

# TigerConnect Training

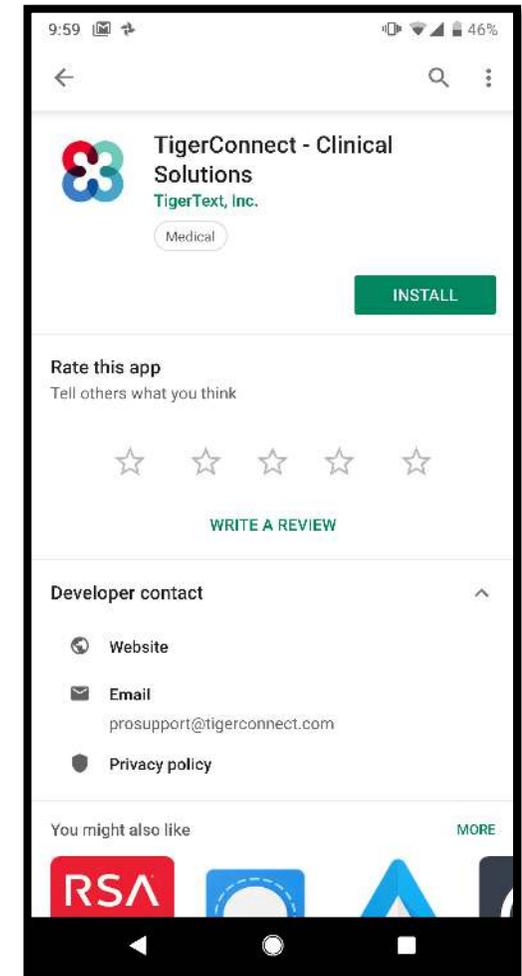
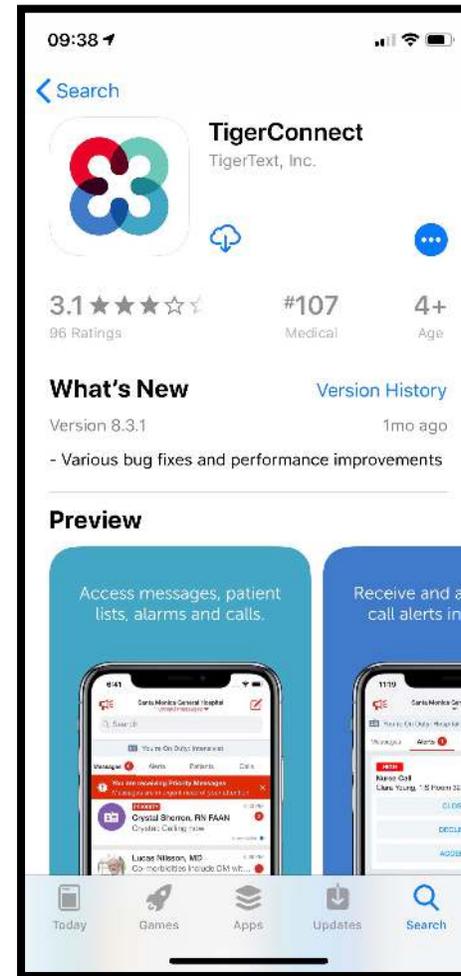
## iOS and Android



# Getting Started

## iOS and Android

- **Step 1:** Download the TigerConnect application from the App Store (iOS) or the Google Play Store (Android)



# Getting Started

iOS



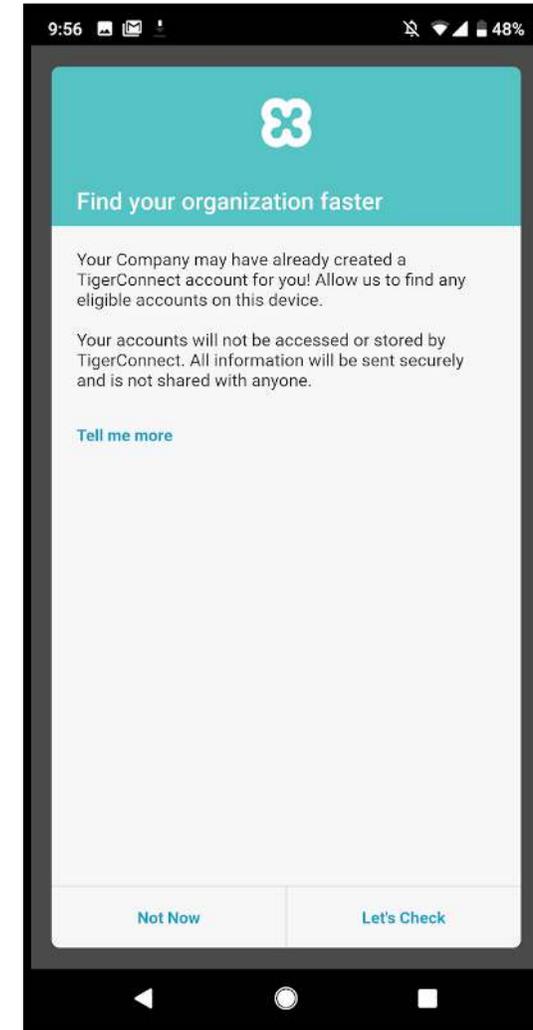
- **Step 2:** Launch the application
  - Swipe through the welcome messages or hit the **Get Started** button to proceed with the logging on process

ANDROID



# Getting Started

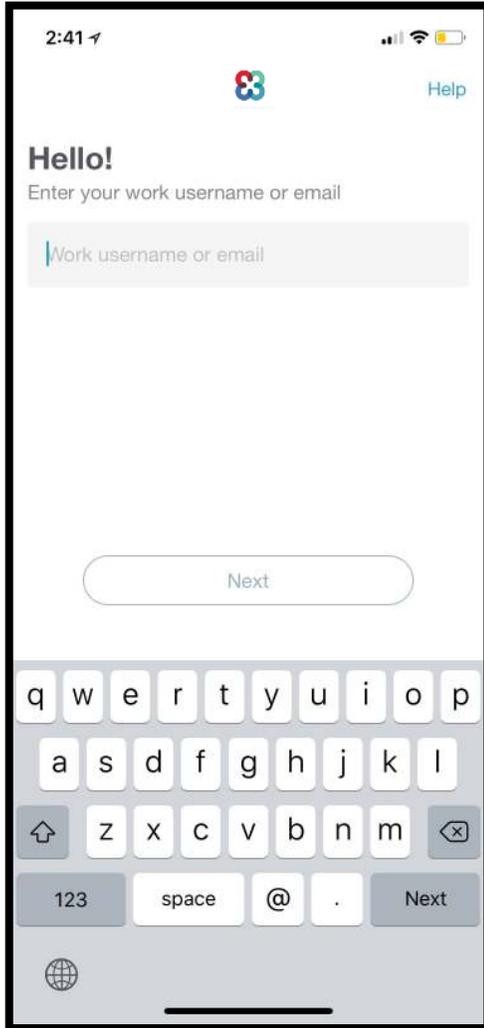
- For **Android** users, hit the **Not Now** button to proceed with the login process



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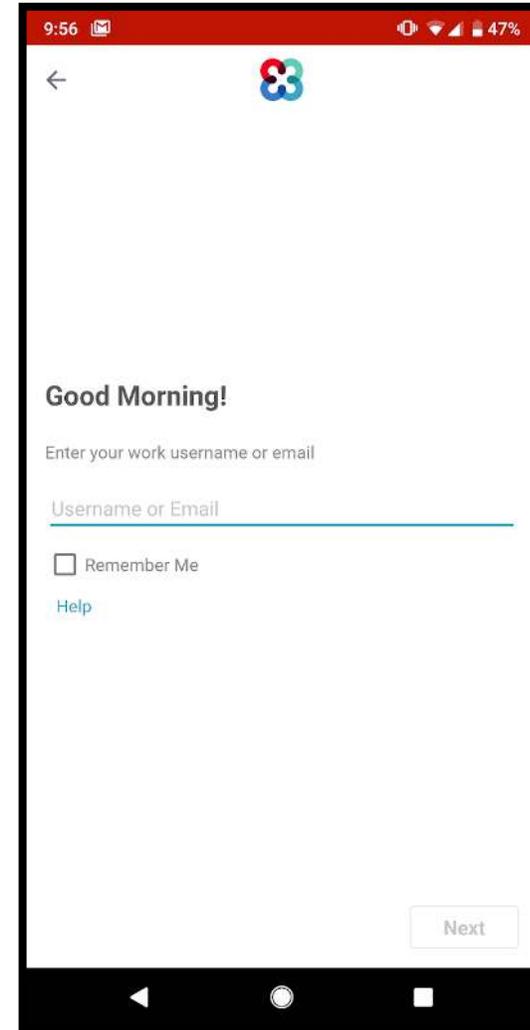
# Logging In

ios



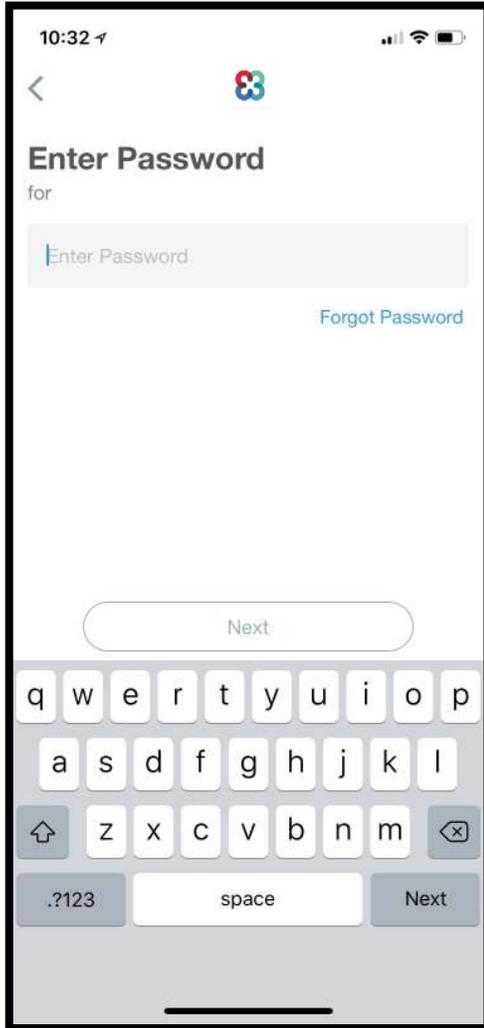
- Enter your work email address then hit the **Next** button

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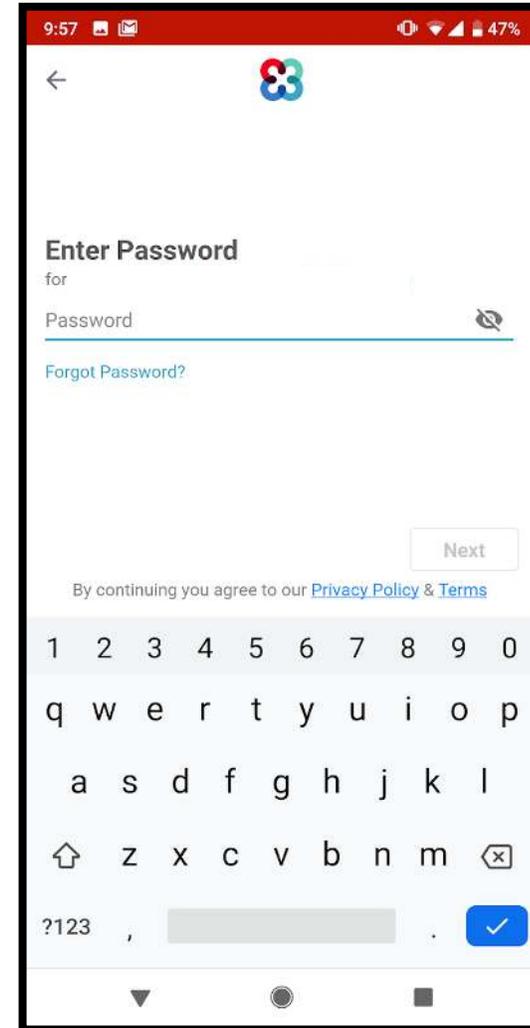
# Logging In

iOS



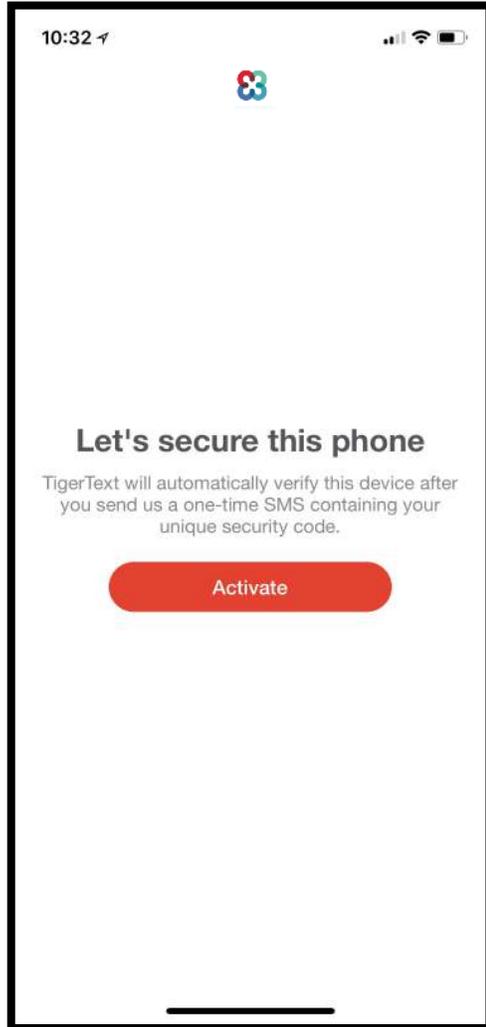
- Enter your password then hit the **Next** button
  - You may need to ask your TigerConnect Administrator for your password

