

# Communications - Chat

- Message/Chat notifications
- Monitor conversations
- What is the message retention period on the platform?

# Message/Chat notifications

## Question

When a chat message is sent to a member, they do not seem to receive any notifications via email or the mobile application. Why is this not received?

## Answer

Message notifications are sent out to members within the system. However, the notifications alerts are delayed by 5 minutes if the message has not been read in that timeframe.

 If you have questions or need further support, please contact our Support Team: [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)

# Monitor conversations

## Question

How can I monitor the conversations between members on the platform?

## Answer

This function is turned off by default for privacy reasons.

However, if a program deems it essential to have access to its members' conversations, please contact [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca) to request that this function be activated.

# What is the message retention period on the platform?

## Question

How long are the conversations between members retained within the system?

## Answer

The conversations are retained in the system forever.

 If you have questions or need further support, please contact our Support Team: [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)