User Guide

Web Messenger Admin Console

Web Messenger Administrator's Guide

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DOCUMENT SCOPE

This document is written for TigerConnect Administrators that have the Admin, Help Desk, Roles Feature admin or Reporting User Permission assigned to their TigerConnect account. This can include staff administrators, IT staff and organization-appointed individuals who are tasked with changing and maintaining user settings, adding and removing new users or Roles, as well and providing basic support for the TigerConnect Mobile Applications and the computer-based Web Messenger and Desktop App.

A TigerConnect account is required and this document assumes that you have access to a computer with a current Web Browser (e.g. - Chrome, Firefox and Safari) to access the TigerConnect Web Messenger or have downloaded the standalone TigerConnect Desktop Application.

This document does not discuss any of the messaging features of TigerConnect applications for the iOS and Android Mobile applications or the computer-based Web Messenger and Desktop Application. For additional resources on how to use TigerConnect, please reference TigerConnect Community and sign up for an account (https://community.tigerconnect.com) or contact TigerConnect Client Care to request further assistance.

NOTE REGARDING THIS DOCUMENT

If you are viewing this document on a computer or mobile device this document has internal links that link you back to the Table of Contents. If you are further along in the document and wish to return to the Table of Contents, simply click the TigerConnect logo in the upper right corner of the current page you are on.

INTRODUCTION

This guide covers all of the features and functionality of the Administrative features within the TigerConnect Web Messenger. For additional questions regarding the features discussed below or the TigerConnect Web Messenger or Desktop Application please reach out to the TigerConnect Client Care Team and a member of the Client Care team will respond within 1 business day (30 minutes for Premium Support customers via phone):

Email:

- prosupport@tigerconnect.com

Phone:

- ***Standard Support:*** (650) 564-4722
- ***TigerConnect Premium Support customers:*** Please call your organization's designated Toll-Free Number. Premium Support is available to your users 24 hours a day.

TigerConnect:

- Within your organization's TigerConnect network, search for and send a message to the ***TigerConnect Admin*** user.

TigerConnect Client Care's Standard Support Hours of operation are as follows:

- *Monday - Friday, 5:30am – 5:30pm PST*
- *Saturday and Sunday, 8:00am – 5:00pm PST*

Emergency Support is available for situations where the organization is experiencing a complete outage or a critical failure of TigerConnect is negatively affecting a significant number of end users. If you your organization is experiencing an event of this nature, please call **Emergency Phone Support** at **(650) 741-3555**.

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ACCESSING TIGERCONNECT

To access TigerConnect from a computer simply navigate to the TigerConnect Web Messenger (https://login.tigerconnect.com) or download the TigerConnect Desktop App (https://www.tigerconnect.com/download/) and login with your TigerConnect Username or Email Address, and Password.

Once granted Admin or Help Desk privileges by another Admin role user you can administer your TigerConnect organization per the settings that are granted to you. Please refer to the User Permissions list below to answer any questions regarding your privileges. If you require assistance with granting your account the Help Desk or Admin User Permission, please contact TigerConnect Client Care or another TigerConnect Administrator at your organization.

ADMINISTRATIVE USER PERMISSIONS OVERVIEW

TigerConnect's Web Messenger Administration provides the ability to grant privileges to enable User and Organization-wide settings. In order to view the Settings section of TigerConnect, you will need to have been granted the ***Admin*** or ***Help Desk*** User Permission.

Only the **Admin** User Permission can assign the *Admin, Help Desk, Roles Admin, Patient Admin, Teams Admin, Reporting, Patient Video Reporting, and Virtual Waiting Room Admin privileges* to other users within your organization.

NOTE: The following User Permissions are 'sub-permissions' that can be assigned to users without assigning the Help Desk or Admin User Permissions:

» *Roles Admin*

» *Patient Admin*

» *Teams Admin*

» *Patient Video Reporting*

» *Virtual Waiting Room Admin*

» *Reporting*

» *Patient Video Reporting*

NEXT: Administrative User Permissions Comparison

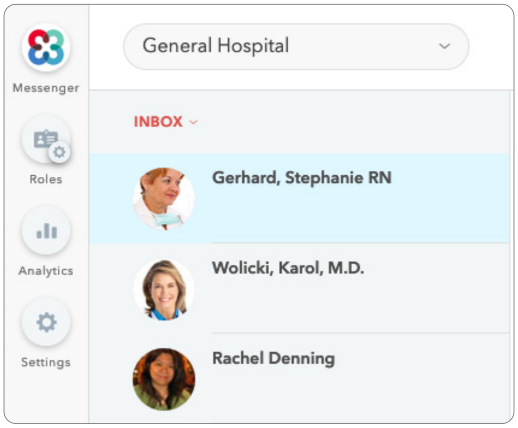
ADMINISTRATIVE USER PERMISSIONS COMPARISON

	ADMIN	HELP DESK	REPORTING	ROLES ADMIN	PATIENT ADMIN	TEAMS	PATIENT ENG. REP.	VIRTUAL WAITING ROOM
Settings	✔							
Org Settings	✔							
Pending User Requests	✔							
Access/Manage Welcome Email	✔							
Send Welcome Email Settings	✔							
Manage Welcome Email Template	✔							
Users	✔	✔						
Add User	✔							
Import Users	✔							
View/Change User Profile Settings	✔	✔						
Assign Admin User Permissions	✔							
Admin	✔							
Help Desk	✔							
Reporting (Analytics)	✔							
Roles Admin	✔							
Patient Admin	✔							
Patient Video Reporting	✔							
Teams Admin	✔							
Virtual Waiting Room	✔							
View Resources (Devices/Browsers)	✔	✔						
Send Reset Password Link	✔	✔						
Remove User from Org	✔	✔						
Send Welcome Email	✔	✔						
Broadcasts (Create/Manage)	✔							
Forums (Create/Manage)	✔							
Analytics (View Trends/Transactions/Roles/Insights)			✔					
Accessing Patient Video Reporting							✔	
Roles (Create/Manage Roles, Tags and Roles Settings)				✔				
Patient Settings (Patient Engagement)					✔			
Add/Remove/Manage Patient/Primary Contacts					✔			
Teams (Manage/Create Teams)						✔		
Virtual Waiting Room (Manage Settings/Access)								✔

NEXT: Accessing the TigerConnect Administrative Console

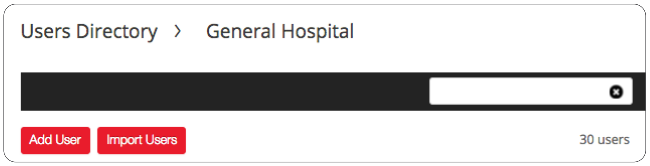
ACCESSING THE TIGERCONNECT ADMINISTRATIVE CONSOLE

To access the TigerConnect Administrative Console, simply click **Settings** ('gear' icon) in the left sidebar of your TigerConnect Web Messenger or Desktop App:

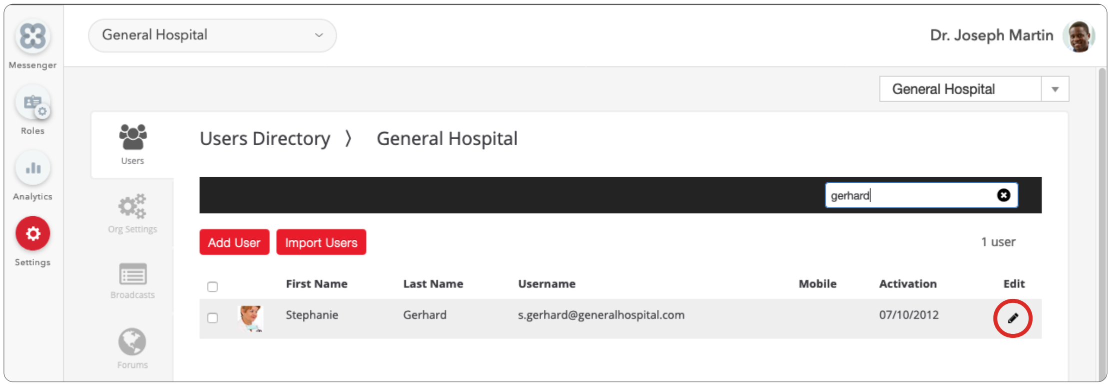


You will first be presented with your organization's TigerConnect **Users** List, along with three additional sub-tabs labeled ***Org Settings, Broadcasts, and Forums (NOTE: Forums appear if they are enabled in Org Settings. Forums are off by default)***. In the Users List, the TigerConnect Web Messenger's Admin Console will display the first 50 users by default. Currently, you are unable to sort or filter the User list. If your organization has more than 50 users, you have two options when searching for specific user accounts:

1. Scroll to the bottom of the user list and click **Load More** at the bottom of the existing user list, and continue to click through until you find your desired user.
2. Click the user search bar at the top right of the user list. You can search by first, last, display name. Alternatively, you can search by title or department (if the user has this present in their account).



To access a user's account details, simply click on the desired user's account listing, or click the **Edit** button (shown below).



NEXT: User Settings

USER SETTINGS

ADD/IMPORT USERS

TigerConnect allows multiple ways of uploading users in to your organization's TigerConnect network. From the TigerConnect Web Messenger's Admin Console, Admin users can add or delete individual users manually on a per user basis or upload users in bulk via a CSV file. Additionally, your users can be provisioned and authenticated via your organization's Active Directory. *NOTE: To manually add users you must have the 'admin' User Permission assigned to your account (not available with the 'help desk' User Permission).*

Add Users

To add users to your organization:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Users*** tab on the left-hand side of the screen.
3. Click the red ***Add User*** button.
4. Next, add the new user's information:
   - *The following fields are **Required**:*
     - *First Name*
     - *Last Name*
     - *Display Name*
     - *Email Address*
   - *The following are **Optional:***
     - Password (minimum requirements below)
       - *Must have at least 8 characters*
       - *1 special character (e.g. - @, $, %, etc)*
       - *1 number*
       - *1 uppercase letter*
         - *NOTE: TigerConnect recommends that the password field be left intentionally blank for TigerConnect-created accounts. When the user logs in with their email address, they will be asked to set a password for their account. Additionally, when the email address matches the email address for an existing TigerConnect account, it will inherit the existing user account's **Email Address and/or Username (if provisioned for the account)** and **Password** as well as the **Display Name, First Name and Last Name.** If the user does not recall their password or they are having issues logging in, click the **Reset Password** button in the user's account in the Web Messenger's Admin Console (See **Additional User Settings** section) or send a password reset to the user from https://forget.tigerconnect.com.*
     - Title
     - Department
5. After completing all required fields, click ***Create User***.
6. Additionally, if you wish to quit user creation, you can click ***Cancel***.

NEXT: Import Users

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Import Users

NOTE FOR ORGANIZATIONS WITH SAML AUTHENTICATION: If your organization needs to add a user with an existing account outside of your organization and they will not be provisioned via LDAP/Active Directory, they will need to be uploaded using the Import User method listed below.

If the user does not need to utilize your organization's SAML authentication, in the CSV, append the column header `external_auth` at the end with each user column listing indicating **Yes**.

The TigerConnect Web Messenger's Admin Console allows Admins to upload user information in bulk. This requires a CSV (Comma-separated values) spreadsheet. Your CSV file should have the following formatted columns: `first_name, last_name, email_address, display_name, password` (optional), `title` (optional), `department` (optional), `external_auth` (optional - ***SAML orgs only***. Only to be used if your organization wishes to manually add an existing user outside their organization and/or the account needs to ignore SAML Authentication).

To import users in bulk:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Users*** tab on the left-hand side of the screen.
3. Click the **RED** ***Import Users*** button.
4. Under "Upload CSV file," click ***Choose File***.
5. Locate the appropriate CSV file from your computer's hard drive, Click ***Save*** (Windows) or ***Choose*** (Mac).
6. Once uploaded, click ***Submit***.
7. When completed, a dialog appears to the right of the upload box that reports how many entries were successful and how many encountered errors.
   - » If any upload errors occur check to ensure that *each column in the CSV file is formatted with the same headers listed above*.

NOTE: TigerConnect recommends that the password field be left intentionally blank for TigerConnect-created accounts. When the user logs in with their email address, they will be asked to set a password for their account (this requires a valid email address and full white-listing of TigerConnect emails via ***TigerConnect's System Requirements (https://www.tigerconnect.com/support/system-requirements/)*** *.*

Additionally, if the email address matches the email address for an existing TigerConnect account, it will inherit the existing user account's ***Email Address and/or Username (if provisioned for the account)*** *and* ***Password*** *as well as the* ***Display Name, First Name and Last Name.*** *If the user does not recall their password or they are having issues logging in, click the* ***Reset Password*** *button in the user's account in the Web Admin Console (See* ***Additional User Settings****) or send a password reset to the user from* https://forget.tigerconnect.com.

NEXT: User Settings Overview

USER SETTINGS

USER ACCOUNT SETTINGS OVERVIEW

Admin and Help Desk users have access to modify an existing User's settings. Each editable setting can be modified by both the Admin and Help Desk User Permissions. The following account details and settings can be changed or viewed within the User's account, if enabled for your organization.

User Profile Details:

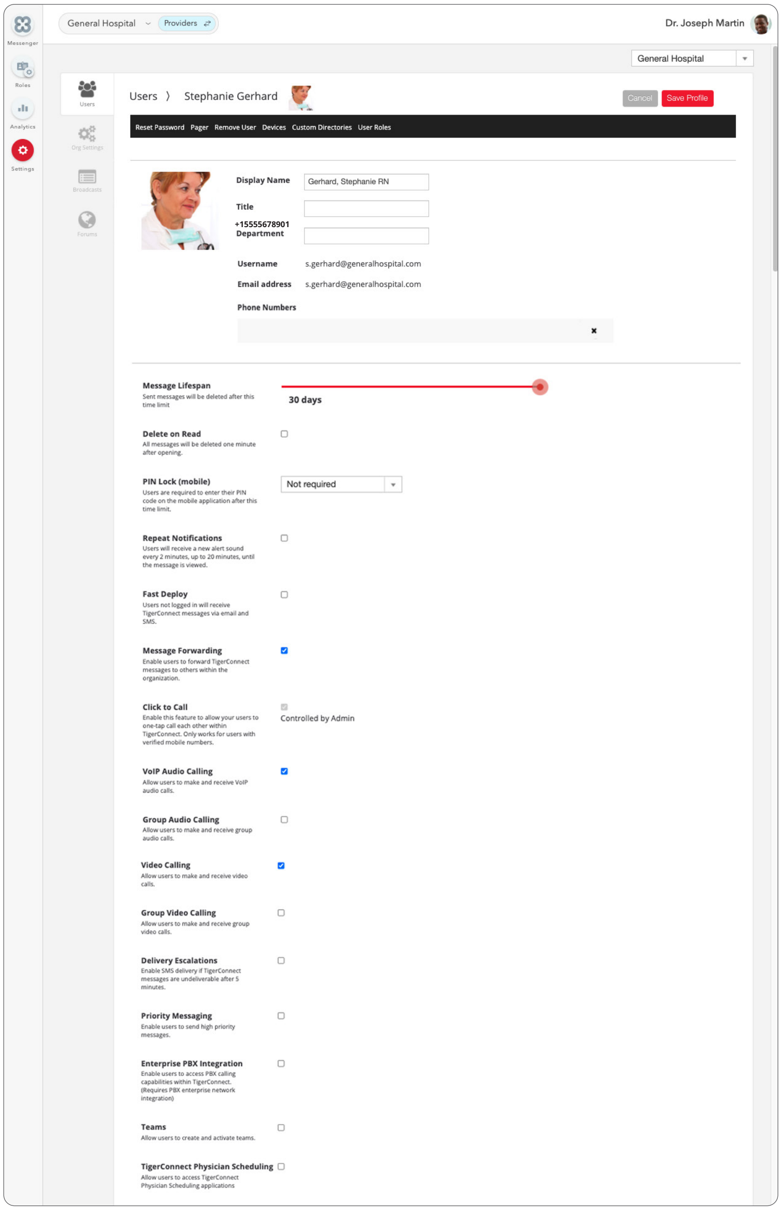
- » User's Avatar/Picture (*view-only*)
- » Display Name
- » Title
- » Department
- » Username (*view-only*)
- » Email address (*view-only*)
- » Pager Number (*view-only, if assigned*)
- » Phone Numbers (*if previously verified*)

Primary User Settings:

- » Message Lifespan
- » Delete on Read
- » PIN Lock
- » Repeat Notifications
- » Fast Deploy
- » Message Forwarding
- » Delivery Escalations
- » Auto-Forward

TigerConnect Clinical Collaboration Platform - Pro & Advanced-Only User Settings:

- » Click-2-Call
- » VoIP Audio Calling
- » Group Audio Calling
- » Video Calling
- » Group Video Calling
- » Priority Messaging
- » Enterprise PBX Integration
- » Teams
- » TigerConnect Physician Scheduling



NEXT: User Account Settings, continued

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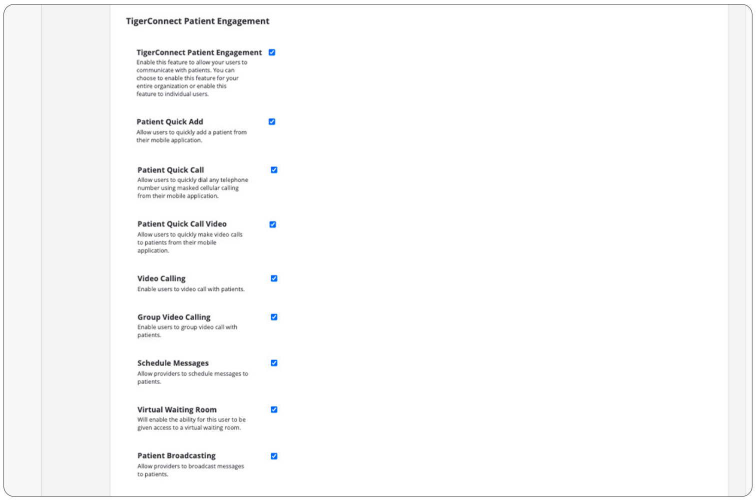
USER ACCOUNT SETTINGS (CONT.)

