User Guide

Apple Watch Guide

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OVERVIEW & DOCUMENT SCOPE

The TigerConnect Apple Watch app takes many of the messaging and collaborative elements of the TigerConnect mobile application for iOS and makes it available on the Apple Watch. From here you can simply use the Apple Watch app as a notification center or see and respond to messages via the powerful tools available within the watchOS environment.

This document discusses both functional and available messaging features of TigerConnect's Apple Watch application. Additionally, we alternate between use of the iPhone Watch application to manage notifications and settings for the Watch and the TigerConnect Apple Watch application itself.

This document assumes the following:
  » *You have an **iPhone 5s and newer** on the two latest available iOS versions from Apple.*
  » *iPhone is paired with an **Apple Watch Series 3 or later** on the latest watchOS version.*
  » *iPhone has an active login session on the latest version of the iOS (iPhone) TigerConnect application.*

INTRODUCTION

This guide covers all features and functionality of the TigerConnect Apple Watch application. TigerConnect's Apple Watch app is intended to be used in concert with the TigerConnect iPhone app and is not a standalone application and thus cannot replace the TigerConnect application on your iOS device. The app can only be installed to the Apple Watch if it has been paired to an iPhone.

There are a few essential functions and gestures to operating your Apple Watch that we will refer to throughout this document:

Buttons:
  » *The Digital Crown/Home button*
      » The circular button on the side of the Watch. Used to access your Watch's installed applications or to activate scrolling through your messages or respective TigerConnect Inboxes.
  » *The Side Button*
      » The longer button on the side of the Watch just above or below the Digital Crown (depending on the orientation used). This is used to access the Multitasking screen to switch quickly between apps.

Digital Crown/ Home button

Side button

Source: https://support.apple.com/en-us/HT205552

Gestures:
  » *Press*
      » A firm push on the screen to enable 3D Touch functions on the Watch.
  » *Tap*
      » A simple touch and release on the screen to select an item on the Watch.

Alternatively, feel free to reference this Apple Help page on the available functionality of your Apple Watch: https://support.apple.com/en-us/HT205552 .

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INSTALLING THE APPLE WATCH APP

To install the TigerConnect Apple Watch application, there are two methods installing the Apple Watch application by opening the **Watch** app on your iPhone:

1. **Automatically:** The application will be installed shortly after you install the application to your iPhone. This can be setup for all applications under the Watch application (black icon with an Apple Watch in the center on your Home Screen) :

   a. Tap **My Watch** in the lower left corner.

   b. Tap **General**.

   c. Toggle **Automatic App Install to ON** (will be green and toggle to the right for ON).

*NOTE: Once enabled any new iPhone application that is installed that has an accompanying Apple Watch app will **automatically be installed to your Apple Watch's Home Screen** (click the circular Digital Crown to view your available apps).*

2. **Manually:** The Apple Watch also allows you to install applications to it on an as-needed basis. If you have opted to install Apple Watch applications in this manner, do the following to install the TigerConnect Apple Watch application:

   a. Tap **My Watch** in the lower left corner.

   b. Scroll down to the bottom of the **My Watch** section and locate the TigerConnect application from the **Available Apps** section.

   c. Tap **INSTALL** to the right of TigerConnect.

NOTE: The TigerConnect Apple Watch app requires you to be signed into your TigerConnect app on your iPhone. You will not receive notifications from the application until you have signed into your TigerConnect account.

UNDERSTANDING AND ENABLING NOTIFICATIONS

The Watch application on your iPhone allows you to select whether you receive a notification on your Apple Watch or your iPhone from applications when an accompanying Apple Watch application is installed. Before we get started, there are a few notes when setting up notifications (see Apple's Help Page for learn more about the behavior of notifications for the Apple Watch: https://support.apple.com/en-us/ht204791):

By default, your Apple Watch notifications *mirror* your iPhone settings. If you have notifications disabled for the TigerConnect application, the TigerConnect Apple Watch app **will not provide a notification for either the iPhone or paired Apple Watch**. Additionally, the option to enable or disable notifications does not appear in the TigerConnect Apple Watch application Notification settings.

