



Clinical Collaboration

# Web Messenger & Desktop App Overview



## Get TigerConnect

### Launch the App

Download the app for MacOS or Windows at [tigerconnect.com/products/download/](https://tigerconnect.com/products/download/)

Or log into web messenger by going to [login.tigerconnect.com](https://login.tigerconnect.com).

The screenshot shows the TigerConnect website's download page. At the top, the TigerConnect logo is on the left, and navigation links for 'Login', 'Contact Us', 'Who We Serve', 'Solutions', 'Resources', and 'Why TigerConnect?' are on the right. A red 'Get a Demo' button is also present. The main heading is 'Download our Healthcare Messaging App', followed by a sub-heading and a paragraph describing the app's benefits. To the right is an image of a smartphone with the app icon and a download arrow. Below this, there are two columns: 'Download for Mobile' and 'Download for Desktop'. The mobile section includes images of the app on a smartphone and buttons for 'APP STORE' and 'GOOGLE PLAY', with version numbers for iOS (9.12.39) and Android (9.12.35). The desktop section includes an image of the app on a monitor and buttons for 'MAC OS', 'WINDOWS .exe', and 'WINDOWS Admin Installer', with the desktop app version listed as 5.4.2. A small chat icon is in the bottom right corner.

**tigerconnect** Login Contact Us Who We Serve Solutions Resources Why TigerConnect? Get a Demo

### Download our Healthcare Messaging App

TigerConnect's healthcare messaging app allows you to take advantage of unprecedented cost savings, improved clinician morale and better health outcomes.

#### Download for Mobile

APP STORE  
GOOGLE PLAY

IOS version 9.12.39  
Android version 9.12.35

#### Download for Desktop

MAC OS  
WINDOWS .exe  
WINDOWS Admin Installer

Desktop App version 5.4.2



Enter your Password for  
[demo@tigerconnect.com](mailto:demo@tigerconnect.com)

LOGIN

[Forgot your password?](#)

## Enter Email or Username

Enter your email address or username and click **Login**.

If your organization uses Active Directory, this will be your network username.

## Enter Password

Enter the password set for you and click **Login**.

If your organization uses Active Directory, this will be your network password. If you need help with your network password, please contact your company's IT department.

# Getting Started

## Message Badge (a)

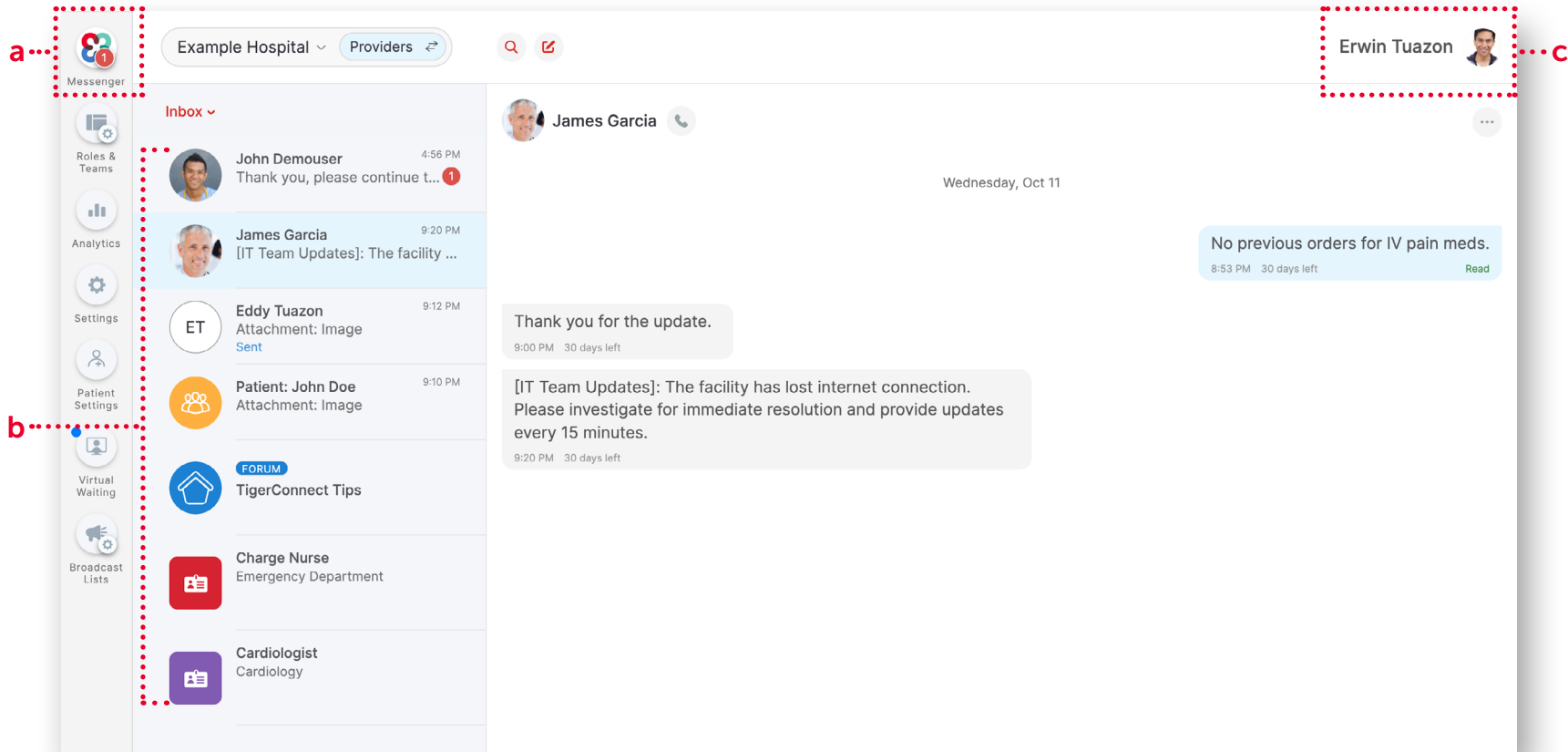
When you have a new message, a badge will appear next to the Inbox icon. Select the Inbox to see the message.

