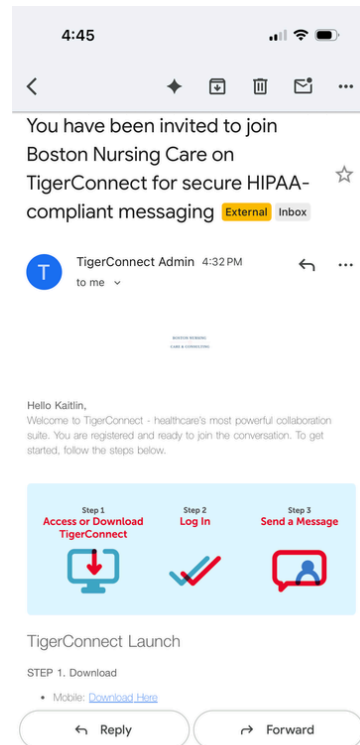




## New User Guide

### 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).**



5:06   

 [Help](#)

**Hello!**  
Enter your work username or email

 [QR Login](#)

[Next](#)

### 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.

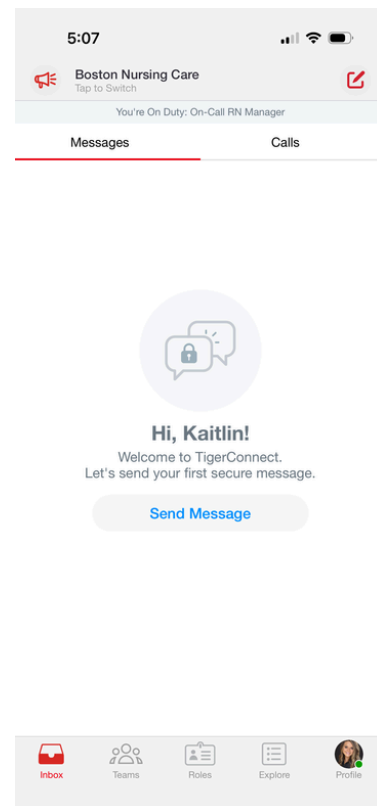
[Activate](#)



## 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

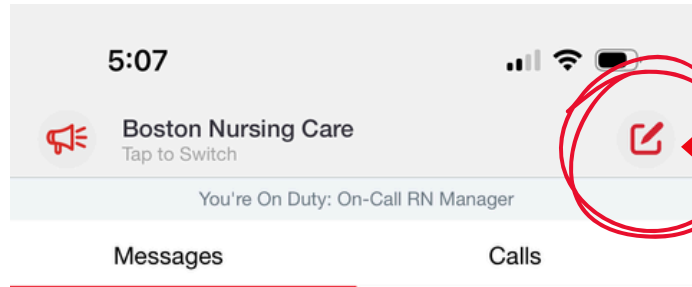
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## Navigating the Dashboard



To write a message or call - click here



Hi, Kaitlin!

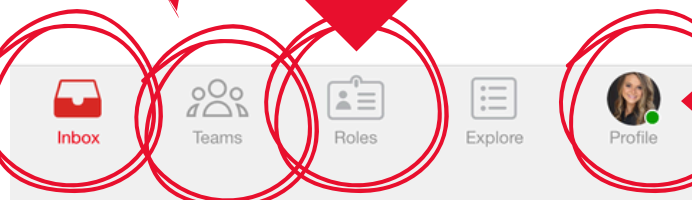
Welcome to TigerConnect.  
Let's send your first secure message.

[Send Message](#)

Roles are only for RN Managers at this time

We will utilize teams in the future

To return to your Inbox, click here



View your profile



## Sending A Message To An Individual



Enter the intended recipient's name

5:07

X

New Conversation

To:

Topic: Tap to add a topic

INDIVIDUALS

AW

Ashlynn Worral

Caregiver, Caregiver

CM

Caitlyn Mauro

Clinical Operations Manager, Clinical Operations

KW

Kaiyla Washington

RN Manager, Nursing Services

VA

Victoria Addonizio

Caregiver, Caregiver

AP

Amara Parker

Caregiver, Caregiver

QWERTYUIOP

ASDFGHJKL

↑ZXCVBNM

123spacereturn

😊🎤



## Sending A Message To An Individual



5:34 Signal strength Wi-Fi Battery

X New Conversation Phone icon

To: CM Caitlyn Mauro

Topic: Tap to add a topic

ROLES

On-Call RN Manager  
On Duty: Kaiyla Washington

INDIVIDUALS

AW Ashlynn Worral  
Caregiver, Caregiver

CM Caitlyn Mauro  
Clinical Operations Manager, Clinical Operations ✓

Write a message...

