



ACTIVE Captivate for Camps and Class Manager Release Notes

Release Date

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ACTIVE Captivate for Camps and Class Manager (CCM) Release Notes

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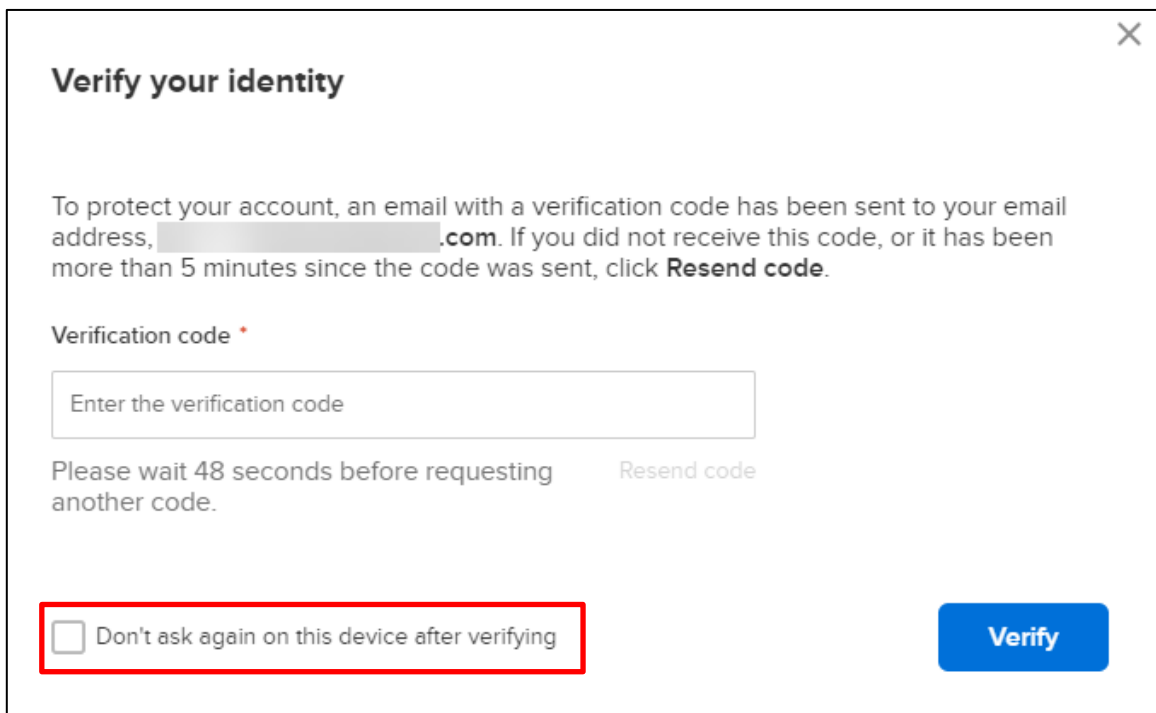
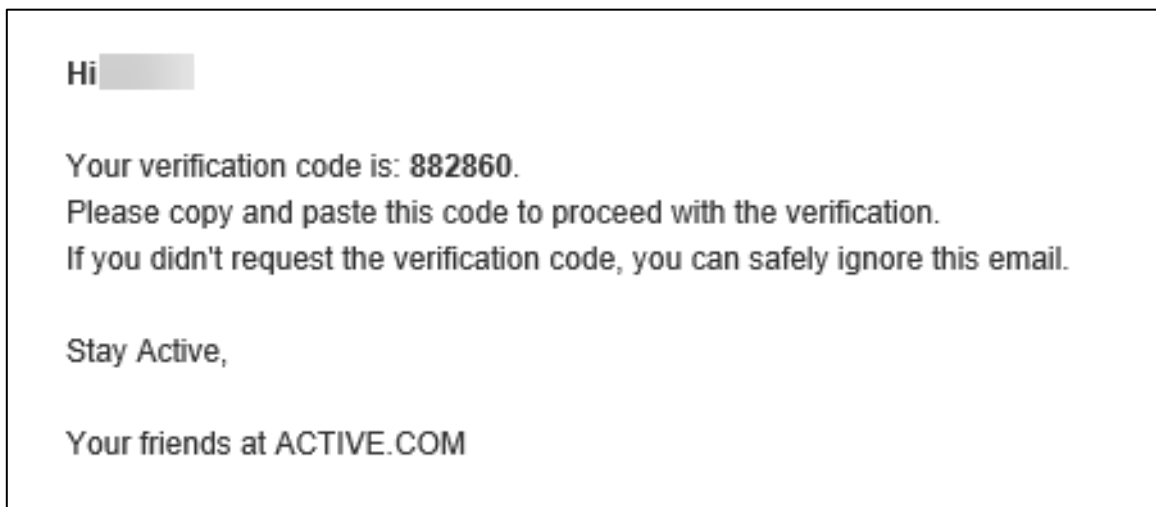
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Captivate Portal: Sign-in Multi-factor Authentication (MFA)

