

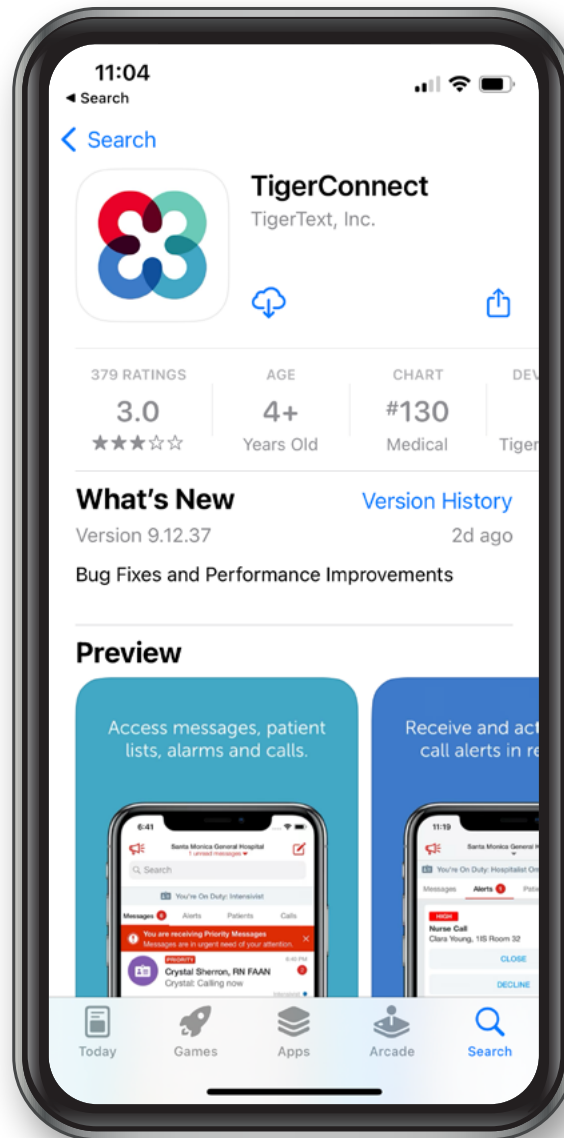
Clinical Collaboration

# Mobile Overview

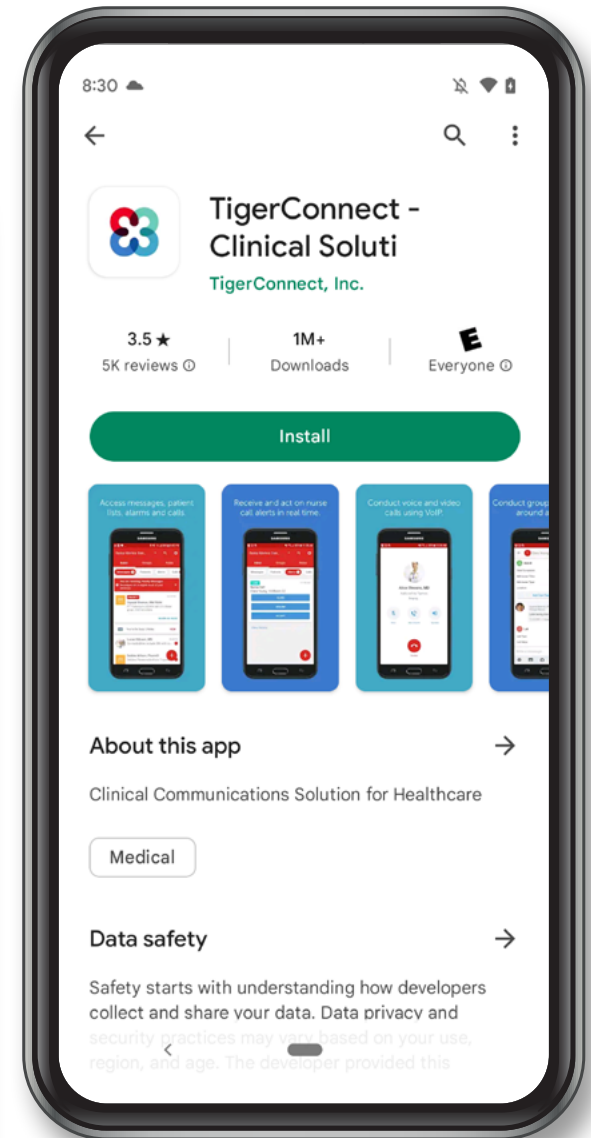


## Download TigerConnect

Download the TigerConnect application from the App Store (iOS) or Google Play Store (Android).



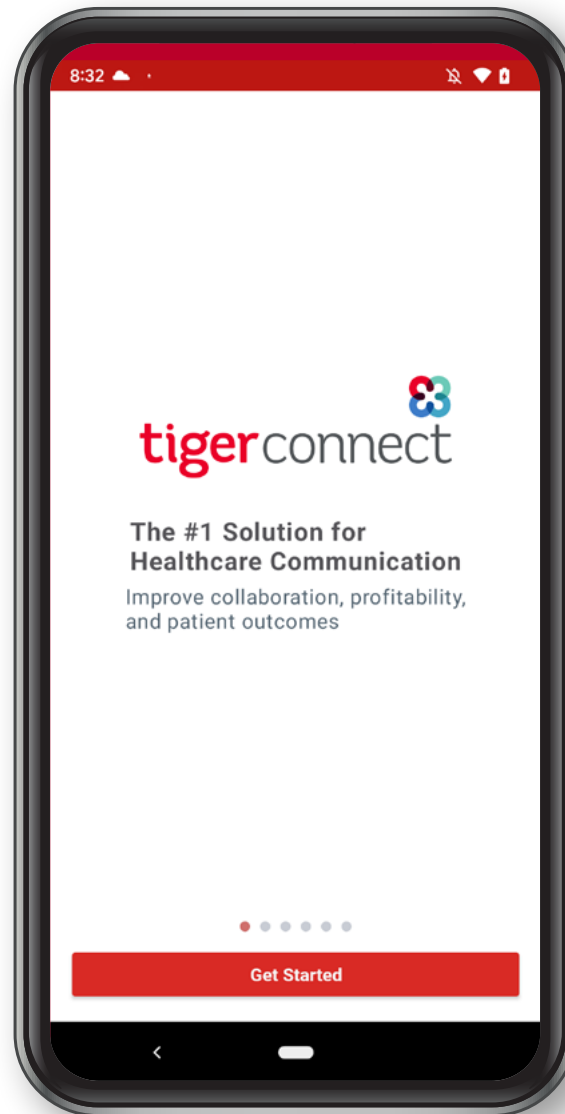
Apple Store



Google Play



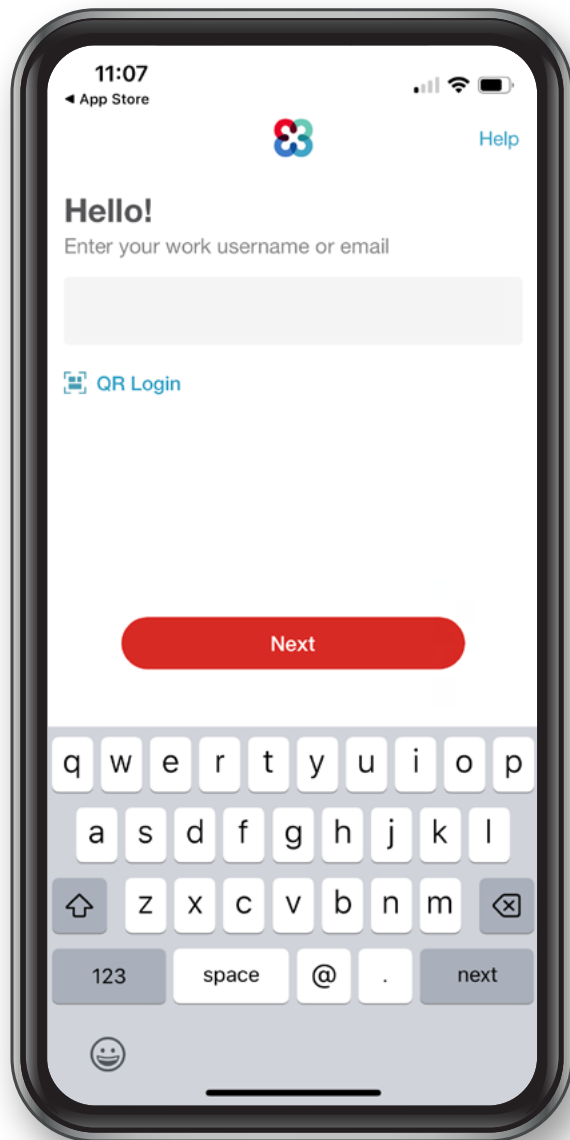
iOS



Android

## Launch the App

Launch the application and swipe through the welcome messages or tap **Get Started** to login.



## Enter Username and Email

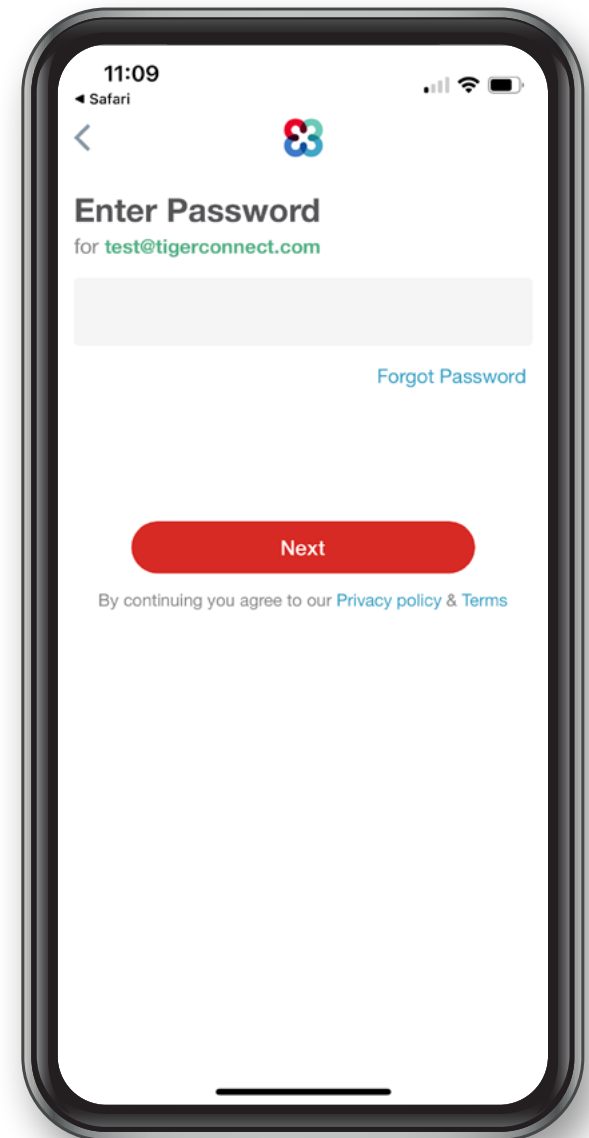
Enter your email address or username and tap **Next**.

If your organization uses Active Directory, this will be your network username.

## Enter Your Password

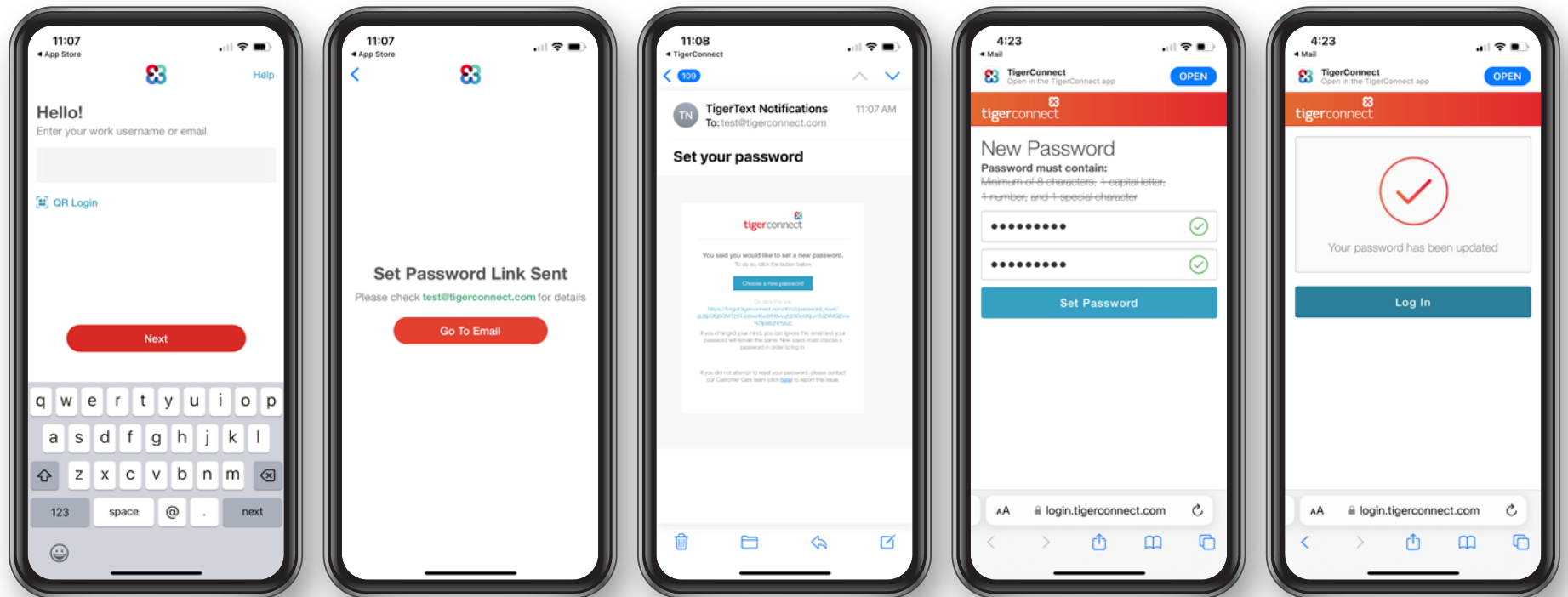
Enter the password set for you and tap **Next**.

If your organization uses Active Directory, this will be your network password. If you need help with your network password, please contact your company's IT department.