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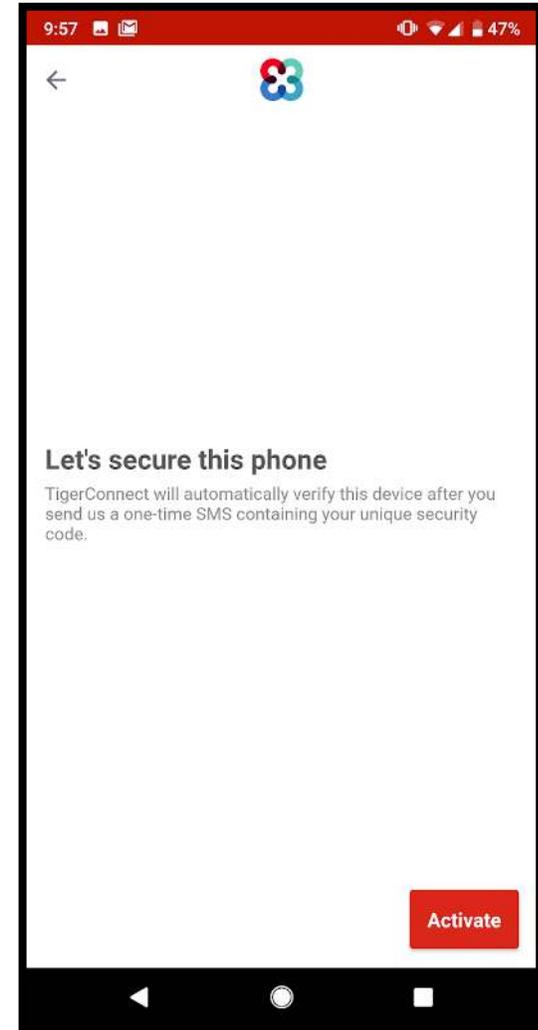
# Activating your account

iOS



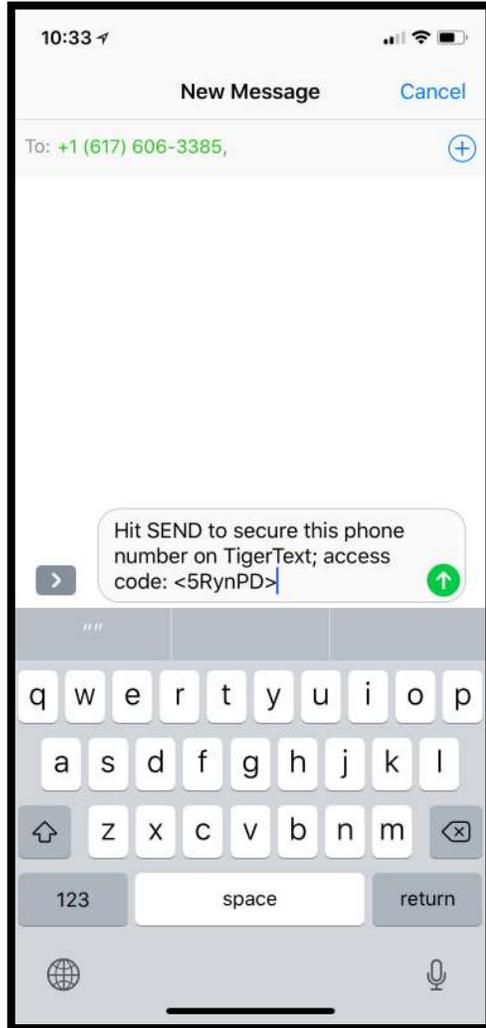
- Hit the **Activate** button to secure your account

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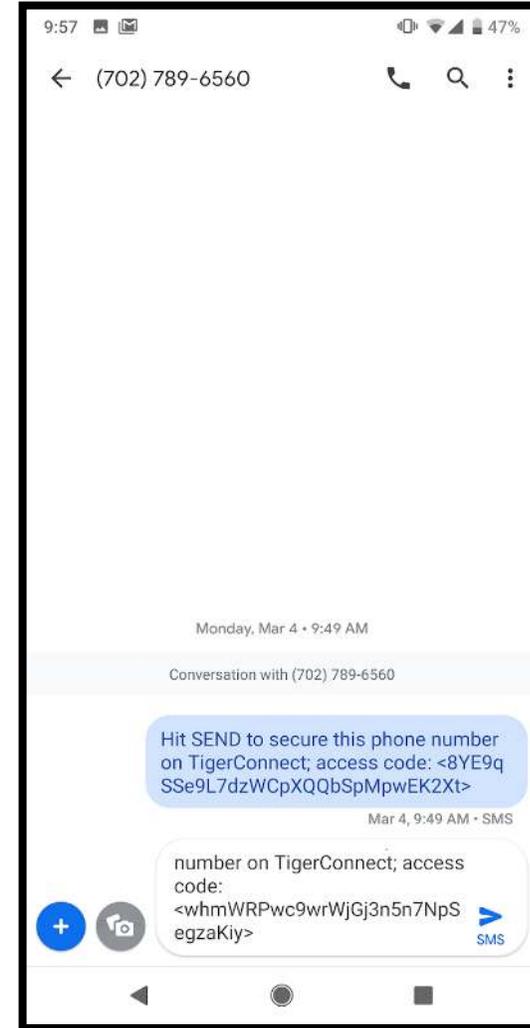
# Activating your account

iOS



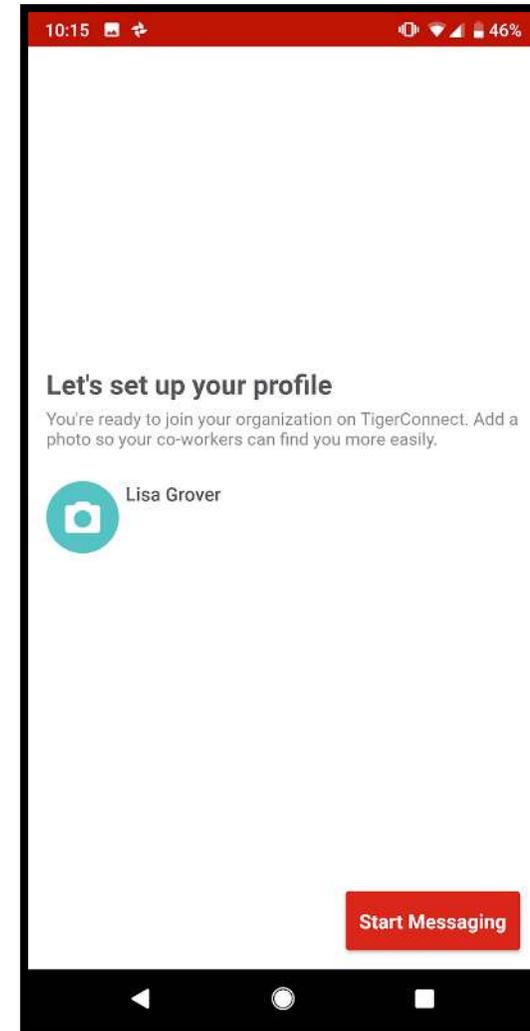
- Hit **Send** to secure your phone number

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# Getting Started

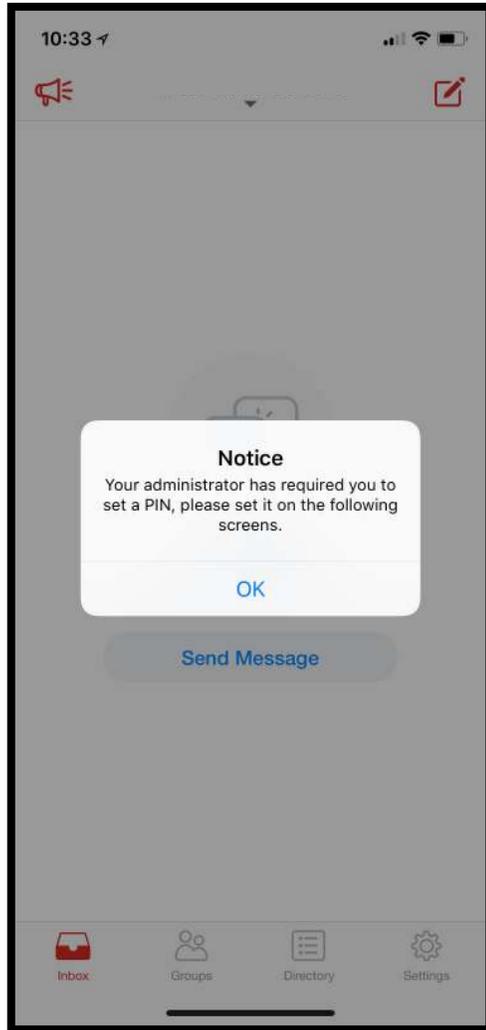
- For **Android** users, hit the **Start Messaging** button to proceed with the next steps



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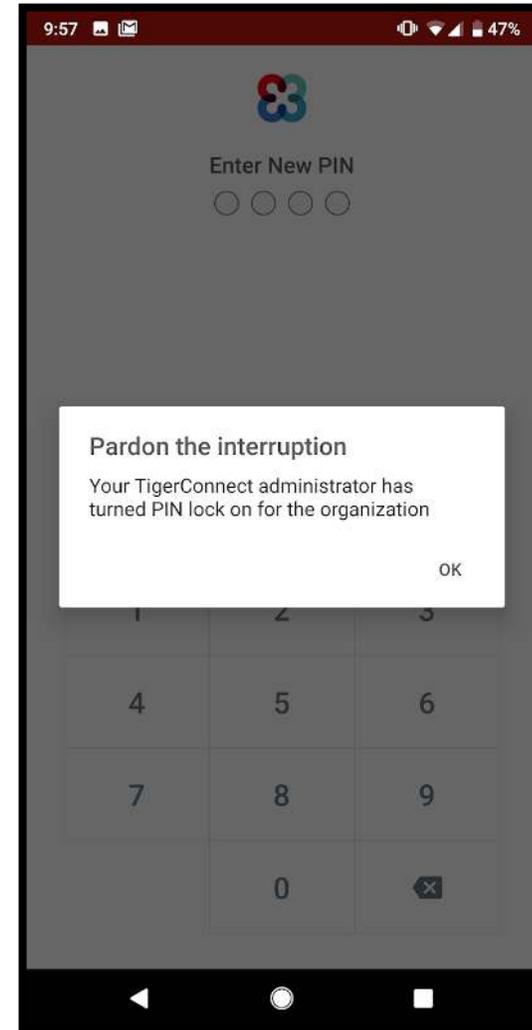
# Setting your PIN

iOS



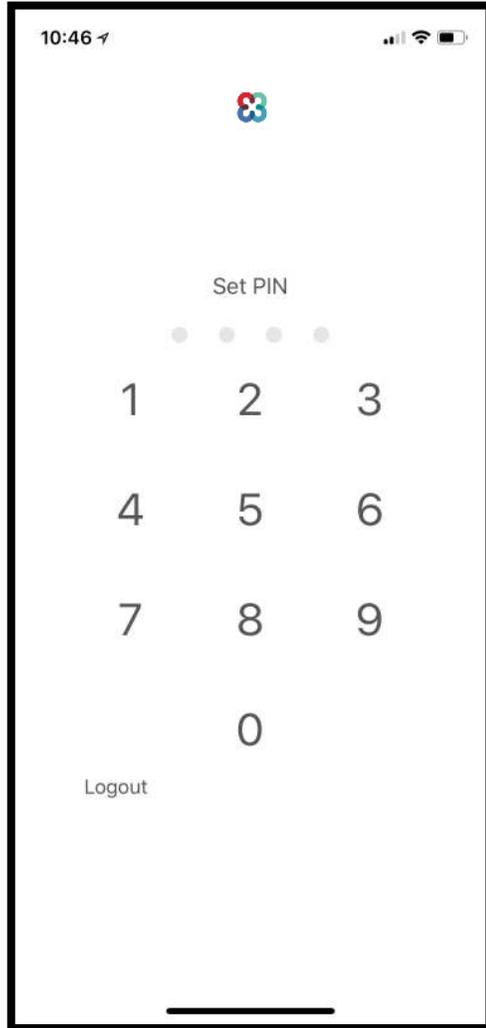
- Hit the **OK** button to set a PIN
  - Note that this is a separate layer of security when accessing the mobile application
  - Set this PIN to something you would normally remember

