Intellect-sourced clinicians. These 30 or 60-minute virtual, hybrid, or in-person sessions provide insights and strategies across four key themes: Managing Reactions, Managing Workplace Stressors, Resilient Thinking, and Building Self to help employees handle potentially harmful content

[Register](#)




Mitigating Sleep Disorders

12 October 2024 | 5:30 pm - 8:30 pm
171 Tias Street | Block B, Level 4, Room 3

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

[Register](#)

Meet Counsellor Berfont Thum



About me

Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Masters in Counselling (Advanced) from Swinburne University. His counselling philosophy rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment that supports healing and self-actualisation. Berfont primarily employs Cognitive Behavioural Therapy (CBT) for structured, evidence-based interventions and Integrative Transactional Analysis (TA) to explore early childhood experiences and address core emotional needs, enhancing self-awareness and self-compassion. His clinical work spans ages 16 to 65, addressing both chronic and acute mental health issues, including mood disorders, anxiety, psychosis, and adjustment disorders. He also works through the transitions and grief. Berfont is dedicated to guiding his clients towards self-compassion through stress management, emotional resourcing, and emotional affirmation and regulation.

Specialisations

Moder of Counselling (Advanced)

Specialist Anxiety Disorders

Resilience and Self

Stress Management

Emotional Resourcing & Self-compassion

Attachment and Relationship Issues

Personal Growth Therapy

Cognitive Behavioural Therapy

Transactional Analysis

Workshops, Seminars

Frequently Asked Questions

How can I book an onsite counselling session?

Who is eligible to attend onsite days?

What are the services available during an onsite day?

Can I see my matched counsellor during an onsite day?

Do I get unmatched with my virtual counsellor if I attend onsite counselling with a different counsellor?

How often do we have onsite days with a counsellor coming to the office?

How can I reschedule / cancel an onsite 1:1 counselling session?

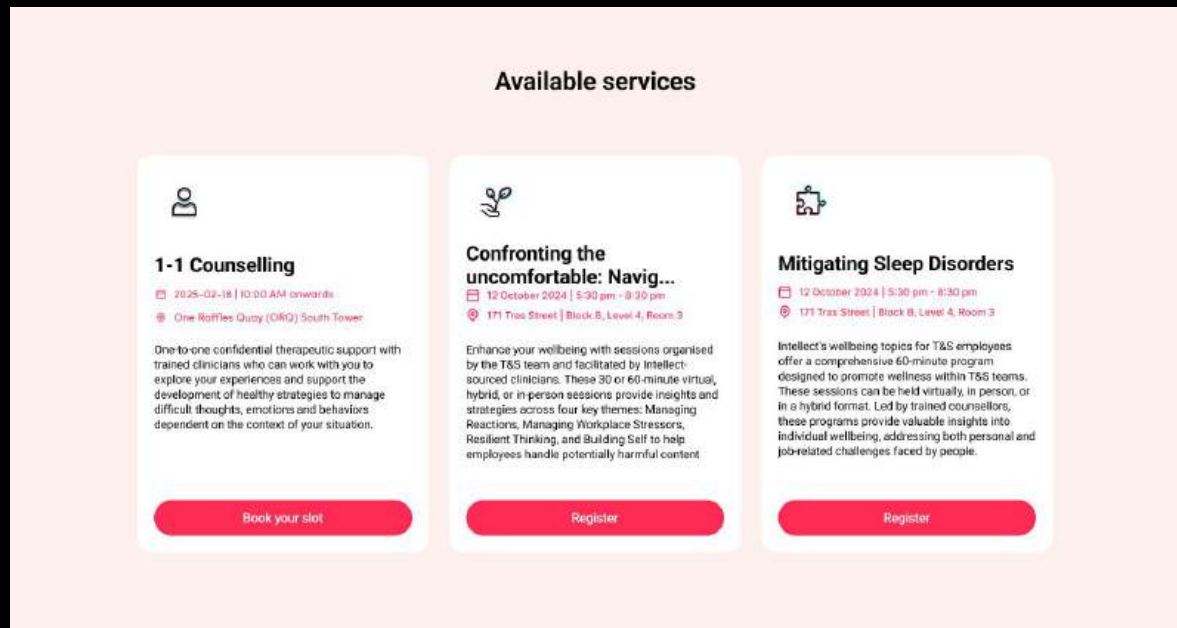
intellect | Wellbeing

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Step 2: Select an Onsite Day Service

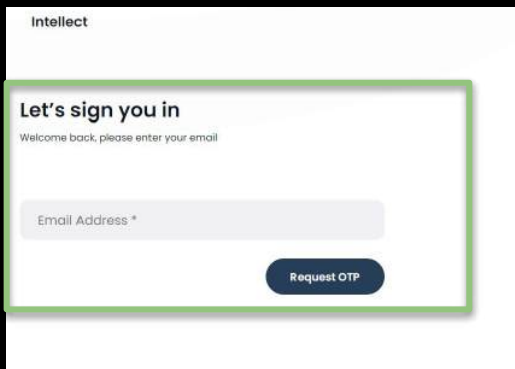
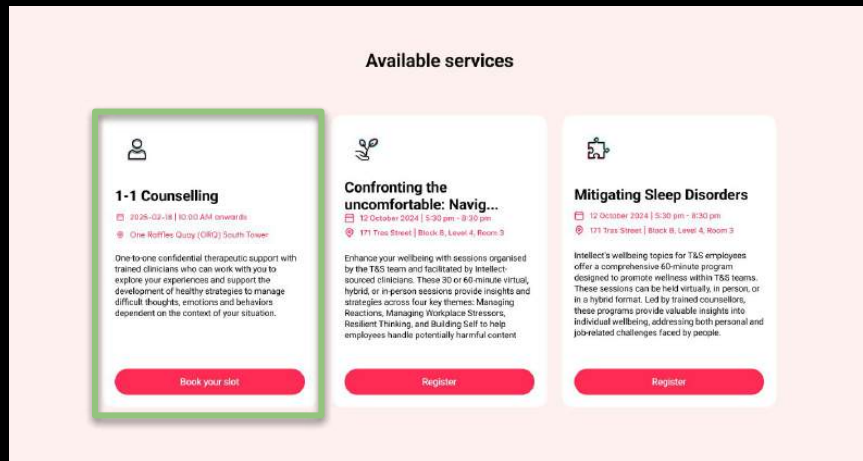
Under Available Services