NOTE: If you have notifications enabled for both the TigerConnect iPhone and an Apple Watch application, if your iPhone's screen is turned off, *the Apple Watch will assume the notification* and your iPhone's screen will not wake to notify you. Conversely, if your iPhone screen is turned on (home screen is visible or you have an application other than TigerConnect in the foreground, the iPhone will assume notifications and *no notification will be presented on the Apple Watch*.

To enable or disable 'Mirror iPhone Alerts' for the TigerConnect Apple Watch application:

1. Open the **Watch** application on your iPhone's home screen.
2. While in the *My Watch* section, tap **Notifications**.
3. Scroll down to the **Mirror iPhone Alerts From** section and locate the TigerConnect entry.
4. Tap the toggle for TigerConnect to **ON** (will appear green and to the right for ON and should be enabled by default if notifications have also been allowed within the TigerConnect application).

*Once enabled, you should begin receiving notifications for new messages moving forward on the Apple Watch while the **iPhone is turned on and the iPhone's screen is locked**. Alternatively, if Mirror iPhone Alerts from is disabled TigerConnect notifications will arrive only to the iPhone.*

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ACCESSING YOUR INBOX

Once the TigerConnect Watch application has been installed on your Apple Watch and you are logged into your TigerConnect account on your iPhone, you can begin to access your messages. This includes Group messages, Person to Person (individual) messages including Broadcast List messages from colleagues as well as Roles messages. Do the following to access your Apple Watch TigerConnect Inbox:

1. Access your installed applications by raising your wrist and clicking the **Digital Crown**.
2. Locate and tap on the TigerConnect icon (white background with a multi-colored clover icon).

Once accessed, you can scroll through your existing messages in the current TigerConnect network currently showing. Your Inbox will only display a handful of conversations by default. To view older conversations scroll to the bottom of the organization's Inbox and tap **Load More** to view additional messages.

*For details on switching to another organization in your TigerConnect account, see **Switching Organizations** in the next section.*

SWITCHING ORGANIZATIONS

To access any additional organizations within your TigerConnect account, do the following:

1. Open the TigerConnect Apple Watch app by raising your wrist and clicking your Digital Crown.
2. Locate and tap on the TigerConnect app.
3. Ensure you are in the Inbox on your Apple Watch (tap the name of your organization in the top left if in a conversation).
4. Next, Press on the TigerConnect Inbox screen until the *Organizations* and *Reload* buttons appear on screen (first image r.
5. Tap on **Organizations**.
6. Tap on the respective organization in which you wish to message.
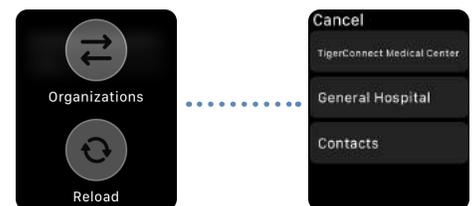
From here you can access any unread messages or respond to any messages awaiting a reply. For more details on how to respond to a message, see the next section: ***Replying to a Message***.

REPLYING TO A MESSAGE

Once you have accessed your organization in your TigerConnect Apple Watch app, you can reply to existing messages. *NOTE: You are unable to initiate a new message, if it does not currently exist in your Inbox. To initiate a new message, open up your TigerConnect application on your iPhone to compose a new message to a colleague.*

Additionally, at this time the TigerConnect Apple Watch application does not display any attachments, images or play any voice recordings or messages. You will need to open the TigerConnect application on your iPhone to view/listen to any document/image/ voice attachment (see right for an example within the Apple Watch application).

