

BOSTON NURSING CARE & CONSULTING



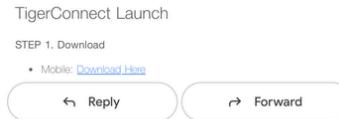
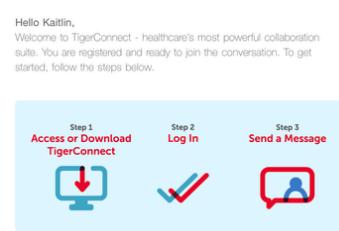
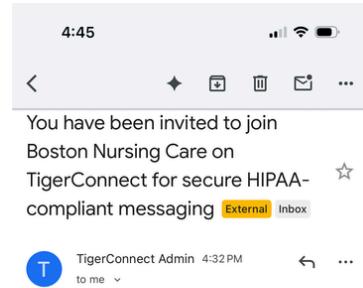
Better Home Care and Patient Advocacy



New User Guide

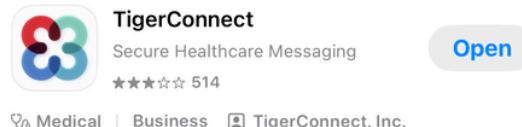
Step 1:

You will receive a welcome email. Please follow the email's instructions.



Step 2:

You will need to download the TigerConnect App. Once downloaded, it will walk you through the logging in process.





New User Guide

Step 3:

**Logging in is simple!
Once you log into the app,
you will not need to log in
every time you use it
(unless you are logging in
on a new device).**



Step 4:

**You will need to
secure your phone,
clicking “Activate”
will send a text to
your phone to secure
it.**



Let's secure this phone

TigerConnect will automatically verify this device after you send us a one-time SMS containing your unique security code.

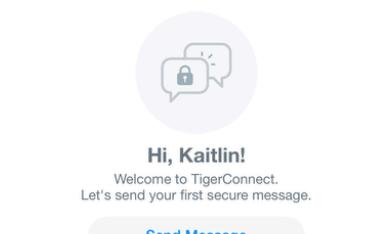
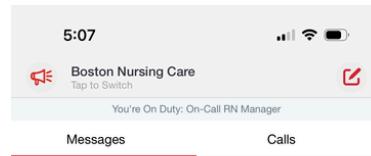
Activate



New User Guide

Step 5:

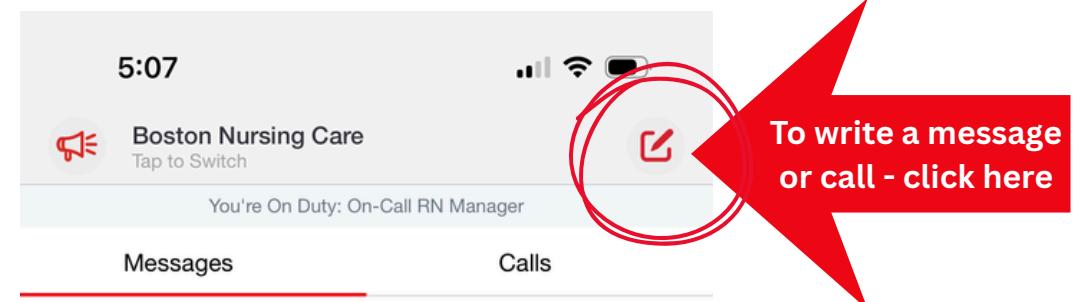
This will be your Dashdoor. See the next page to view how to navigate the dashboard.



Please see the following pages for messaging/calling instruction



Navigating the Dashboard



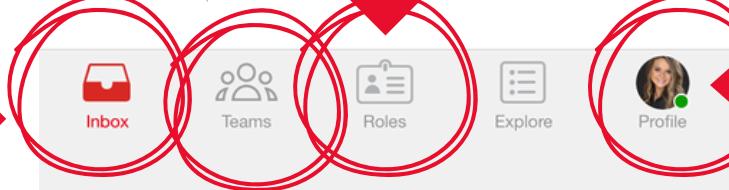
Hi, Kaitlin!

Welcome to TigerConnect.
Let's send your first secure message.