## Conversation Roster (b)

Colleagues you have had recent or regular conversations with.

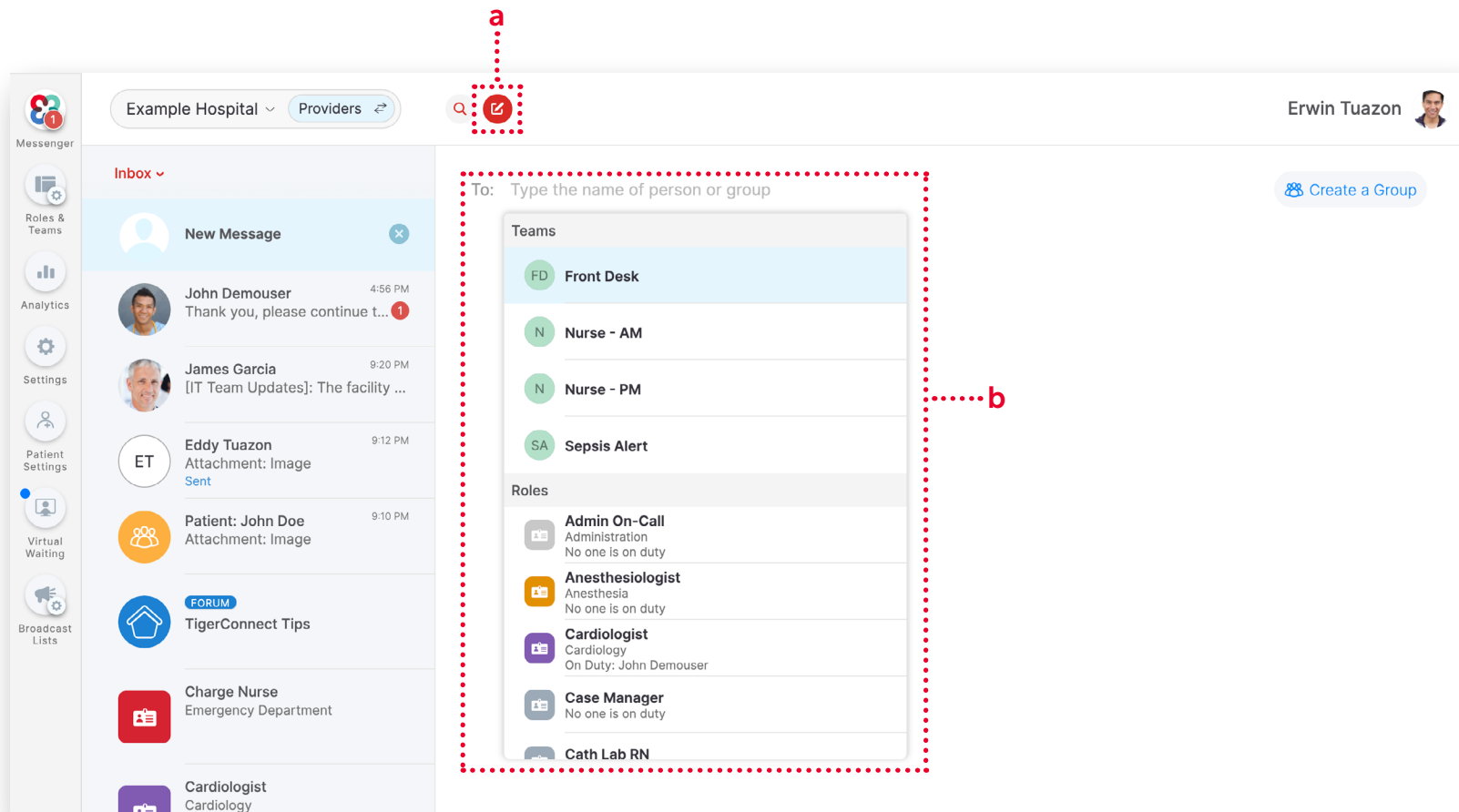
## Profile Settings (c)

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



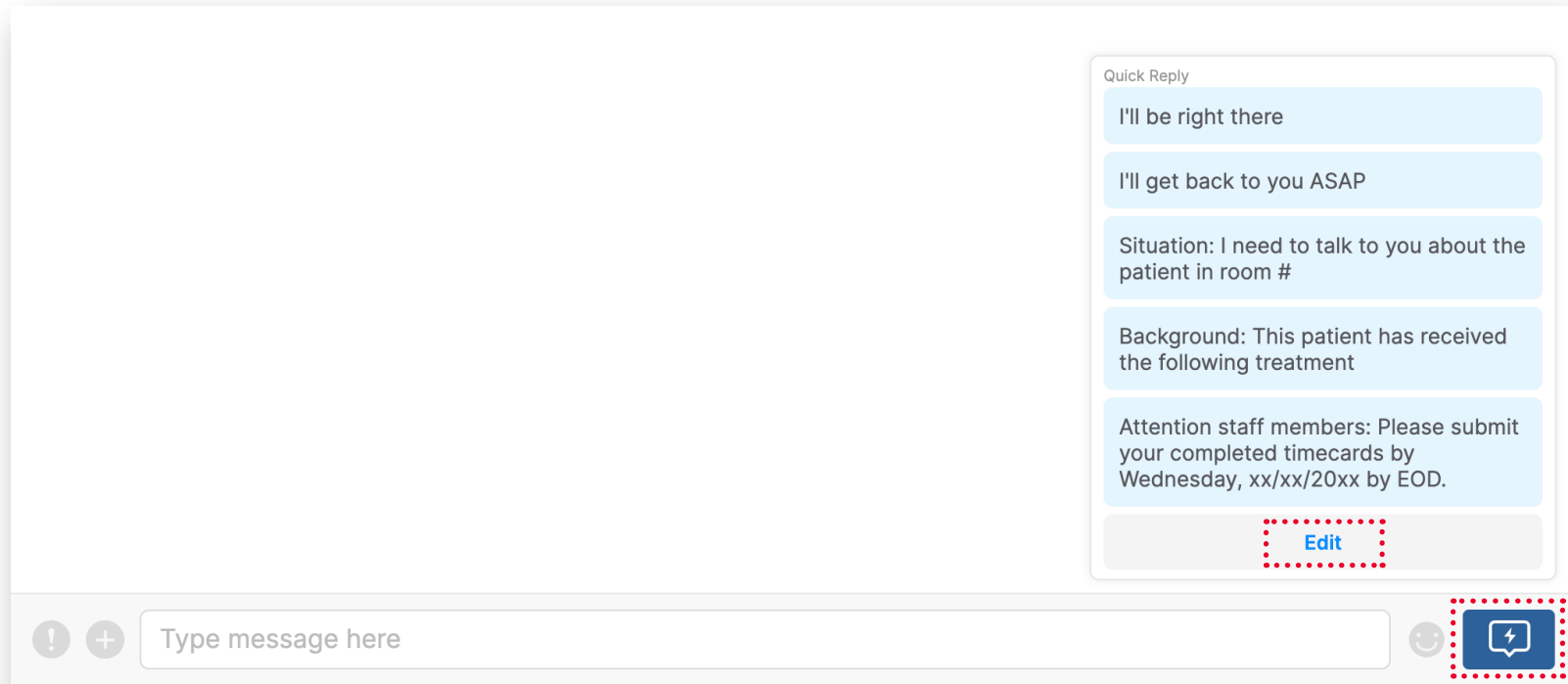
## Compose a Message

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



## Quick Replies

Click on the **Quick Reply** button at the bottom right corner of your screen and then tap on the **Edit** button to customize your Quick Replies. You can have up to five (5) different Quick Replies.



## Message Details

### Message Lifespan (a)

Indicates the amount of time which you can view a message.

### Status Indicator (b)

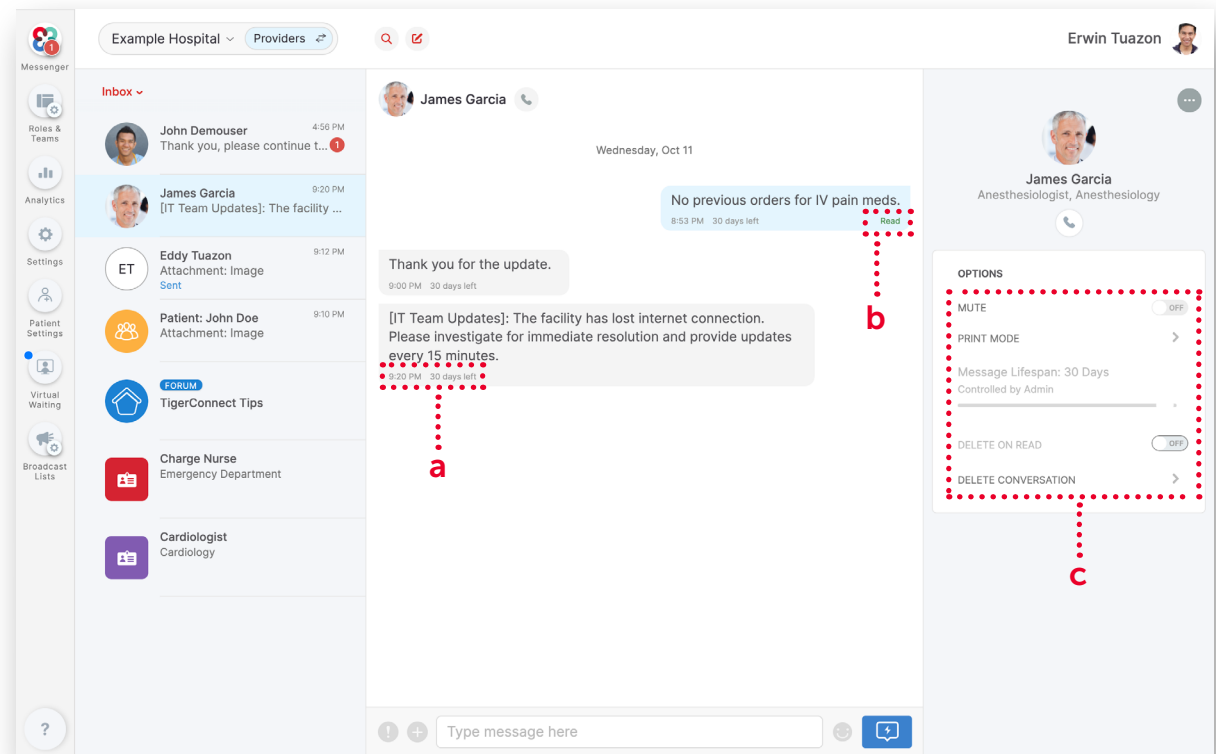
Indicates message status:

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

### Conversation Settings (c)

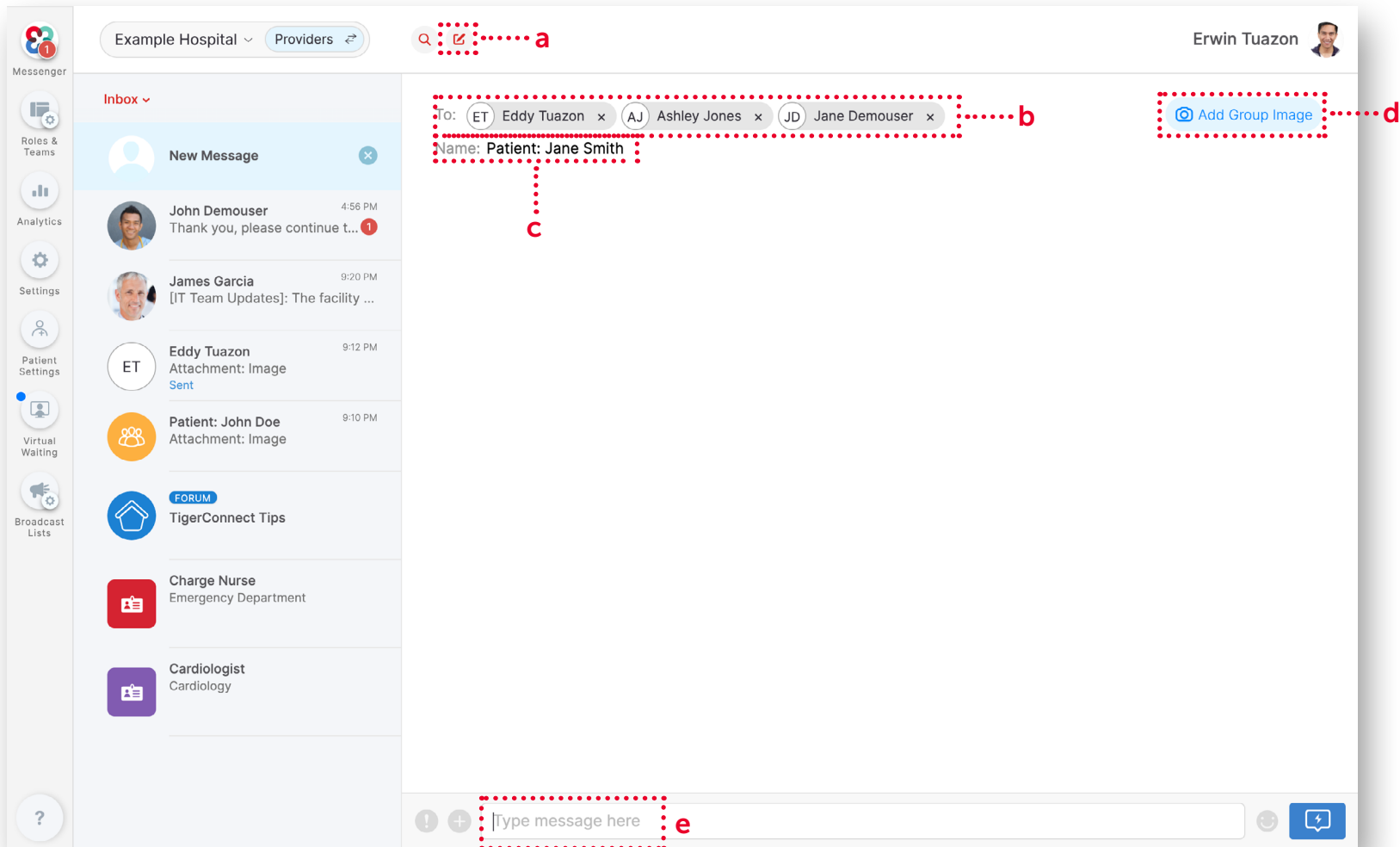
Tap the ellipsis to find:

- **Mute** — Temporarily mute audio notifications received from messages sent by this person.
- **Print Mode** — Print the conversation or save it as a PDF.
- **Delete Conversation** — Removes the conversation with this person from your inbox. This does not remove the conversation from their inbox.



