

Local Login to Thrive Platform - Client Portal **Web Browser**

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 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
- 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.



C Login - Th ← → C	thrive service-now con	n/client		
			Login	
			User name	
			Password	
			Forgot Password ?	Login
			Use external login	
Password Re	iset - Identify × +			
< → C	thrive.service-now.com/\$	pwd_reset.do?sysparm_url=ss	_default	
	Identify		Verify	
		* Email address		_
				Nex
O Password Re	sset - Identify X +			
Pessword Re ← → C	eset-Identify × + thrive.service-now.com/Sp Identify	pwd_reset.do?tysparm_url=ss	default Verfy	>
○ Password Re ← → C	eset - Identify × + thrive.service-now.com/\$ identify	pwd_reset.do?tysparm_url~ss	default Verfy	>
Password Re	eset identify X + a thrivesen/ce-now.com/5 identify identify	pwd_reset.do?tysparm_url=ss	default Verty	
Q Password Re ← → C	eset: identify X + a thrivesenice-now.com/Sy Identify	pwd_reset.do?tysparm_url~ss * Email address	Sefault Verty	
Q Password Re ← → C	enti-Islentify X + a thrive.service.now.com/Sy Islentify	pivd_reset.dohysparm_url+ss	Selauk Verty	
C Parrend Re	set i landy x + • thrive service now cond j blowdy	pord_reset.dobysparm_of=ss	Selauk Verty	
C Parred h	nor landy X +	pred_reset.do/typparm_of=ss	Selant Verty	
C Parmod Re ← ⇒ C ∴ Farmod Re	ner tilently X + tilently exercise nou com/s tilently tilently tilently	puel, rest dobyspam, ut-sc	Sofaut Wedy	
C Passed R ← ⇒ C C Passed R ← ⇒ C	ent literity x + thrift service nou config identify	port reset do hyspann, of +sc	ciclast: worky	
\bigcirc Passed In $\leftarrow \rightarrow \bigcirc$	escri tälentäy X + a tärvin senske non con /5 tälentäy ont 'tanty X + a tärvin senske non con /5 tälentäy v'	port_reset.dolhysparm_of=ss	cidapit woly	
\bigcirc Passed Is $\leftarrow \rightarrow \bigcirc$	ner täntö, k + tärkin serike-nou con / j täntör stantör ner töntör nou com / j Metöly v	post, reset.do/hysparm.usf-ss	SelayA Wedy	
 Passed like ⇒ C C Passed like ⇒ C (C) Passed like ⇒ C 	enet standy x + a their service-roos cont/5 standy enet tooly x + a their service-roos cont/5 standy	ped_reset.do?syspam.ud=ss * Creat address ped_confirm.do	Octual Welly ~	
 Passed R → Q Passed R ← → Q Passed R ← → Q 	net Wordy x + • thrive service-rose cons/s sheetly net 'Wordy x + • Drive service-rose cons/s Meetly y'	puel, reset do hyspam, url-ss	Selant Welly Welly ~	
C Present In	not likelity X + a thrivesence-mouscours/s likelity ent: Wenty X + a thrivesence-mouscours/s likelity ✓	ped_rest.dohyspam.ud+ss	Sofault Welly Welly ~ Welly ~	J rest your password
C Parrow file € ⇒ C C Parrow file 6 ⇒ C 6 ⇒ C	net ländly X + thirty service nou com/s identify service linely X + Butter service nou com/s identify v	port, reset do hyspann, of -se front address port, confirm do An email has b	ctelapit: weeky we	Interfyour password
\bigcirc Passed In $\leftarrow \Rightarrow \bigcirc$	ener tänetty x + a theire service-nou consty takenty ener tänety x + a theire service-nou consty Meestity v	port_reset.dob/spparm_of=ss	cielapit worky worky ~ worky ~ een sent to you providing instructions to	I FERET YOUR DALLANGED
\square Passed for	ent Menty X + a thrivesentice-nouscent/5 standy ent Menty X + a three sentice-nouscent/5 Mently, v	post, reset do'hyspann, ud-ss * Creat address post, confern do An email has b	Colast weeky weeky ~ weeky ~ weeky ~ weeky ~	I rest your password
\square Passed fit	enet silversty x + a thrive service-roose controls silversty out 'tooly x + blowesty v blowesty v	pred_reset.do/typpam.ut-set	Orlant weeky weeky ✓ weeky ✓ een sent to you providing instructions to	tion bowestypurgestypu
□ Parenet fit € → C ○ Parenet fit € → C	enet täretäy x + thrive serick-max cons/s standy text tanky x + text tanky x + text tanky x + text tanky x +	prod_reset.do/typparm.uel-sg	Selant Werky J Werky J	reset your password
□ Pareneed fit (← ⇒	ener tilentily x + tiltrine service more cons/5 standy ener tilenty x + @ Brives service nonc cons/5 Meedby ~	prof, reset do/typparm, of-ss	Sofault Verify Verify ~ Verify ~	/ too
□ Parrow file (€ → ○ Tensor file (€ → ○ Tensor file	ener tilterity x + tilterity exercise-rook.com/5 tilterity tilterity x + tilterity x + tilterity v tit	prof, rest do hyspam, uf-sc	cjela ₂ ct worky worky ~ worky ~ een sent to you providing instructions to	reset your password
Ω Parameter file € ⇒ C resource file € ⇒ C	ner likelij x + thrie service nou const; skently ner likelij x + Burke service nou const; kently v	peri rest do hyspam, of size	<pre>chelapit:</pre>	reset your password
\bigcirc Passed for $\leftarrow \Rightarrow \bigcirc$	ent Menthy X +	prod, reset.do/hyspamuti-se * Count address prod, confirm.do Parter Parter Parter Parter Parter Parter Confirm.do	(celasit worky worky ✓ worky ✓ een sunt to you providing instructions to	rest your passed



Thrive Platform - Client Portal Mobile App



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

 Download the Now[®] Mobile App from your iOS / Android app store. You want to choose the app with subheading: Remove Friction from your Work. Click to Open App. You can then choose to allow (or not) notification alerts.



- 2. Enter the Instance Address or Scan QR code: Type in "Thrive" and it will autopopulate with https://thrive.service-now.com. Click Save & log in.
- 3. Use External Log In. Type in your email address.
- 4. Sign In using your email address. Then enter your password. Verify your identity. Enter the code that is sent to your mobile phone or email.
- 5. You should see "Welcome to Mobile".
- 6. To submit a case, click on the "Thrive Client Portal" icon at the bottom of the page. Click "Get Help" and submit as you would via the web portal.

