



Product Release Notes for ACTIVEWorks – October 22, 2024

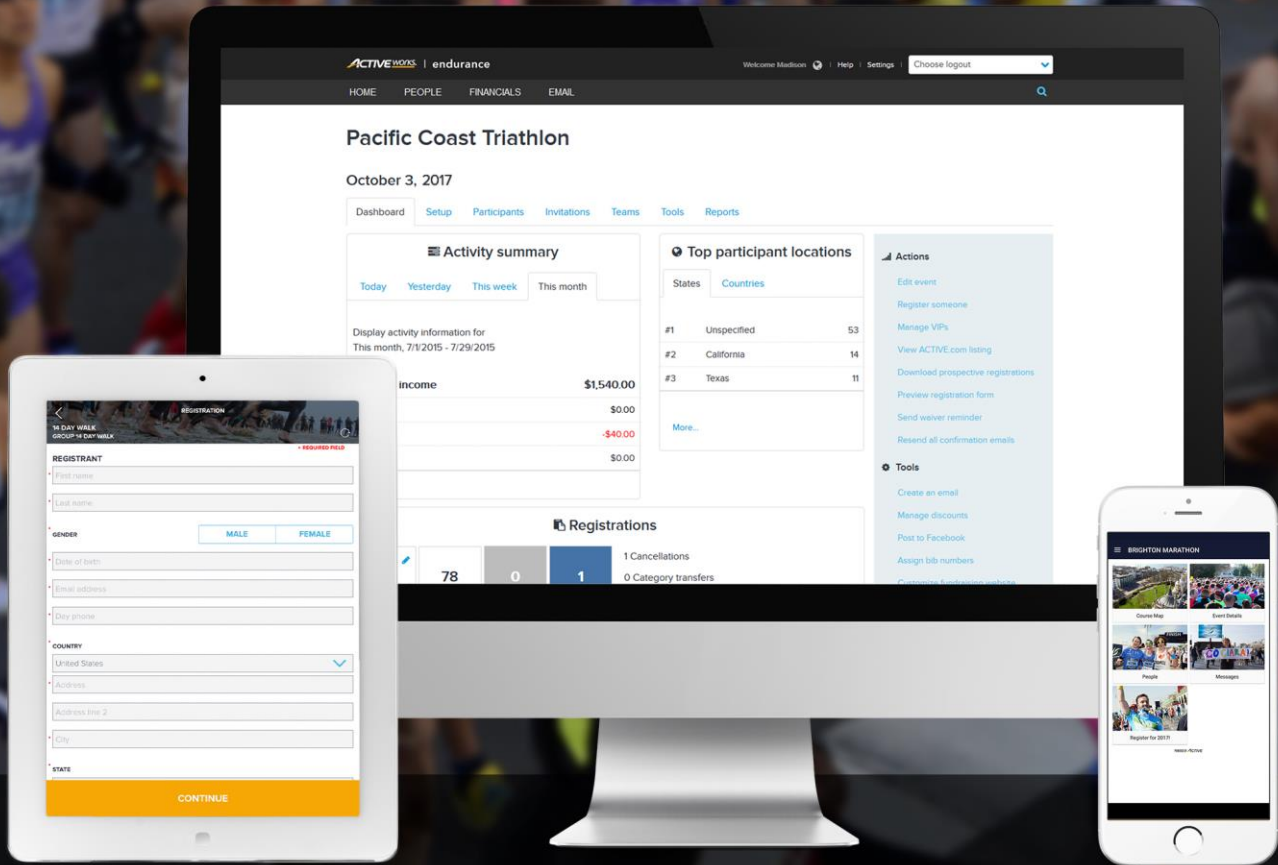


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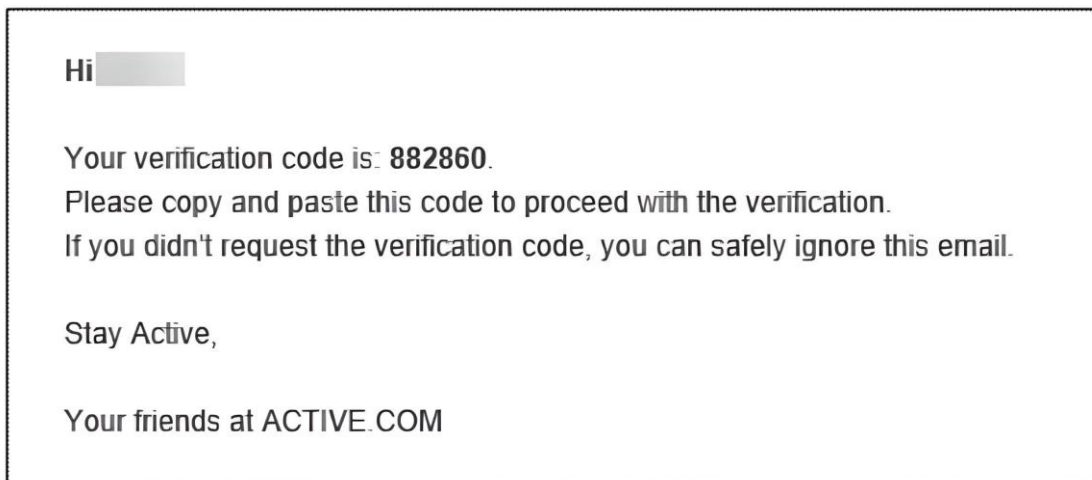
My Events: Sign-in Multi-factor Authentication (MFA)

As part of our focus to continue strengthening the security of user accounts, when signing into the Active Works Endurance My Events (the post-registration online participant portal and Attendance 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.

Please note, users will only be asked to complete this additional step when they are signing in to the My Events portal. No additional sign-in steps are added to the consumer journey when placing new registrations via the CUI page.

Signing in with MFA for the first time

After entering the email address and password, an email will automatically be sent to their email address containing a code that the users will 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 will not be asked to verify their identity within the next 45 days. To change the default value, contact the account manager or support team.





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 *

Please wait 48 seconds before requesting another code. [Resend code](#)

Don't ask again on this device after verifying

Verify

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 will be 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:

Sign in faster using your mobile phone

To receive sign-in verification codes by SMS text message, enter your mobile phone number.

Phone number *

Skip **Send code**



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

Signing in after authenticating with mobile phone

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

After the user has selected a delivery method and a code has been sent, the user will be 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 verification code]

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 will be invalid, and a new verification code will be 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 a user wishes 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:



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.