

# How the Compliance System Works

A complete reference for institute admins — setup, gating, review workflow, and automated emails sent to tutors and students.

INSTITUTE ADMINISTRATION · GLOBAL

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## What is compliance gating?

When **Block portal until required documents are approved** is enabled, tutors and students cannot use the rest of the portal until every required compliance form is submitted and approved by an admin.

While gated, users see only:

- The **Compliance** page where they upload and track documents
- A minimal header with your institute branding — no sidebar, courses, sessions, or other modules

Admins and staff are never gated. They can always access the full dashboard to review submissions.

## Admin setup (one-time)

1. Enable the **Compliance & Documents** module under **Settings → Modules**.
2. Open **Dashboard → Compliance** and click **Forms** to create or upload form templates (waivers, agreements, consent forms, etc.).
3. For each form, set which roles it applies to (tutor, student, or both) and mark it as **required** if it should block portal access.
4. Turn on **Block portal until required documents are approved** when you are ready to enforce gating for new and existing users who are missing required forms.

- Optionally require **admin approval** for new registrations under **Settings → Registration** — users will receive a pending-approval email until you approve them.

## User journey — tutor or student

### 1. Register

User signs up on your portal. Receives verification email.



### 2. Verify email

After verification, welcome email explains compliance requirements.



### 3. Compliance wall

User signs in but sees only the Compliance page until all required forms are approved.



### 4. Submit documents

User uploads signed forms or completes in-portal forms. Status shows as *Under review*.



### 5. Admin review

Admin approves or rejects each submission from the Compliance dashboard.



### 6. Portal unlocks

When every required document is approved, the user gets full portal access and a confirmation email.

Underage students may be prompted for guardian name and email during registration when your institute collects guardian information.

## Admin review workflow

The **Compliance** dashboard gives you a real-time view of your institute:

- **Needs review** — submissions waiting for your decision
- **Overdue** — required forms past their due date
- **Compliance rate** — share of users who are fully compliant
- **User table** — filter by role, search, and open individual submissions
- **Reminders** — send email and/or in-app nudges for pending forms
- **Bulk approve** — approve multiple submissions in the review queue at once

When you **approve** a document, the user is notified by email. If more forms are still pending, they remain on the compliance wall. When you **reject** a document, the user receives your feedback and can resubmit.

## What users can and cannot do while gated

Allowed	Blocked until compliant
View and submit compliance forms	Dashboard home and sidebar navigation
See submission status (pending, under review, rejected)	Courses, sessions, recordings
Receive email notifications about their documents	Student fees, messaging, and other modules

Allowed	Blocked until compliant
Sign out	Any deep link except <code>/compliance</code> routes

## Branding in emails

All transactional emails use your institute name and branding where applicable. Emails sent through Pathshala OS include a **Powered by Pathshala OS** footer so recipients know the platform provider.

Rejected documents and rejected applications include your primary institute admin's name and email so users can reach you directly.

## Appendix — Email templates

The following emails are sent automatically during signup and compliance. Previews below use sample data for *Example Academy*; your institute name and branding appear in production.

1. Email verification

2. Welcome email (compliance gate on)

3. Registration pending approval

4. Account approved (still gated)

5. Compliance reminder

6. Document approved — more pending

7. Document approved — fully compliant

8. Document rejected

9. Application rejected

## 1. Email verification

Sent immediately when a tutor or student registers, before they can sign in.

**When sent:** User completes registration form

**Subject:** Verify Your Account – Example Academy

Or enter this code manually on the verification page:

EXAMPLE ACADEMY

ACCOUNT VERIFICATION

## Verify Your Account

Click the button below to verify your email instantly:

VERIFY EMAIL

VERIFICATION CODE

8 4 7 2 9 1

This code expires in 24 hours. If you did not create an account on Example Academy, you can safely ignore this email.