## Create a Group Conversation

- Tap on the compose icon to create a new message.
- Enter your co-workers names or click on Create Group to initiate a Group conversation.
- Type in a group name.
- (optional) Upload an image for this Group's avatar.
- Create and send a message to these recipients.





## Group Details

### Message Status (a)

Tap on the **"1/3 Read"** to display the Message Status and show who has already read the message amongst the Group members.

### Group and Avatar Name (b)

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

## Group Settings (c)

Tap the **ellipsis** to find:

**Mute** – Temporarily mute audio notifications received from messages sent within this private Group.

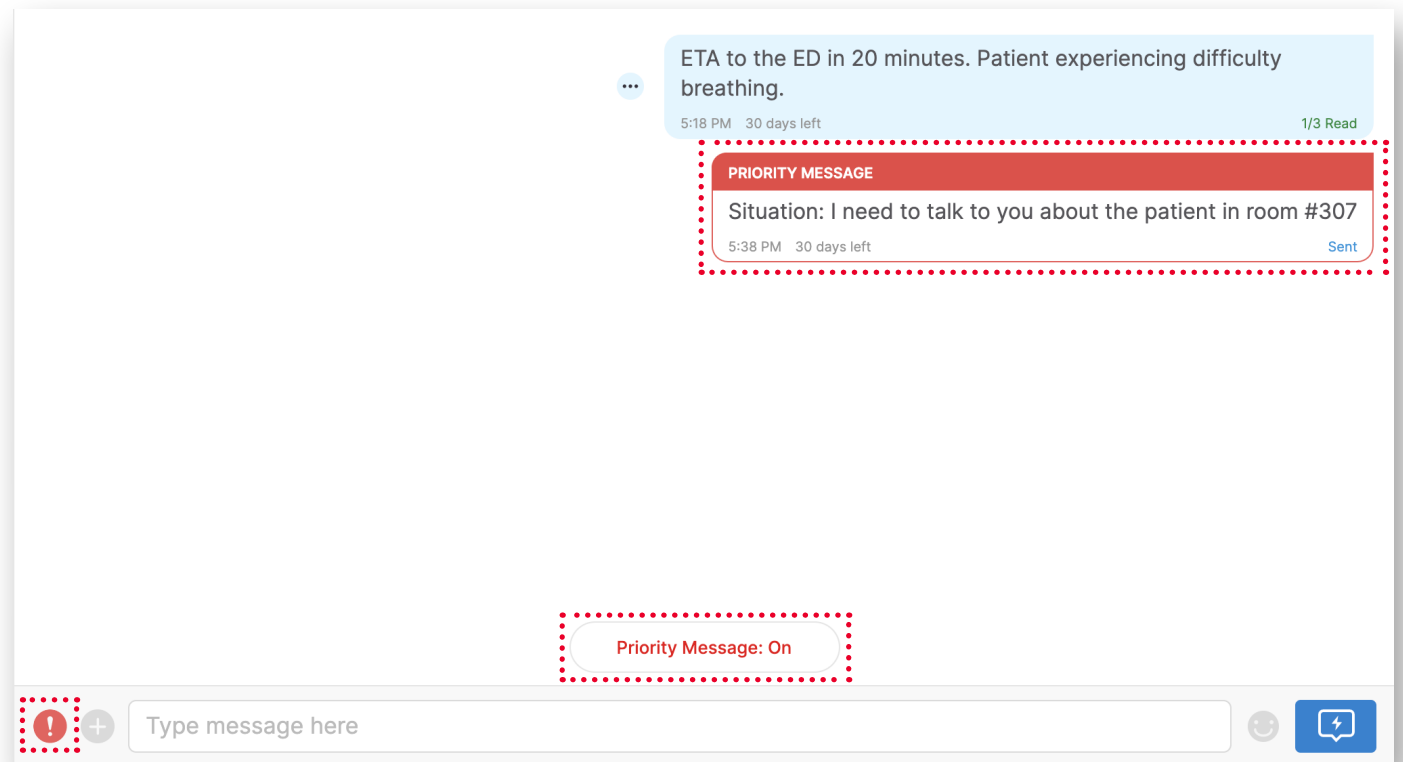
**Print Mode** – Print the conversation or save it as a PDF.