TigerConnect Patient Engagement Settings (only appear if 'Individual' set in Org Settings):

» TigerConnect Patient Engagement
» Patient Quick Add
» Patient Quick Call
» Patient Quick Call Video
» Video Calling
» Group Video Calling
» Schedule Messages
» Virtual Waiting Room
» Patient Broadcasting



NEXT: Import Users

USER ACCOUNT SETTINGS DETAILS

NOTE: The following steps involve individual user settings. In order to set these globally in your organization an Admin Role user will need to navigate to the **Org Settings** section of the Web Messenger's Admin Console.

Additionally, once a User-level setting is enacted it overrides the global Organization setting for that particular user. If the Organization setting is changed after updating a specific Users setting, it is not overwritten to match the Organization setting. The Admin or Help Desk User Permissions can manually update the user's account to match the Org Setting. For further assistance with resetting all User settings to match the desired Org Settings, please contact the TigerConnect Client Care Team (see the end of this document for contact details).

MESSAGE LIFESPAN

Message lifespan is the period of time that a message remains within the TigerConnect Web Messenger, Desktop Application and mobile applications. When a message’s lifespan expires the message is permanently deleted from both the sender and the recipient’s devices as well as from TigerConnect's servers. ***Message Lifespan options range from 5 minutes to 30 days.***

To set a user's Message Lifespan:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Users*** tab on the left-hand side of the screen.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***“Edit” button*** (pencil-shaped icon) to the far-right of the desired user.
6. Click and hold the ***red circle*** and slide the setting left or right to set the desired message lifespan.
7. Can be set to a range anywhere from 5 minutes to 30 days.
8. Once set, click ***Save Profile*** in the upper right of the Settings page.

DELETE ON READ

If Delete On Read is selected on a user’s account any sent message will be deleted from the sender and recipient's devices 1 minute after the message is marked as ***Read*** by the recipient’s TigerConnect account. A countdown displays within the how much time is remaining until deletion on the recipient’s conversation. *Delete On Read is enacted upon person-to-person messages and for the recipients only for Broadcasts and Roles. Delete On Read does not apply to Group messages and Forums.*

To enable/disable Delete on Read:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Users*** tab on the left-hand side of the screen.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the “***Edit”*** **button** (pencil-shaped icon) to the far-right of the desired user.
6. Under ***Delete on Read***, check or uncheck the box (***Checked is ON***).
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

PIN LOCK

PIN Lock, when enforced by an Admin, requires each user to enter a 4-digit pin on either their iOS or Android device (mobile-only feature). There are 7 preset settings that either enable or disable PIN Lock for the target organization:

- Required immediately
- After 1 minute
- After 5 minutes
- After 15 minutes
- After 1 hour
- After 4 hours
- Not required

To enable/disable PIN Lock:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click th ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Under ***PIN Lock (mobile)***, select one of the preset PIN Lock settings. To turn PIN Lock OFF – select ***Not Required***.
6. Once set, click ***Save Profile*** in the upper right of the Settings page.

Note: *Once enabled at the User level they will immediately be required to set a PIN. If they are not currently in the TigerConnect application the user will be requested to set a PIN the next time they return to the TigerConnect application. The user can change their PIN Lock to a more aggressive setting, if the default PIN Lock setting is longer than "Required immediately". (e.g. - Org Setting is for 1 hour, the user can change their PIN lock to 5 minutes, a more aggressive setting). Additionally, PIN Lock will always assume the shorter, more aggressive PIN Lock setting if a user is in multiple organizations with varying PIN Lock limits. (i.e.: Org 1 - "After 1 hour" and Org 2 - "After 4 hours" - Org 1's PIN Lock setting supersedes Org 2's PIN Lock setting and will be required on the user's device after 1 hour).*

REPEAT NOTIFICATIONS

Repeat Notifications is a mobile-only feature that provide users with repeating push and audible notifications if a message is not Read by the recipient to help ensure the message is marked as Read. If any message within a recipient's Inbox remains in Delivered status, a Repeat Push Notification will be sent to the user's device. Notifications repeat every two minutes up to ten times until the message is marked as Read on either 1) the iOS or Android mobile application or 2) the TigerConnect Web Messenger or Desktop App.

NOTE: Once enabled, only newly sent messages after the setting is enabled will begin sending Repeat Notifications.

To enable/disable Repeat Notifications:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.

NEXT: Repeat Notifications, continued

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REPEAT NOTIFICATIONS (CONT.)

3. Search for the desired user by either scrolling through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the ***Users list***.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
6. Under ***Repeat Notifications***, check or uncheck the box (***Checked is ON***).
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

FAST DEPLOY

Fast Deploy allows users that are not logged into TigerConnect on either the mobile application, Web Messenger or Desktop Application to receive and respond to TigerConnect messages. Fast Deploy messages are sent via email (by default) and/or SMS (if a verified phone number is available on the user's account).

NOTE: *Fast Deploy messages are designed to be viewed only once. In order to view the message again once the Fast Deploy session timeout occurs or the user closes their device or computer Web Browser window, they will need to log into their account on the TigerConnect mobile, Web Messenger, or Desktop applications.*

To enable/disable Fast Deploy:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the Users list.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
6. Under ***Fast Deploy***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

MESSAGE FORWARDING

Message Forwarding is a standard feature in the TigerConnect application that allows users to forward sent and received messages from their account to Person-to-person conversations, Groups, Forums, Roles and Broadcast List messages. Once enabled at the Org Settings level by an Admin Role, it is enabled for all users. If this is not enabled at the Org Settings level, the Admin and Help Desk User Permissions are able to turn this feature off and on for select individual users.

T***o enable/disable Message Forwarding:***

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the Users list.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
6. Under Message Forwarding, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

Web Messenger Administrator’s Guide

CLICK-2-CALL (TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED)

Click-2-Call is a paid TigerConnect Clinical Collaboration Platform feature that allows users to use the TigerConnect application to directly call a colleague's phone. The call recipient's number is masked by the TigerConnect application and goes over a standard phone call. Click-2-Call requires that the user has the TigerConnect mobile application installed on their iOS or Android device and a verified phone number on their TigerConnect account.

To enable/disable Click-2-Call:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***Click-2-Call***, check or uncheck the box.
   » *NOTE: If the user's account entry states **'Controlled by Admin'** next to the check box, this means that this has been set to the 'Organization' setting in the global, **Org Settings.***
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

VOIP AUDIO CALLING (TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED)

VoIP (Voice Over IP) Audio Calling is a feature available for TigerConnect mobile iOS and Android users only. Once enabled your users can easily start a VoIP call within the TigerConnect mobile iOS and Android applications using their device's available cellular or WI-Fi data connection.

To enable/disable VoIP Audio Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***VoIP Audio Calling***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

GROUP AUDIO CALLING (TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED)

Group Audio Video Calling is a feature available for TigerConnect mobile iOS and Android users only for organizations utilizing VoIP Audio Calling. Once enabled your users can easily start a VoIP audio-only call with 3 or more users (up to 10) within the TigerConnect mobile iOS and Android applications using their device's available cellular or WI-Fi data connection.

To enable/disable Group Audio Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.

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GROUP AUDIO CALLING (CONT.)

4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***Group Audio Calling***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

VIDEO CALLING (TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED)

Video Calling is a global feature available for TigerConnect mobile iOS and Android users for your organization. Once enabled your users can easily start a VoIP-based Video call within the TigerConnect mobile iOS and Android applications using their device's available cellular or WI-Fi data connection.

To enable/disable Video Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***Video Calling***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

GROUP VIDEO CALLING (TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED)

Group Video Calling is a global feature available for TigerConnect mobile iOS and Android users for your organization. Once enabled your users can easily start a VoIP-based Video call with 3 or more users (up to 10) within the TigerConnect mobile iOS and Android applications using their device's available cellular or WI-Fi data connection.

To enable/disable Group Video Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***Group Video Calling***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

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DELIVERY ESCALATIONS

Delivery Escalations are a feature available for TigerConnect mobile iOS and Android users only. Once enabled the user's device receives SMS text messages in instances of low or no connectivity while on Wi-Fi or Data networks and the device turned on. If a sender's message remains in 'Sent' status after two minutes while the recipient is logged into their TigerConnect account an SMS alert is sent to the recipient's device with a secure web link to the message. The recipient can then open the link whereby they can respond securely to the message.

To enable/disable Delivery Escalations:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the Users list.
4. If manually searching for users, you can click ***Load More*** at the bottom of the list to view more users.
5. Click the ***Edit*** button (pencil-shaped icon) next to the desired user.
6. Under ***Delivery Escalations***, check or uncheck the box.
7. Once set, click ***Save Profile*** in the upper right of the Settings page.

PRIORITY MESSAGING

Priority Messaging is a paid TigerConnect Clinical Collaboration Platform feature from TigerConnect that allows users to send messages in instances where urgent, swift responses are required. Messages sent via Priority Messaging provide the recipient with a persistent, unique sound notification (once every 2 minutes for up to 20 minutes) and the message will remain in the top of the recipient's inbox, until the recipient responds.

> ***Note:*** *Admin and Help Desk User Permissions have the ability to enable Priority Messaging for individual accounts. To configure this setting for your organization see the* ***Org Settings*** *section further above. Once enabled for a user's account the sender is presented with an exclamation point within all conversation types (Person-to-person, Groups, Forums, as a Role or when sending Broadcast Lists). Once Priority Messaging is enacted by tapping or clicking on the exclamation point and sends a message, the sender will need to click this each time they wish to send a Priority Message (Web Messenger and Desktop Application users may need to log out and back in to see this in their conversation once enabled on their account).*

To enable/disable Priority Messaging for a user:

Note: If Priority Messaging has been enabled at the 'Organizational Level' this will already be selected.

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the Users list.
4. Click th ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Under ***Priority Messaging***, check or uncheck the box.
6. Once set, click ***Save Profile*** in the upper right of the **Settings** page.

NEXT: User Settings, concluded

Web Messenger Administrator's Guide

ENTERPRISE PBX INTEGRATION

With TigerConnect's Enterprise PBX Integration, you can enable the ability to use your organization's existing PBX solution to make and receive calls within the TigerConnect application.

Note: **If Enterprise PBX Integration has been enabled at the 'Organizational Level' this will already be selected.**

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click th ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Under ***Enterprise PBX Integration***, check or uncheck the box.
6. Once set, click ***Save Profile*** in the upper right of the **Settings** page.

TEAMS

Teams are predefined groups of **Roles and Users** that can be activated on an event-by-event basis. Non-Team members can easily alert, mobilize and communicate with specific Teams. Teams are created and managed by your Organization's Teams Administrator.

Note: **If Teams has been enabled at the 'Organizational Level' this will already be selected.**

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click th ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Under ***Teams***, check or uncheck the box.
6. Once set, click ***Save Profile*** in the upper right of the **Settings** page.

TIGERCONNECT PHYSICIAN SCHEDULING

TigerConnect Physician Scheduling software delivers a flexible, easy-to-use scheduling system paired with the rich messaging capabilities of TigerConnect, enabling you to instantly communicate scheduling changes, coordinate time-off requests, and see future shift assignments on one, integrated, mobile-friendly platform.

Once your organization has setup TigerConnect Physician Scheduling for your organization, enabling this User Setting for your TigerConnect network simply allows users to sign into the TigerConnect Physician Scheduling software with their TigerConnect account.

Note: **If TigerConnect Physician Scheduling has been enabled at the 'Organizational Level' this will already be selected.**

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click th ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Under ***TigerConnect Physician Scheduling***, check or uncheck the box.
6. Once set, click ***Save Profile*** in the upper right of the **Settings** page.

ADDITIONAL USER SETTINGS

Each administrative role allows access or visibility into the following additional features along with the respective administrative role with the privileges to view and make additional changes to a user's account:

- Reset Password (Admin and Help Desk)
- Pager (Admin Only)
- Remove User (Admin Only)
- Devices (Admin and Help Desk, View Only)
- Custom Directories (Admin Only)
- User Permissions (Admin Only)

These settings are located directly at the top of each user’s account (see above right for example).

RESET PASSWORD

This tab allows both the Admin and Help Desk users to send a temporary password to the user in the event that a user is unable to log in with their current password. *NOTE: LDAP-provisioned user passwords cannot be reset in this way. However, users added manually from the Users section can have a password reset sent to them.*

To send a user a password reset:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click the ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Click the ***Reset Password*** button at the top of the user’s account. A drop-down will appear.
6. Click the red ***Password Reset*** button.
7. A dialog box will appear stating a password email has been sent.

The user will be sent an email that includes a link to a secured web page where they can manually reset their own password.

If your organization is utilizing LDAP, TigerConnect disables the ability for a user to reset their password. For manually added accounts, however, when a user is reporting that they are unable to receive a password reset email have the user check their Junk/ Spam or Trash folders. Additionally, if your organization utilizes strict email filtering, see our System Requirements page (**https://www.tigerconnect.com/system-requirements**) for our Email White-Listing requirements. Finally, contact TigerConnect Client Care directly for any further assistance if the user is still unable to receive a password reset email to troubleshoot directly with our team.

NEXT - Additional User Settings, continued

PAGER

This tab allows users with the Admin role to assign a user a TigerPage number, allowing outside callers to leave a callback number or voice message that is sent directly to the user assigned the TigerPage number.

WARNING: DO NOT DELETE a user's account or assigned TigerPage number if you wish to re-assign a TigerPage number to another account. *Contact the TigerConnect Client Care Team first to reserve the phone number for future use. Additionally, if you receive the error* ***' There are no numbers available for this query. Please try again.'****, try a different area code/local prefix (e.g. 555-123-XXXX) first. Otherwise, contact the TigerConnect Client Care Team to secure a TigerPage number. Allow TigerConnect 5-7 business days to obtain any TigerPage numbers. If the user's account or TigerPage number is deleted before secured by TigerConnect that number can no longer be re-assigned to a TigerConnect user account.*

To set a TigerPage number for a TigerConnect user:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by either manually searching through the provided user list, or by clicking the ***search bar*** in the upper right-hand corner of the **Users list**.
4. Click the ***Edit*** (pencil-shaped icon) button to the far-right of the desired user.
5. Click the ***Pager*** button at the top of the user's account. A drop-down will appear.
6. Enter a Name for the TigerPage (e.g. - Dr. Jones - TigerPage).
7. Enter a desired area code (for best results, use only the area code. However, if a local prefix is required, enter up to six digits).
8. Click ***Get Numbers***.
9. Select a desired number from the drop-down.
10. Click ***Create Pager***.

