UC Irvine Health

HAIS

TigerText – Apple User Guide
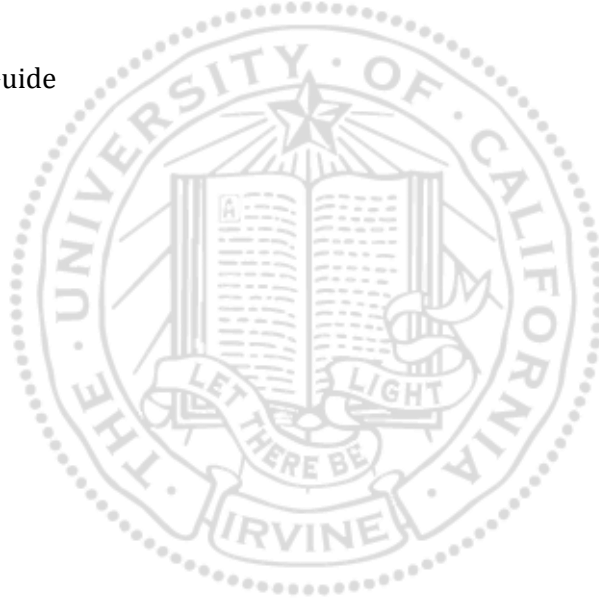
User Support Guide

Table of Contents

Overview

TigerText is the enterprise solution for cellular paging at UC Irvine Health. It is integrated to our existing paging solution, and offers new functionalities as well. The interface is much more user friendly, and best of all, has cross platform compatibility.
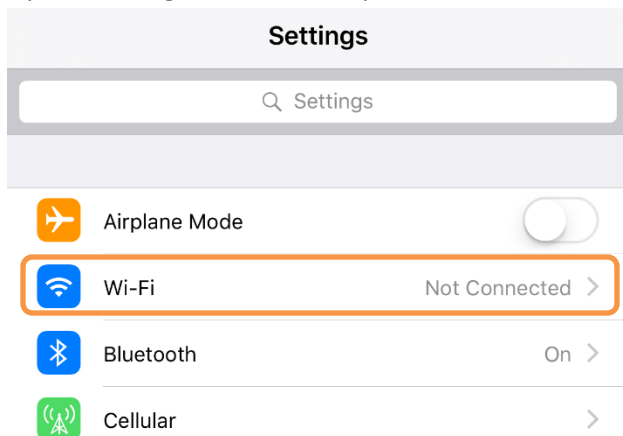

Get your TigerText messages wherever and whenever you need them.

In the event TigerText is not working correctly for you, please submit an incident by calling the Service Desk, ext. 3333.
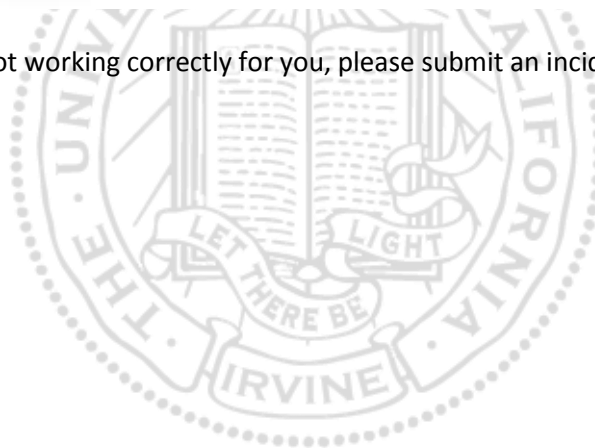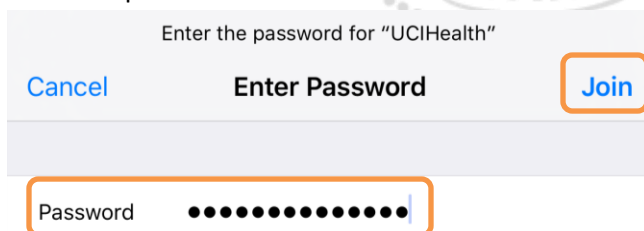
Connecting to Wi-Fi

1. Open "**Settings**" and Tap on "**Wi-Fi**"

2. A list of available wireless networks will appear. Tap on "**UCIHealth**"

3. Enter the password: **ucirvineaccess** and Press "**Join**"
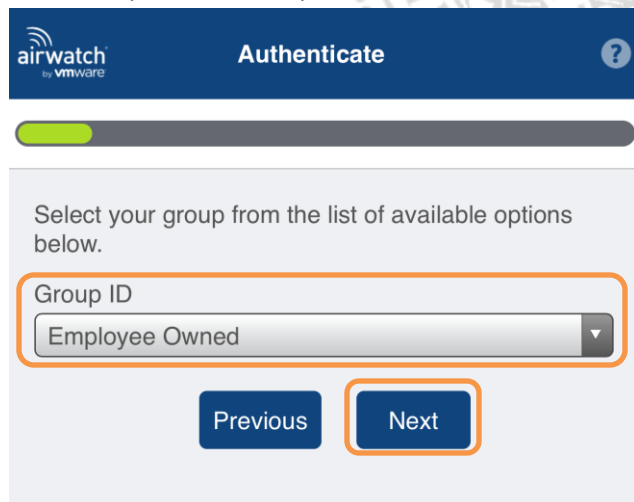
AirWatch Enrollment

1. Open '**Sarafi**'
if you are not automatically redirected, type in 'www.google.com'

2. Your browser will be redirected to a landing page. Select the '**Employee'** option.

3. You will be presented with a 'Device Type:' selection. Select the option that best describes your device. Tap on '**Next**' to proceed.

   a. Employee Owned – You own both the device AND the account that provides service for the device.

   b. UCI Owned – UCI owns either the device OR the account that provides service for the device.