- **1-1 Counselling Card:**
Upon clicking "Book Your Slot", you will be redirected to a sign in page (refer to next slide)
- **Program Delivery (RISE/Intellect Wellbeing) card**
Upon clicking "Register", you will be redirected to the Lark calendar of the session.



Step 3: Booking 1:1 Counselling Session

- After clicking “Book Your Slot” in the 1:1 Counselling Card, you will be directed to a sign in page where you will be required to:
 - Enter your Bytedance email address
 - Click “Request OTP”
- If you had previously signed in, you will not be required to do so unless you have logged out prior.

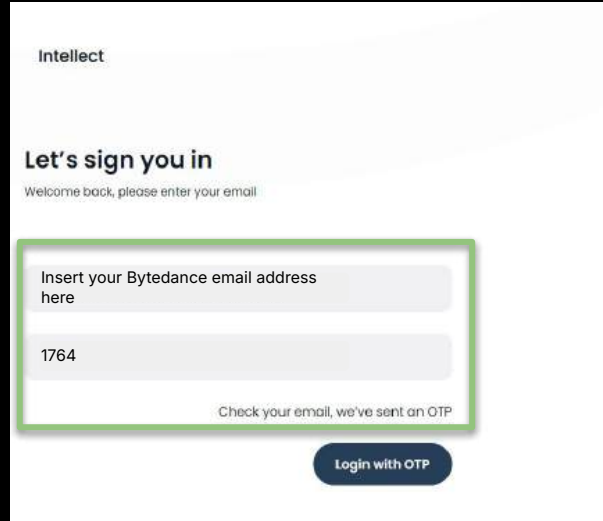


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



Step 4: Login

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



The screenshot shows the Intellect login interface. At the top, the Intellect logo is displayed. Below it, the heading "Let's sign you in" is followed by the text "Welcome back, please enter your email". A green rectangular box highlights the input fields for email and OTP. The first field is labeled "Insert your Bytedance email address here" and the second field contains the number "1764". Below these fields, a message states "Check your email, we've sent an OTP". At the bottom right, there is a blue button labeled "Login with OTP".

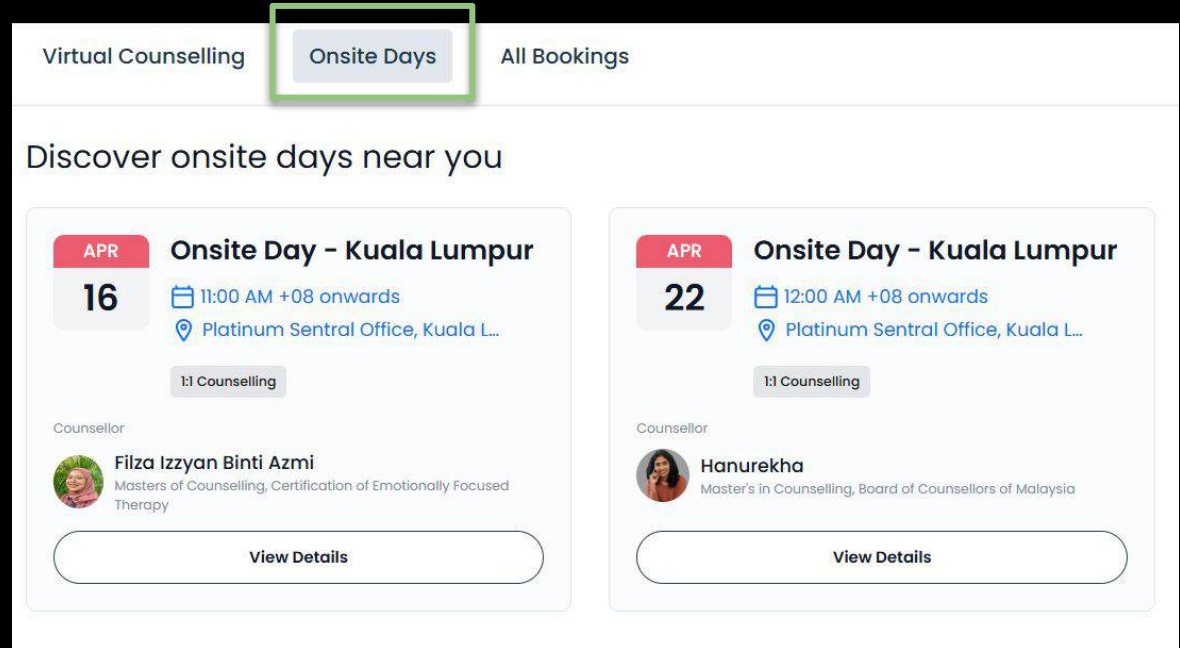


Intellect is a modern-day mental health tech company with a mission to make mental healthcare & wellbeing support accessible for workforces and employees



Step 5: View Onsite Days in Your Location

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



The screenshot shows the 'Onsite Days' tab selected in the top navigation bar, which also includes 'Virtual Counselling' and 'All Bookings'. Below the navigation bar, the heading 'Discover onsite days near you' is displayed. Two cards are shown, each representing an onsite day in Kuala Lumpur. The first card is for April 16th at 11:00 AM +08 onwards, featuring counsellor Filza Izzyan Binti Azmi. The second card is for April 22nd at 12:00 AM +08 onwards, featuring counsellor Hanurekha. Both cards include a location pin icon for 'Platinum Sentral Office, Kuala L...', a '1:1 Counselling' tag, and a 'View Details' button.


