TigerText – Apple User Guide

User Support Guide
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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.
Connecting to Wi-Fi

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

   ![Settings screen](image)

   1. Airplane Mode
   2. Wi-Fi
   3. Bluetooth
   4. Cellular

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

   ![Wi-Fi settings screen](image)

   - UCIHealth
   - UCIMCnetMD
   - Other...

3. Enter the password: ucirvineaccess and Press "Join"

   ![Password entry screen](image)

   - Enter Password
   - Join

   Password: ***************
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.

5. Read and accept the End User License Agreement by tapping on ‘Accept’
6. Tap on ‘Redirect and Enable’

Enable Device Management
To enable your device, you will be redirected to Settings.

Why?
- Protect your data
- In the event of loss or theft, remove all corporate data

Redirect and Enable

7. Tap on ‘Install’

Install Profile

AirWatch-Employee Owned-iOS-Apple

Signed by airwatch02.hs.uci.edu
Verified ✓

Description Enrollment Settings
Contains Device Enrollment Challenge

More Details
8. Tap on ‘Install’. You may be prompted to enter in your pin code, please do so if prompted.

9. Tap on ‘Install’

Installing this profile will allow the administrator at "https://airwatch02.hs.uci.edu/DeviceServices/AppleMDM/Processor.aspx" to remotely manage your iPhone.

The administrator may collect personal data, add/remove accounts and restrictions, list, install, and manage apps, and remotely erase data on your iPhone.
10. Tap on ‘Trust’

11. Tap on ‘Done’ to complete the installation.
12. You are now finished with enrolling your device in AirWatch.

Congratulations!

You have completed the initial configuration for your device. You will receive a notification prompt if further action is required.

You may navigate away from this page.
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**.
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.

   Enter your work email

   If your company issued you a TigerText username, enter that instead.

   panteater02@uci.edu

   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**.

Let's secure this iPhone

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

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**.

To: +1(415) 801-3326,

Hit SEND to secure this phone number on TigerText; access code: `<cxjkm4>`

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**.

Get messages instantly

Turn on push notifications to see messages as they are sent.

Start Messaging

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 |


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.

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.

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

   - **PA Peter Anteater03**
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