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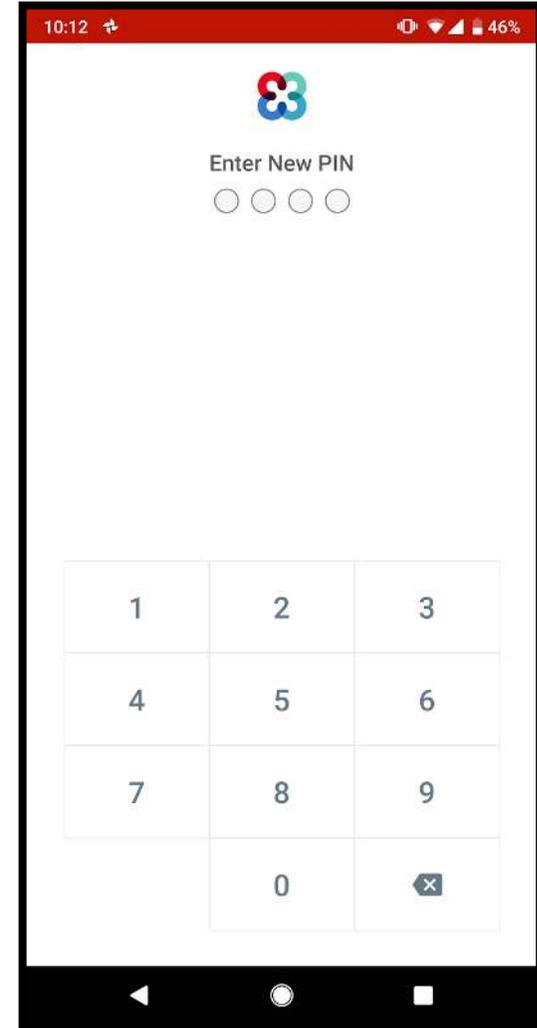
# Setting your PIN

iOS



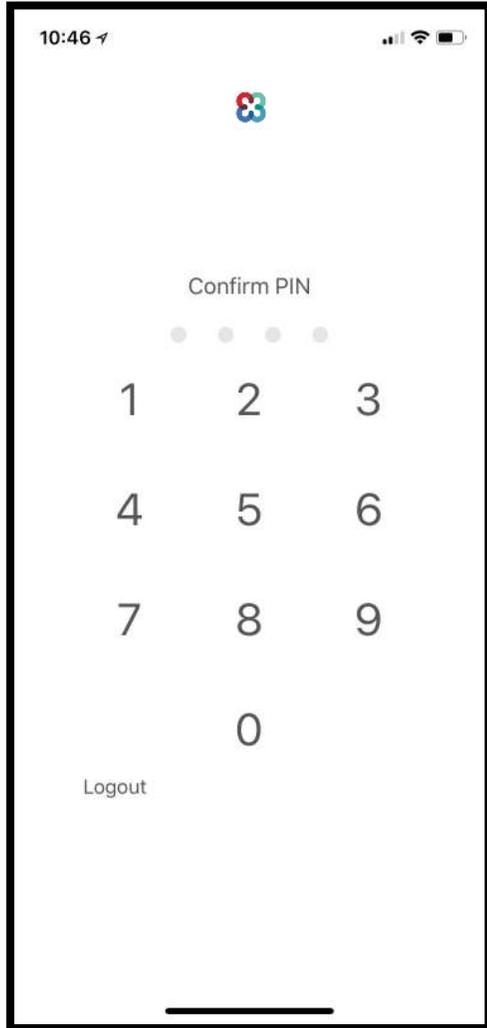
- Set your 4-digit PIN

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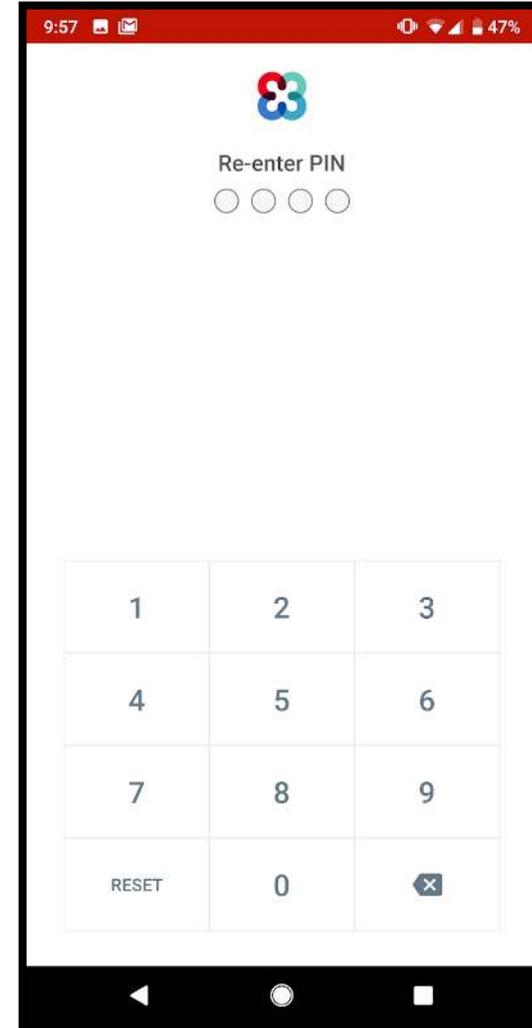
# Confirming your PIN

iOS



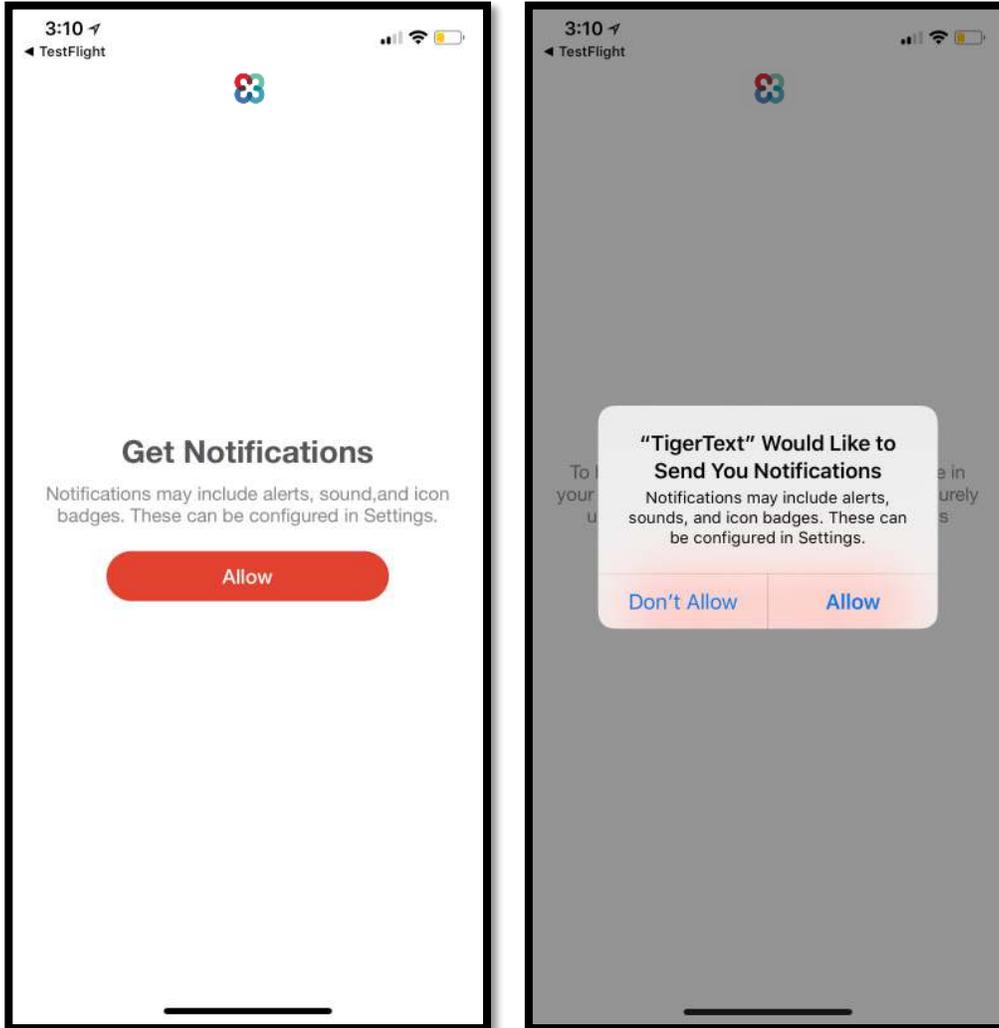
- Confirm the 4-digit PIN you entered from the previous step

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# Allowing Notifications

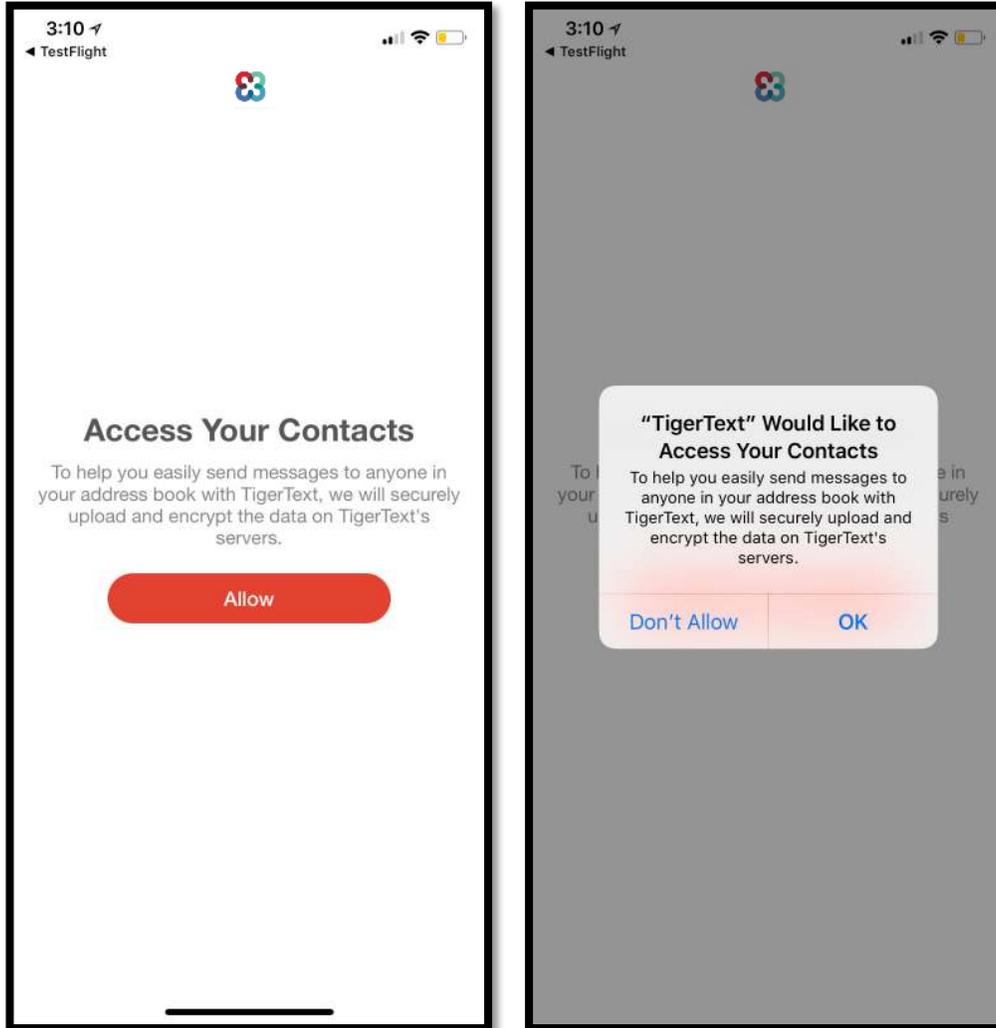
ios



- For **iOS** users, hit the **Allow** button twice to get Notifications for incoming messages in the application
  - Note that for **Android** users this is programmed automatically

# Access to your Contacts

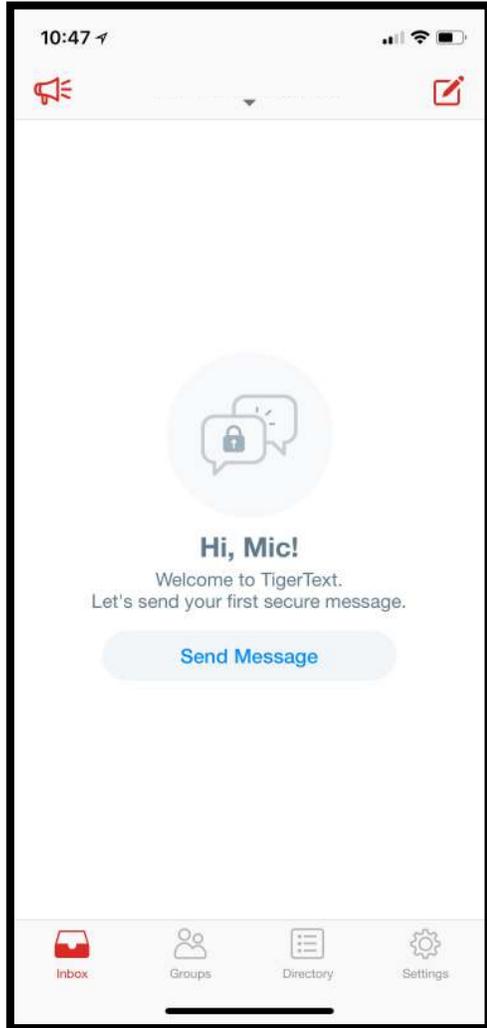
ios



- For **iOS** users, hit the **Allow** and **OK** buttons to access the contacts in your phone if you want to use the **Message Anyone** feature of the application
  - Note that for **Android** users, you need to toggle to the **Contacts** dropdown

