



Quick Reference: Receiving and Sending Secure Texts

Using a platform called TigerConnect, we send secure messages safely to you and your circle of support. To get started, all you need is a smartphone. No app downloads and no logins! Just follow the steps below to get started.

Step 1.

We send you a secure text message.

It all starts with a secure text message from your Personal Agent. The number it will come from is **(323) 432-9301**.

Please save this number in your contacts as *INW Secure Messaging*. That way you'll know it's us in the future!

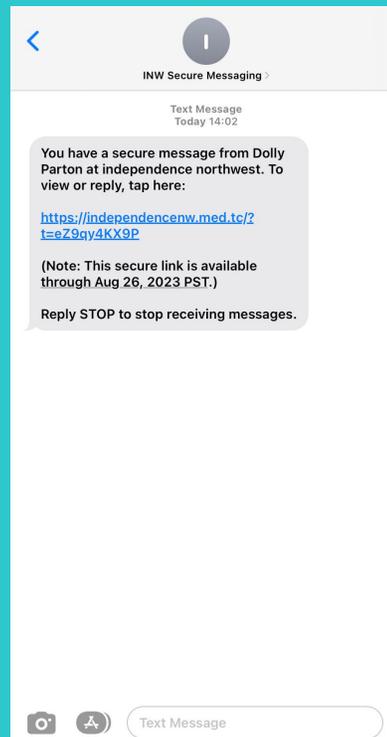
Step 2.

You receive the message and click on the link.

Check out the message in the example to the right.

You'll notice it says the name of a person from Independence Northwest and that there's a link. You'll see our name in the link, too. That way you know it's safe.

Tap the link to open the secure message.



Step 3.

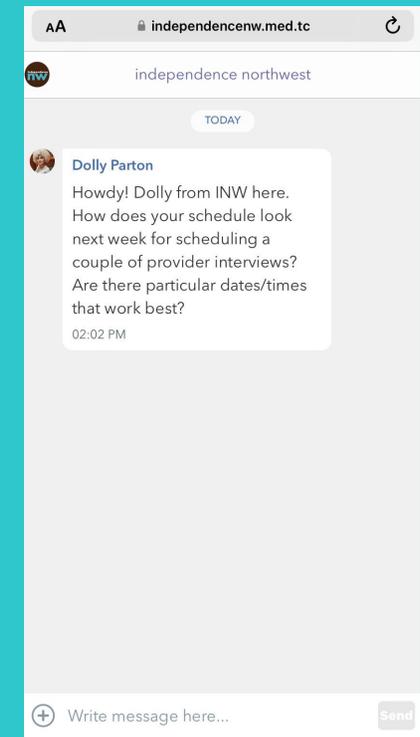
We chat!

Your conversation with us will appear - just like a regular text message or chat.

You'll see a photo of the INW staff person and the address at the top of the screen, so you know it's a message from us.

Tap on "Write message here" to compose a message and send.

You can even attach a photo or file using the plus sign at the bottom left of the screen.



Independence Northwest uses TigerConnect for safe, secure, HIPAA-compliant texting with customers, family members, and providers. Questions? Check in with your PA! Learn more at independencenw.org/texting