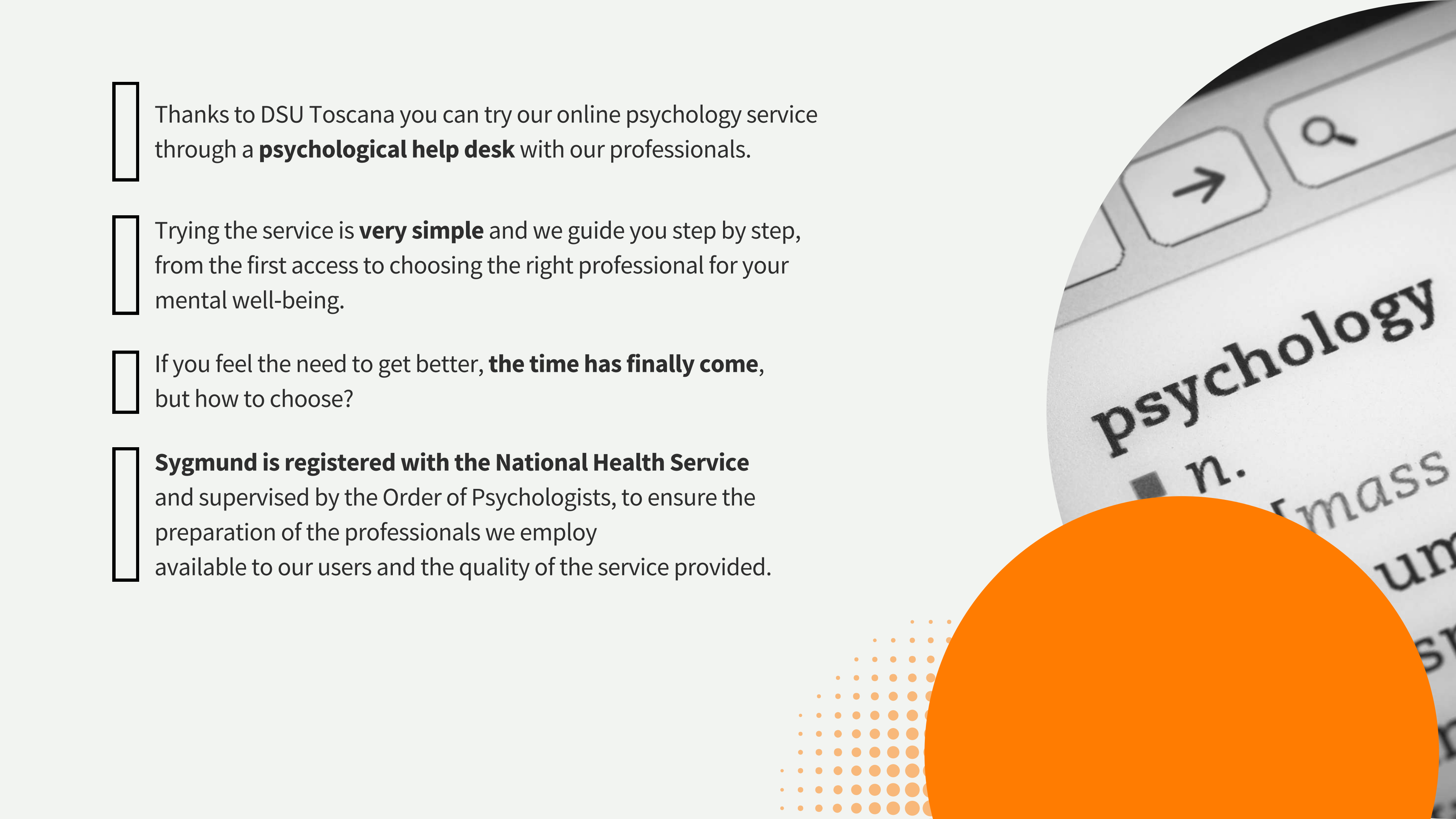




# Sygmund

The app that supports your mental well-being

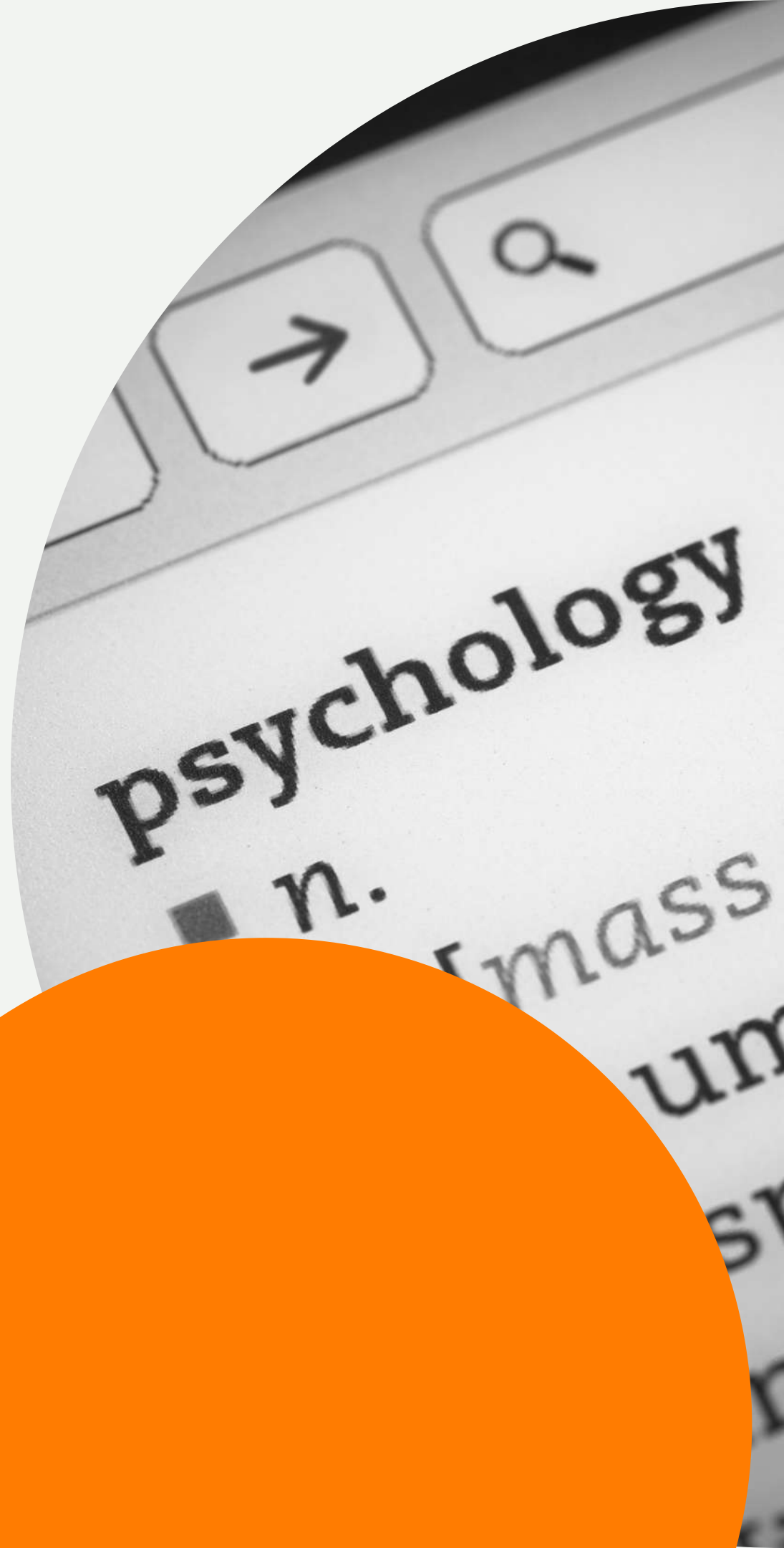


Thanks to DSU Toscana you can try our online psychology service through a **psychological help desk** with our professionals.

Trying the service is **very simple** and we guide you step by step, from the first access to choosing the right professional for your mental well-being.

If you feel the need to get better, **the time has finally come**, but how to choose?

**Sygmund is registered with the National Health Service** and supervised by the Order of Psychologists, to ensure the preparation of the professionals we employ available to our users and the quality of the service provided.



psychology

# The Psychological Help Desk

The Online Psychological Help Desk is the service made available by DSU Toscana through the Sygmund platform and designed to promote well-being, protect health, prevent and manage stress by regaining motivation, and restart more effectively.

You can immediately call through the "Call Now" option or book an appointment.

A videocall with a professional will be activated with a duration of about 45' during in which you will get concrete guidance to address the issue you want.



# Our strengths

why you should trust Sygmund



## Health care facility

Sygmund is a business registered with the National Health Service and is supervised by the Order of Psychologists.



## Security by design

Health data is securely preserved in a GDPR-compliant manner. Multi-channel experience and multi-platform for use of the service on iOS, Android and desktop app.



