Information Services Client Projects



HAIS

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.



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.



1.

3.

Connecting to Wi-Fi

Open "Settings" and Tap on "Wi-Fi" Settings				
_	Setting			
	Q Setting	S		
≻	Airplane Mode	\bigcirc		
?	Wi-Fi	Not Connected >		
*	Bluetooth	On >		
(⁽ A))	Cellular	>		

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

Settings	Wi-Fi	
Wi-Fi		
CHOOSE A NET	WORK	E A F
UCIHealt	n	• ≈ (i)
UCIMCne	tMD	
Other		
Enter the pas	sword: ucirvineaccess an	nd Press "Join"
E	Enter the password for "UCIHea	llth"
Cancel	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.

and the second se	IE HEALTH Tof California • Irvine	
	Guest (Internet Only)	
	Employee (Access to UCI Resources)	

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

airwatch wmware	Authenticate		•	B.
				NER
Select your g below.	roup from the list of	available options		0000
Group ID Employee C	Dwned		•	
	Previous	Next		

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.

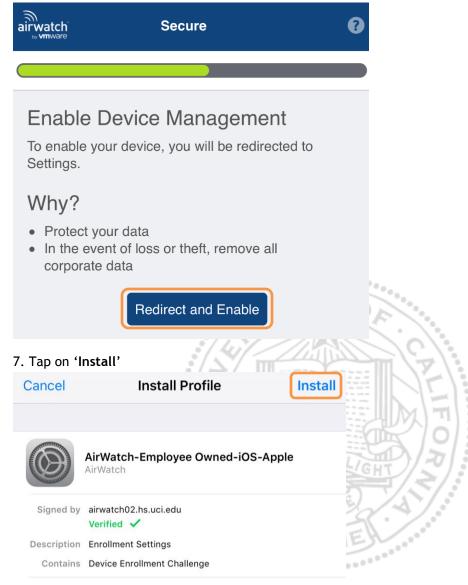
4. Enter your UCINetID (Without the hs\) and then your password. Tap on 'Next' to continue.

airwatch	Authenticate	0
Enter your U	sername and Password	
Panteater		
•••••		
Show C	haracters	
	Previous	0

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

airwatch Authentica	te Ø
Terms of Use	
Mobile Device Products Agreement UC Irvine Health, Informat Acceptance By accepting this agreeme to enroll your device you agree that	ion Services nt and proceeding
 you must immediately Health, Information Service of a lost or stolen device 3333. your device will be configured. 	y notify UC Irvine vices in the event ce. Call (714) 456-
Decline	Accept

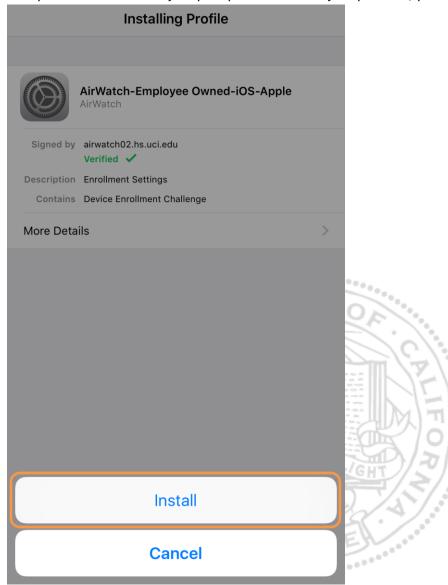
6. Tap on 'Redirect and Enable'



>

More Details

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



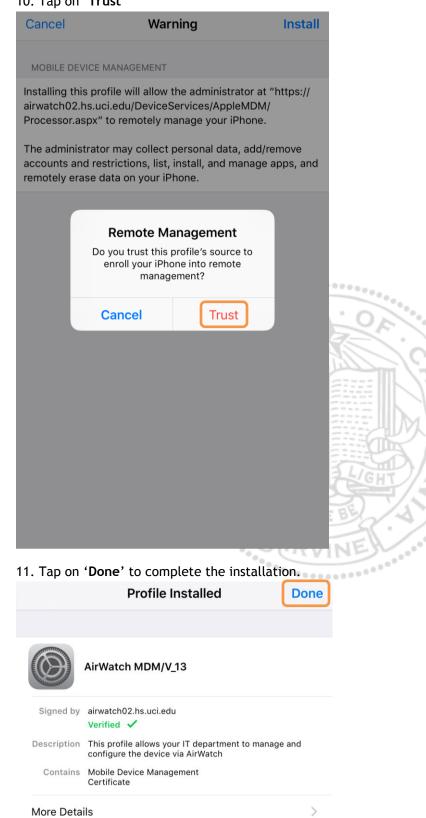
9. Tap on 'Install'

Cancel	Warning	Install
MOBILE DEVICE	MANAGEMENT	
	file will allow the administra	

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'



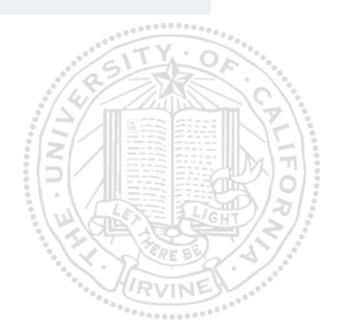
12. You are now finished with enrolling your device in AirWatch.



Congratulations!

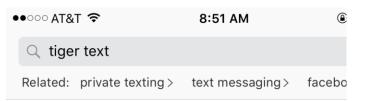
You have completed the initial configuration for your device. You will receive a notification prompt if further action is required.

