

SSO ENABLED

Empathy One

Onboarding Guide

A step-by-step guide to installing, configuring, and personalizing your AI learning experience.

VERSION 3.2 • July 2026

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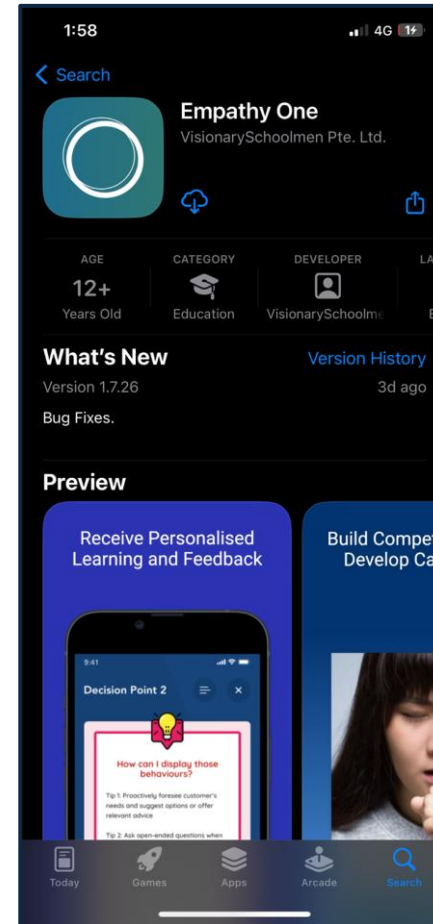
Platform Experience

- > **Dashboard & Navigation** Access Home and Profile settings.
- > **Personalized Onboarding** Tailor your role and experience.
- > **Live AI Coaching** Engage in immersive practice sessions.
- > **Feedback & History** Review insights and track growth.

1. Install Empathy App

To begin your learning journey, install the Empathy One app onto your mobile device.

- > **iOS Users:** Download from the Apple App Store.
<https://apps.apple.com/sg/app/empathy-one/id1569338990>
- > **Android Users:** Download from the Google Play Store.
<https://play.google.com/store/apps/details?id=ai.vsm.empathy>



iOS



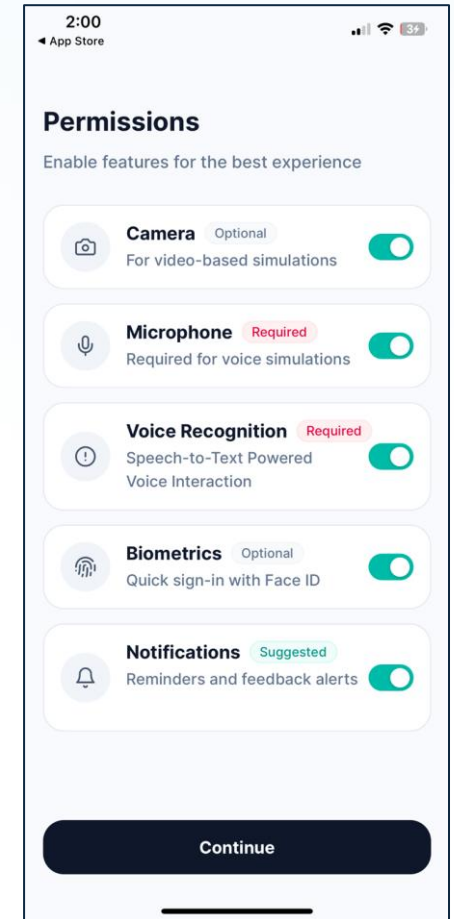
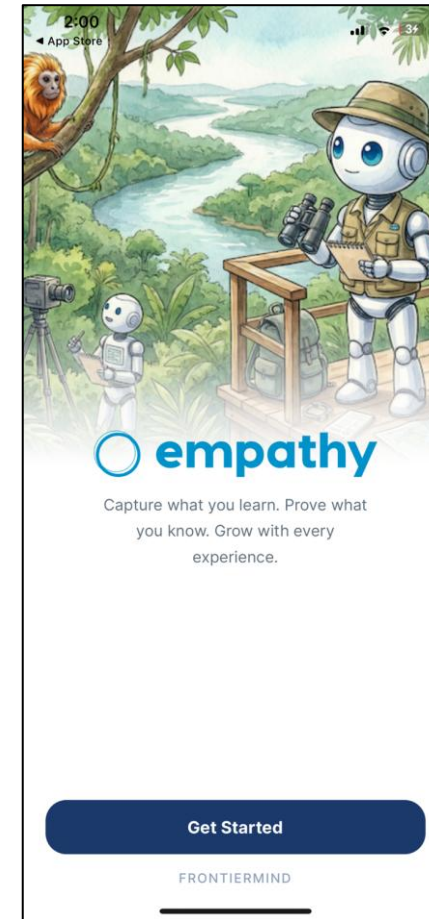
Android



2. Launch & Permissions

Essential configurations are required for seamless interaction with your AI Coach.

