



tigerconnect

TigerText Essentials

Desktop Application



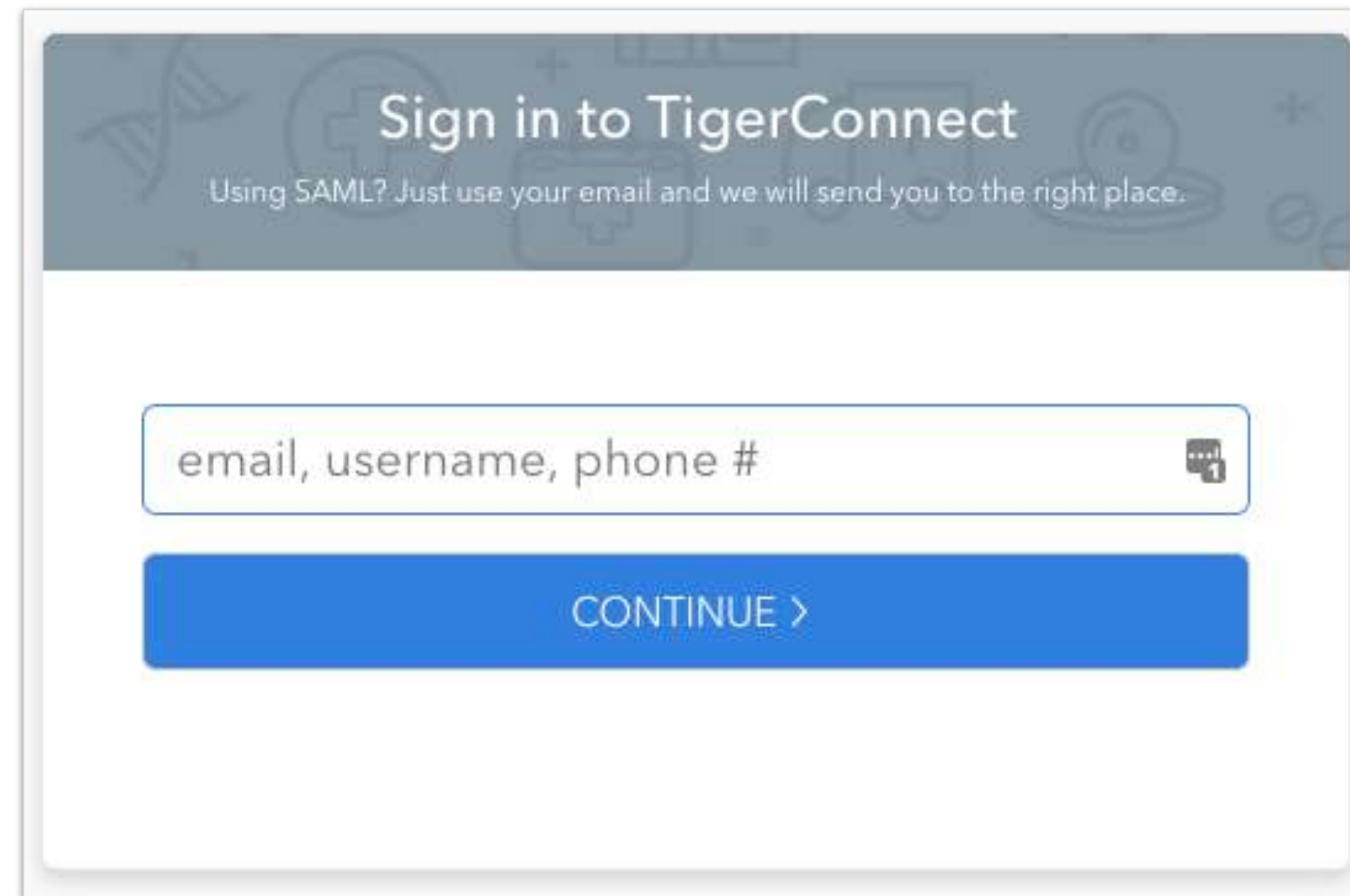
Launch the Application and Login

Step One

Open the app from the Windows Taskbar/MacOS Dock, Windows Start Menu/MacOS Finder or desktop shortcut.

Step Two

Login with your assigned TigerConnect username and password.

A screenshot of the TigerConnect login interface. At the top, a dark blue header contains the text "Sign in to TigerConnect" and a sub-note: "Using SAML? Just use your email and we will send you to the right place." Below the header is a white input field with a light blue border, containing the placeholder text "email, username, phone #". To the right of the input field is a small icon of a speech bubble with a '1' inside. Below the input field is a solid blue button with the text "CONTINUE >" in white.

The Anatomy of TigerConnect



Message Badge (a)