4. Enter your UCINetID (Without the hs\) and then your password. Tap on **'Next'** to continue.

airwatch by vmware | **Authenticate** | ❓

Enter your Username and Password

Panteater

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☐ Show Characters

Previous | Next

5. Read and accept the End User License Agreement by tapping on **'Accept'**

airwatch by vmware | **Authenticate** | ❓

Terms of Use

Mobile Device Products and Profiles Use Agreement
UC Irvine Health, Information Services
Acceptance
By accepting this agreement and proceeding to enroll your device you understand and agree that
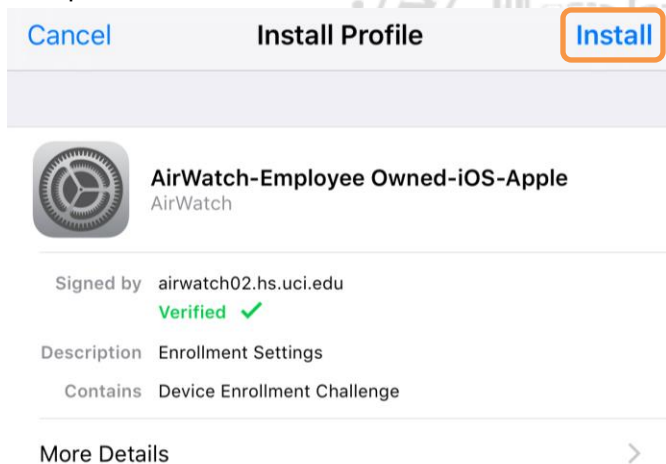
- **you must immediately notify UC Irvine Health, Information Services in the event of a lost or stolen device. Call (714) 456-3333.**
- your device will be configured to require a