REMOVE USER

This tab allows users with the Admin role to remove a selected user from the current organization. This will either:

- Delete a user's account entirely from the TigerConnect system (if the user is not a member of multiple organizations).
- Remove the user from your organization's user list. The user will no longer have access to your organization or the users within it. In this case the user retains their account and any previously associated TigerConnect networks. A 'removed' account will be provided with a pop-up that states ' The selected user(s) been removed and not deleted because they may be part of another organization."

If you re-add a user after removing them from your organization, it is recommended to enter a password for the account. If the user has any issues logging back into TigerConnect using their password there are a few options available. The Admin and Help Desk Role can trigger a Forgot Password link from their user account or the user can click 'Forgot Password?' within the TigerConnect Web Messenger, Desktop App or mobile applications. Alternatively the user OR a designated TigerConnect Admin or Help Desk role user can contact the TigerConnect Client Care team to request the password to be manually set. TigerConnect Client Care will request additional information to verify the user's identity. TigerConnect CANNOT reset passwords for accounts that are in an LDAP sync. This needs to be changed by the organization's Security team in your Active Directory.

NEXT - Removing a User

REMOVE USER (CONT.)

To remove a user from an organization:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left. Search for the desired user you wish to remove by manually searching through the user list, or by clicking the ***search bar*** in the upper right-hand corner of the User List.
3. Next, you can do either of the following:
   » Select the check-box to the left of at least one of the user's accounts to be deleted/removed and click Remove Selected (# of users selected) that appears.
   » Click the ***Edit*** (pencil-shaped icon) button to the far right of the desired user.
4. Then, click the ***Remove User*** tab at the top of the user's account. A drop-down will appear.
5. Click the red ***Remove User*** button.
6. A dialog box will appear stating "***Are you sure you want to permanently remove this user?***" – Click ***OK***.
7. If you do not wish to remove the user, simply click ***Cancel***.

DEVICES

Admin and Help Desk users have the ability to view a user's devices, specifically mobile devices or computers, logged in to TigerConnect.

NOTE: Admin and Help Desk users do not have the ability to force logout or clear resources for a user. However, if a user is currently logged into the Web Messenger or Desktop Application they can perform a Force Logout of their account. To do this, an end user will click their avatar in the upper-right > ***Profile Settings*** *> In the middle left, click* ***Logout*** > Click ***Force logout of all devices*** *> Click* ***Logout of All Devices****. Otherwise, the user or Admin and Help Desk Role can contact the TigerConnect Client Care team if a user's resources need to be wiped from their account.*

Simply click on the Resources tab. This section provides the following:

» *User's Device/Platform Type*

» *Their unique session ID*

» *Last Login Time (denotes last activity within the application)*

» *Web Messenger/Mobile app TigerConnect version number* ***(examples right)***

» ***Web Messenger/Desktop Application***

  » ***Type:*** *Web/V4* or *may appear blank*.

  » ***Version:*** displays version number (*see examples right*)

» ***iOS***

  » ***Type:*** iPhone or iPad

  » ***Version:*** number displays as **X.Y or X.Y.Z**

» ***Android***

  » ***Type:*** *none listed*

  » ***Version:*** number displays as **X.Y.ZZZ or X.Y.Z.AAA**

These can be useful to see how active the user is with the application, and also for troubleshooting issues internally before submitting to TigerConnect Client Care for further assistance or troubleshooting.

NEXT - Custom Directories and User Permissions

CUSTOM DIRECTORIES

Custom Directories allow organizations to provision all users within an organization, and then distribute users into separate messaging groups. This works for both manually created accounts, or accounts that are brought over via an AD/LDAP setup (*Currently, only AD/LDAP customers using the TigerConnect Sync Tool are able to utilize Custom Directories*). Custom Directories are only visible to users granted the Admin role.

To enable or remove Custom Directories within your organization, please contact TigerConnect Client Care.

To enable or disable a user's access via specific Custom Directories:

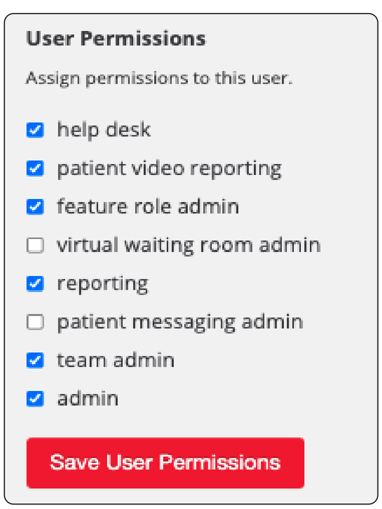
1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***User*** tab on the left.
3. Select or unselect the desired user you wish to apply a Custom Directory.
4. Click on the ***Custom Directories*** tab.
5. Select each of the desired Custom Directories that you wish to apply to the user.
6. Click ***Save Custom Directories***
7. A green dialog box will appear, saying: ***"Custom Directories Saved"***.

USER PERMISSIONS

This tab allows an Admin role to assign any users in their organization to a specific administrative User Permission. *Note: only users with the Admin permission can assign User Permissions to other users.*

To assign a User Permission to a user:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users*** tab on the left.
3. Search for the desired user by manually searching through the User List, or by clicking the ***search bar*** in the upper right-hand corner of the User List.
4. Click the ***User Permissions*** button at the top of the user's account.
5. Select any of the following User Permissions to all that user specific administrative access to the corresponding feature:



» **admin** (Full Administrator role, can add/view/remove users on TigerConnect, update user and org-wide settings, and assign User Permissions)

» **help desk** (Help Desk role, can only view and update a User's settings only)

» **feature role admin** (Can only update any Role's settings as well as create, manage, and delete any existing Roles)

» **reporting** (Access to Analytics section, including Trends and Transactions only)

» **team admin** (Can create, manage, and delete any Teams within network only)

» **patient messaging admin** (Can edit Patient Network Settings, add/edit/remove Patients and Contacts only)

» **patient video reporting** (Can view Patient Engagement VoIP calling reporting only)

» **provider broadcast list admin** (Can only create/delete Provider Network Broadcasts as well as grant access to up to 30 users to search for and message a Broadcast)

» **virtual waiting room admin** (Provides access to the Virtual Waiting Room section under ***Patient Settings***)

6. Once all desired permissions have been selected, click ***Save User Permissions***.
7. A green dialog box will appear, saying "***User's Permissions successfully updated***."

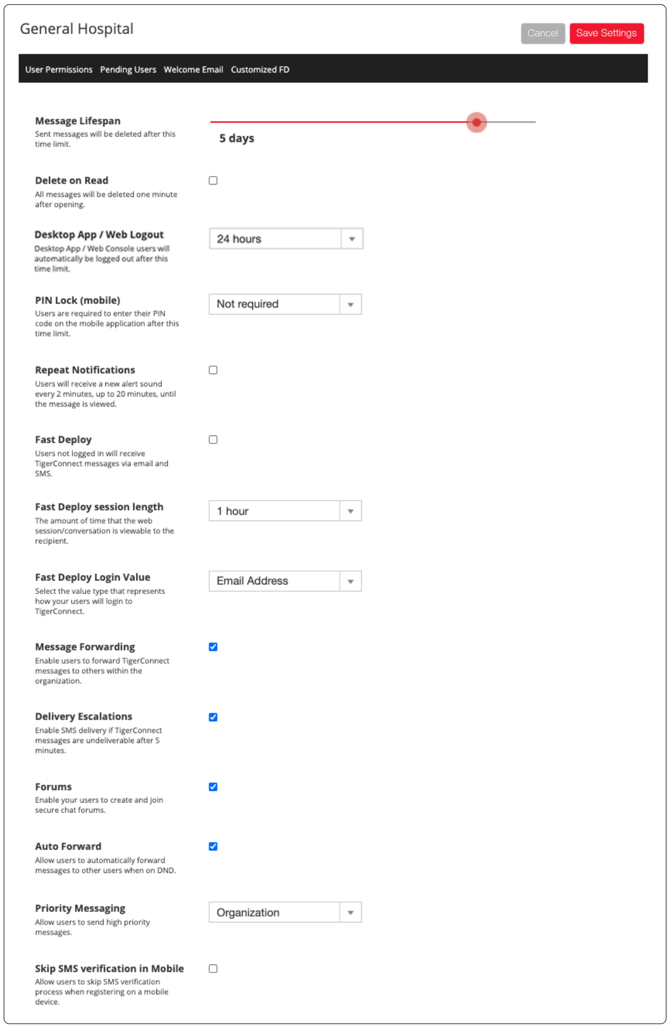
ORGANIZATION SETTINGS OVERVIEW

*The Organization Settings on the next few pages detail various Paid and included features available to your organization. Unless otherwise noted, all features are included as part of our TigerConnect Clinical Collaboration Platform – Standard package. If your organization would like access to any of the additional features mentioned below, **contact your TigerConnect Sales Account Executive, Client Success Manager** or **the TigerConnect Client Care Team.***

Only users with the **Admin** permission have the ability to edit Organizational Settings. These settings, when changed, are done so globally – meaning that all users will inherit these settings. To access the Organization Settings section, simply click the Org Settings tab in the left sidebar. The following settings can be managed or viewed within the Org Settings tab and each feature will be discussed further in depth later after this introduction.

Once saved, Org Settings are enacted upon all current user accounts and any users added after being enabled. However, if a change is made to a User Setting before the specific Org Setting is changed, the User Setting will remain unchanged after updating the Organization/Global Setting. The Individual Setting must be updated per-user. Contact TigerConnect Client Care for assistance.

» Message Lifespan
» Delete on Read
» Desktop App / Web Logout
» PIN Lock (mobile)
» Repeat Notifications
» Fast Deploy
» Fast Deploy session length
» Fast Deploy Login Value
» Message Forwarding
» Delivery Escalations
» Forums
» Auto Forward (*TigerConnect Clinical Collaboration - Pro & Advanced*)
» Priority Messaging (*TigerConnect Clinical Collaboration - Pro & Advanced*)
» Skip SMS verification in Mobile



Additionally, in the top, black bar of the Settings section, the following options can appear for Admins:

» User Permissions *(User administrative User Permissions, view-only, click user's name to view the user's profile)*
» Pending Users *(does not appear if **Prevent Pending Users** is enabled)*
» Welcome Email
» Customized FD (Fast Deploy) - (Contact your ***Client Success Manager or the TigerConnect Client Care Team*** for further details to learn more and about how to enable this feature).

NEXT - Org Settings, continued

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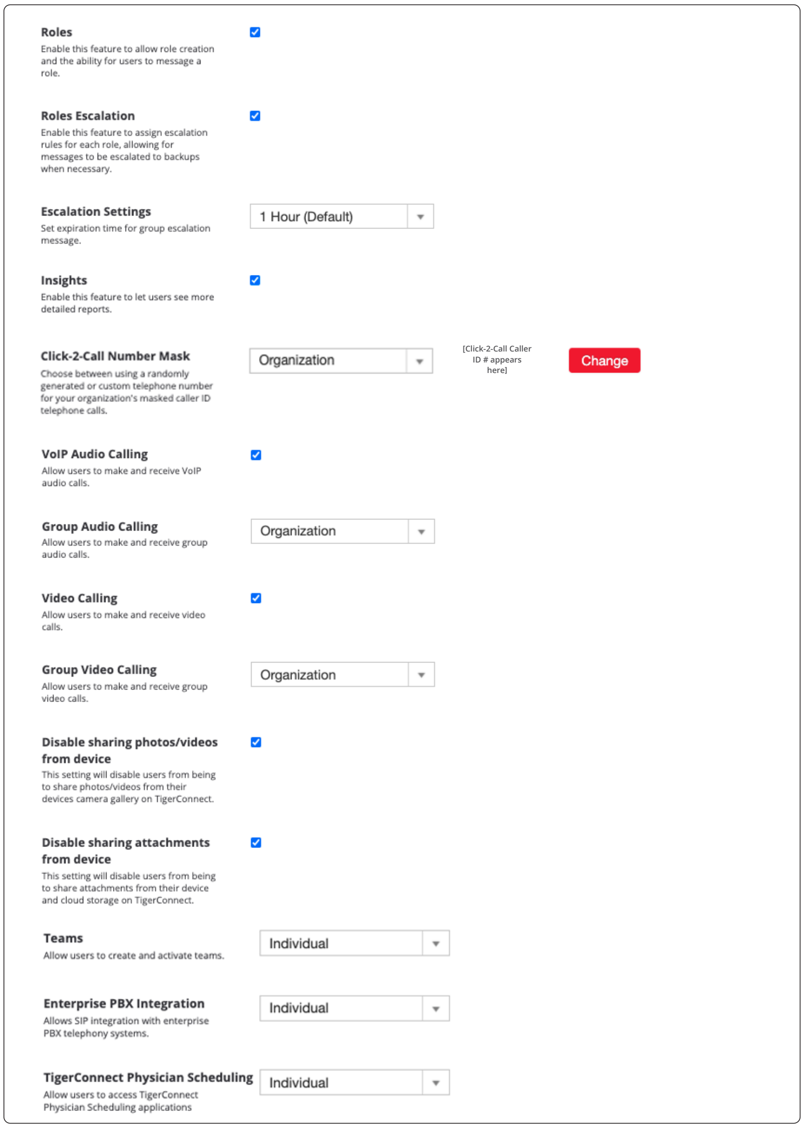
ORGANIZATION SETTINGS OVERVIEW - CONT.

Below are the features that will appear in your TigerConnect network's Org Settings if your organization are on ***TigerConnect Clinical Collaboration Platform (Pro or Advanced)****. If you'd like to learn more about the features below contact your Client Success Manager or the TigerConnect Client Care Team to get started.*



TigerConnect Clinical Collaboration Platform Pro & Advanced Features:

- Roles
- Roles Escalation
- Roles Schedule Upload Tool (not displayed)
- Roles Calendar Views
- Insights
- Click-2-Call Number Mask
- VoIP Audio Calling
- Group Audio Calling
- Video Calling
- Group Video Calling
- Enterprise PBX Integration (*requires an existing PBX solution separate from TigerConnect and additional setup with TigerConnect team*)
- Teams
- TigerConnect Physician Scheduling (*requires additional setup with TigerConnect team*)

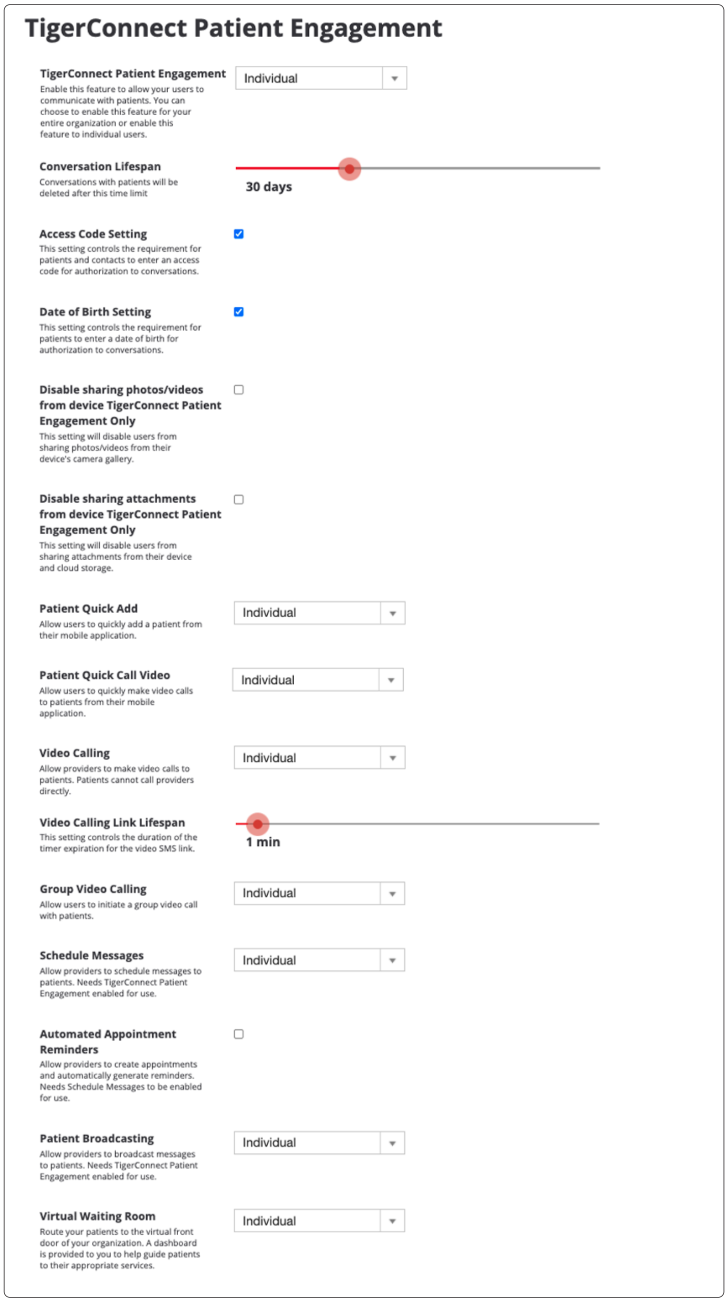
The following are available on all versions of the TigerConnect Clinical Collaboration Platform (Standard, Pro, and Advanced). Please contact your Client Success Manager or the TigerConnect Client Care Team to learn more:

- Disable sharing photos/videos from device
- Disable sharing attachments from device

NEXT - Org Settings, continued

ORGANIZATION SETTINGS OVERVIEW - CONT.