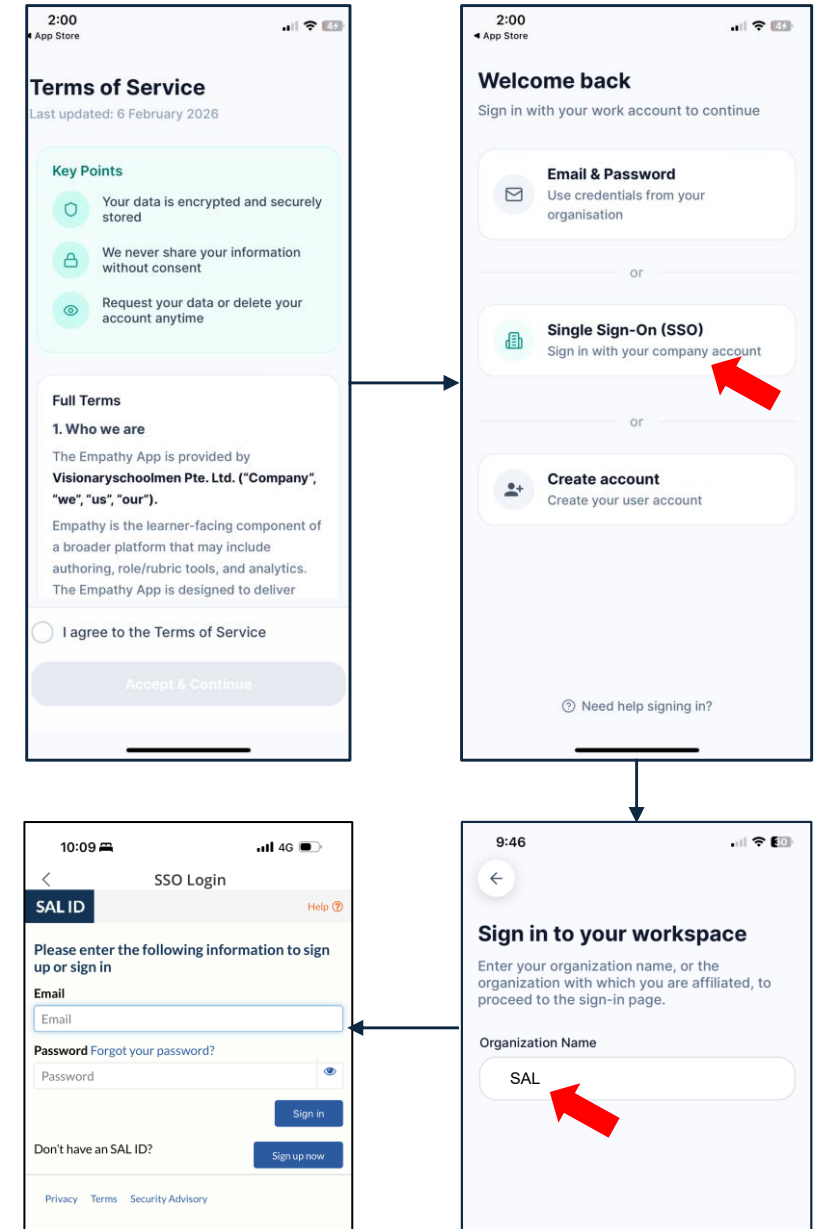
- **Launch the App:** Click on 'Get Started' if you are a first-time learner.
- **Allow Permissions:** Check the boxes to enable mandatory permissions such as Microphone and Voice Recognition for live coaching.
- For the best experience, we recommend allowing optional permissions like Notifications.



3. Accept TOS & Login

Authenticate securely into your organizational workspace.

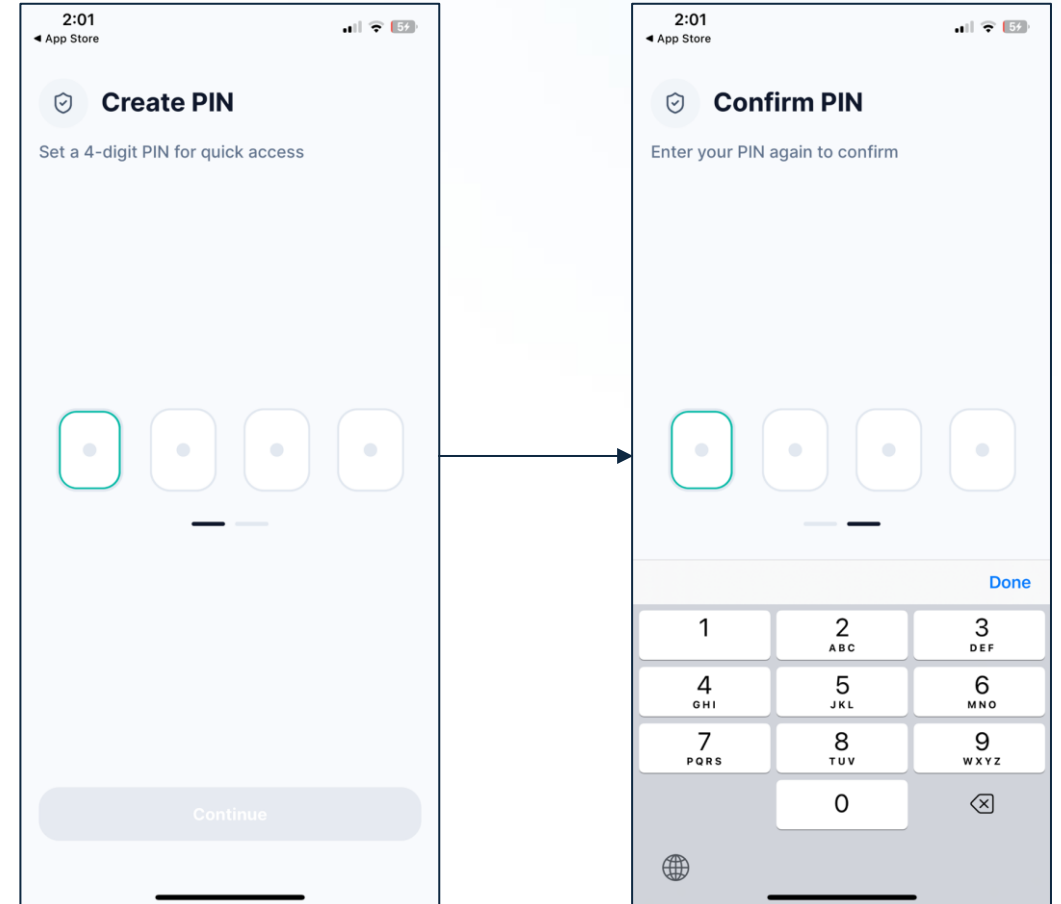
- > **Terms of Service:** Review and click 'Accept' to proceed.
- > **Single Sign-On (SSO):** Select the SSO option on the login screen.
- > **Workspace Login:** For organisation name, enter “SAL”
- > **SAL ID:** Log in using your SAL ID and password



4. Setup PIN

Create a secure access PIN to easily re-enter the app without full SSO authentication every time.