Decline | Accept

6. Tap on **'Redirect and Enable'**

7. Tap on **'Install'**

Information Services Client Projects

UC Irvine Health
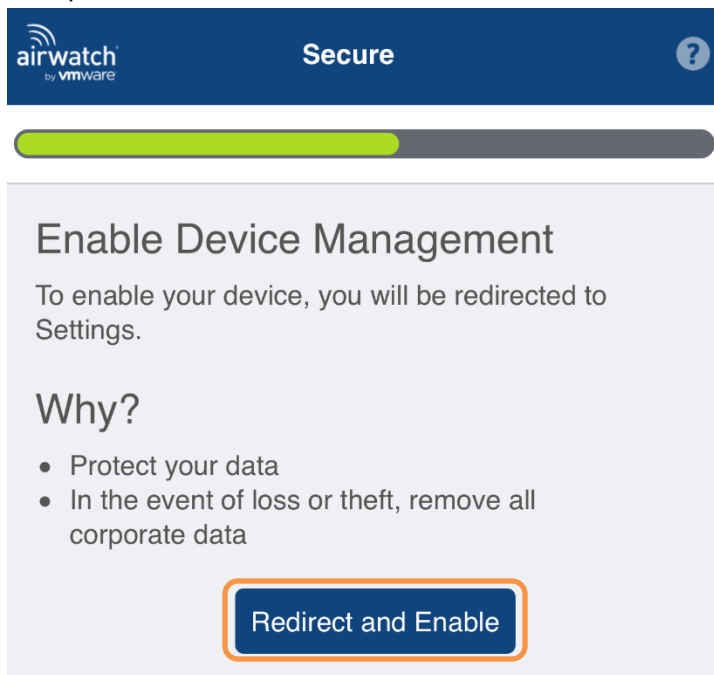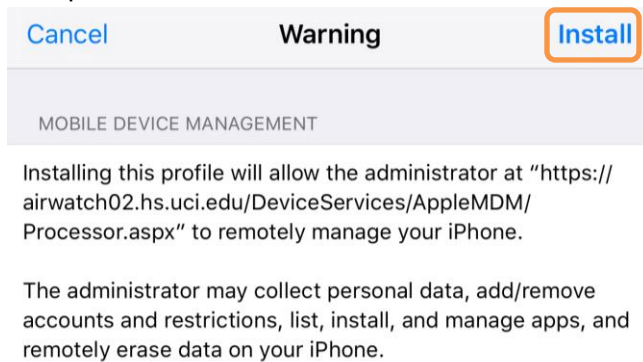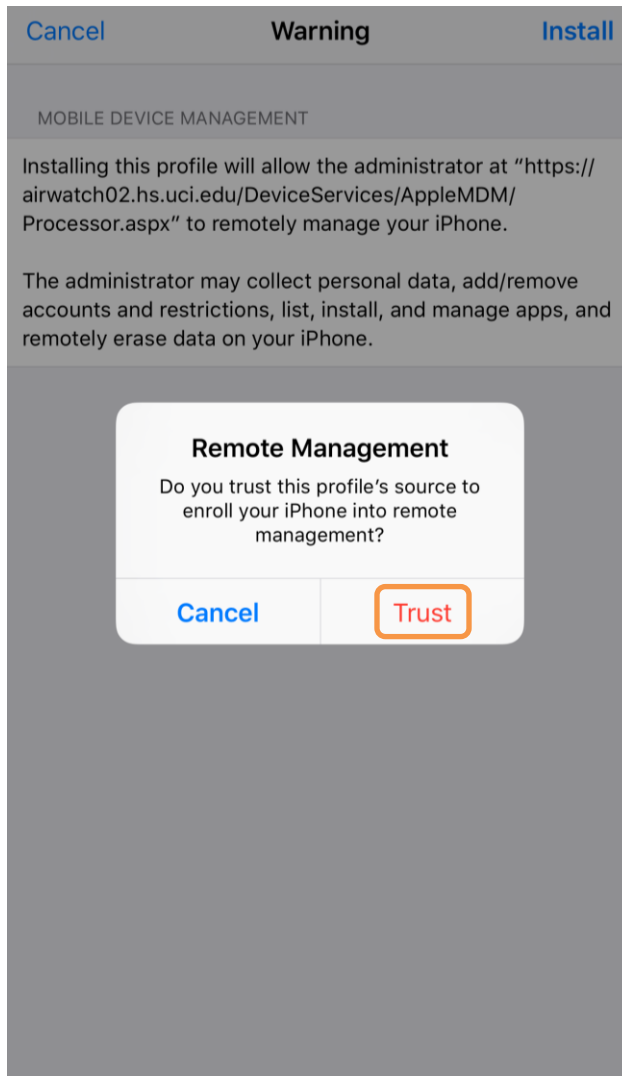
8. Tap on 'Install'. You may be prompted to enter in your pin code, please do so if prompted.
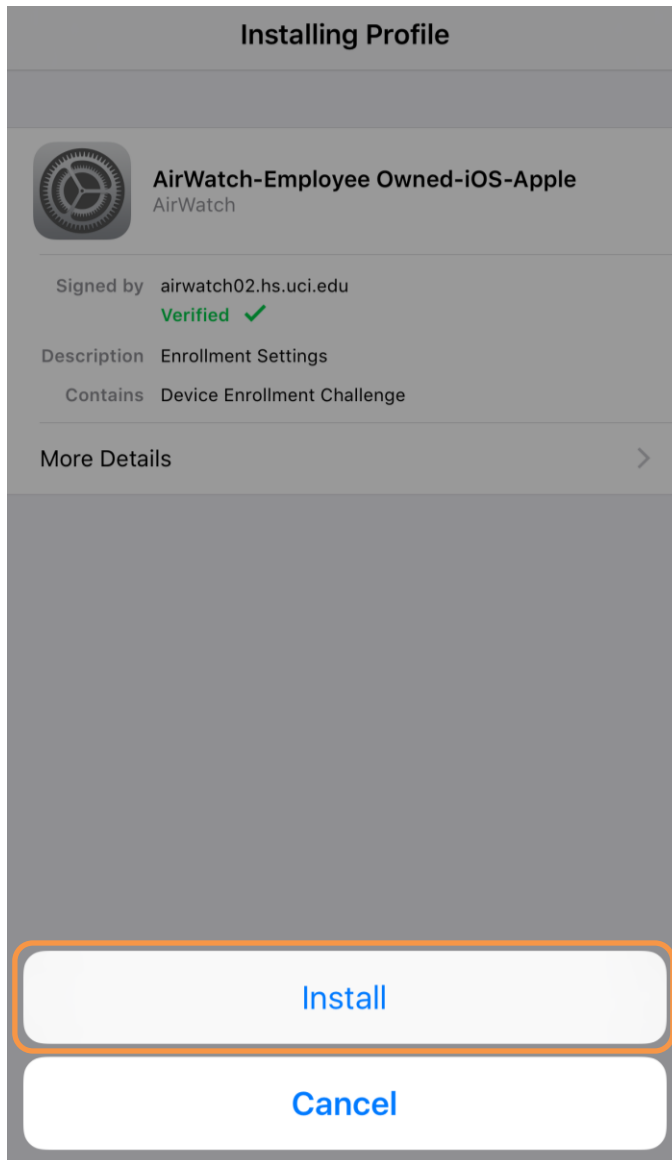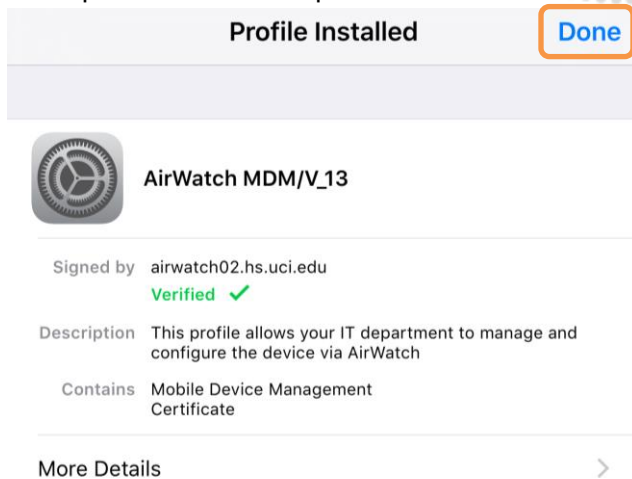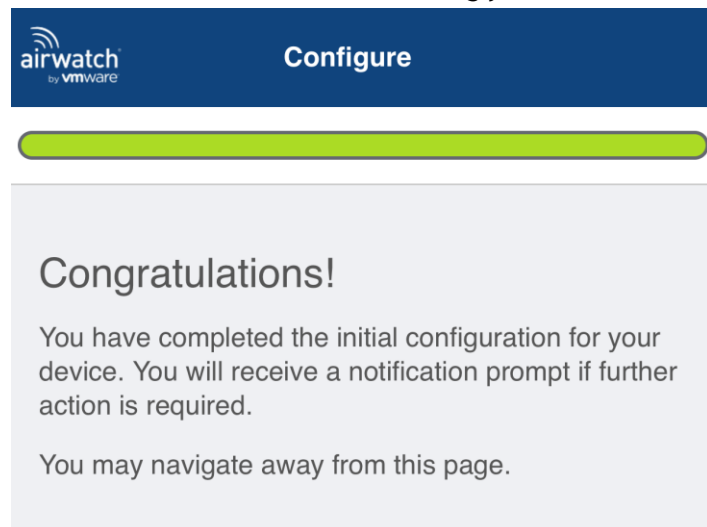

9. Tap on 'Install'

10. Tap on 'Trust'

11. Tap on 'Done' to complete the installation.

12. You are now finished with enrolling your device in AirWatch.

Installing

1. Open the **App Store** and search for the term "**tiger text**."
2. Tap **Get** to download and install **TigerText Secure Messaging for Business**.