Send Message

Roles are
only for RN
Managers
at this time

To return to your
Inbox, click here





Sending A Message To An Individual



Enter the intended recipient's name

5:07

New Conversation

To:

Topic: Tap to add a topic

INDIVIDUALS

Ashlynn Worrall
AW Caregiver, Caregiver

Caitlyn Mauro
CM Clinical Operations Manager, Clinical Operations

Kaiyla Washington
KW RN Manager, Nursing Services

Victoria Addonizio
VA Caregiver, Caregiver

Amara Parker
AP Caregiver, Caregiver

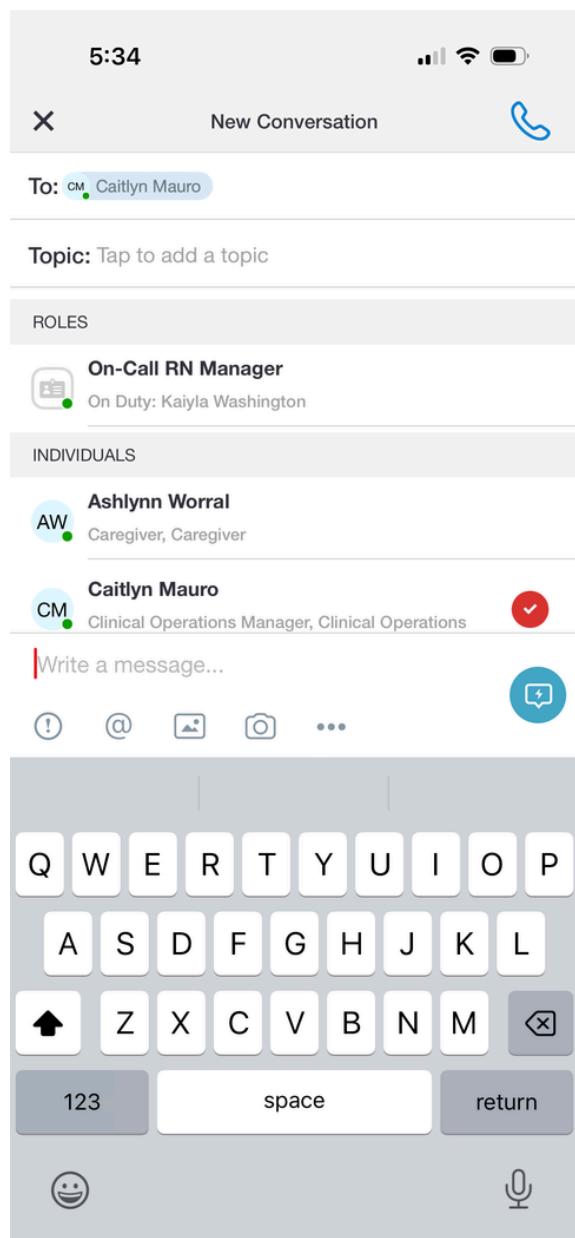
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123 space return
Smiley face icon Microphone icon