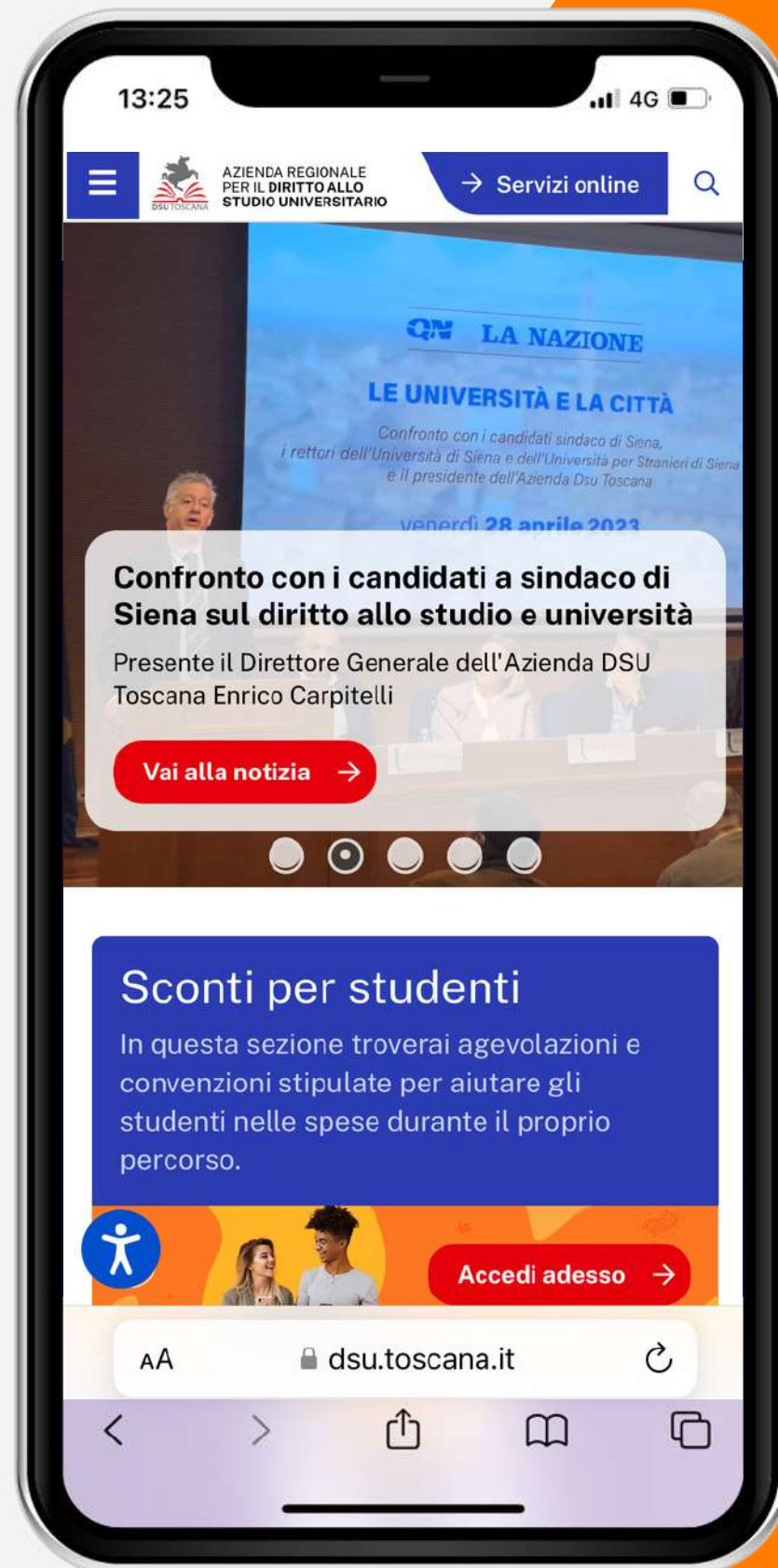
## Sygmund model

The experience of more than 40 years in the field of psychology is combined with the best technology possible to create a model of psychological support designed specifically for online experience.

# LOG IN TO SYGMUND

from the homepage of the DSU  
Toscana website

<https://www.dsu.toscana.it/fr/-/sportello-psicologico-supporto-e-consulenza-per-gli-studenti-universitari>

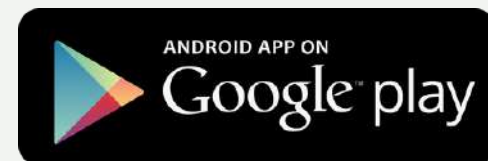
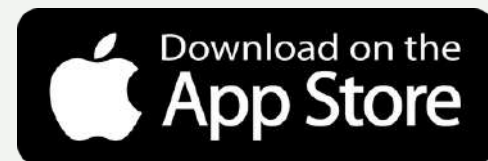


# Log in to Sygmund

<https://sygmund.it/>

or <https://www.dsu.toscana.it/fr/>

Or download the apps available for:  
IOS devices | Android devices.



Scan the QR code with your phone



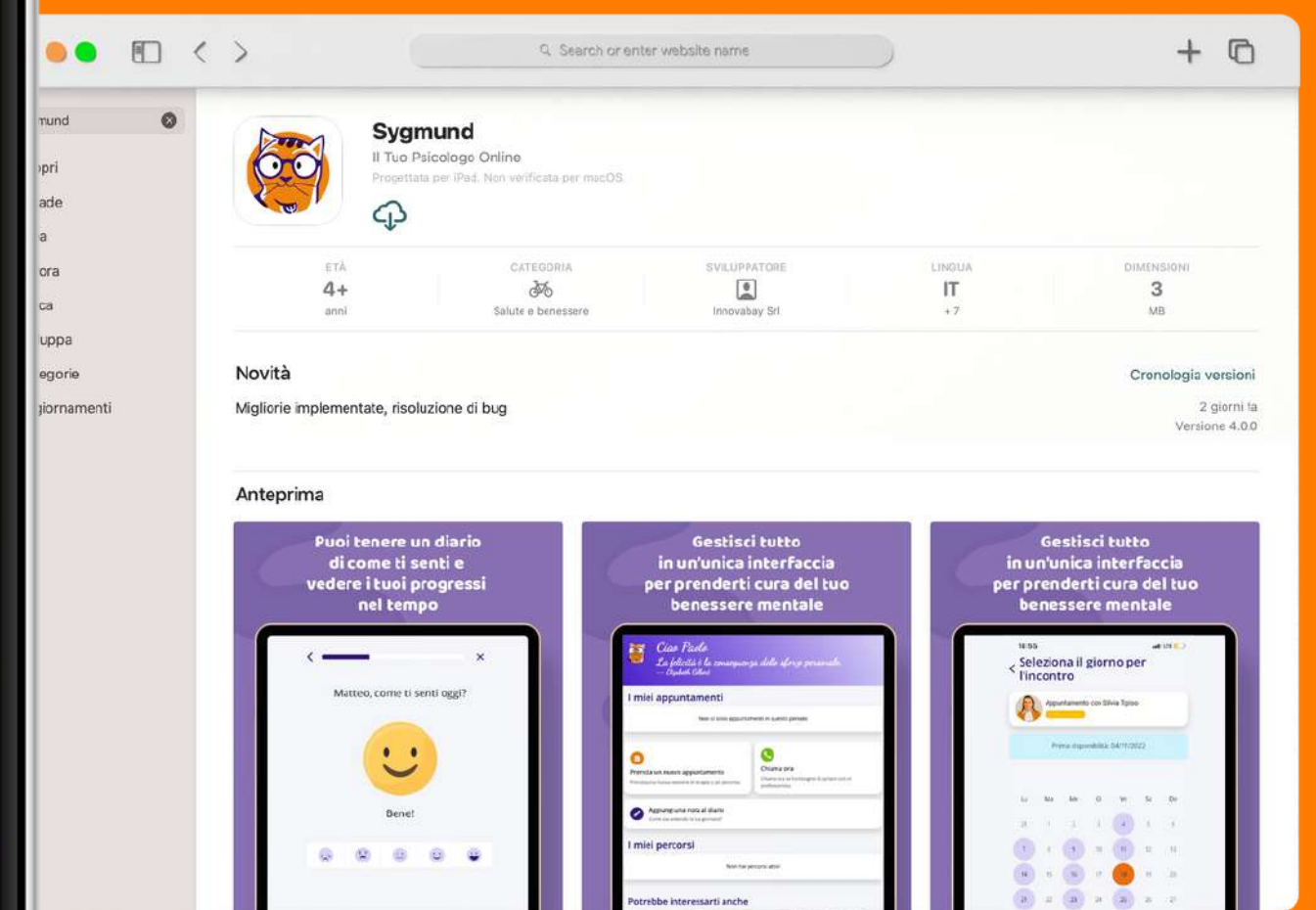
Scan the QR code with your phone



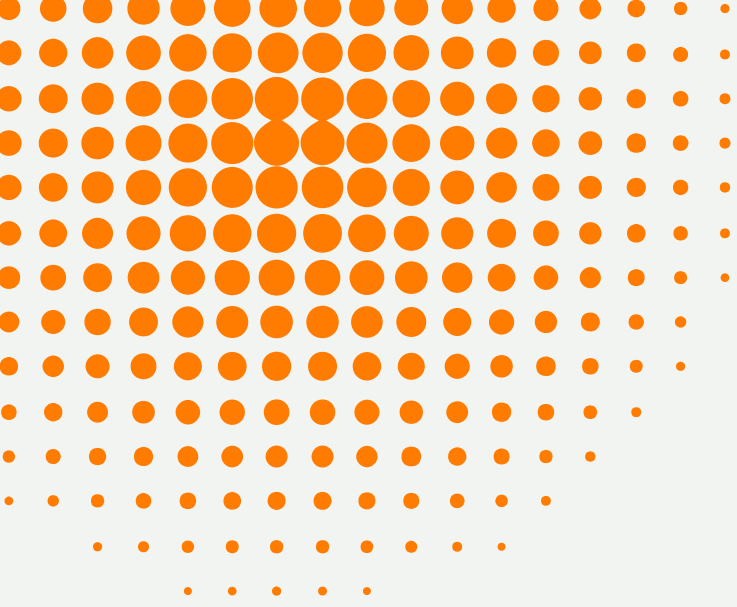
**START THE QUESTIONNAIRE**



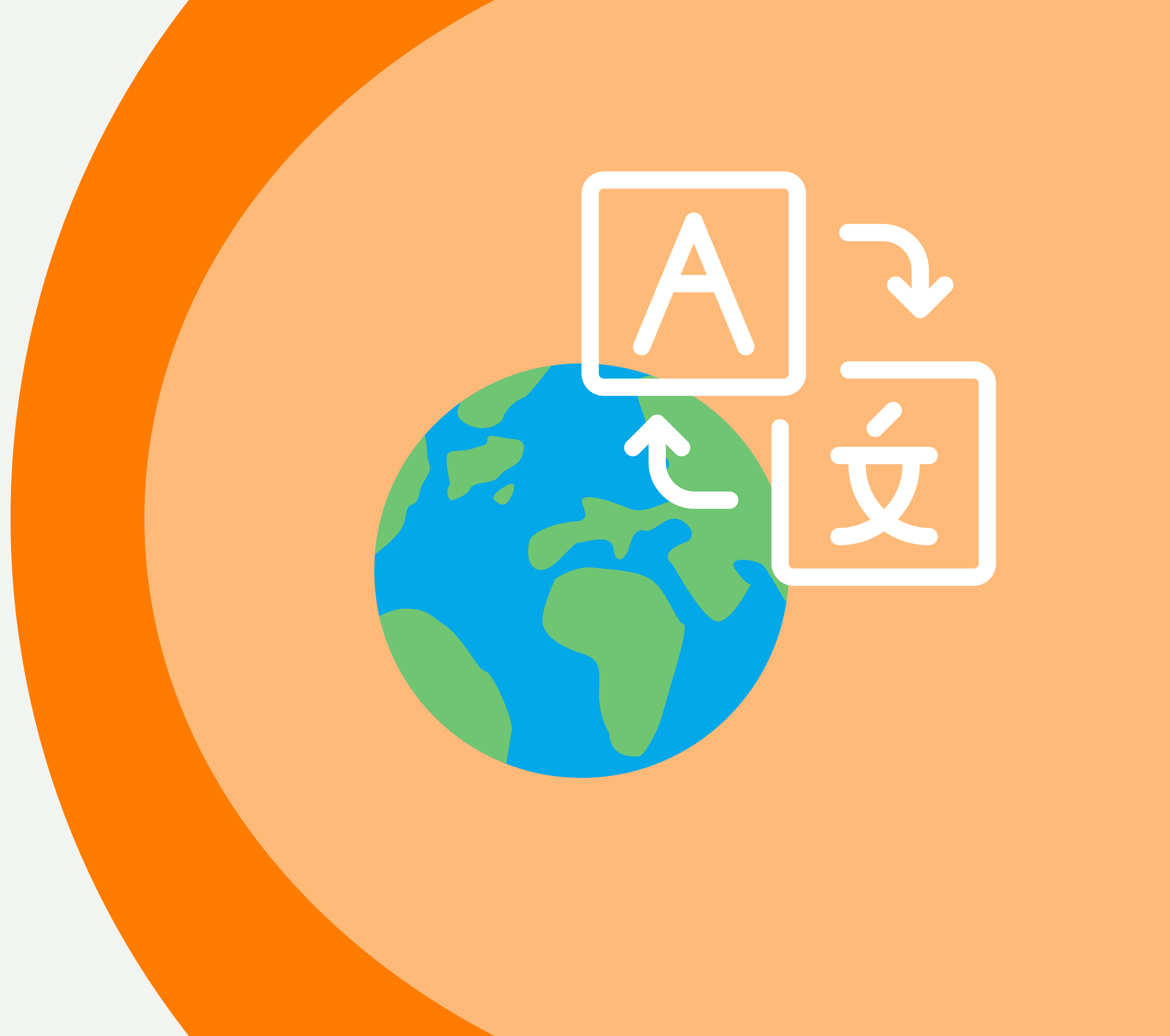
**Desktop**  
optimized for browser



**Mobile App**  
optimized for Android e iOS



The language of the application varies according to your browser settings. If the language is not Italian, change the Browser settings. [\(if needed, click here\)](#).