●●○○○ AT&T 🔒   8:51 AM   ⓐ

🔍 tiger text

Related: private texting ›   text messaging ›   facebo
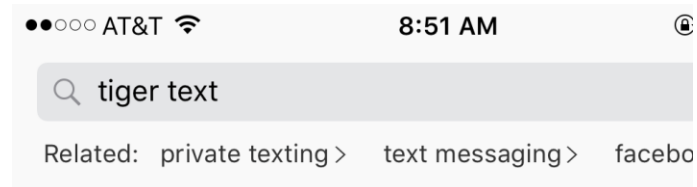
tt TigerText Secure Messaging for Business
TigerText, Inc.
★★★★★ (10)

3. You will be prompted for your Apple Account to download the free application.

Registering

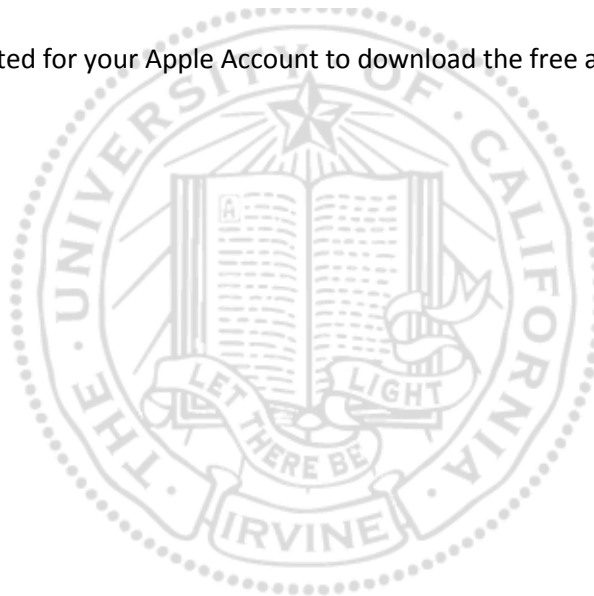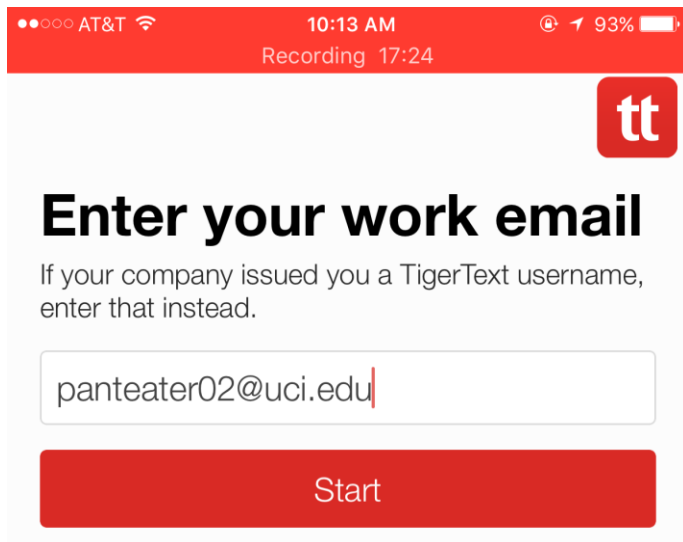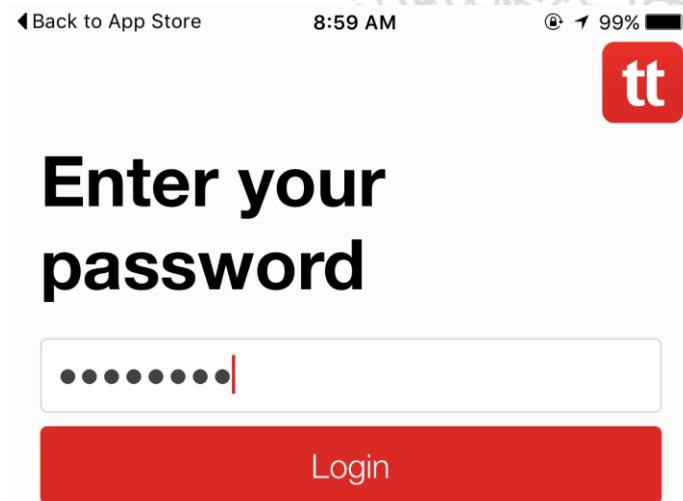The first time you launch TigerText, you will need to register your phone. Unless you logout, you will not be prompted to enter your password again.

Setup

1. To begin, open **TigerText**. Please enter your **UCI e-mail address**, then tap **Start**.

2. Next you will be prompted for your UCI password, identical to what you use to login to e-mail, and tap **Login**.

3. Next tap **Activate This Device**.
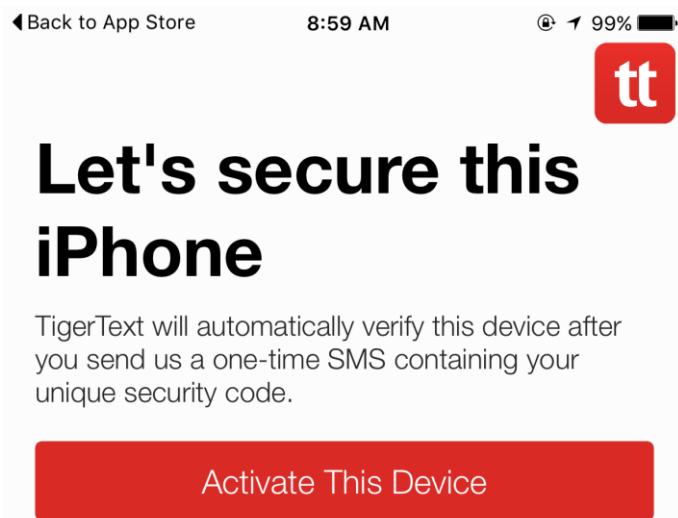
4. To activate the device, a text message will need to be sent to the TigerText server. The text is automated, please tap **Send**.
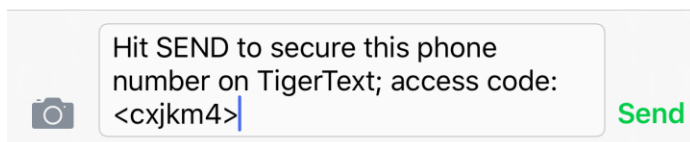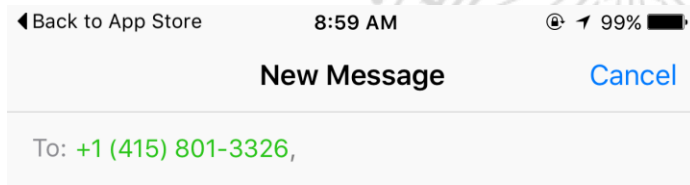
Your phone will automatically switch back to TigerText and display your profile.

