

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

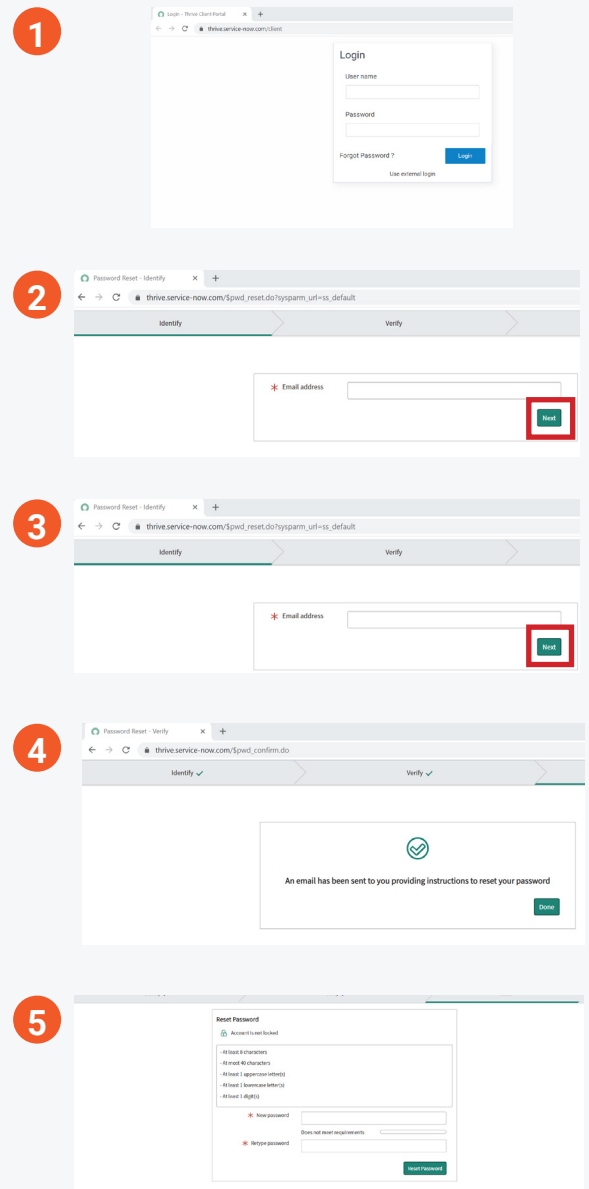
You can access Thrive's Client Portal by using your email and setting up a password.

Web Browser Login

1. 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"
4. 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
6. 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>



1. Login - Thrive Client Portal
thrive.service-now.com/client
Login
User name
Password
Forgot Password? Login
Use external login
2. Password Reset - Identify
thrive.service-now.com/spwd_reset.do?sysparm_url=ss_default
Identify Verify
* Email address
Next
3. Password Reset - Identify
thrive.service-now.com/spwd_reset.do?sysparm_url=ss_default
Identify Verify
* Email address
Next
4. Password Reset - Verify
thrive.service-now.com/spwd_confirm.do
Identify Verify
An email has been sent to you providing instructions to reset your password
Done
5. Password Reset - Verify
thrive.service-now.com/spwd_confirm.do
Reset Password
Account is not locked
* New password
* Retype password
Does not meet requirements
Reset Password



Mobile App Download and Log in -- Now® Mobile by ServiceNow

1. Download the Now® 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