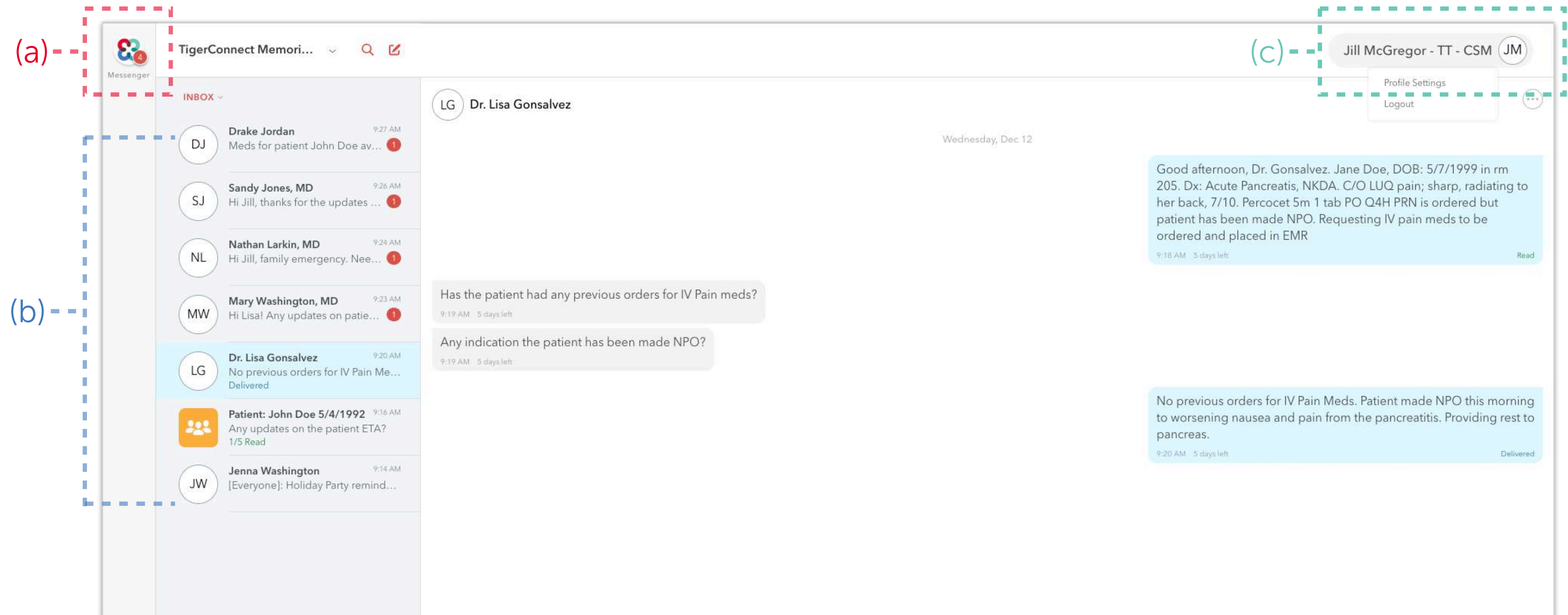
When you have a new message, a badge will appear next to the Inbox icon. Select the Inbox to see the message.

Conversation Roster (b)

Colleagues you have had recent or regular conversations with.

Profile Settings (c)

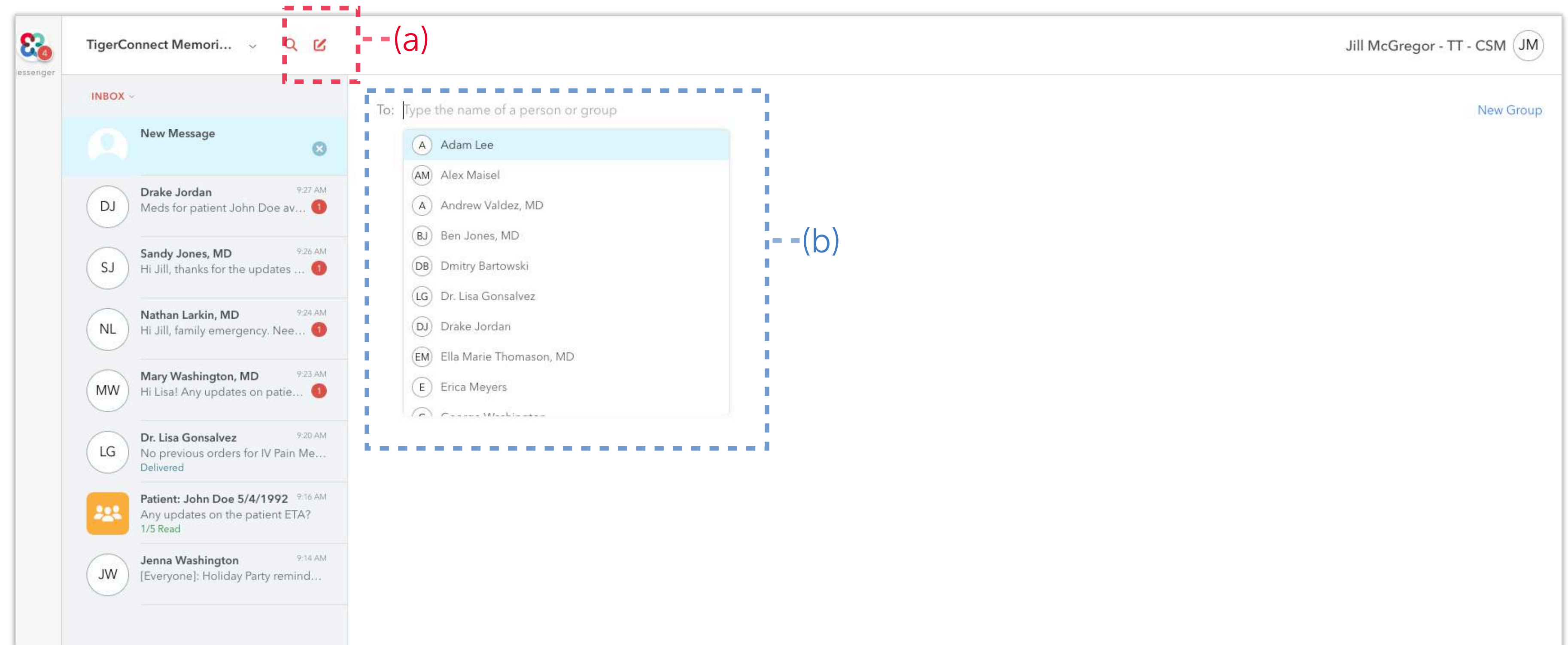
Your settings menu: Profile Info, Status Settings, Account Settings, Desktop App Settings.



Send a New Message



- (a) Tap on the compose icon and a New Message prompt will be created.
- (b) Either type your co-workers name or scroll down and select their name from the menu to send them a message.



Message Details



Message Lifespan (a)

Indicates the amount of time which you can view message.