5. Here you can edit your display name and photo. It is not recommended, but if you are commonly known by a nickname, please feel free to change it, then tap **Start Messaging**.
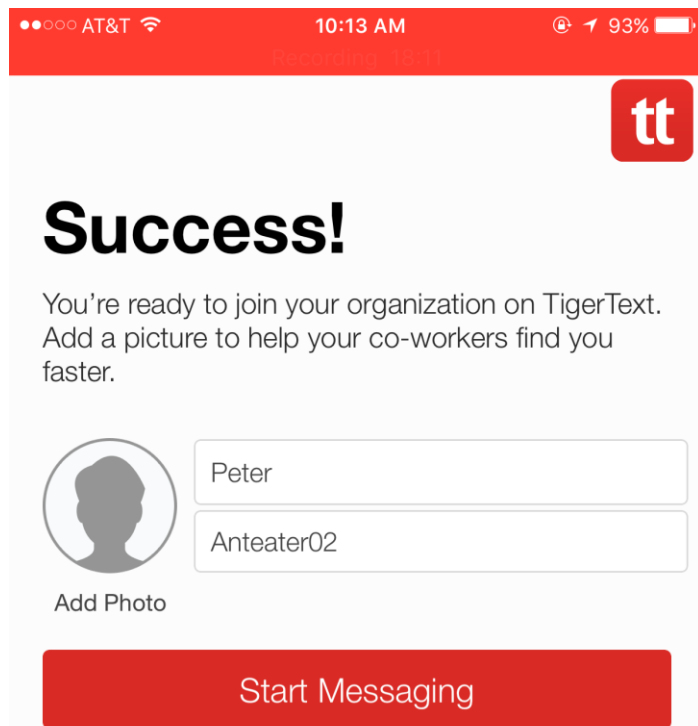
6. Next, tap **Allow Notifications**.

7. If an Apple prompt asks for permission, please go ahead and tap **OK**.

"TigerText" Would Like to
Send You Notifications
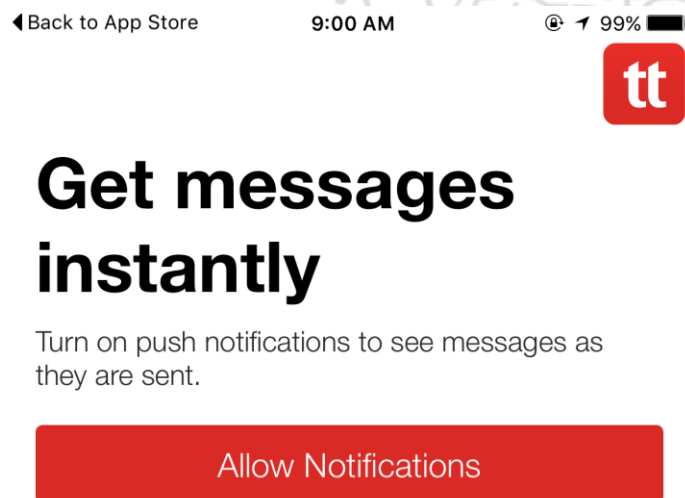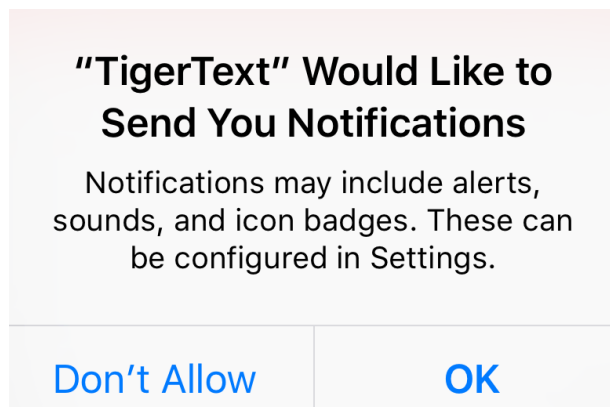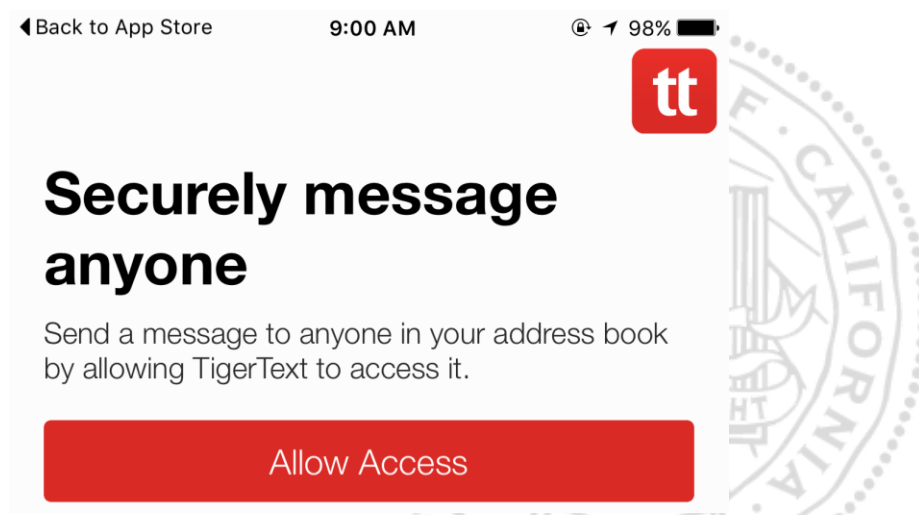
Notifications may include alerts,
sounds, and icon badges. These can
be configured in Settings.