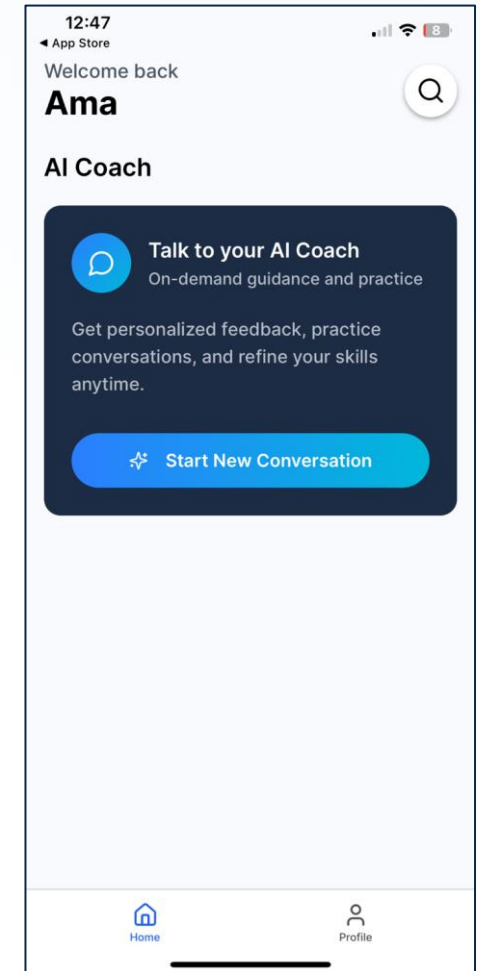
- > **Create PIN:** Enter a memorable 4-digit PIN when prompted.
- > **Confirm PIN:** Re-enter the exact same 4-digit PIN and click 'Set Pin' to finalize.



5. Dashboard Options

Familiarize yourself with the primary navigation hubs inside the Empathy One app.

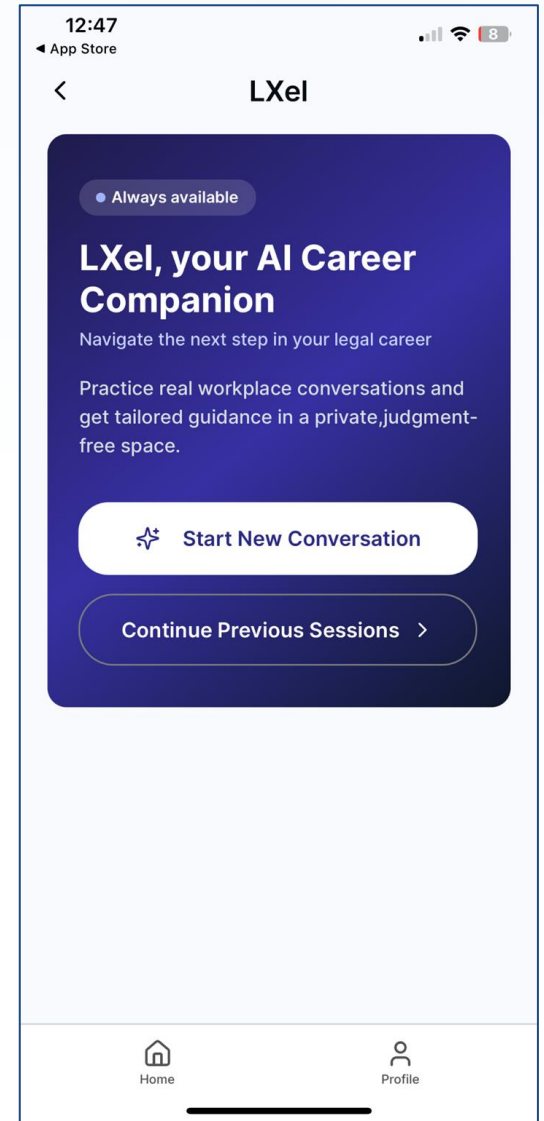
- > **Home:** This is your main landing screen where you can immediately launch into discussions with your AI Coach.
- > **Profile:** Access your account settings to manage security, update preferences, view notifications, and access the Help Center.



6. Start Coaching

Engage with LXel, your AI Career Companion.