Conversation Settings (c)

Tap the ellipsis to find:
Mute — Temporarily mute the conversation and turn off the incoming conversations with this person

Print Mode — Print the conversation or save it as a PDF

Delete Conversation — Deletes the messages within the conversation with this person

Status Indicator (b)

Indicates message status:

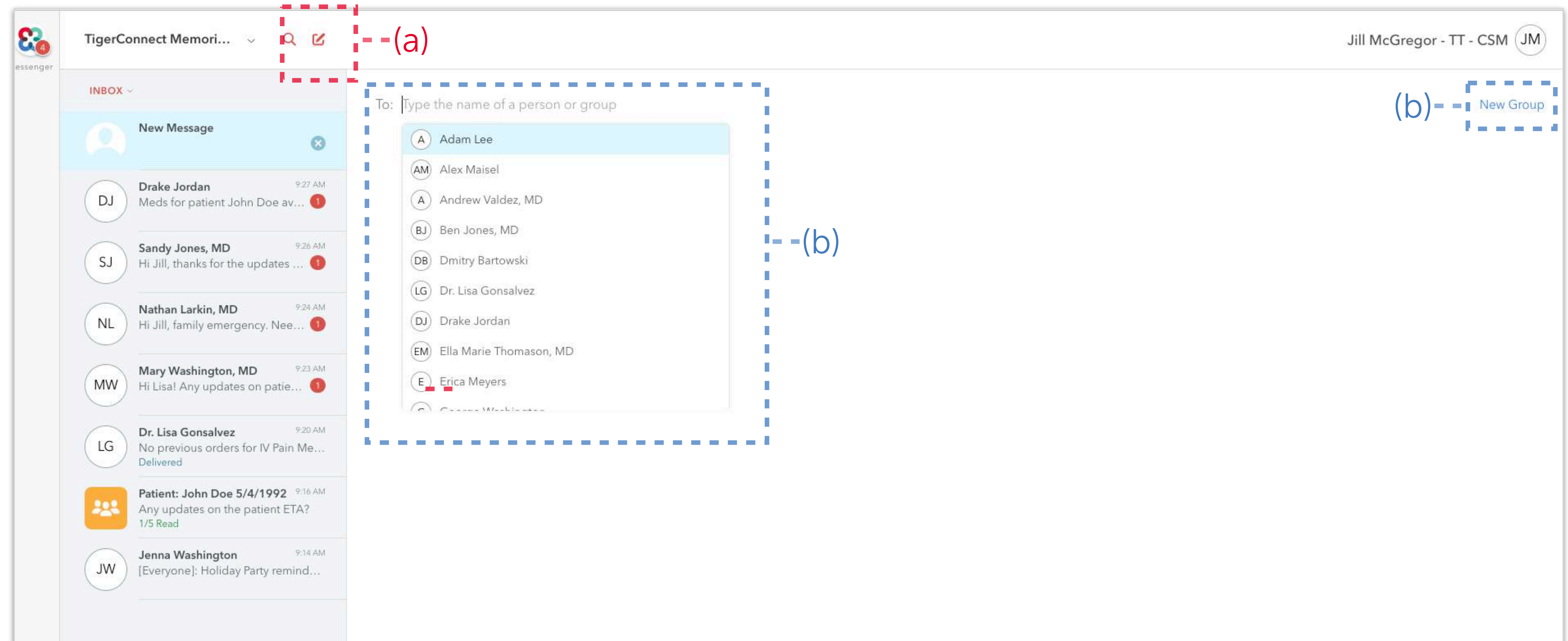
- **Sent** — In process of delivery to recipient
- **Delivered** — Has been delivered to recipients device
- **Read** — Has been acknowledged by the recipient

The screenshot displays the TigerConnect messaging interface. On the left is an inbox with several messages from various contacts. The main view shows a conversation with Dr. Lisa Gonsalvez. The conversation includes a date separator for Wednesday, Dec 12, and several messages. A red dashed box labeled (a) highlights a message from Dr. Lisa Gonsalvez at 9:19 AM with a status indicator. A blue dashed box labeled (b) highlights a message from the patient at 9:18 AM with a 'Read' status indicator. Another blue dashed box labeled (b) highlights a message from the patient at 9:20 AM with a 'Delivered' status indicator. On the right side, a settings menu is open, showing options like MUTE, PRINT MODE, Message Lifespan (5 Days), DELETE ON READ, and DELETE CONVERSATION. A green dashed box labeled (c) highlights the ellipsis menu icon that opens this settings menu.

Creating a Group Conversation



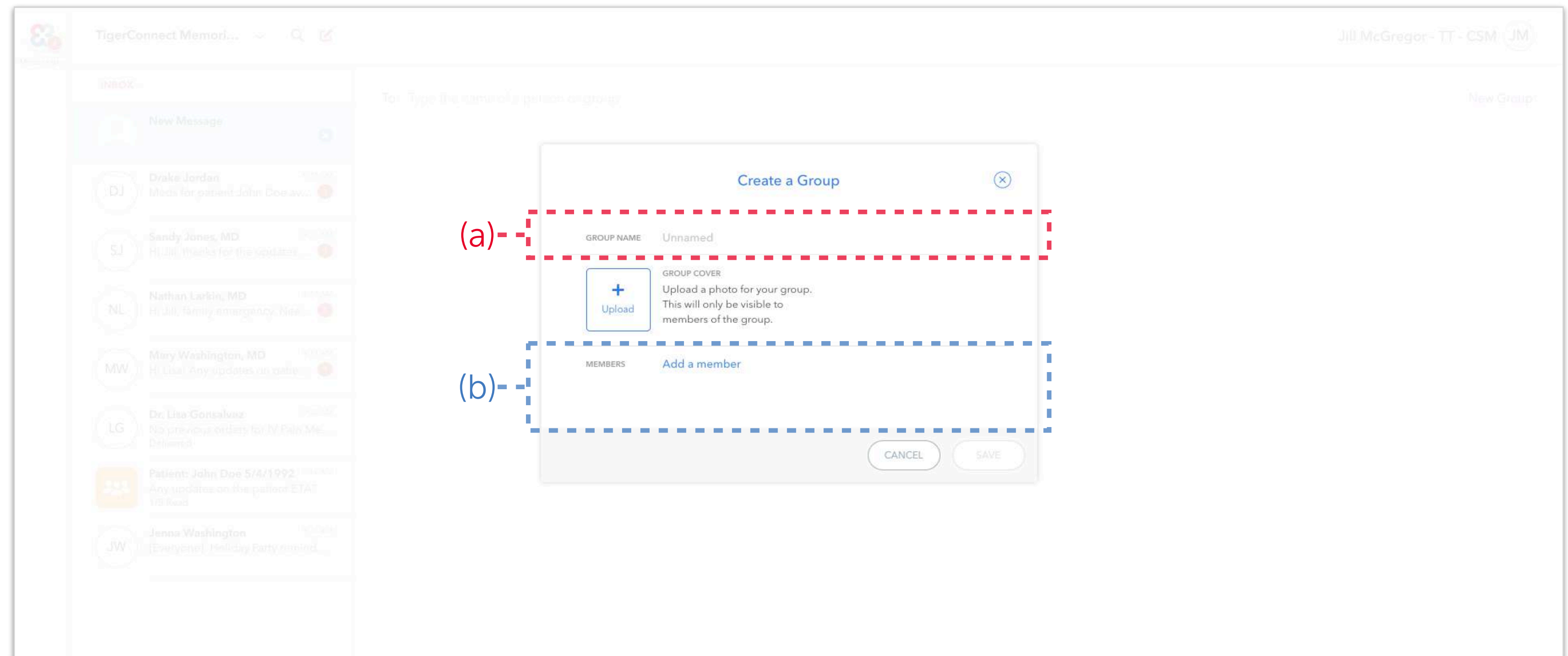
- (a) Tap on the compose icon to create a New Message
- (b) Enter your co-workers names or click on New Group to initiate a Group conversation.



