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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.

In the event TigerText is not working correctly for you, please submit an incident by calling the Service Desk, ext. 3333.
Installing

1. Open the Play Store and search for the term “tiger text.”
2. Once you’ve found TigerText Secure Messenger App, tap INSTALL.
3. If prompted, tap ACCEPT.
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 email address, then tap Next.

Enter your work email

If your company issued you a TigerText username use that instead

panteater@uci.edu

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

Minimum 8 characters
Contain 1 capital letter
Contain 1 number
Passwords must match

Continue
3.  Next tap **Activate This Device**.

4.  Once complete, 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**.

**Success!**

You’re ready to join your organization on TigerText. Add a photo so your co-workers can find you more easily.

**Peter Anteater 04**

UC Irvine Mascot

University of California, Irv...

**Start Messaging**

You are now ready to begin messaging!
**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 bottom 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
Please note, the groups you personally create are private. They will not be shared with anyone besides the invited members.

1. Tap **Groups** to switch to group chats.

2. Tap the **New Group** icon at the bottom right.

3. Next, name the group; ex. TigerText Test Group, then tap **NEXT**.

4. Lastly, you will be prompted to add members. This search behaves identical to when you’re sending a new message. When done, tap the **Check** on the top right.
**Send an Attachment**

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

**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 at the bottom.

3. Now select the file, and tap **Done**.

4. Now tap **SEND**.
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 top right.

2. At the top, tap your profile.

3. Then tap the **Edit** icon on the right.

4. From here you can edit personal information and your photo as well.
5. Lastly, tap the **Check** to 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 top right.

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

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