Sending A Message To An Individual

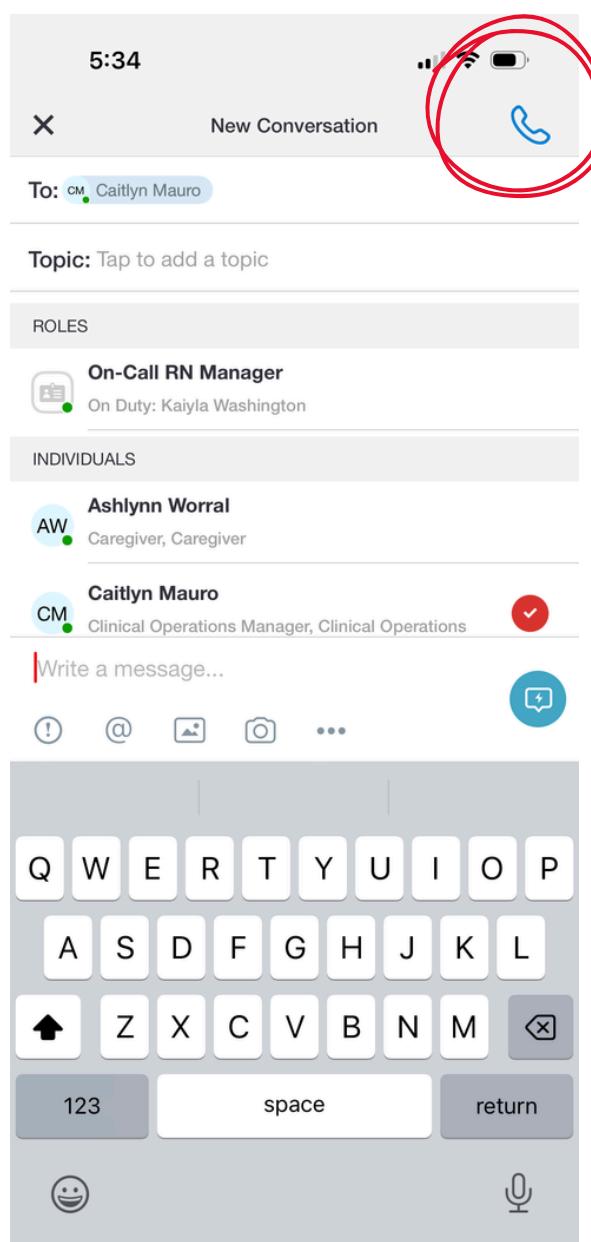


Type to send your text message





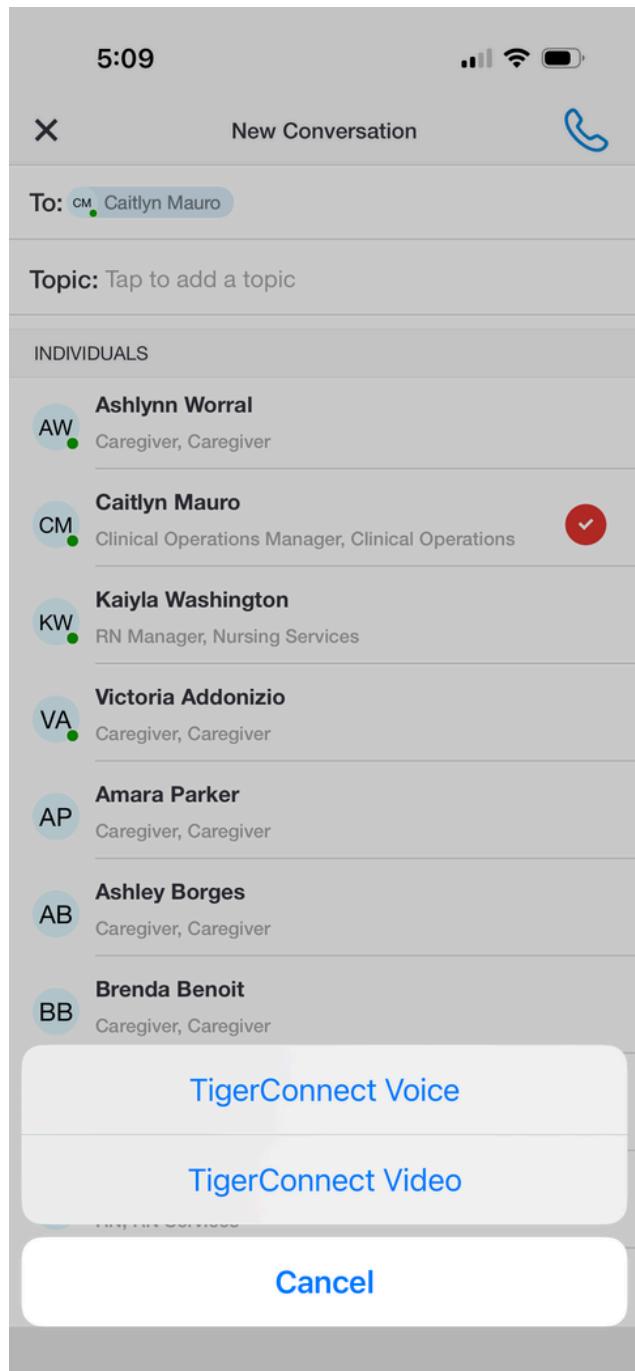
Calling An Individual



Follow all previous steps BUT click here to call.



Calling An Individual



Select whether
you want to voice
call or video call



On-Call RN Manager



You will now **ONLY** use TigerConnect to communicate with Managers. Please do not use personal cell phone numbers anymore.

For questions/concerns during a shift, call outs, etc - these should all be directed to the **On-Call RN Manager Role** via TigerConnect.