As part of our focus to continue strengthening the security of user accounts, when signing into the Captivate Portal following the entry of their **Email address** and **Password**, users are now asked to enter a one-time verification code sent to their email address or mobile phone.

Signing in with MFA for the first time

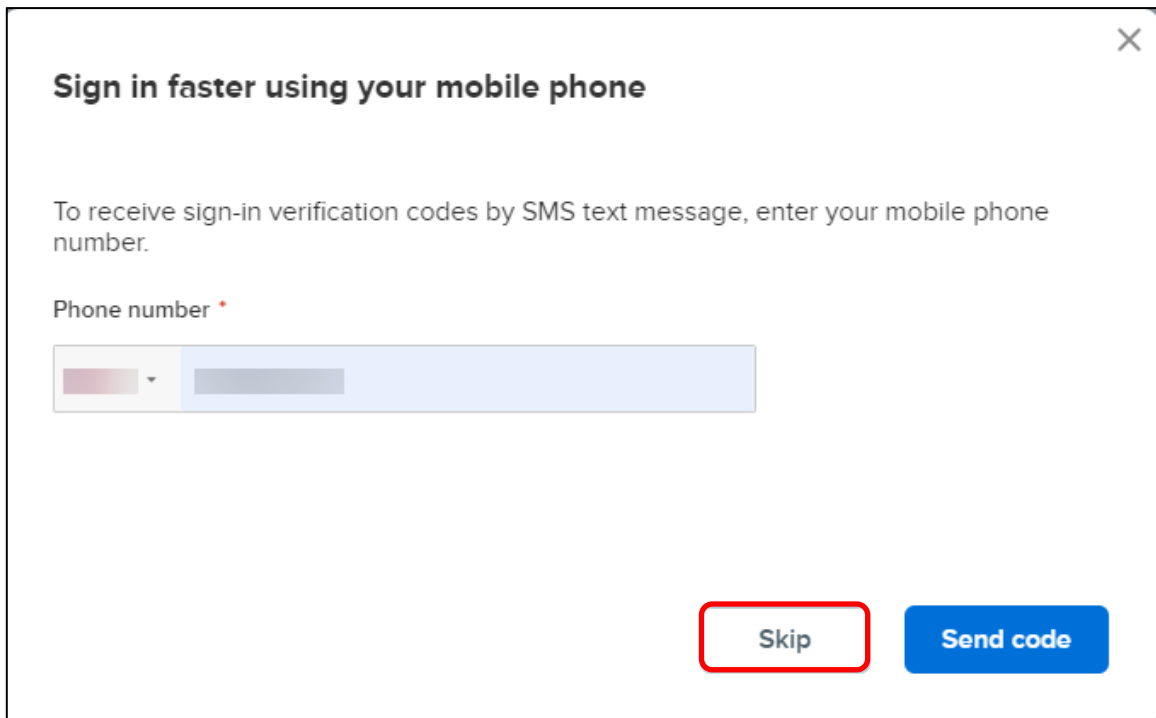
After entering the email address and password, an email is automatically sent to their email address containing a code that the users must enter to verify their identity on this device. From the **Verify your identity** page, they are given the option to select the **Don't ask again after verifying** checkbox to skip the **Verify your identity** step for future sign-ins on this web browser and device. Users are not asked to verify their identity within the next 45 days. To change the default value, contact the account manager or support team.