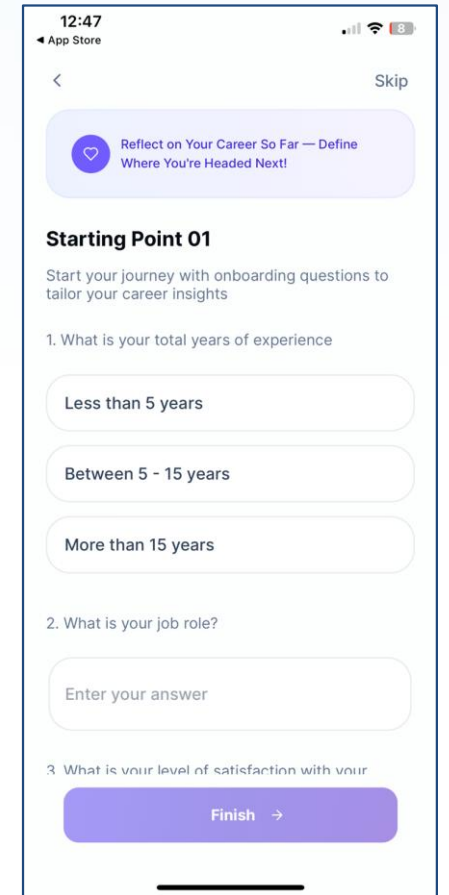
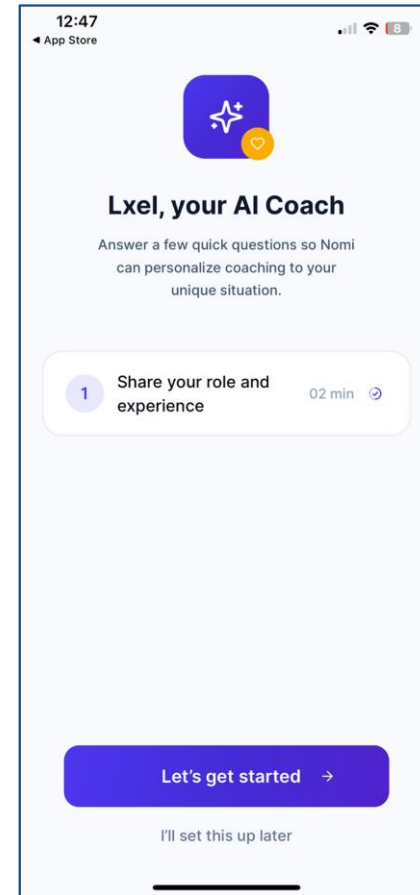
- Click on **"Start New Conversation"** from the Home screen to initiate a Onboarding (if coming for the first time) or new coaching session.
- Use **"Continue Previous Sessions"** to jump back into a scenario you've already started.
- LXel provides a private, judgment-free space for career conversations.



7. Onboarding

Provide accurate details to ensure LXel understands your professional background.

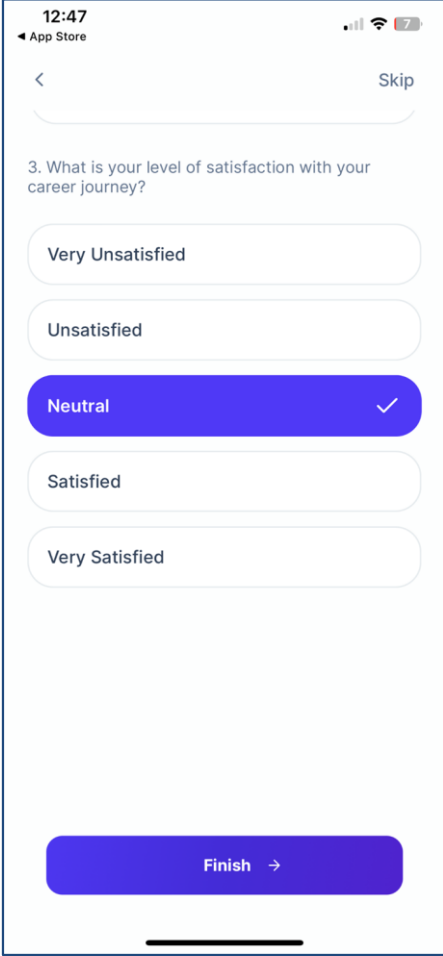
- > **Role & Experience:** Answer quick questions so the AI can tailor coaching to your unique situation.
- > Select your total years of experience from the list (e.g., Less than 5 years, Between 5-15 years).
- > Type in your specific job role precisely.



7. Onboarding (Cont.)

Finalize your profile to complete the personalized setup.

- > **Satisfaction Level:** Rate your current satisfaction with your career journey to help the AI gauge your sentiment.
- > **Confirmation:** Once completed, you will receive a success screen summarizing your profile inputs.
- > Your AI Coach is now personalized and ready to go.



12:47
App Store

< Skip

3. What is your level of satisfaction with your career journey?

Very Unsatisfied

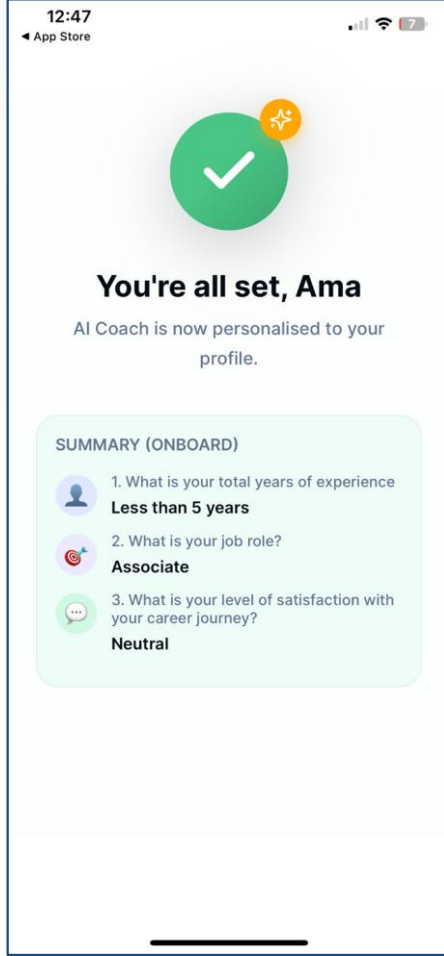
Unsatisfied

Neutral ✓

Satisfied

Very Satisfied

Finish →



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App Store



You're all set, Ama

AI Coach is now personalised to your profile.