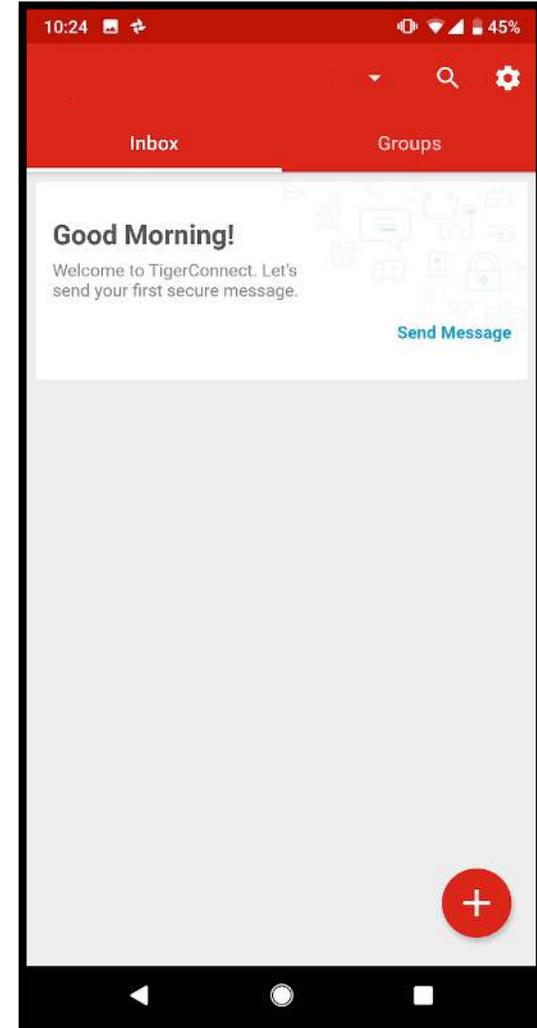
# Successful Login

iOS



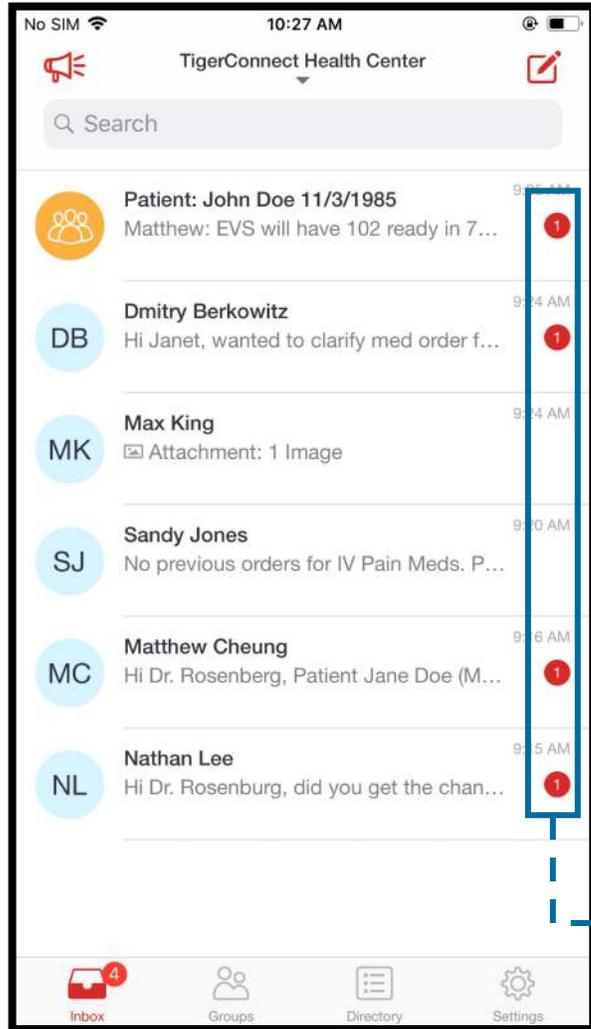
- You are now ready to send secure messages in your organization

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# Your TigerConnect Inbox

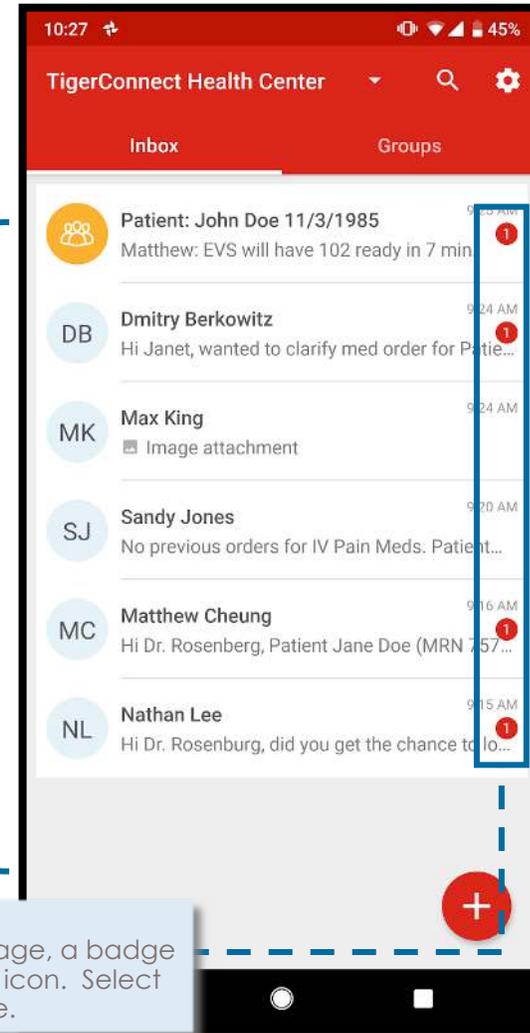
iOS



## Conversation Roster

Colleagues you have had recent or regular conversations with.

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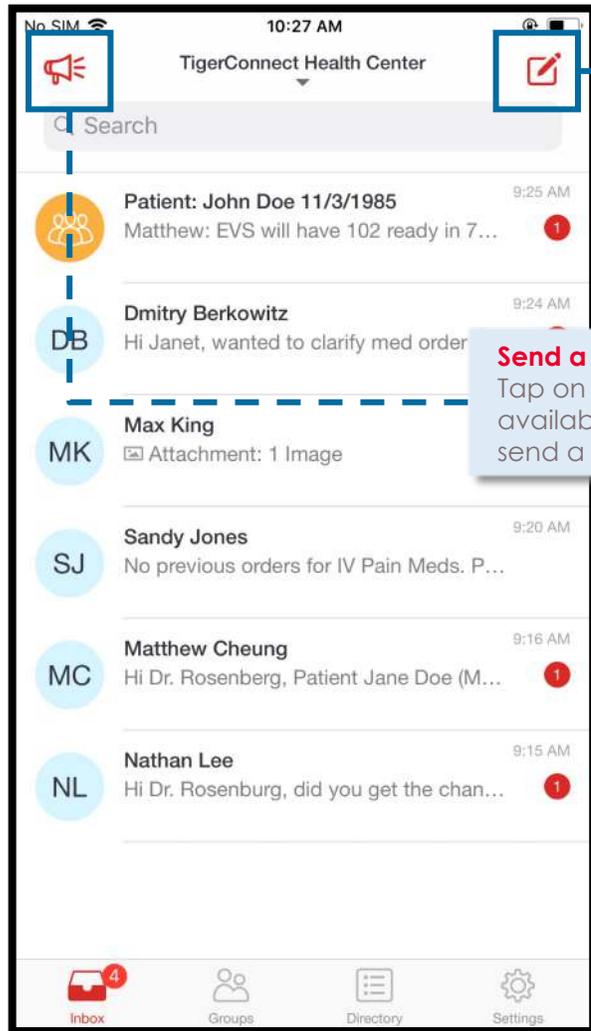


## Message Badge

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

# Composing a New Message

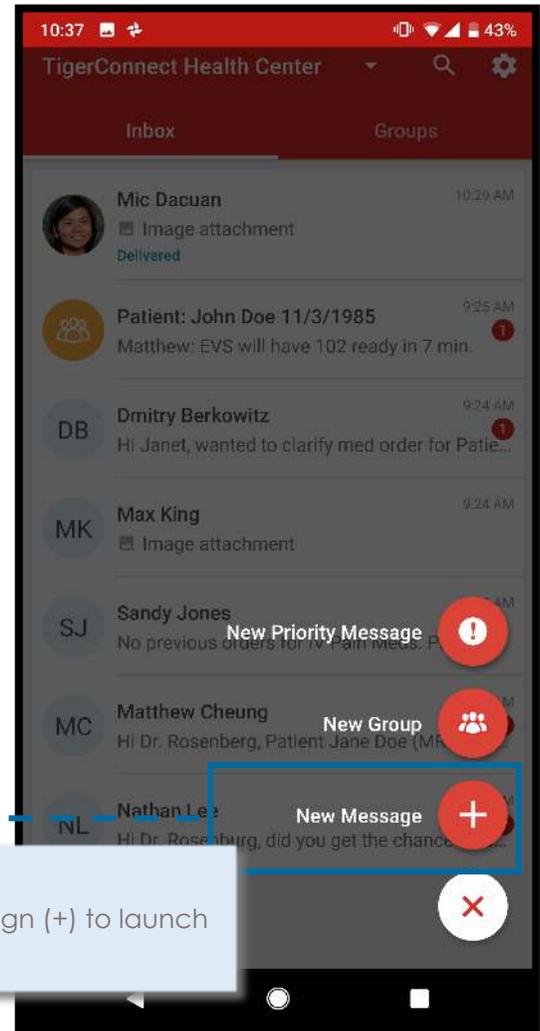
iOS



**Compose a New Message**  
Tap on the compose icon and a "New Message" prompt will be created.

**Send a Broadcast Message**  
Tap on megaphone icon to see available Broadcast Lists you can send a message to.

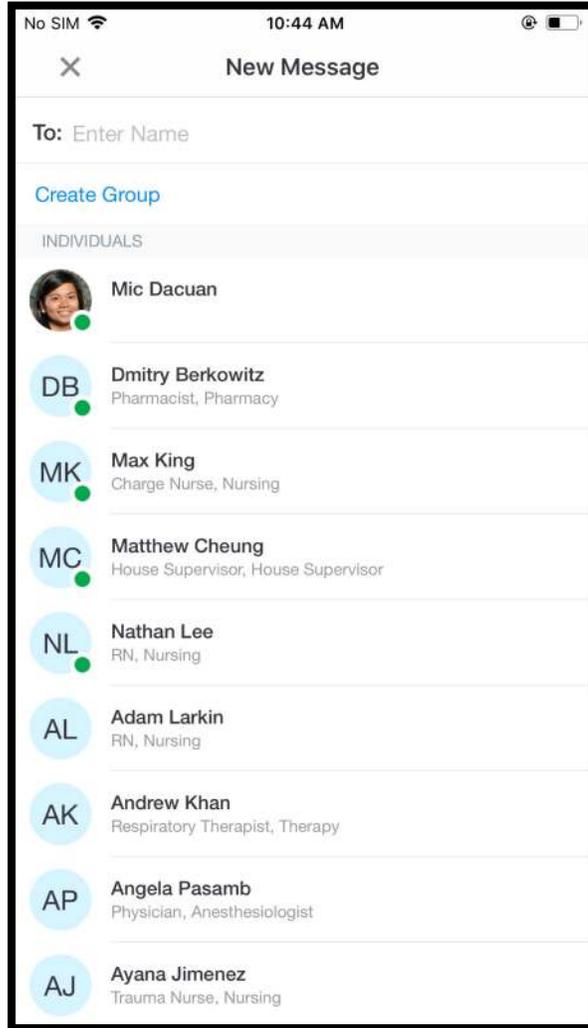
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**Android Users**  
Tap on the plus sign (+) to launch this menu.

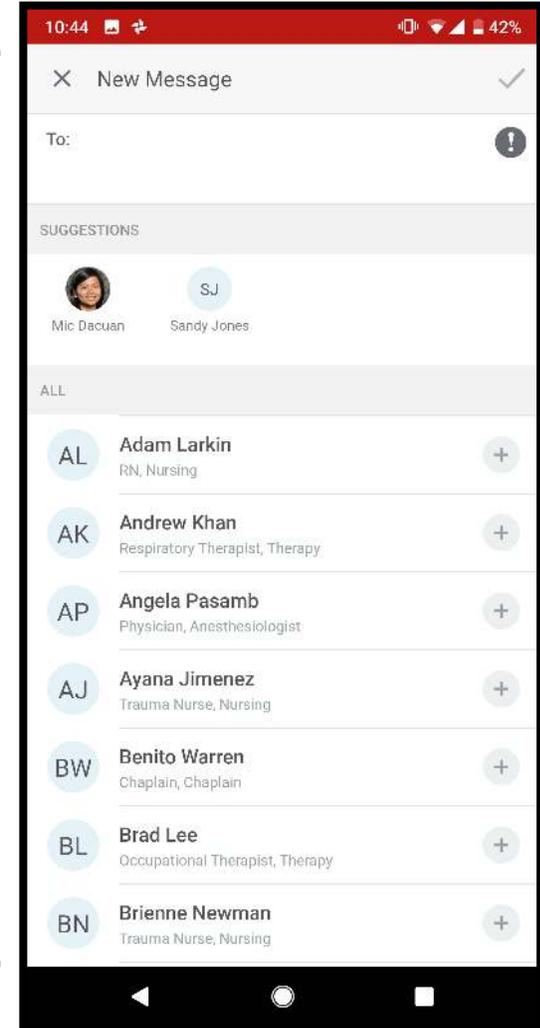
# Composing a New Message

iOS



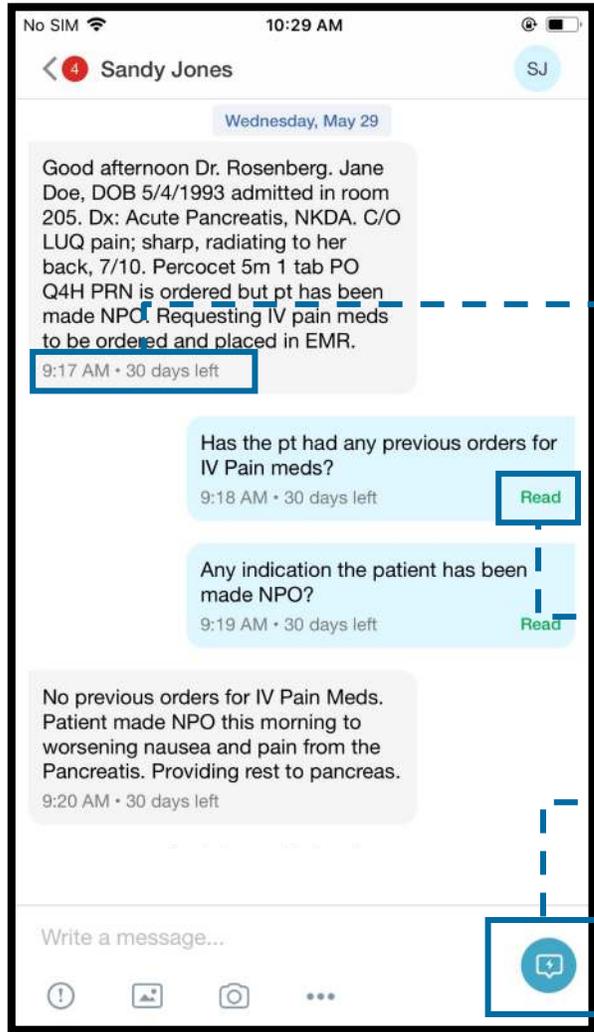
**Compose a New Message**  
Once you tap on the compose icon, either type your co-workers name or scroll down in the selection to send them a message.

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# Message Details

iOS



## Message Lifespan

Indicates the amount of time which you can view message.