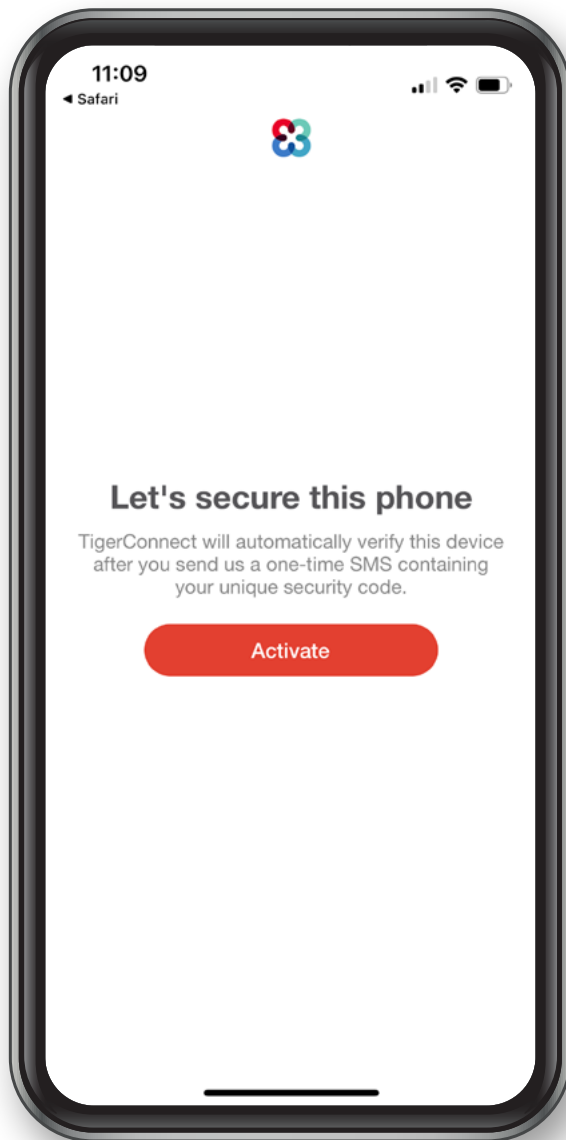


## Set Your Password

If a password was not set for you, enter your username or email and a set password link will be emailed to you. Open that email, click the **Choose a new password** button to set it for your TigerConnect account.



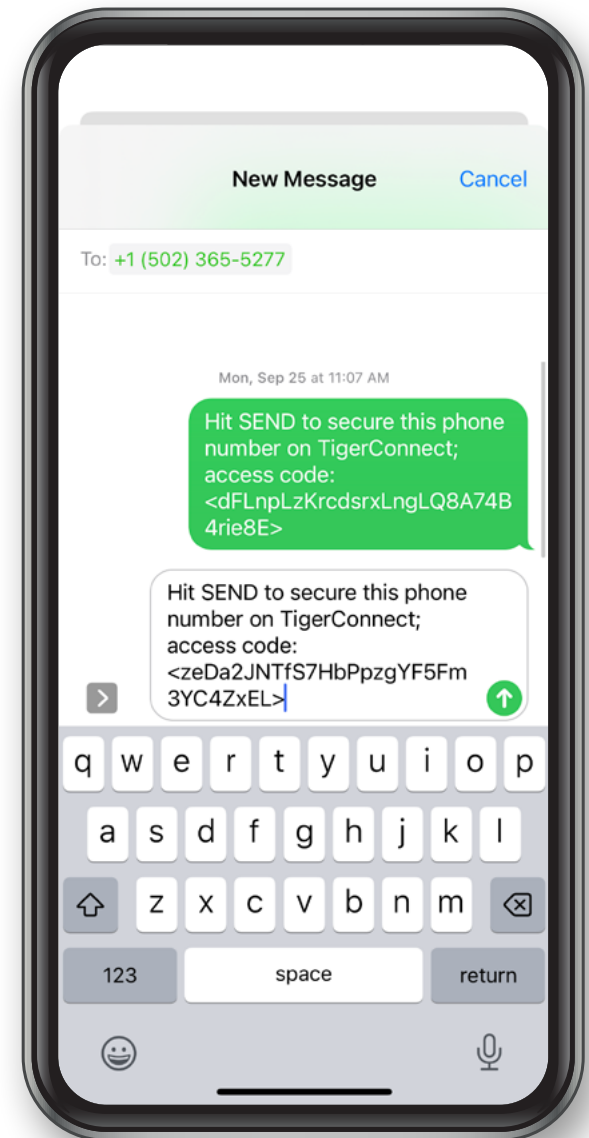
*From left to right, the different steps to set up a new password.*



## Activate Your Account

Tap **Activate** to secure your account.

Tap **Send** to secure your phone number.



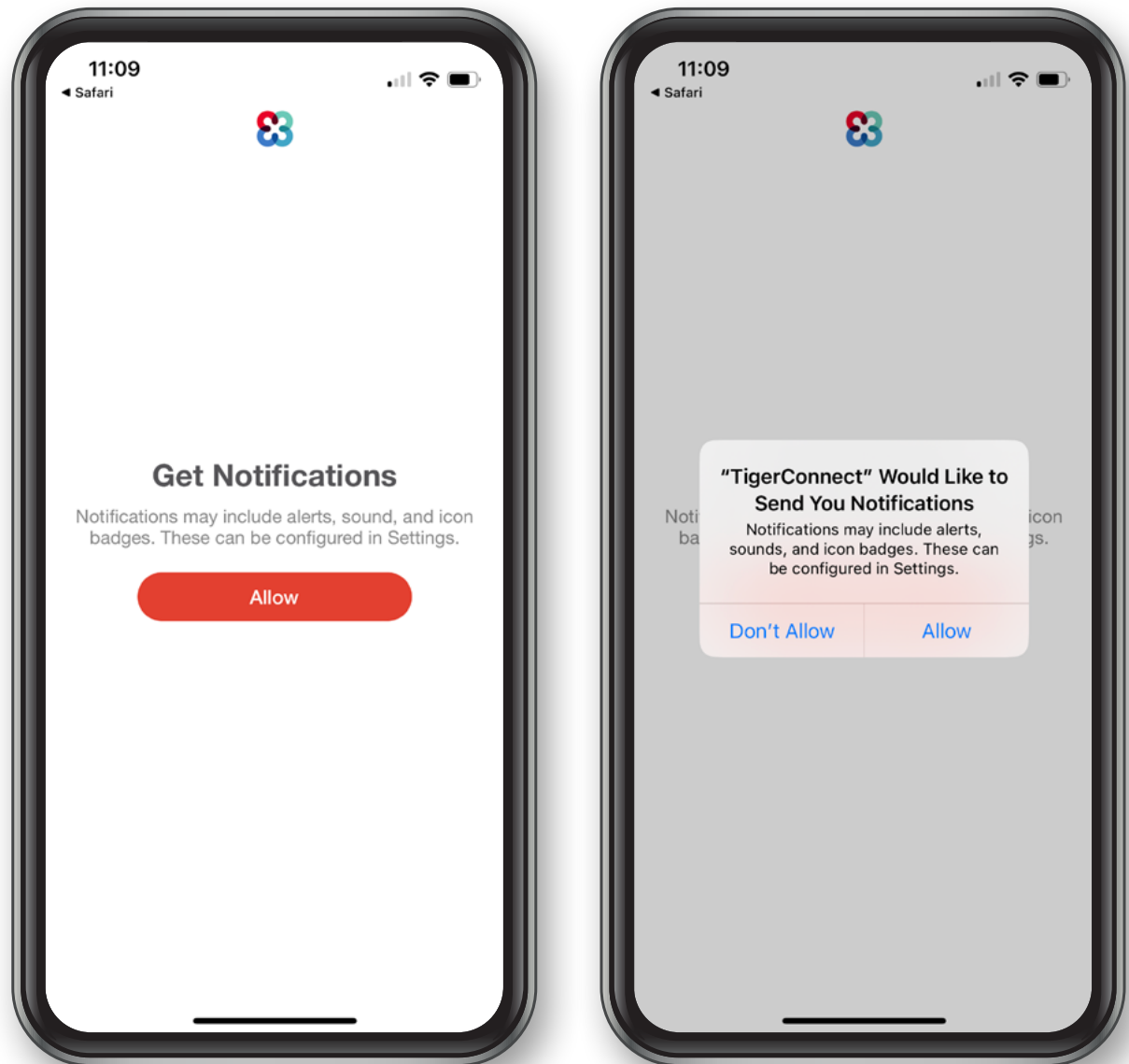
## Allow Notifications

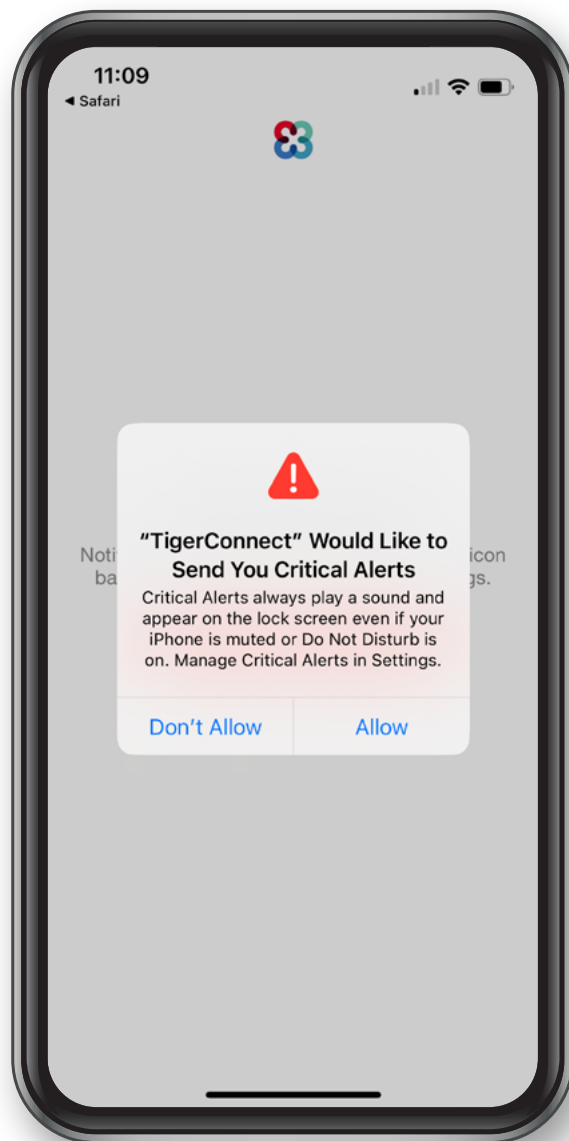
### iOS

For iOS users to get notifications for incoming messages in TigerConnect, tap **Allow**, then tap **Allow** again when you get the prompt window.

### Android

Android users will have notifications set automatically.





## Allow Critical Alerts

### iOS

For iOS users, tap **Allow** to enable Critical Alerts.

### Android

Android users will have Critical Alerts set automatically.

## Allow Access to Contacts

### iOS

For iOS users, there are two options:

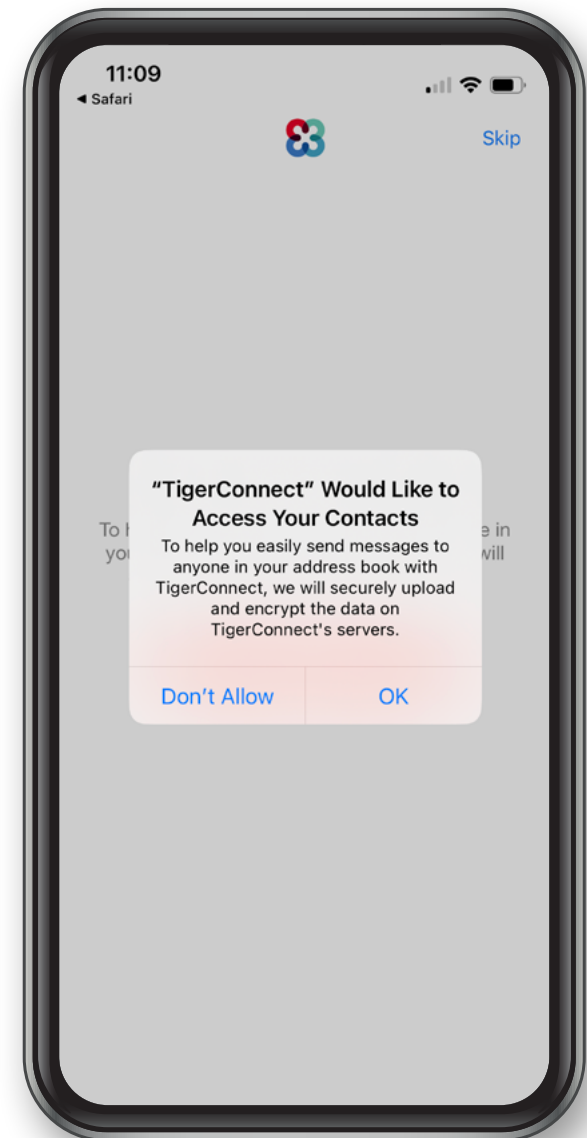
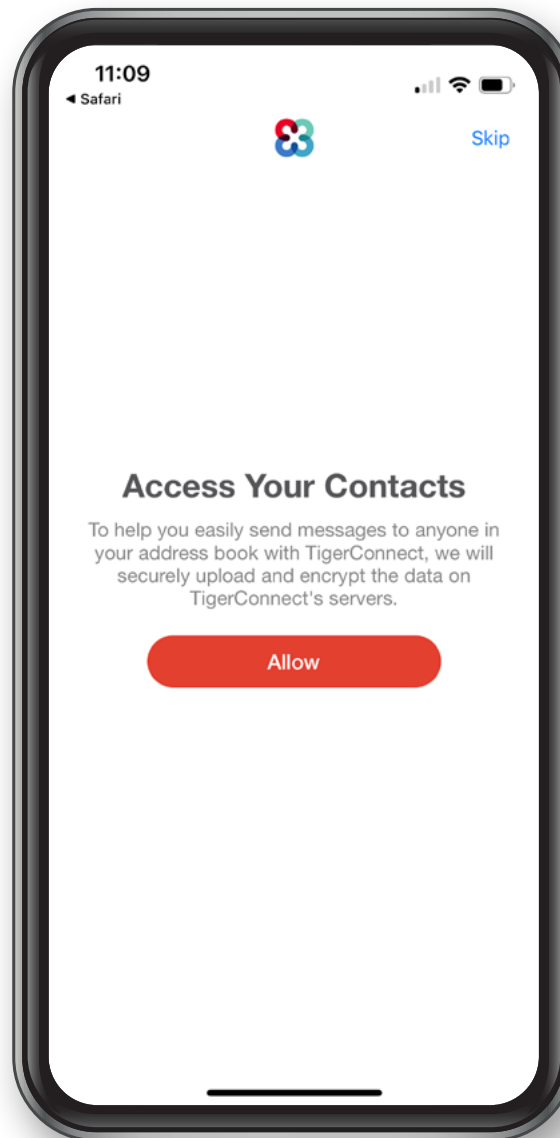
Tap the **Allow** and **OK** buttons to access the contacts in your phone if you want to use the Message Anyone feature of the application.

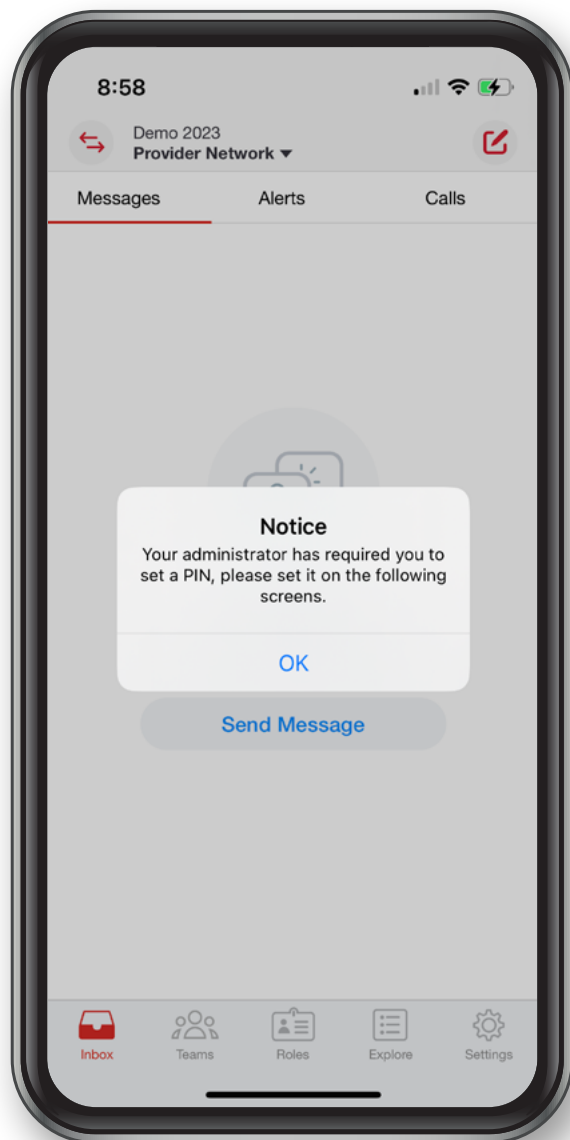
or

Tap on **Skip** to move forward to the next step and not allow access to your phone Contacts. To enable this option, you must logout and log back in for the Skip button present.

### Android

For Android users, you need to toggle to Contacts in your inbox dropdown menu.



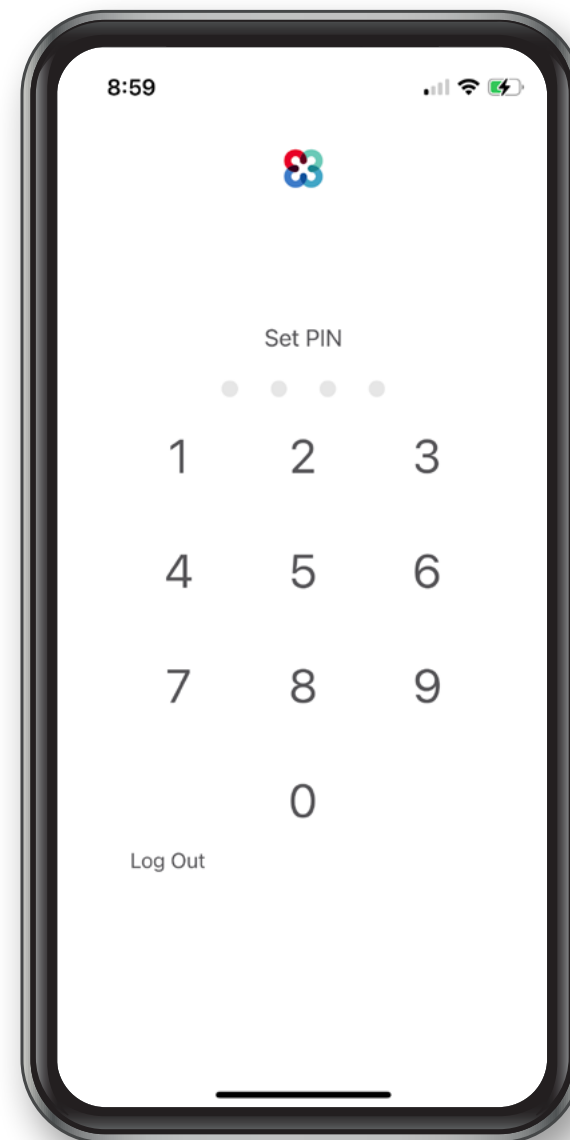


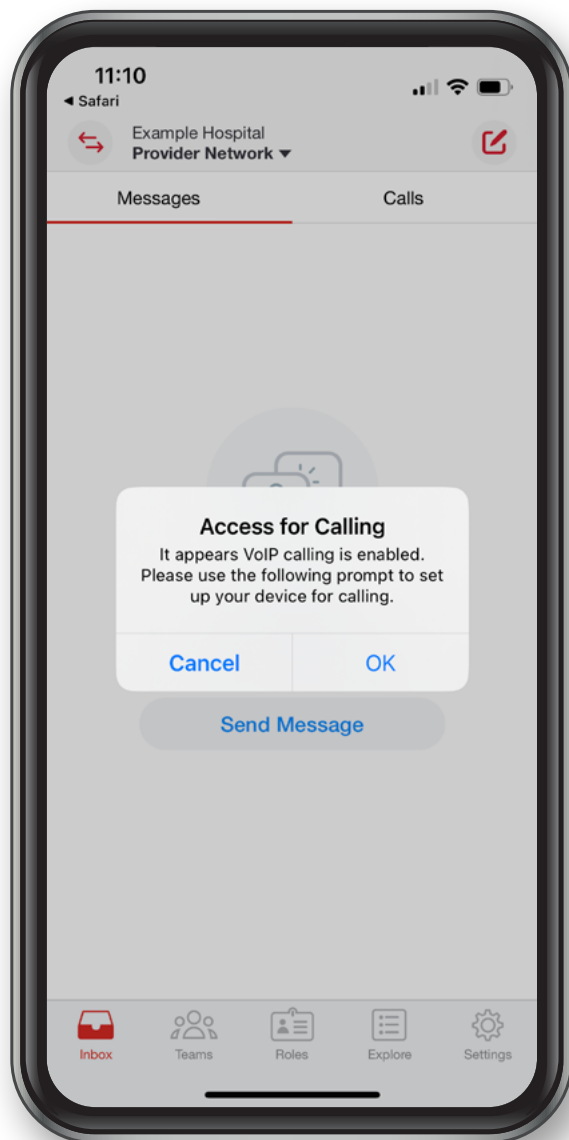
## Set Your PIN

Tap **OK** to set PIN. This will be used as an additional layer of security that will prompt when you launch your mobile application.

## Confirm Your PIN

You will be prompted once to set your Pin, and again to confirm it.





## Access for Calling (VoIP Enabled)

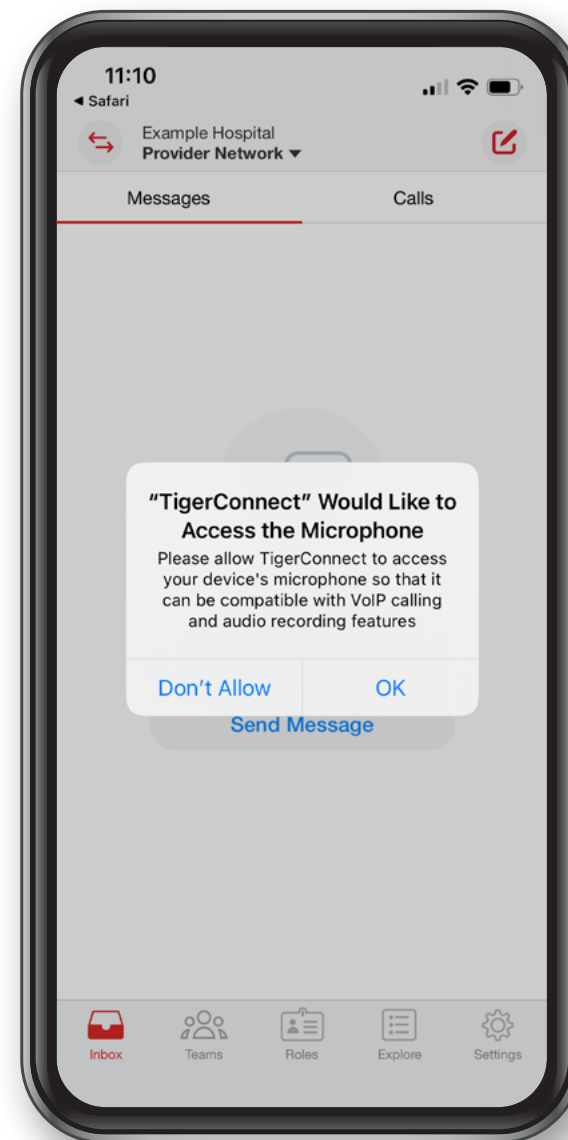
Tap **OK** to set up your device for making calls in TigerConnect.

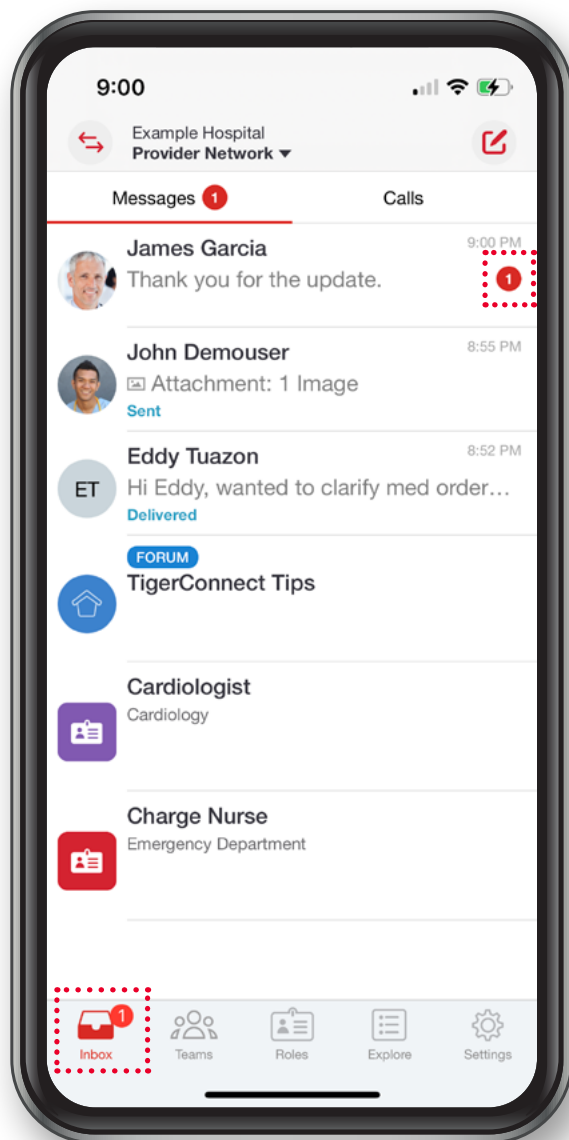
## Access to Microphone

Tap **OK** to allow TigerConnect to access your microphone for VoIP calls.

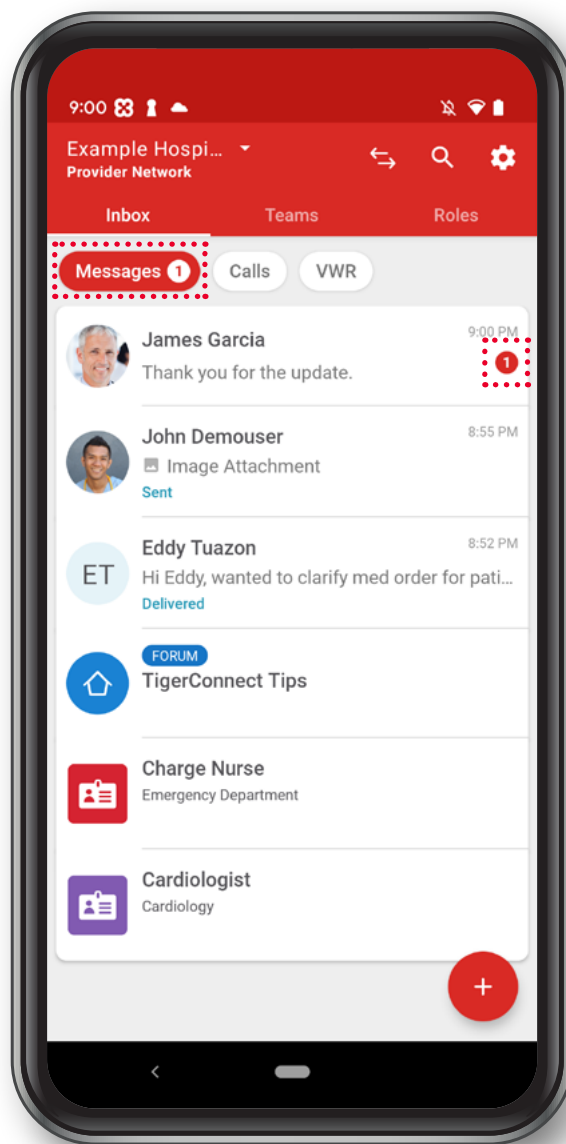
## Successful Login

You are now ready to send secure messages in your organization.





iOS — unread message indicators



Android — unread message indicators

## Your TigerConnect Inbox

### Conversation Roster

Colleagues you have had recent or regular conversations with. Tap on **Inbox** at the bottom left (iOS) or top left (Android) of your screen to view your conversations.

### Message Badge

When you have a new message, a badge with a number will appear next to the Inbox icon showing how many unread messages you have. Another badge will appear to the right of the conversation.