*Below are the features that will appear in your TigerConnect network's Org Settings if your organization use the **TigerConnect Patient Engagement platform**. If you'd like to learn more about the features below contact your Client Success Manager or the TigerConnect Client Care Team to get started.*

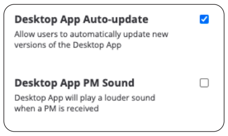


TigerConnect Patient Engagement Features:

- TigerConnect Patient Engagement
- Conversation Lifespan
- Access Code Setting
- Date of Birth Setting
- Disable sharing photos/videos from device - TigerConnect Patient Engagement Only
- Disable sharing attachments from device - TigerConnect Patient Engagement Only
- Patient Quick Add
- Patient Quick Call
- Patient Quick Call Video
- Video Calling
- Video Calling Link Lifespan
- Group Video Calling
- Schedule Messages
- Automated Appointment Reminders
- Patient Broadcasting
- Virtual Waiting Room

Desktop App Settings

The settings below only apply to the TigerConnect Desktop App and will appear at the lowest section of your organization's Org Settings:



- Desktop App Auto-update
- Desktop App PM Sound (*Only appears if Priority Messaging is set to Individual or Organization in your TigerConnect network)*

NEXT - Org Settings, Additional Features

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ADDITIONAL FEATURES

NOTE: The below features will not appear in your Organization Settings by default. Contact your Client Success Manager or TigerConnect's Client Care Team to request assistance in enabling these features.

» Disable sharing photos/videos from device (*NOTE: for mobile app only*)

» Disable sharing attachments from device (*NOTE: for mobile app only*)

The following Settings are also available and can only be enabled by TigerConnect. ***NOTE: These features will not appear in the Org Settings section in your Admin Console once enabled:***

» Restrict Contacts Org Messaging

» Hide Fast Deploy URL

» Hide Delivery Escalations URL

NEXT - Org Settings, continued

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MESSAGE LIFESPAN

Message lifespan is the period of time that a message remains within the TigerConnect Web Messenger, Desktop Application or mobile applications. When a message's lifespan expires the message is permanently deleted from both the sender and the recipient's devices as well as from TigerConnect's servers. ***Message Lifespan options range from 5 minutes to 30 days.***

To set Message Lifespan globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Message Lifespan***, click and hold the red circle, and slide the setting left or right to set the desired message lifespan. Release when set to desired message lifespan.
4. This can be set to a predetermined range anywhere from 5 minutes to 30 days.
5. Once set, click ***Save Settings*** at the bottom of the page.

DELETE ON READ

NOTE: Delete On Read is only enacted upon ***person-to-person messages.*** *Delete On Read does not apply to* ***Group messages, Forums, Broadcast Lists,*** *or* ***Roles.***

If selected at the organizational level any sent message will be deleted from a sender and recipient's device 1 minute after the message is opened and marked as ***Read*** by the recipient. A countdown displays how much time is remaining within the message until deletion in both the sender the recipient's conversation.

To enable/disable Delete on Read globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Delete on Read***, check or uncheck the box (***Checked is ON***).
4. Once set, click ***Save Settings*** at the bottom of the page.

DESKTOP APP / WEB LOGOUT

The Desktop App / Web Logout, as the name suggests, enforces a logout time for the end user on the TigerConnect Web Messenger and a 'timeout' on the Desktop Application. Admins can choose from a predetermined list of times, ranging from 10 minutes to 24 hours.

To set the Desktop App / Web Logout globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Desktop App / Web Logout,*** click the drop-down to the right and select from one of the following times:
   - ***10 minutes, 20 minutes, 1 hour, 4 hours, and 24 hours.***
4. Once set, click ***Save Settings*** at the bottom of the page.

NOTE: Users that are part of multiple TigerConnect organizations will assume the <u>shortest Desktop App / Web Logout Time for any organizations that they are a member</u>.

e.g. - If Org A has a <u>24-hour logout time</u> and Org B has a <u>20 minute logout time</u>, the user's logout will occur at <u>20 minutes</u>, regardless of which organization that they are currently active within.

NEXT - Org Settings, continued

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PIN LOCK

PIN Lock, when enforced by an Admin, requires each user to enter a 4-digit pin on either their iOS or Android device (mobile-only feature). There are 7 preset settings that either enable or disable PIN Lock for the target organization:

» Required immediately
» After 1 minute
» After 5 minutes
» After 15 minutes
» After 1 hour
» After 4 hours
» Not required

*NOTE: Similar to Desktop App / Web Logout Time, users that are part of multiple TigerConnect organizations will assume the shortest PIN Lock duration for the organizations that they are a member. E.g. - If Org A has a **15 minute** PIN Lock and Org B is set to **Immediately**, the user's PIN Lock will be requested Immediately, or each time they return to their mobile device. This is enacted regardless of which organization that they are currently active within.*

To enable/disable PIN Lock globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. Under ***PIN Lock (mobile)***, select one of the preset PIN Lock settings. To turn PIN Lock OFF – select ***Not Required***.
4. Once set, click ***Save Settings*** in the upper right corner.

Note: Once enabled, this will immediately default the PIN Lock setting for every user with a mobile device within the organization. The user can change their PIN Lock to a shorter, more aggressive setting, if the default PIN Lock setting is longer than “Required immediately”. (e.g. - Org Setting is for 1 hour, the user can change their PIN lock to 5 minutes, a more aggressive setting).

REPEAT NOTIFICATIONS

Repeat Notifications is a mobile-only feature that provide users with repeating push and audible notifications if a message is not Read by the recipient to help ensure the message is marked as Read. If any message within a recipient's Inbox remains in Delivered status, a Repeat Push Notification will be sent to the user's device. Notifications repeat ***every two minutes up to ten times*** until the message is marked as Read on either 1) the iOS or Android mobile application or 2) the TigerConnect Web Messenger or Desktop Application.

*NOTE: Once enabled, only **newly sent messages after the setting is enabled** will begin sending Repeat Notifications.*

To enable/disable Repeat Notifications globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Repeat Notifications***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings*** at the bottom of the page.

NEXT - Org Settings, continued

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FAST DEPLOY

Fast Deploy allows users that are completely logged out of their TigerConnect account on either the mobile application, Web Messenger, or Desktop Application to receive notifications of new messages. Once logged out, the user is able to receive and respond to TigerConnect messages via a secure link. Fast Deploy messages are sent via email (by default) and SMS (if the recipient has previously verified their cell phone number by logging into the TigerConnect mobile app).

NOTE: Fast Deploy messages are designed to be viewed only once. In order to view the message again once the Fast Deploy session timeout occurs or the user closes their device or computer Web Browser window, they will need to log into the TigerConnect mobile, Web Messenger, or Desktop Application.

To enable/disable Fast Deploy globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Fast Deploy***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

FAST DEPLOY SESSION LENGTH

This is a security setting that sets the amount of time that a Fast Deploy message conversation remains accessible while the user's mobile or desktop computer Fast Deploy session in the web browser window is open (*NOTE: Fast Deploy messages can only be clicked to open once*).

To enable/disable Fast Deploy session length globally:

- Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
- Click the ***Org Settings*** tab on the left.
- To the right of ***Fast Deploy session length***, select one of the available session lengths:
  - 1 minute
  - 5 minutes
  - 20 minutes
  - 1 hour
  - 4 hours
  - 24 hours
- Once set, click ***Save Settings***.

FAST DEPLOY LOGIN VALUE

This setting is provided for those organizations that utilize our LDAP integration for provisioning users where a user's TigerConnect username and email address are different. A Fast Deploy email provides the user with the credentials that they should use to login. This setting allows an Admin Role to select which credential that the Fast Deploy email displays to aid the user with logging into their TigerConnect account.

To enable/disable the Fast Deploy Login Value globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Fast Deploy Login Value***, select ***Username*** or ***Email Address***.
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued

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MESSAGE FORWARDING

Message Forwarding is a standard TigerConnect feature that allows users to forward sent and received messages from their account to Person-to-person conversations, Groups, Forums, Roles, Teams and Broadcast Lists. Once enabled at the Org Settings level by an Admin Role, it is enabled for all users.

To enable/disable Message Forwarding globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Message Forwarding,*** check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

DELIVERY ESCALATIONS

Delivery Escalations are a feature available for TigerConnect mobile app users only (iOS and Android). Once enabled, the user's device will receive SMS text messages indicating they have a message waiting for them along with a link to open the message. These are useful in instances of low or no connectivity on Wi-Fi or Data networks while the device is turned on. If a sender's message remains in **Sent** status after five minutes while the recipient is logged into TigerConnect on a mobile device, an SMS text message is sent to the phone number on the recipient's TigerConnect account which can contain a secure web link to the message (Delivery Escalation can be disabled (see Org Settings above). The recipient can then click to open the link and respond securely to the message.

To enable/disable Delivery Escalations globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Delivery Escalations***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

FORUMS

Forums are a form of public group message on TigerConnect that can be found, joined and left by any user within your organization. Forums have a 30-day message lifespan, regardless of your organization's set message lifespan. Users who join are able to also see previous message history within the Forum. These are available to users on the mobile applications as well as the Web Messenger and Desktop Application.

To enable/disable Forums globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Forums***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued

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SKIP SMS VERIFICATION IN MOBILE

For organizations or users that do not permit their devices to send or receive SMS text messages, your organization has the ability to skip the SMS Verification step during login by enabling Skip SMS Verification in Mobile.

NOTE: It is not recommended to enable this if you have an integration that relies on the user's phone number for critical messaging, like a Call Center or Answering Service. This will cause issues in message delivery issues to a user's TigerConnect account.

To enable/disable Skip SMS Verification in Mobile:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Skip SMS verification in Mobile***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

PRIORITY MESSAGING

Priority Messaging allows users to send messages in instances where urgent, swift responses are needed. Messages sent via Priority Messaging provide the recipient with a persistent, unique sound notification (once every 2 minutes for up to 20 minutes). The message will remain at the top of the recipient's inbox until the recipient responds.

NOTE: Once enabled at the organization level, every sender is presented with an exclamation point within all conversation types (Person-to-person, Groups, Forums, Teams, as a Role, or when sending Broadcast List messages). Once Priority Messaging is enacted by clicking on the exclamation point and the message is sent, the sender will need to click this each time they wish to send a Priority Message (Web Messenger and Desktop Application users may need to log out and back in to see this option in their conversation after being enabled for your organization).

To enable/disable Priority Messaging globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Priority Messaging*** click the drop-down.
4. Select ***Organization*** to enable across your organization. Alternatively, select ***Off*** to disable for all users.
5. Once set, click ***Save Settings***.

To enable/disable Priority Messaging on a per-user/individual basis:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Priority Messaging*** click the drop-down.
4. Select ***Individual***. NOTE: Selecting this requires you to select each user's account and check the box next to ***Priority Messaging***. Alternatively, select ***Off*** to disable for all users.
5. Once set, click ***Save Settings***.

Setting Priority Messaging to ***Off*** will disable this setting for all users that currently have it enabled.

NEXT - Org Settings, continued

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DISABLE SHARING PHOTOS/VIDEOS FROM DEVICE

If your organization has restrictions on sending photos or videos within TigerConnect, enable 'Disable sharing photos/videos from device' to prevent your users from sharing photos and videos from with the application. *NOTE: This setting will prevent only images or videos from being sent from the device's Gallery or Photo Library. Photos can still be taken securely from within the TigerConnect mobile applications.*

NOTE: *This setting only applies to the Provider Network. See* ***Disable sharing photos/videos from device - TigerConnect Patient Engagement Only*** *for steps on this setting within the Patient Network.*

To enable/disable Disable sharing photos/videos from device:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Disable sharing photos/videos from device***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

DISABLE SHARING ATTACHMENTS FROM DEVICE

Similar to photos and videos, if your organization has restrictions on sending file attachments within TigerConnect, enable 'Disable sharing attachments from device' to prevent your users from sharing photos and videos from with the application. *Additionally, this setting prevents your* ***providers/users from sharing attachments using the Add File option****. File attachments can still be shared using the devices share extension if available within iOS or Android.*

NOTE: *This setting only applies to the Provider Network. See* ***Disable sharing attachments from device - TigerConnect Patient Engagement Only*** *for steps on this setting within the Patient Network.*

To enable/disable Disable sharing attachments from device:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Disable sharing attachments from device***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

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ORG SETTINGS - TIGERCONNECT CLINICAL COLLABORATION PLATFORM - PRO & ADVANCED

*Below are the features that will appear in your TigerConnect network's Org Settings if your organization use any paid **TigerConnect Clinical Collaboration Platform - Pro & Advanced** features. If you'd like to learn more about the features below contact your Client Success Manager or the TigerConnect Client Care Team to get started.*

AUTO FORWARD

Auto Forward allows users in your organization to designate a recipient of their messages when they enable TigerConnect's Do Not Disturb feature. This will enable the ability to set an Auto Forward recipient in the org for all end users and does not have a corresponding User Setting. No further configuration is available.

To enable/disable Auto Forward globally:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Auto Forward***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

ROLES

Roles is a TigerConnect Clinical Collaboration Platform - Pro feature for TigerConnect that allows an organization's Role Admin to create and administer easily identifiable points of contact for specific responsibilities within their organization (i.e. - Nurse Lead, Surgery Lead roles). Once a Role created all users can compose a message directly to a Role. The message routes to the person assigned to that Role at that given time.

To enable/disable Roles:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Roles***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

ROLES ESCALATION

Roles Escalation are an additional feature of TigerConnect's Roles feature that allow for automated or manually initiated escalation paths to a TigerConnect Role. Once this feature is enabled, Roles Admins will be presented with an Escalation section in each Role's Settings on the Web Messenger and Desktop Application.

To enable/disable Roles:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Roles Escalation***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

ESCALATION SETTINGS

When a User escalates a message to a Role in TigerConnect once Roles Escalations are enabled, it will create a Group message, are an additional feature of TigerConnect's Roles feature that allow for automated or manually initiated escalation paths to a TigerConnect Role. Once this feature is enabled, Roles Admins will be presented with an Escalation section in each Role's Settings on the Web Messenger and Desktop Application.

NOTE: Enabling this feature in the Org Settings also enables Admin and Help Desk Role users to select the 'feature role admin' User Permission setting in the User account. This option will only appear if your organization utilizes TigerConnect Clinical Collaboration Platform (Pro or Advanced) .