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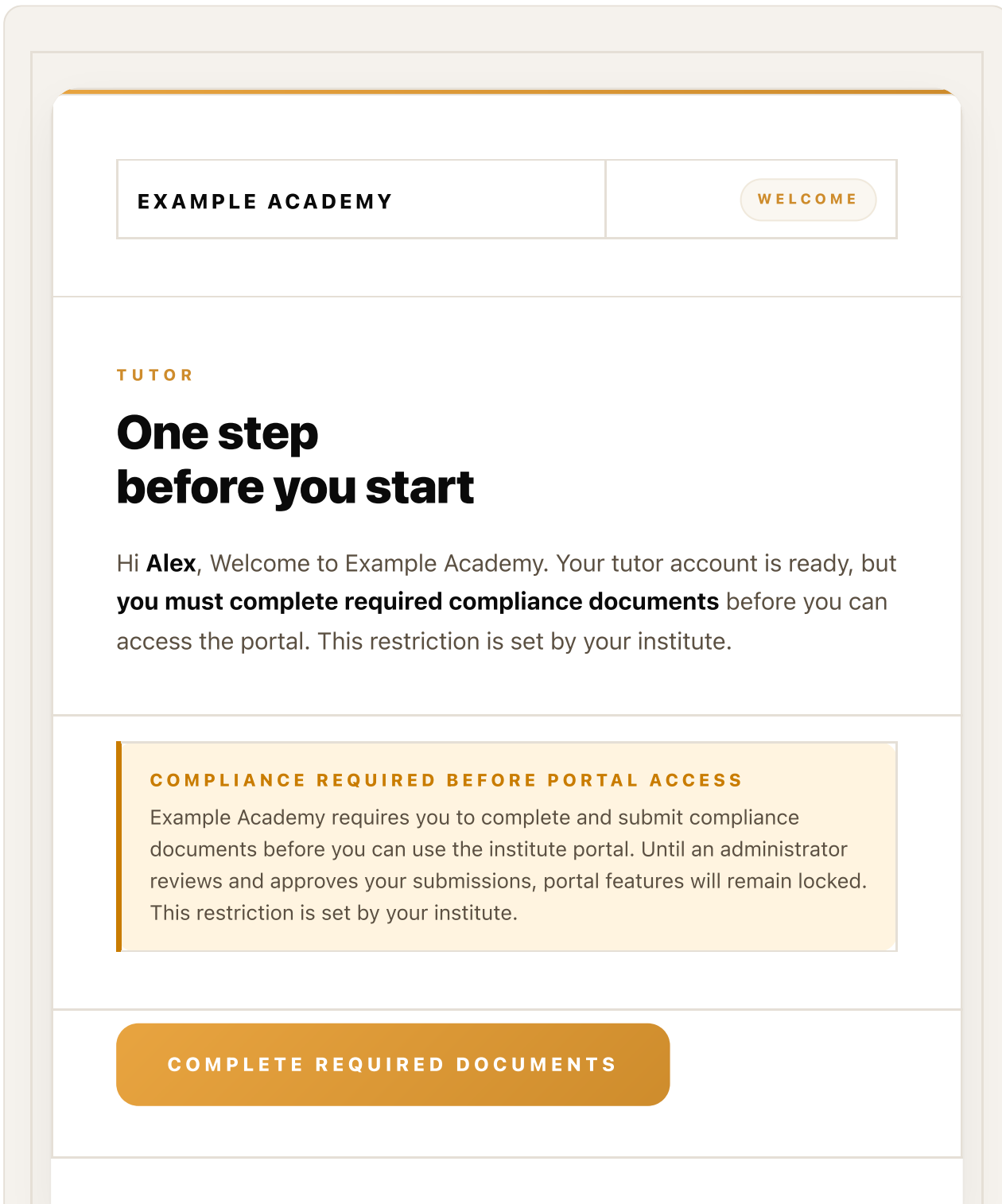
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## 2. Welcome email (compliance gate on)

Sent after email verification when required documents must be completed before portal access.

**When sent:** Email verified · block\_on\_missing active

**Subject:** Welcome to Example Academy – complete your compliance documents



## FIRST THINGS TO TRY

- **Complete compliance forms** — sign and submit every required document in your compliance hub.

- **Wait for admin review** — your institute administrator will approve each submission before portal access unlocks.

- **Then set up your profile** — add subjects, availability, and start accepting sessions.

If you have any questions, reach out to your institute administrator or reply to this email — our team will help.

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### 3. Registration pending approval

Sent when the institute requires admin approval before the account becomes active.

**When sent:** User registers · approval required

**Subject:** Your Tutor Registration is Pending Approval

**EXAMPLE ACADEMY**

**REGISTRATION RECEIVED**

**Thanks,  
Alex Morgan**

Your **Tutor** registration at **Example Academy** has been received and is pending approval.

An administrator will review your application shortly. You'll receive an email once a decision has been made.

**COMPLIANCE REQUIRED BEFORE PORTAL ACCESS**

Example Academy requires you to complete and submit compliance documents before you can use the institute portal. Once your registration is approved, you will need to complete these documents before you can access the portal. Until an administrator reviews and approves your submissions, portal features will remain locked. This restriction is set by your institute.

If you have any questions in the meantime, please contact the institute administrator.

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#### 4. Account approved (still gated)

Sent when admin approves a tutor or student. Portal stays locked until all required forms are approved.

**When sent:** Admin approves pending user

**Subject:** You've Been Approved – Example Academy

**EXAMPLE ACADEMY**

**TUTOR APPROVED**

## Approved — one more step

Hello Alex Morgan,

Your **Tutor** account for **Example Academy** has been approved. Before you can use the portal, you must complete and submit all required compliance documents. This restriction is set by your institute.

### **COMPLIANCE REQUIRED BEFORE PORTAL ACCESS**

Example Academy requires you to complete and submit compliance documents before you can use the institute portal. Until an administrator reviews and approves your submissions, portal features will remain locked. This restriction is set by your institute.

**COMPLETE REQUIRED DOCUMENTS**

If you have any questions about your account or available features, please contact your institute administrator.