## Status Indicator

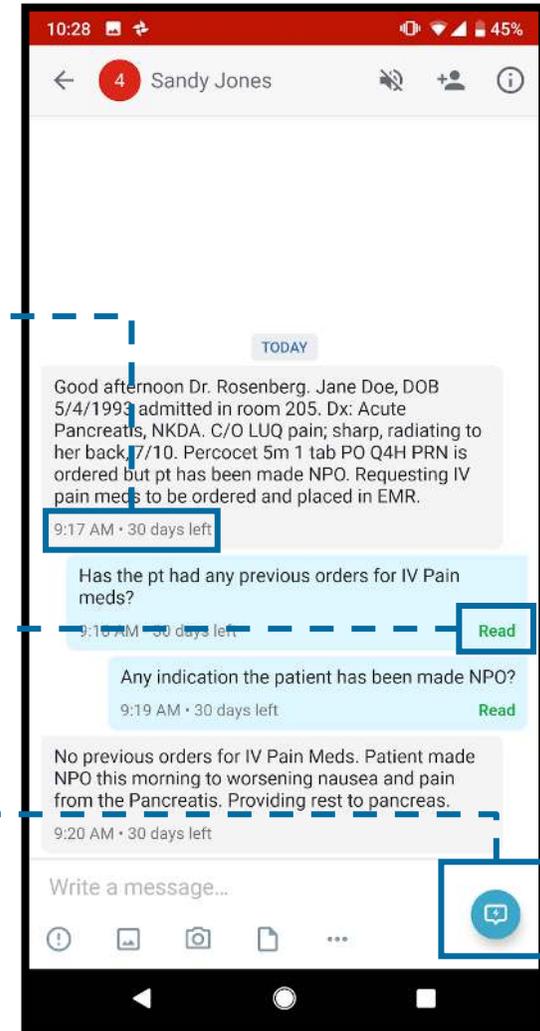
Indicates status of message

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

## Quick Replies

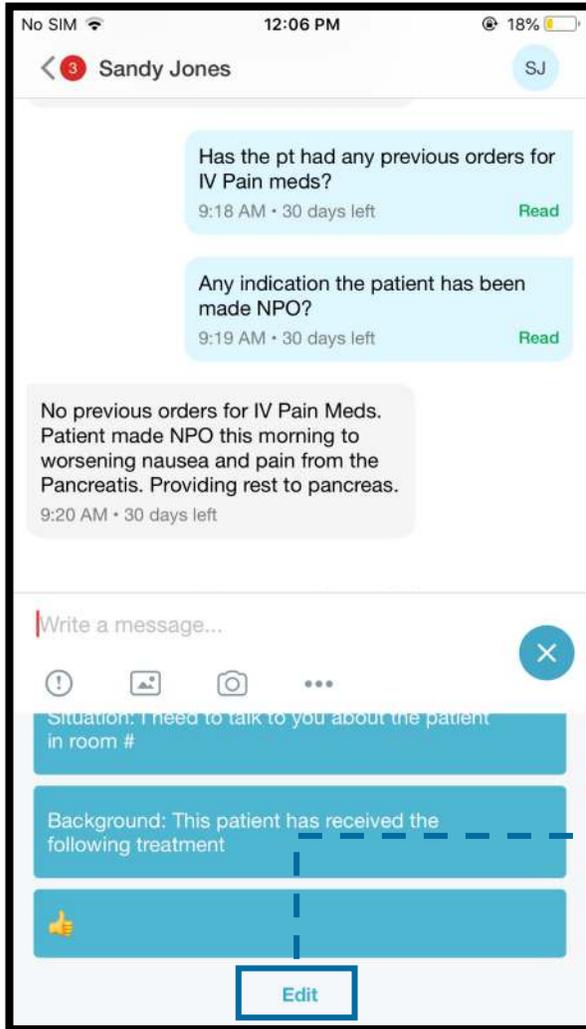
Tap on the Quick Reply menu for a set of pre-customizable messages that will automatically populate your message box.

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# Quick Replies

iOS

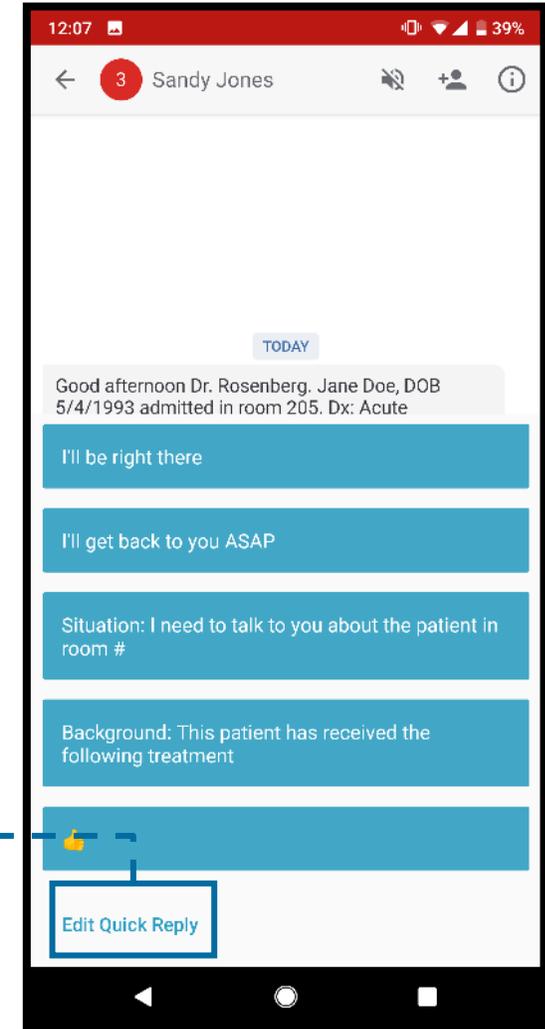


## Customize your Quick Replies

Tap on the Edit button to customize your Quick Replies. You can have up to five (5) different quick replies. Examples include:

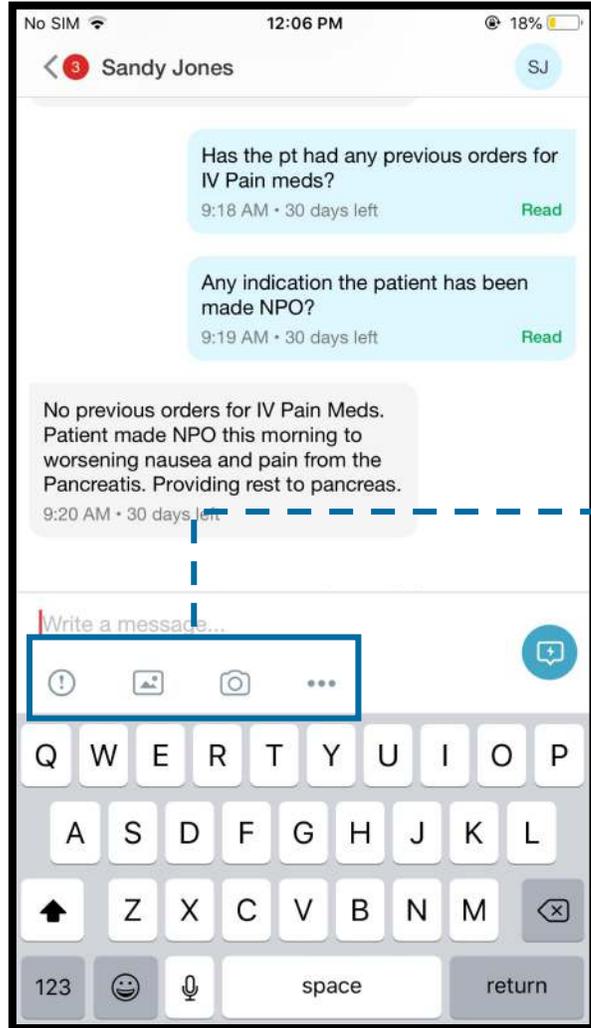
"Per CMS and TJC regulations and corporate policy, orders sent via TigerConnect cannot be accepted or acknowledged. Physician Orders must be submitted through CPOE."

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# Message Toolbox

iOS

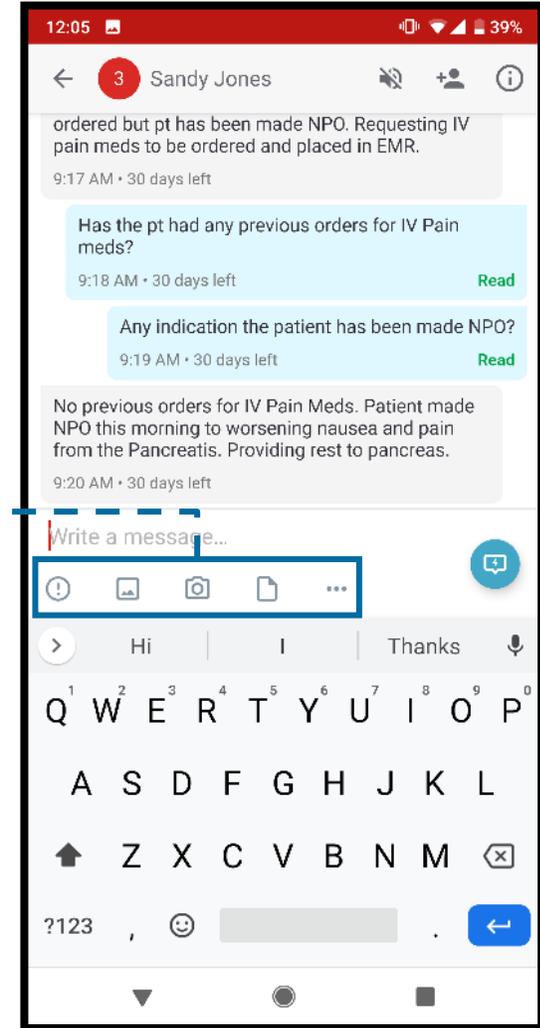


## Message Toolbox

This toolbox allows you to perform the following actions:

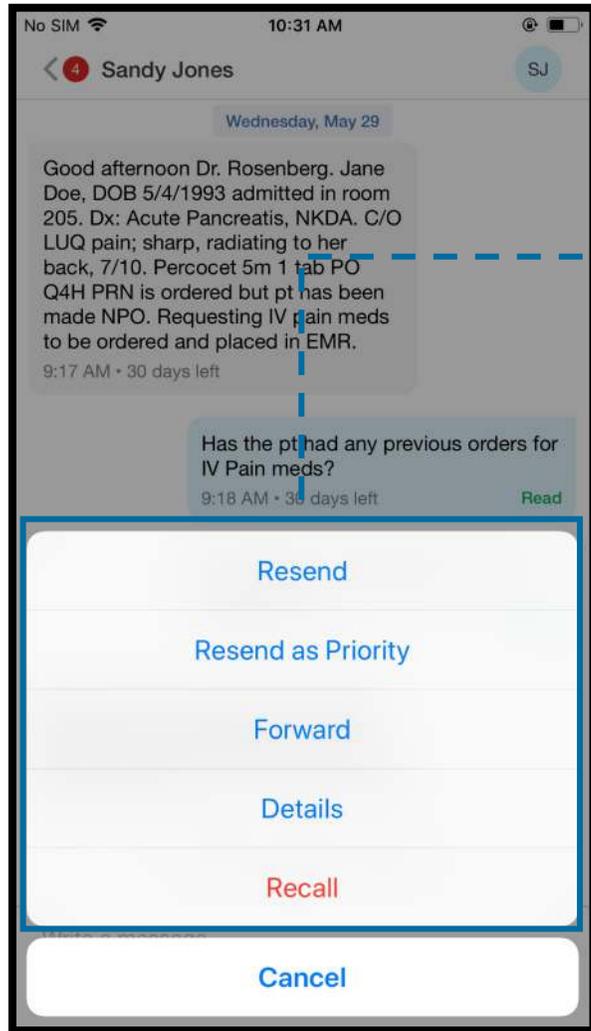
- Send a priority message
- Upload a picture from your camera roll
- Take a picture using your device camera
- Upload a document
- Record an audio
- Share the physical address of your location

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# Message Options

iOS

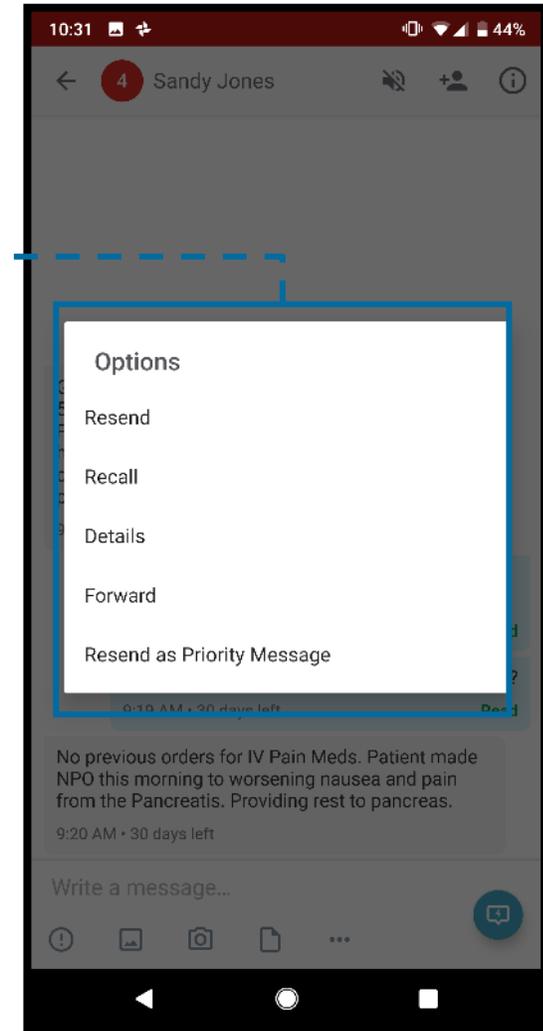


## Message Options

Long press messages that you send to show the following options:

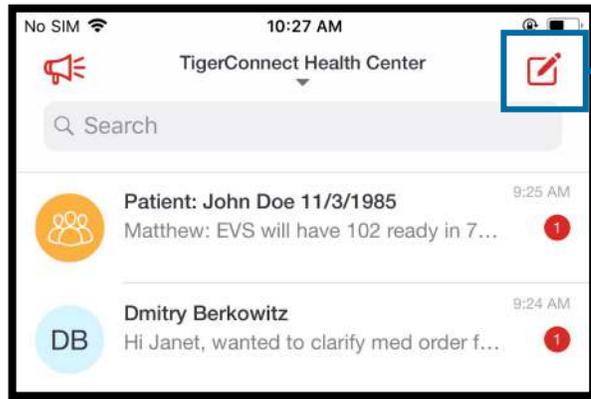
- **Resend** – resends the message in the conversation screen
- **Resend as Priority** – resends the message as a Priority Message
- **Forward** – allows you to forward your message to another person in the directory or a group conversation you are a member of
- **Recall** – deletes the message you send from the conversation screen

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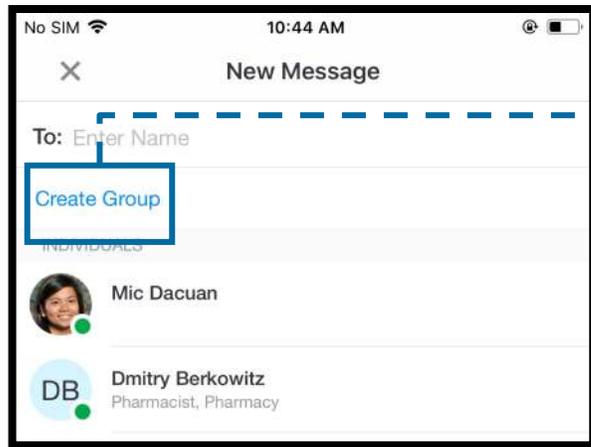


# Creating a Group Conversation

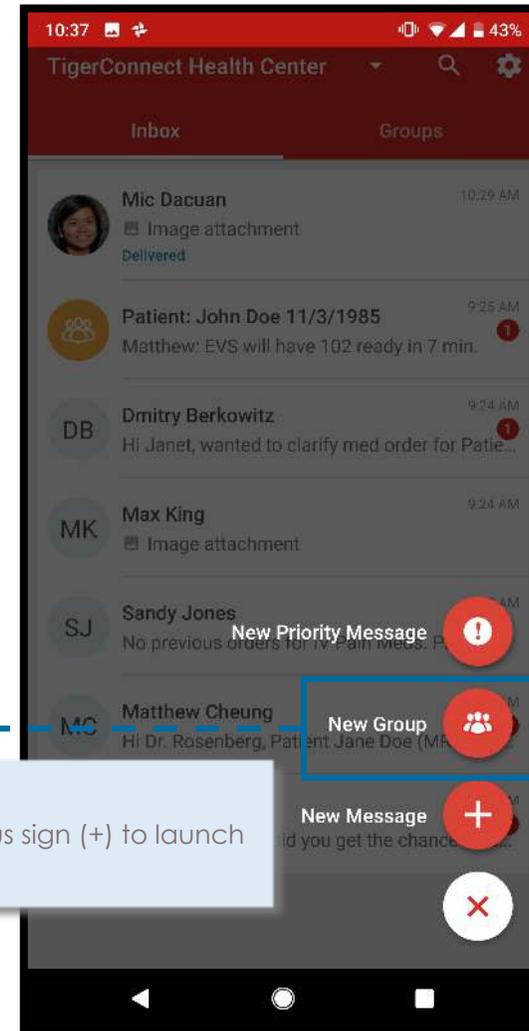
iOS



**Compose a Group Message**  
Tap on the compose icon and select **Create Group**



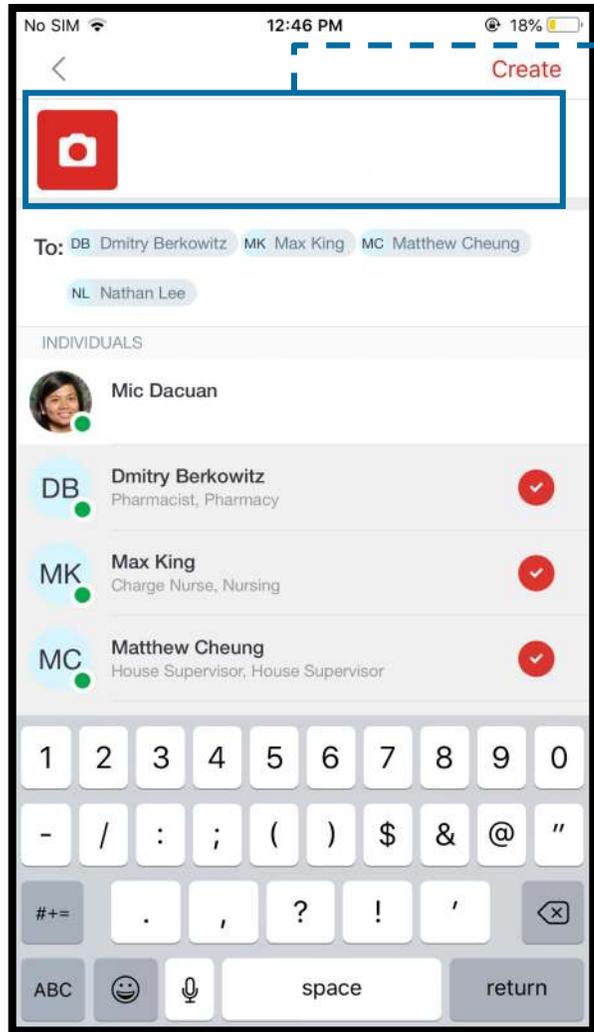
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**Android Users**  
Tap on the plus sign (+) to launch this menu.

# Creating a Group Conversation

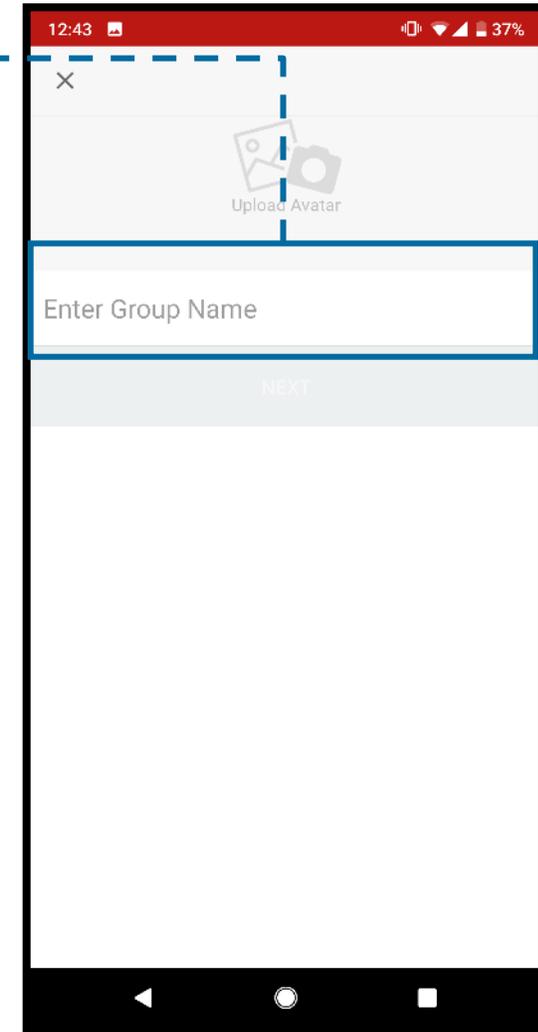
iOS



## Enter a Group Name

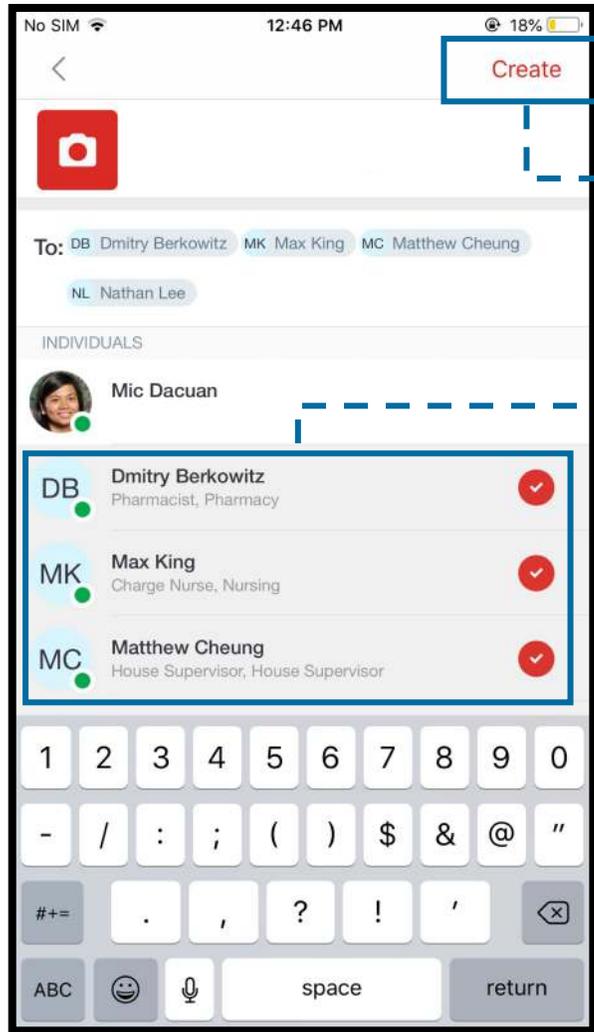
Name the group conversation that you are creating

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# Creating a Group Conversation

iOS



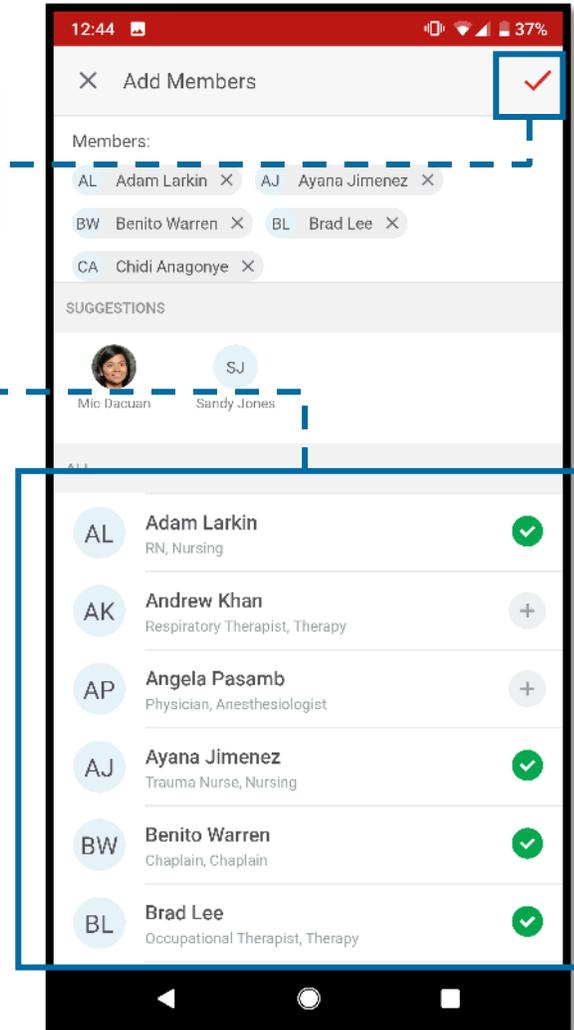
**Create the Group**  
Tap on Create or the checkmark button to create the group

**Select Members**  
Select users from your directory that you want to include in your group conversation.

iPhone users will see a check mark to the right of the users' names while Android users will see the plus sign converted to a check mark when they select members.

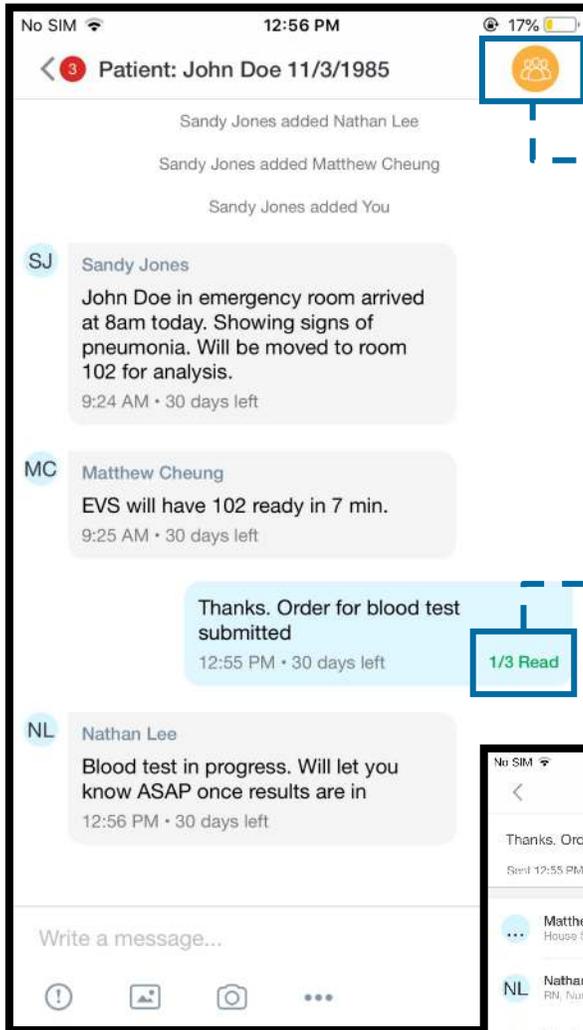
Note that only members of a Group will see this Group conversation in their inboxes.