Creating a Group Conversation



- (a) If you select New Group, you will be prompted to enter a Group Name.
- (b) Click on Add a member and type your co-workers' names to add them into a Group conversation. Note that only members of a Group will see this Group conversation in their inboxes



Group Details



Message Status (a)

Tap on the **1/5 Read** and it will display the Message Status and show who has already **Read** the message amongst the Group members.

Group and Avatar Name (b)

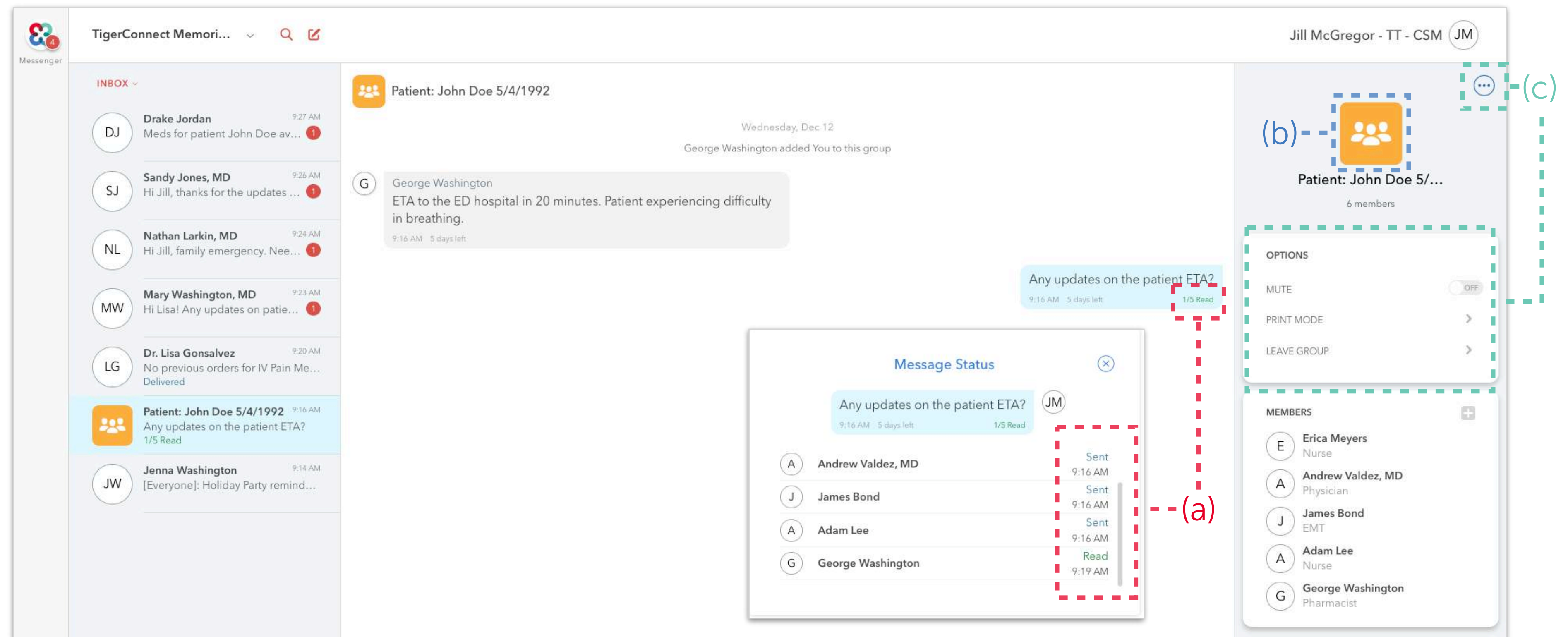
Click the orange avatar to upload a new Group picture. Tap on the Group Name to rename the Group conversation.

Group Settings (c)

Tap the ellipsis to find:

Mute — Temporarily mute the conversation and turn off the incoming conversations with this private Group

Print Mode — Print the conversation or save it as a PDF
Leave Group — Leave the group and the Group conversation will disappear from your Inbox