Updating the Roles Escalation Settings (for Escalation group expiration):

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Org Settings*** tab on the left.
3. Scroll down and click the drop-down to the right of ***Escalation Settings.***
4. Select one of the following expiration periods:
   - **Immediately** (disappears after Escalation ends).
   - Period can also be set between **1 hour - 48 hours.**
5. Finally, click ***Save Settings*** in the upper-right to complete the update.

ROLES SCHEDULE UPLOAD TOOL

NOTE: This setting requires assistance from TigerConnect for initial setup. This setting will have already been enabled for your by a member of TigerConnect's Professional Services team during your initial implementation of Roles.

The TigerConnect Roles Schedule Upload Tool is an additional TigerConnect Clinical Collaboration Platform feature that works in tandem with our Roles feature to automate your organization's TigerConnect Roles using a preset CSV file that contains scheduling data to opt users in and out of Roles. Once formatted and uploaded, users will be automatically opted in and out of specific Roles on a time-based schedule.

To enable/disable Roles Schedule Upload Tool:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Roles Schedule Upload Tool***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

ROLES CALENDAR VIEWS

The Roles Calendar Views is an additional TigerConnect Clinical Collaboration Platform feature that works in tandem with our Roles feature and any scheduling integration with TigerConnect (TigerConnect Physician Scheduling, TigerConnect's Roles Schedule Upload Tool, AMiON, Qgenda, etc) that provides TigerConnect users with a view of upcoming Roles scheduled for their account. *This is currently only available on the mobile applications (iOS and Android).*

To enable/disable Roles Calendar Views:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Roles Calendar Views***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

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INSIGHTS

In addition to our Transactions feature for transactional history for your users, TigerConnect Clinical Collaboration Platform (Pro & Advanced) customers also have access to our Insights feature which provides more robust data around your organization's usage. ***All users with the 'reporting' privilege on their account will be able to view Insights.***

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Insights***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

CLICK-2-CALL NUMBER MASK

Click-2-Call is a paid TigerConnect Clinical Collaboration Platform feature that allows your users to use the TigerConnect mobile applications (Android / iOS) to directly call a colleague's phone. The call recipient's number is masked by the TigerConnect mobile application and goes over a standard phone call. *Note: Click-2-Call requires that both users have the latest TigerConnect mobile application installed on their iOS or Android device and the* ***call recipient's TigerConnect account*** *has a* ***verified phone number*** *on it. This option will only appear if your organization utilizes the TigerConnect Clinical Collaboration Platform (Pro or Advanced).*

To enable/disable Click-2-Call Number Mask:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Click-2-Call Number Mask***, select **Organization** (any user with a verified phone number is available to be called) or **Individual** (*users have to be manually updated per user account in the User settings and only those with the feature enabled will be able to make and receive calls*). Alternatively, selecting **Off** will disable for all users with the setting currently enabled.

4. Next, you have the option to set the Caller ID number as appears on the recipient's end to help recipients more easily identify incoming calls via TigerConnect's Click-2-Call feature. We provide the option to select a ***Random Number*** which could be shared with employees and patients alike. NOTE: This number cannot be called back and will not reach the original caller. To set a callback number for an existing number for your organization, select ***Custom Number***. We will detail the process of setting up a Custom Number below.
5. Once the Random Number has been set, click ***Save Settings***.

NEXT - Setting a Custom Click-2-Call Number

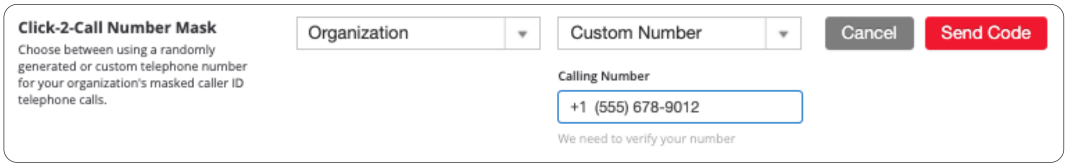
CLICK-2-CALL NUMBER MASK, CONTINUED - SETTING A CUSTOM NUMBER

Once you have set the desired availability of the Click-2-Call feature for your users (Organization vs. Individual) and you’ve chosen, ***Custom Number***, follow the steps below to complete the verification within the TigerConnect Web Messenger Admin Console (***requires ‘admin’ User Permission***). ***NOTE: If you are already in the Org Settings section, skip to Step 4***.

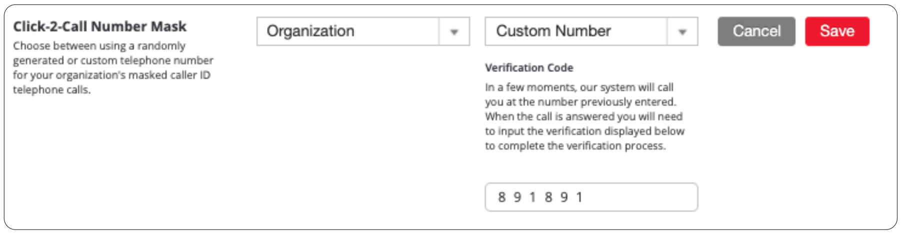
1. Log into your account with ‘admin’ User Permissions on the Web Messenger (https://login.tigerconnect.com) or the Desktop App (https://tigerconnect.com/products/downloads).
2. Click ***Settings***.
3. Click ***Org Settings***.
4. Click the drop-down next to ‘Organization’ or ‘Individual’ and click ***Custom Number*** (see Page above for further context).
5. Enter the 10-digit phone number you wish to use.

NOTE: Before completing Step 6 and beyond, if your organization utilizes an IVR/ Automated Menu for your phone system, work with your telecom provider or IT team to temporarily disable any workflows in order to successfully complete the verification steps below.

6. Click ***Send Code***.



7. A 6-digit code will appear and shortly after you should receive an incoming phone call to the number, requesting to input the code (example below).



8. Once the call is answered, the caller will be asked to enter a 6-digit code provided in TigerConnect Web Messenger Admin Console after ***Step 6***.
9. Key the code on the phone's dial pad. ***After entering the code, once the verification is confirmed on the call you can either hang up or wait for the voice prompt to finish at which point the call will automatically end the call.***
10. ***IMPORTANT:*** After the verification call is complete, within TigerConnect Web Messenger Admin Console click ***Save*** next to the ***Custom Number*** section to complete the verification.

NEXT - Org Settings, continued - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

VOIP AUDIO CALLING

For TigerConnect Clinical Collaboration Platform customers, you can enable our VoIP (Voice Over IP) feature which allows users to make voice calls within the TigerConnect mobile applications (Android / iOS). This features goes over the device's available cellular data or Wi-Fi connection. ***An active data or Wi-Fi connection is required to send and receive VOIP calls.****. This option will only appear if your organization utilizes the TigerConnect Clinical Collaboration Platform.*

To enable/disable VoIP Audio Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***VoIP Audio Calling***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

GROUP AUDIO CALLING

In addition to person-to-person VoIP (Voice Over IP) calls, your organization can enable the ability for Group Audio Calling as well. Once enabled, this feature allows users within a Group to quickly initiate a call with the users within that Group. Additionally, this also provides users with the ability to add additional callers to an existing call. This features goes over the device's available cellular data or Wi-Fi connection. ***An active data or Wi-Fi connection is required to send and receive VOIP calls.*** *This option will only appear if your organization utilizes the TigerConnect Clinical Collaboration Platform.*

To enable/disable Group Audio Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***VoIP Audio Calling***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

VIDEO CALLING

For TigerConnect Clinical Collaboration Platform customers, you can enable our VoIP (Voice Over IP) feature which allows users to make video calls within the TigerConnect mobile applications (Android / iOS). This feature goes over the device's available cellular data or Wi-Fi connection. ***An active data or Wi-Fi connection is required to send and receive VOIP calls.*** *This option will only appear if your organization utilizes the TigerConnect Clinical Collaboration Platform.*

To enable/disable Video Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Video Calling***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT - Org Settings, continued

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GROUP VIDEO CALLING

In addition to person-to-person Video Calling calls, your organization can enable the ability for Group Video Calling as well. Once enabled, this feature allows users within a Group to quickly initiate a call with the users within that Group. Additionally, this also provides users with the ability to add additional callers to an existing call. This features goes over the device's available cellular data or Wi-Fi connection. ***An active data or Wi-Fi connection is required to send and receive VOIP calls.*** *This option will only appear if your organization utilizes the TigerConnect Clinical Collaboration Platform.*

To enable/disable Group Video Calling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Group Video Calling***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

TEAMS

Teams are predefined groups of **Roles and Users** that can be activated on an event-by-event basis. Non-Team members can easily alert, mobilize and communicate with specific Teams. Teams are created and managed by your Organization’s Teams Administrator. The settings below will allow you to enable this setting for select users or all users within your organization.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable Teams access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Teams***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will remove any existing Teams from your organizations, but any Activated Teams (a collaborative Group message created by a user that is not a member of the team) will remain.*

ENTERPRISE PBX INTEGRATION

With TigerConnect's Enterprise PBX Integration, you can enable the ability to use your organization's existing PBX solution to make and receive calls within the TigerConnect application.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable the Enterprise PBX Integration:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Enterprise PBX Integration***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will remove the Call option for your users within the Android and iOS mobile applications. The VoIP and Click-2-Call features are not affected by changing this feature.*

NEXT - Org Settings, concluded - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

TIGERCONNECT PHYSICIAN SCHEDULING

TigerConnect Physician Scheduling software delivers a flexible, easy-to-use scheduling system paired with the rich messaging capabilities of TigerConnect, enabling you to instantly communicate scheduling changes, coordinate time-off requests, and see future shift assignments on one, integrated, mobile-friendly platform.

Once your organization has setup TigerConnect Physician Scheduling for your organization, enabling this Org Setting and subsequent User Setting for your TigerConnect network simply allows users to sign into the TigerConnect Physician Scheduling software with their TigerConnect account.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable the TigerConnect Physician Scheduling:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***TigerConnect Physician Scheduling***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. We do not recommend turning this off without first notifying TigerConnect via your Client Success Manager or the TigerConnect Client Care Team.*

NEXT - Org Settings, concluded - TigerConnect Clinical Collaboration Platform - Pro & Advanced Settings

TIGERCONNECT PATIENT ENGAGEMENT SETTINGS

TIGERCONNECT PATIENT ENGAGEMENT

If your organization is utilizing TigerConnect's **TigerConnect Patient Engagement** feature, this setting will allow you to enable your organization's access to the Patient Network within TigerConnect to message patients and their contacts.

To enable/disable TigerConnect Patient Engagement access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***TigerConnect Patient Engagement***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*NOTE: TigerConnect Patient Engagement defaults to **Individual** when enabled for your organization, requiring you to enable the TigerConnect Patient Engagement option within a User's profile in the Users section.*

If enabling at the Organization level, all users within your directory will have access to the Patient network and will be able to initiate a conversation or video/audio call within the Patient network as well.

Finally, once TigerConnect Patient Engagement is enabled either in the User's profile (if set to Individual) or for all users with the Organization setting, your users will be presented with the option to switch to the Patient Network and vice versa.

CONVERSATION LIFESPAN

TigerConnect Patient Engagement messages will remain within a Patient conversation per your organization's Message Lifespan (up to 30 days). ***However, for more long-term care situations, the conversation tiles can remain available for providers for longer, if desired.*** At this time, a patient conversation can remain for up to 100 days.

To change your organization's TigerConnect Patient Engagement Conversation Lifespan:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Conversation Lifespan***, click and hold the red circle, and slide the setting left or right to set the desired message lifespan. Release when set to desired message lifespan.
4. Once set, click ***Save Settings***.

NOTE: If you wish to retroactively change the TigerConnect Patient Engagement Conversation Lifespan, any existing conversations will expire per the initial Conversation Lifespan (e.g. - Conversation Lifespan is 30 days and changed to 10 days, all conversations 30 days or older remain within the provider's Patient Inbox and expire per the 30 day lifespan. Conversely, Conversation Lifespan is 30 days and changed to 60 days, any existing conversations expire per the originally prescribed 30 day lifespan. Any new conversations expire per the new 60-day setting).

ACCESS CODE SETTING

The Access Code Setting is enabled by default for your Patient Network. This setting, when enabled, requires a **Patient and their associated Patient Contacts** to enter an Access Code after clicking the initial TigerConnect Patient Engagement messaging link. The access code is sent via SMS to the recipient's mobile phone number associated with each contact for verification purposes.

To enable/disable the TigerConnect Patient Engagement Access Code Setting:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Access Code Setting***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

***NEXT* - TigerConnect Patient Engagement Org Settings, continued**

DATE OF BIRTH SETTING

The TigerConnect Patient Engagement Date of Birth Setting is enabled by default for your Patient Network. This setting, when enabled, requires a **Patient only** to enter their Date of Birth after clicking the initial TigerConnect Patient Engagement messaging link. Once they click the link, if TigerConnect Patient Engagement Access Code Setting is enabled, they will receive a subsequent SMS with the access code via SMS, whereby they will need to enter both the Access Code and their Date of Birth to proceed forward to the messaging session.

To enable/disable the Date of Birth Setting:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Access Code Setting***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

DISABLE SHARING PHOTOS/VIDEOS FROM DEVICE - TIGERCONNECT PATIENT ENGAGEMENT ONLY

NOTE: This setting is not available by default. If you wish to have this option available for your TigerConnect Patient Engagement Patient Network, contact your TigerConnect Client Success Manager or the TigerConnect Client Care Team for assistance. Additionally, this setting prevents your ***providers/users as well as patients and their contacts from sharing photos and videos from their mobile device's Gallery or Photo Library****. Photo and video can still be taken securely from within the TigerConnect app by providers. However, patients and their contacts will not be presented with the "+" sign to send photos or videos from their messaging session.*

For steps on enabling in the Provider Network, see ***Disable sharing photos/videos from device****.*

To enable/disable Disable sharing photos/videos from device - TigerConnect Patient Engagement Only:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Disable sharing photos/videos from device - TigerConnect Patient Engagement Only***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

DISABLE SHARING ATTACHMENTS FROM DEVICE - TIGERCONNECT PATIENT ENGAGEMENT ONLY

NOTE: This setting is not available by default and only applies to the Patient Network. If you wish to have this option available for your TigerConnect Patient Engagement Patient Network, contact your TigerConnect Client Success Manager or the TigerConnect Client Care Team for assistance. Additionally, this setting prevents your ***providers/users as well as patients and their contacts from sharing attachments from their mobile device's Gallery or Photo Library****. Photo and video can still be taken securely from within the TigerConnect app by providers. However, patients and their contacts will not be presented with the "+" sign to send attachments from their messaging session and providers will not be presented with the 'Add File' option.*

For steps on enabling in the Provider Network, see ***Disable sharing attachments from device****.*

To enable/disable Disable sharing attachments from device - TigerConnect Patient Engagement Only:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Disable sharing photos/videos from device - TigerConnect Patient Engagement Only***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT **- TigerConnect Patient Engagement Org Settings, continued**

PATIENT QUICK ADD

Patient Quick Add is a setting that allows any user with TigerConnect Patient Engagement enabled in their User Settings to quickly add a Patient or Patient contact to your organization's Patient List.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable Patient Quick Add access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Patient Quick Add***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will prevent any users from adding Patient and Patient Contacts moving forward.*

PATIENT QUICK CALL

Patient Quick Call is a setting that allows any user with TigerConnect Patient Engagement enabled in their User Settings to quickly initiate a phone call to an existing Patient or Patient contact's phone number in their profile in your organization's Patient List. The provider will provided with the option for their caller ID to be ***masked or unmasked***.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**. *Further, this setting will only be available if your organization also has a phone number setup under Click-2-Call Number Mask. Please contact your Client Success Manager or the TigerConnect Client Care Team for further assistance.*

To enable/disable Patient Quick Call access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Patient Quick Call***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will prevent any users from initiating a Patient and Patient Contacts moving forward.*

VIDEO CALLING

Video Calling is a setting that allows any user with TigerConnect Patient Engagement enabled in their User Settings to initiate a video call with a Patient or Contact.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable Video Calling access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Video Calling***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will prevent any users from engaging in a Video call with Patients, Patient Contacts, and additional providers and users with access to this feature moving forward.*

***NEXT* - TigerConnect Patient Engagement Org Settings, concluded**

VIDEO CALLING LINK LIFESPAN

For security purposes, TigerConnect provides admins with the ability to set a time limit on how long a video call link will remain available for a Patient or Patient Contact to click to open. Currently, the Video Calling Link can be made available in 1-minute increments from **1 minute, up to 30 minutes**.

