

**iENCUIST: Development and application of an online psychological support tool during Covid-19 in Spain** (pp. 109-131)

Lucía Halty, Amaia Halty, and Elena Gismero  
*Comillas Pontifical University, Madrid (Spain)*

The iENCUIST online tool was designed to reduce the psychological impact on both the confined population and on professionals who were at the forefront of the fight against the pandemic. In the first study ( $N= 2,362$ ), the results are shown of the short test to perform personality profiles, made up of 34 items that show good psychometric properties. In the second study, the psychological profiles of confined individuals and professionals who had requested psychological help are presented ( $N= 815$ ). The results indicate that confined women present higher scores in the variables of anxiety, anger, or disgust, placing this group at a greater risk for presenting psychological problems. As for professionals, those with more years of experience or who faced past crises have greater emotional stability, being a key factor in crisis management. After 6 weeks, the usefulness of the help offered by iENCUIST was evaluated and almost 80% of users indicated that they applied the recommendations offered by the tool, and that they helped them overcome the crisis.