

1. What is the difference between the TigerConnect Desktop App and the Web Console?

The Desktop App is nearly identical to the Web Console in function, but provides additional features like notifications, icon badges, etc., and is more secure given there is no need to use a web browser. Additionally, for those users that wish to have priority messaging with TigerConnect, using the Desktop App allows for uncluttered access to TigerConnect in a standalone app.

2. Do I have to log out of TigerConnect on all my devices before I can log into the new Desktop App?

No. Just like with the mobile applications (iOS/Android) and the Web Console, you can be logged into multiple TigerConnect sessions across all supported devices simultaneously.

3. What is the logout time for the Desktop App?

The Desktop App logout time varies, depending on your organization and will inherit the logout time from the TigerConnect Web Console. Please contact your administrator or TigerConnect Client Care if you have any questions about your set logout time.

4. Will I still get notifications of new messages when I am logged out of the Desktop App?

Yes. If your login sessions times out per your organization's Web Console Logout Time, you will continue to receive notifications.

5. Will I still get notifications of new messages when I am logged out of the Desktop App?

Yes. You can be logged into both the Desktop App and the Web Console. Messages will be received and can be sent on both platforms.

6. Are Web Console Users and mobile users able to communicate with Desktop App Users?

Yes. Desktop App users are able to receive messages from users on all of TigerConnect's supported platforms:

- a. Apple - Two most recent versions of iOS fully supported
- b. Android (Android 4.0.3 and above)
- c. Web Console - IE 11 only (Edge not supported), Chrome 3+, Firefox (3.x and above (Windows)/4 and above (Mac), and Safari 6 and newer

6. What are some further features of the TigerConnect Desktop App?

The TigerConnect Desktop App provides additional features from the TigerConnect Web Console, like notifications native to the app, sounds, auto-launch on computer startup, system tray icon (Mac and Windows). Additionally, the Mac Desktop app provides icon badges in the Dock and a visual notification as well (bouncing icon).

Certain features which are available on the Web Console, like Auto Correct and right-click are not yet available on the Desktop App.

7. How do I access and log into Desktop App?

To access the TigerConnect Desktop App, you will first need to download the TigerConnect Desktop App for your respective Mac or Windows computer by navigating to our Download page: <https://tigerconnect.com/download>

8. Where can I can access Desktop App User Training Material?

If you would like further assistance or training materials regarding the TigerConnect Desktop App, please reach out to the TigerConnect Client Care Team. Client Care can be reached at the following:

- Email: prosupport@tigerconnect.com
- Phone: (650) 564-4722 or via your organization's **Premium Support Toll- Free Number**
- Within TigerConnect, from your organization, search for the 'TigerConnect Admin' user, and send a message requesting assistance, and a member of TigerConnect Client Care will reach back out to you within .

9. Where do I submit Desktop App Enhancement Requests?

From within the TigerConnect Desktop App, select the Menu in the top-left, then click Contact Support. Enter the details of your enhancement request by completing the support form.

Additionally, enhancement requests can be submitted directly to TigerConnect Client Care at one of the following points of contact:

- **Email:** prosupport@tigertext.com
- **Phone:** (650) 564-4722 or via your organization's **Premium Support Toll- Free Number.**
- **Within TigerConnect** From your organization, search for the 'TigerConnect Admin' user, and send a message requesting assistance, and a member of TigerConnect Client Care will reach back out to you.

Once you have downloaded and opened the TigerConnect Desktop App, simply log in with your TigerConnect username or email address and your password. Please contact your organization's IT team or Administrator for assistance with your TigerConnect username and password.