Virtual Counselling **Onsite Days** All Bookings

Discover onsite days near you

APR 16 **Onsite Day - Kuala Lumpur**

📅 11:00 AM +08 onwards
📍 Platinum Sentral Office, Kuala L...

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

Step 5: View Onsite Days in Your Location

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

The screenshot displays the 'Onsite Days' tab within a software interface. At the top, there are three tabs: 'Virtual Counselling', 'Onsite Days' (which is selected), and 'All Bookings'. Below the tabs, a header reads 'Discover onsite days near you'. In the top right corner, a location dropdown menu is open, showing 'Kuala Lumpur' with a downward arrow, and this menu is highlighted with a green border. Below the header, there are three cards, each representing an 'Onsite Day - Kuala Lumpur'. Each card includes a date in a pink box (APR 16, APR 22, APR 22), a time slot (11:00 AM +08 onwards, 12:00 AM +08 onwards, 11:00 AM +08 onwards), a location pin icon and text ('Platinum Sentral Office, Kuala L...'), a '1:1 Counselling' tag, a 'Counsellor' label, a profile picture, the counsellor's name, and their credentials. At the bottom of each card is a 'View Details' button.

Virtual Counselling Onsite Days All Bookings

Discover onsite days near you

Kuala Lumpur ▼

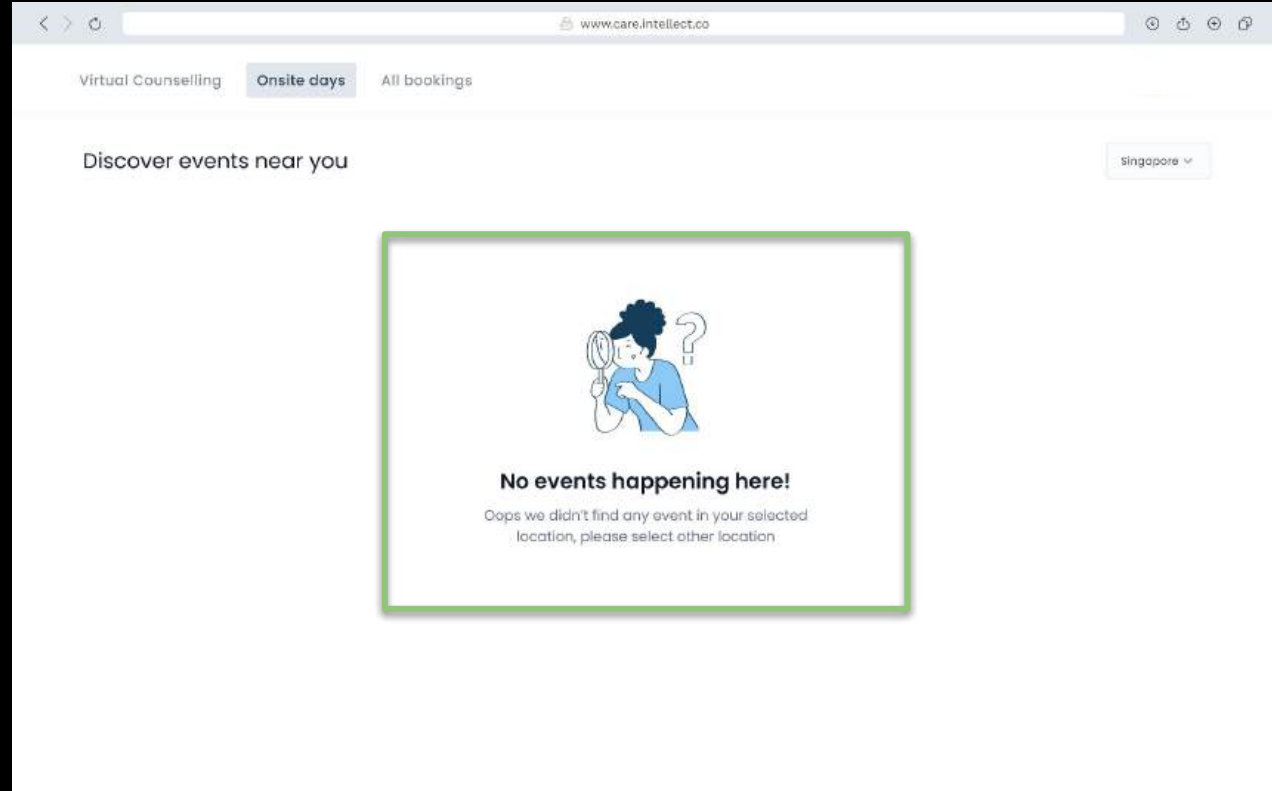
APR 16 Onsite Day - Kuala Lumpur
📅 11:00 AM +08 onwards
📍 Platinum Sentral Office, Kuala L...
1:1 Counselling
Counsellor
 Filza Izzyan Binti Azmi
Masters of Counselling, Certification of Emotionally Focused Therapy
View Details

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

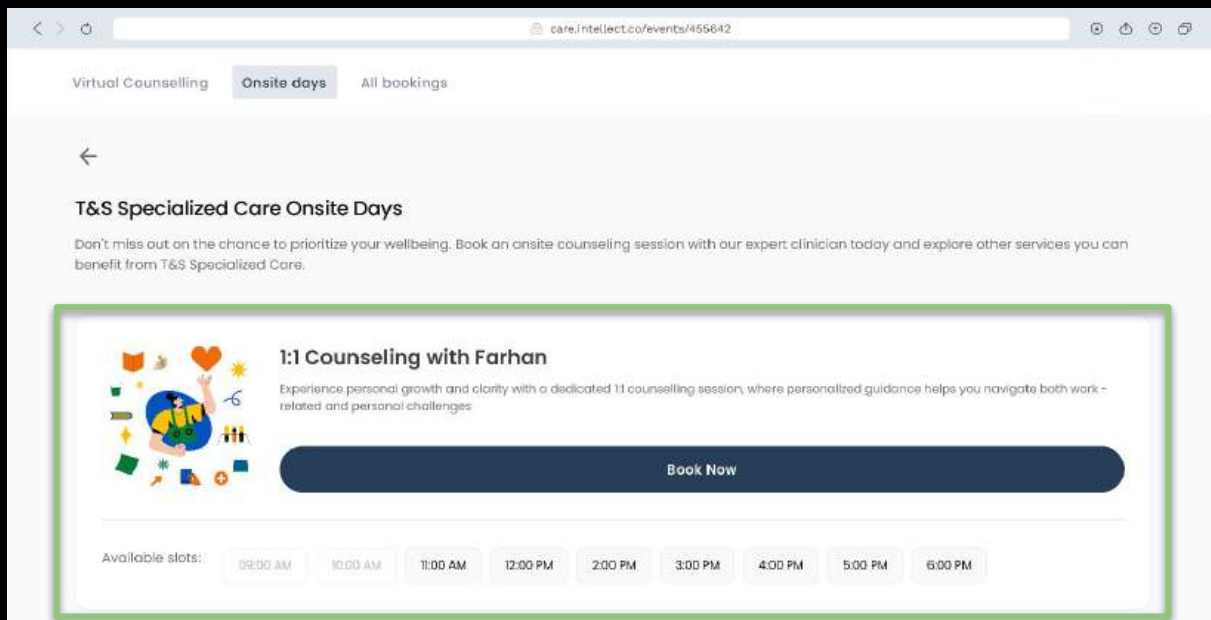
APR 22 Onsite Day - Kuala Lumpur
📅 11:00 AM +08 onwards
📍 Platinum Sentral Office, Kuala L...
1:1 Counselling
Counsellor
 Amirah Razak
Master of Psychology (Clinical)
View Details

Step 5: View Onsite Days in Your Location

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



Step 6: View 1:1 Counselling Card



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

Step 7: View Extra Information

When & Where



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



One Raffles Quay (ORQ) South Tower, Singapore

About Berfont Thum



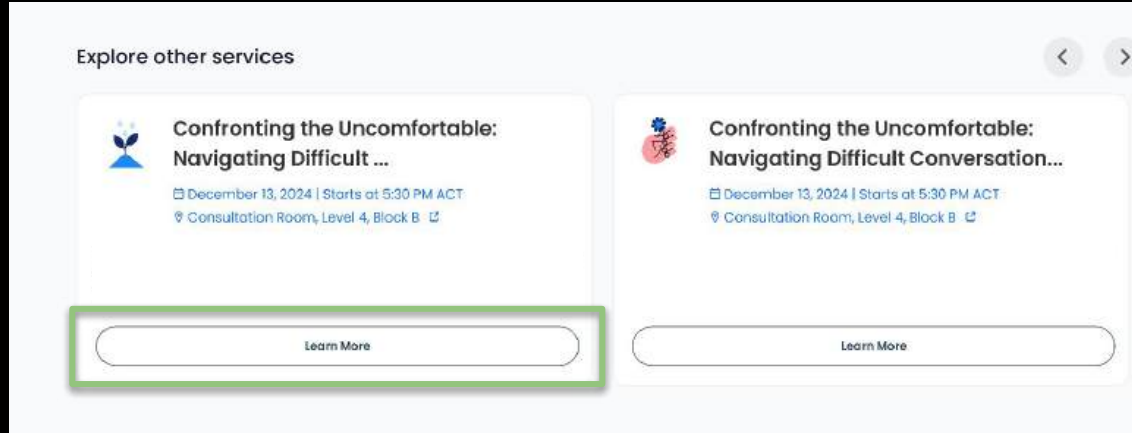
Berfont is a clinical member and a registered counsellor with the Singapore Association of Counselling, holding a Master's in Counselling (Advanced) from Swinburne University. His counselling philosophy is rooted in Person-Centred Therapy (PCT), emphasising a safe and respectful therapeutic environment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

Specialisations

Master of Counselling (Advanced)