Do the following to reply to a TigerConnect message from your TigerConnect Apple Watch application:
1. Open the TigerConnect Apple Watch app by raising your wrist and clicking your Digital Crown.
2. Locate and tap on the TigerConnect app.
3. Ensure you are in the desired Inbox on your Apple Watch (the name of your organization will appear in the top left).
4. Tap on the conversation that you wish to respond.
5. Scroll to the bottom of the conversation and tap **Reply**.
6. Next, you will be presented with the following options (*see page 6 for further details on how to use these features*):

REPLYING TO A MESSAGE (CONT.)

»   **Voice-to-Text (microphone icon)**

»   **Emoji (smiley face icon)**

»   **Scribble**

»   **Quick Replies**

To send a Voice-to-Text reply:
1. Tap on the microphone icon (top left, image on right).
2. Speak your message.
3. Tap **Done** in the upper right to **Send**.

To send an Emoji reply:
1. Tap the Emoji icon.
2. Select a category of emoji from the emoji list or tap the Recents (clock icon in upper right at the top left of the list)
3. Tap the emoji you wish to send (will send automatically once tapped).

To send a Scribble reply:
1. Tap the Scribble icon.
2. Next, one letter at a time, begin writing out your message, tapping SPACE at the bottom to advance to the next word.
3. Once you have completed entering your message, tap **Done** in the upper right to send.

To send a Quick Reply:

At the bottom of the Reply section, you will have up to five options to send a quick response when needed, these can be edited within the TigerConnect iPhone application. To update your Quick Reply options within the iOS TigerConnect application, tap Settings --> Quick Reply to update or remove any Quick Replies provided. These will also be reflected in the TigerConnect Apple Watch application.

To send a Quick Reply, simply tap the respective Quick Reply you wish to send and it will automatically be sent to the recipient within the message.
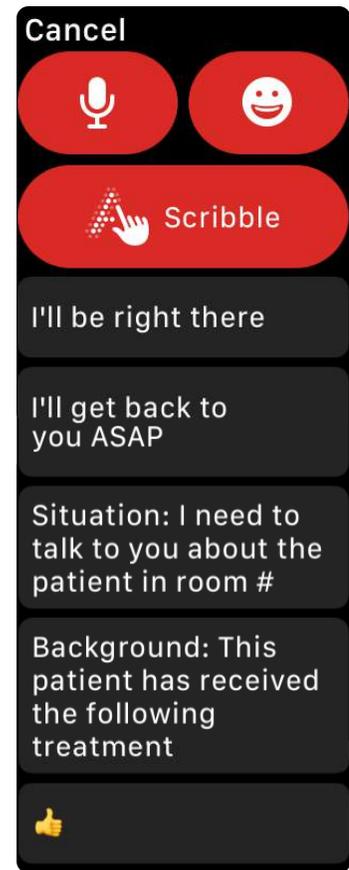
RESPONDING FROM A NOTIFICATION

The TigerConnect Apple Watch application can provide you with notifications for new messages from Groups, Broadcast List messages, One-on-one conversations as well as messages from Roles. Notifications present differently, depending on the message type. The Notification from TigerConnect on the Apple Watch will present itself in one of two ways:
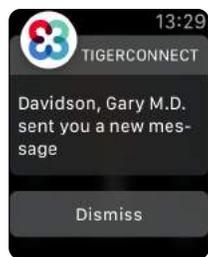
Simple Notification

*TigerConnect Apple Watch app **is not installed** and **Mirror iPhone Alerts** is enabled*

*TigerConnect Apple Watch app **is installed** and **Mirror iPhone Alerts** is enabled*

