



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

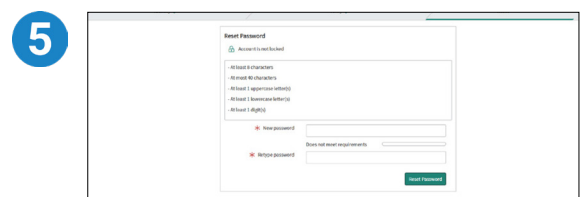
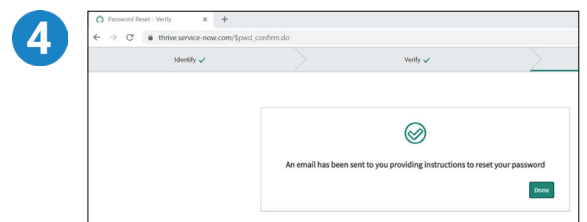
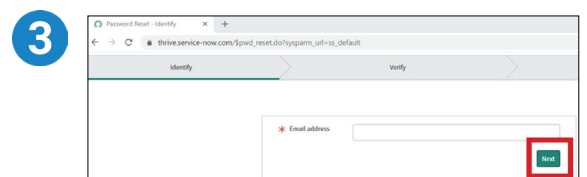
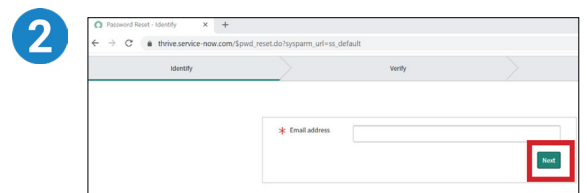
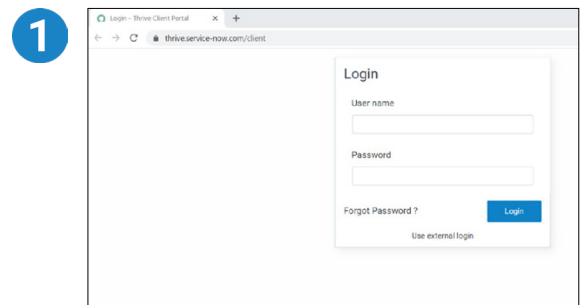


Thrive's Client Portal allows you to access and make changes to your service requests from any device, anywhere and at anytime.

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

### Web Browser Login

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 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.

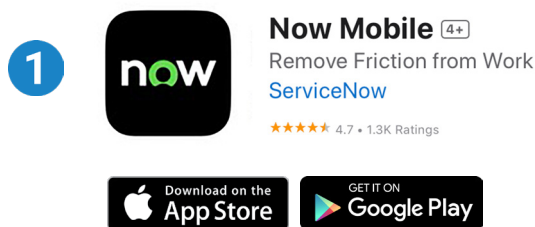




# Thrive Platform - Client Portal Mobile App

## Mobile App Download and Log in – Now® Mobile by ServiceNow

1. 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 TWSTYSTYNHFYNTSFQWYX



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.