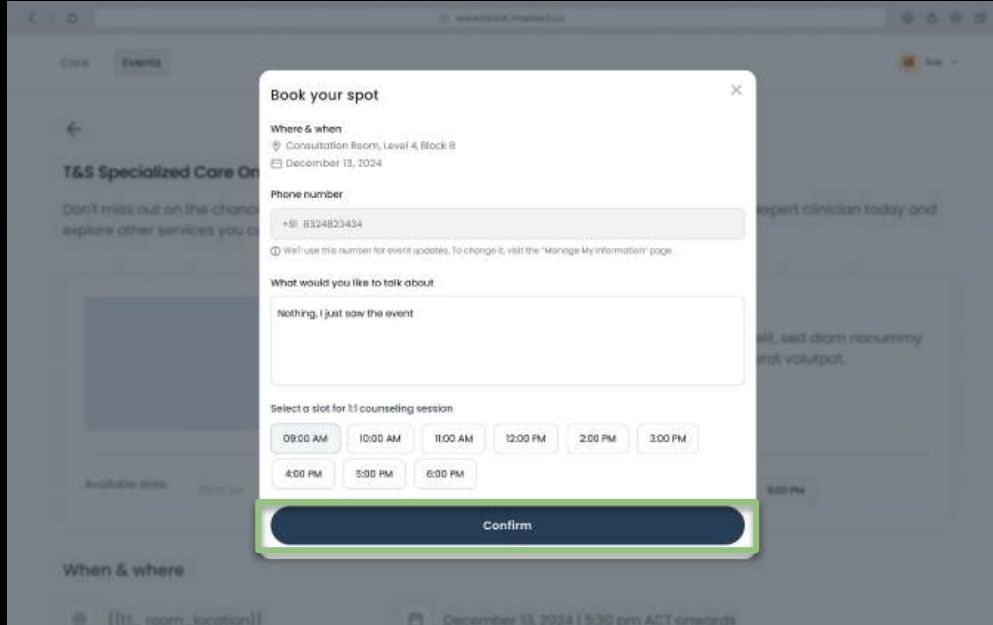
- As you scroll down, you can view the location, time, and date of the onsite deployment
- You can also view the bio and specializations of assigned clinicians

Step 8: Explore Other Services



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

Step 9: Book Your Spot



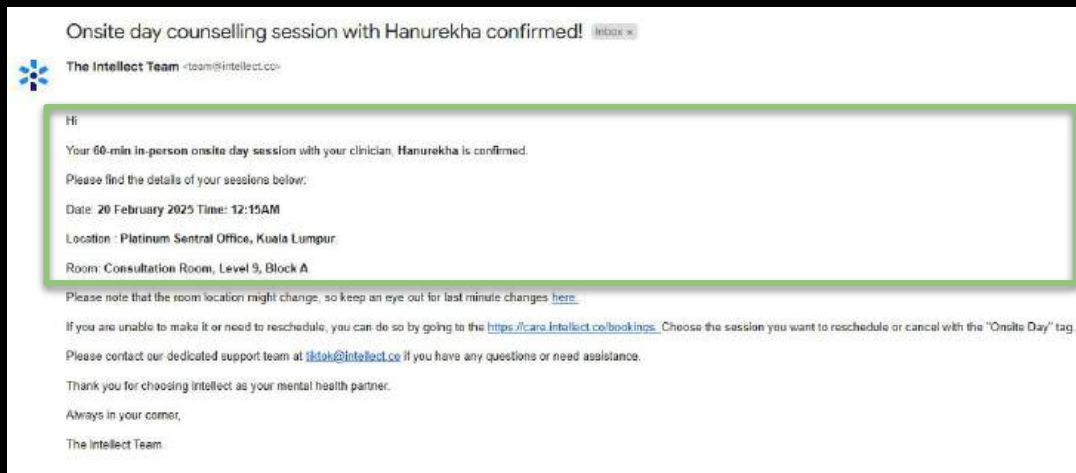
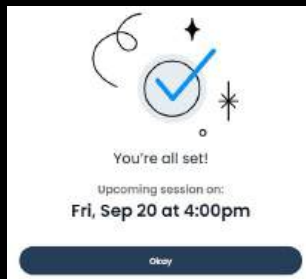
The screenshot shows a web browser window with a modal titled "Book your spot" overlaid. The modal contains the following sections:

- Where & when:** Displays "Consultation Room, Level 4, Block B" and "December 13, 2024".
- Phone number:** A text field containing "+61 8324823434". Below it, a note states: "We'll use this number for event updates. To change it, visit the 'Manage My Information' page."
- What would you like to talk about:** A text area containing the text "Nothing, I just saw the event".
- Select a slot for 1:1 counselling session:** A grid of time slots: 09:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, and 6:00 PM.
- Confirm:** A large blue button at the bottom of the modal, which is highlighted with a green border.

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

Step 10: Confirmation of Session

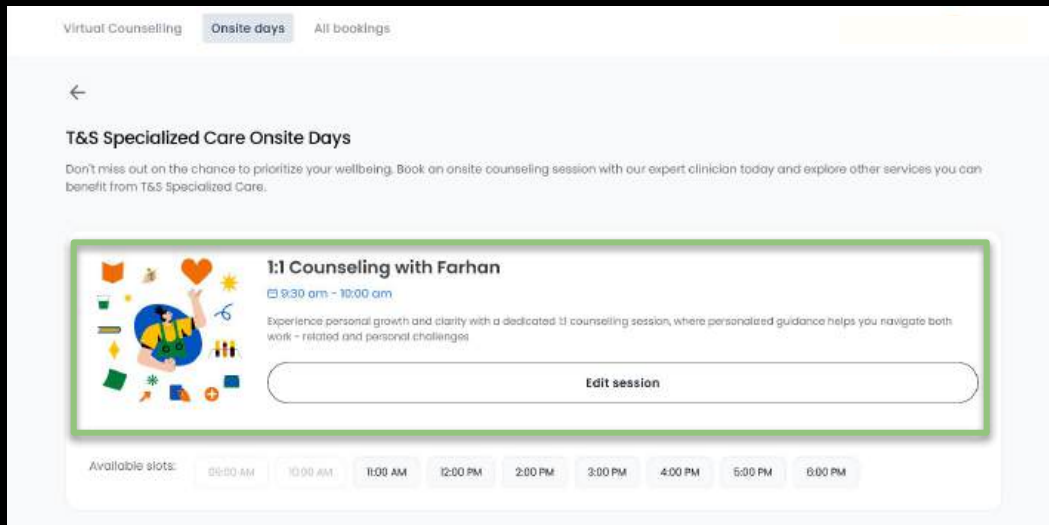
- Once you have booked your session, you will see this pop up confirming your session!
- You will then receive a confirmation email of your scheduled session
- Your confirmation email will include:
 - Clinician name
 - Session date and time
 - Session location and room
 - Link to microsite booking page