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## 5. Compliance reminder

Sent when an admin nudges a user about a pending or overdue form.

**When sent:** Admin sends reminder from Compliance dashboard

**Subject:** Reminder: Tutor Volunteer Agreement is still pending

The screenshot shows an email template for a compliance reminder. At the top, there is a header bar with 'EXAMPLE ACADEMY' on the left and a 'COMPLIANCE' button on the right. Below the header, the main content area starts with 'COMPLIANCE' in orange, followed by the title 'Pending Document' in large, bold black font. The body text reads: 'Hello Alex Morgan, This is a friendly reminder that Tutor Volunteer Agreement is still awaiting your submission. Please complete and submit the form at your earliest convenience to stay compliant.' Below this is a large orange button with the text 'COMPLETE NOW'. At the bottom, a footer note states: 'Non-compliant users may be restricted from booking sessions and other activities. If you have questions, contact your institute administrator.' The footer of the email template says 'POWERED BY PATHSHALA OS'.

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## 6. Document approved — more pending

Sent when admin approves one submission but other required documents are still outstanding.

**When sent:** Admin approves a document · user not fully compliant

**Subject:** Approved: Tutor Volunteer Agreement

The screenshot shows an email interface. At the top, there is a header bar with 'EXAMPLE ACADEMY' on the left and a 'COMPLIANCE' button on the right. Below the header, the email content begins with 'COMPLIANCE' in orange, followed by the main subject 'Document approved' in large bold black text. The body of the email starts with 'Hello Alex Morgan,' followed by 'Good news — Tutor Volunteer Agreement has been approved at Example Academy.' and 'You still have 1 required document waiting for submission or admin review before your portal access unlocks.' At the bottom of the email content, there is a section header 'WHAT TO DO NEXT' in orange.

- **Open your compliance hub** — see which documents still need attention.

- **Submit remaining forms** — each one needs admin approval before access unlocks.

**VIEW COMPLIANCE STATUS**

If you have questions about your compliance status, contact your institute administrator.

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## 7. Document approved — fully compliant

Sent when the last required document is approved. Portal unlocks and user receives a welcome note.

**When sent:** Admin approves final required document

**Subject:** Welcome to Example Academy – compliance complete

The screenshot shows an email interface. At the top, there is a header bar with 'EXAMPLE ACADEMY' on the left and a 'WELCOME' button on the right. Below the header, the main content area starts with the text 'COMPLIANCE COMPLETE' in orange. This is followed by a large, bold heading: 'Welcome — you're all set'. The body of the email begins with 'Hello Alex Morgan,'. The next paragraph reads: 'Great news — **Participant Liability Waiver** has been approved, and you have completed all required compliance documents for **Example Academy**. Your portal access is now unlocked.' The following paragraph says: 'Welcome to Example Academy! You can now use the full institute portal — sessions, courses, and all features available to you.' Below this, there is a section header 'WELCOME — FIRST STEPS' in orange. This section contains a list of two items, each preceded by a small orange dot: 'Explore your dashboard — your home base for schedules, courses, and updates.' and 'Complete your profile — help tutors and students recognize you.'



**Reach out anytime** — your institute admin is there if you need help getting started.

**OPEN YOUR PORTAL**

If you have questions about your compliance status, contact your institute administrator.

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## 8. Document rejected

Sent when admin returns a submission with feedback. Includes institute admin contact for help.

**When sent:** Admin rejects a document submission

**Subject:** Action required: Tutor Volunteer Agreement needs revision

If you have questions or need help resubmitting, please contact your institute administrator:

**EXAMPLE ACADEMY**

**COMPLIANCE**

**COMPLIANCE**

# Document needs revision

Hello Alex Morgan,

Your submission for **Tutor Volunteer Agreement** at **Example Academy** was reviewed and could not be approved in its current form. Please review the feedback below and resubmit when ready.

### **ADMINISTRATOR FEEDBACK**

Signature does not match the name on file. Please resubmit with your full legal name.

**RESUBMIT DOCUMENT**

**ADMINISTRATOR**

**Institute Admin**

**EMAIL**

**admin@example-academy.org**

Portal access remains restricted until all required compliance documents are submitted and approved.

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## 9. Application rejected

Sent when admin rejects a tutor or student registration application entirely.

**When sent:** Admin rejects pending registration

**Subject:** Application Not Approved – Example Academy

**EXAMPLE ACADEMY**

**TUTOR APPLICATION**

# Application not approved

Hello Jordan Lee,

Thank you for your interest in joining for **Example Academy**. After review, your **Tutor** application was not approved at this time.

**Note from administrator:** We are not accepting new tutors in this subject area at the moment.

If you have questions about this decision or would like to discuss your application, please reach out to your institute administrator:

**ADMINISTRATOR**

**Institute Admin**

**EMAIL**

**admin@example-academy.org**

This decision was made by your institute. Pathshala OS does not manage institute membership approvals.

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