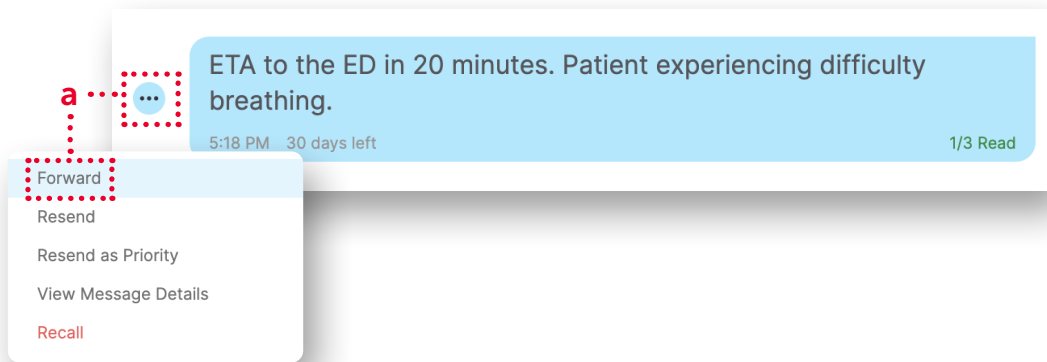
**Leave Group** – Leave the group and the Group conversation will disappear from your Inbox.

The screenshot shows a group chat interface for "Patient: Jane Smith" with 4 members. The interface includes a left sidebar with navigation options like "Inbox", "Roles & Teams", "Analytics", "Settings", "Patient Settings", "Virtual Waiting", and "Broadcast Lists". The main chat area shows a message from "Patient: Jane Smith" with a "1/3 Read" status. The right sidebar shows group settings under "OPTIONS" (MUTE, PRINT MODE, LEAVE GROUP) and "MEMBERS" (Jane Demouser, Eddy Tuazon, Ashley Jones, Erwin Tuazon (You)). Red dotted lines with labels 'a', 'b', and 'c' point to the "1/3 Read" status, the group name and avatar, and the settings menu respectively.

## Priority Message

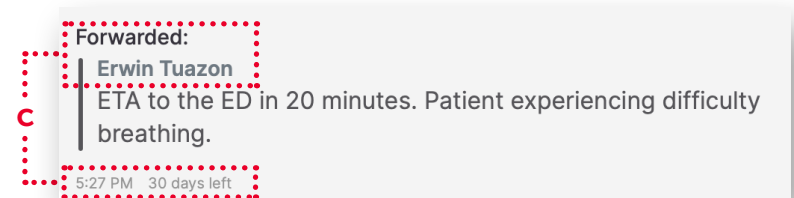
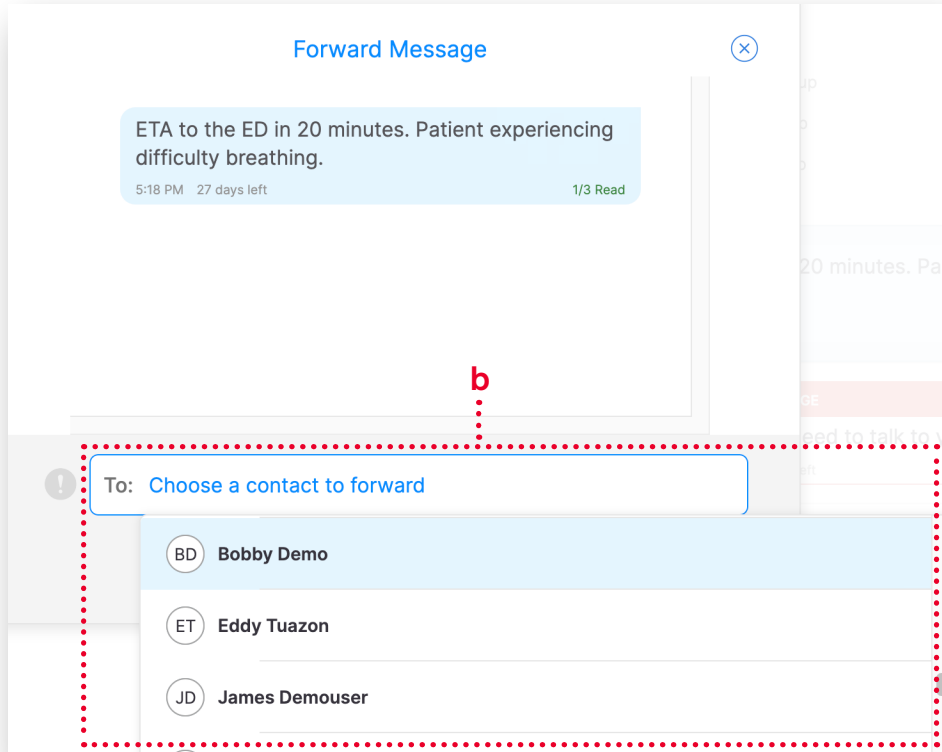
Priority Messages will be highlighted and labeled in red. These messages will appear at the top of the message inbox for more visibility and have a distinct sound from a standard message notification. Click the **exclamation icon** to the left of the message field to toggle on or off message priority.