Onsite 1:1 Counselling

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

Reschedule & Cancel a Session



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

Reschedule & Cancel a Session

The image shows a 'Book your spot' form with the following fields and options:

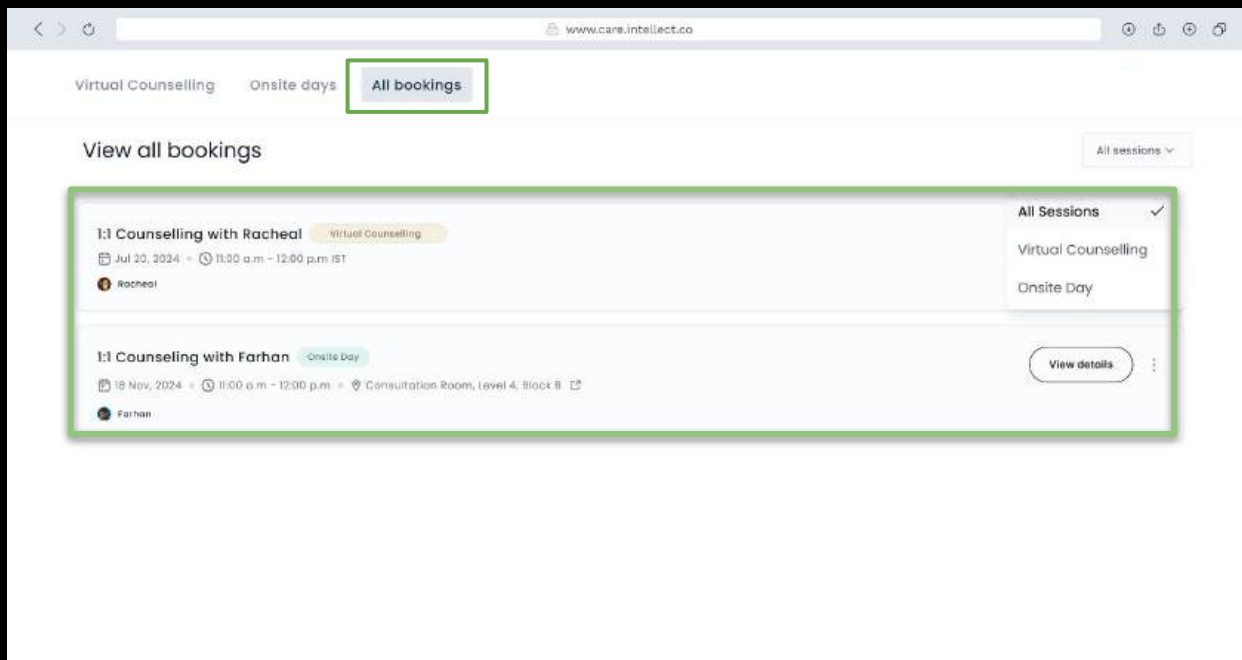
- Where & when:** Consultation Room, Level 4, Block B; December 13, 2024 | 5:30 pm ACT onwards
- Phone number:** +91 8324823434
- What would you like to talk about:** Nothing, I just saw the event
- Select a slot for 1:1 counselling session:** 09:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, 6:00 PM
- Buttons:** Reschedule session, Cancel

Two confirmation popups are shown:

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

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

View All Your Bookings



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

Fully Booked 1:1 Onsite Counselling Sessions


here'."/>

Virtual Counselling **Onsite days** All bookings

←

T&S Specialized Care Onsite Days

Don't miss out on the chance to prioritize your wellbeing. Book an onsite 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

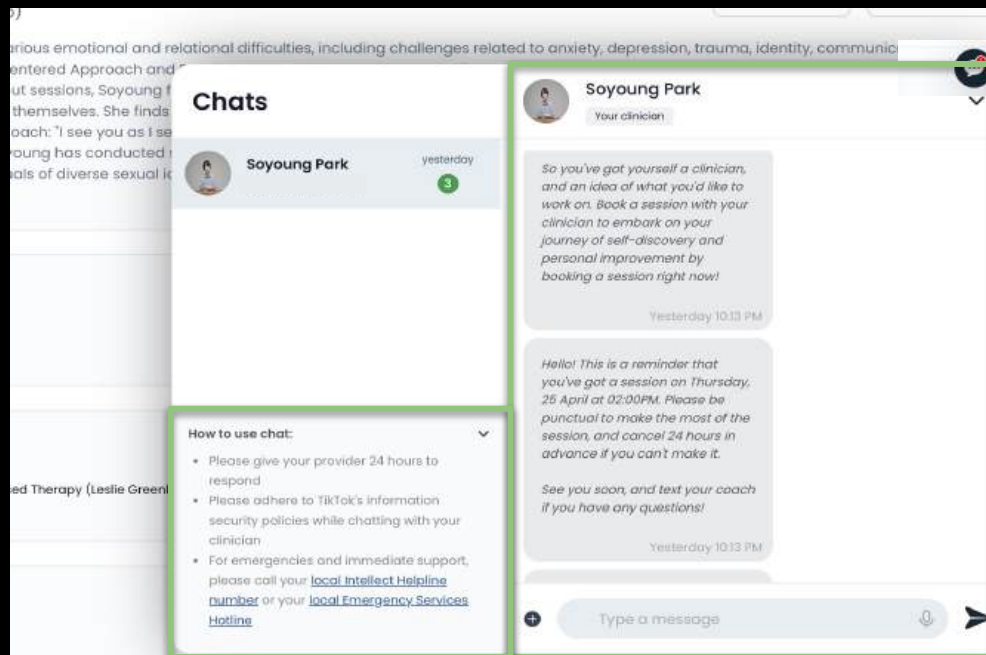
All slots are currently full. Please consider booking a virtual counselling session instead [here](#)