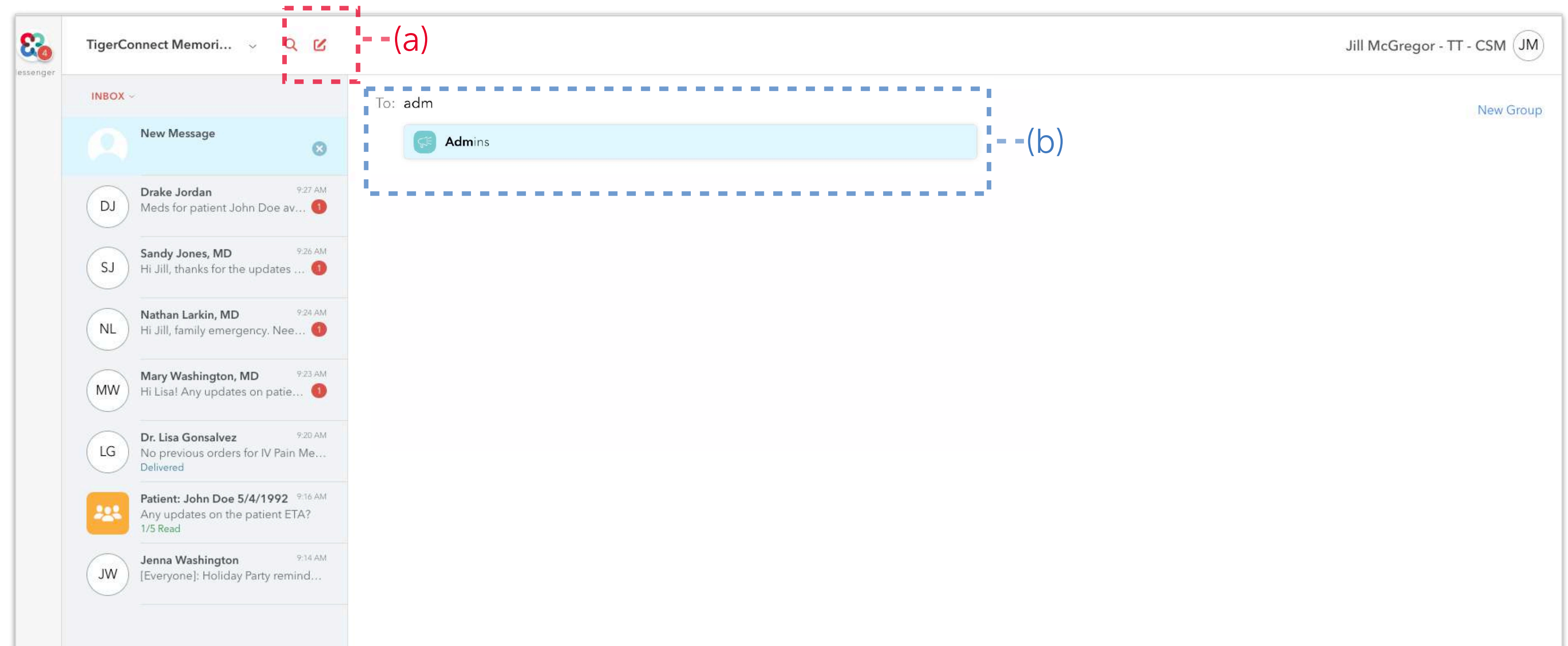


Send a Message to a Broadcast List

- (a) Tap on the compose icon and a New Message prompt will be created.
- (b) Type the name of the Broadcast List you wish to message and choose from the menu below the To: field.

Broadcast Messages received will be prefixed with the Broadcast List name enclosed in brackets – [Everyone].

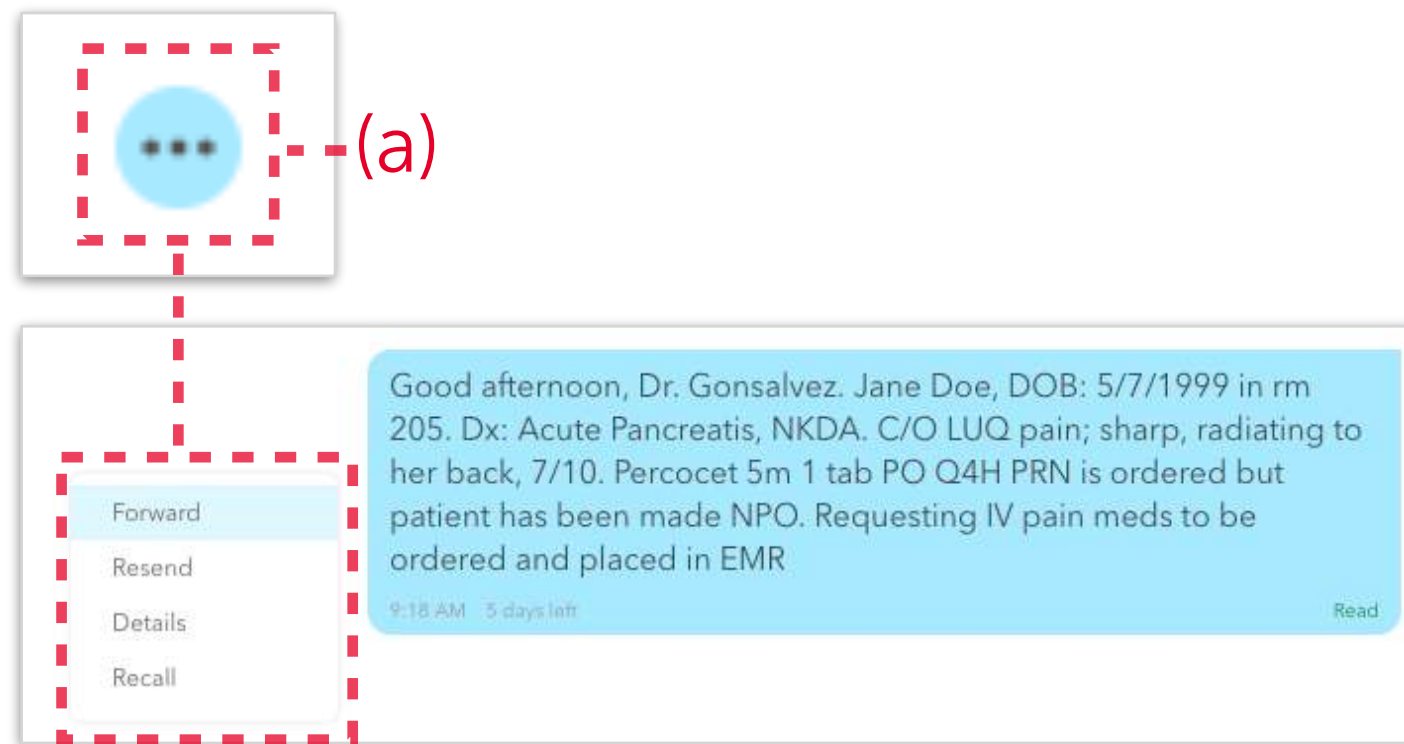
Responses to Broadcast Messages will only be received by the original sender of the broadcast message. Members of the broadcast list will not see these responses.



