

Setting up Multifactor Authentication

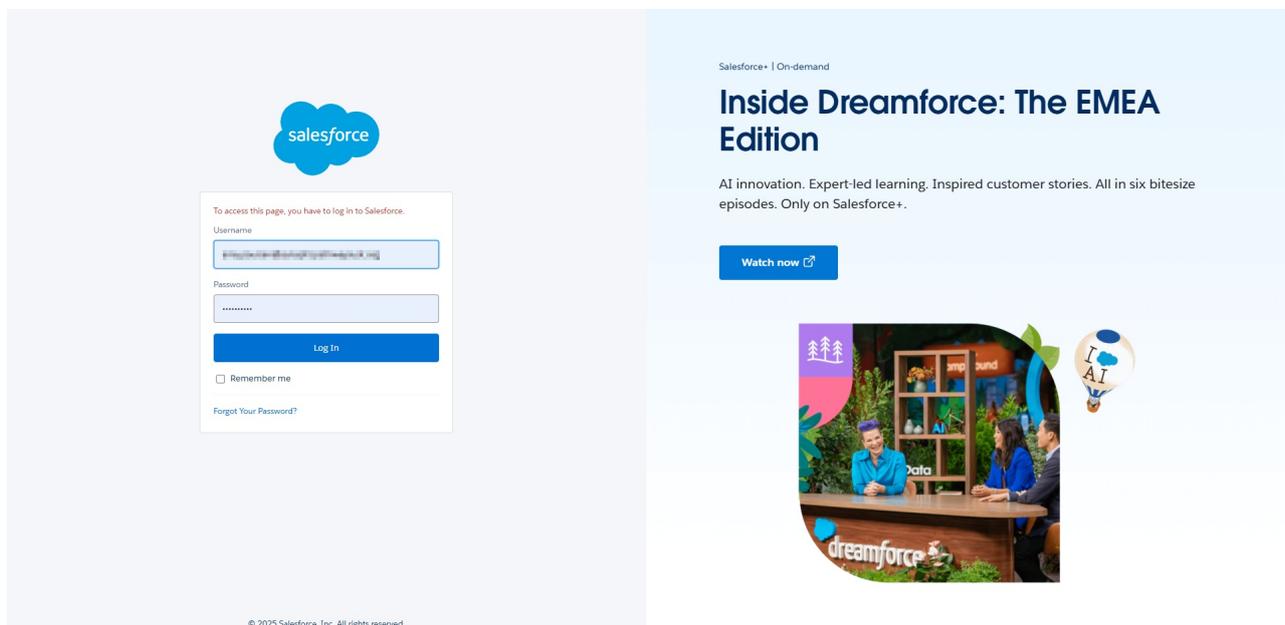
Last Modified on 28/01/2025 2:22 pm GMT

When logging into the Synaptic Pathways for the first time, you will need to setup Multifactor Authentication.

If you have logged into Synaptic Pathways before, but have a new mobile device, you will need to disconnect your current device and follow the below instructions. See article [Setting up a new device for Multifactor Authentication](#) for more information.

Setting up Multifactor Authentication

Enter your username and password and **Login**:



The following page will appear. You will need to install the Salesforce Authenticator on your mobile device from the **App Store** or **Google Play**.



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

Cancel

Connect

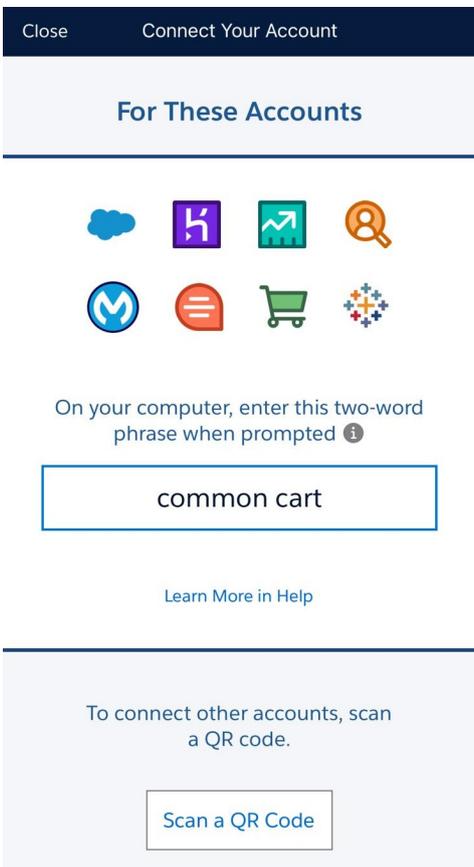
[Choose Another Verification Method](#)

Once downloaded, go to the Salesforce Authenticator app on your mobile device. Click **Add Account**:

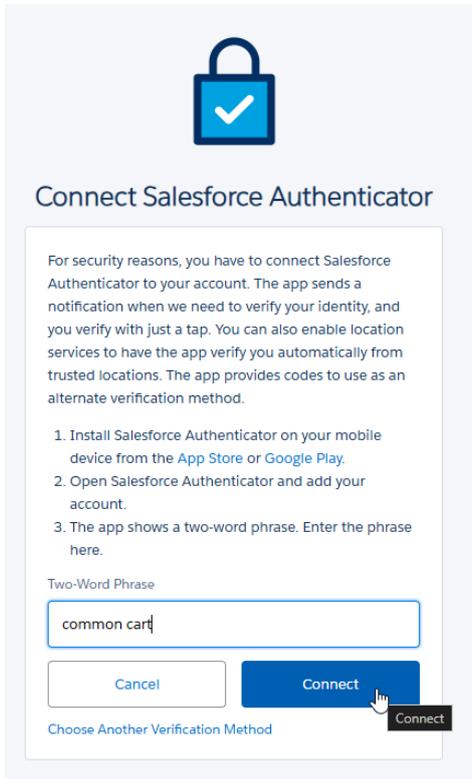


Add an Account

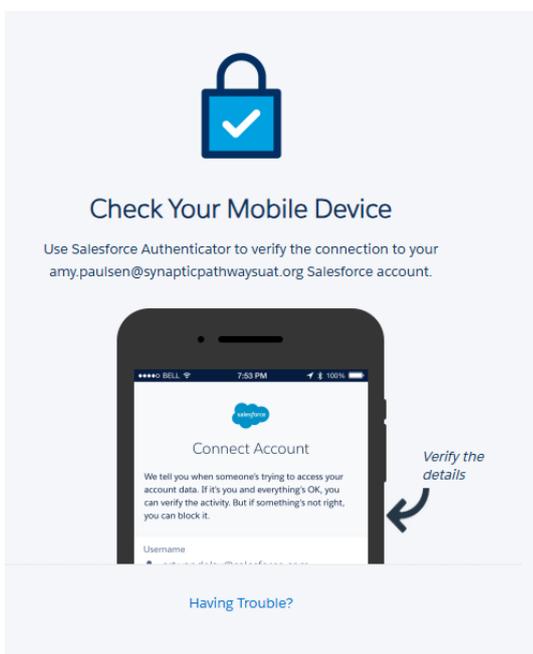
The App will generate a two word phrase:



Go back to your browser window and enter the two word phrase and **Connect**:



The following message will appear in your browser window



Click Connect on the app:



Connect Account

We tell you when someone's trying to access your account data. If it's you and everything's OK, you can verify the activity. But if something's not right, you can block it.

Username

 #####

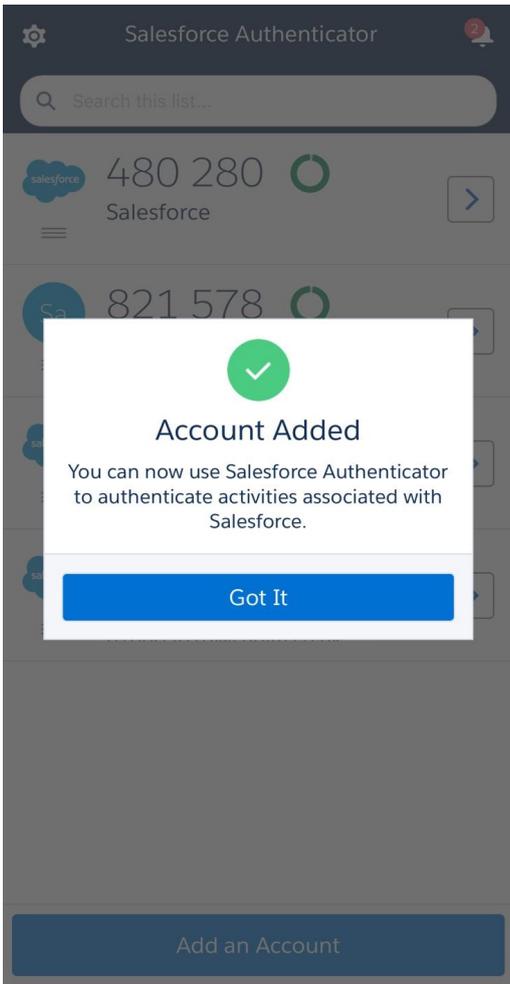
Service

 Salesforce

Cancel

Connect

A confirmation message will appear in the app to confirm the account has been added:



This will simultaneously log you into you Synaptic Pathways account:

