

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

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 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