To change your organization's Video Calling Link Lifespan:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Video Calling Link Lifespan***, click and hold the red circle, and slide the setting left or right to set the desired link lifespan. Release when set to desired message lifespan.
4. Once set, click ***Save Settings***.

NOTE: If you wish to retroactively change the Video Calling Link Lifespan, it will be available for any Video call links sent after the setting is changed. The link duration will remain as originally sent for any links sent before the change is made.

GROUP VIDEO CALLING

Group Video Calling is a setting that allows any user with TigerConnect Patient Engagement enabled in their User Settings to initiate a video call with a Patient and/or contact, as well as any additional providers within your TigerConnect Provider network.

NOTE: If **Individual** is selected, this setting will need to be enabled within **each user's account under the Users section**.

To enable/disable Group Video Calling access:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Group Video Calling***, click either ***Organization*** or ***Individual***.
4. Once set, click ***Save Settings***.

*Optionally, if you wish to disable this option for your users altogether, select **Off**. This will prevent any users from adding Patient and Patient Contacts moving forward.*

NEXT - General Desktop App Settings

GENERAL DESKTOP APP SETTINGS

DESKTOP APP AUTO-UPDATE

If your organization has opted to use the TigerConnect Desktop App this setting is in place to allow your users the ability to be notified when new updates for the TigerConnect Desktop App are available. This simply provides the user with a notification, whereby the user clicks the 'Download' button and is redirected to our download page. If you opt to disable this setting, you and your users can navigate to https://www.tigerconnect.com/download to retrieve the latest version of the Desktop Application. *NOTE: Disable this if your organization pushes applications out through a process like a Group Policy.*

To enable/disable Desktop App Auto-update:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Desktop App Auto-update***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

DESKTOP APP PM SOUND

Similar to the TigerConnect mobile applications, the Desktop Application can also provide users with specialized Priority Message notifications. This is a distinct notification sound when a user elects to send a Priority Message. Enabling this will enable for all users and provides distinct notifications for all messaging types (Person-to-person, Groups, Forums, Broadcast Lists and Roles). *Note: Priority Messaging for your organization must be enabled for this option to appear.*

To enable/disable Desktop App PM Sound:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Desktop App PM Sound***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

NEXT: Managing Pending Users within your Organization

ADDITIONAL ADMIN SETTINGS

PENDING USERS

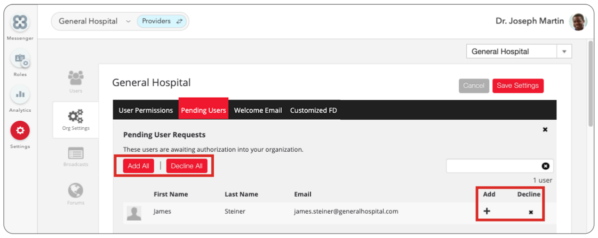
NOTE: If your organization uses AD/LDAP provisioning, please see note below.

New TigerConnect user accounts are added to TigerConnect in a variety of ways. The Pending Users section helps Admin Role users manage users that self-sign up for a TigerConnect account from the mobile application using their work email address. *NOTE: Pending Users cannot send messages to non-Admin role users of your TigerConnect network until they are approved and will only have the ability to send to the **Admins Broadcast list.***

To begin utilizing this feature, your organization will need to supply TigerConnect with at least one email domain that your organization uses (e.g. - generalhospital.org) to map your organization to receive Pending Users. Contact the TigerConnect Client Care Team or your TigerConnect Implementations Manager or Client Account Executive to ensure this is placed into your organization. *Note: Public email addresses such as Gmail, Hotmail, Yahoo, etc. cannot be used for Pending Users.*

Once TigerConnect has added your organization's email domains to your TigerConnect network, whenever users sign into TigerConnect ***before an account has been created by a TigerConnect Admin,*** Admin User Permission users see the following in the Pending Users section.

To Add/Decline Pending Users within your organization:



1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of User Permissions, click ***Pending Users***.
4. For each user that is pending, click ***Add or Decline***.
   » *Optionally, if you wish to Add or Decline all users in bulk, simply click **Add All** or **Decline All.***

*NOTE: If you unintentionally Decline a user, simply add the user to your organization via the **Add User** button in the **Users** tab.*

*If your organization wishes to prevent users from signing up for a TigerConnect account, TigerConnect can enable "Pending User Prevention". This disallows a user from signing up for a new account on the mobile application using your organization's email address. They are presented with a message stating **"Contact your administrator to be added to the organization"**. The user will have to either contact TigerConnect Client Care or reach out to your organization to request a TigerConnect account. Additionally, every Sunday all 'admin' users will receive an email notification indicating which users are still awaiting approval from the Pending Users section.*

Contact TigerConnect Client Care, your TigerConnect Implementation Manager or Client Account Executive to enable this feature.

NOTE: AD/LDAP - PENDING USERS

If your organization utilizes an AD/LDAP setup to provision users in TigerConnect, it is recommended that ***Pending User Prevention*** be turned on, as mentioned above. This helps prevent provisioning conflicts that cause login issues for your TigerConnect users.

If your organization wishes to proceed without Pending User Prevention enabled, you will need to work with TigerConnect Client Care to determine the best plan of action for these users. Pending Users typically require support from TigerConnect Client Care to ensure all conflicts are cleared up. Once TigerConnect confirms that all account conflicts are removed, the new account can then be provisioned.

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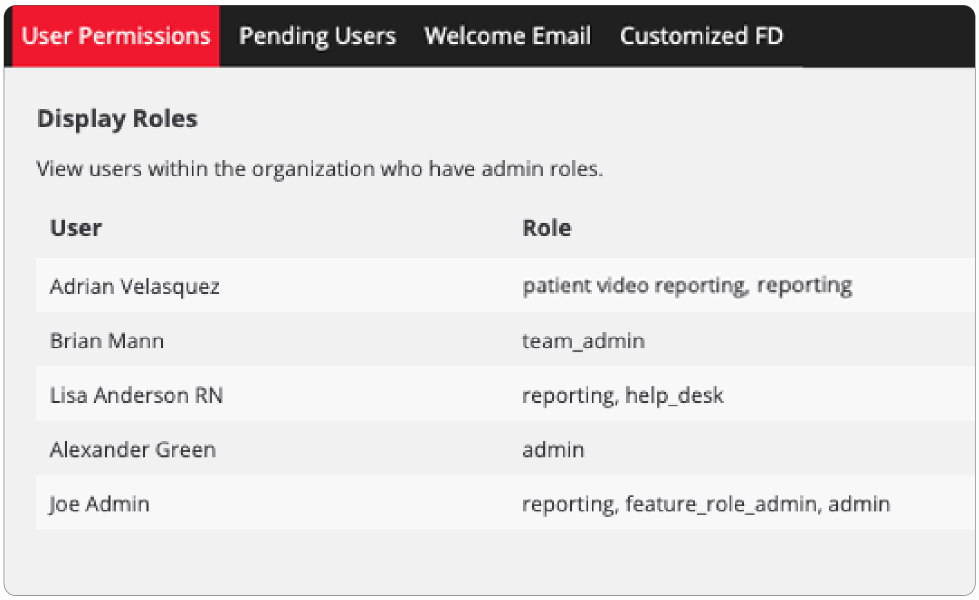
USER PERMISSIONS

The User Permissions tab displays all users who are assigned any User Permission. This view is available only to users with the Admin User Permission. Optionally, you can click on an individual's name and be directed to a specific TigerConnect administrator's User profile.

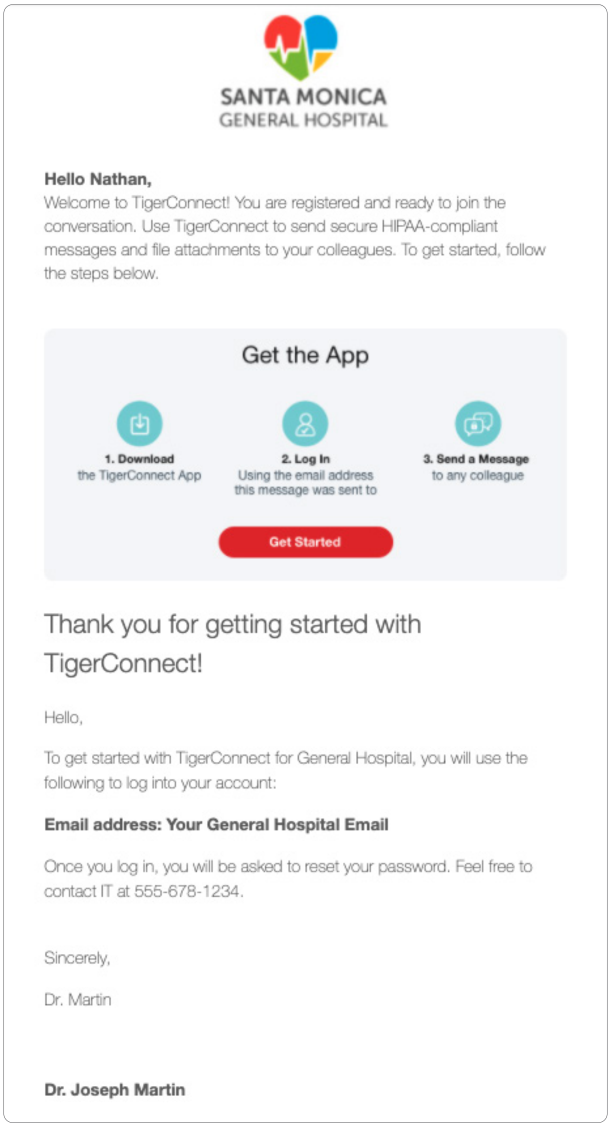


NEXT: TigerConnect Welcome Email

WELCOME EMAIL

After you have provisioned your users, TigerConnect provides the ability to provide you the opportunity to introduce them to TigerConnect via our Welcome Email.

Within the Welcome Email section, you can write a welcome message for new users and customize the header by adding your organization's logo. The email is formatted to look good on both desktop and mobile. Once they have received the email, the users are provided with a Get Started button which guides mobile users to the Google Play Store or Apple App Store on their respective device, while sending desktop users to the TigerConnect Web Messenger. Below is an example of the Welcome Email. This document will be referencing the different sections of this email, and how to edit and format each subsequent section for a clear, concise message to your users about getting started with TigerConnect!



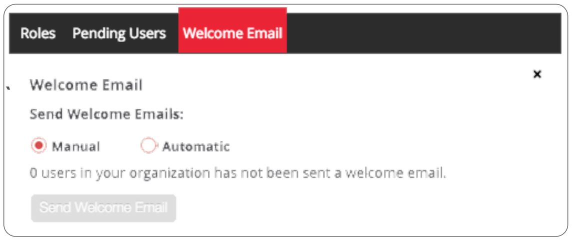
Move ahead to learn more about the Welcome Email, as well as editing, managing and sending out Welcome Emails to your users.

Welcome Email Overview

There are a few key features of the Welcome Email:

- **Implementation of Welcome Email**
  - *Edited and managed in Org Settings*
  - *Send Welcome Emails to users within the Users section*
- **Customization of your organization’s Welcome Email**
  - *Sending email upon account creation (Automatic) or on a per-user basis (Manual)*
  - *Customization of Welcome Email content*
- **Distribution and Tracking of your Welcome Email**
  - *Send emails out to select users or all users*
  - *Find out if a user has logged into TigerConnect (Users section)*

Managing Welcome Email - Triggers



1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of Pending Users, click ***Welcome Email***.
4. Under ***Send Welcome Emails*** click one of the following:
   - ***Manual***
     - This will allow the Admin to specify selected users from the Users section.
   - ***Automatic***
     - Each time an account is created, the Welcome Email will be automatically sent out to the created user(s) email address(es).
     - *NOTE: If your organization uses AD/LDAP, a welcome email is sent out the first time an account is entered in the sync. A welcome email will not be sent out with subsequent syncs. If a user continues to receive welcome emails each time the sync runs, there is likely a conflict with the account, and will need to be resolved by contacting TigerConnect Client Care.*

Optionally, if you wish to send a Welcome Email to all users that have not yet received one, simply click Send Welcome Email. This option will be grayed out if all users have logged into TigerConnect or if have previously received the Welcome Email and clicked to open it.

NEXT: Welcome Email, continued

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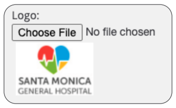
Editing the Welcome Email

Next, recalling the original Welcome Email Template from the beginning of this section, there are a few points of customization within your Welcome Email. You can add your organization’s logo for better identification by your employees and add an additional introductory message to your users. This section allows you to create a custom message that addresses the user directly. In this section you might include relevant information to your organization, like contact information, login details, any special instructions or just a simple thank you for getting started with TigerConnect.

To edit the Welcome Email Subject and Sender:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of Pending Users, click ***Welcome Email***.
4. Feel free to click into and edit any of the following sections (character limits provided in parentheses):
   - Subject Line **(150 character limit)**
     - Specify the Subject of the email as desired to be sent to the user.
     - You can also click **`<insert org name>`** to allow the name of your organization to be dynamically entered into the Subject.
       - *This will be entered with the same name that the users will see in the Organization drop-down in their TigerConnect account, so enter your organization name manually if you wish it to display differently.*
   - ‘From’ Field **(50 characters)**
     - *This name will display in the ‘From’ field in the email the user receives. Here, you can specify a name or department from which the message will be arriving.*
5. Once completed, continue below this section to the ‘Optional Message from Admin’ section, or scroll down and click ***Save Settings***.

*Additionally, you can upload a custom image for your organization's Welcome Email. This will be placed at the top middle of your Welcome Email when it is sent out. Directly to the right of the **Subject Line,** click the **Choose File** button, select the logo from your file manager. **Recommended size is less than 400 x 400 pixels.***



To enter an Optional message from Admin in your Welcome Email:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of Pending Users, click ***Welcome Email***.
4. Scroll down to the ‘***Optional Message from Admin***’ and click in either of the following sections to and edit as you see fit. (Character limits provided in parentheses):
   - ***Header (50 characters)***- Place a short header to denote the purpose of the additional message
   - ***Message (~8700 characters)*** - Include a message for your users, including instructions for logging in (Username/ password combination) and additional contact information for your users to contact your respective Help Desk.
   - ***Admin Name (50 characters)*** - Include the name or department for your organization. This will be placed at the conclusion of your Message (Step 2 above).
5. Once completed, click ‘***Save Settings***’.

NEXT: Welcome Email, concluded

Manually Distributing the Welcome Email

If your organization is choosing to not use the ‘Automatic’ setting for the Welcome Email or would like to re-send a Welcome Email to an additional user, you can do so manually from within the TigerConnect Web Messenger's Admin Console. You can send this to one or to many in bulk.

To Manually select and send the Welcome Email:

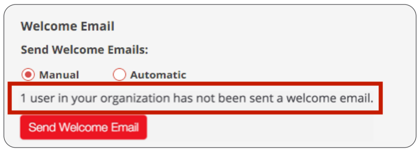
1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Users.***
3. Next to each user, click to select each desired user(s) in which you wish to send the Welcome Email.
4. In the top right of the Users screen click ***Send Welcome Email*** (parentheses indicate number of selected users).
5. A dialog box will appear that will ask ***‘Are you sure you want to Email selected user(s)?’***
6. Click ***OK*** to send, or ***Cancel*** to forfeit sending.

Once the email has been sent out, the user will receive an email based on the template set up in your Welcome Email. They will click the ‘ Get Started’ button within the email. If they click this within a web browser, they will be re-directed to https://login.tigerconnect.com. If they are clicking from within their mobile browser on iOS or Android, they will be directed to their respective app stores (App Store for iOS and Google Play Store for Android).

If users are having difficulty receiving the Welcome Email, please contact TigerConnect Client Care (see beginning matter or the final page of this document for how to contact Client Care).

