

Quick Reference Guide

Premium Feature - Enabling Auto-Forward - Web and Mobile

Auto-Forward is a feature on the TigerConnect mobile (iOS and Android) and Web applications (Web Console and Desktop App) that allows you to forward messages you receive while on Do Not Disturb in TigerConnect, to a colleague of your choice within your organization. The designated Auto Forward recipient will receive the initial forwarded message in a direct conversation from the original sender. The conversation will then continue in the conversation with the designated Auto Forward recipient. Below are the steps on how to enable Auto-Forward for your organization on TigerConnect.

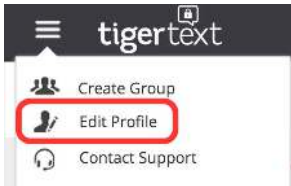
1 Access your TigerConnect Settings on either the Web or mobile applications.

Web/Desktop App

- Click 'Menu', then...

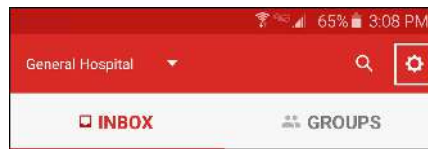


- Click 'Edit Profile'.



Android

- Tap 'Settings' (sprocket/gear icon in upper right corner)



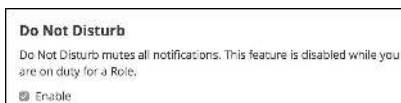
iOS

- Tap 'Settings' (sprocket/gear icon in lower right corner)



2 Enable 'Do Not Disturb'.

Web/Desktop App



Android



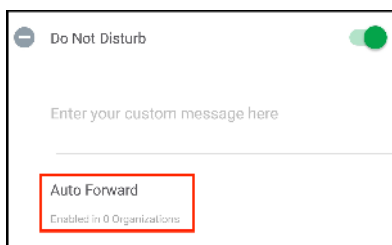
iOS



3 Enable Auto-Forward.*

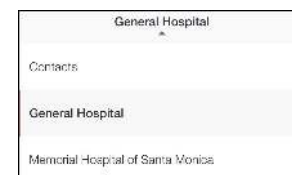
NOTE: To enable Auto Forward on the Web or Desktop App, proceed to step 4a on Page 2.

Android



iOS

- First, while in your TigerConnect 'Settings', select the desired org in which to enable Auto Forward.



- Enable Auto Forward within the desired organization (proceed to Step 4b).



* This feature must be enabled at the *Global Level* by an Administrator. Please contact your TigerConnect Admin or your TigerConnect Customer Success Manager if you do not see this feature on your application.

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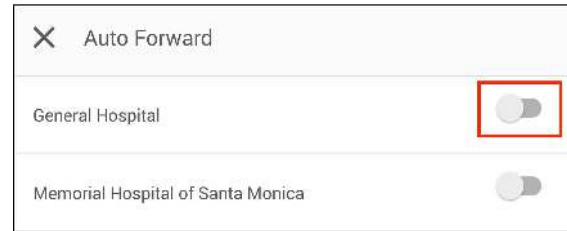
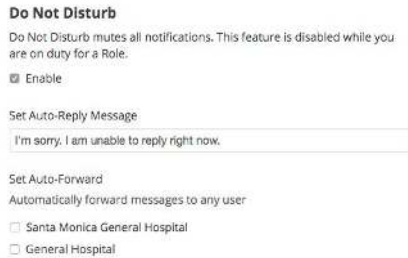
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4a Web/Desktop App and Android only - Select Organization, then search for user to Auto Forward messages.

Web/Desktop App

Android

Select an organization in which to Auto Forward messages...



Then, search for a coworker by name (Web or Android) or select from the available list of users (Android only).



Web/Desktop App - Once the desired user is selected, simply click 'Set'.

4b iOS - Select Recipient of Auto Forward Messages.



Auto Forwarding is now enabled! *NOTE: Once Auto Forward is enabled on your account, your Do Not Disturb banner will display who you have designated to receive your messages. You will see this banner in your own inbox, and your colleagues will see it in a message thread and on the 'Compose' screen.*