Note that if a user reports they are encountering the verification step repeatedly on the same device despite having selected **Verify your identity**, please refer to the troubleshooting tips in this [help article](#).

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After entering the code received by email, users are taken to a page titled **Sign in faster using your mobile phone**. From this page, they have the option to enable receiving future verification codes by text message. Those who wish to enable this option can enter their mobile phone number and then receive a new verification code sent by text. Users who do not wish to set up texting can click the **Skip** button to log in directly:

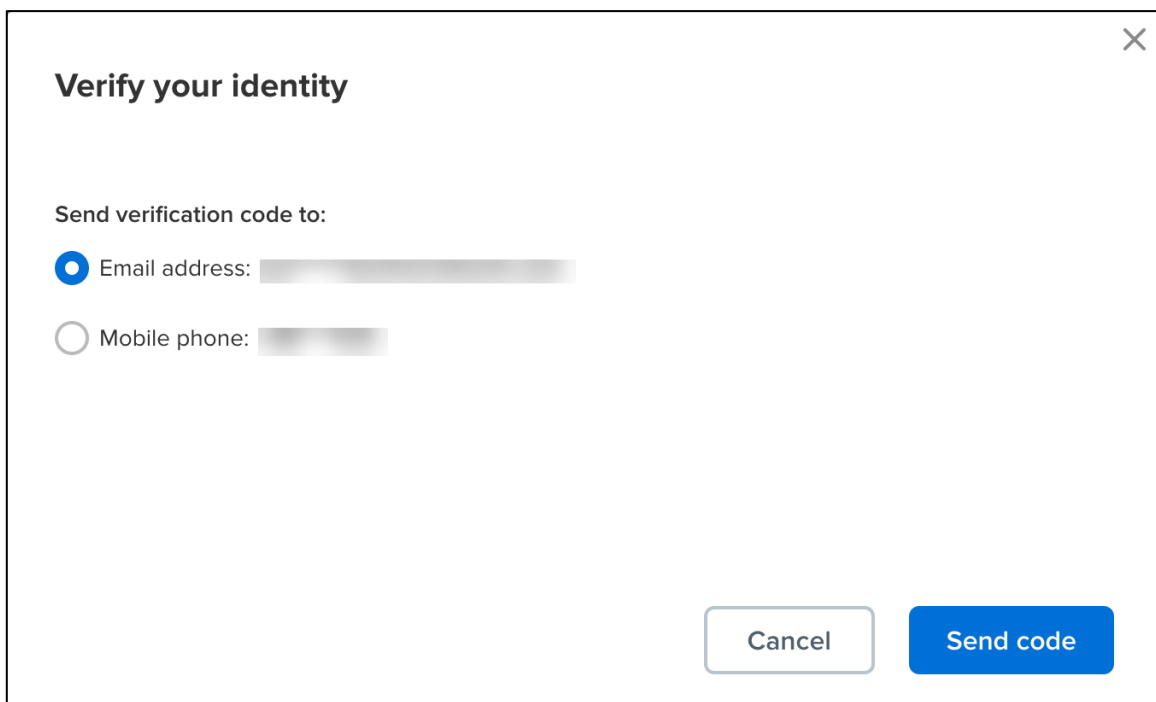


The screenshot shows a dialog box titled "Sign in faster using your mobile phone" with a close button (X) in the top right corner. Below the title, there is a message: "To receive sign-in verification codes by SMS text message, enter your mobile phone number." Underneath, the label "Phone number" is followed by a red asterisk. A form field is provided with a dropdown menu on the left and a text input area on the right. At the bottom right of the dialog, there are two buttons: "Skip" (outlined in red) and "Send code" (solid blue).