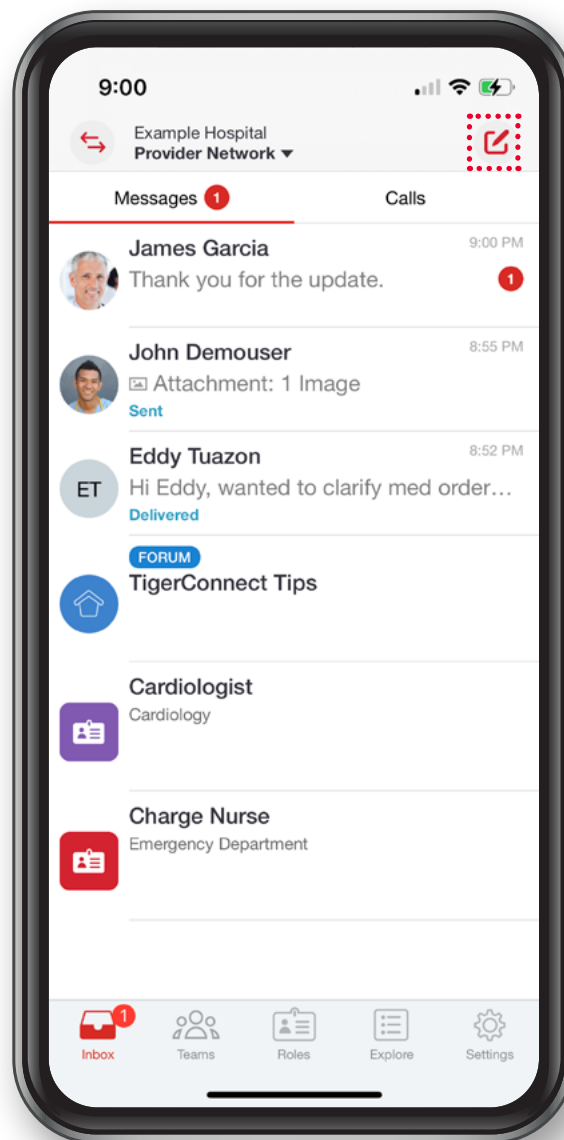
## Composing a New Message

### iOS

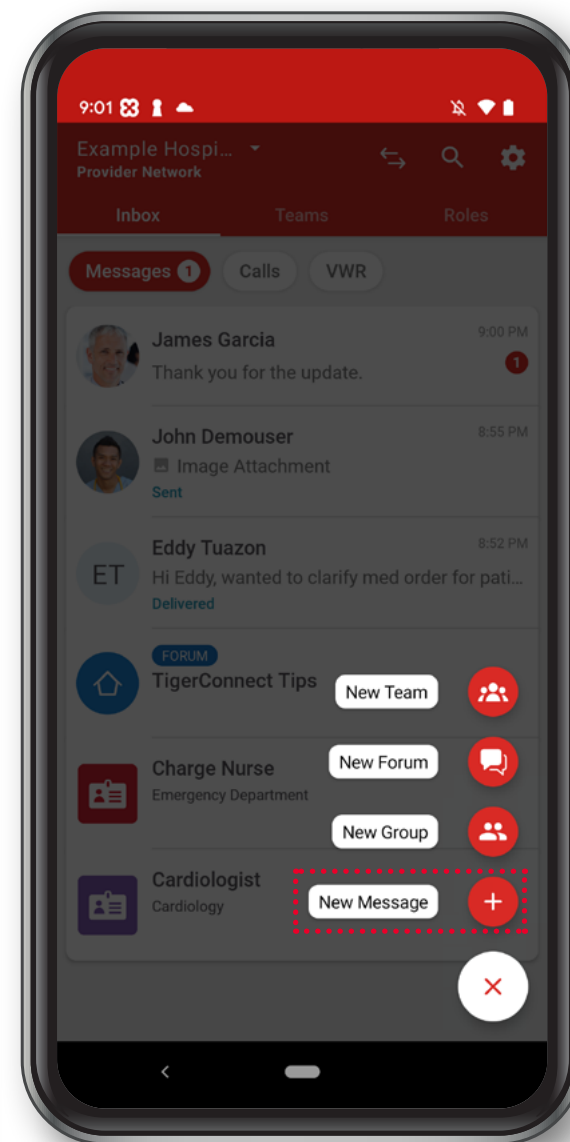
New Message: Tap on the **compose button** at the top right corner to create a new message.

### Android

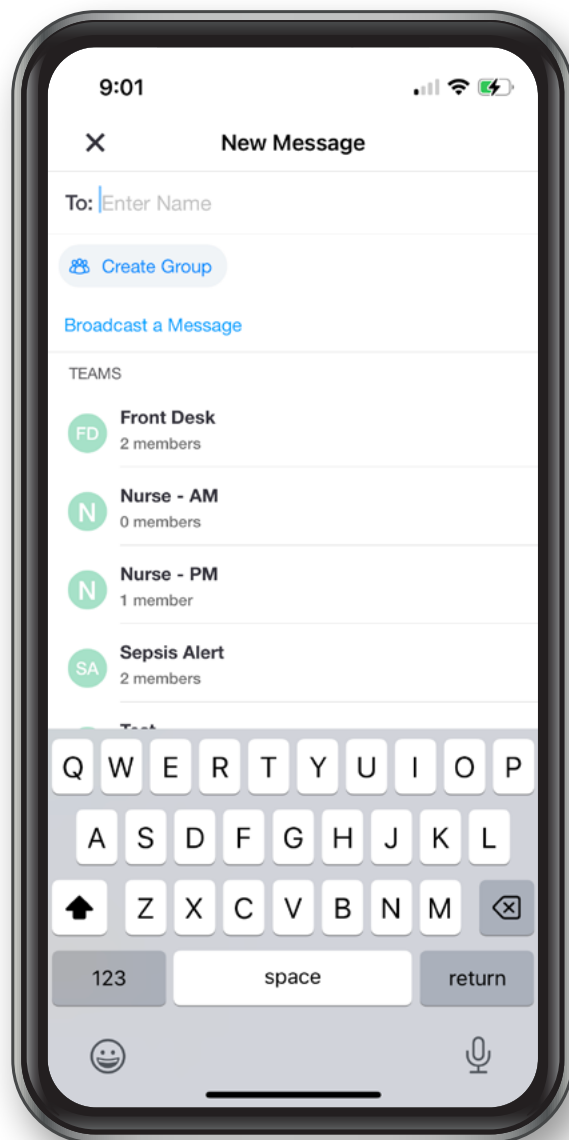
New Message: Tap on the **+** button at the bottom right corner and then tap **New Message**.



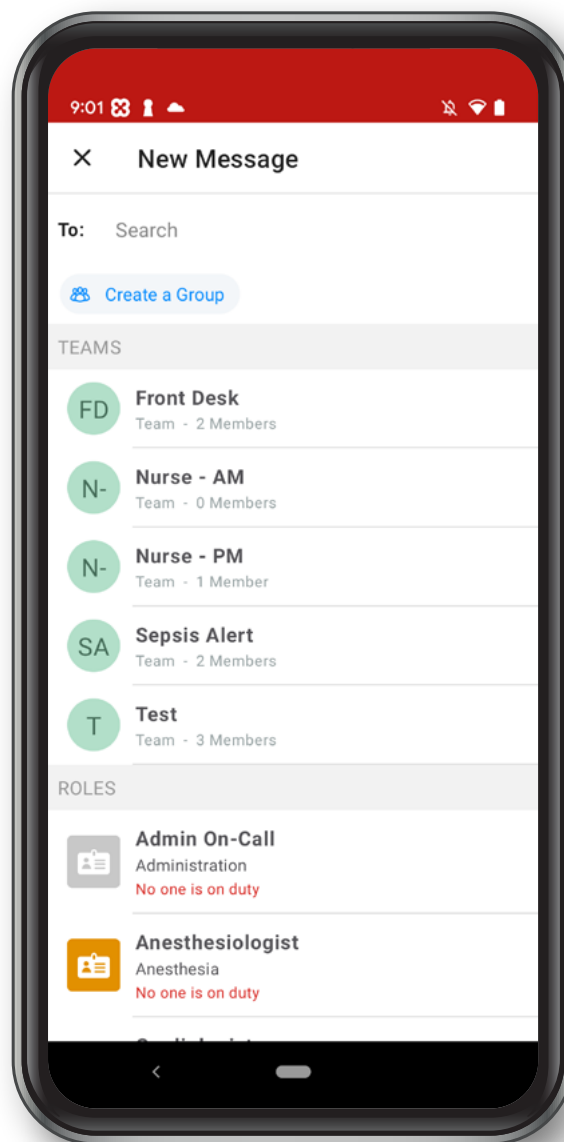
iOS



Android



iOS



Android

## Composing a New Message

Choose Recipient(s)

In the **New Message** screen, either type your co-workers name or scroll down and select them from the list below to send them a message.

## Message Details

### Message Timestamp

The time the message was delivered. Located at the bottom left corner of the message.

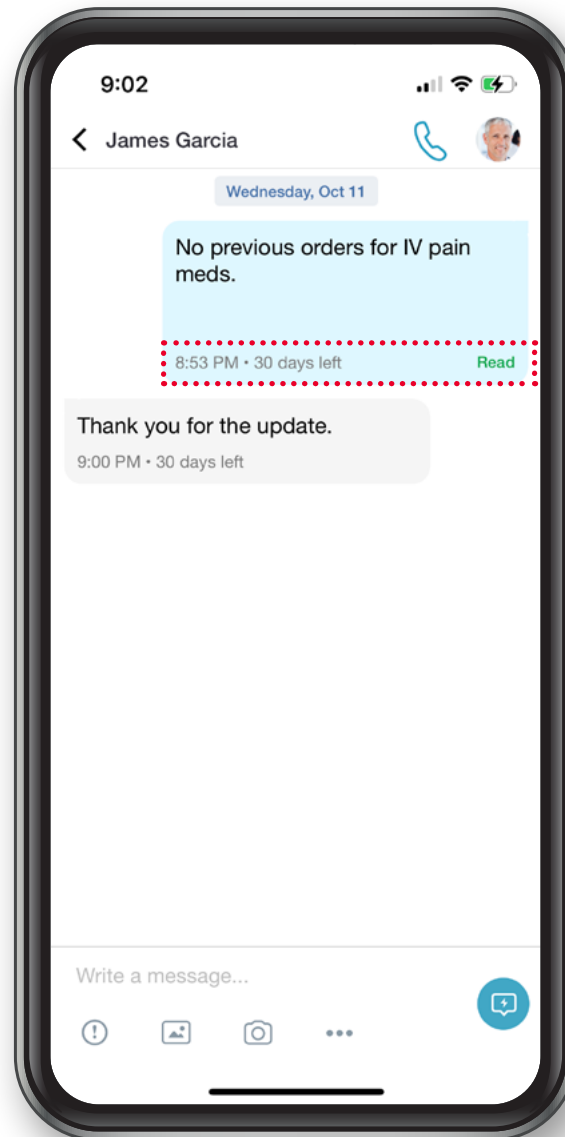
### Message Lifespan

Indicates the amount of time which you can view message. Located below the message to the right of the timestamp.

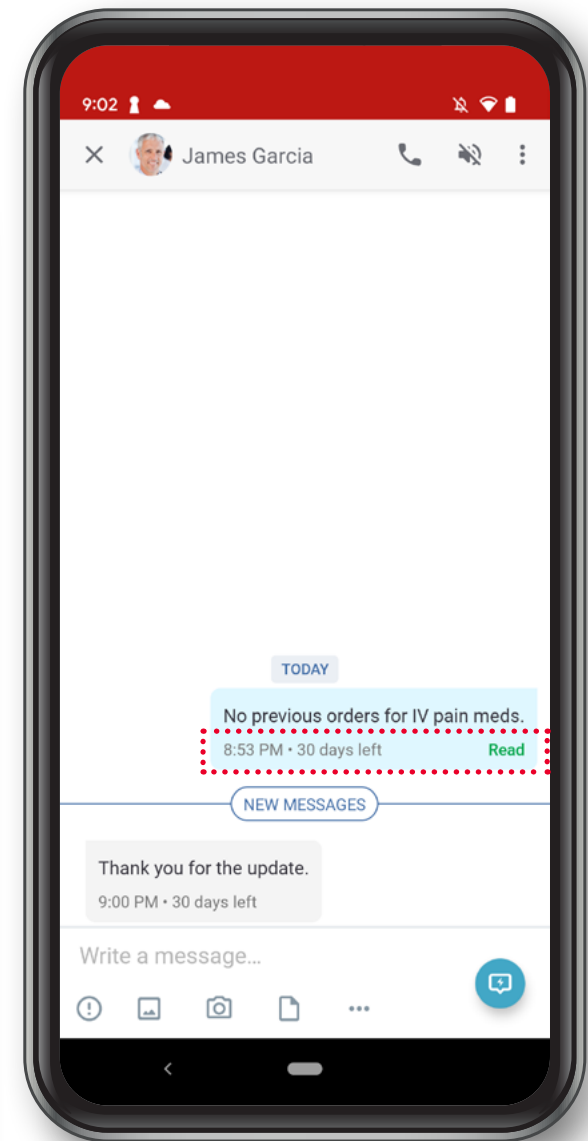
### Message Status Indicator

Located at the bottom right corner of the message.

