

Quick Reference Guide

Navigating Multiple Organizations

TigerConnect allows you to easily communicate with coworkers across multiple organizations, and manage communication securely within different facilities. Please see below for further information regarding navigation between multiple organizations.

1. Communication is facility-specific.

When you are communicating with a group or user about a patient or an upcoming meeting, start a conversation within the facility specific to that patient. Keep in mind, your conversations are now org-specific and will not carry over between networks. For example, you are speaking to Dr. Jones about Patient X in Hospital A. You also have a conversation with Dr. Jones about Patient Z at Hospital B. As the conversations are org-specific, the conversations will not sync between both Hospital A and Hospital B.

2. Org-specific notifications.

Dr. Jones sent responded to your message regarding your patient at Hospital A, but you're speaking with another coworker in Hospital B. Where is Dr. Jones' message? It may seem that Dr. Jones' message is unavailable, but don't worry, it's there! If you can't see it in your current organization, tap the organization drop-down at the top of the TigerConnect app. You should be able to locate the unread message in the corresponding organization in the drop-down.

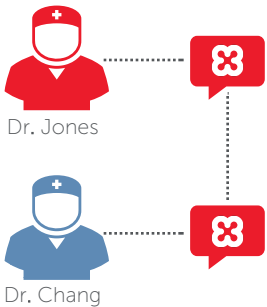
3. Org-specific account settings.

Within the TigerConnect app, each organization that you are a part of has its own individual settings. For example, you may have a 30-day message lifespan for Hospital A, but 10 days for Hospital B. In your TigerConnect Settings, you can tap the drop-down at the top to view the individual org settings. These are managed separately by each facility.

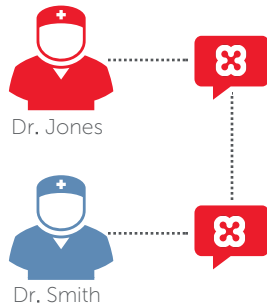
If you have any additional questions about the new multiple organization feature of TigerConnect, contact us at prosupport@tigerconnect.com or give TigerConnect Client Care a call via your organization's Toll-Free Number 24 hours a day (Premium Customers) or call us at (650) 564-4722 during our normal business hours - M-F, 5:30 am - 5:30 pm PT and Sat/Sun, 8:00 am - 5:00 pm PT.



Dr. Jones sends a message to Dr. Chang from Org A. Message thread remains in Org A.



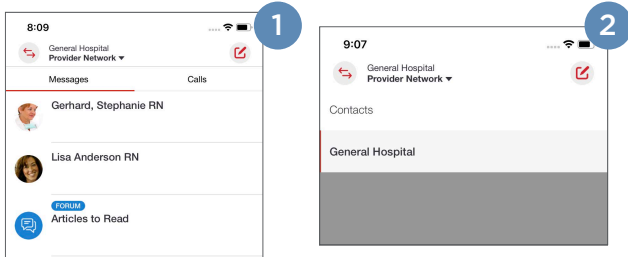
Dr. Jones sends a message to Dr. Smith from Org B. Message thread remains in Org B.



NOTE: Dr. Chang and Dr. Smith cannot message across networks.

iOS

Tap Organization Name in top left.



Android

Tap Organization Name in top left.

