Initial setup

Use this guide to set up TigerConnect on a phone that is shared by more than one person. If you require additional support, please contact Service Desk at CortextTransition@sharedhealthmb.ca or call 204-940-8500 (Winnipeg) or 1-866-999-9698 (Manitoba) and select option #6.

1. Download the TigerConnect app from your mobile app store (if not installed).
      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

2. Launch **TigerConnect**.

3. Tap **Get Started** or **Log In**.

4. Enter the email address that was used to set up your TigerConnect account and tap **Next**. A set password link will be emailed to you.

5. On your laptop/workstation, open that email, click the **Choose a new password** button.

6. Enter and confirm your new password and tap **Set Password**.

7. On the shared phone, re-start the log in process. Enter your email address and tap **Next**.

8. Enter your password and click **Log In**.

9. Tap **Activate** when you receive the message **Let's secure this phone**.

10. Tap **Send** on the New Message screen to secure your phone number.

11. When prompted tap **OK** to enter and confirm a 4 digit PIN.

12. 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**