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# Group Details

iOS



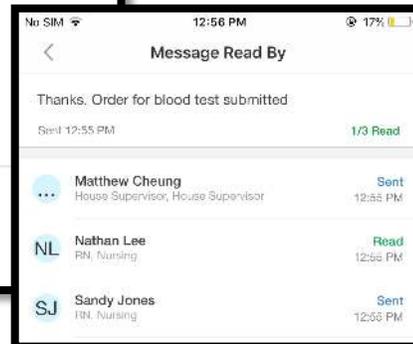
## Group Settings

Tap the orange avatar (iOS) or the information icon (Android) to launch the Group Settings to:

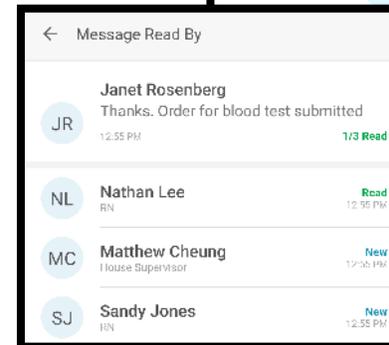
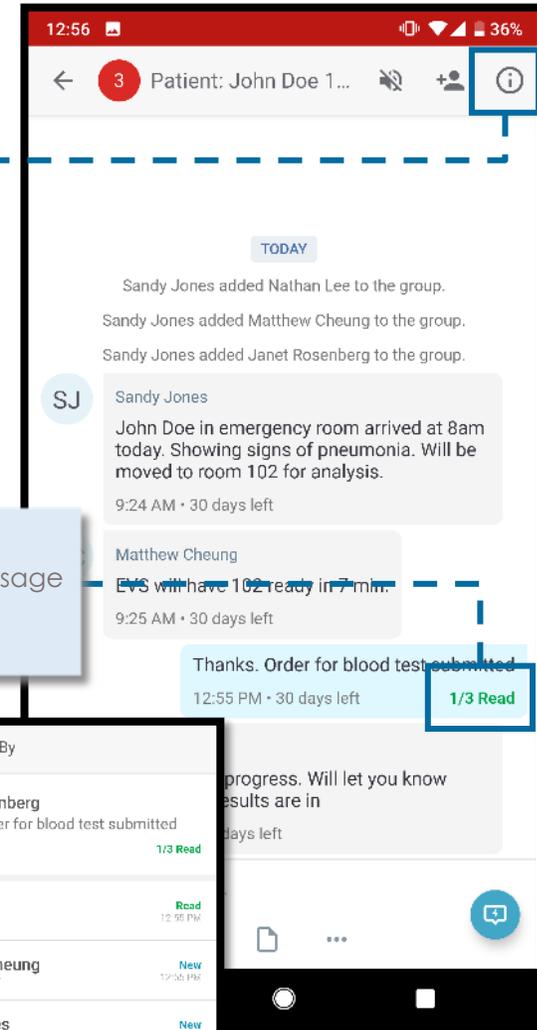
- Upload a group conversation avatar
- Rename the group conversation
- Mute the conversation
- See a list of attachments sent in the conversation
- Add more members to the group
- Leave the group
- Remove members in the group
- See a current list of members in the group

## Message Status

Tap on the 1/3 Read and it will display the Message Status and show who has already Read the message amongst the Group members

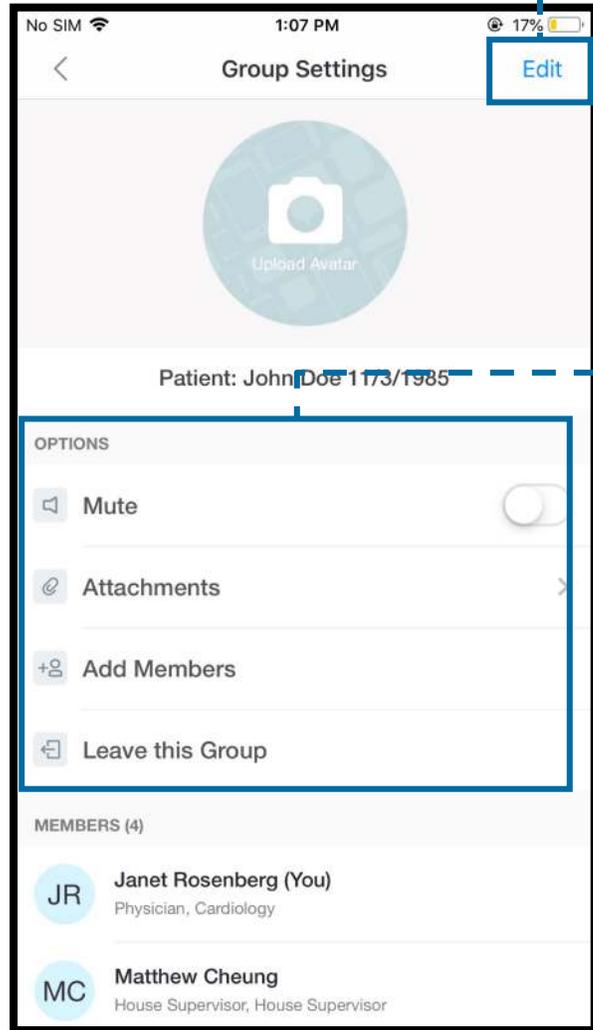


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# Group Settings

iOS



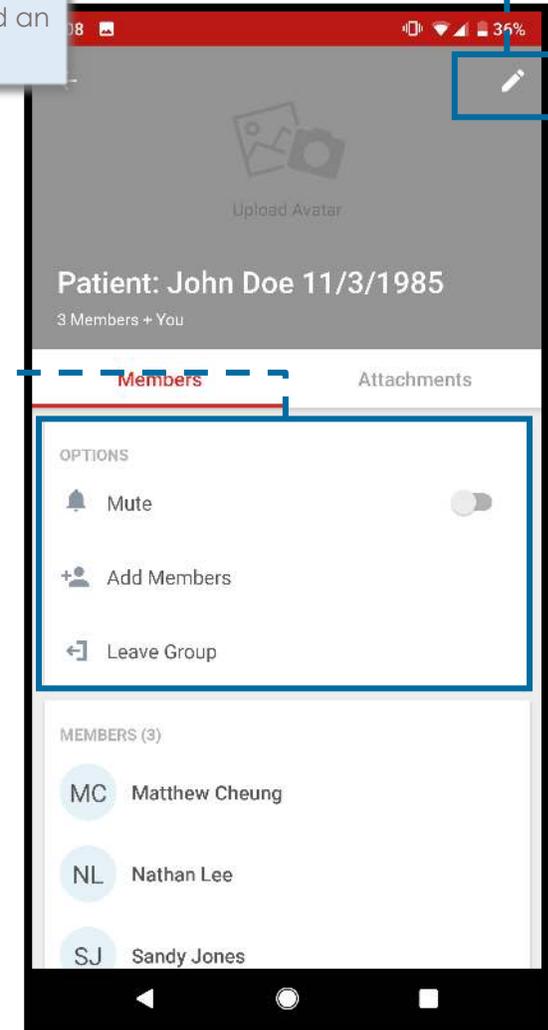
## Edit Mode

Tap on the Edit button (iOS) or the pencil icon (Android) to rename the conversation or upload an avatar for the group conversation

## Group Options

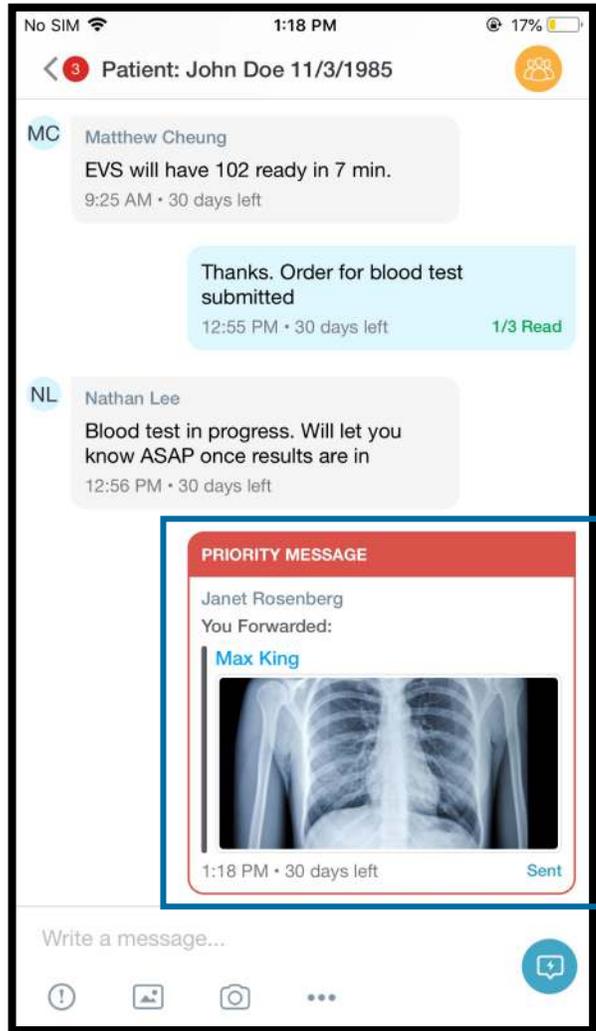
**Mute:** Temporarily mute the conversation and turn off the incoming conversations with this person  
**Attachments:** See a list of attachments that has been sent in the group conversation (photos, audio recordings, documents, etc.)  
**Add Members:** Add more members to the existing Group conversation  
**Leave this Group:** Leave the group and the Group conversation will disappear from your Inbox

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# Message Forwarding and Priority Messages

iOS



## Priority Messages

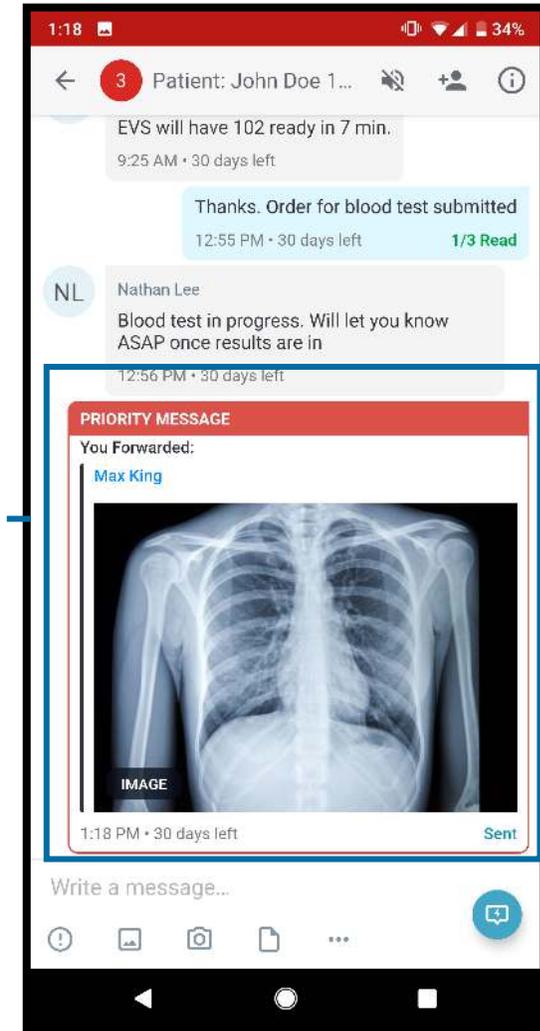
Priority messages will be highlighted in red and labeled as a Priority Message.

## Forwarded Messages

Recipients of your forwarded message will know who the original sender of the message is.

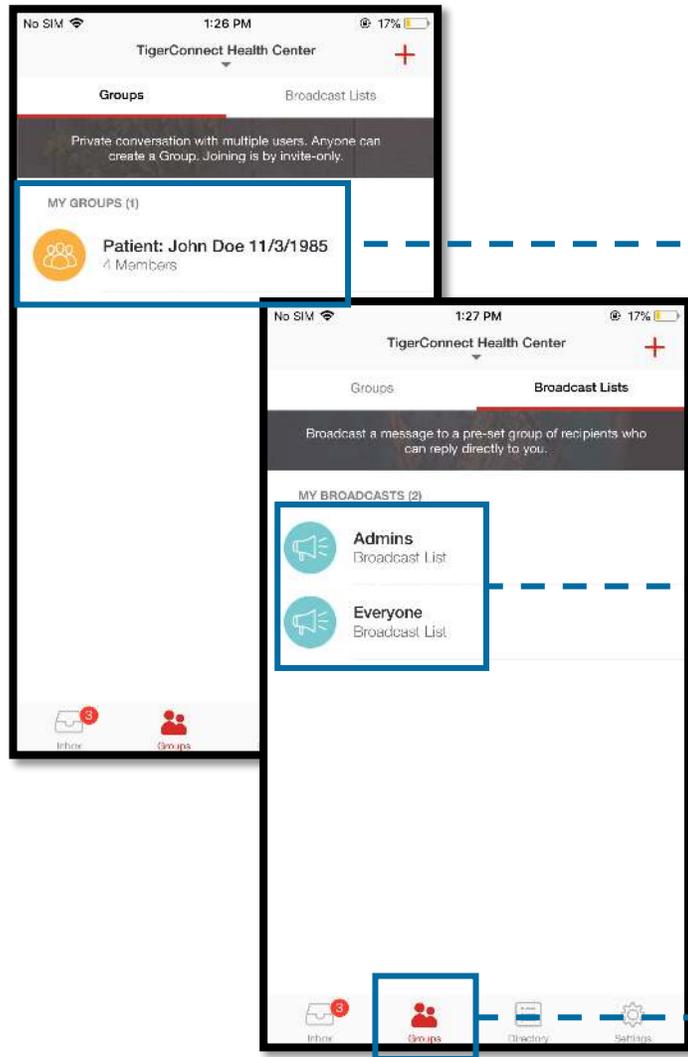
*Note: Forwarded messages will take on the lifespan of the original message.*