Monitoring Welcome Email Recipients

If you 1) opt into Automatic emails after first selecting Manual at any point or 2) have Manual selected under the Welcome Email section, you may be provided with the number of users that have not yet received the Welcome Email:



To Send Welcome Emails in Bulk to users within your organization:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. Click ***Welcome Email*** sub-tab.
4. Click ***Send Welcome Email*** (this button will appear gray if there are no unsent Welcome Emails.
5. A pop-up will appear stating: ***‘Are you sure you want to send an email to all new users, are sure you want to continue?’***
6. Click ***Send*** or ***Cancel*** to forfeit sending and return to ***Org Settings***.

NEXT: Customized Fast Deploy

CUSTOMIZED FD (FAST DEPLOY)

Fast Deploy messages are a means of your users to receive notifications of new messages via **Email** and **SMS** (if user previously logged into the mobile application and completes the **Activate** step) while they are logged out of all sessions on their TigerConnect account.

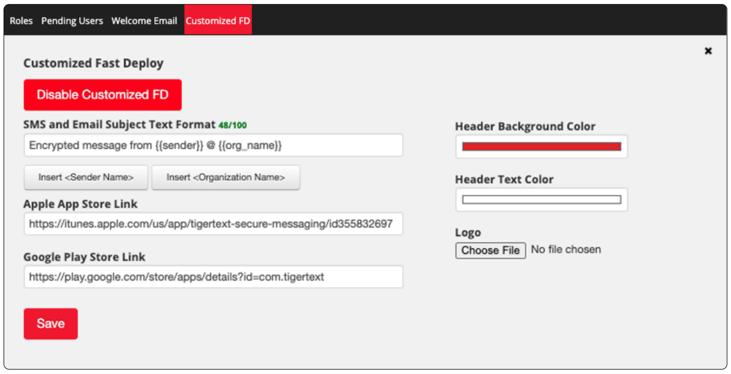
As an Administrator for your organization, TigerConnect provides the means to further customize the appearance of Fast Deploy messages for the recipient. You have the option to customize the outgoing **Subject** for Email and the **received text** in SMS Fast Deploys as well as even deeper customization of your Email Fast Deploys to include your organization's logo and the color of the header and footer of received messages.

Enabling/Disabling Customized Fast Deploy

NOTE: if you are not presented with the Customized FD option as below in your Org Settings, contact your Client Success Manager or the TigerConnect Client Care Team for further assistance with enabling this feature.

To enable/disable Customized Fast Deploy for your organization:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. Click ***Customized FD*** sub-tab.
4. Click Enable or Disable Customized FD (changes are automatically saved).



NOTE: Settings will be maintained if disabled.

Customizing your organization's Fast Deploy messages

The following can be customized for your organization's Fast Deploy:

- **SMS and Email Subject Text Format** (maximum 100 characters)
  - To specify the Sender and Organization Name in Fast Deploy messages, you can click the ***Insert <Sender Name>*** and ***Insert <Organization Name>*** options which will dynamically populate the Sender (*Sender's TigerConnect Display Name*) and *TigerConnect Organization Name*.
- **Header Background Colo**r (color reflected in email header and footer as well as opened Fast Deploy
- **Header Text Color**
  - Includes footer text in received emails.
  - Once opened, displays header
- **Apple App Store Link** and **Google Play Store Link**
  - Displays the current respective app store links for iOS and Android devices to help your users get started.

NEXT: Broadcast Lists

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BROADCAST LISTS

A Broadcast List message is a one-to-all message that each Broadcast List member will receive. Each recipient then replies solely to the original sender. In the TigerConnect Web Messenger's Admin Console, only users with Admin or the Provider Broadcast List Admin User Permissions can create and manage Broadcast Lists.

CREATE A BROADCAST LIST

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click the blue ***Create List*** button.
3. In the ***Broadcast Name*** field, enter the Broadcast name.
4. Hit ***Enter*** or ***Return*** on your keyboard to save the Broadcast.
5. Click each desired user's account to add them to the Broadcast.
6. Once all desired users have been added, click ***Create Broadcast***. Otherwise, click ***Cancel***.

LIMITING A BROADCAST LIST

Once created, Admins and Provider Broadcast List Admins can limit the ability to search for a Broadcast List to only Admins and Provider Broadcast List Admins. To enable this, do the following:

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. Next to ***Limited***, click the toggle from OFF to ***ON***.

No further action is required and the change will automatically be saved.

ADD NON-ADMIN USERS ACCESS TO A LIMITED BROADCAST LIST

Admins and Provider Broadcast List Admins can also allow non-Admin users to search for and send messages to a Broadcast List. You can currently add *up to 30 users as an allowed user on Limited Broadcast Lists*.

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
1. Click on the desired Broadcast List.
2. Click ***SHARE*** to reveal a drop-down.
3. Click the **+** sign to add a user.
4. Search for the desired User by name or scroll through the available list, then click on their name.
5. Repeat ***Steps 3 and 4*** until all desired users have been provided with access.
6. Once all users have been provided access to the Broadcast List, click ***Save***.

REMOVING SEARCH ACCESS TO A LIMITED BROADCAST LIST

Once access has been added, do the following to remove a user's access to a Limited Broadcast List:

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. Click ***SHARE*** to reveal a drop-down.
4. Click the X next to the user you wish to remove Broadcast List search access.
5. Repeat ***Step 3*** until all desired users have been removed.
6. Once all desired users have had access removed for search for the Broadcast List, click ***Save***.

NEXT: Broadcast Lists, continued

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ADD RECIPIENTS TO A BROADCAST LIST

*NOTE: Both **Users** and **Roles** can be added to a Broadcast List.*

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. Click the blue ***Add Members*** button.
4. In the Search field, search for user by First Name, Last Name, Title, or Department or by Role Name.
5. Click the circle to the far-right of the user's name to add the desired user’s account to the Broadcast List.
6. Repeat ***Steps 3 and 4*** until all desired users have been added to the Broadcast.
7. Click ***Save*** at the bottom of the list of recently added users. Otherwise, click ***Cancel***.

MODIFY A BROADCAST LIST NAME

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. To the right of the Broadcast List name, click the ***Edit*** button (pencil-shaped icon).
4. In the Broadcast name field, enter the new desired name.
5. Click ***Enter*** or ***Return*** on your keyboard. Otherwise, click ***Provider Broadcast Lists*** in the upper-left to return to the ***Broadcast Lists*** section. *Alternatively, if you have not made any changes to the Broadcast name, simply click outside the edit box to cancel.*

REMOVE USERS FROM A BROADCAST LIST

Note: If a user is being removed completely from your TigerConnect organization, TigerConnect also removes them from any Groups or Broadcasts of which they are a part.

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. In the list of current users in the Broadcast List, search for the user by name or scroll through the list to locate the user.
4. Click the check-box to the left of each user you wish to delete from the Broadcast List.
5. Click ***Remove*** in the upper right of the Broadcast List. Click ***REMOVE*** a second time in the pop-up to confirm removal.
6. Once all desired users have been removed,

DELETING A BROADCAST LIST

If you wish to no longer use a specific Broadcast list, you can do so by completing the following:

1. Click ***Broadcast Lists*** in the left sidebar of your Web Messenger screen.
2. Click on the desired Broadcast List.
3. Just below the Broadcast list 'Limited' option, click the blue ***Delete List*** button.
4. Next, you will be presented with a pop-up asking to 'Confirm Delete'. Click ***DELETE*** to confirm or ***Cancel*** to return to the Broadcast List.

NOTE: Users will no longer be able to search for the Broadcast list and the list can no longer be retrieved once the Broadcast List is deleted.

NEXT: Managing Forums

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FORUMS

Forums are a form of public group message on TigerConnect that can be found, joined and left by any user within your organization. Forums also maintain message content for 30 days and allow users who join to see the message history from previous messages. These are available to users on the mobile applications as well as the Web Messenger and Desktop Application. *Users with the Admin User Permission have the ability to create, manage users within a Forum and delete Forums within the TigerConnect Web Messenger's Admin Console. Like Group messaging (private, cannot be joined by others though), members of a Forum can create, as well as Add or Remove other users to the Forum.*

ENABLING OR DISABLING FORUMS FOR YOUR ORGANIZATION:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Org Settings*** tab on the left.
3. To the right of ***Forums***, check or uncheck the box (Checked is ***ON***).
4. Once set, click ***Save Settings***.

CREATE A FORUM

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Forums*** tab on the left.
3. Click ***Create New Forum***.
4. Click ***Name your forum*** next to ***Forum Name*** and enter the Forum name.
5. Click ***Search by name*** next to ***Add Members*** and search for user by first or last name.
6. Click each desired user's account to add them to the Forum.
7. Once all desired users have been added, click ***Create Forum***. Otherwise, click ***Cancel***.

ADD USERS TO A FORUM

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Forums*** tab on the left.
3. To the right of the list you wish to add users, click the ***Edit*** button (pencil-shaped icon).
4. Click ***Search by Name*** next to ***Add Members*** and search for user by first or last name.
5. Click each desired user's account to add them to the Forum.
6. Repeat the above two steps until all desired users have been added to the Forum.
7. Click ***Update Forum***. Otherwise, click ***Cancel***.

MODIFY A FORUM NAME

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Forums*** tab on the left.
3. To the right of the list you wish to add users, click the ***Edit*** button (pencil-shaped icon).
4. To the right of ***List name***, re-enter the new desired name.
5. Once desired name has been entered, click ***Update Forum***. Otherwise, click ***Cancel***.

NEXT: Managing Forums, concluded

REMOVE USERS FROM A FORUM

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Forums*** tab on the left.
3. To the right of the Forum from which you wish to remove users, click the Edit button (pencil-shaped icon).
4. To the right, you will see a list of all the current users added in to the Forum. Click the X to the right of each user you wish to delete.
5. Once all desired users have been removed, click ***Update Forum***. Otherwise, click ***Cancel***.

DELETING A FORUM

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click ***Forums*** tab on the left.
3. To the right of the Forum from which you wish to delete, click the ***Delete*** button (pencil-shaped icon).
4. Next, you will be presented with a box that states "***Are you sure you want to delete this forum?***".
5. Click ***Delete*** to confirm or ***Cancel*** to return to the Forum settings.

NOTE: Users will no longer be able to search for the Forum and can no longer be retrieved.

NEXT: Analytics/Reporting

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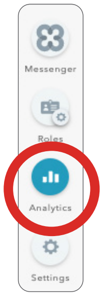
ANALYTICS

To help provide TigerConnect Administrators the ability to track messaging between users, the Analytics section is available within the TigerConnect Web Messenger and Desktop Application. This allows users with the 'reporting' User Permission to view and export (via Excel-based CSV file) historical transaction data between users in **Transactions**. You can also get an at-a-glance view of the top users in **Trends** and an overview of your organization's usage and utilization with **Insights** (TigerConnect Clinical Collaboration Platform - Pro & Advanced only). *For those organizations that are utilizing TigerConnect Clinical Collaboration Platform - Pro or Advanced or are existing Premium Support customers, your organization already has access to both Trends and Transactions. If not, you will still be given access to Trends.*

ENABLING ACCESS TO REPORTING



Once you are granted access to TigerConnect’s Web Messenger, users with the Admin role can assign other users to be able to view the TigerConnect Reporting section. *Additionally, keep in mind that a user can be granted access to Transactions and Trends, and not have Admin privileges*. This will also allow users access to Insights, if your organization has TigerConnect Once enabled, the Analytics section can be accessed in the left sidebar, just below the Messenger icon in the top-left (see image left):

To grant a user access to Reporting:

1. Click ***Settings*** (gear/sprocket icon) in the left sidebar of your Web Messenger screen.
2. Click the ***Users*** side tab.
3. Click the desired user in which you wish to grant privileges.
4. Click ***User Permissions.***
5. Select the box labeled ***reporting***.
6. Click ***Save User Permissions*** (you will be presented with a dialog confirming successful changes).

Once enabled, the user will need to log out of their current Web Messenger session and log back in to access Reporting.

NEXT: Trends and Transactions Overview

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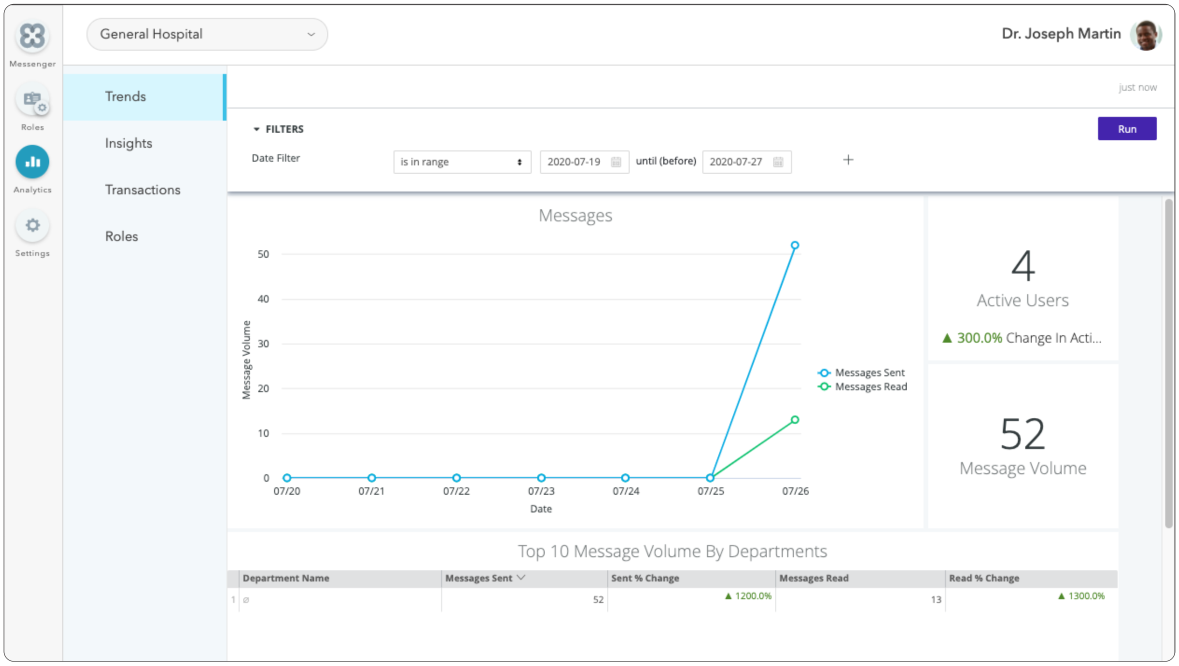
TRENDS AND TRANSACTIONS - OVERVIEW

After being granted access the Transactions/Trends section, you will have access to both Transactions and Trends tabs by clicking on the Analytics tab on the left (See image below).

Note: *Access to utilize the Insights feature is available only to TigerConnect Clinical Collaboration Platform (Pro and Advanced) customers. If you would like access to Insights and to discuss getting access to Insights, please contact TigerConnect Client Care or your TigerConnect Client Success Manager.*



TRENDS

After entering the Analytics section, Trends will be the first section that you see. If your organization is actively messaging, you will see your organization's usage, including a graph detailing message volume (10 days by default) along with the number of Active Users and Message Volume (10 day default as well).

Sorting Trends Data

You can select the range of Trends data you wish to view. You have a few options available under the Date Filter section, including predetermined ranges and starting points, as well as the option to select a specific date range.

Once you have found a suitable date range, you can sort (ascending or descending) for the following fields in the Top 10 Message Volume By Departments report:

- Department Name
- Messages Sent
- Sent % Change
- Messages Read
- Read % Change

You can change the date ranges and sorting to reflect the period of time you wish to capture. Keep in mind that this data is meant to display an overview of messaging within your organization. To dig deeper into your organization's messaging data, you will need to access **Transactions**, which we will discuss next.