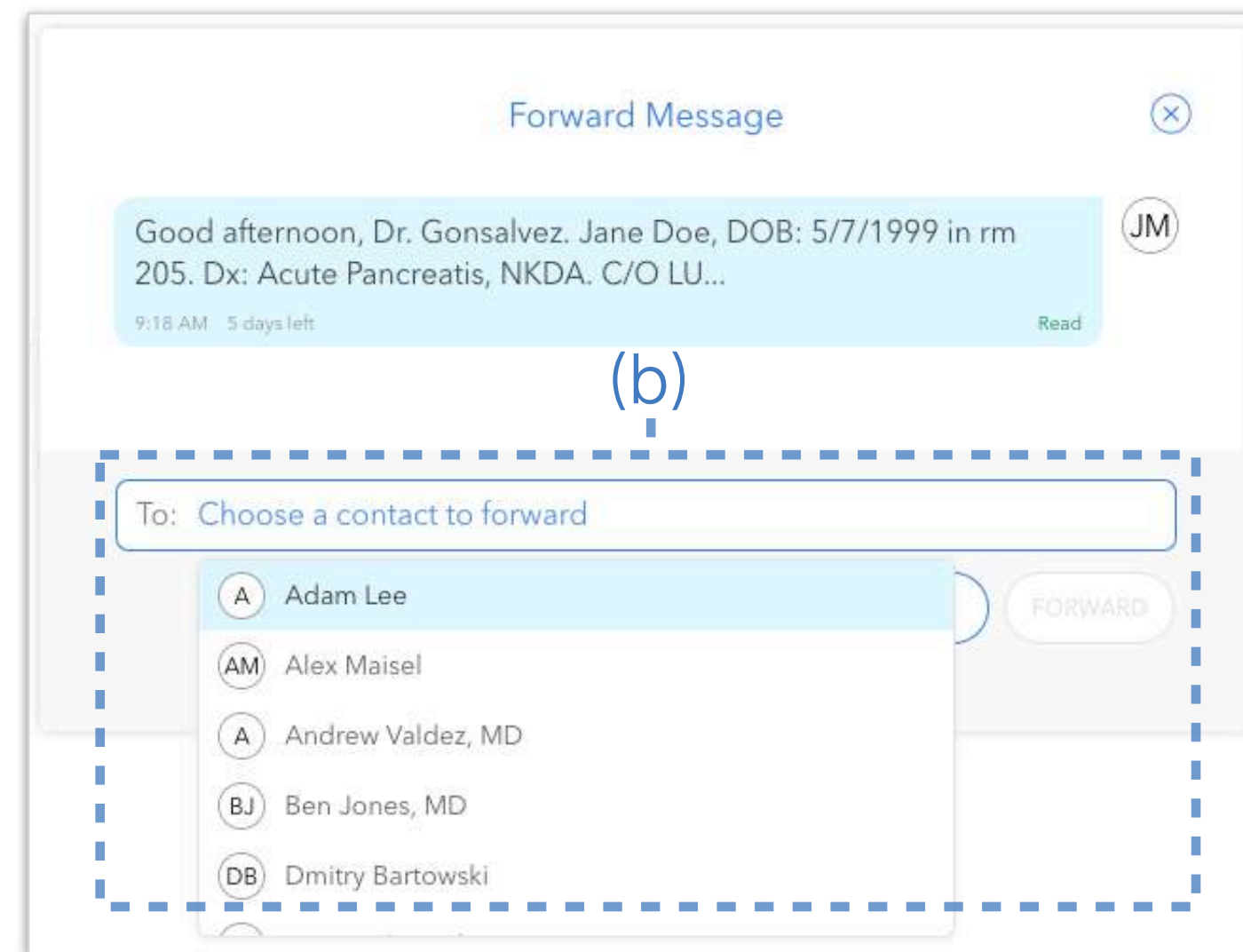


Message Forwarding

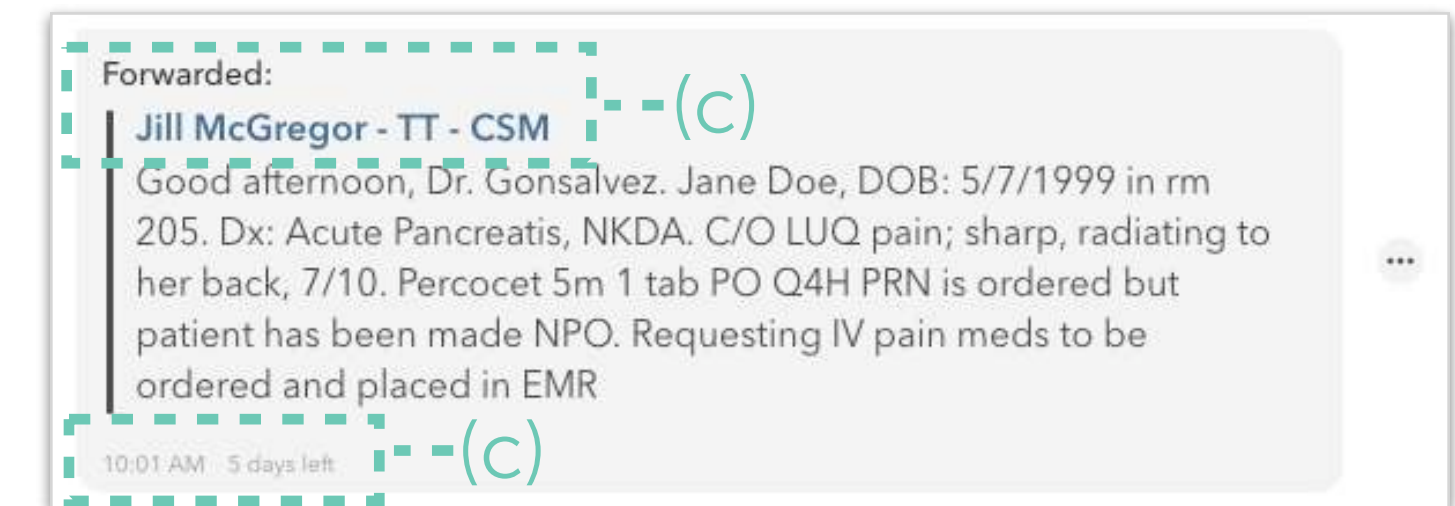
(a) Click on the ellipsis next to the message that you want to forward and then click Forward on the pop-up menu.



