



ACTIVE Captivate for Camps and Class Manager Release Notes

Release Date

June 12, 2025

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

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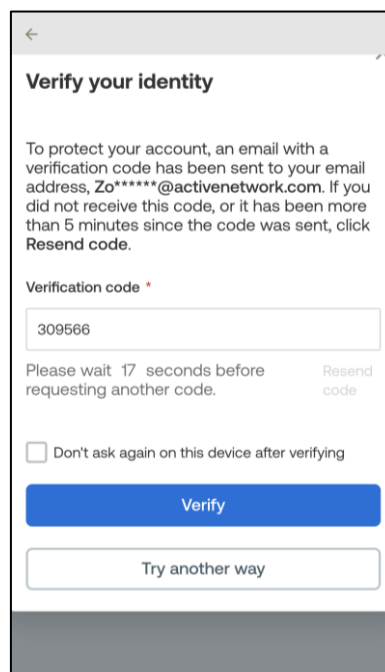
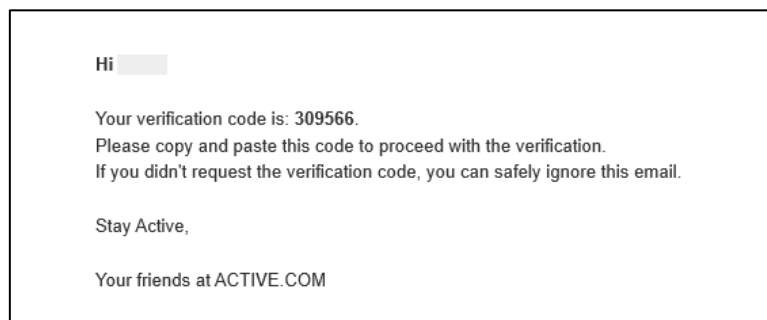
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ACTIVE Captivate Instructor iOS app: Signing in multi-factor authentication

As part of our focus to continue strengthening the security of user accounts, when signing into the Captivate Instructor iOS app 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](#).

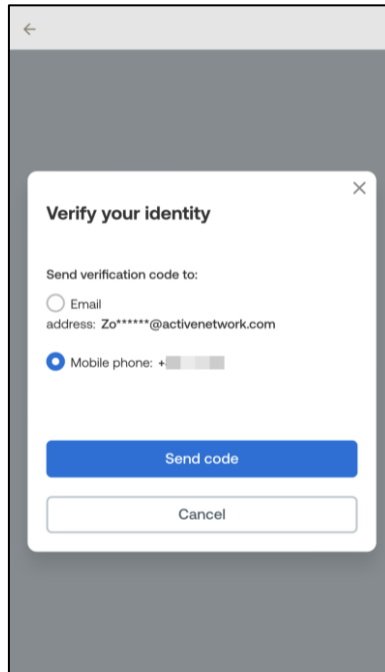
After entering the code received by email, users are taken to a page titled **Sign in faster using your mobile phone**. From this page, they have the option to enable receiving future verification codes by text message. Those who wish to enable this option can enter their mobile phone number and then 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.

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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**.



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.

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.

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:

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.

Reference: iOS ALK-12365, android ALK-12367