SUMMARY (ONBOARD)

-  1. What is your total years of experience
Less than 5 years
-  2. What is your job role?
Associate
-  3. What is your level of satisfaction with your career journey?
Neutral

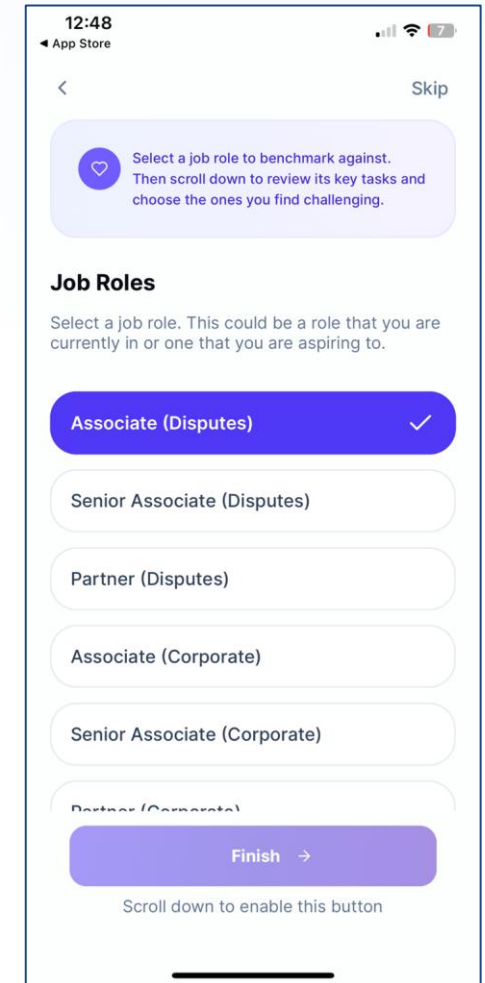
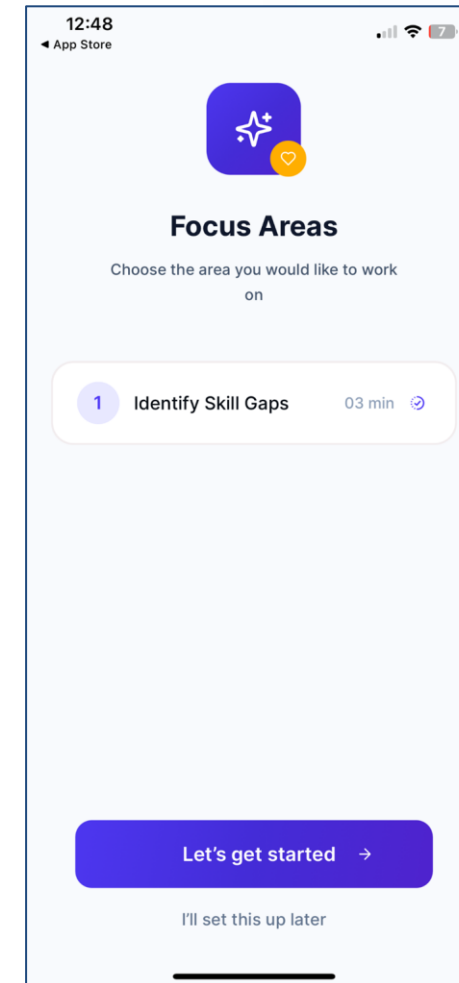
8. Pre-Coaching Focus Areas

To maximize the value of your sessions, identify specific areas you want to improve.

- **Identify Skill Gaps:** Choose the primary area you would like to work on.

Note: You can skip this step and proceed straight to a coaching conversation.

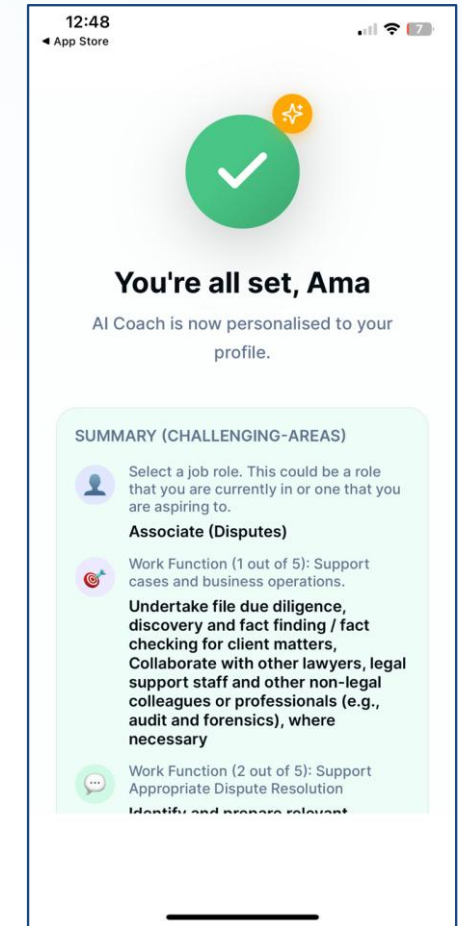
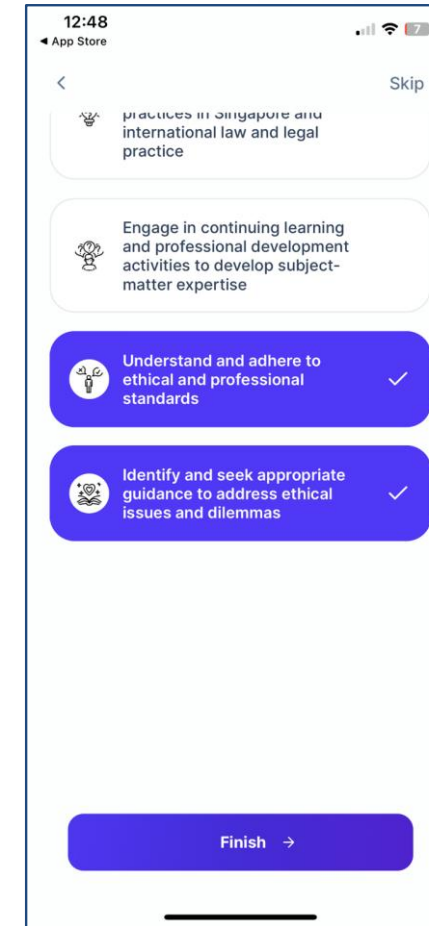
- **Select a Benchmark:** Choose a job role to benchmark against. This could be your current role or an aspirational one (e.g., Associate (Disputes)).



8. Pre-Coaching Focus Areas (Cont.)

Select specific tasks to create targeted practice scenarios.

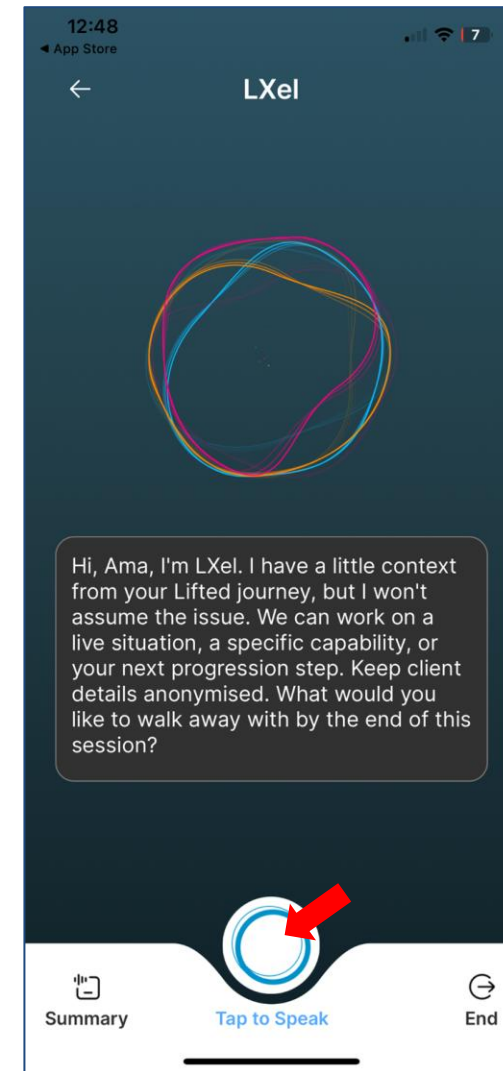
- > **Review Tasks:** Scroll through the key tasks and competencies associated with your chosen role.
- > **Choose Challenges:** Select the specific tasks you find challenging, such as understanding ethical standards or seeking appropriate guidance.
- > Review your final summary of challenging areas before starting.



9. Live AI Coaching

Interact with LXel naturally using voice.

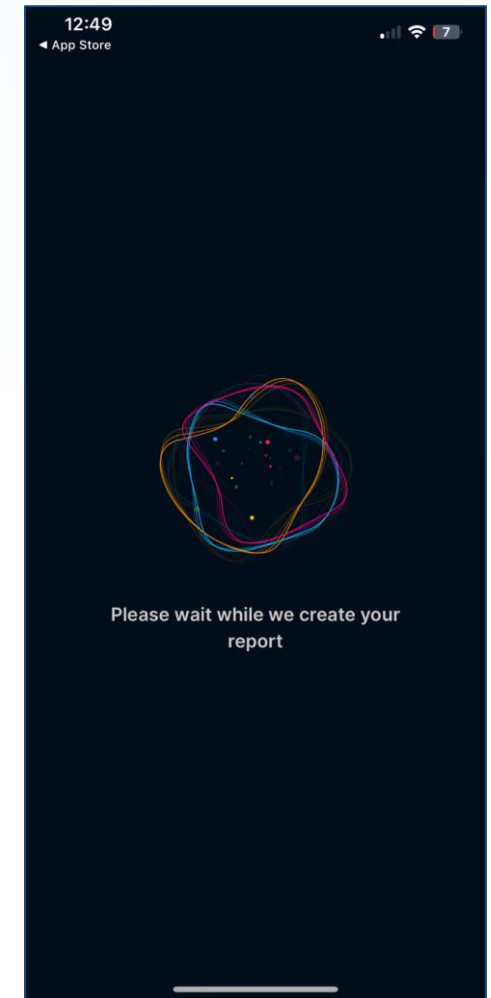
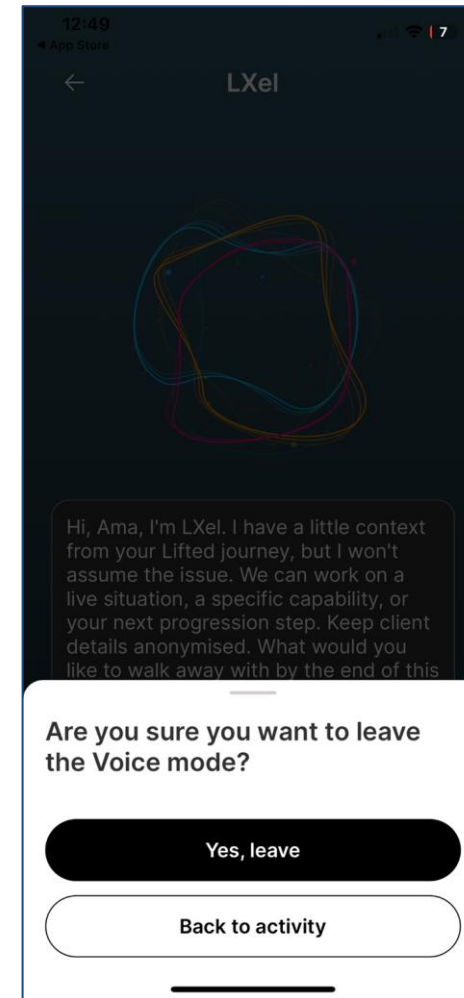
- > **Tap to Speak:** Tap the white circle once and speak conversationally to the AI.
- > **Listen:** LXel will start listening. You can simply speak and wait for transcripts to appear on your screen. Once done, Tap again to Submit.
- > **AI is Thinking:** Wait briefly while the AI processes context and generates a tailored response.
- > **AI is Speaking:** Listen as the AI responds. To stop the voiceover and read the transcript, tap the white circle labelled "AI is speaking. Tap to stop."



