



## UMMS FAQs

### How do I install TigerConnect on my mobile device?

**Android** - Only supported on Android version 4.1 and above.

1. Open the [Google Play Store \(Android\)](#)
2. Tap **Search** (magnifying glass).
3. In the **Search** bar, type *TigerConnect*.
4. Tap the magnifying glass to search.
5. Tap the *TigerConnect – Clinical Solutions* entry. (White background with a multi-colored clover in the center).
6. Tap **INSTALL**.
7. Tap **ACCEPT** to begin the download.
8. Once the download is complete, tap the **OPEN** button to enter the application.

**iOS (iPhone, iPad, iPod Touch)** - Only supported on iOS 11 and above.

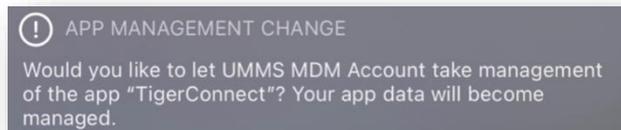
1. Open the [App Store \(iOS – iPhone/iPad/iPod Touch\)](#)
2. Tap **Search** magnifying glass and type *TigerConnect*.
3. Tap the *TigerConnect – Secure Healthcare Messaging* entry. (White background with a multi-colored clover in the center).
4. Tap **Get** to begin the download. (If previously installed, a cloud icon with a downward facing arrow will appear – tap this also to download).
5. Once the download is complete, tap the **OPEN** button to enter the application.

***Note on iOS:** Apple requires an Apple ID account to download applications on iOS devices. You will need to sign up for an account in order to download TigerConnect. If you do not already have an Apple ID, [please click here to sign up for an Apple ID](#). Once successfully created, return to the App Store within the device you are going to be using TigerConnect and complete the above steps to download our application. To begin downloading, you will have to sign in with your newly created Apple ID and password and confirm your Apple ID*

#### **Maas360 (iPhones only)**

If you have Maas360 on your iPhone, you may download TigerConnect using the Maas360 App Catalog.

If you have Maas360 and have already downloaded TigerConnect on your phone through the app store, you may get the following popup. You may tap the alert and select “NO” Maas360 does NOT need to manage TigerConnect.





## What should I use to log into TigerConnect?

You will use your “[ADusername](#)”@[umm.edu](#) and your network password to log into your TigerConnect account.

## What is the difference between the Desktop Application and the Web Messenger?

The Desktop App is nearly identical to the Web Messenger in function but provides additional features like notifications and icon badges and is more secure given there is no need to use a web browser. Our Desktop App can be downloaded from our downloads page by clicking [here](#). You can log into TigerConnect using any internet browser by navigating to <https://login.tigerconnect.com>.

## What is the log out for the Web Messenger / Desktop App??

Your organization has implemented a security measure whereby Web Messenger and Desktop App users will automatically be logged out after 24 hours of inactivity.

## Can I forward my messages to a colleague while I am out of the office?

Yes. Our Auto-Forward is a feature on the TigerConnect mobile (iOS and Android) and Web applications (Web Console and Desktop App) that allows you to forward messages you receive while on Do Not Disturb in TigerConnect, to a colleague of your choice within your organization. The designated Auto Forward recipient will receive the initial forwarded message in a direct conversation from the original sender. The conversation will then continue in the conversation with the designated Auto Forward recipient. Below are the steps on how to enable Auto-Forward for your organization on TigerConnect.

## What are the three statuses that are recorded for each message mean?

**Sent:** This is once the Sender has selected the Recipient, entered the message body and clicked the Sent icon or “Send” to Send the message. A PUSH notification will be sent immediately to the Recipient’s device.

**Delivered:** This is when the Recipient’s device has downloaded the message.

**Read:** This is when the Recipient has viewed the message



## Which message status indicates the message is available for the recipient?

TigerConnect differs from a traditional messaging application in that once a message is Sent through our infrastructure it is immediately available to the Recipient. As a rule of thumb, you can be confident that when a message is marked as “Sent” the Recipient has received a PUSH notification in near real-time, and that they can immediately launch our mobile application to view the message. There is no dependency on a message being marked as "Delivered" and the user accessing their message. Messages sent to users logged into Web Messenger or Desktop App will get marked Delivered close to real time because they have active TigerConnect session.

## Do messages expire or will they remain forever?

Your organization has selected a 30 days message lifespan for all messages. Messages will be totally deleted after this time limit and cannot be restored.

## How do I contact TigerConnect’s Client Care team?

Premium Support is available 24x7, including holidays, when dialing your dedicated **Toll-Free Number (833) 406-0571**. If calling your Toll-Free number outside our regular in-office hours you will reach a member of TigerConnect's answering service team. You will receive a callback within 60 minutes from the current on-call Client Care Specialist.

## What factors may delay the delivery of a message?

The “Delivered” timestamp is not a good indicator of the efficacy of TigerConnect. There are a number of factors which are outside the control of TigerConnect such as User Behavior, Device Configuration and TigerConnect Application settings.

### **User Behavior:**

- **Do Not Disturb (DND)** - If a user’s device is on DND they will not receive any notifications and the messages will not be marked as Delivered until the user launches TigerConnect. This also applies to a user’s TigerConnect account that is on DND.
- **Ignored or Missed Push Notifications** - The recipient may have ignored or missed the push notification alerting them of a new message.
- **User not logged in** - Users have a tendency to log out of TigerConnect when they are off shift.
- **Poor or No network connectivity** - (i.e. in an elevator or on a plane)
- **Manually Force Stopped the App** - The recipient may have manually force stopped the TigerConnect app and is no longer running or connected.
- **Muted Conversations** - If a user has muted a conversation, they will not receive notifications for any messages sent in those conversations.