Phone numbers from the countries and regions supported by **Captivate** can be used to receive the verification code.

Signing in after authenticating with mobile phone

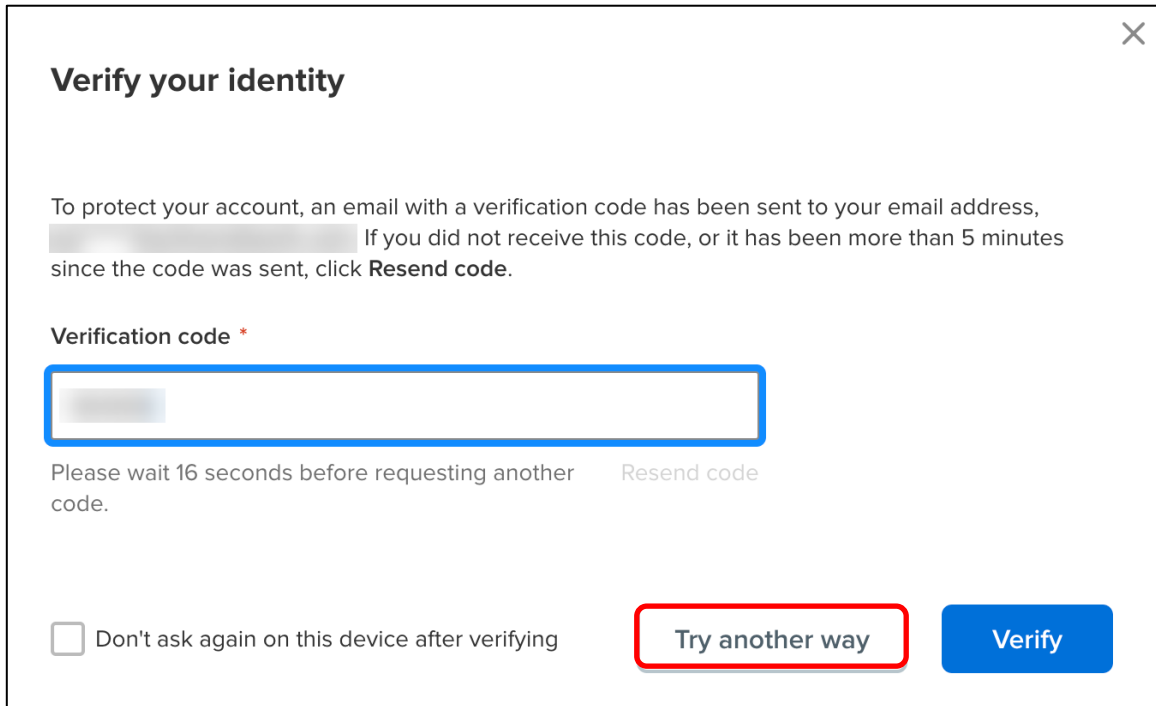
After users have enabled receiving verification codes by text message, future log-ins that require verification will ask users to choose how they want to receive a code by either **Email address** or **Mobile phone**:



The screenshot shows a dialog box titled "Verify your identity" with a close button (X) in the top right corner. Below the title, there is a label "Send verification code to:" followed by two radio button options. The first option is "Email address:" with a selected radio button and a blurred text input field. The second option is "Mobile phone:" with an unselected radio button and a blurred text input field. At the bottom right of the dialog, there are two buttons: "Cancel" (outlined in gray) and "Send code" (solid blue).

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After users have selected a delivery method and a code has been sent, users are taken to the **Verify your identity** page to enter the code:



Verify your identity

To protect your account, an email with a verification code has been sent to your email address, [redacted]. If you did not receive this code, or it has been more than 5 minutes since the code was sent, click **Resend code**.