Don't Allow   OK

8. Next tap **Allow Access**.

◀Back to App Store   9:00 AM   @ ⌖ 98% ▬▪

tt

**Securely message
anyone**

Send a message to anyone in your address book
by allowing TigerText to access it.

Allow Access

9. If an Apple prompt asks for permission to access contacts, please tap **Don't Allow**. TigerText is meant for enterprise use only, we **do not** want to access your personal contacts.

"TigerText" Would Like to
Access Your Contacts

To be able to easily send messages to
anyone in your address book with
TigerText you'll need to allow this.

Don't Allow   OK
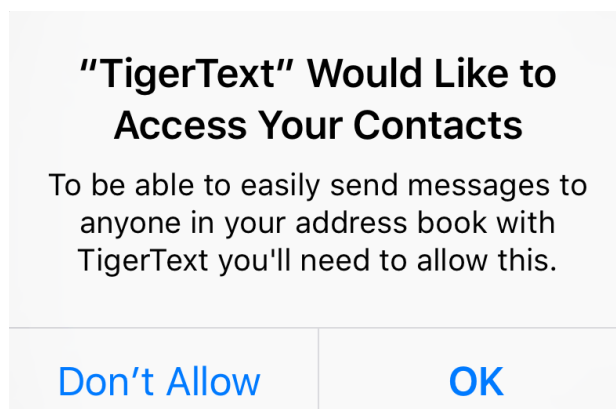
Message Status

One of the key benefits of TigerText is the ability to see people's availability, and the delivery status. This section will inform you of the 4 different statuses.
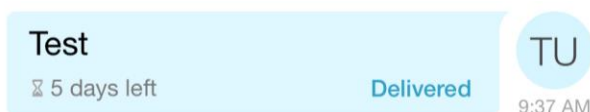
Sent

The message has been sent to the servers and waiting to be delivered.
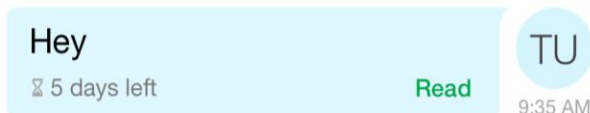

Delivered

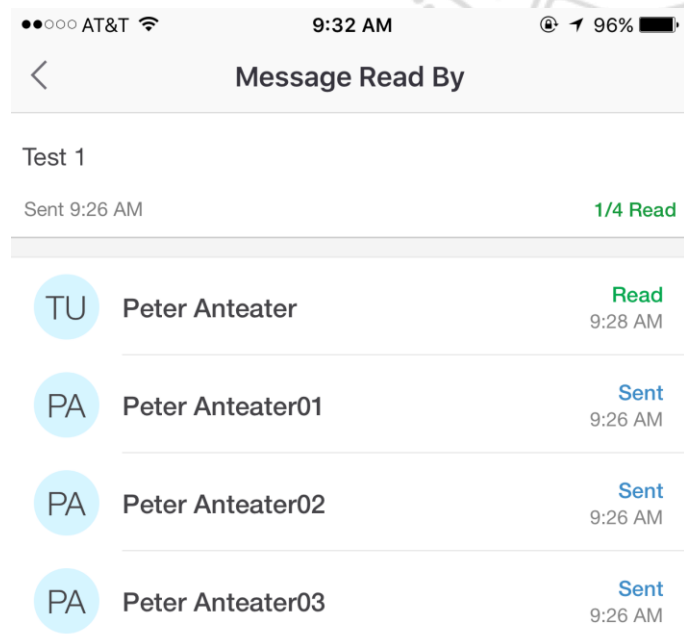The message was successfully delivered to the recipient's phone.

Read

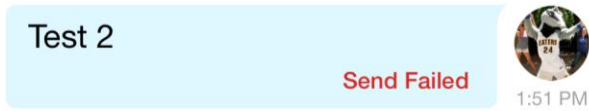The message has been opened by recipient.

When in groups, it will show how many people have read. You can tap the Message to show additional details.

Send Failed

The message failed to deliver either because the recipient or you lost network connection.

As soon as network connection is regained, the message will send/deliver.

How-To

In this section, we will show you how to perform common tasks in TigerText.
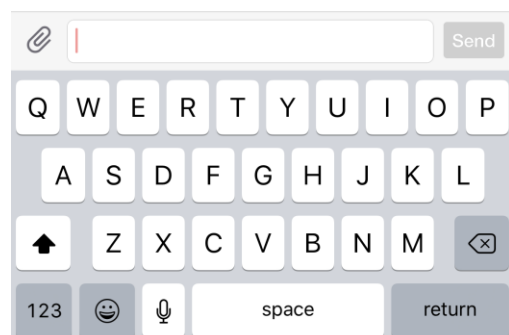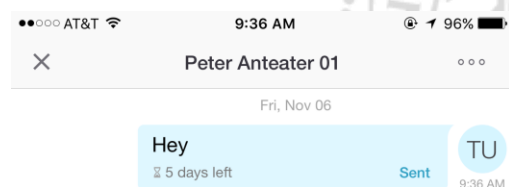
Send a New Message

