

MEMO

Date: January 3, 2025
To: All TigerConnect Users
From: Christine Aymont, Manager Virtual Care
Mike Heise, Manager Virtual Care Support
Re: **TigerConnect – Delayed receipt of messages on Android devices**

Some TigerConnect users with Android devices have reported an issue with delayed receipt of messages when the phone is idle, and the application is not open on the screen.

At this time there have been 7 reported cases of delayed messages since implementation of the solution with most of the issues being resolved through standard troubleshooting.

The support team has reported the issue to the vendor. The vendor is working to resolve the problem however a timeline for resolution is not yet known.

Until the issue is resolved by the vendor the follow recommendations will help minimize the impact:

1. If a response to a message is not received in a reasonable amount of time, follow up with a phone call to ensure the person has received the message. In most cases, TigerConnect messages will be delivered once the phone is no longer idle.
2. Review the following video and quick reference guides to ensure your device and application settings match the recommended Android settings.
 - [Best Practices-Android](#) - includes instructions on enabling Background Data and disabling Adaptive Battery to prevent message delivery delays
 - [Alerts and Notifications-Mobile](#) - video overview of notification settings
 - [Managing Notification-Android](#) - quick reference guide of notification settings

Please call Service Desk at 204-940-8500 or toll free at 1-866-999-9698 to report all message delivery delays or any other TigerConnect issues.

For more information about TigerConnect visit <https://mbtelehealth.ca/tigerconnect/>.