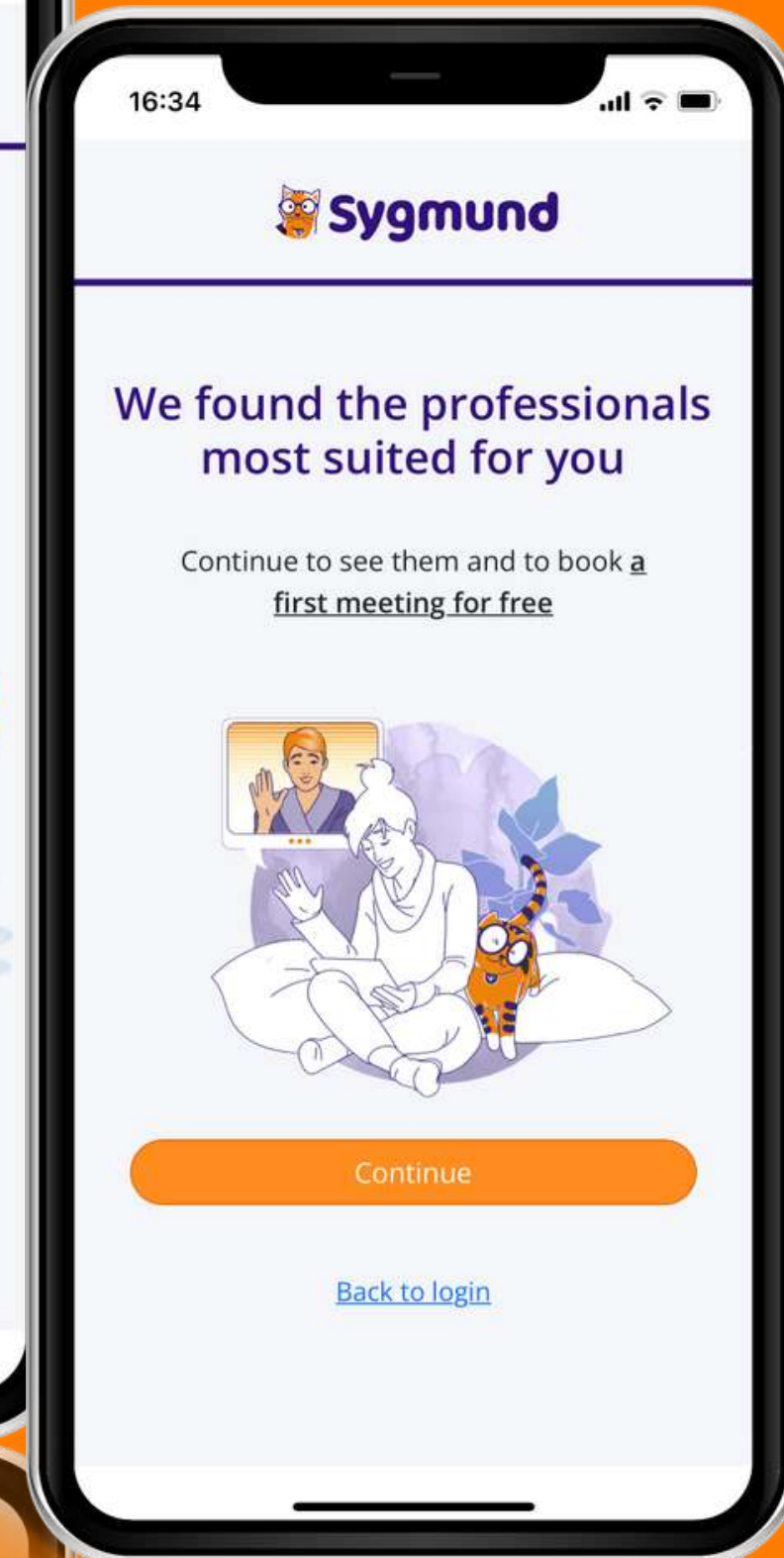
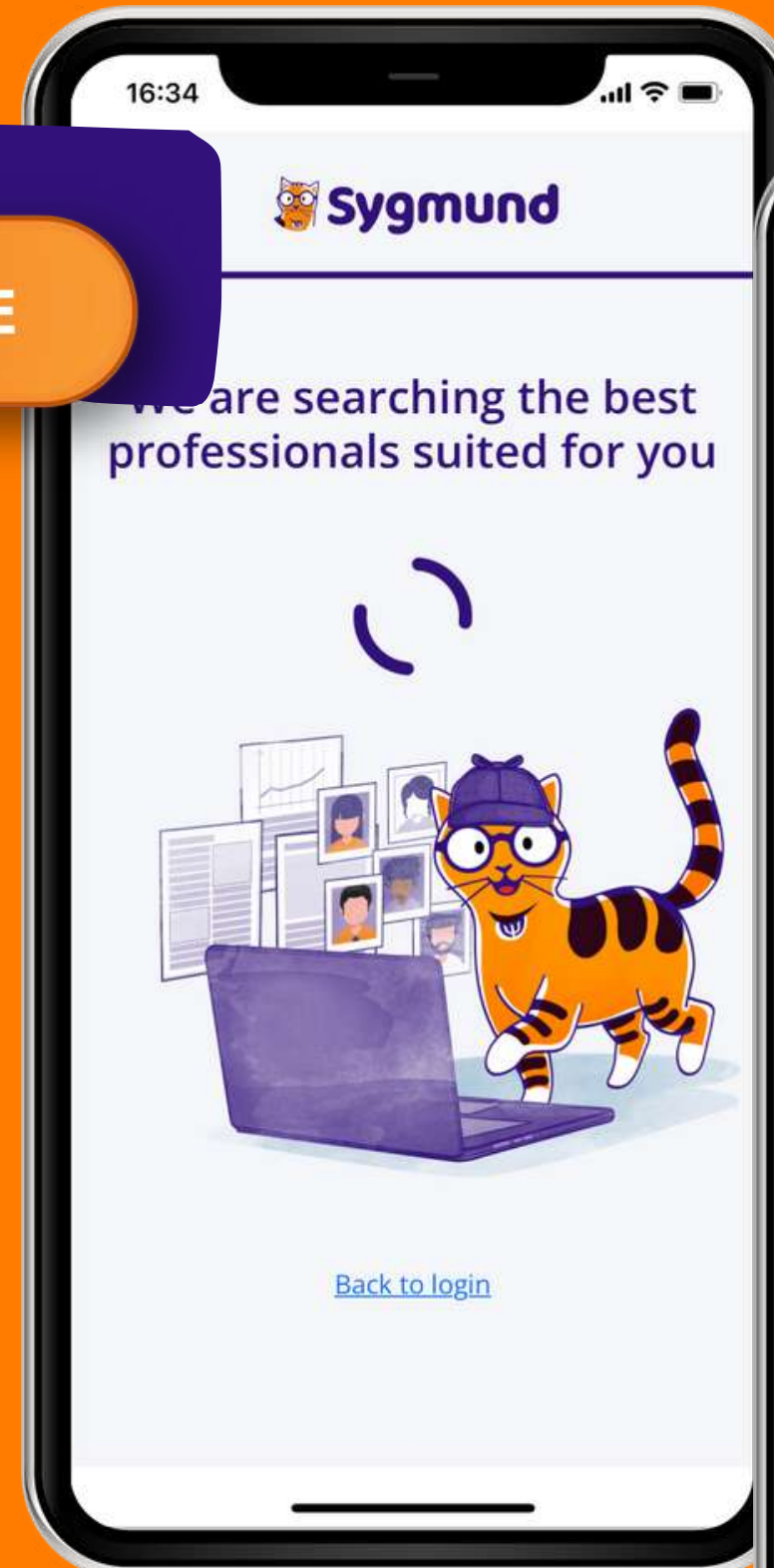




**START THE QUESTIONNAIRE**

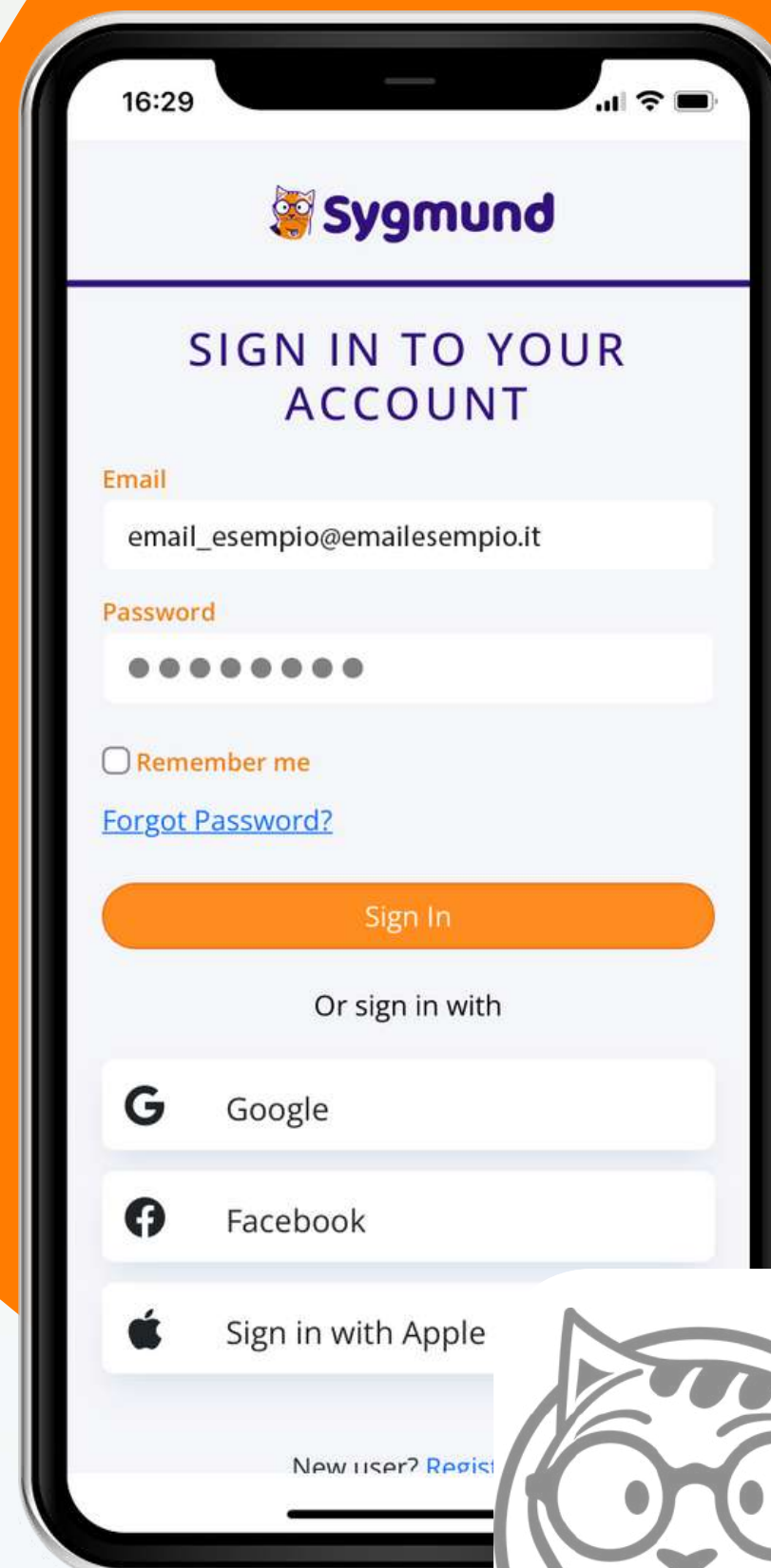
Press on "**Start Questionnaire.**" we'll ask you some quick and easy questions preparatory to identifying the professionals best suited to your needs f

You will also be asked to select the language in which you want the service delivered (Italian to speak with a professional in Italian and English to speak in with a professional in English)






Register with username and password or with your accounts Google, Facebook or Apple



16:29

 Sygmund

SIGN IN TO YOUR ACCOUNT

Email  
email\_eseempio@emailseempio.it


Password  
●●●●●●●●


Remember me


[Forgot Password?](#)

Sign In

Or sign in with

 Google

 Facebook

 Sign in with Apple

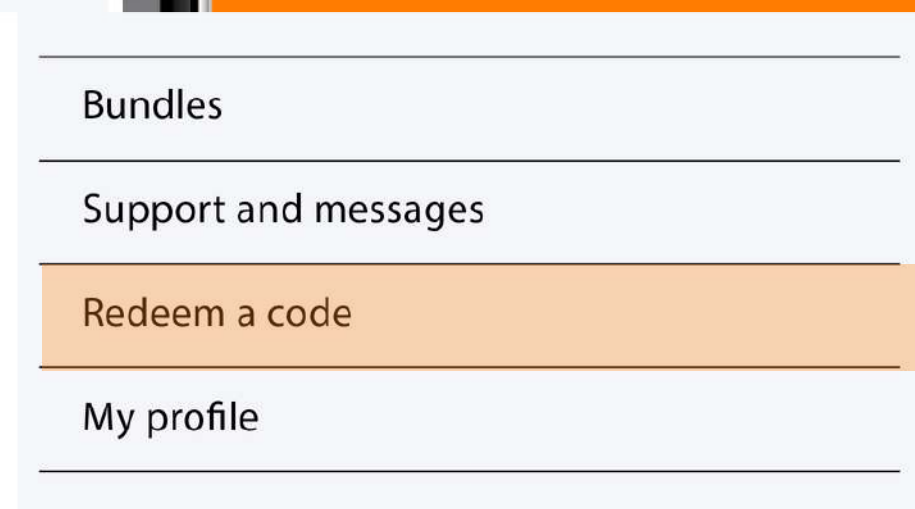
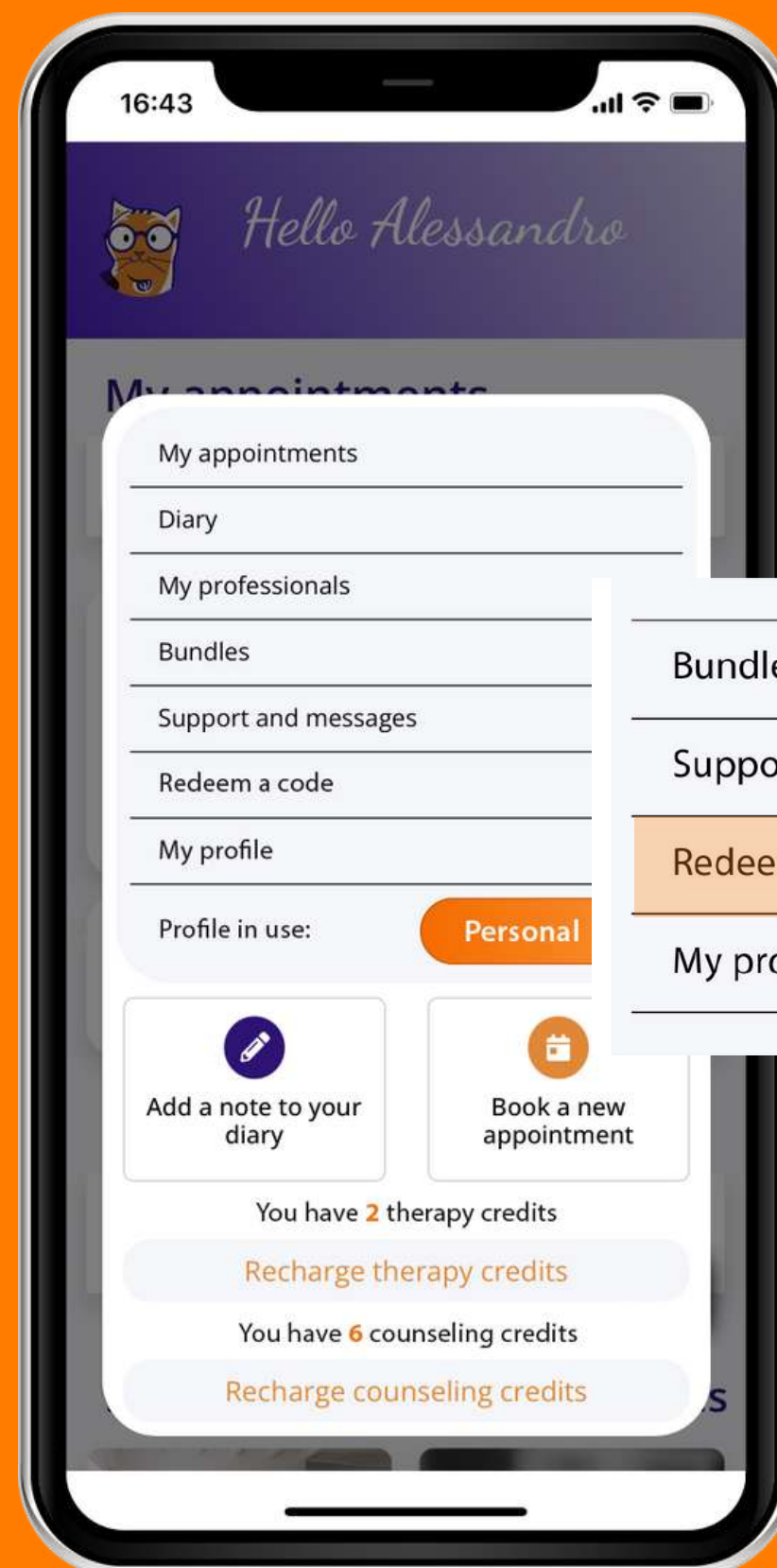
New user? [Register](#)



You can log in with your email but also with your Facebook, Google and Apple accounts



If you did not enter the DSU Toscana code at the end of the questionnaire, you can do so at any time under "Redeem a code" within the menu.