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# Groups Tab

iOS

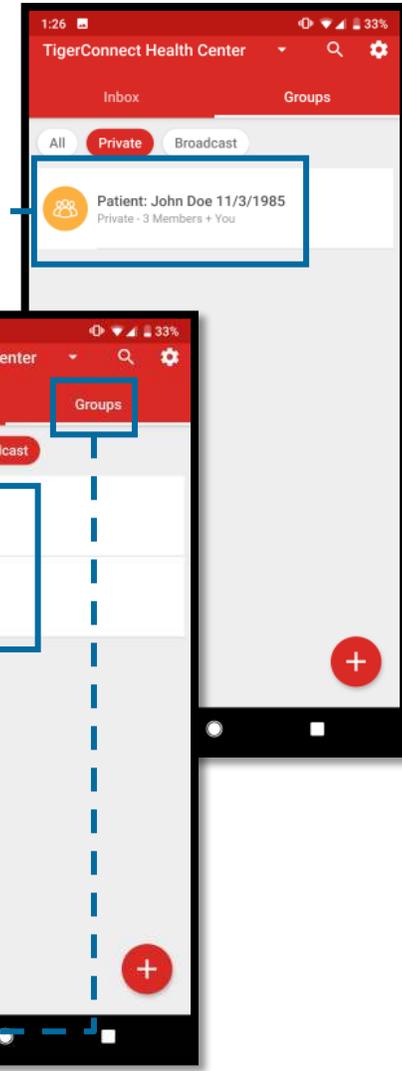


**Groups or Private**  
Shows a list of Groups you are a member of in alphabetical order.

**Broadcast Lists**  
Send a Broadcast message to the lists available to you.

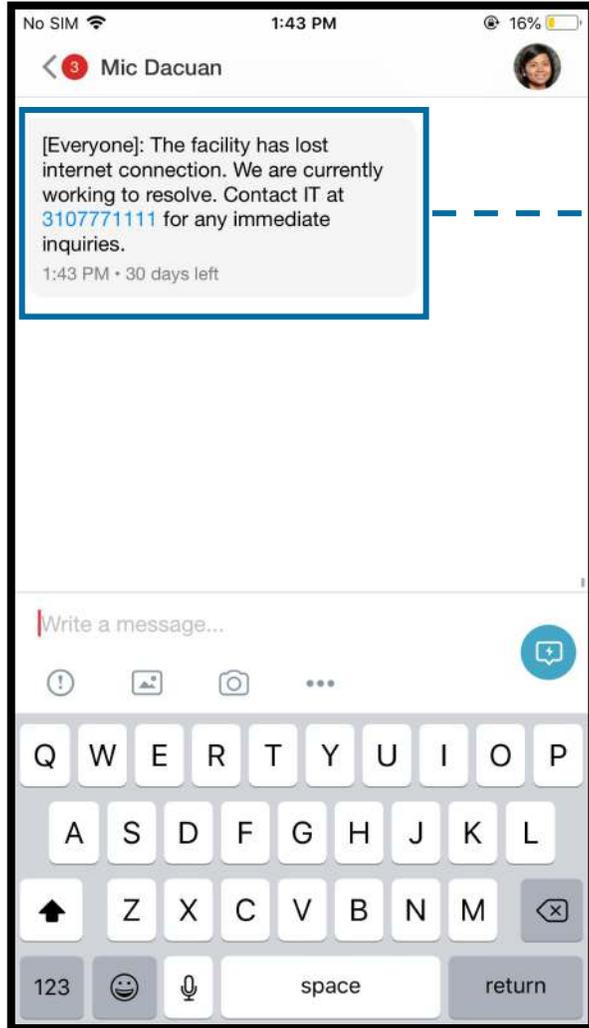
**Groups Tab**  
Tap on Groups tab to see a list of Groups that you are a member of or Broadcast Lists you can send a message to.

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# Broadcast Message

iOS

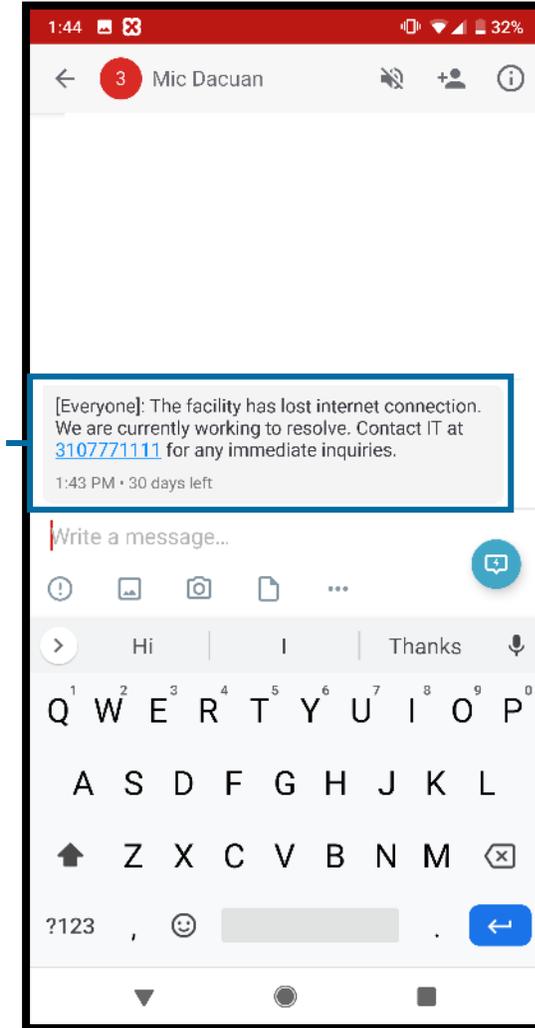


## Broadcast Messages

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

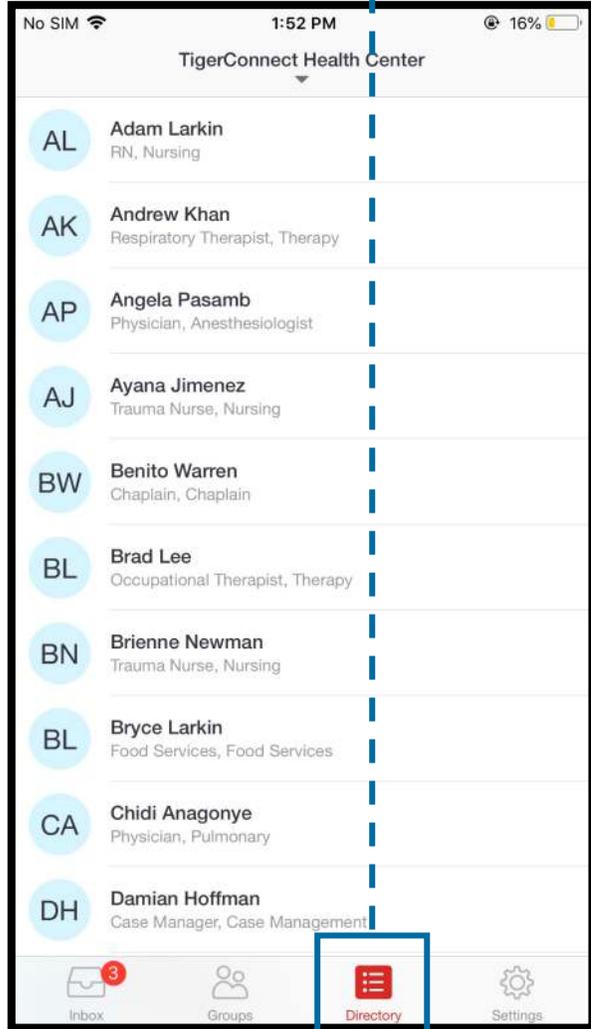
Responses to broadcast messages will only be received by the original sender of the broadcast message. Members of the broadcast list will not see these responses.

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# Directory

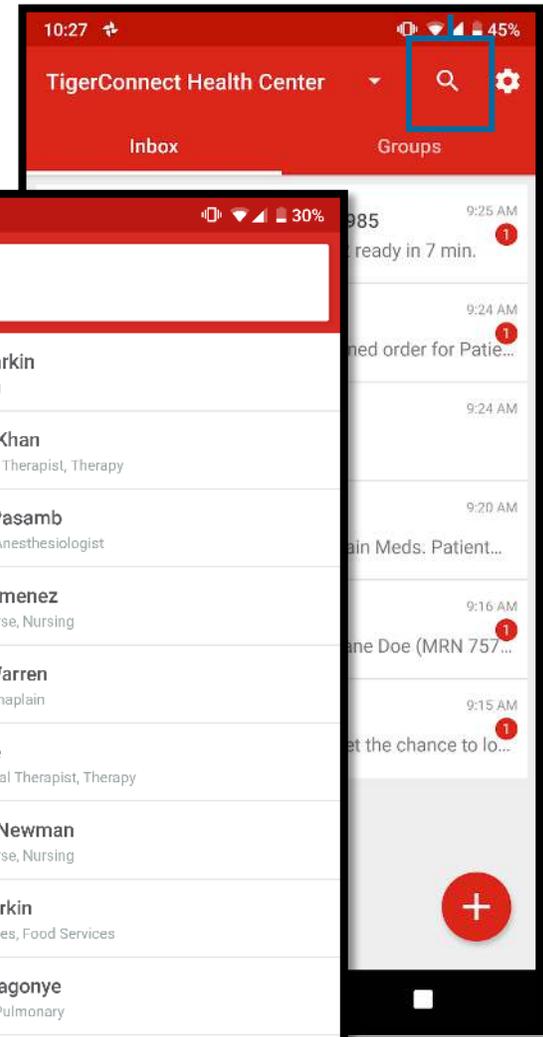
iOS



**Directory**  
Tapping on the Directory tab (iOS) or the magnifying glass icon (Android) will show you a list of users that you can send a message to in your directory

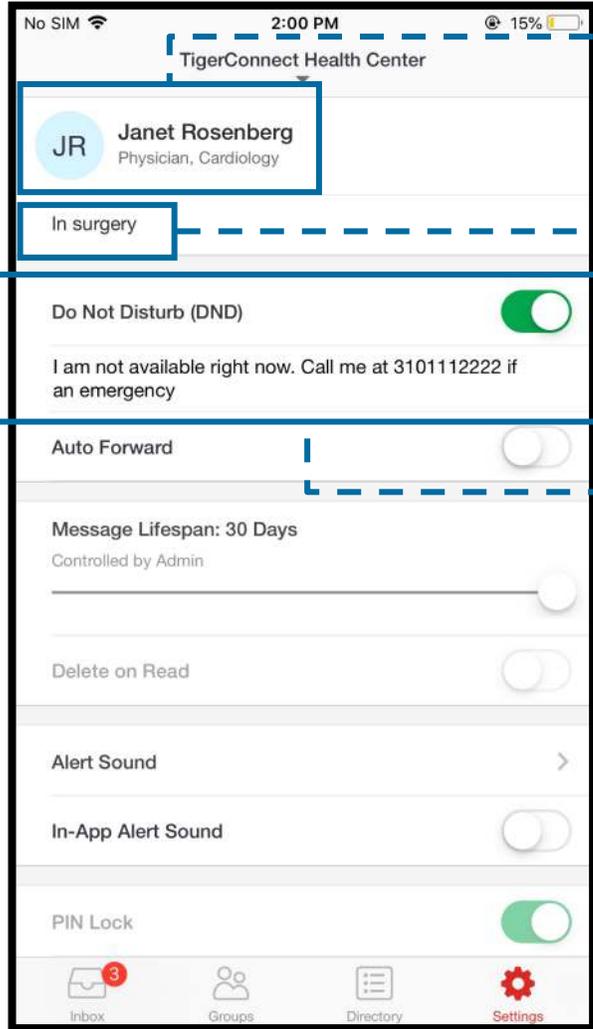
**User Listing**  
List of users in your directory. A green circle icon on their avatar indicates they have logged on to their account.

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# Settings

iOS



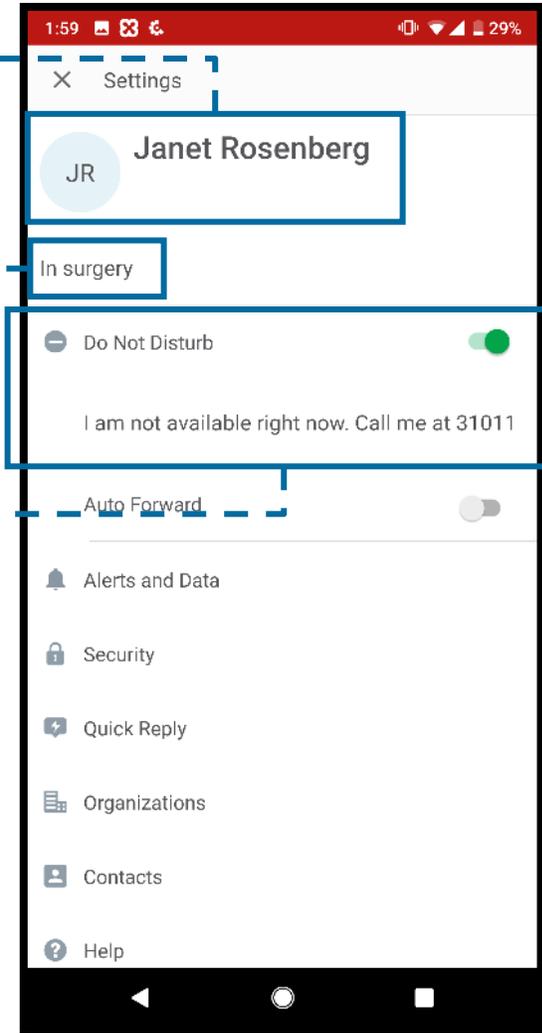
**Profile Picture**  
Tap on your name to upload a profile picture.

**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.

*Note: To turn the feature OFF, return to the Settings tab and toggle on the **OFF** button to disable **Do Not Disturb**.*

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# Review

## Peer to Peer Messages (P2P)

- 1:1 Messaging
- Communicating 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

# Review

## 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 Recall

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

# Review

## Group Messaging

- A private conversation with multiple users
- All messages are shared with 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 organization's 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

# Message Status Notification

- **Sent Status**

- Message is sent from the sender's device to the TigerConnect server
- **Sent** status is shown after 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
- 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: 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 the 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

Q & A