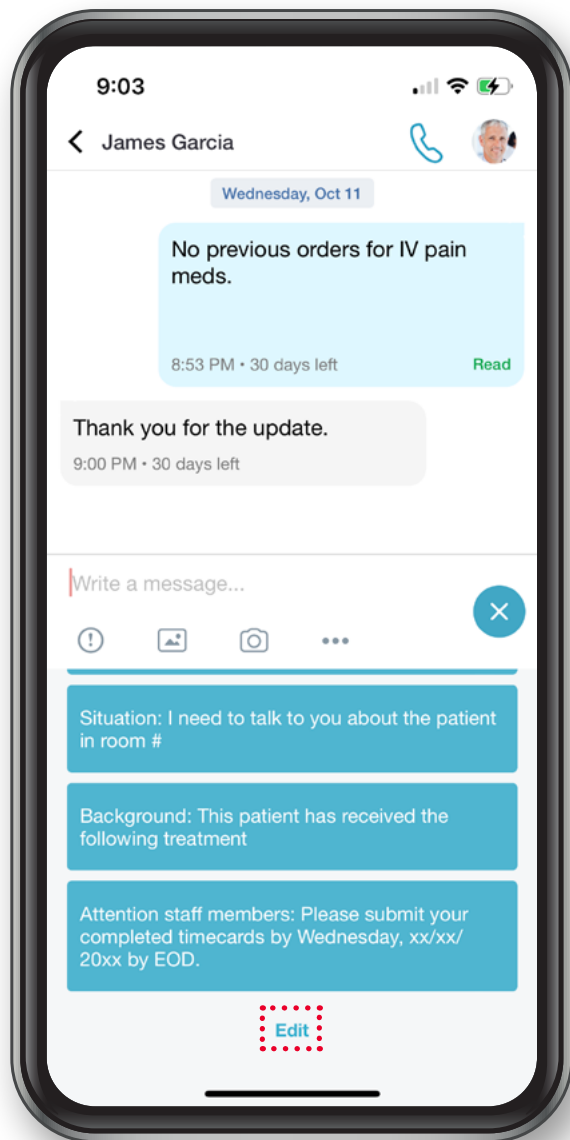
- **Sent** — in process of delivery to recipient
- **Delivered** — has been delivered to recipient's device
- **Read** — has been acknowledged by recipient



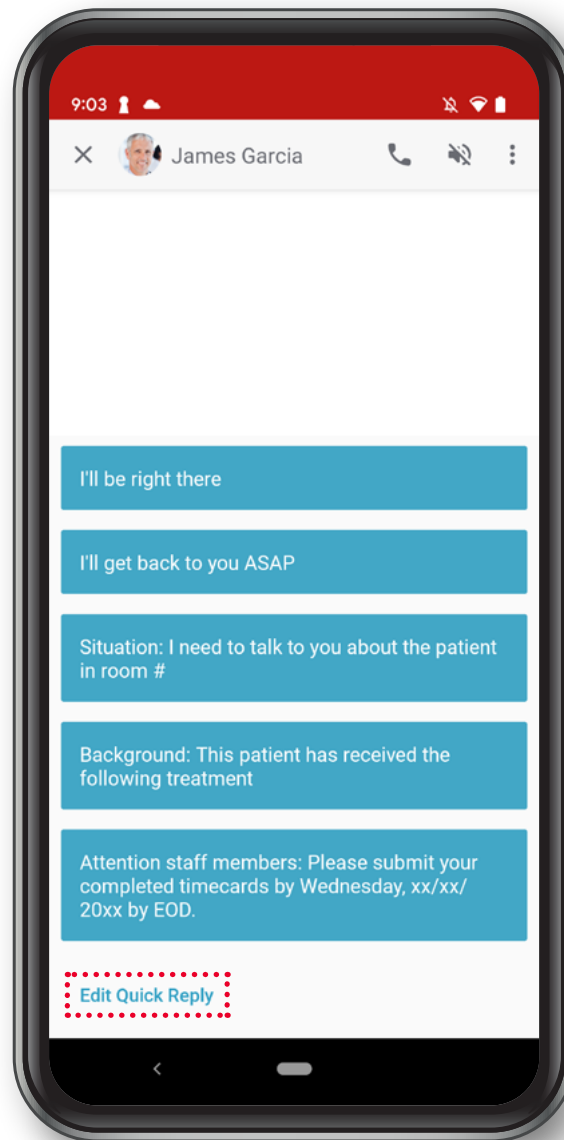
iOS — message status



Android — message status



*iOS - Edit button to customize your Quick Replies*



*Android — Edit Quick Reply button*

## Quick Replies

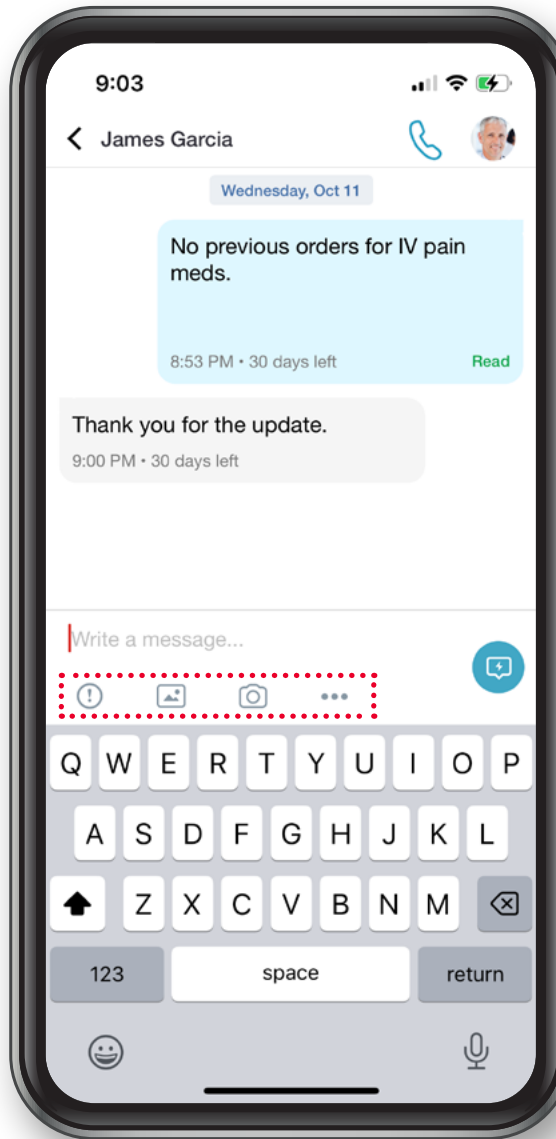
### Customize Your Quick Replies

Tap on the **Quick Reply** button at the bottom right corner of your screen and then tap on the **Edit** button to customize your Quick Replies. You can have up to five (5) different Quick Replies.

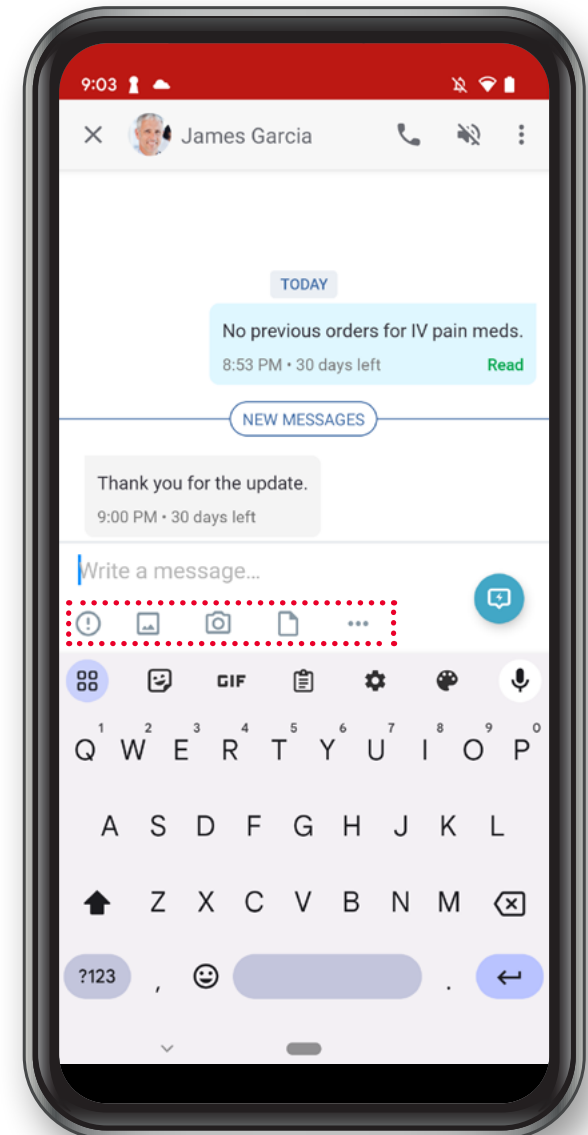
## Message Toolbox

Find this toolbox below your message composition. These tools allow you to perform the following actions:

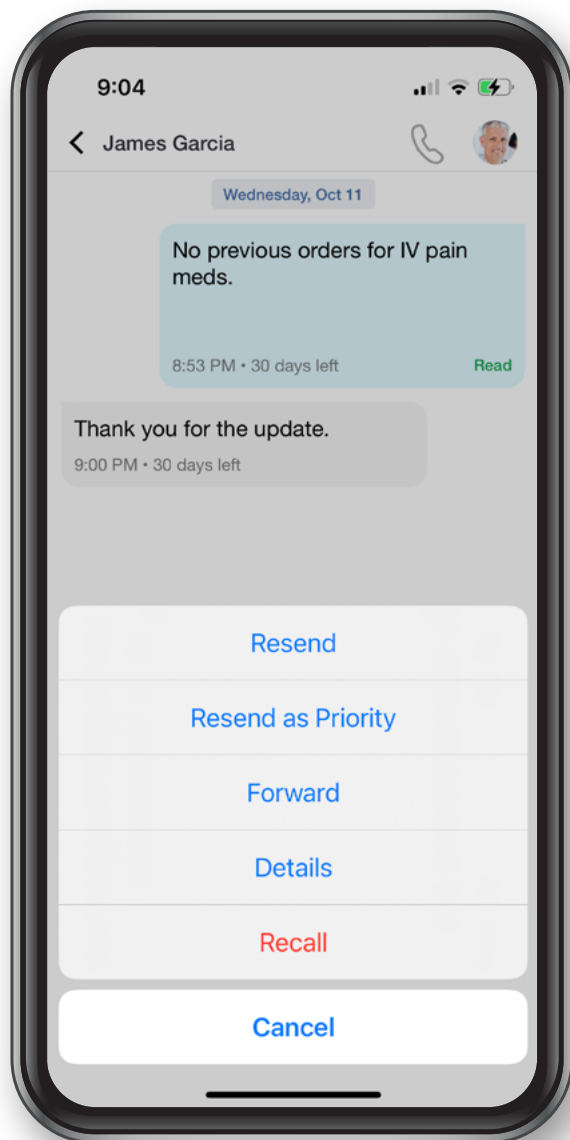
- Send a Priority Message
- Upload a picture from your camera roll
- Take a picture using your device camera
- Upload a document
- Record an audio
- Share the physical address of your location



iOS — toolbox



Android — toolbox

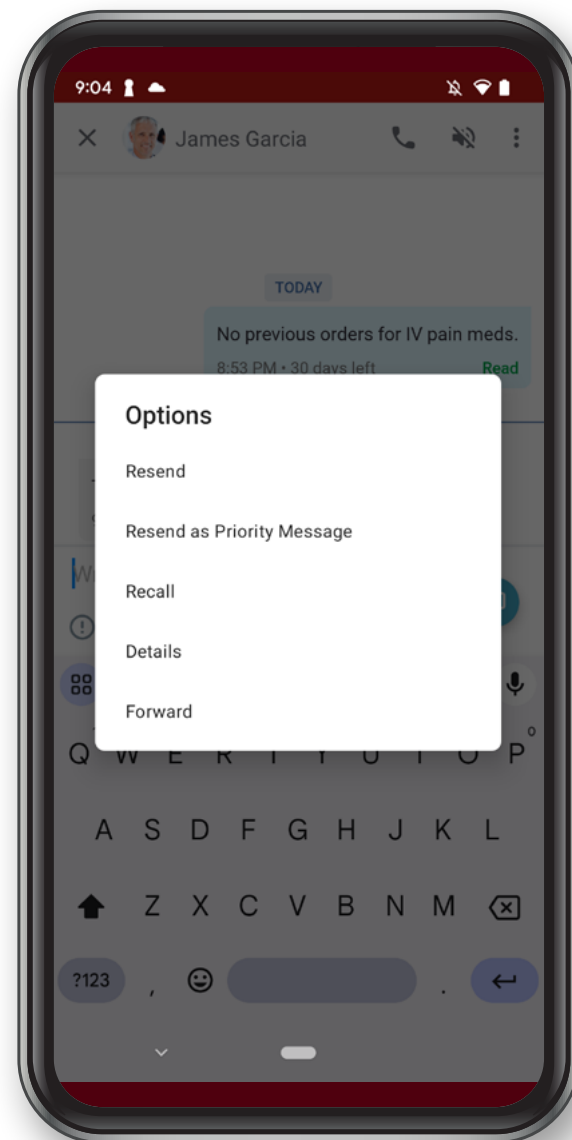


iOS

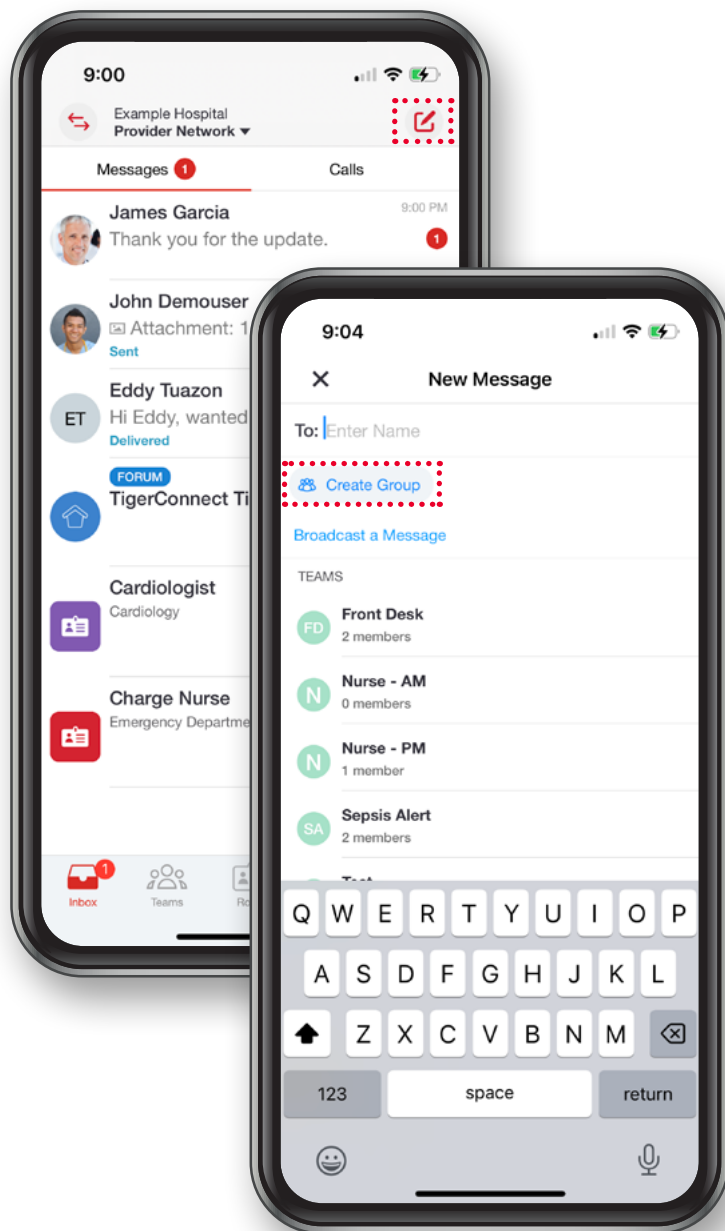
## Message Options

Tap and hold on a message that you have sent to show the following options:

- **Resend** — resends the message in the conversation screen
- **Resend as Priority** — resends the message as a Priority Message
- **Forward** — allows you to forward your message to another person in the directory or a group conversation you are a member of
- **Details** — metadata for this message
- **Recall** — deletes the message you sent from the conversation on both your device and the recipient's device



Android



iOS

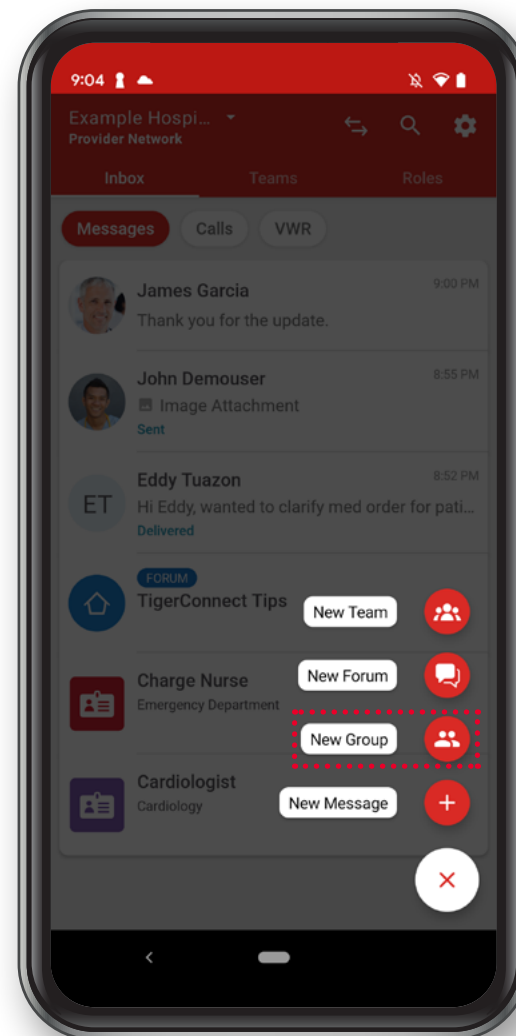
## Creating a Group Conversation

### iOS

Tap the **compose button** at the top right corner to create a **New Message**. On the next screen, choose **Create Group**.

### Android

Tap on the **+** button at the bottom right corner and choose **New Group**.

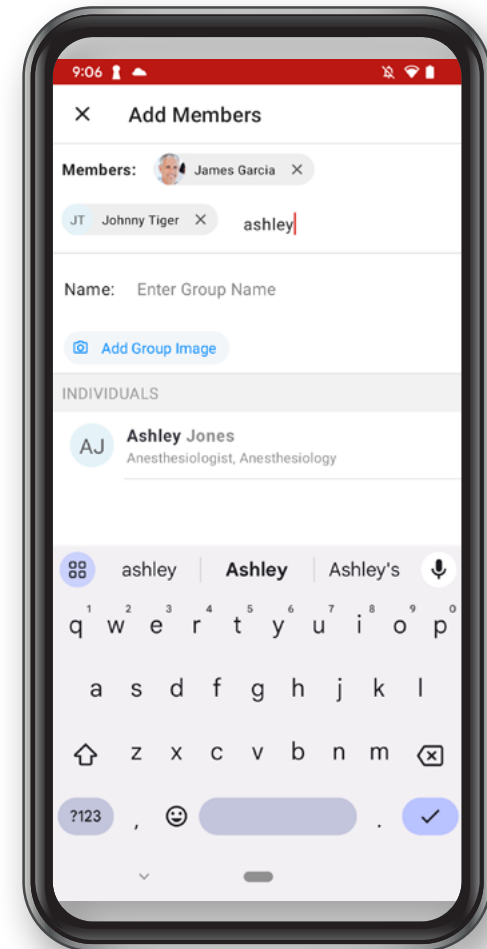
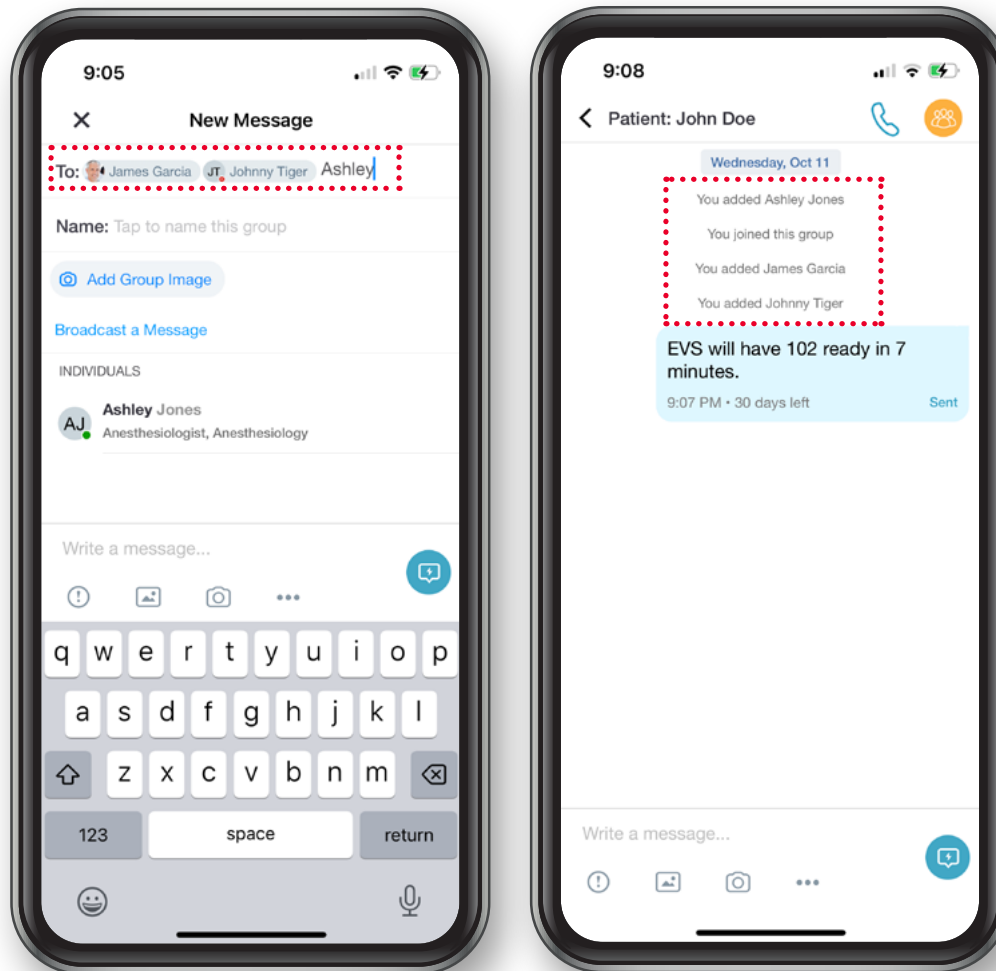


Android

## Creating a Group Conversation

### iOS

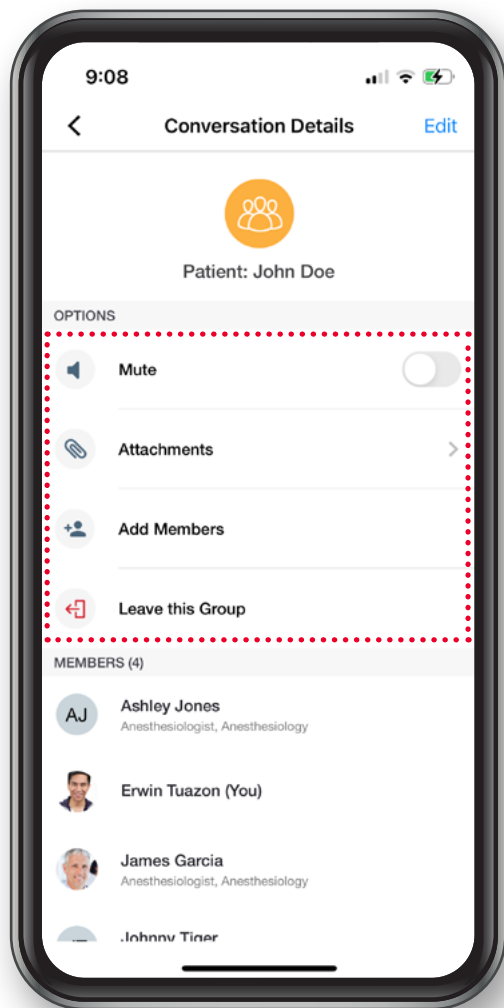
Choose the group members by typing their names in the **To:** field or selecting them from the list below. A red check mark will appear to the right of the users' names indicating they have been added to the Group. Name the Group conversation. Once the message is sent, a new group conversation will appear with the included recipients.



### Android

Name the Group.

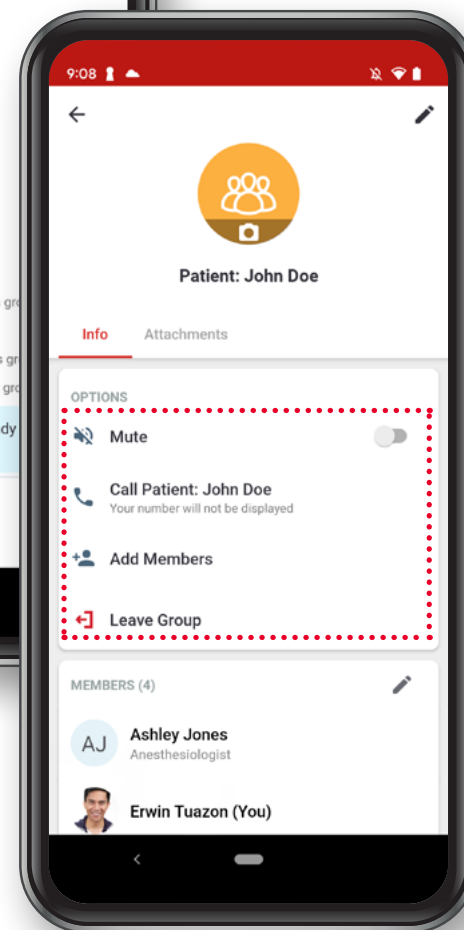
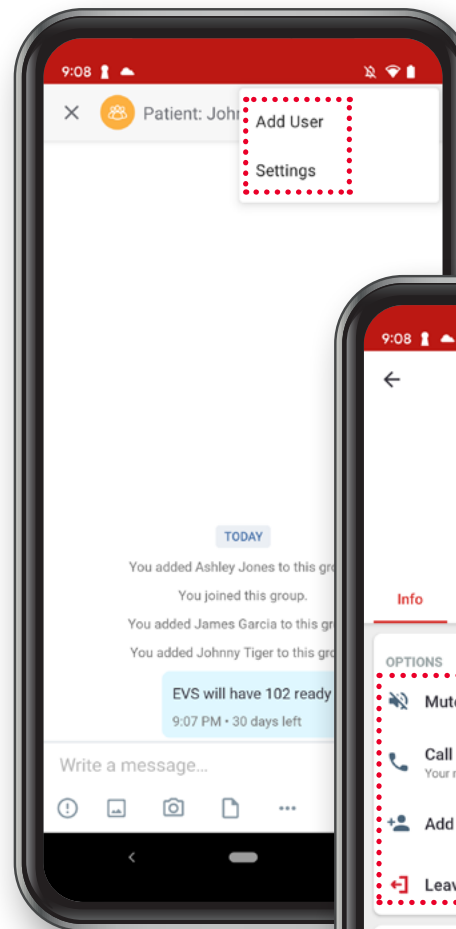
Choose the group members by typing their names in the Members: field or selecting them from the list below. A green check mark will appear to the right of the users' names indicating they have been added to the Group. Once the message is sent, a new group conversation will appear with the included recipients.