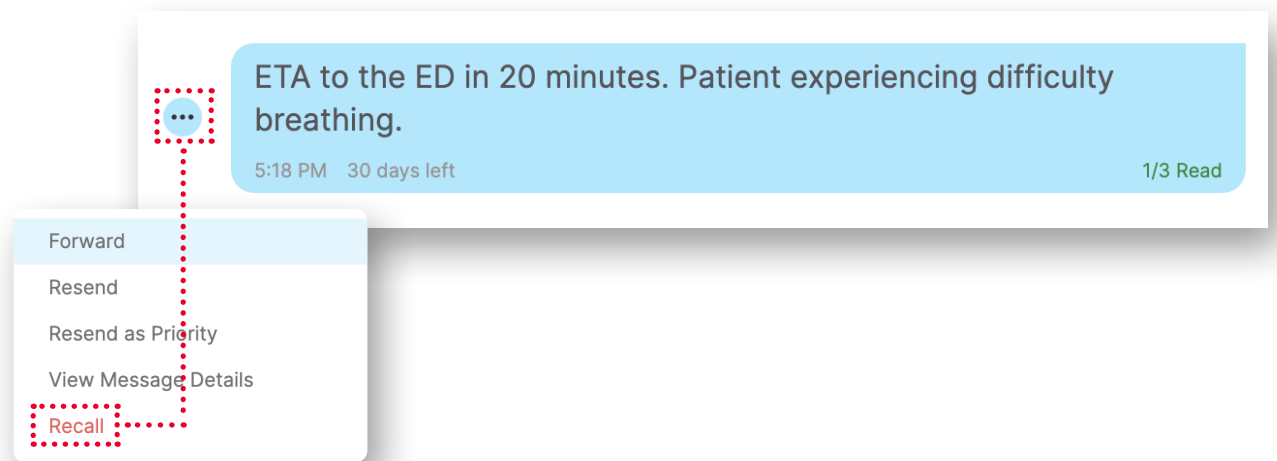
## Forward a Message

- Hover over and click on the **ellipsis** next to the message that you want to forward and click **Forward** in the pop-up menu.
- Search for the users you want to forward the message to. When you are finished selecting users, click **Forward**.
- Recipients of your forwarded message will know who sent the original message. Forwarded messages will take on the lifespan of the original message



## Recall a Message

Hover over and click on the **ellipsis** beside the message that you want to recall and click **Recall** in the pop-up menu. The message will be removed from your device and the recipient's device.