- 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

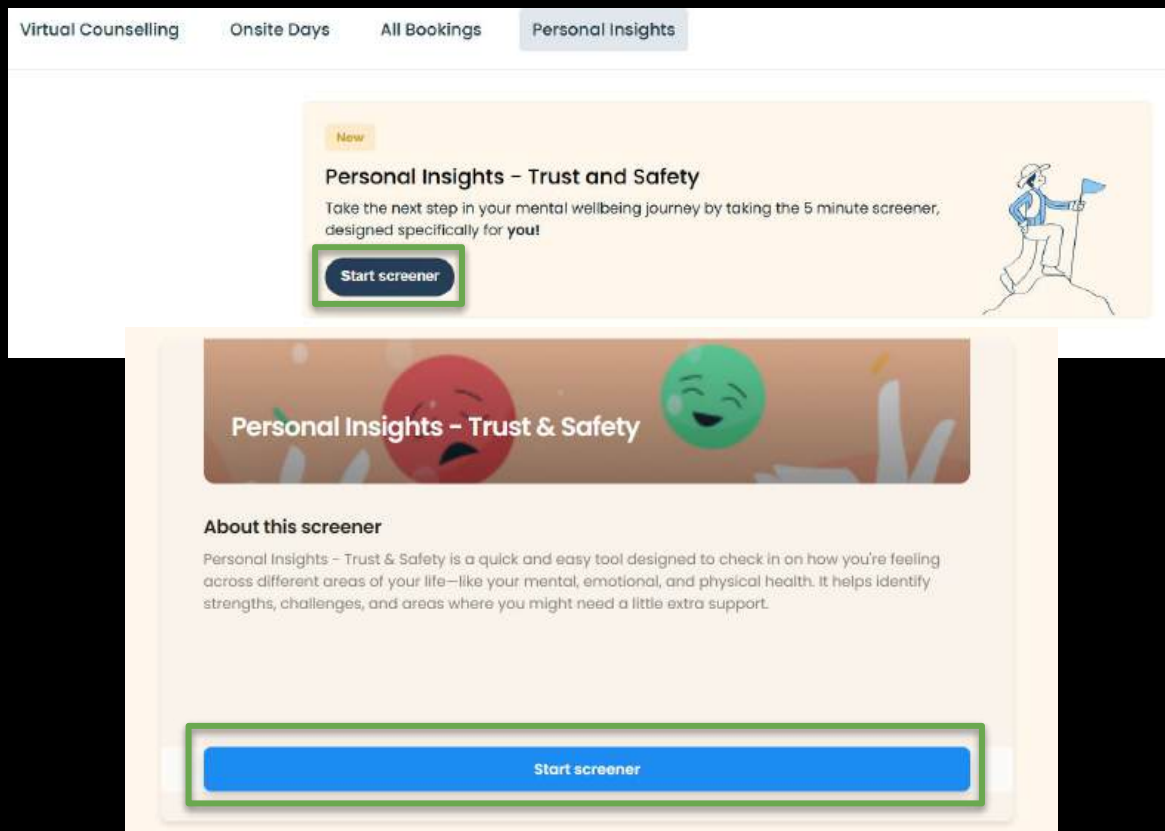
- Should you wish to communicate with your matched clinician prior to your session, you may do so in the chat box at the bottom right of your page
- Do note that the chat box is meant to be used to communicate with your clinician regarding your session
- You may reference the disclaimer on the left panel of the chat box for guidelines on how to use chat