Standard Notification

Priority Message Notification

Notification from a Broadcast List

Complex Notification

*TigerConnect Apple Watch app **is installed** and **Mirror iPhone Alerts** is enabled*
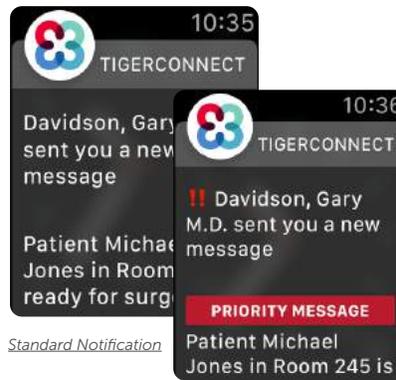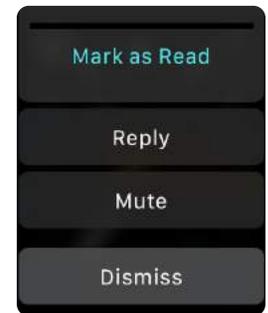
Standard Notification

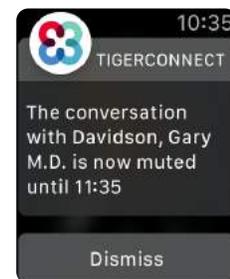*Priority Message Notification*

Reply Options for Complex Notifications

To interact with a Complex Notification, scroll down to tap one of the following options:

1. **Tap on the notification to open the Apple Watch App to enter the conversation (e.g. - tap 'Davidson, Gary M.D. sent you a new message' section)**

2. **Mark as Read**
   » When tapping this option, the message will be marked as Read on the sender's end acknowledging that you have seen and Read the message. After tapping **Mark as Read**, you will be directed back to the TigerConnect Apple Watch app and are presented with the last screen you accessed in the Apple Watch application.

3. **Reply**
   » Provides you with options to respond to a message per the **Replying to a Message** section on Page 6.

4. **Mute**
   » This mutes the conversation with the selected user up to 1 hour after the time you tap 'Mute' on your Watch (see image right). *No notifications will arrive for this user in TigerConnect during this time on the Apple Watch and the iPhone.*

To interact with a Simple Notification, scroll down to tap one of the following options:

1. **Mute (same as above)**

*NOTE: Complex Notifications with message content as well as the options to **Mark as Read** or **Reply** rely on the available data and/or WiFi connection on your iPhone when a notification is sent to the Watch app, pending also the following criteria are met:*
   » *TigerConnect Watch app installed via the **Show on Apple Watch** option for TigerConnect.*
   » ***Mirror iPhone Alerts From** enabled for TigerConnect in the **My Watch** section.*
   » *Notifications are enabled for TigerConnect on the iPhone.*

*If your iPhone is experiencing <u>any connectivity issues</u> when a message notification is sent to the Apple Watch the TigerConnect Watch app will attempt to provide you with the Complex Notification. **If the message content is unable to be displayed on the TigerConnect Apple Watch app, simply tap the notification on your Apple Watch to view the message OR open the iPhone app to view the message.***

TROUBLESHOOTING THE TIGERCONNECT APPLE WATCH APP

If you have any challenges accessing messages from the TigerConnect Apple Watch app, see the below recommendations to assist you with getting back up and running!