1. While viewing your Inbox, tap the **New Message** icon on the top right.

2. Next, select the recipient. When selecting recipients, TigerText allows for partial name search. The most efficient search is to type the first few letters of your recipients last name; ex. "Ant" to find Peter Anteater 01.
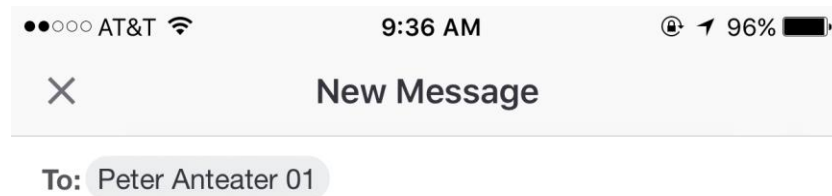
3. Now you can begin typing your message, then tap **Send**.

Create a Private Group

When creating a new group, the process begins identical to **New Messages**. Please note, the groups you personally create are private. They will not be shared with anyone besides the invited members.
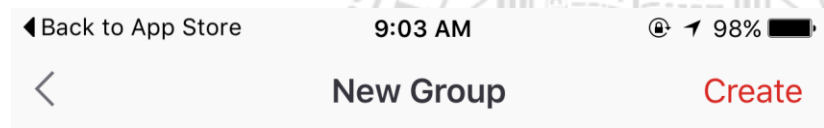
1. While viewing your Inbox, tap the **New Message** icon on the top right.

2. Instead of selecting the recipient, tap **Create New Group**.
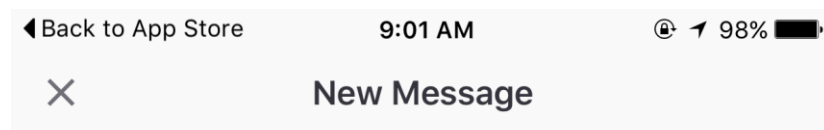
3. Next, name the group; ex. TigerText Test Group, then tap **Create**.

4. When you have successfully created the group, you will be placed into the chat and see the recipients who have been added.
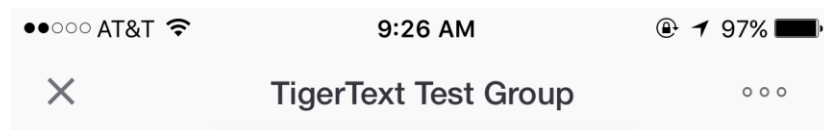
> Testuser1 added Peter Anteater01.
>
> Testuser1 added Peter Anteater03.
>
> Testuser1 added Peter Anteater.
>
> Testuser1 added Peter Anteater02.

You have successfully created a private group chat!
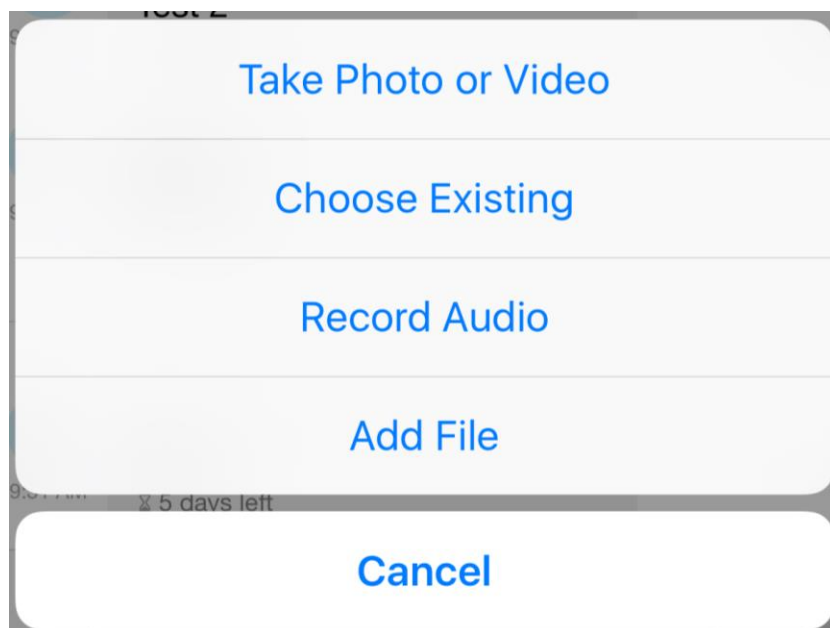
Send an Attachment

In TigerText, you are capable of sending files. This includes videos, pictures, and audio.

Note: We advise you not to send anything personal, or PHI via TigerText even though it is a secure encrypted network.
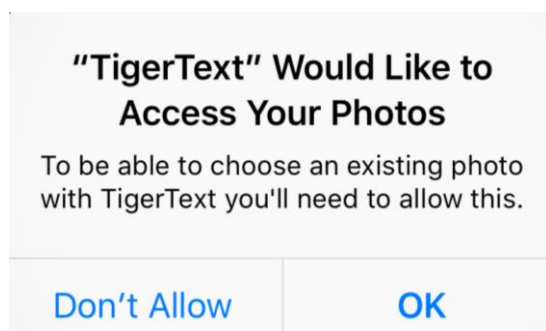
1. To send a file, please tap the paper clip icon next to the text box.

2. Next select the file type.

Take Photo or Video

Choose Existing

Record Audio

Add File

Cancel

3. You will be prompted for TigerText to access your phone. Tap **OK**.

"TigerText" Would Like to
Access Your Photos

To be able to choose an existing photo
with TigerText you'll need to allow this.