10. End Session

Managing the conclusion of your coaching session.

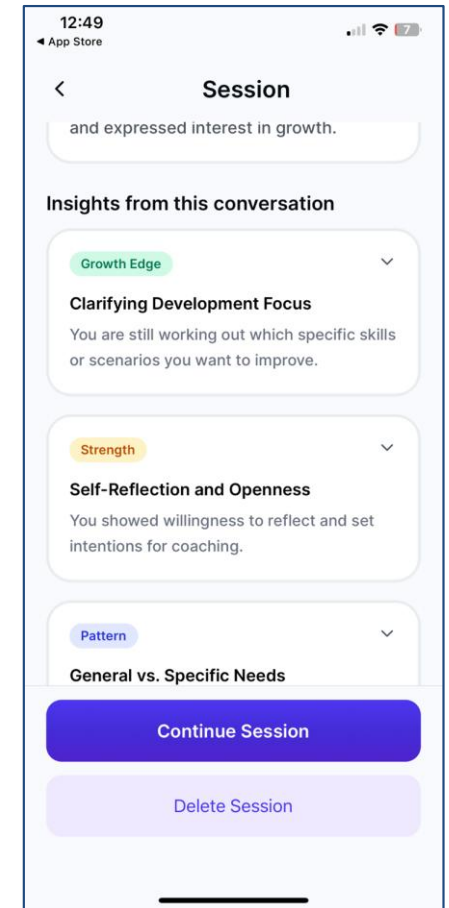
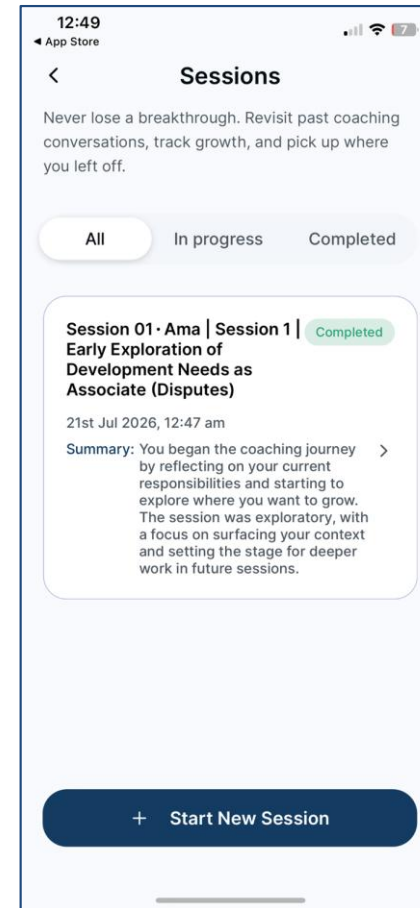
- > **Leave Conversation :** You can choose to exit the voice interface at any time by clicking the back arrow and confirming "Yes, leave".
- > **Generate Report:** Once the session ends, please wait a few moments while the system compiles your personalized feedback report based on the interaction.



11. View Session Report

Review the insights generated from your practice sessions.

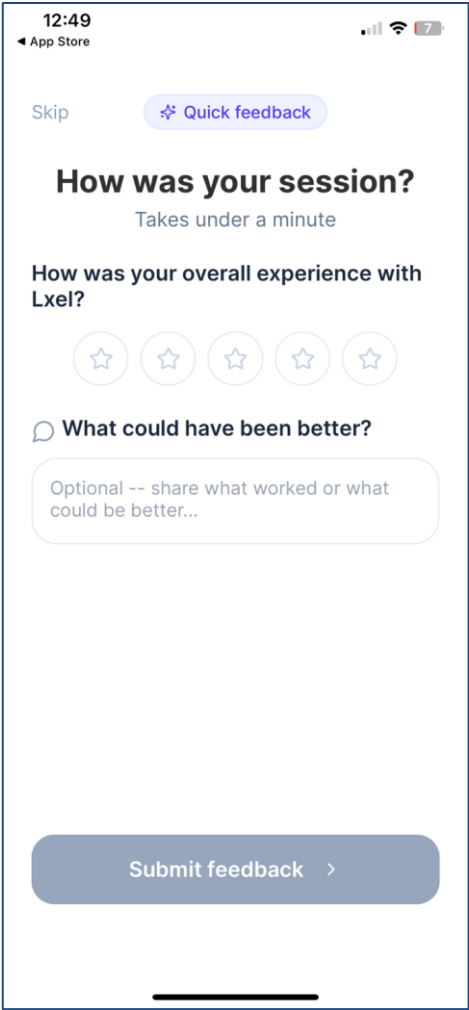
- > **Sessions Overview:** Access completed sessions to revisit past coaching conversations and track growth.
- > **Session Summary:** Read the high-level recap of your exploratory conversation.
- > **Detailed Insights:** Dive deep into specific feedback on your strengths, patterns, and Growth Edges.