(b) Search for the users you want to forward the message to. When finished selecting users, click Forward.



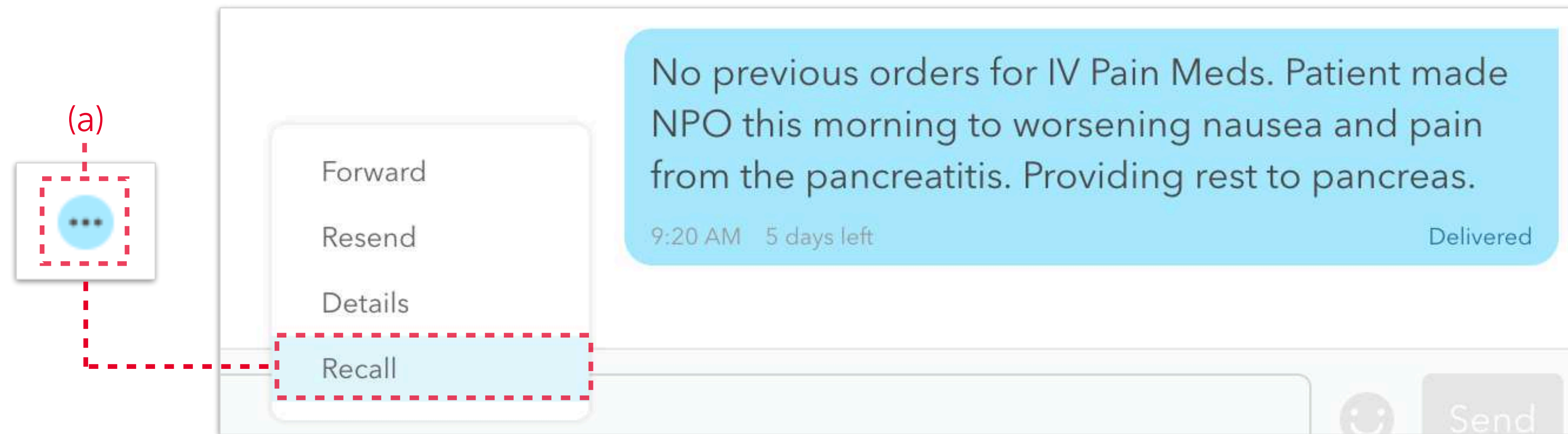
(c) Recipients of your forwarded message will know who sent the original message. Forwarded messages will take on the lifespan of the original message.





Recalling a Message

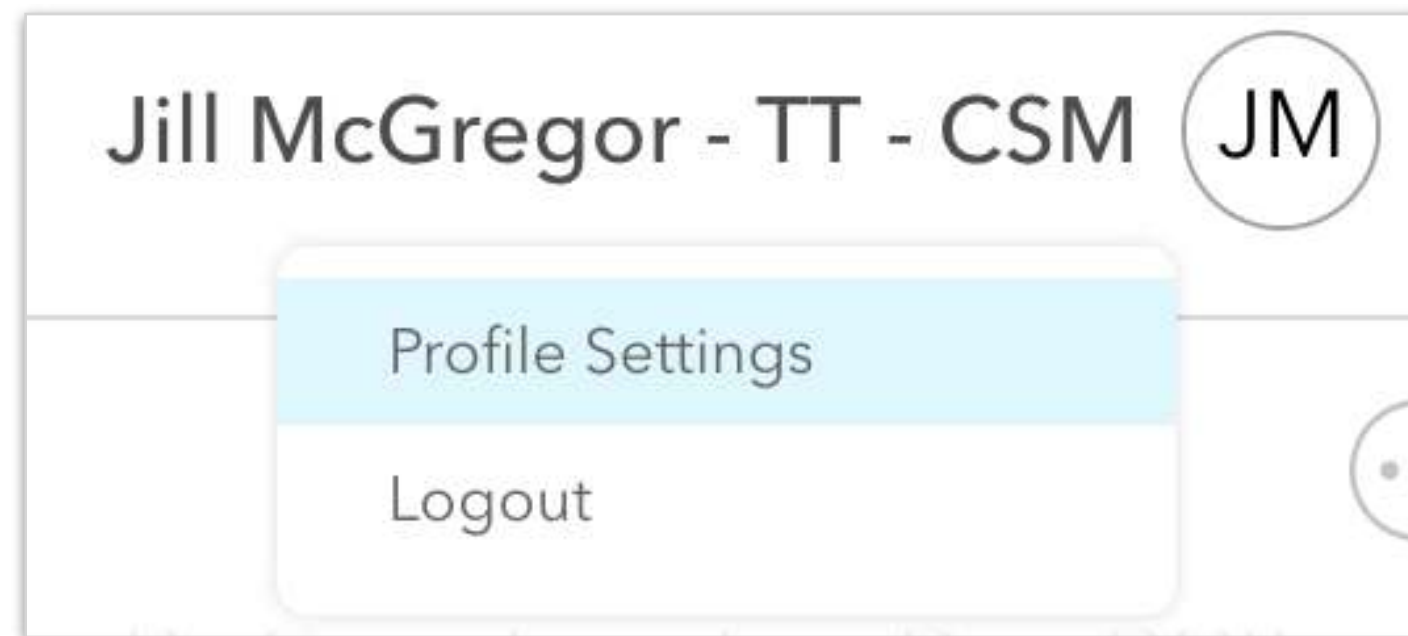
(a) Click on the ellipsis beside the message that you want to recall and click Recall. The message will be removed from your device and the receivers device.