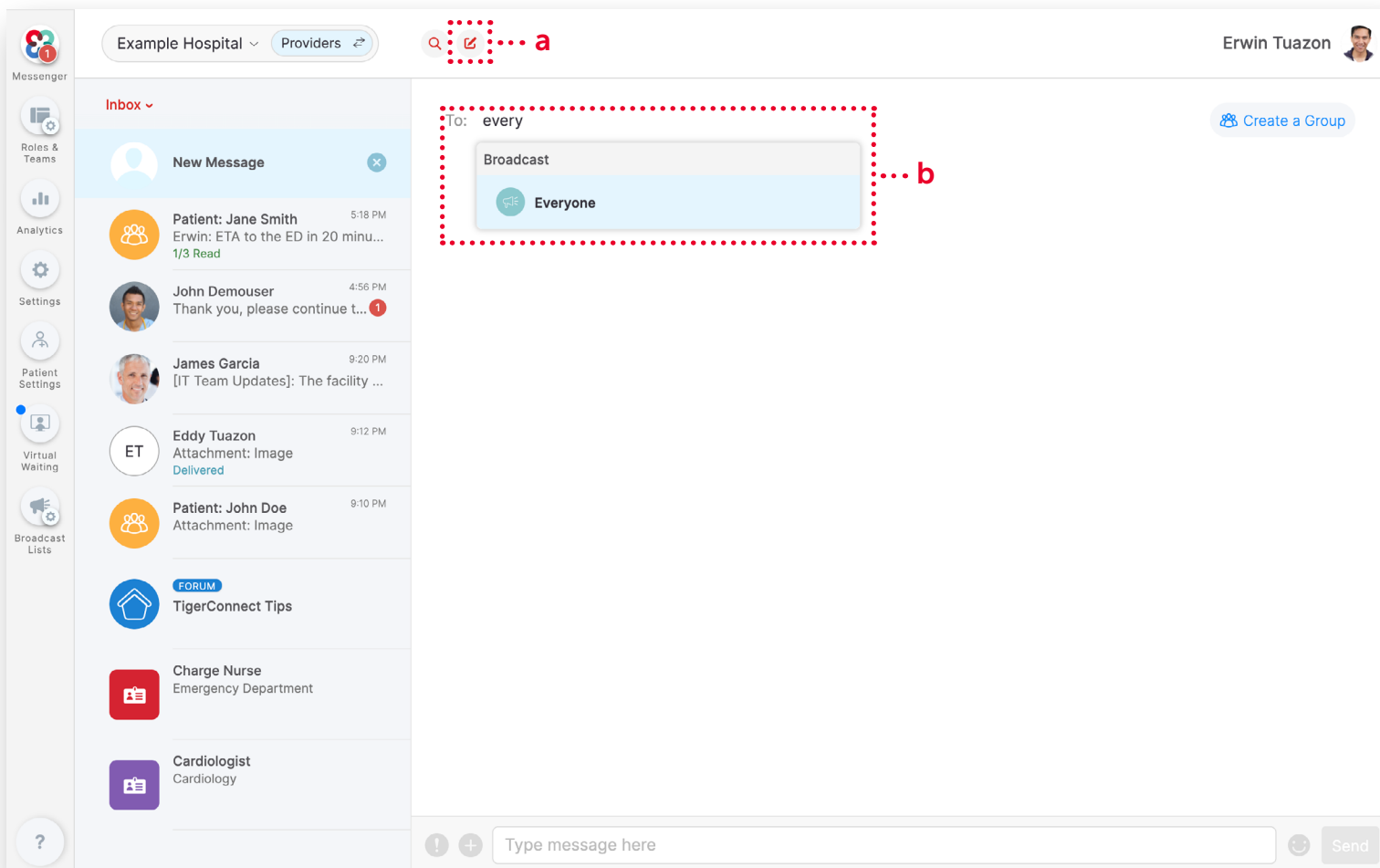
## Broadcast Messages

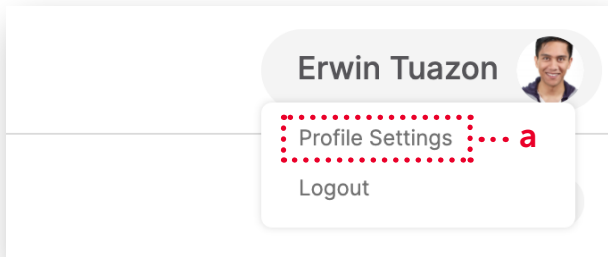
- a. Tap on the **compose icon** and a New Message prompt will be created.
- b. Type the name of the Broadcast List you wish to message and choose from the **menu** below the To: field.

**Broadcast Messages** received will be prefixed with the Broadcast List name enclosed in brackets (ex: [Everyone]).

**Responses to Broadcast Messages** will only be received by the original sender of the broadcast message.

Members of the broadcast list will not see these responses.



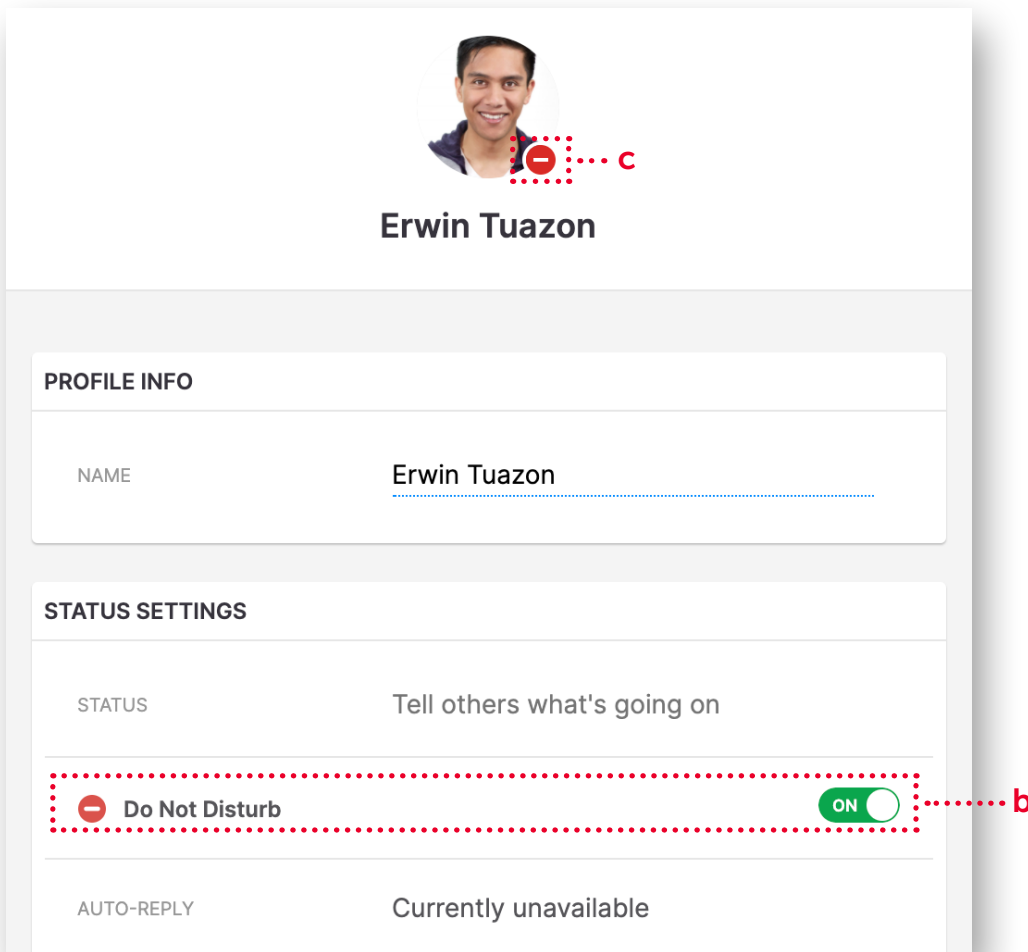


## Do Not Disturb

- a. Click on **your name** and select **Profile Settings**.
- b. In the Status Settings section, toggle on the **ON** button to turn on Do Not Disturb.  
Set an away message in the Auto-Reply section.

- c. A red icon will appear on your profile photo indicating that you have Do Not Disturb turned ON. Users who send messages to you will receive your Auto-Reply message when Do Not Disturb is enabled.

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



## About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.



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