

## Important information for using TigerConnect on your mobile device

Multi-Factor Authentication (MFA) is a service to protect patient privacy and data. MFA is a process where a user is prompted for an additional form of identification, such as accepting a confirmation prompt on their smartphone or entering a code received as a text message, when they are signing in. The MFA software can be installed on a Shared Health managed device or personal mobile device. It uses very little data on a mobile plan and can also be set up to not use any mobile data. MFA enrollment is required by ALL users whether they use TigerConnect on a mobile device or not.

### Initial setup

There are a few things that you must do in order to use TigerConnect on your mobile device.

- 1 Download and register to use the Microsoft Multi-Factor Authentication (MFA) app** (if you haven't previously done so for other services). MFA software can be installed on a Shared Health managed device or personal mobile device.

#### Multi-Factor Authentication-MFA Enrollment Process

<https://healthproviders.sharedhealthmb.ca/files/mfa-enrolment-qrg.pdf>

- 2 Download and sign in to TigerConnect on your mobile device.**

1. Download the **TigerConnect** app from your mobile app store  
Apple App Store <https://apps.apple.com/ca/app/tigerconnect/id355832697>  
Google Play [https://play.google.com/store/apps/details?id=com.tigertext&hl=en\\_CA&pli=1](https://play.google.com/store/apps/details?id=com.tigertext&hl=en_CA&pli=1)
2. Tap **Get Started**.
3. Enter your corporate email address (i.e. @sharedhealthmb.ca, @pmh-mb.ca, @manitoba-physicians.ca, @wrha.mb.ca) and tap **Next**.
4. Enter your password when prompted and tap **Sign In** on the Citrix landing page.
5. Verify the 2 digit number match from the Microsoft Authenticator app.
6. Tap **Yes** to the **Stay Signed in** message on the Microsoft page.
7. Tap **Activate** when you receive the message **Let's secure this phone**.
8. Tap **Send** on the New Message screen to secure your phone number.
9. When prompted tap **OK** to enter and confirm a 4 digit PIN.
10. Follow the onscreen prompts and select the recommended settings as shown below.

#### iPhone

- Get Notifications > **Allow**
- TigerConnect Would Like to Send You Notifications > **Allow**
- TigerConnect Would Like to Send You Critical Alerts > **Allow**
- Access Your Contacts > **Skip**
- Access for Calling > **OK**
- TigerConnect Would Like to Access the Microphone > **Allow**

#### Android

- Get Notifications > **Allow**
- Allow TigerConnect to send you notifications? > **Allow**