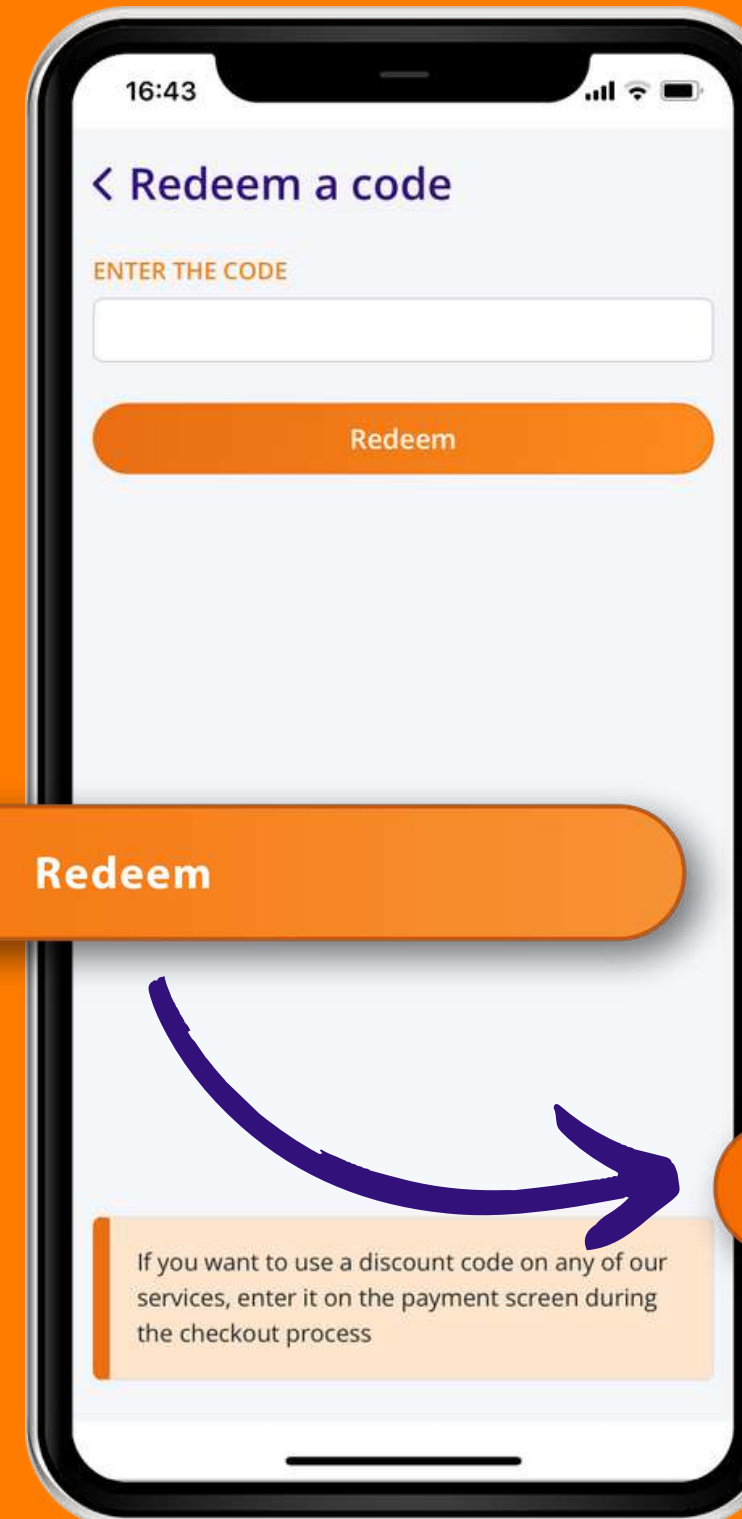
AZIENDA REGIONALE  
PER IL DIRITTO ALLO  
STUDIO UNIVERSITARIO

Redeem the code dedicated to your company

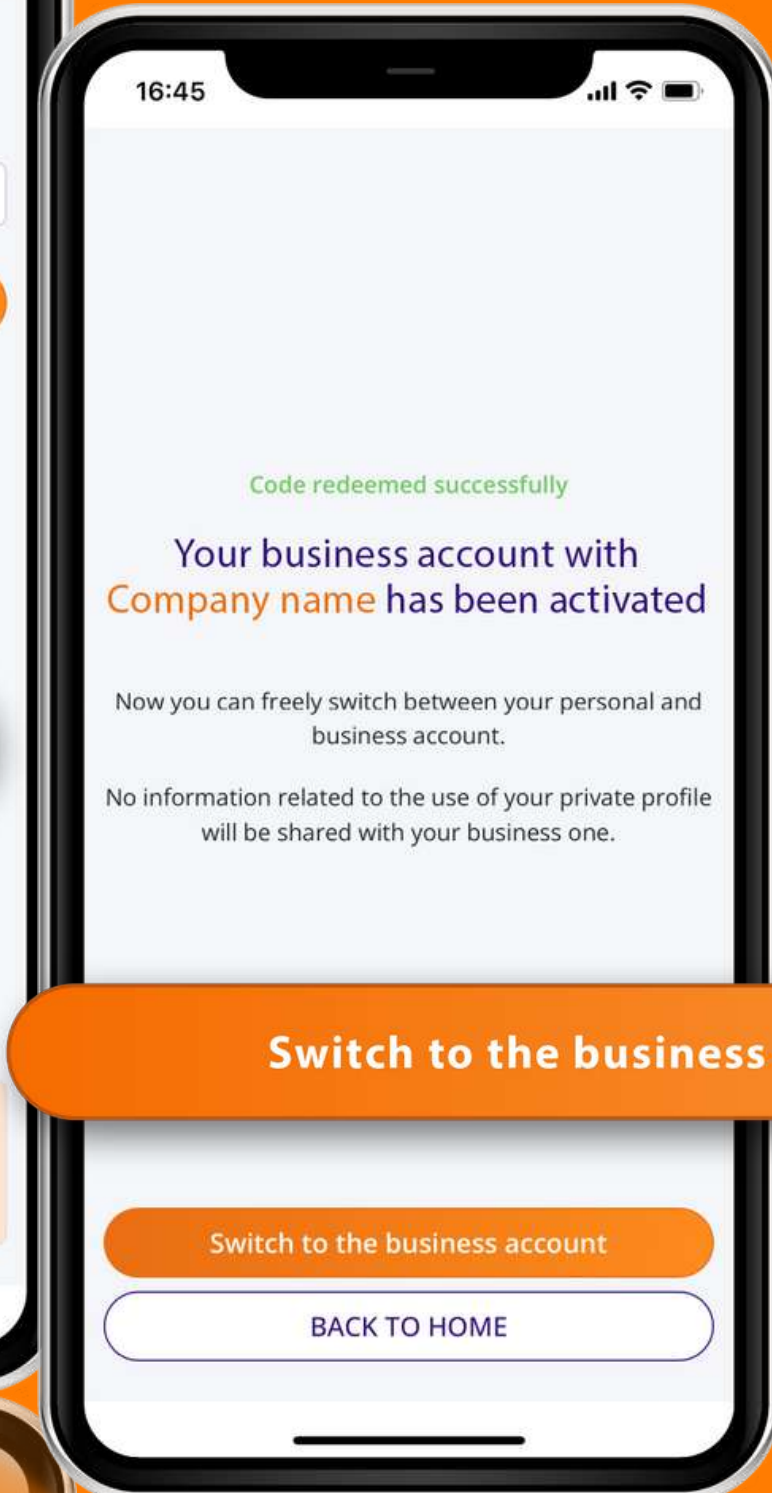
**C:65b0535300**

**and confirm**

**You have successfully redeemed the code**

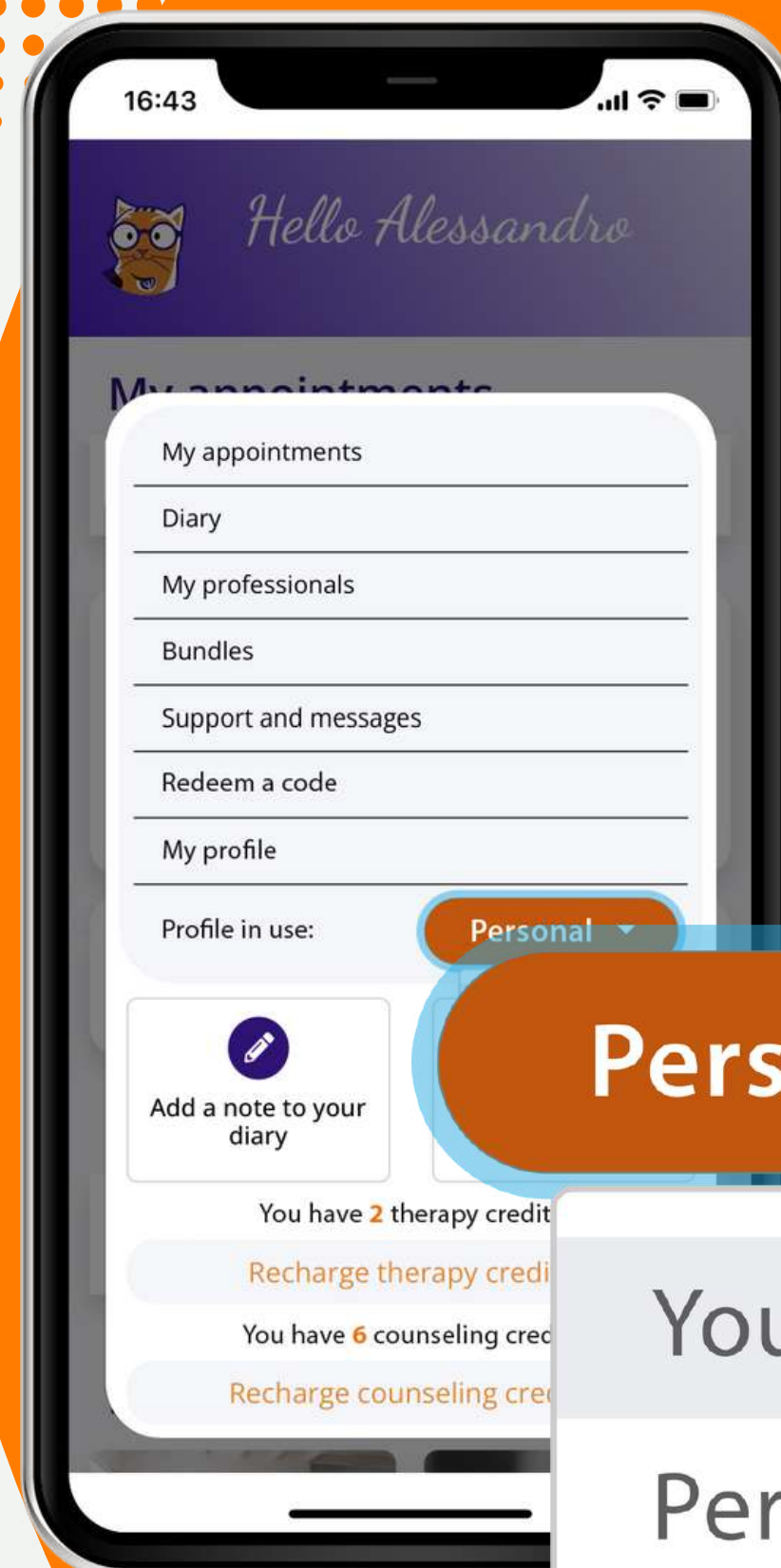


**Redeem**



**Switch to the business account**

Select ARDSU to access the service environment dedicated to you



Personal ▼

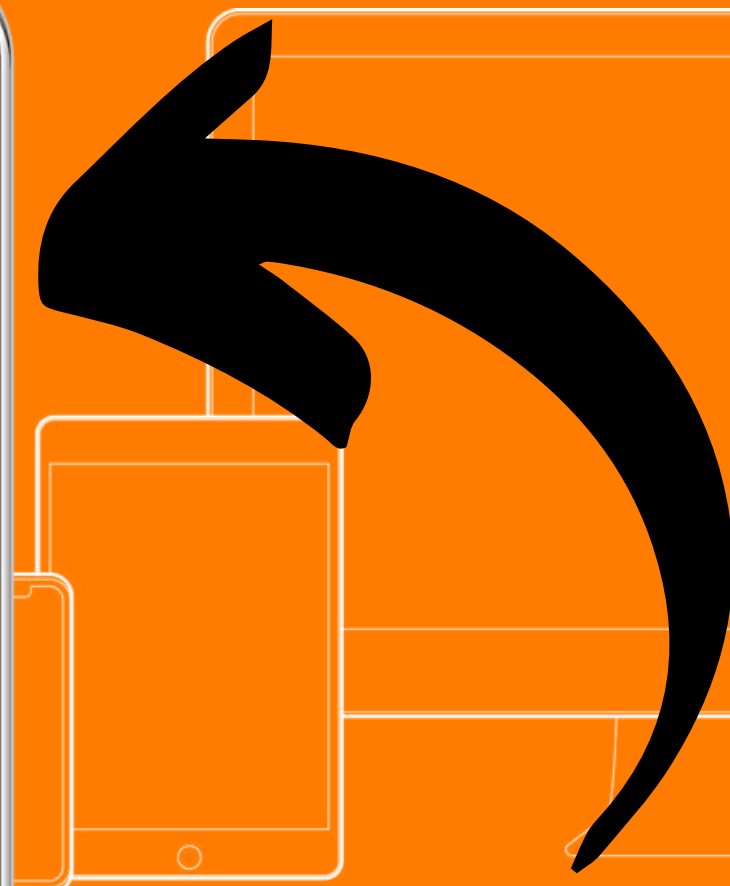
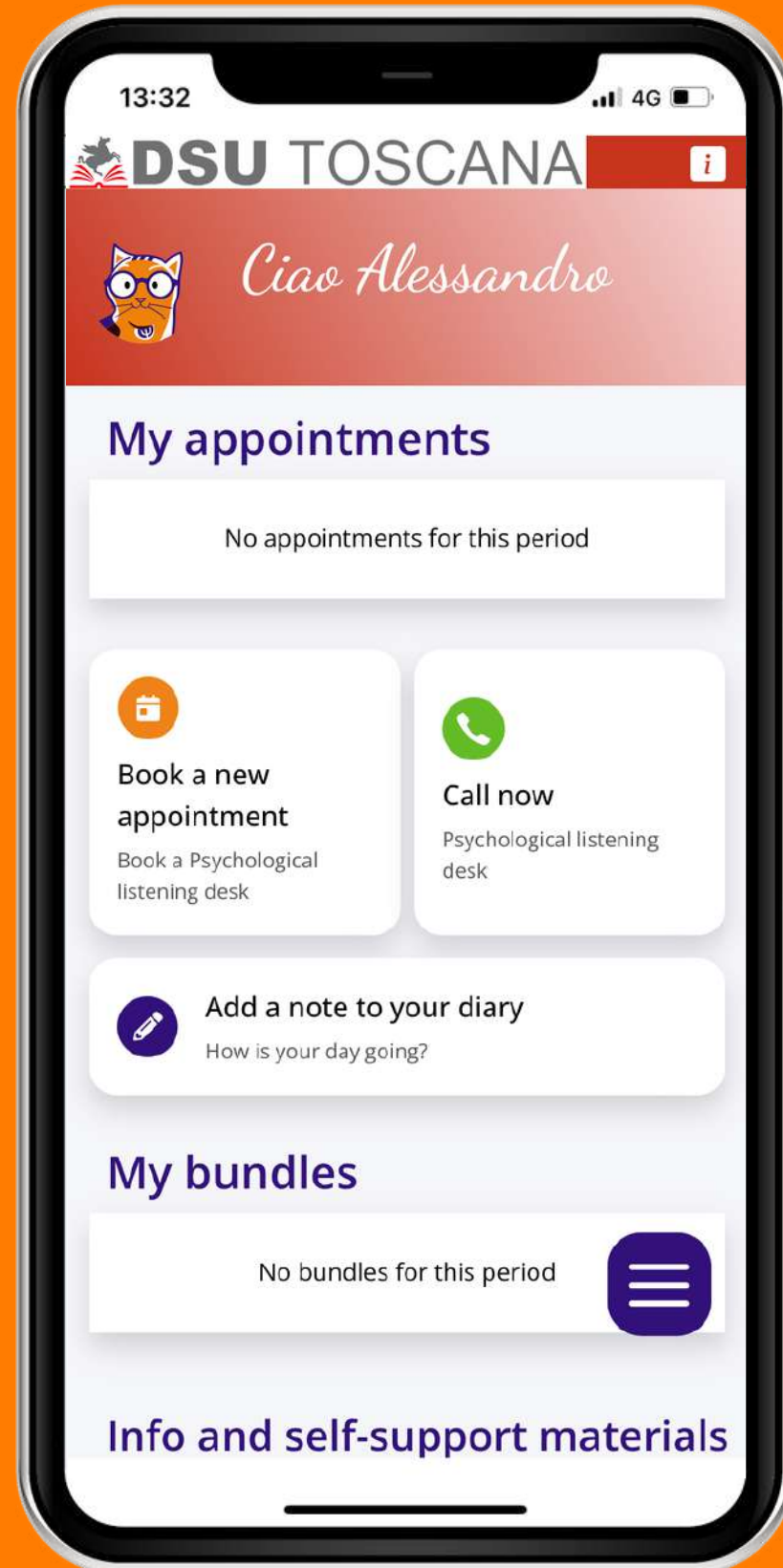
Your Company  
Personal



## How to use the psychological listening desk?

You can call now for an initial psychological counselling session via the '**Call Now**' button :