- **Outdated TigerConnect App** - It's very important to always have our latest version of our application installed to ensure the best optimal performance.
- **Wi-Fi Configuration** - Facilities tend to have multiple Wi-Fi networks available (guest vs. private) so it's important for users correctly authenticate & connect while at the facility.

#### **Device Configuration:**

- **Notifications Enabled (Badges, Banners, Sounds, Vibrate)** - As part of our Best Practices users should enable all available alerts to ensure their device notifies them when a message has been sent to them.
- **Cleaner Apps Removed or TigerConnect Whitelisted** - Also part of our best practices is to uninstall any application which will "clean" the devices memory or save battery. These applications are notorious for blocking other applications from sending notifications or running in the background. If the user does not receive the PUSH notification, then they will not know they were sent a message until they decide to open TigerConnect.

#### **App Settings:**

- **Alerts and sounds enabled** - Part of our best practices is to enable Alerts and Sounds in TigerConnect to ensure the Recipient is made aware of any new messages.

## **What time stamp shows up on a message?**

The time stamps on a message correspond to when the message was marked as Sent.

## **What is the limit on users in a Group?**

Groups are private collaborative environments that can be created by any user in the directory for any reason or need. Only the users participating in the group can see the group. Any messages sent or received are only accessible by those in the group. If a user is added to a Group after the Group has been created, that user will not see any previous messages in the group. There is a 100-user limit on how many users can be added to a Group. The Group read status shows us a numbered ratio, the number of users who have Read by the total number in the Group. Users can tap on this status and see a detailed view of who has read the message.

## **What is a Priority Message and how does it work?**

Priority Messaging helps users emphasize their most urgent messages and encourage quicker response times from their recipients. Priority Messages have a unique tone and bright red color to ensure they stand out. The messages always show up on top of the inbox so it can't be missed. If you are the recipient of a Priority Message, the message will have a distinct tone and will appear differently within your inbox with a red border. The message will stick to the top of your inbox until it is read, regardless of whether new standard messages are received after. Priority messages DO override DND.



## Will I still receive EPIC messages in DocHalo?

DocHalo will continue to receive messages from EPIC for only 30 days after your Site Go-Live/Launch for TigerConnect. After 30 days, you will only receive EPIC messages in TigerConnect.

## What if I have private groups or personal groups that I created in DocHalo?

You will have to re-create any private or personalized groups in TigerConnect.

## Why does the “xx” designate in front of a role name?

The “xx” in front of the role name designates a role that should NOT be messaged. These roles were created for Team membership only.

## How do I modify create a role or request/modify a team?

Roles, Teams, and Broadcast lists are managed by the TigerConnect Administrator. Please send your requests to your site Project Lead.

## How do I manually opt in/out of a role?

Select the role icon at the bottom of your screen and click on “info”. You will see swipe bar at the bottom of your screen, swipe to opt in/out.

## What if I need someone to cover for me while I am doing a procedure?

As a user, you have the ability to opt out of your role and put the covering provider in, same as above, but opt out.

## What is the difference between a role and a team?

A role represents a single user that is on call performing a specific duty. A team is a public, pre-defined group used to alert and mobilize within and/or across your directory. Roles and teams are both created by an Administrator.

## What is the best way to find the person I’m looking for if I don’t know if they are in a role or a team?



To search for a user, tap on the new message icon, type in the user name and select. You do not search for users in the role/team tab.

## I just came off a shift and all of the messages in my inbox disappeared, where did they go?

Messages sent to a role, stay with the role conversations. This allows for a smooth hand-off at shift change as past conversations are captured within the role conversations. If there was a message you needed, you could ask the person who took over the role to forward that message to you for follow up.

## Can I save messages that I don't want to transfer to the oncoming person?

Today, there is no feature to allow a user to save their messages to their inbox when they are in a role.

## I'm scheduled to work until 6 p.m. but I need to leave early – what should I do?

You will need to opt the covering user into your role by going to the role>info> swipe out>select the user covering.

## I need to make changes to the way my role/team/group was built – wo do I talk to?

Role and team membership is managed by an Administrator. If you are part of a group, you can go to edit and add/remove users. Please note if you remove yourself from a group (because they are private) you no longer have access to that group.

## How can I see my schedule?

In TigerConnect if you go to Roles and click on the info button, you will see a calendar icon. You will be able to view up to 30 days of your schedule. Anything beyond that would need to be accessed via the TigerSchedule app.

## How can I see who is on call for a particular role?

Upon searching for a role, if it is occupied, you will see the name of the users. If unoccupied, in green it will say no one is on duty.



## How do I make my notification alert louder?

You can change your alert notifications by going to settings > notifications.

## How do I call someone without giving out my phone number?

If you are calling a user who is in the directory, click on the phone icon next to their picture (top right). You will need to select **TigerConnect Voice**.

If you want to call someone outside of the directory, send a message to “Dox Dialer” with the phone number you want to dial, and then you’ll be able to tap on the number and dial out. You will be prompted to choose an unmasked or masked call. If you chose masked call, the caller ID on the other receiving end will be **Univ. Of Maryland 410-989-4774**.