12. Feedback

Provide platform feedback

- **Quick Feedback:** Rate your overall experience with LXel using a 5-star scale and provide optional written feedback.

A mobile app feedback screen with a white background. At the top, the status bar shows the time 12:49, signal strength, Wi-Fi, and battery level. Below the status bar, there's a navigation bar with a back arrow and 'App Store' on the left, and a 'Skip' button on the right. The main content area has a title 'How was your session?' in bold, followed by the subtitle 'Takes under a minute'. Below this is the question 'How was your overall experience with LXel?' followed by a 5-star rating scale. Under the rating scale is a text input field with the placeholder 'Optional -- share what worked or what could be better...'. At the bottom, there is a large blue button with the text 'Submit feedback >'.

12:49
App Store

Skip Quick feedback

How was your session?
Takes under a minute

How was your overall experience with LXel?

☆ ☆ ☆ ☆ ☆

What could have been better?

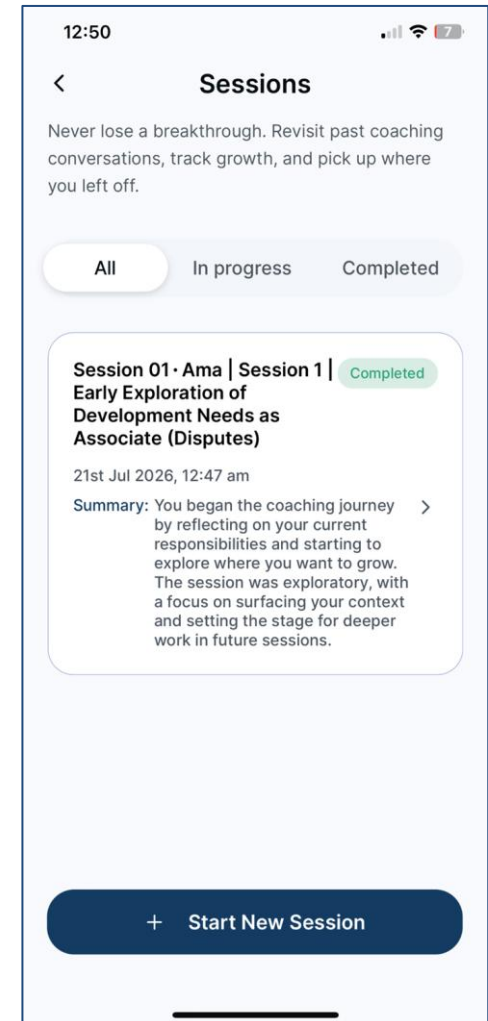
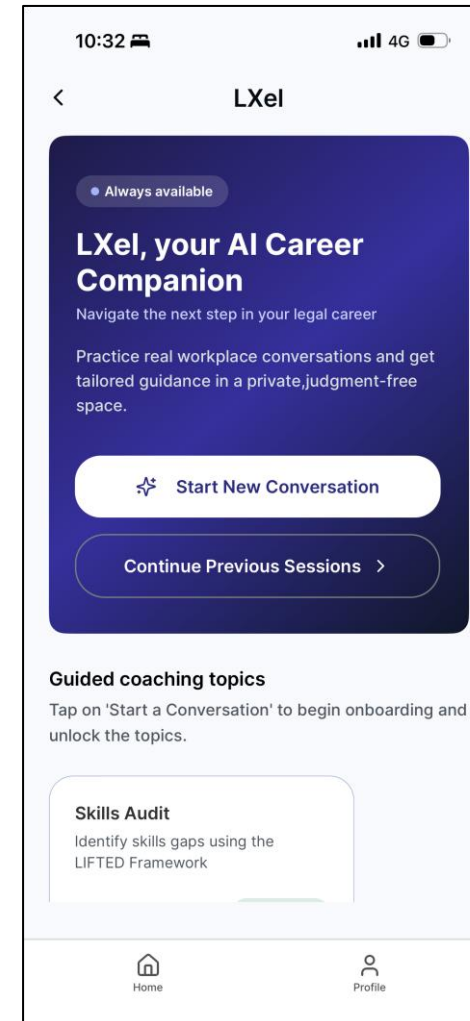
Optional -- share what worked or what could be better...

Submit feedback >

13. After your first session

Manage your session history and explore guided coaching topics.

- **Continue Previous Sessions:** Access your previous sessions by tapping on “Continue Previous Sessions”.
- **Session Status Tabs:** Filter your session history by 'All', 'In progress', or 'Completed' sessions.
- **Guided coaching topics:** On the main page, you may access topics like the 'Skills Audit' to guide your coaching sessions.



14. Help & Support

Raise a Ticket directly from the Empathy app if you require any assistance.

- **Create Ticket:** Navigate to Profile > Help Center > Create Ticket.
- **Details:** Provide a ticket subject, a clear description of your issue, and attach a screenshot or video.
- **Email Support:** Alternatively, you can reach out via email at support@vsm.ai
- *Note: Operations Team, Admins, or Trainers must contact support via email only.*