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.





TigerText Secure Messaging for Business TigerText, Inc.

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.

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			tt
En	tor voi	ır work	omail
	-	ed you a TigerTe	
	that instead.		
pan	teater02@u	ci.edu	
		Otout	
		Start	
2. 1	Next you will be	e prompted for y	our UCI password
a	and tap Login .		
■ Back to /	App Store	8:59 AM	● 7 99% ■
			tt
Er	nter yo	our	
	ISSWO		
pa	13340		
•••			
		Login	

3. Next tap Activate This Device.

Let's secure this iPhone

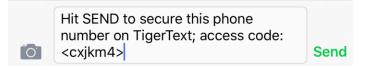
TigerText will automatically verify this device after you send us a one-time SMS containing your unique security code.

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**.

tt

■ Back to App Store	8:59 AM	
	New Message	Cancel
To: +1 (415) 801-3	3326,	

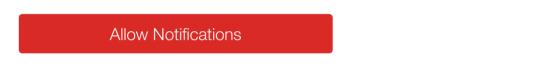


Your phone will automatically switch back to TigerText and display your profile.

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**.

●●○○ AT&T 🗢	10:13 AM	● 1 93% ■	
		tt	
Succe	ss!		
You're ready to jo	oin your organizatio help your co-worke		
Pet Ant	teater02		
Add Photo			50
Ş	Start Messaging		
6. Next, tap Al	low Notifications.		
■ Back to App Store	9:00 AM	● 7 99% ■	
	essage	s	
instan	τιν		

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



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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

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.

98%

tt

"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.

Test 1		TU
∑ 5 days left	Sent	9:26 AM

Delivered

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

	Test	Delivered	TU 9:37 AM
Read The me	ssage has been opened by reci	pient.	
	Hey 3 5 days left	Read	TU 9:35 AM
When iı details.		ny people have read	. You can tap the Message to show addition
••••• AT	®T � 9:32 AM Message Read By	● 7 96% ■	
Test 1 Sent 9:26	6 AM	1/4 Read	
TU	Peter Anteater	Read 9:28 AM	
PA	Peter Anteater01	Sent 9:26 AM	
PA	Peter Anteater02	Sent 9:26 AM	
PA	Peter Anteater03	Sent 9:26 AM	
			HAIS TigerText – Apple User Guide 16

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

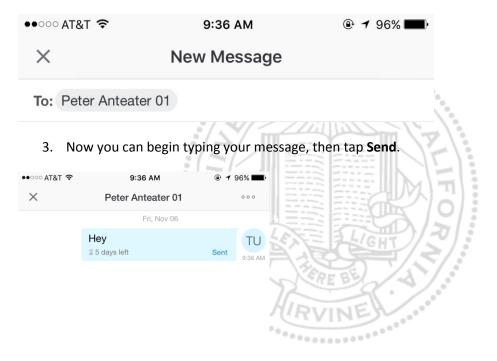
In this section, we will show you how to perform common tasks in TigerText.

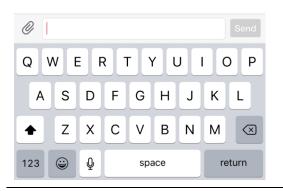
Send a New Message

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



 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.





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. Back to App Store 9:01 AM 4 98% X **New Message** To: Enter Name Create New Group 3. Next, name the group; ex. TigerText Test Group, then tap Create. ▲ Back to App Store 9:03 AM • 1 98% \langle New Group Create TigerText Test Group 4. When you have successfully created the group, you will be placed into the chat and see the recipients who have been added. ●●○○○ AT&T � 9:26 AM ✓ 97% | **TigerText Test Group** \times 000 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.

1001	—	
9	Take Photo or Video	
ç	Choose Existing	
	Record Audio	
	Add File	FOR
x 5 da	Cancel	
	· · · · · · · · · · · · · · · · · · ·	J

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	ОК

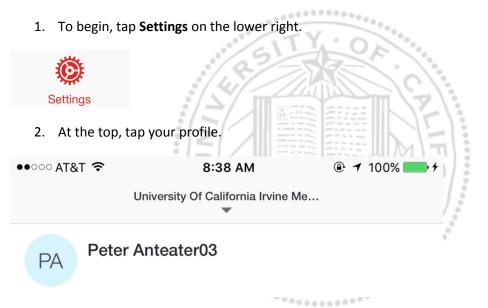
4. Once you've selected your file, tap **Send** and your file will be delivered.

s >		
is >		
s >		
inshots >		
gram		Send
s	s >	s >

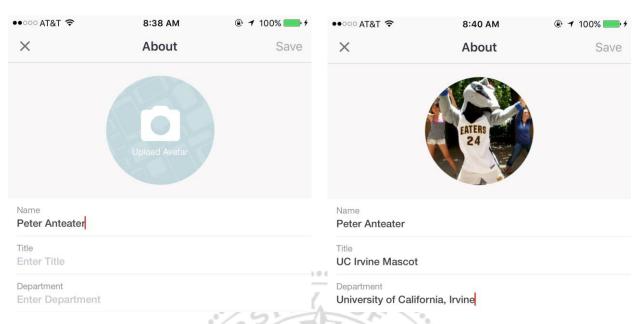
Congratulations, you have sent an attachment!

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.



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.



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.



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Appendix

Updated: Nov. 9th, 2015