1. **I am not getting notified of messages on my Apple Watch:**
    - » Navigate to your iPhone's **Settings** app and navigate to **Notifications** and ensure that notifications are enabled for TigerConnect.
    - » Navigate to the **Watch** app on your iPhone and navigate to **Notifications** and ensure that the option for TigerConnect is enabled under the **Mirror iPhone Alerts** from section.
        - » *NOTE: if Mirror iPhone Alerts from is not enabled for TigerConnect, ALL notifications will arrive to your iPhone.*
    - » If notifications are enabled for TigerConnect on the Watch and iPhone, ensure that you don't have Do Not Disturb enabled on your iPhone (see here on how to enable/disable your iPhone' s Do Not Disturb (https://support.apple.com/en-us/ht204321) or the TigerConnect iPhone application (See **Settings > Do Not Disturb** within your TigerConnect iPhone app and ensure this is toggled OFF).
    - » Finally, ensure that any important conversations are not Muted. To disable muting for a conversation, return to the TigerConnect iPhone application and locate the conversation. Then, slide the conversation tile to the left and tap **Unmute**.
2. **I have notifications enabled both on my iPhone and for my Watch, but I'm still unable to see the message content on my Watch when notified.**
    - » Notifications for Broadcast List messages do not currently provide message content. Tap on the message notification on your Apple Watch to open the TigerConnect app or view on your TigerConnect iPhone application to view the message.
    - » Alternatively, ensure your iPhone has a strong cellular data or WiFi connection as the TigerConnect Apple Watch application requires a reliable connection to deliver the message content to the Watch on time. You can troubleshoot any connection issues in a few of the following ways:
        - » Force close the TigerConnect Apple Watch app (click on the Side Button, locate the TigerConnect application, then slide to the left, then tap **Remove**.
        - » Reset your device's connection by enabling Airplane Mode on your iPhone for 2-3 seconds, then disabling. (You will need to disable Airplane Mode manually on your Watch (See here on how to enable/disable Airplane Mode on your Apple Watch: https://support.apple.com/en-us/ht204234).
        - » 'Forget' any Public or Guest WiFi networks in your iPhone's Settings.
   - » Log out and back into the TigerConnect application from your iPhone application.

3. **I am getting repeated notifications on my Apple Watch app for TigerConnect. What are these and can I turn them off?**
    - » **Ensure all unread messages have been viewed.** If your account has **Repeat Notifications** for it you will be notified 10 times every 2 minutes until the message has been opened to be marked as Read.
    - » If your organization utilizes **Priority Messaging** and you are sent one, you will continue to be sent notifications in the same manner as Repeat Notifications above.
    - » From your TigerConnect Apple Watch application tap on a conversation with unread messages. Use the Digital Crown to scroll to the top of the conversation, then tap **Load More**. *You will need to continue to scroll up and tap Load More until all unread messages are viewed.*
    - » If you are still receiving notifications, return to your iPhone application to see if any messages remain unread that might have be further back in your messaging history.
    - » Finally, if you have no unread messages in your TigerConnect Inbox on the iPhone OR Apple Watch app, try the recommended steps for Notifications in the above **FAQ #2** to troubleshoot your TigerConnect applications.

TROUBLESHOOTING (CONT.)

4. **My TigerConnect Apple Watch Inbox is not showing my recent messages.**

» Ensure that you are in the Inbox with the unread message. To switch to another Inbox, Press on your *current* Inbox, then tap Organizations. You should see a red circle with the current number of unread messages next to the respective organization (see right).
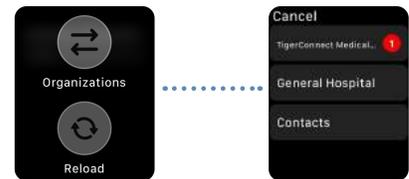
» Next, while in your Inbox, Press the screen, tap Reload (same screen as above) to refresh the messages in your Inbox.

» Finally, if you are unable to view any recent messages, navigate back to the iPhone app to view your messages. If you do not see your messages on your iPhone either, engage the troubleshooting steps in **FAQ #2**.

CONTACTING TIGERCONNECT

If you have any technical issues or have questions on how to navigate the TigerConnect Apple Watch application, TigerConnect Client Care can be reached 7 days a week during our regular operating hours:

» Monday - Friday, 5:30am - 5:30pm PST

» Saturday and Sunday, 8:00am - 5:00pm PST

To contact TigerConnect Client Care, please reach out at the following and provide a short description of the issue you are experiencing:

» **Phone:**

  » Standard Support - **(650) 564-4722**

  » Premium Support - Contact us via your organization's **Toll-Free Number** 24 hours a day, 7 days a week

» **Email:** prosupport@tigerconnect.com

» **On TigerConnect**: Search for '**TigerConnect Admin**' and send Client Care a message.