

# Web Browser

Online Support Portal Log in Instructions



Thrive's Client Portal allows you to access and make changes to your service requests from any device, anywhere and at anytime.

### You can access Thrive's Client Portal by using your email and setting up a password.

#### Web Browser Login

- Navigate to https://thrive.service-now.com/client. Click "Forgot Password"
- 2. Enter your email address and Click "Next"
- 3. Enter your email address once more following the prompt and then Click "Next"
- You have successfully completed the verification process to send your temporary password to your email address. Go to your email and follow the prompts to get your new password
- 5. Enter in a new password and confirm it by retyping once more
- Once you enter in your new password, this will redirect you to the main log in page at: https://thrive.service-now.com/ client. Enter your User name and the password that you set. "Click Login". Follow Step 6 for all future logins.

#### Log in Instructions https://thrive.service-now.com/client







# Online Support Portal Log in Instructions



#### Mobile App Download and Log in --Now<sup>®</sup> Mobile by ServiceNow

- Download the Now<sup>®</sup> Mobile App from your iOS / Android app store
- 2. Click on the "+" button at the top of the screen
- 3. On the next screen, type in "Thrive" for the instance address
- 4. Click "Continue" when the alert appears
- 5. Log in using your Username and Password, just as you would on a web browser
- 6. Click on the link named "Thrive Client Portal"

## Mobile App Log in Instructions

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