Verification code *

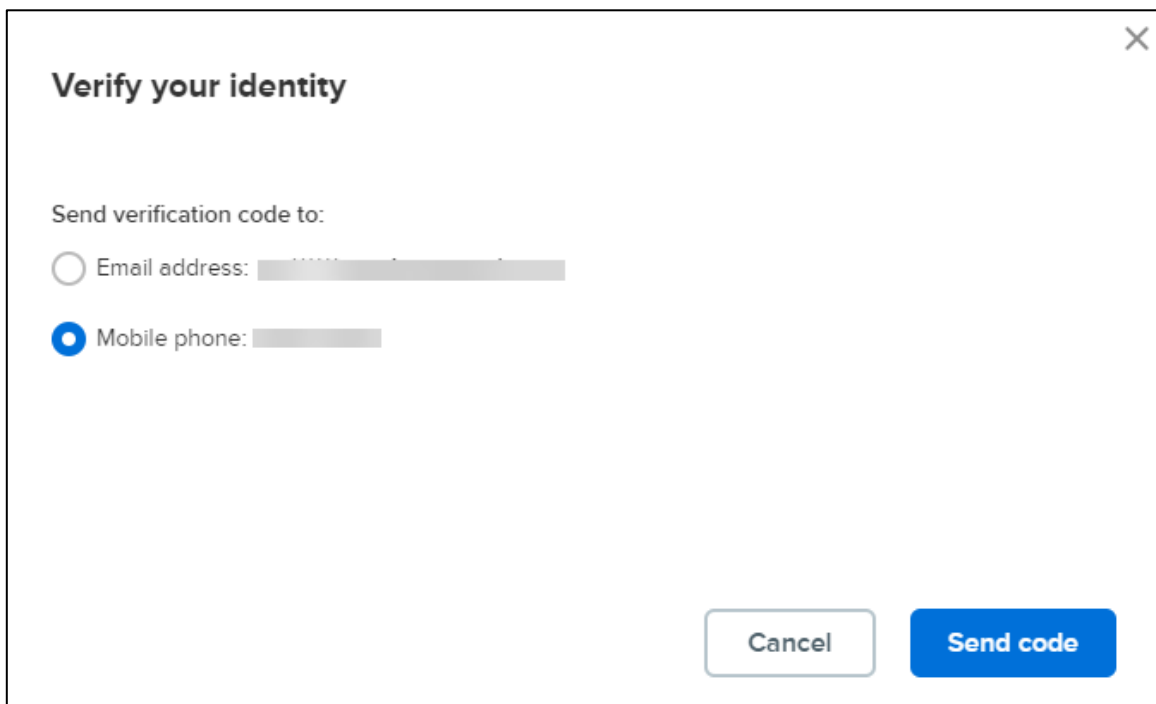
[Redacted]

Please wait 16 seconds before requesting another code. [Resend code](#)

Don't ask again on this device after verifying

Try another way **Verify**

They can choose to change to the alternative delivery method by clicking the **Try another way** button, then selecting **Email address** or **Mobile phone**. After clicking **Send Code**, the previous code is invalid, and a new verification code is sent to them using the newly selected delivery method:



Verify your identity

Send verification code to:

Email address: [redacted]

Mobile phone: [redacted]

Cancel **Send code**

If users wish to send a new verification code to themselves, they can click **Resend code** on the **Verify Your Identity** page after 60 seconds for mobile delivery method or 120 seconds for email delivery method:

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Verify your identity ✕

To protect your account, an email with a verification code has been sent to your email address, [REDACTED].com. If you did not receive this code, or it has been more than 5 minutes since the code was sent, click **Resend code**.

Verification code *

[Resend code](#)

Don't ask again on this device after verifying

[Try another way](#) [Verify](#)

Troubleshooting

- For troubleshooting tips and additional FAQs, please refer to MFA-related articles in our [Support Help Center](#).
- For any log-in issues with MFA, please contact our Support team at Support@activenetwork.com.