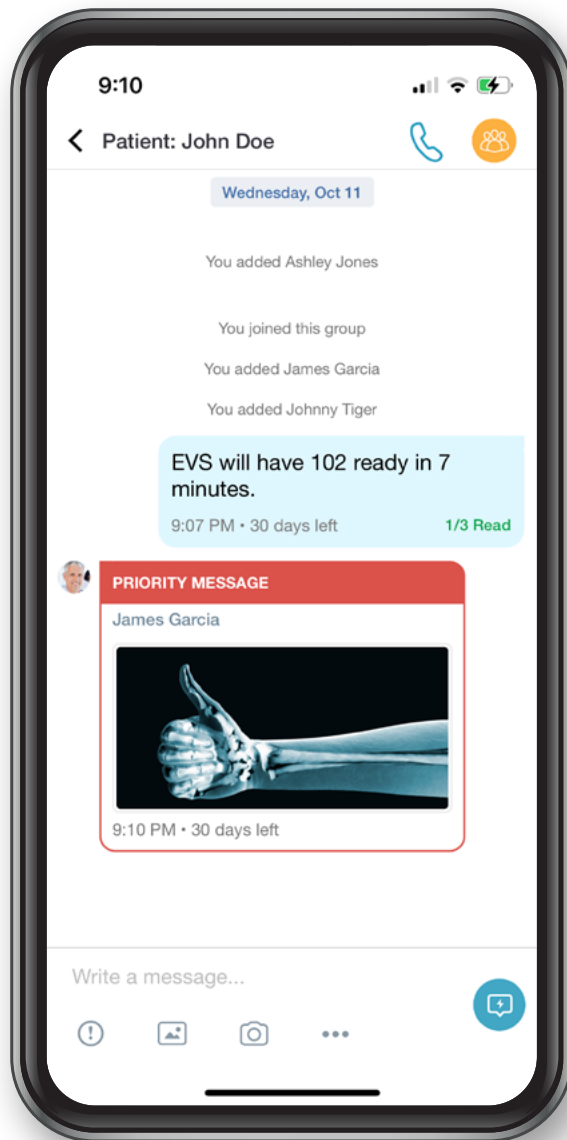
iOS

## Group Settings

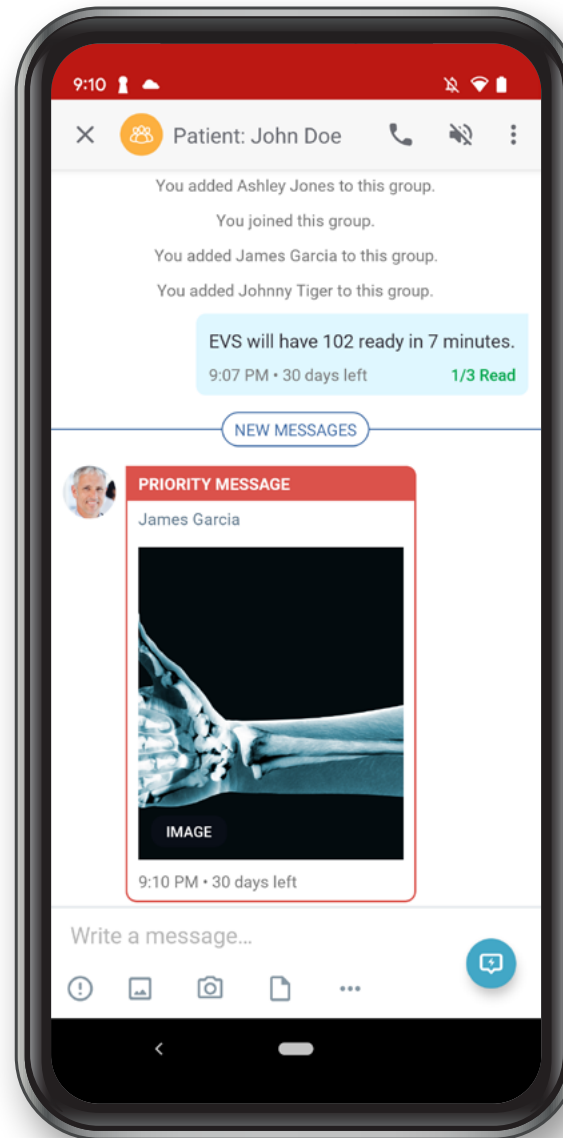
- **Edit** — rename the conversation or upload an avatar for the group conversation. Located at the upper right corner of your screen ('Edit' on iOS, pencil icon on Android)
- **Mute** — temporarily mute audio notifications received from messages sent within this private Group
- **Attachments** — see a list of attachments that has been sent in the group conversation (photos, audio recordings, documents, etc.)
- **Add Members** — add more members to the existing Group conversation
- **Leave this Group** — the Group conversation will disappear from your Inbox



Android



iOS



Android

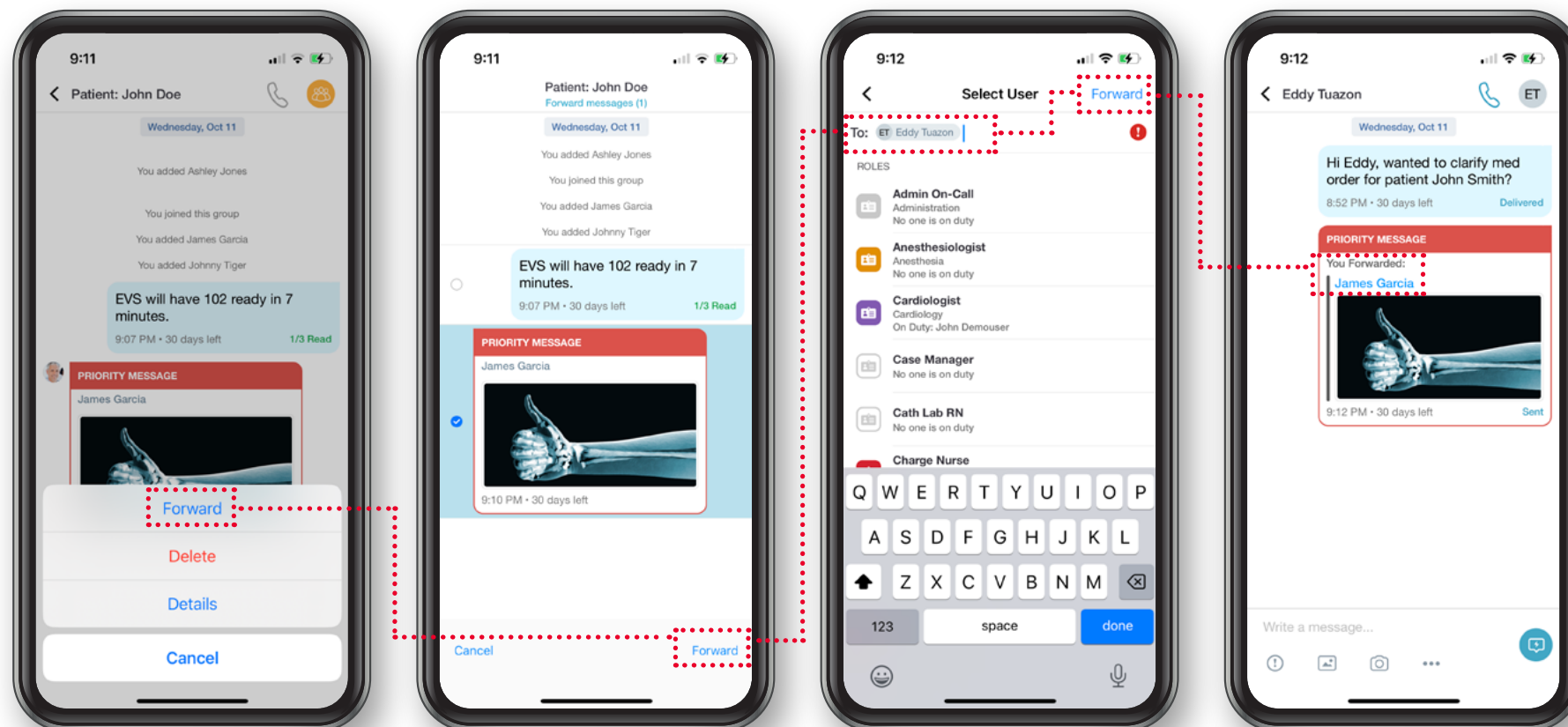
## Priority Messages

Priority Messages will be highlighted and labeled in red. These messages appear at the top of the message inbox for more visibility and have a distinct sound from a standard message notification. Tap the **exclamation icon** in the message toolbar to toggle on or off message priority.

## Forwarding Messages

### iOS

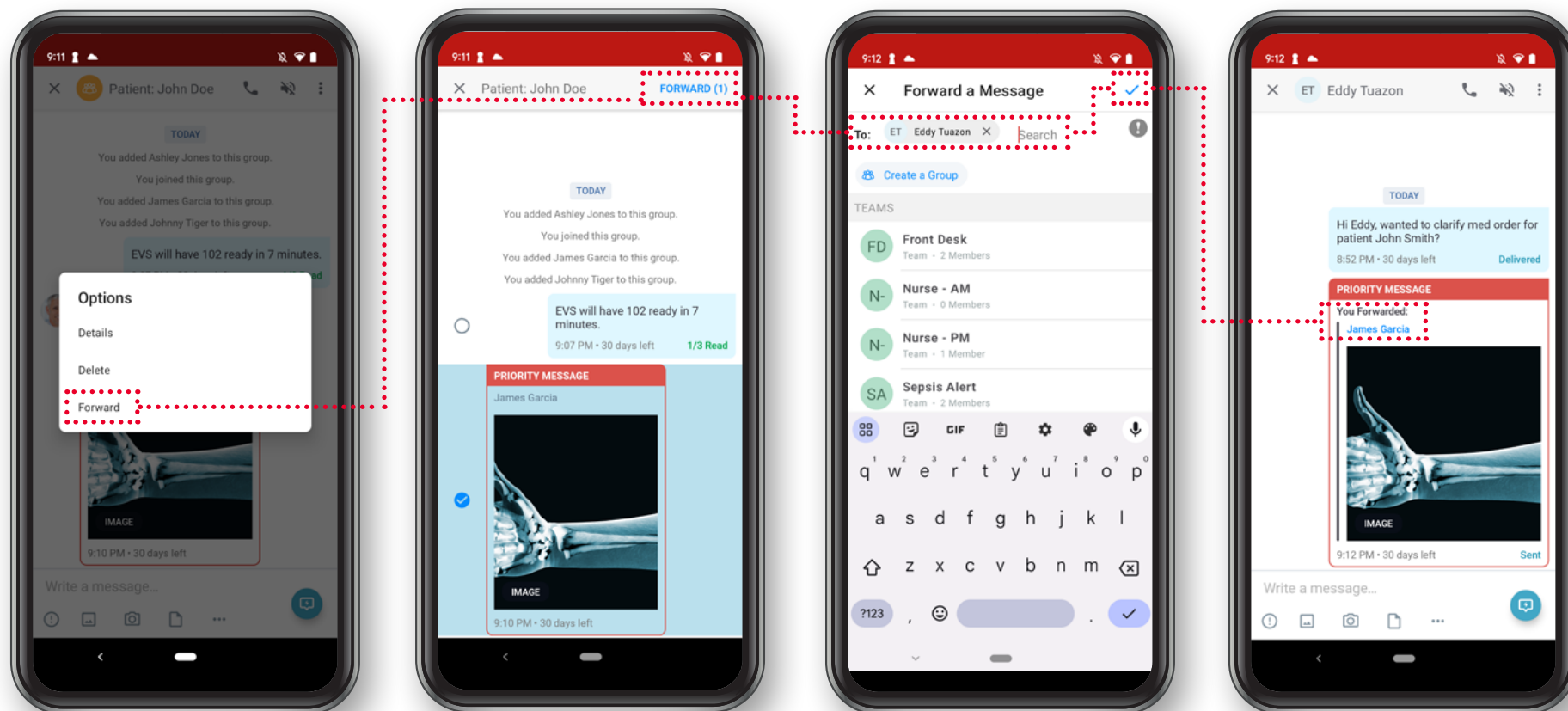
Tap and hold on a message to find message options and tap Forward. Recipients of your forwarded message will know who the original sender of the message is, as well as having the original lifespan of the original message.

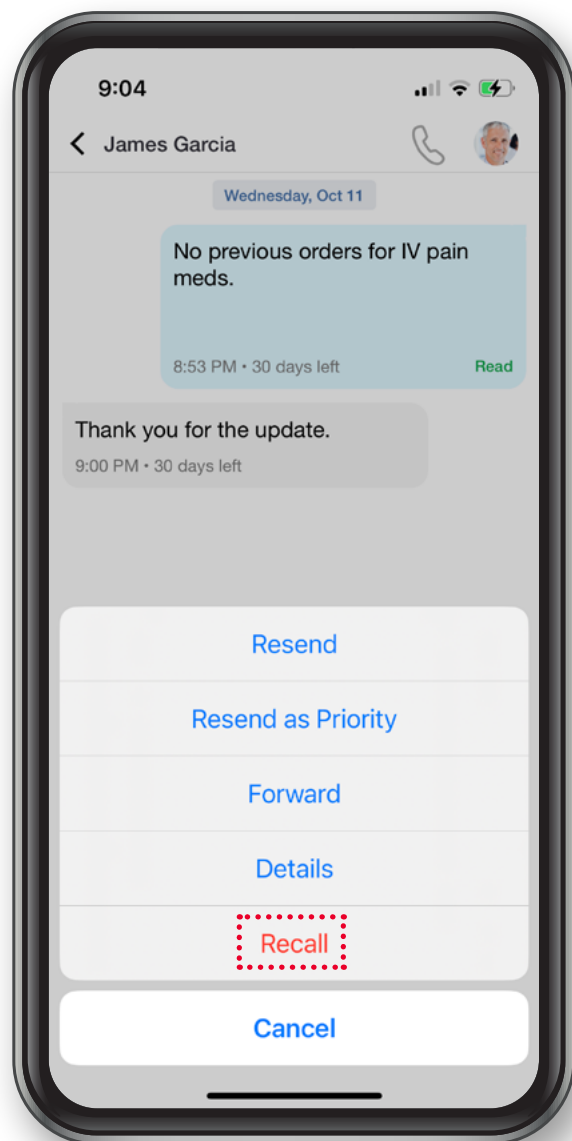


## Forwarding Messages

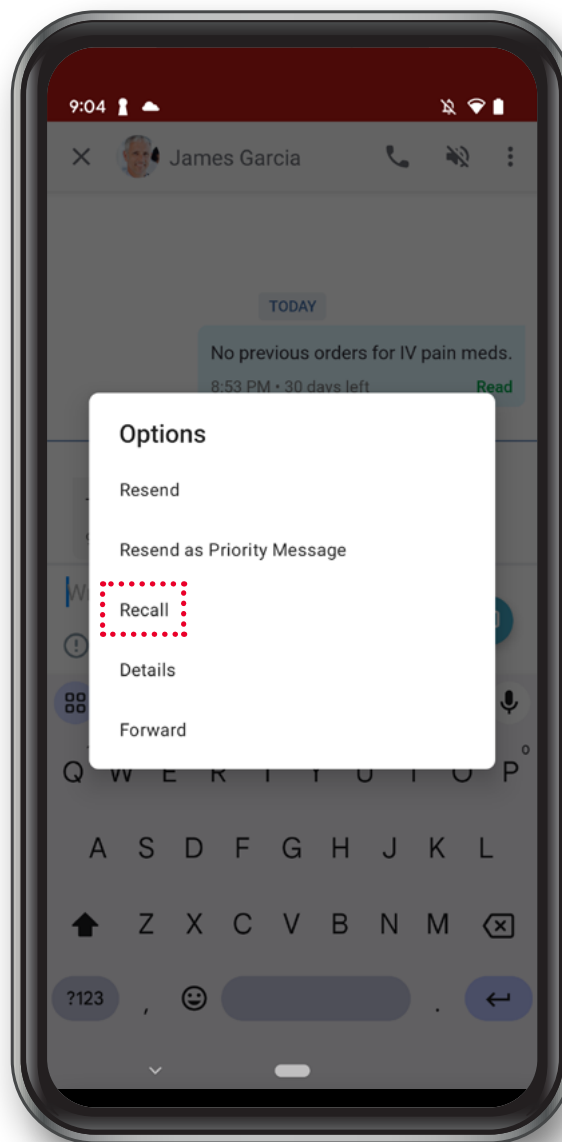
### Android

Tap and hold on a message to find message options and tap Forward. Recipients of your forwarded message will know who the original sender of the message is, as well as having the original lifespan of the original message.