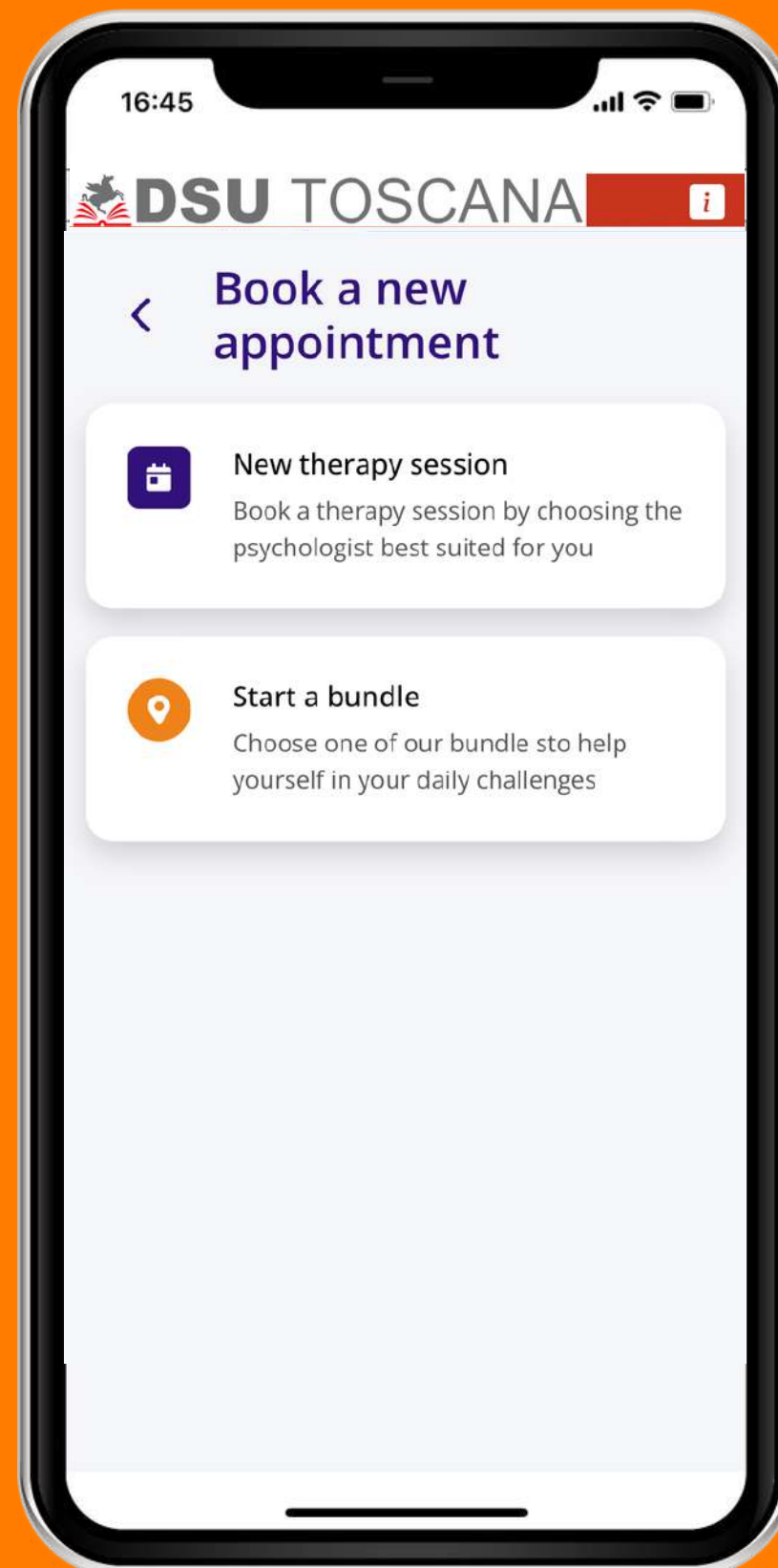
you will have a video call with a professional with a minimum duration of 45' during which you will get concrete indications to deal with the issue you desire.



Before the psychological counselling session, remember to have an identity card and your DSU TUSCANY STUDENT CODE with you to show to the professional.

# What if I want to book a session...?

If you prefer not to take advantage of the session immediately, you can book an appointment by selecting the professional or the topic of interest through the sections "START A NEW BUNDLE" OR "NEW PSYCHOTHERAPY SESSION": the psychological listening desk will always be free.

