# 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"<br>Settings |               |                 |  |  |
|--|---------------|-----------------|--|--|
| _  | Setting       |                 |  |  |
|  | Q Setting     | S               |  |  |
|  |               |                 |  |  |
| ≻  | Airplane Mode | $\bigcirc$      |  |  |
| <b>?</b>                                       | Wi-Fi         | Not Connected > |  |  |
| *  | Bluetooth     | On >            |  |  |
| ( <sup>(</sup> 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: <b>ucirvineaccess</b> 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<br>Tof California • Irvine  |  |
|---|---------------------------------------|--|
|   | Guest<br>(Internet Only)              |  |
|   | Employee<br>(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<br>wmware      | Authenticate          |                   | • | B.   |
|-------------------------|-----------------------|-------------------|---|------|
|                         |                       |                   |   | NER  |
| Select your g<br>below. | roup from the list of | available options |   | 0000 |
| Group ID<br>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.

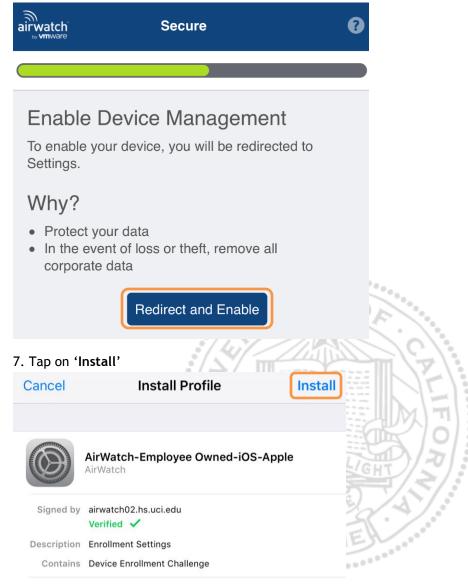
4. Enter your UCINetID (Without the hs\) and then your password. Tap on 'Next' to continue.

| 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<br>Agreement<br>UC Irvine Health, Informat<br>Acceptance<br>By accepting this agreeme<br>to enroll your device you<br>agree that    | ion Services<br>nt and proceeding                               |
| <ul> <li>you must immediately<br/>Health, Information Service<br/>of a lost or stolen device<br/>3333.</li> <li>your device will be configured.</li> </ul> | y notify UC Irvine<br>vices in the event<br>ce. Call (714) 456- |
| Decline  | Accept  |

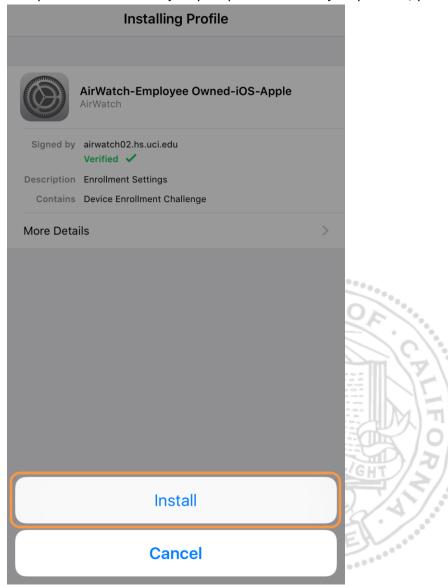
#### 6. Tap on 'Redirect and Enable'



>

More Details

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



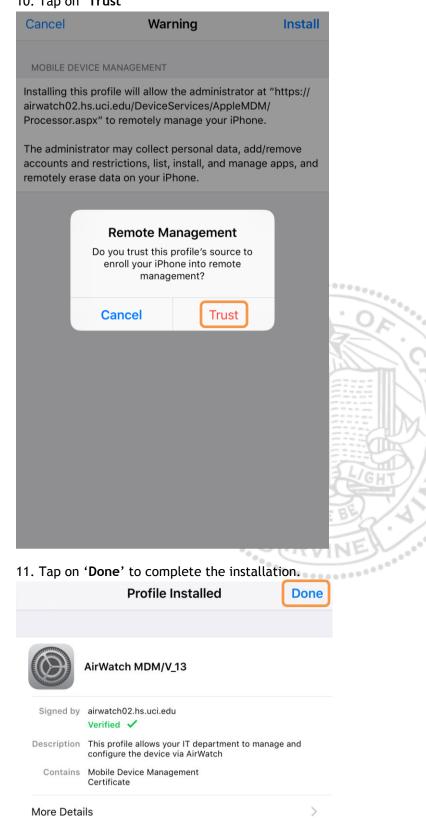
#### 9. Tap on 'Install'

| 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'



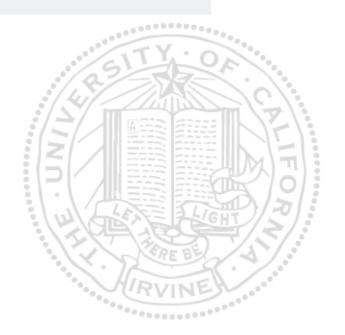
12. You are now finished with enrolling your device in AirWatch.