! @ Image Camera ... Send icon

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 Backspace  
123 space return  
Emoji Microphone

Type to send your  
text message



## Calling An Individual



Follow all previous steps BUT click here to call.



## Calling An Individual



5:09

×

New Conversation

To: CM Caitlyn Mauro

Topic: Tap to add a topic

INDIVIDUALS

AW

Ashlynn Worral

Caregiver, Caregiver

CM

Caitlyn Mauro

Clinical Operations Manager, Clinical Operations

KW

Kaiyla Washington

RN Manager, Nursing Services

VA

Victoria Addonizio

Caregiver, Caregiver

AP

Amara Parker

Caregiver, Caregiver

AB

Ashley Borges

Caregiver, Caregiver

BB

Brenda Benoit

Caregiver, Caregiver

TigerConnect Voice

TigerConnect Video

Cancel

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



5:39

New Conversation

To: On-Call RN Manager

Topic: Tap to add a topic

ROLES

On-Call RN Manager  
On Duty: Kaiyla Washington

INDIVIDUALS

Ashlynn Worrall  
Caregiver, Caregiver

Caitlyn Mauro  
Clinical Operations Manager, Clinical Operations

Write a message...

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

Click here to call

Type to send a message

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## Making A Message/Call

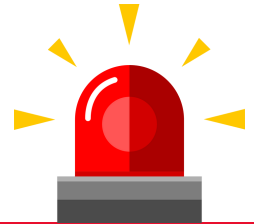
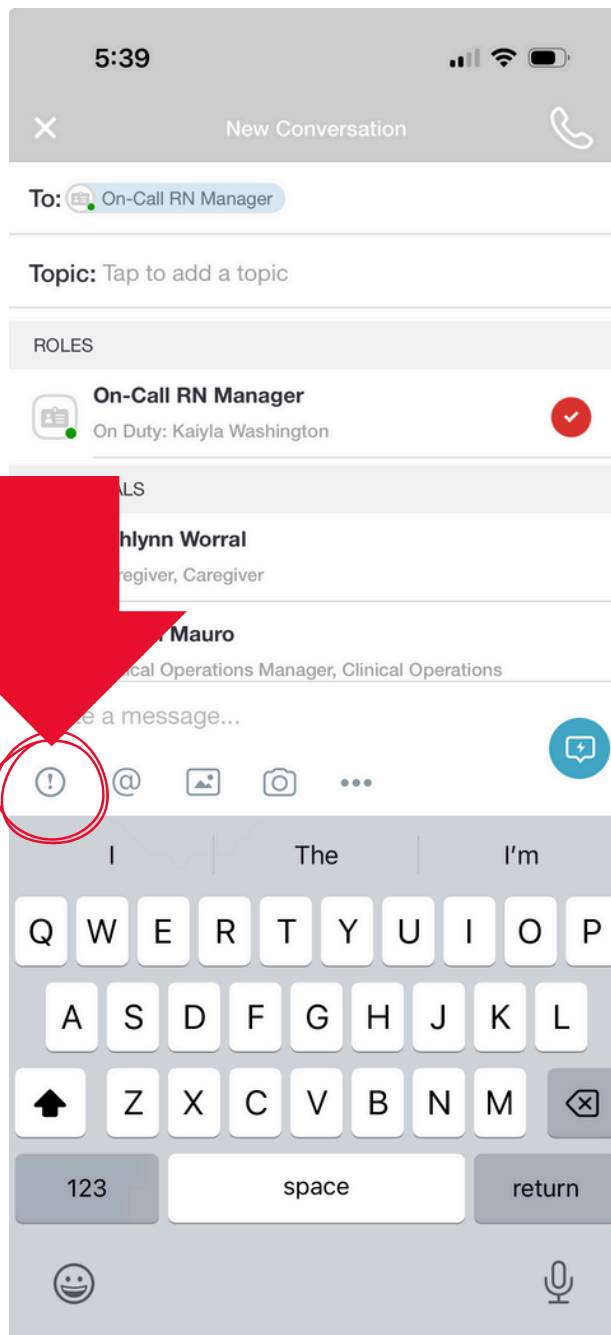
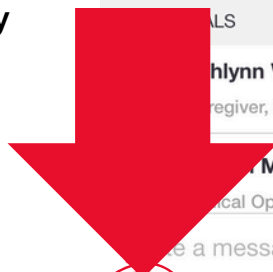
### **PRIORITY**



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.\***