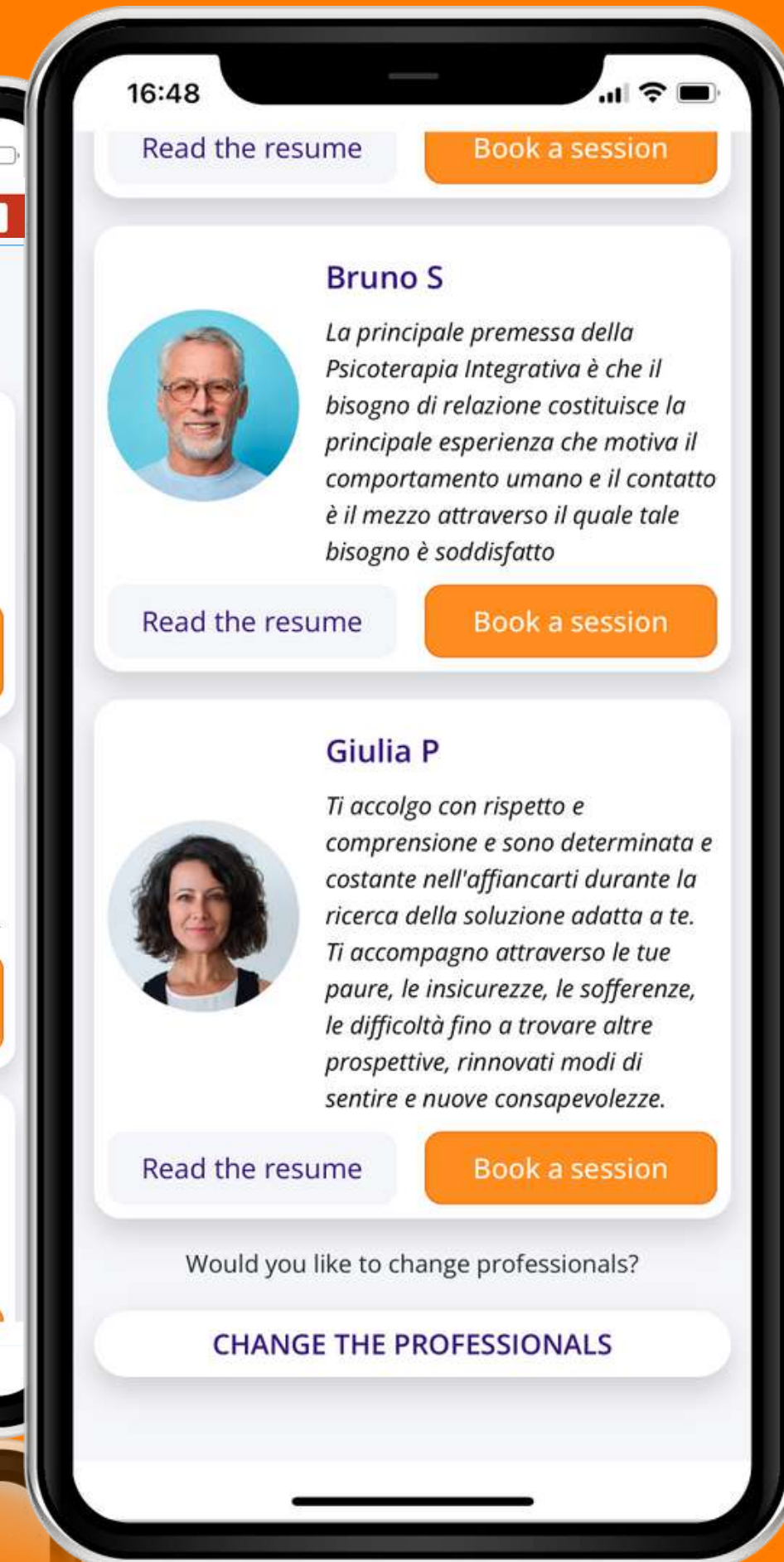
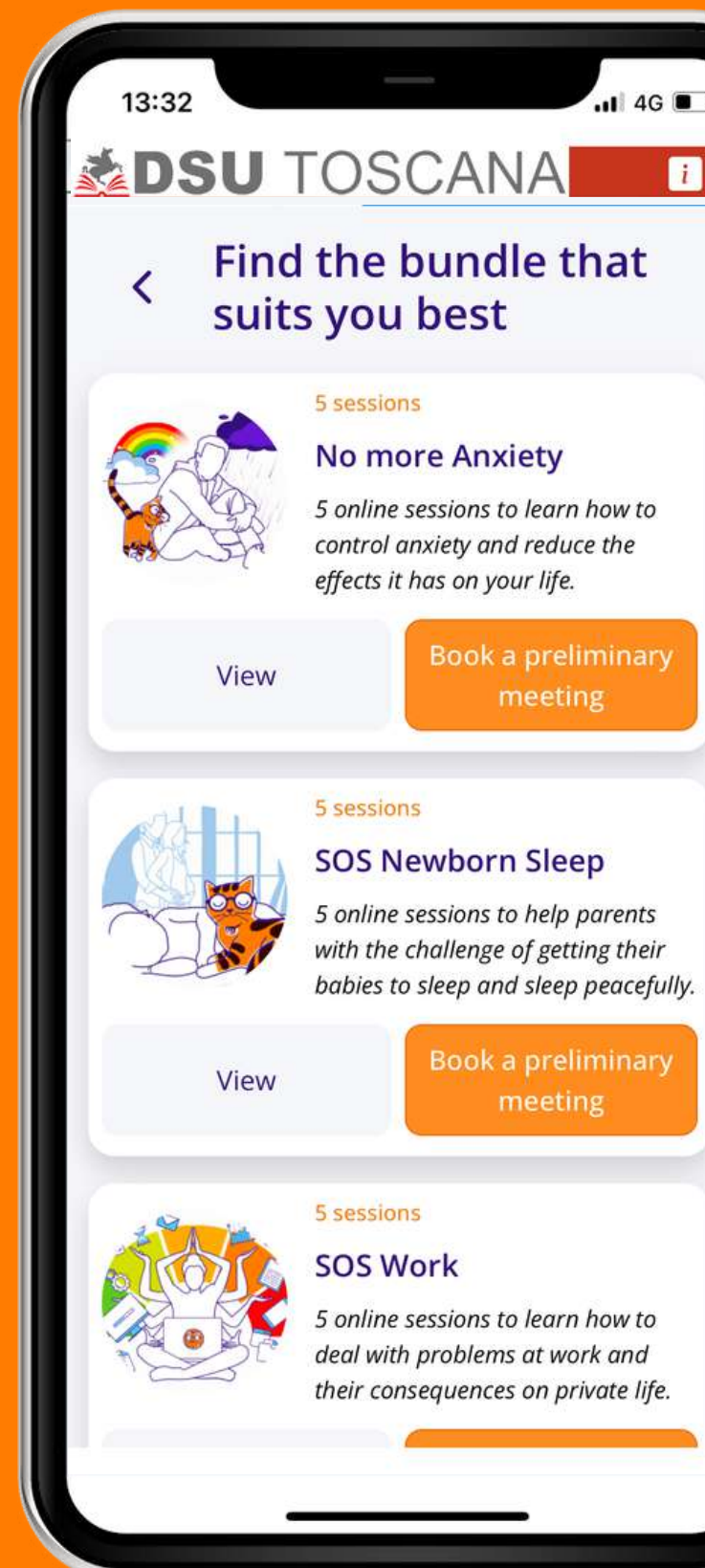


The Psychological Listening Desk provides access to an unlimited number of single sessions.

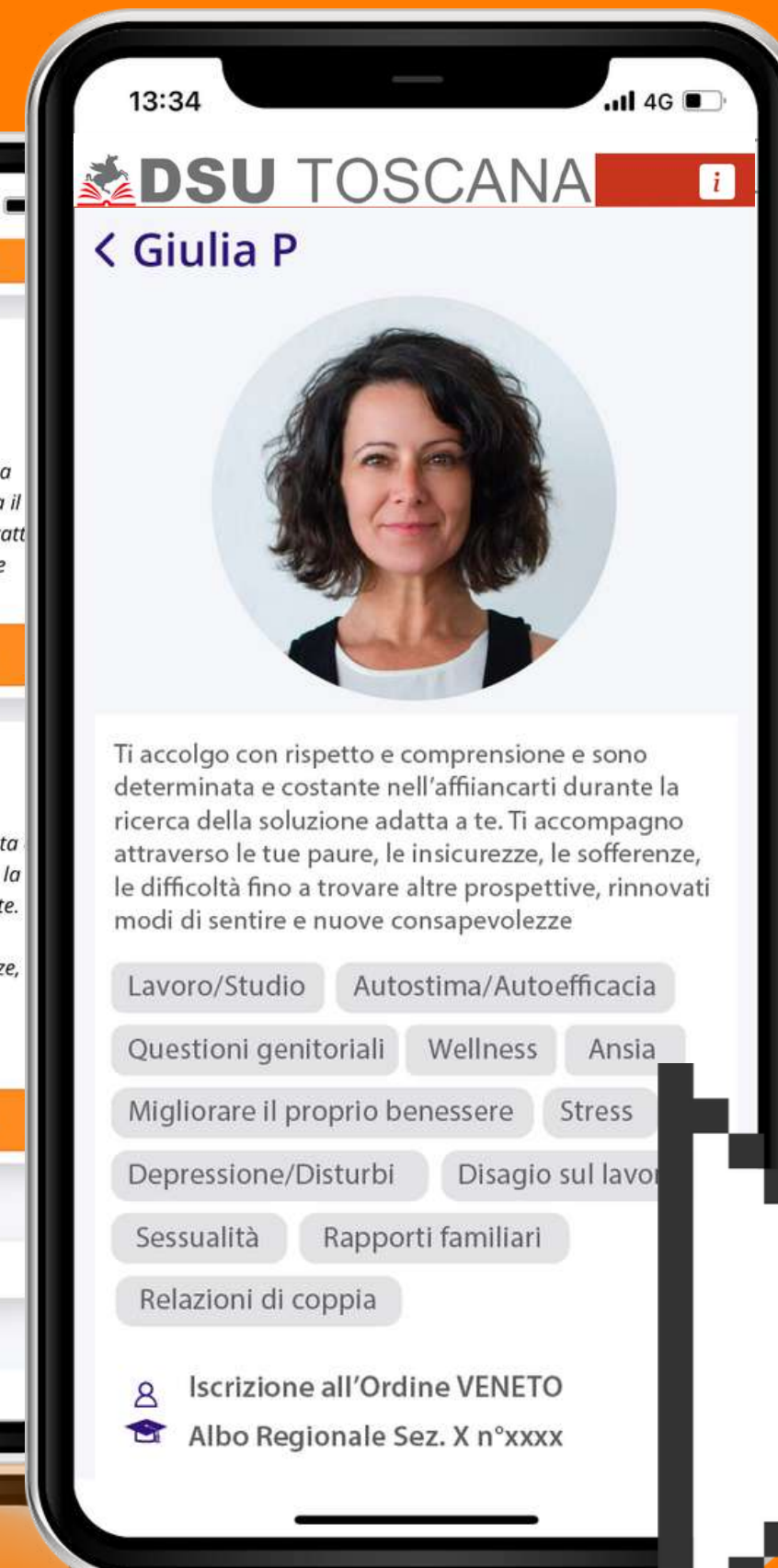
The platform also offers psychotherapy sessions and thematic itineraries that can be accessed at a special price.

By clicking on "START A BUNDLE" or "NEW THERAPY SESSION" you will be asked to book a preliminary meeting by choosing from a list of proposed thematic paths. By clicking on "BOOK A PRELIMINARY MEETING" (orange button) at a specific thematic path, you will not activate the chosen path, but will be redirected to the list of professionals made available by the platform.

Click on "Book a Session" (orange button) to book an appointment for a psychological counseling service session with the selected professional on the day and time that suits you.



View the professionals that best suit you  
You can consult their profiles and see what they do

