

CenturyLink Webmail



Re: [#105201] Neil, are you still there? Re: [#30882] Tracker syncs at night, but nothing during the day

From : Walgreens Activity Monitor <customercare+wag@striiv.com>

Wed, Jul 10, 2019 05:12 PM

Subject : Re: [#105201] Neil, are you still there? Re: [#30882] Tracker syncs at night, but nothing during the day

To : [Redacted]

Reply To : Walgreens Activity Monitor <customercare+wag@striiv.com>

Hi Thurletta,

I'm not exactly sure how it works on their end but we can only approve something if there is a request for it. Since they are no longer selling our trackers, I'm not sure that they would want to update anything on their end.

Regards,

Mel
Striiv Customer Care

On Thu, 11 Jul at 4:57 AM, Thurletta [Redacted] wrote:

Sad, but true. So, Walgreens, not Striiv has to activate a new token? Had sounded as though Striiv had to "approve" the activation of a new token. Thanks again, Mel.

Thurletta

From: "Walgreens Activity Monitor" <customercare+wag@striiv.com>
To: "Thurletta [Redacted]" <[Redacted]>
Sent: Wednesday, July 10, 2019 4:43:03 PM
Subject: Re: [#105201] Neil, are you still there? Re: [#30882] Tracker syncs at night, but nothing during the day

Hi Thurletta,

My Fitness Pal has stopped supporting our trackers so they are no longer linked with us.

Unfortunately, we have no control at all with Walgreens as they are a totally different company. It may be true that the token has expired since they have not updated in a while and probably has no plans to update as they no longer sell these devices.



Regards,

 Back

Internal Server Error

The server has either erred or is incapable of performing the requested operation.

```
Traceback (most recent call last):
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
rv = self.handle_exception(request, response, e)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
rv = self.router.dispatch(request, response)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
return route.handler_adapter(request, response)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
return handler.dispatch()
  File "/base/data/home/apps/s-striiv-api-prod/30.388525590964853712/internal/handlers/base_handler.py", line 41
webapp2.RequestHandler.dispatch(self)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
return self.handle_exception(e, self.app.debug)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_lib/versions/third_party
return method(*args, **kwargs)
  File "/base/data/home/apps/s-striiv-api-prod/30.388525590964853712/internal/handlers/walgreens_handler.py", li
user.wg_access_token_expires = datetime.strptime(token_expires, datetime_string)
  File "/base/alloc/tmpfs/dynamic_runtimes/python27g/941d77da994078b1/python27/python27_dist/lib/python2.7/_strp
(data_string, format)
ValueError: time data '2019-08-19T21:00:32.000Z' does not match format '%Y-%m-%d %H:%M:%S'
```



Mel
Striiv Customer Care

On Thu, 11 Jul at 3:29 AM , Thurletta  wrote:
 wrote:
Thanks for your reply, Mel.

The tracker is still syncing to the Striiv app and data is shown. The step-data has not synced to the Walgreens app since the last update. I am told that the authorization token has expired. The authorization token for MyFitnessPal must have expired eons ago because my steps have not synced for over a year. ;-)

Interestingly enough, the Walgreens Activity Tracker is shown as "Not Sold By Walgreens" now.

As far as contacting Walgreens support is concerned, if we leave a negative rating in the Apple App Store or contact Walgreens support directly, this is the message we receive:

Dear Thurletta,
Walgreen Co. responded to your review of



"Hi! We're here to help. Give us a call at 1-800-925-4733 and let the agent know what device you're using."

Do you want to [update your review?](#)
You can also [contact the developer.](#)

If we foolishly dial that toll-free number, we are put on hold and eventually the connection is dropped. I'm very, very disappointed. They should at least give us an extension number of department to ask for.

Anyway, thanks for your reply. Have a good summer.

Thurletta

From: "Walgreens Activity Monitor"
<customercare+wag@striiv.com>

To: "Thurletta Brown-Covis" 
<tbrown@centurylink.net>

Cc: "Thurletta Brown-Covis" 
<tbrown@centurylink.net>

Sent: Wednesday, July 10, 2019 3:17:22 PM

Subject: Re: [#105201] Neil, are you still there? Re: [#30882] Tracker syncs at night, but nothing during the day

Hi Thurletta,

Thanks for reaching out to us. Neil is no longer here but I will be happy to help you.

Unfortunately, we do not have access to the Walgreens app but as long as your tracker is syncing to the Striiv app and showing data on the app, Walgreens should be able to pull the same data. Please reach out to Walgreens support.



Regards,

Mel

Striiv Customer Care