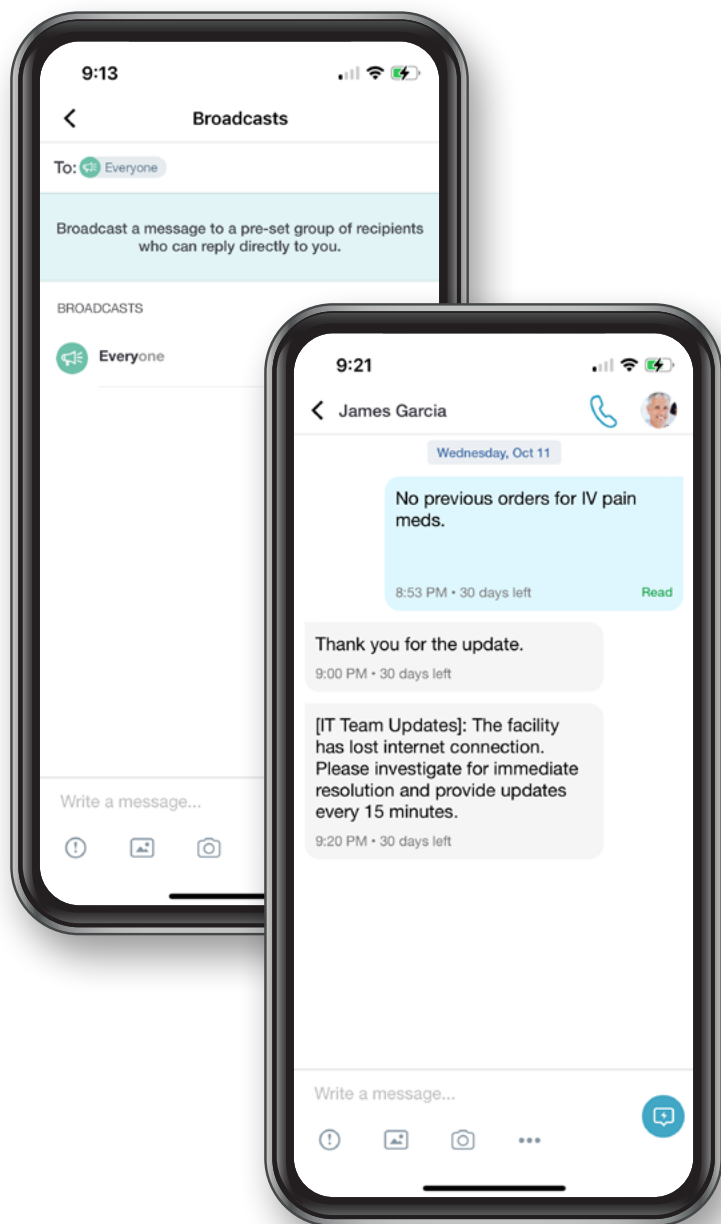
iOS



Android

## Recalling Messages

Recalling Messages will allow you to remove a message from the conversation. Once recalled, the message will no longer appear in the recipient's inbox. Tap and hold on a message to bring up the options and choose recall on any messages you wish to remove.

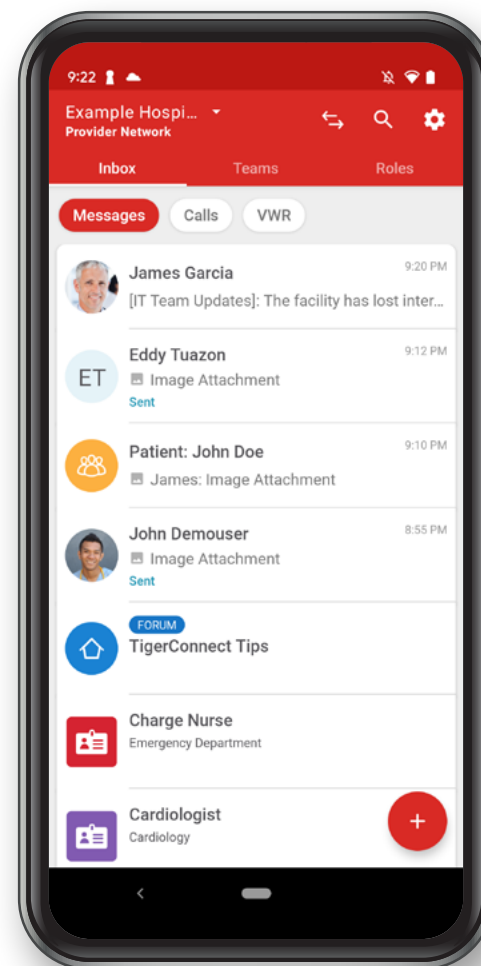


iOS

## Broadcast Messages

Broadcast Messages received will be prefixed with the Broadcast List name enclosed in brackets (ex: [Everyone] or [IT Team Updates]).

Responses to Broadcast Messages will only be received by the original sender of the broadcast message. Members of the broadcast list will not see these responses.



Android

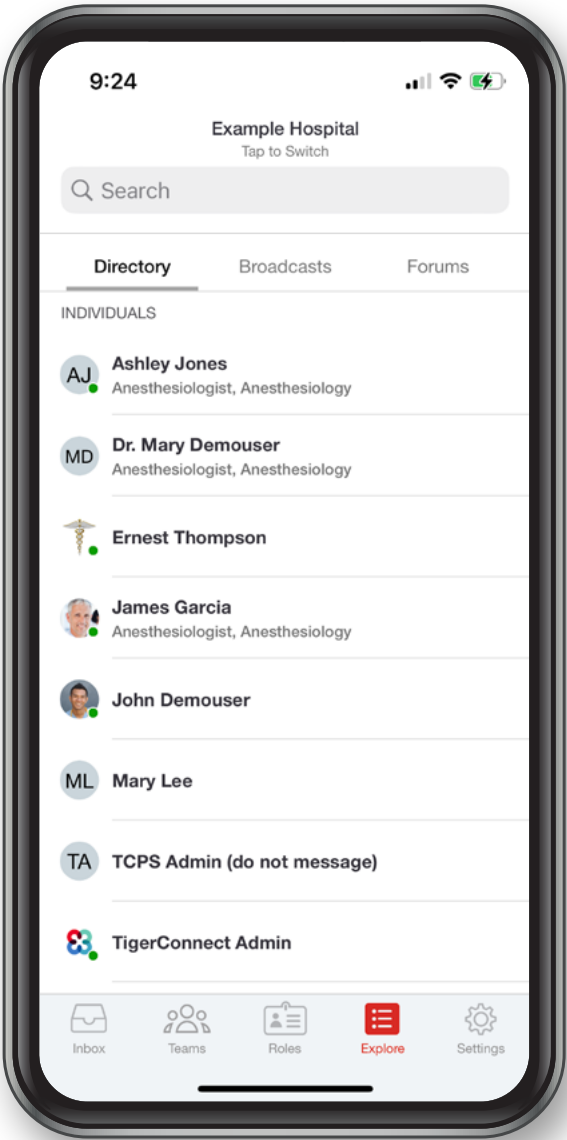
# Directory

## iOS

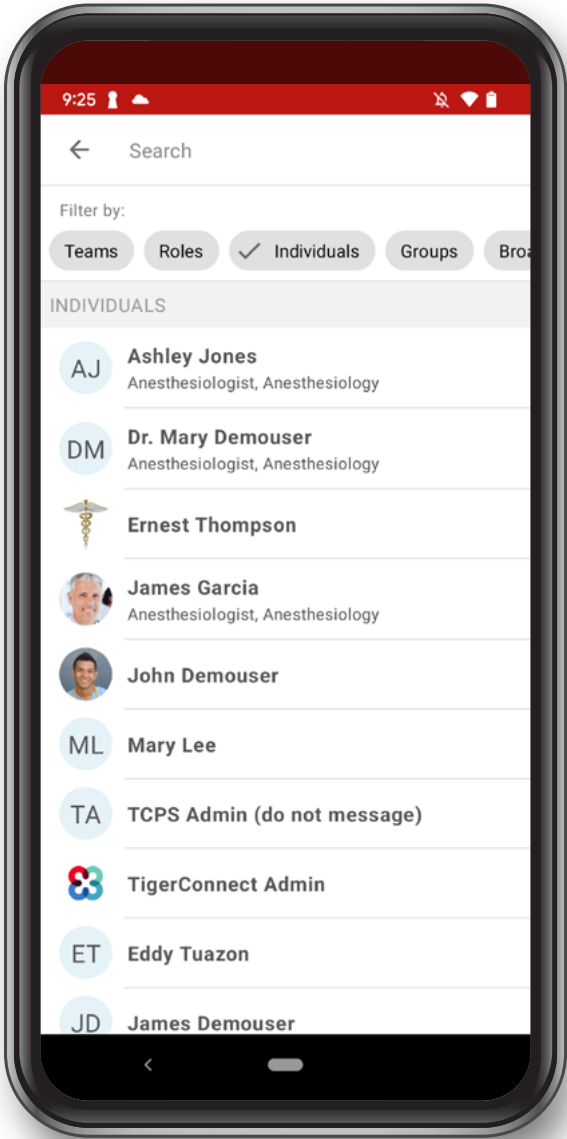
Tap on **Directory** on your bottom toolbar to find a list of users that you can send a message to in your directory. If an avatar has a green circle next to it, that indicates the individual is logged into their TigerConnect account.

## Android

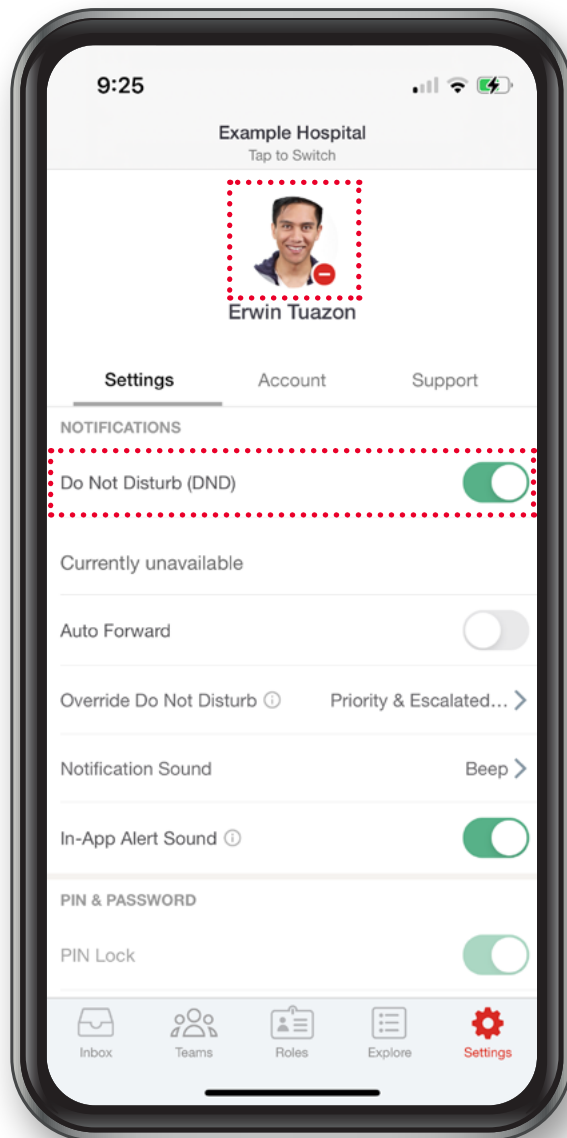
Tap on **magnifying glass icon** at the upper right corner of your screen to find a list of users that you can send a message to in your directory. If an avatar has a green circle next to it, that indicates the individual is logged into their TigerConnect account.



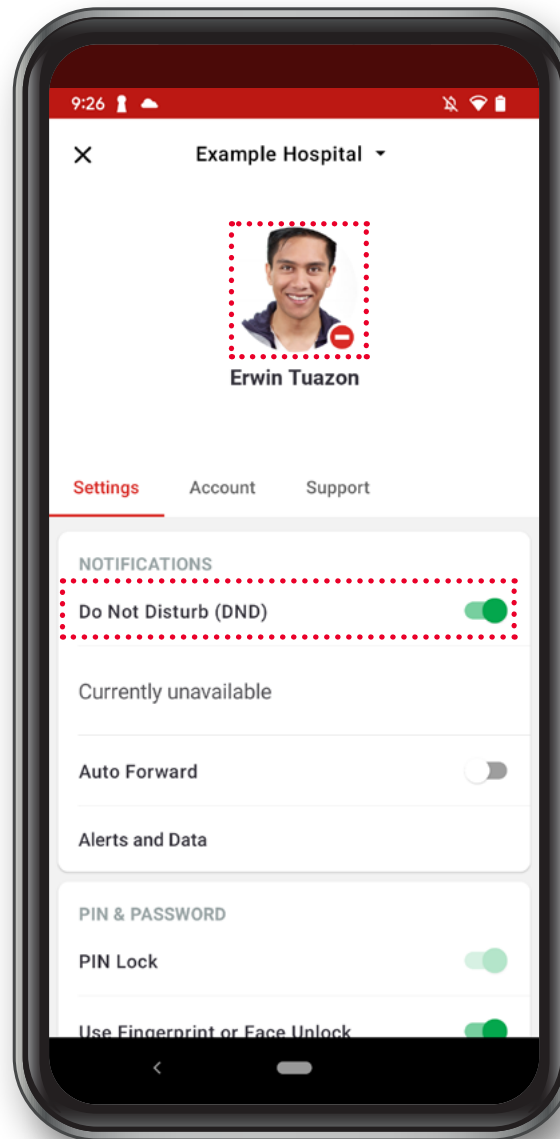
iOS



Android



iOS



Android

## Settings

- **Profile Picture** — Tap on your name to upload a profile picture.
- **Status Message** — Set a status message that will be visible to all users in your directory.
- **Do Not Disturb** — Set yourself to do not disturb to mute all notifications. Users who send messages will receive "Auto-Reply" when DND is enabled. Go back to Settings to toggle off the function when you become available.

## About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.



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