Don't Allow   OK

4. Once you've selected your file, tap **Send** and your file will be delivered.
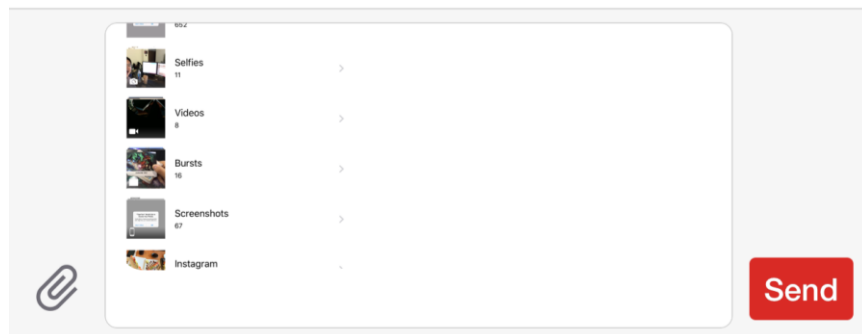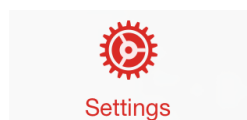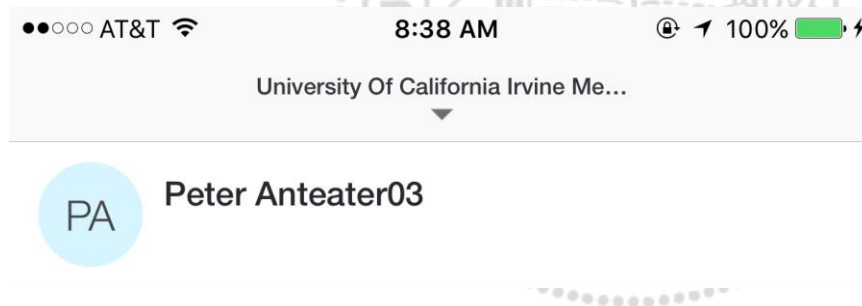
Congratulations, you have sent an attachment!

Change Display Name

If you are more commonly known by a nick-name, or there is a mistake with your display name, you can change this.
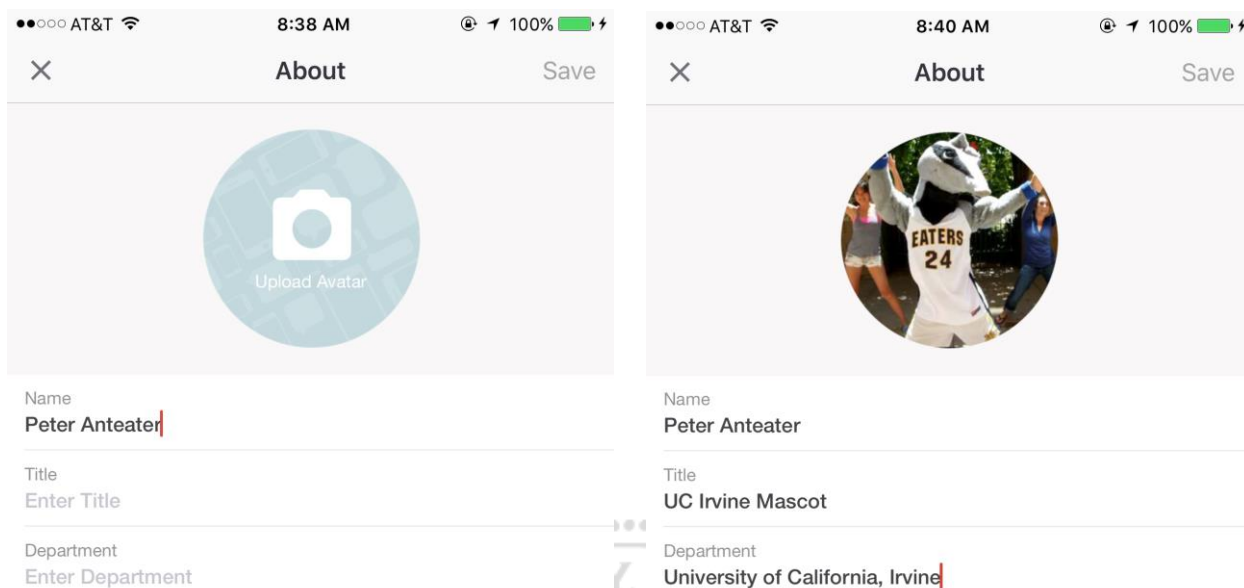
1. To begin, tap **Settings** on the lower right.

2. At the top, tap your profile.

3. From here you can edit any of the fields and your photo as well.

4. Lastly, tap **Save** on the top right, and your profile will be updated.

Do Not Disturb

When you are on vacation, or leave of absence, please switch on **Do Not Disturb**. We should not use the logout function.

1. To enable **Do Not Disturb**, slide the switch to the right. It will turn red to signal it is enabled. You will also have the option to include a message.
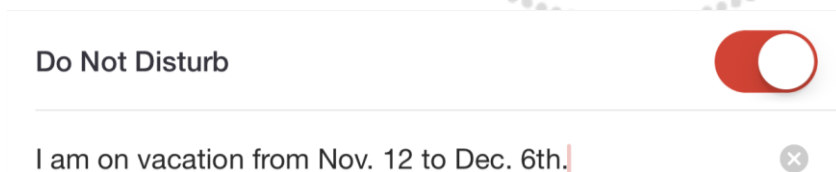
Logout

While you should not logout of TigerText, we do understand there are circumstances where you may need to disconnect. This section will inform you how to logout of TigerText.

1. To begin, tap on **Settings** in the lower right.

2. Now scroll to the bottom of settings, and tap **Logout**.

Logout

When you log back in, you will not be prompted for registration. You will enter your credentials and all missed messages will be delivered.

Support

If you experience any difficulties with TigerText, please submit a ticket via Service Desk at ext. 3333.

Appendix

Updated: Nov. 9th, 2015