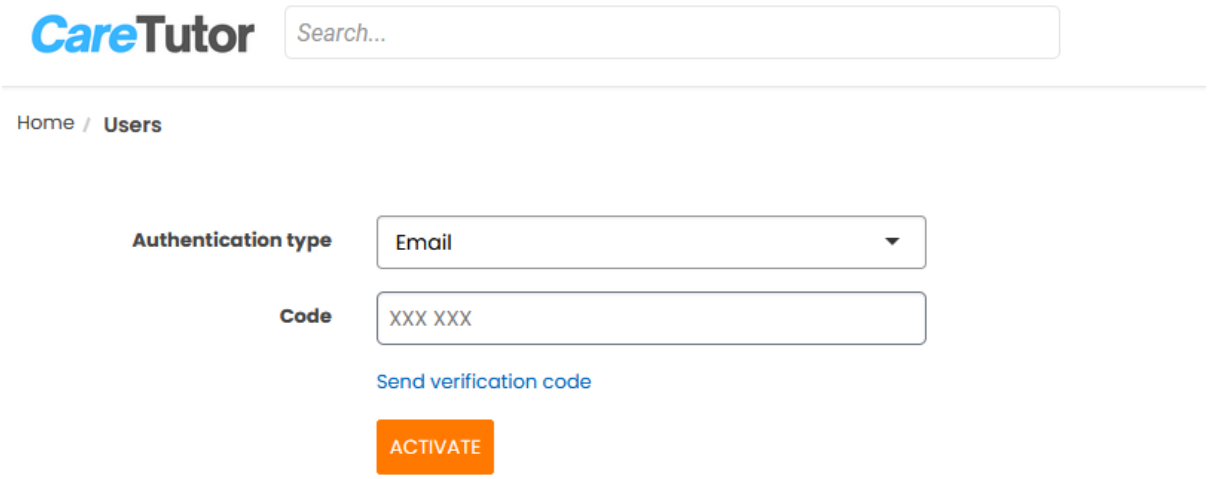
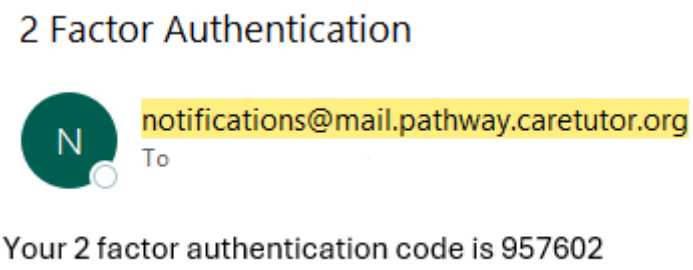
How you sign in using 2-Factor Authentication

Before requesting a verification code, please ensure you have added notifications@mail.pathway.caretutor.org as a approved sender in your email settings.

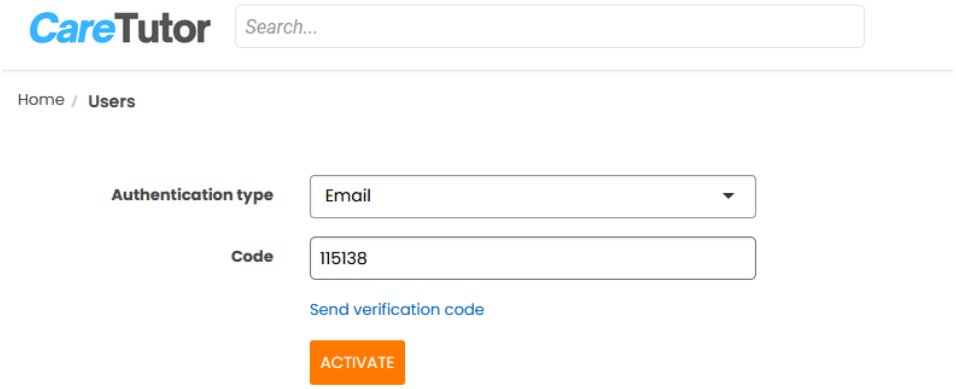
When logging into Pathway, admins will be prompted to provide a verification code as show below:



If you choose the email authentication, you will be sent an email to the account you have logged into. Sometimes this email can be found in your junk or spam folder, so please be sure to check there too. The email will look as follows:

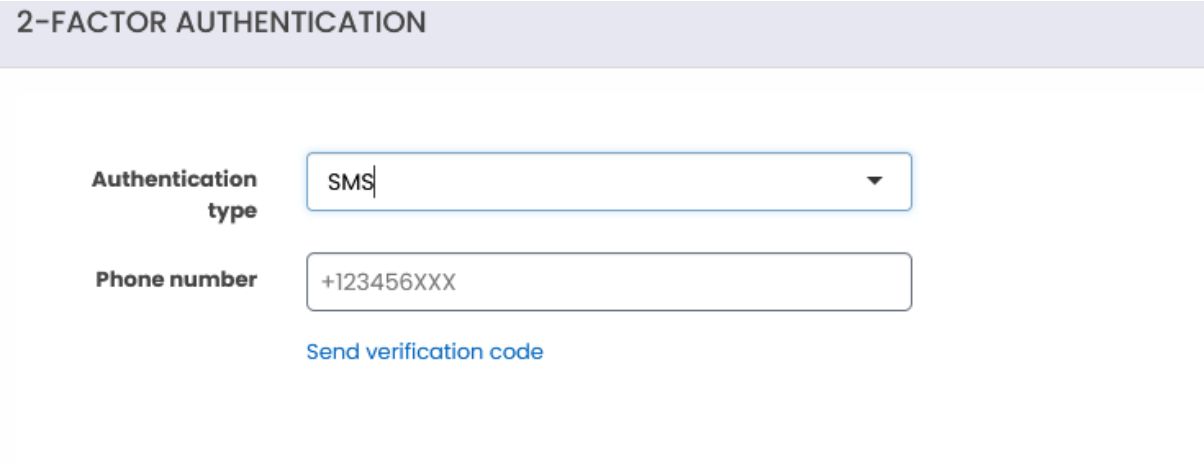


When you enter the code, please ensure there are no spaces at the end so your code can be read correctly.



Another method you might want to use is Google Authenticator. You simply open the Google Authenticator app and press the + icon to scan the QR code on the screen. Then you can enter the number shown in your app under Pathway.

If you select SMS, you will need to enter your phone number and click Send Verification Code.



A verification code will be sent to your phone by text message. When entering the code, make sure there are no spaces before or after it.

Please enter your phone number in the following format: +44123456789. Using a different format may cause issues when logging in at a later date.

After you receive your first code, your phone might flag the CareTutor SMS number as spam. Save +44 7401 293083 in your contacts to help you receive future codes.

Once you have set up your authentication method, you will be prompted to use this method when logging in to Pathway in the future.

You will also be given the option to remember your verification for 30 days. If you select this option when signing in, you will not be asked to complete two-factor authentication (2FA) again on that device for the next 30 days.

After the 30-day period has expired, you will be prompted to complete 2FA again the next time you sign in. You can then select the option to remember your verification for another 30 days.