Personal Insights - Trust & Safety

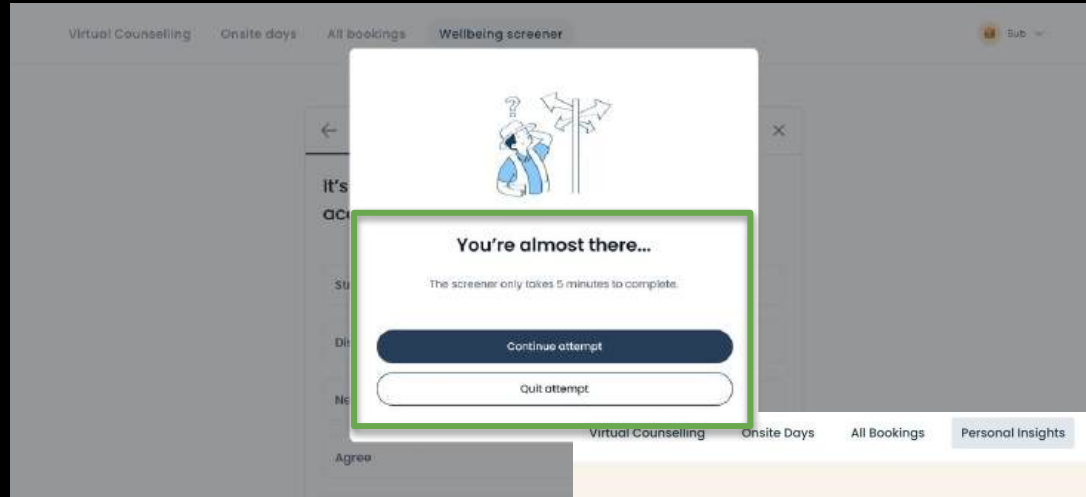
Personal Insights – Start the screener

- 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

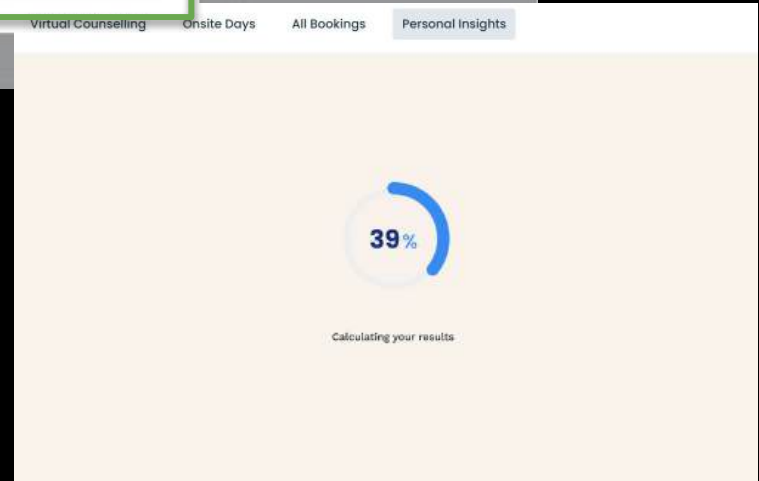


Personal Insights - Start the screener

- 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



- 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 fulfilment, 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

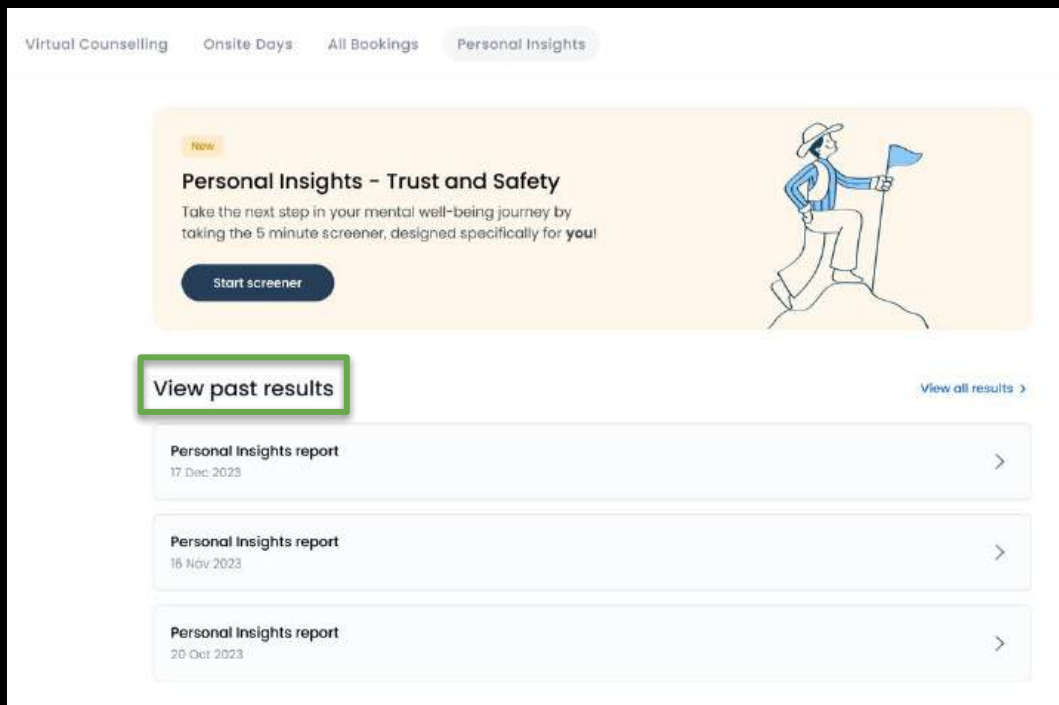
Low confidence

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



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

The screenshot displays a chat application interface. On the left, a 'Chats' list shows a conversation with 'Eunice Chong' (Your clinician) at 07:40 PM, with a green circle containing the number '2' indicating unread messages. Below the chat list is a 'How to use chat:' section with three bullet points: 'Please give your provider 24 hours to respond', 'Please adhere to TikTok's information security policies while chatting with your clinician', and 'For emergencies and immediate support, please call your [local Intellect Helpline number](#) or your [local Emergency Services Hotline](#)'. The main chat area on the right shows a message from 'Eunice Chong' at 07:40 PM. The message contains a card titled 'Personal Insights – Trusts & Safety' with the text 'Assigned on 10 Jun' and a 'Start screener' button. Below the card is a text message: 'Hi Nikhita Anne Sundram, please don't forget to complete the Personal Insights screener. Looking forward to going through it together later in the session!'. The chat input area at the bottom includes a plus icon, a text field with the placeholder 'Type a message', a microphone icon, and a send arrow icon.

Chats

Eunice Chong
Your clinician

07:40 PM

2

Personal Insights – Trusts & Safety
Assigned on 10 Jun

Start screener

07:40 PM

Hi Nikhita Anne Sundram, please don't forget to complete the Personal Insights screener. Looking forward to going through it together later in the session!

07:40 PM

How to use chat:

- Please give your provider 24 hours to respond
- Please adhere to TikTok's information security policies while chatting with your clinician
- For emergencies and immediate support, please call your [local Intellect Helpline number](#) or your [local Emergency Services Hotline](#)

+ Type a message

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