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TRANSACTIONS

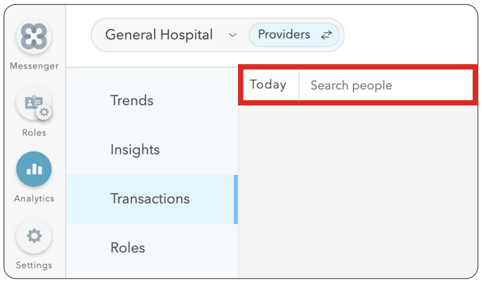
In addition to the at-a-glance view of messaging that you get in Trends, our Transactions section allows you to get finer details of your organization's messaging. Here, any messages that are sent within your organization's TigerConnect network will be captured in Transactions. *Any messages that are sent outside of the organization (e.g. - Contacts) will not be captured.*

Viewing Transactions

Similar to Trends, you have the ability to select a date range to view Transactions data. The same options as in Trends are available in Transactions (***all times displayed in Greenwich Mean Time - GMT***):

- Today (All data from the current day as of 12am to the current time)
- Yesterday (12am - 11:59pm previous day GMT)
- Past 7 days
- Past 31 days
- Select Date Range

In addition to selecting the date range, you can refine your search further with a simple text search. You can search by the following criteria:



- Sender/Recipient Name
- Sender/Recipient Title/Department
- Sender/Recipient Role
- DL Name (Broadcast List Name)

Note: When utilizing a date range search, *TigerConnect only makes available the previous 365 days of data available. If you require older Transactional data than this, please contact TigerConnect's Client Care Team or you Client Success Manager.*

NEXT: Viewing Transactions - Cont.

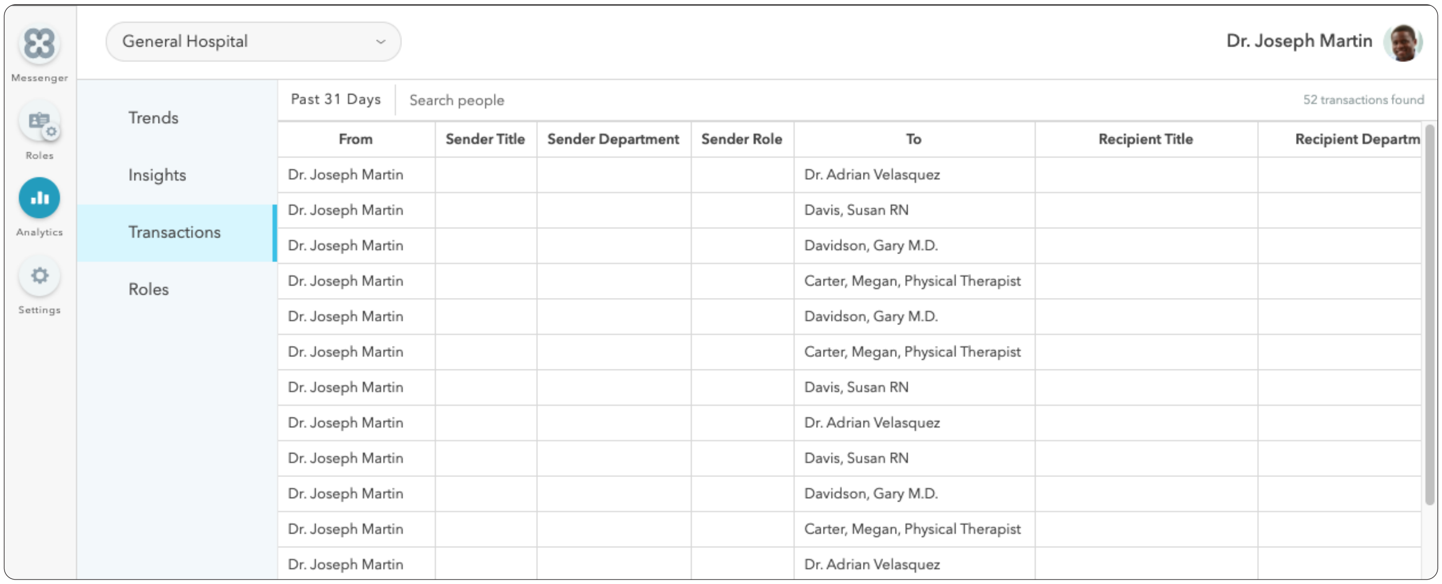
Understanding Transactions

Once you have the data you want, you can browse through the data presented. Transactions are designed to provide a finer viewing of transactional data within your organization.

Each of these columns can be searched and refined more easily by sorting the data further once exported via CSV. In order to do this, we will need to export your Transactions data in a sortable format ***(all dates and times displayed in Greenwich Mean Time - GMT)***:

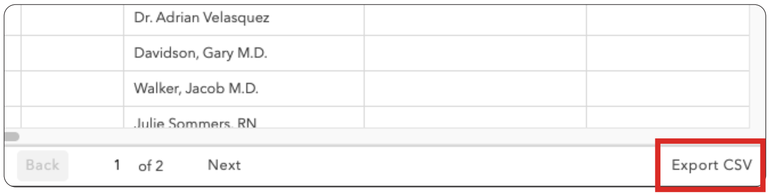
- From (Sender)
- Sender Title *
- Sender Department*
- Sender Role
- To (Recipient)
- Recipient Title *
- Recipient Department *
- Recipient Role
- Forum Name
- DL Name (Broadcast List)
- Time Sent
- Time Delivered
- Time Read
- Attachment *(whether an attachment was sent or a Message was Recalled, Auto-Forwarded or Forwarded (denoted by green check mark))*
- Recalled *(If message was recalled by the sender - denoted by green check mark)*
- Auto-Forwarded *(If message was sent from a user that has designated a DND auto-forward recipient for their messages - denoted by a green check mark)*
- Forwarded *(denoted by a green check mark)*
- Expired (*Date of message expiration)*
- Message Token

* Title and Department will only display if this information is within the user's profile.



Exporting Transactions

To sort your Transactions further, you can export Transactional data via CSV. To export your data within your search, simply click To **Export CSV** in the lower right corner of the Transactions section on either the TigerConnect Web Messenger or Desktop Application.

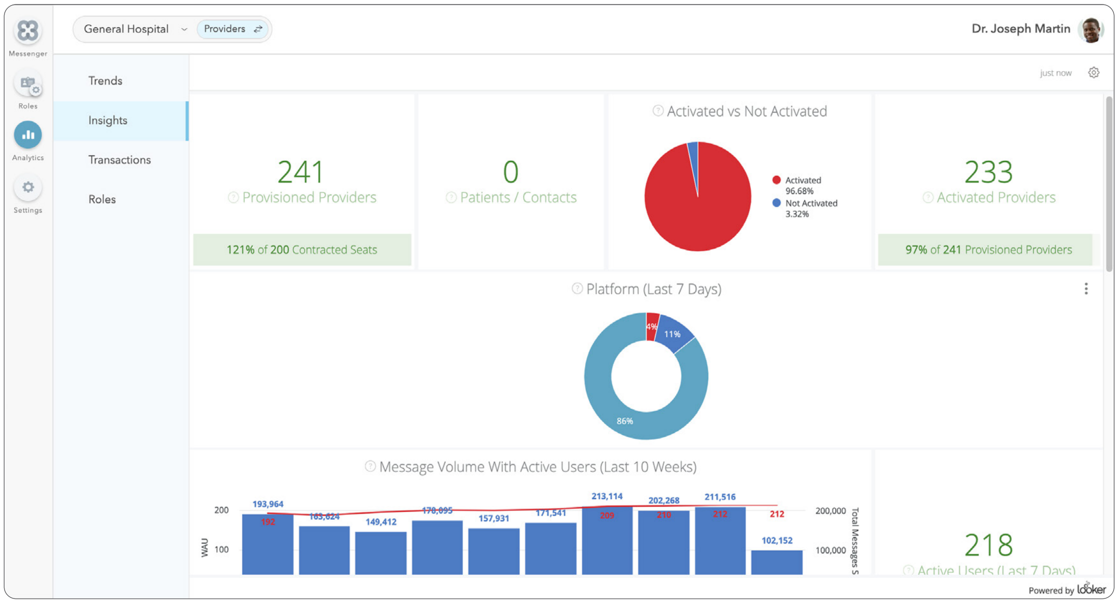


Note: Sorting data from a CSV requires experience filtering columnar data and an understanding of pivot tables is beneficial as well.

NEXT: Insights

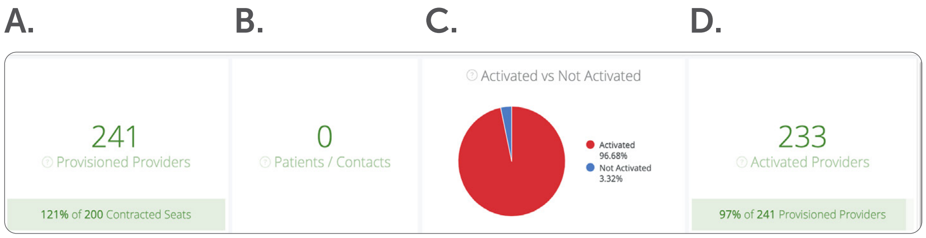
INSIGHTS (TIGERCONNECT CLINICAL COLLABORATION PLATFORM PRO & ADVANCED)

If your organization is utilizing TigerConnect Clinical Collaboration Platform, you may have access to our robust usage and utilization tool - ***Insights***. This allows users with the 'reporting' tool access to view this section if it has been enabled for your organization.



Once enabled, you will have a view of the following details:

Provisioned and Activated Users Overview



A. Provisioned Providers denotes the total number of users provisioned in your TigerConnect Provider network and is expressed at the bottom as a percentage of your total contracted users. Provisioned Users denotes the total number of users provisioned in your TigerConnect network and is expressed at the bottom as a percentage of your total contracted users.

B. Patients/Contacts section is primarily for Patient-Facing conversations. This displays the total number of Patients & Patient Contacts provisioned. This option will display whether or not your organization utilizes the *TigerConnect Patient Engagement platform.*

C. Activated vs. Not Activated is expressed as a pie chart with the percentage of Activated users vs. Not Activated Users. An Activated Users is qualified as the following:

   » A user that has logged into their TigerConnect account on the ***Web Messenger, Desktop Application, or mobile applications (iOS/Android).***

   - OR -

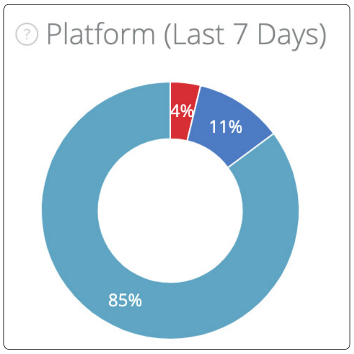
   » A user that has ***received*** and ***opened a Fast Deploy Encrypted Message*** within your organization's TigerConnect network.

D. Activated Providers is the total number of users in your Provider Network that have Activated (based on the definition in Item C) and is expressed at the bottom as a percentage of your Provisioned users (from Item A).

NEXT: Insights, Cont.

INSIGHTS (CONT.)

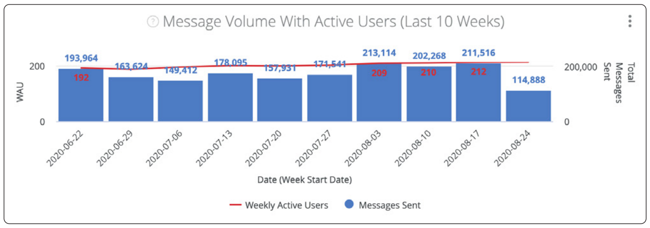
Platform Analytics



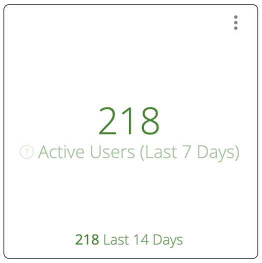
Platform - provides a breakdown of message volume by Device Type (*Web/Desktop App, iOS, and Android*) in your TigerConnect network for the previous 7 days.

NOTE: This accounts for messages a user sends within your organization. Multi-org user messaging is not tracked.

Message Volume With Active Users (Last 10 Weeks)



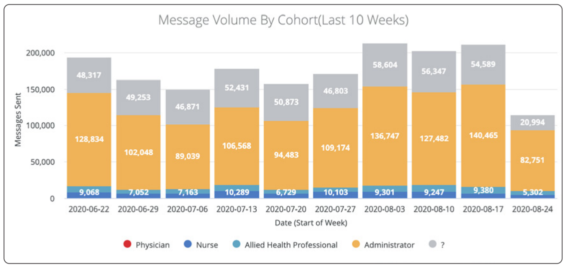
This view provides you with a 10-week overview of your organization's week-over-week message volume with the counterpart of total number of Active Users that week (Active User qualifies as a user that has Sent OR Read one message).



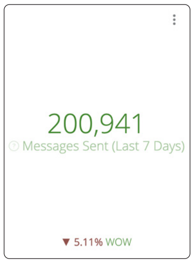
Active Users (Last 7 Days)

Active Users (Last 7 Days) is the total number of active users over the previous 7 days, starting with today's date, moving backwards. As such, this number may not reflect the current week in the ***Message Volume With Active Users*** section above.

Message Volume By Cohort (Last 10 Weeks)



Message Volume by Cohort breaks your organization's messaging down over a 10 week period by ***medical cohort***.



Messages Sent (Last 7 Days)

This view provides you with a 10-week overview of your organization's week-over-week message volume with the counterpart of total number of Active Users that week (Active User qualifies as a user that has Sent OR Read one message).

NEXT: Insights, Cont.

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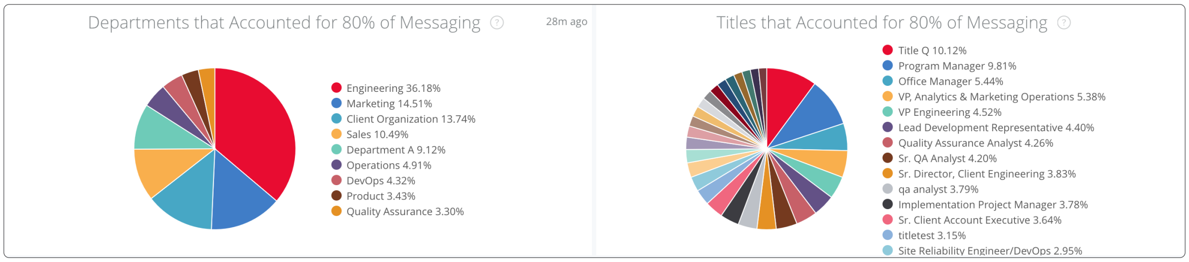
INSIGHTS (CONT.)

Messaging - Departments and Titles



Departments that Accounted for 80% of Messaging

This chart displays the share of Messages sent by Department, for Departments that account for 80% of the total message volume over the last 30 days.

Titles that Accounted for 80% of Messaging

Similarly to Departments, this chart displays the share of Messages sent by users with a specific Title, for users with Titles that account for 80% of the total message volume over the last 30 days.

Last 30 Days Messaging

Last 30 Days:

3,789.7 Average Msg Sent / User	62 # of Users Sending More than Average	25.7% % of Users Sending More than Average
184 # of Top 80% Users	76.3% # of Top 80% Users	

Average Msg (Message) Sent / User

This data point is the number of messages sent by users over the last 30 days divided by the number of ***active users*** over the same timespan.

# of Users Sending More than Average

Number of active users in the last 30 days that have sent more messages in the last 30 days than the "Average Msg Sent / User" Value to the right.

% of Users Sending More than Average

Percentage of "# of Users Sending More than Average" divided by the total number of active users in the last 30 days.

# of Top 80% Users

The bottom two sections express the ***total number of users in your organization that accounted for 80% of your total message volume over the last 30 days based on the total number users (section left) and as a percentage (section right)***.

NEXT: About TigerConnect/Contacting TigerConnect Client Care

ABOUT TIGERCONNECT

As health care's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. Trusted by more than 4,000 healthcare organizations, TigerConnect maintains 99.99% uptime and processes over 10 million messages each day. Its category-leading product innovations and advanced integrations with critical hospital systems deliver high value for hospitals and large health systems.

For more information visit: https://www.tigerconnect.com.

CONTACTING TIGERCONNECT CLIENT CARE

*To get started, we encourage you to first check out **TigerConnect Community** (https://community.tigerconnect.com) for how-to guides, FAQs, and more. Simply log in with your existing TigerConnect username/email and password the setup an account to get started!*

If you require further assistance or have questions on how to navigate the TigerConnect Web Messenger's Admin Console 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.

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