# Congratulations!

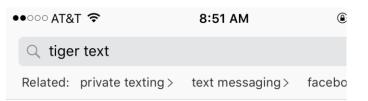
You have completed the initial configuration for your device. You will receive a notification prompt if further action is required.

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.

| ●●○○○ AT8   |                        | <b>10:13 AM</b><br>cording 17:24 |                  |
|-------------|------------------------|----------------------------------|------------------|
|             |                        |                                  | 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 <b>Login</b> . |                                  |                  |
| ■ 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

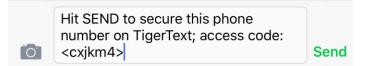
TigerText will automatically verify this device after you send us a one-time SMS containing your unique security code.

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,       |        |
|                     |             |        |
|                     |             |        |
|                     |             |        |

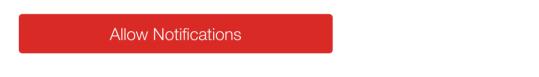


Your phone will automatically switch back to TigerText and display your profile.

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                                   | ● <b>1</b> 93% ■ |    |
|------------------------|--|------------------|----|
|                        |  | tt               |    |
| Succe                  | ss!  |                  |    |
| You're ready to jo     | oin your organizatio<br>help your co-worke |                  |    |
| Pet<br>Ant             | teater02                                   |                  |    |
| Add Photo              |  |                  | 50 |
| Ş                      | Start Messaging                            |                  |    |
| 6. Next, tap <b>Al</b> | 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.

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

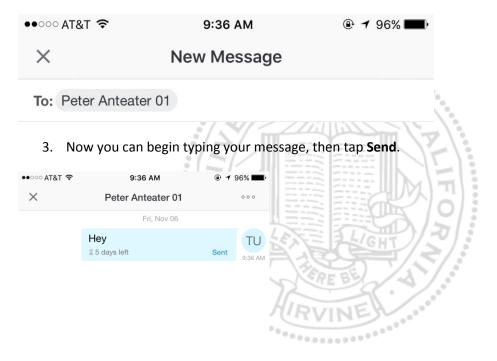
In this section, we will show you how to perform common tasks in TigerText.

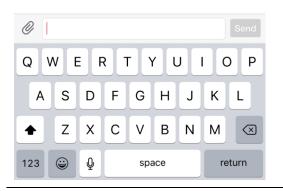
#### Send a New Message

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   | <b>—</b>                              |     |
|--------|---------------------------------------|-----|
| 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 |
|-------------|----|

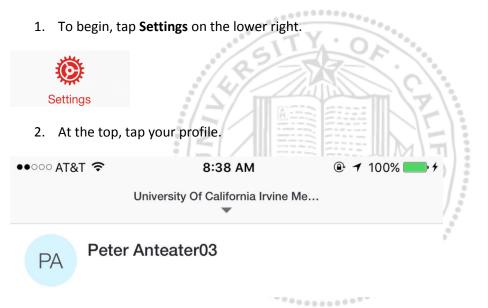
4. Once you've selected your file, tap **Send** and your file will be delivered.

| s >       |     |      |
|-----------|-----|------|
| is >      |     |      |
| s >       |     |      |
| inshots > |     |      |
| gram      |     | Send |
| s         | s > | s >  |

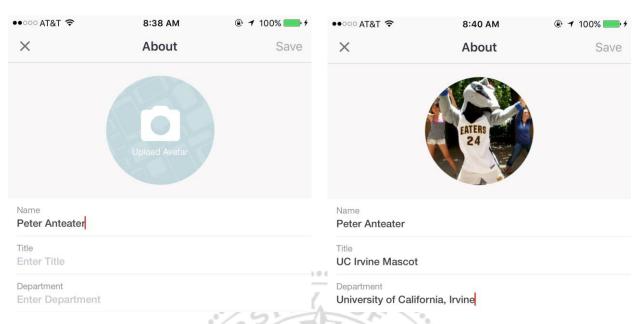
Congratulations, you have sent an attachment!

#### 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. 9<sup>th</sup>, 2015