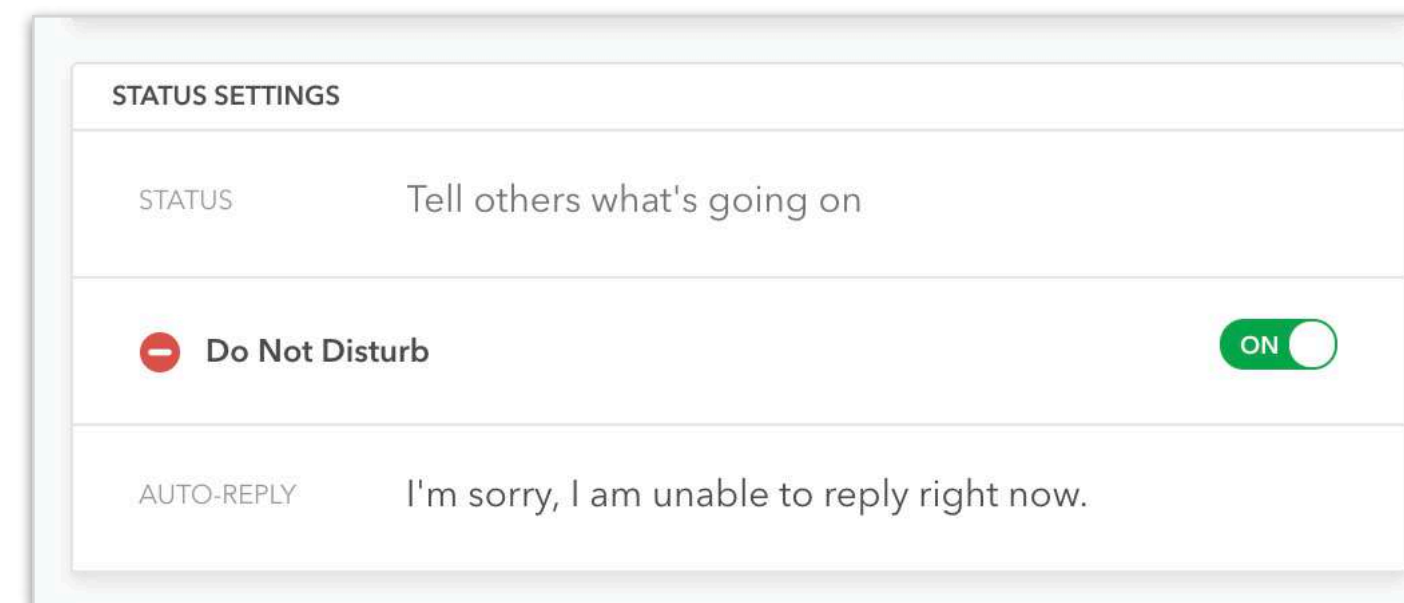
Do Not Disturb

(a) Click on your name and select Profile Settings.



(b) In the Status Settings section, toggle on the ON button to turn on Do Not Disturb

Set an away message in the Auto-Reply section.



(c) A banner will appear telling you that you have Do Not Disturb turned ON. Users who send messages will receive Auto-Reply when Do Not Disturb is enabled.

To turn the feature OFF, return to the Profile Settings page and toggle on the OFF button to disable Do Not Disturb.



Auto-Reply: I'm sorry, I am unable to reply right now.

10:47 AM 5 days left



Message Status Notification

Sent Status

- Message is sent from the sender's device to the TigerConnect server
- Sent status is shown after the TigerConnect server sends notification to the recipient's device that a new message is waiting
- TigerConnect uses various notification protocols to communicate to the device that a message is waiting
 - iOS: Apple Push Notification Service (APNS)
 - Android: Google Cloud Message (GCM)
 - Web Console: web sockets or AJAX polling
- On iOS and Android devices, the notification method is via an alert message, sound, and / or badge visible on the TigerConnect client device
- The user has the ability to turn off notifications, which prevents the above methods from happening



Message Status Notification

Delivered Status

- Delivered status varies between devices:
 - Android and iOS: When recipient launches / opens the TigerConnect application
 - Web Console/Desktop: When recipient logs into the console
- When TigerConnect application is opened, a connection is made between the TigerConnect server and the client
- For each message, there is a unique message ID. The client acknowledges when the message has been received. This behavior changes the status from **Sent** to **Delivered**

Message Status Notification



Read Status

- Read status varies between platforms:
 - Android and iOS: Recipient opens the conversation with the sender to view message
 - Web Console: When the recipient clicks on the conversation box (avatar, or clicks in "Type Message Here" box)
- When conversation is opened the client changes that status from **Delivered** to **Read** for each unique message ID, and notifies the server of the upload status



Review

Review



Peer to Peer Message (P2P)

- 1 to 1 Messaging
- Communication for patient care coordination, updates, images, etc.
- Understand when a message has been **Sent**, **Delivered**, and **Read**

Message Lifespan

- Messages automatically delete from sender and recipient's device after [x] amount of days
- No need to delete or cleanup old messages



Message Forwarding

- Messages can easily be forwarded to additional recipients to quickly share important information
- Forwarded messages carry the original senders name in the message header

Message Lifespan

- Recall a message containing inaccurate information or a message sent to the wrong recipient
- Recall in any message status state – **Sent**, **Delivered**, or **Read**
- Messages are recalled from sender and recipient conversation thread



Group Messaging

- A private conversation with multiple users
- All messages are shared with the entire group
- Any user can create a group
- Easily create groups to assist with care coordination and quickly communicate patient updates

Broadcast Lists

- Staff can broadcast a message to Everyone, Admins, or custom Broadcast Lists
- Broadcast lists are created only by the organizations TigerConnect admins
- All users can message a Broadcast even if they are not a member of the list
- Common use cases: Daily Census, New Admits, Scheduling, System Outage Notifications

Q&A