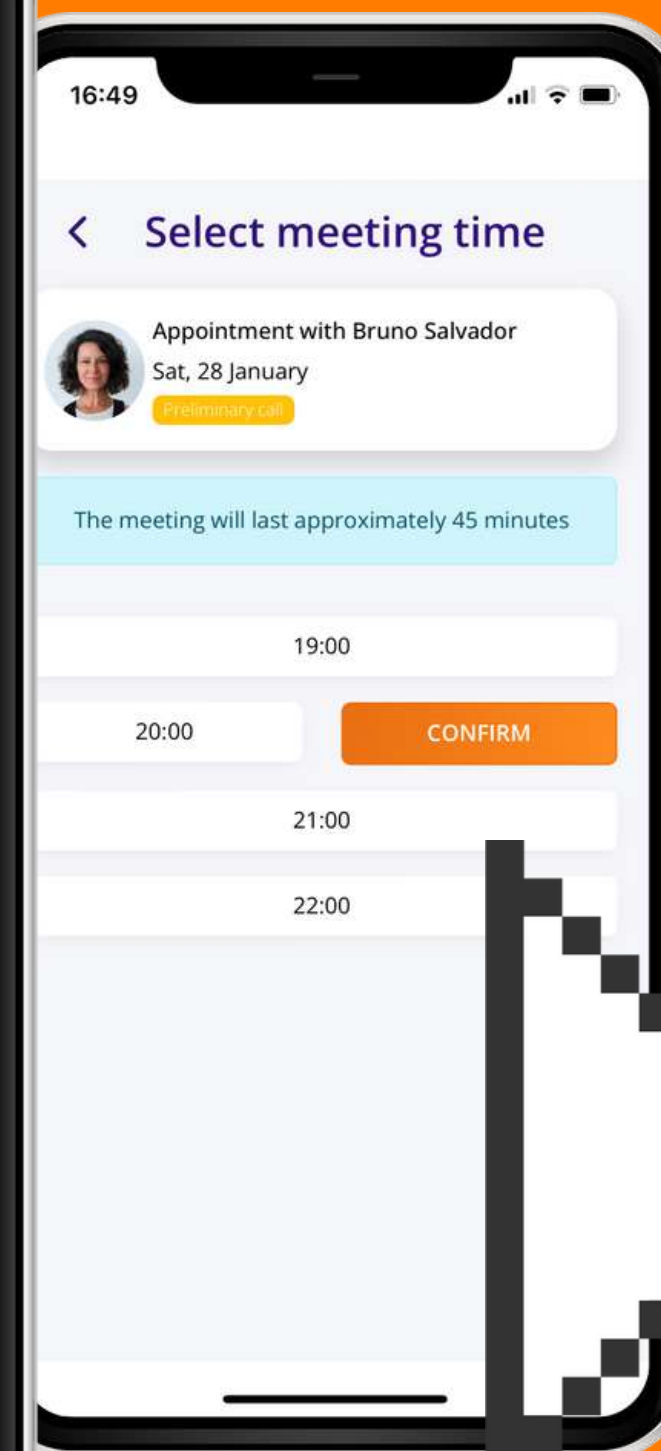
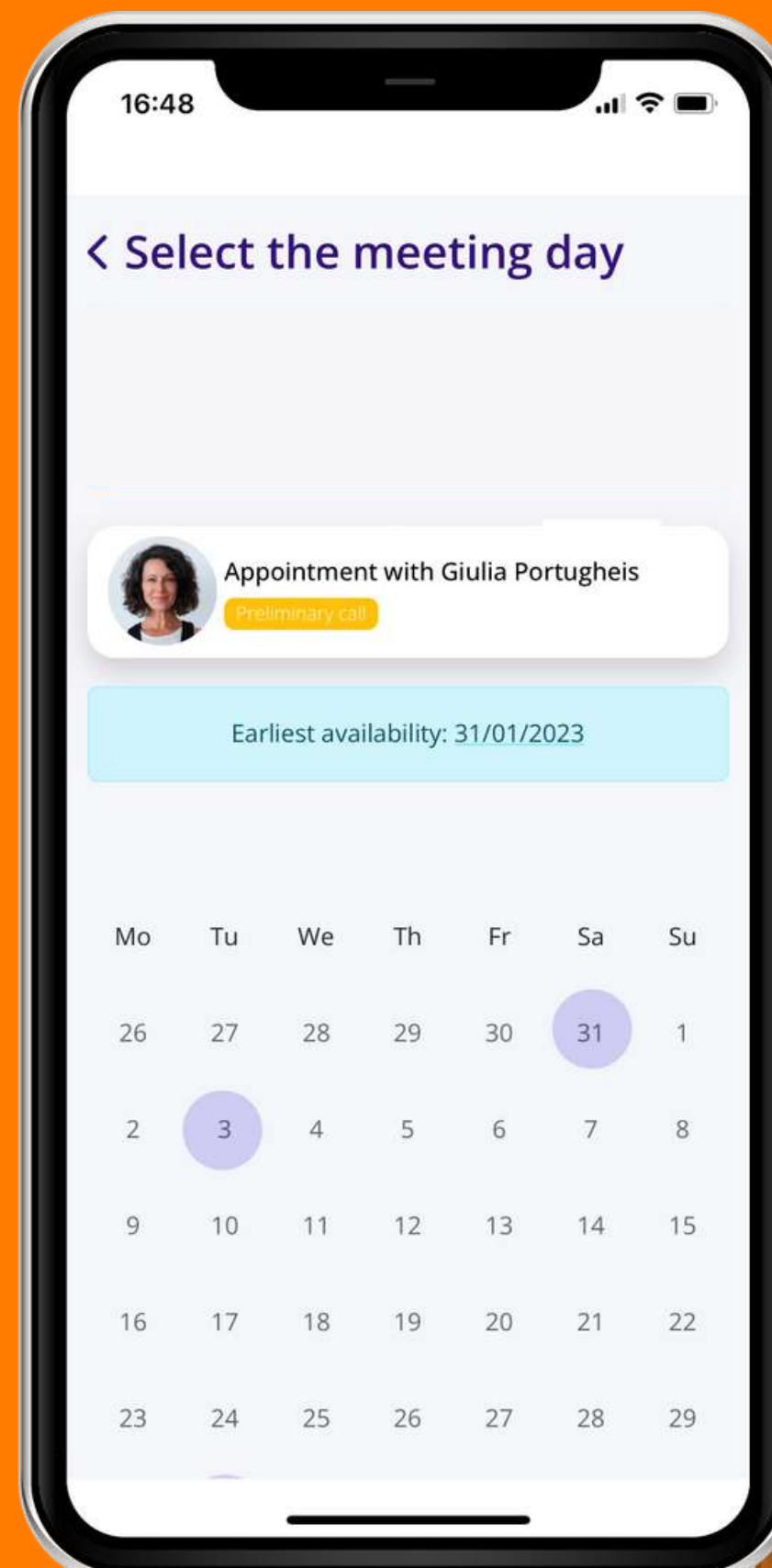




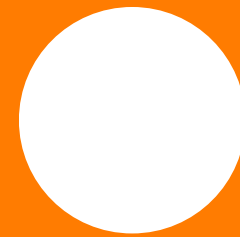
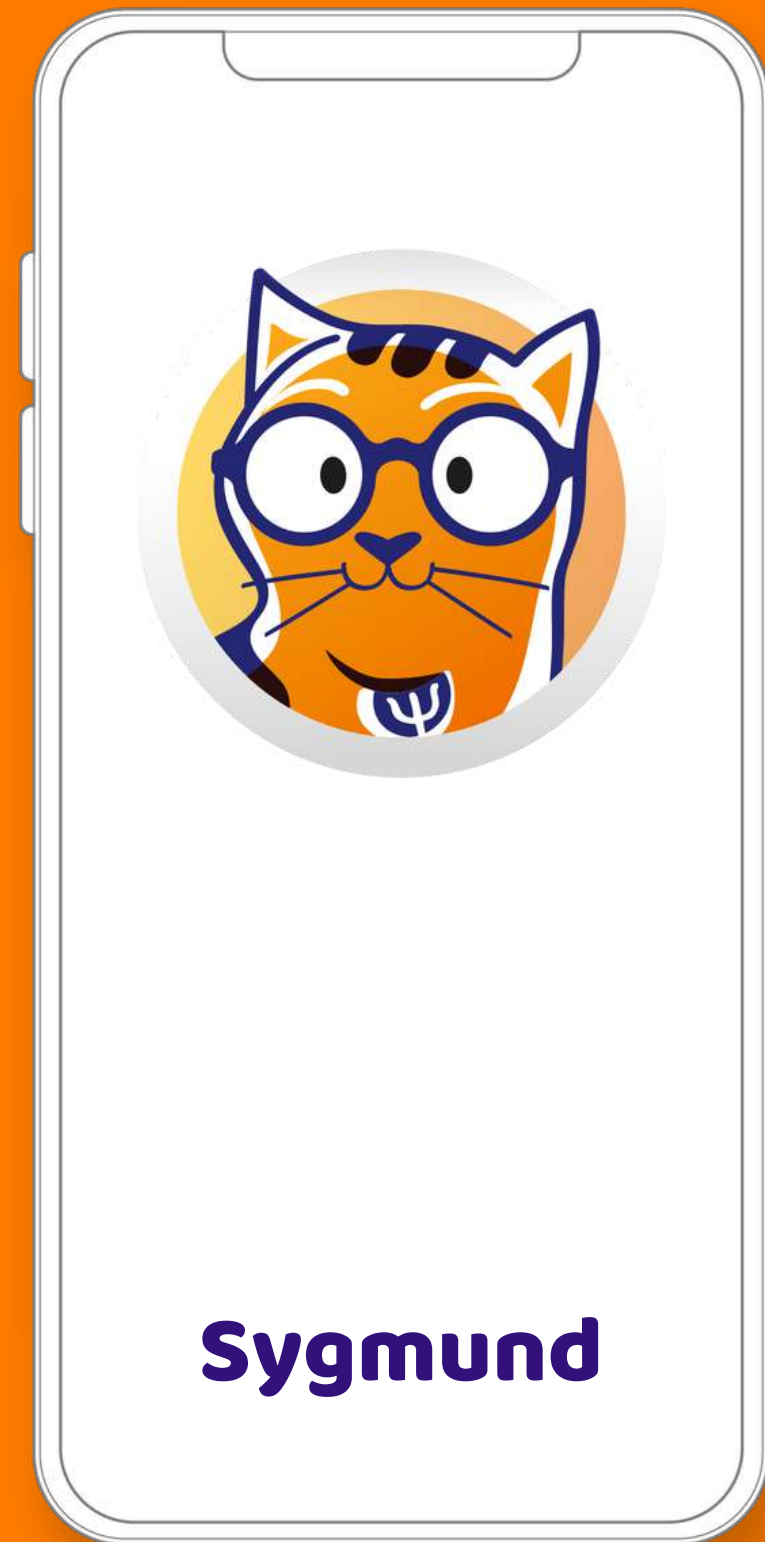
Select from the proposed profiles  
**"Choose"** on the one that interests you  
the reservation function will be activated  
with the availability of the professional;  
**select a date and choose the time**

## You have booked your session!

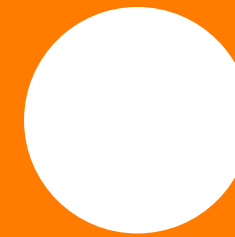
Log in on the indicated date and time,  
You will also receive a notification via email



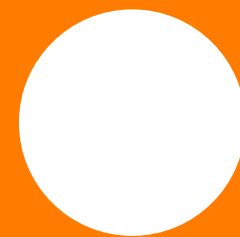
# Why use Sygmund?



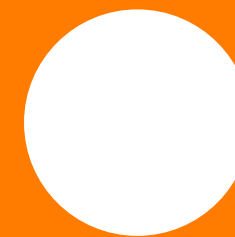
Because we have strong roots in Academia and Research.



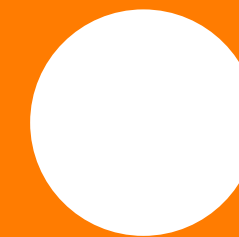
Because the psychologists and psychotherapists we recommend pass a written and an oral test before joining our community.



Because the services we offer are overseen by a scientific committee.



Because as Sygmund we continue to invest in technological research to offer the best online psychology services.



Because as Sygmund we value clarity. It's easy to evaluate if one of our bundles can be useful for you and trying it.

# Help Desk Policy

You can contact our professionals as often as you need them. The Help Desk guarantees initial contextual support for your needs.

For support or requests you can activate tickets directly in the app or contact us at

> [SUPPORT@SYGMUND.IT](mailto:SUPPORT@SYGMUND.IT)

> 800-105.330



Sygmund



**Sygmund**  
The app that supports your mental well-being