

# Quick Reference Guide

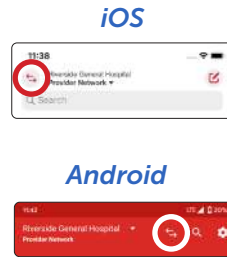
## TigerTouch - Getting Started - Mobile

TigerTouch is a powerful yet easy way for healthcare professionals to communicate with patients using secure text. Built into the TigerConnect app, TigerTouch lets you converse with patients 1-on-1 or loop in a larger care team. This Getting Started Guide shows you how to initiate messages to your patients and their designated contacts.

*NOTE: TigerTouch requires a Patient Messaging Administrator to upload or add Patients and up to two Primary Contacts per Patient. Contact your organization's Help Desk or Patient Messaging administrator to request a new patient or contact to be added.*

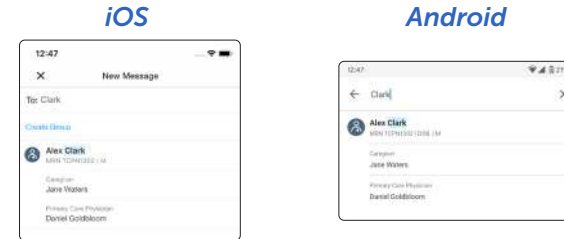
1

Once logged into your TigerConnect, click the switcher to navigate from the Provider Network to the Patient Network (see images right).



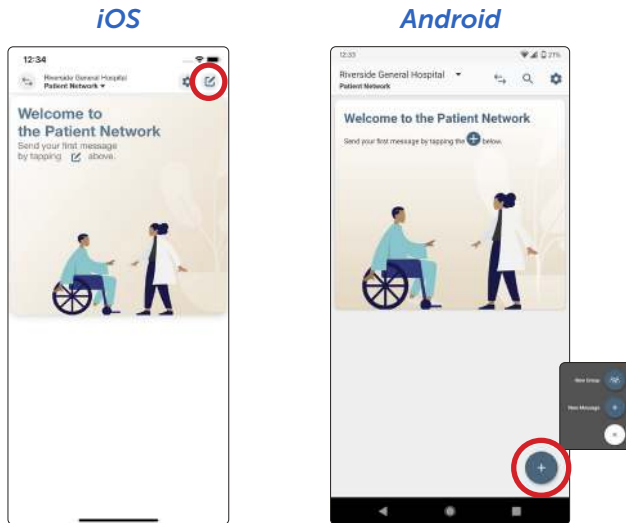
3

Search for a patient or contact to initiate a conversation. *You can search by First Name, Last Name and MRN.*



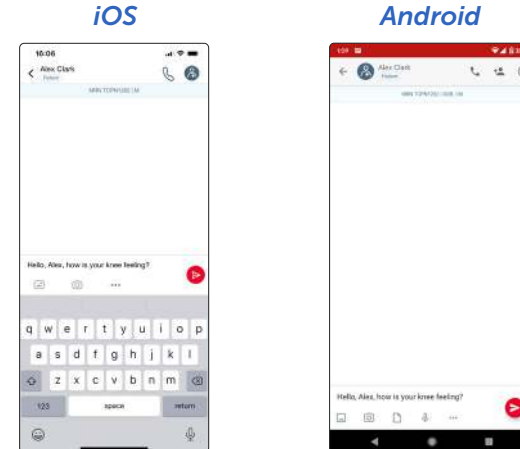
2

Click your respective device's Compose option.



4

Enter message, and click **Send** to the right. Click the **Gallery** or **Camera** icon to attach a photo. Alternatively, click the 'Phone' icon to initiate a phone call (*your number is masked to ensure privacy*).



Click ... to send audio, location, and files.

Click ... to send location.

**NOTE: Click User Settings (gear icon) next to the Compose button to set an Away Message for your patients and edit your Quick Messages (same as Quick Replies in Provider Network).**