If you need to communicate with someone directly, you then may message them directly.

Remember that the call out rules still apply:

- You must call out AT LEAST 3 hours prior to your scheduled shift.
- You may text the **On-Call RN Manager Role**, but if you do not hear from them (via text) within 15 minutes, you must call them using TigerConnect.
- You will receive a **Call Out Number**. This is the confirmation that your Call Out is confirmed. If you don't have a Call Out Number - you have not called out and remain responsible for your shift.



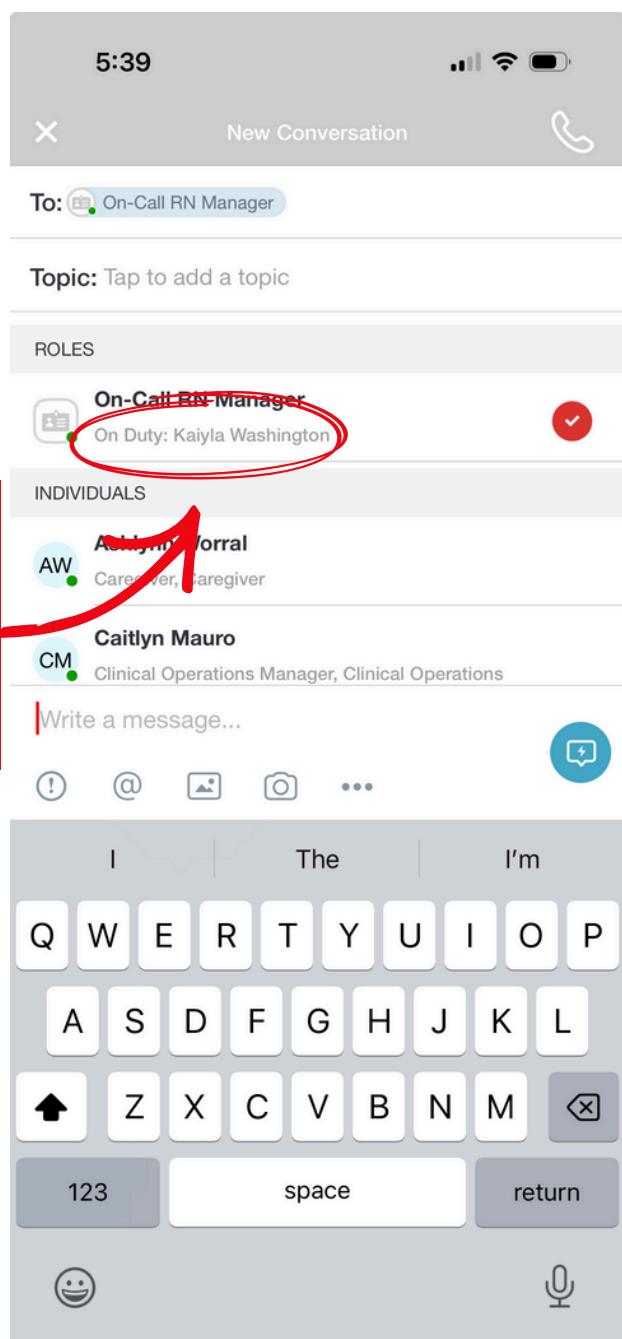
Messaging/Calling The On-Call RN Manager



Type In On-Call RN Manager

Or select from the available Roles

You will be able to see who the On-Call RN Manager here

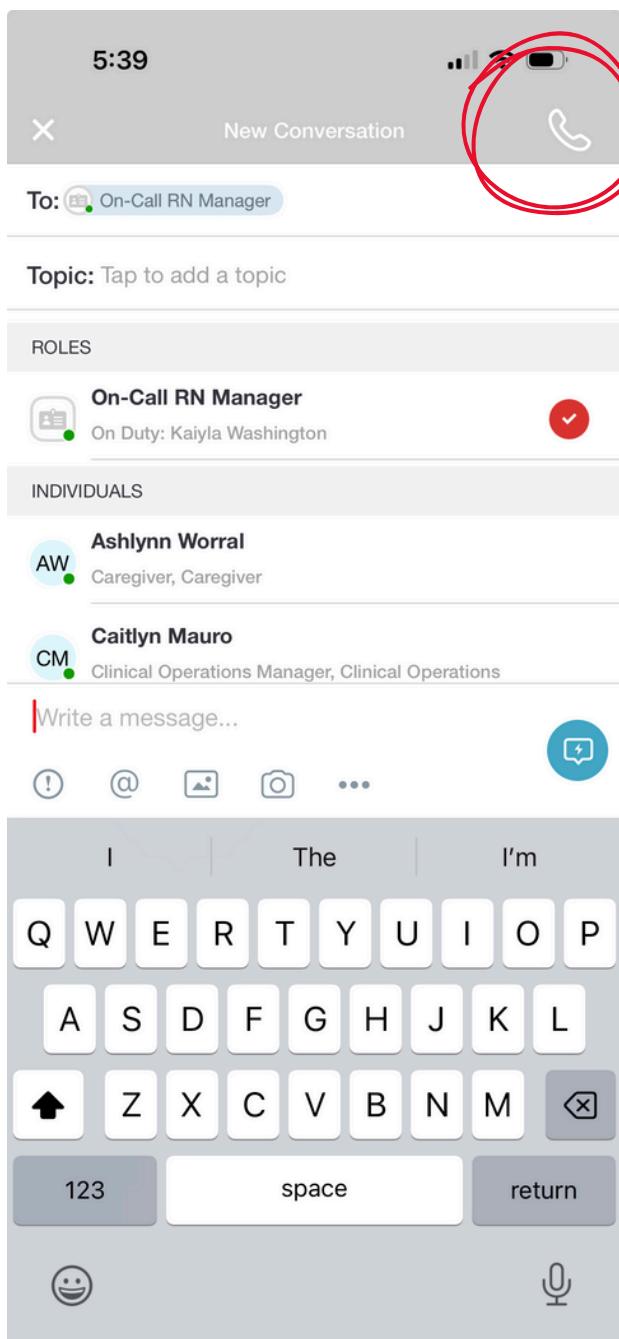




Messaging/Calling The On Call RN Manager



Click here to call



Type to send a message



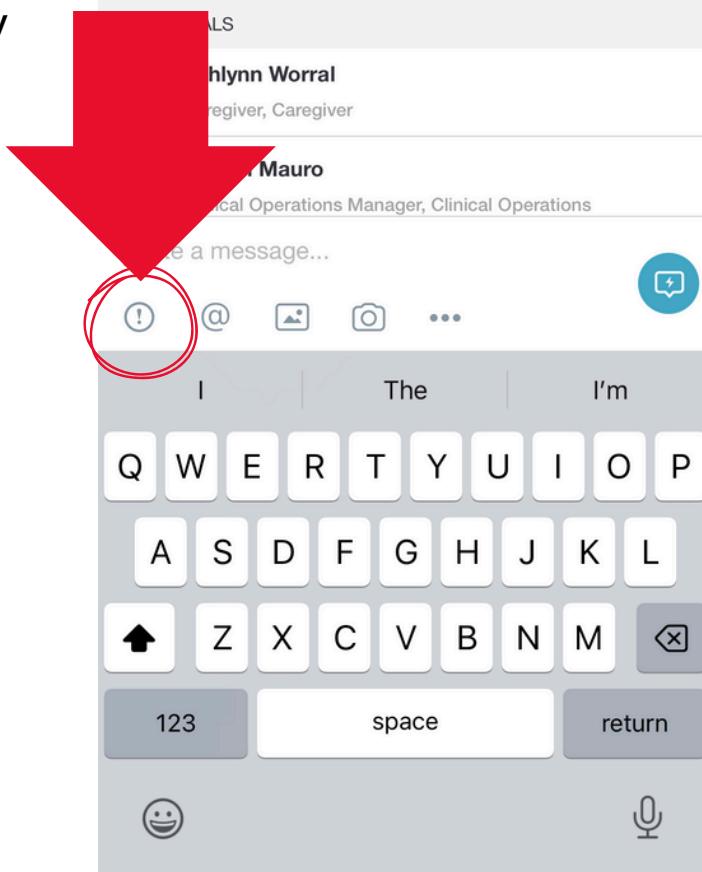
Making A Message/Call PRIORITY



Click the



This will make your message/call a priority and the recipient will receive an emergency notification



Please reserve the priority message for emergencies only.