

# How To Login into Your Client Account with ThrivePass

Follow this guide to quickly gain access to your ThrivePass support account if you have emailed ThrivePass support emails in the past. It outlines the simple steps to submit your email address, initiate the secure password reset process and submit a ticket into ThrivePass

- 1 Navigate to <https://client.thrivepass.com/support/login>

**Already contacted support by email?**  
Your account already exists. Please use **Forgot password** instead of signing up.

### Log in to support portal

Are you a new user? [Sign up with us](#)

Your e-mail address \*

Password \*

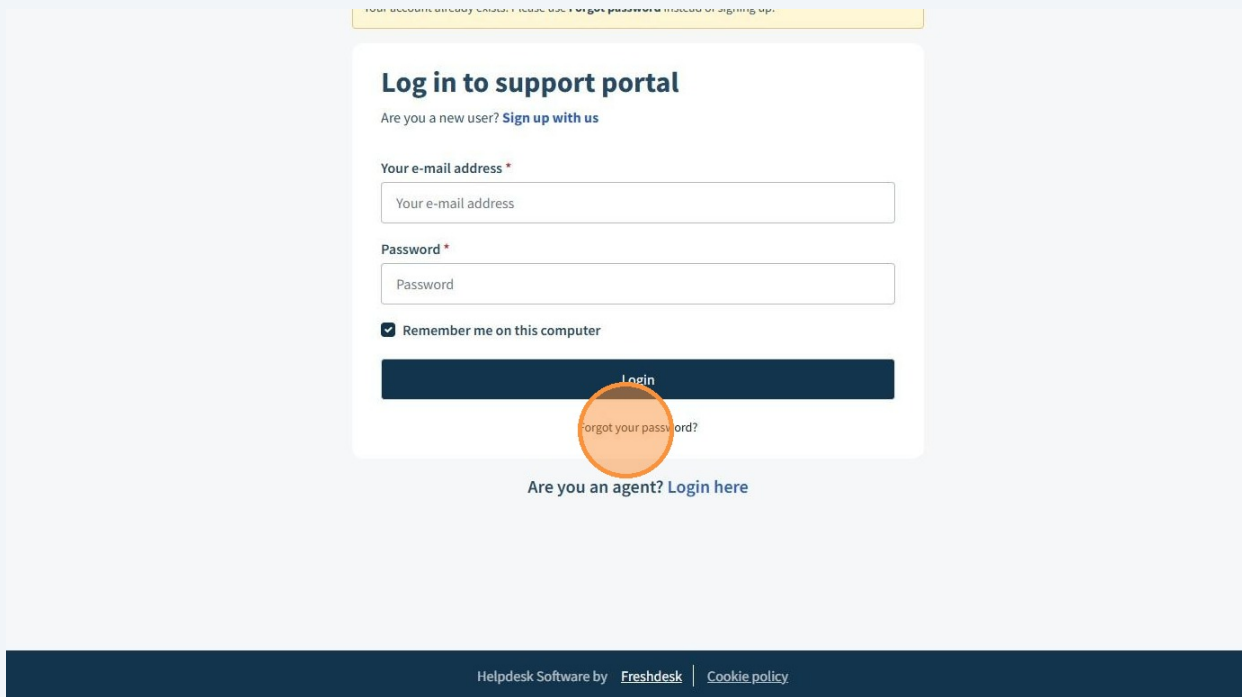
  
  
 Remember me on this computer

Login

[Forgot your password?](#)

Are you an agent? [Login here](#)

## 2 Click "Forgot your password?"



your account already exists? [Click here to get password reset instructions](#) or [signing up.](#)

### Log in to support portal

Are you a new user? [Sign up with us](#)

Your e-mail address \*

Password \*

Remember me on this computer

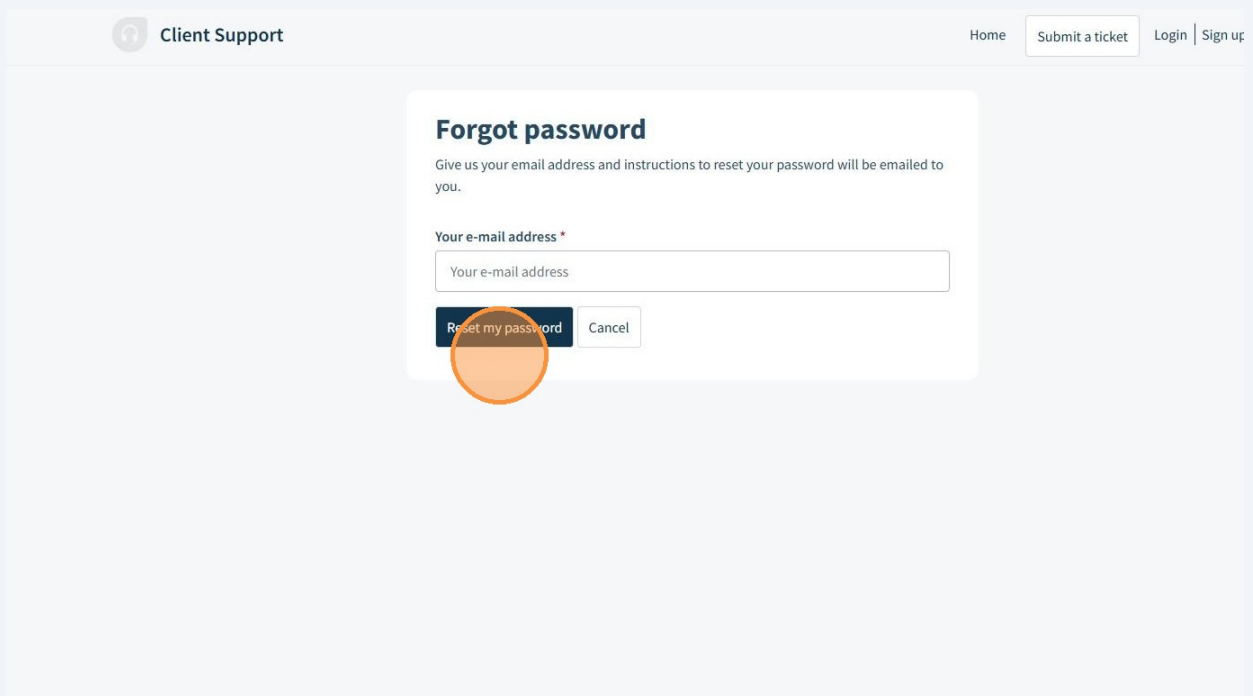
Login

[Forgot your password?](#)

Are you an agent? [Login here](#)

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## 3 Enter in your email address and click reset password.



Client Support [Home](#) [Submit a ticket](#) [Login](#) | [Sign up](#)

### Forgot password

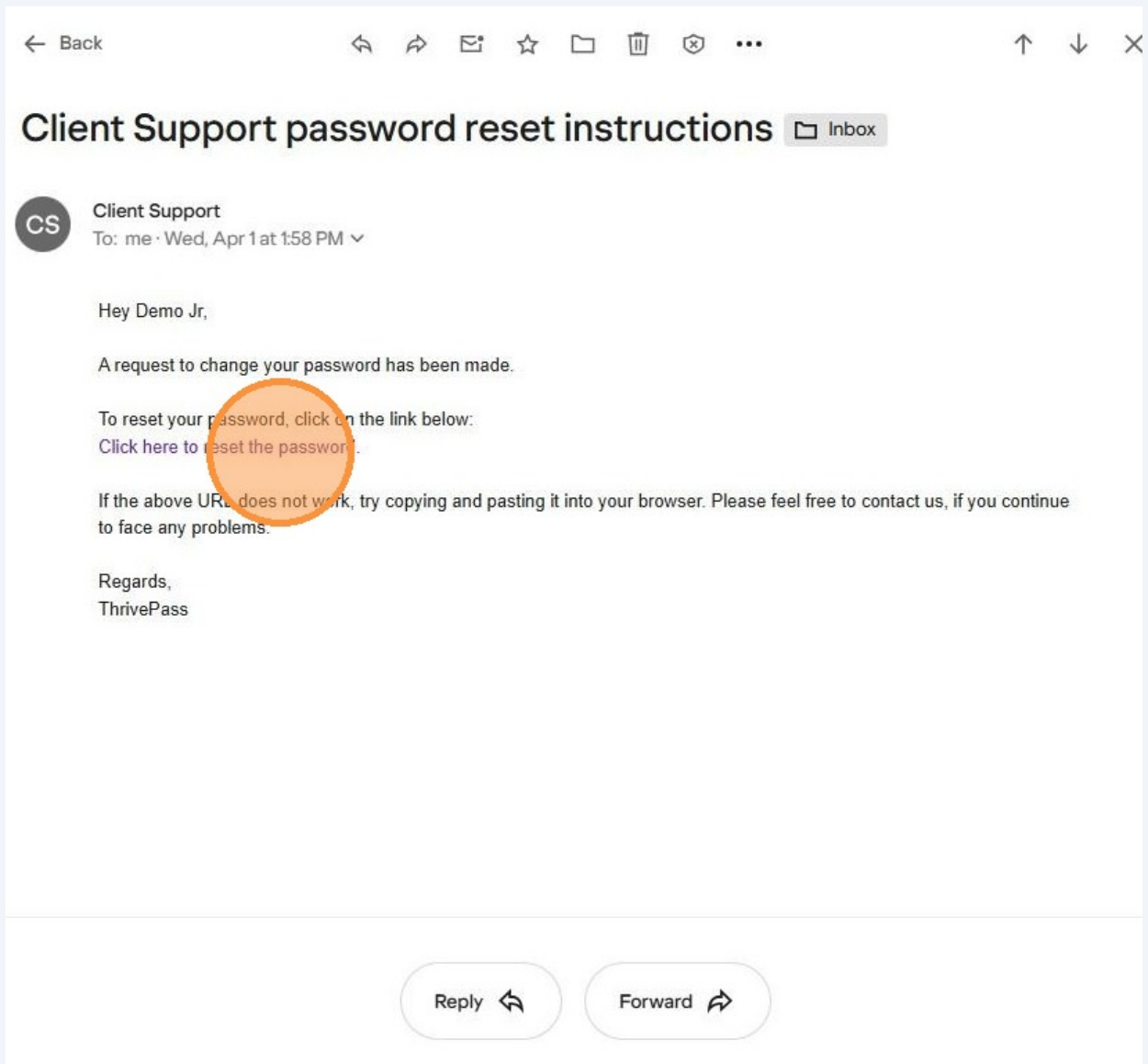
Give us your email address and instructions to reset your password will be emailed to you.

Your e-mail address \*

[Reset my password](#) [Cancel](#)

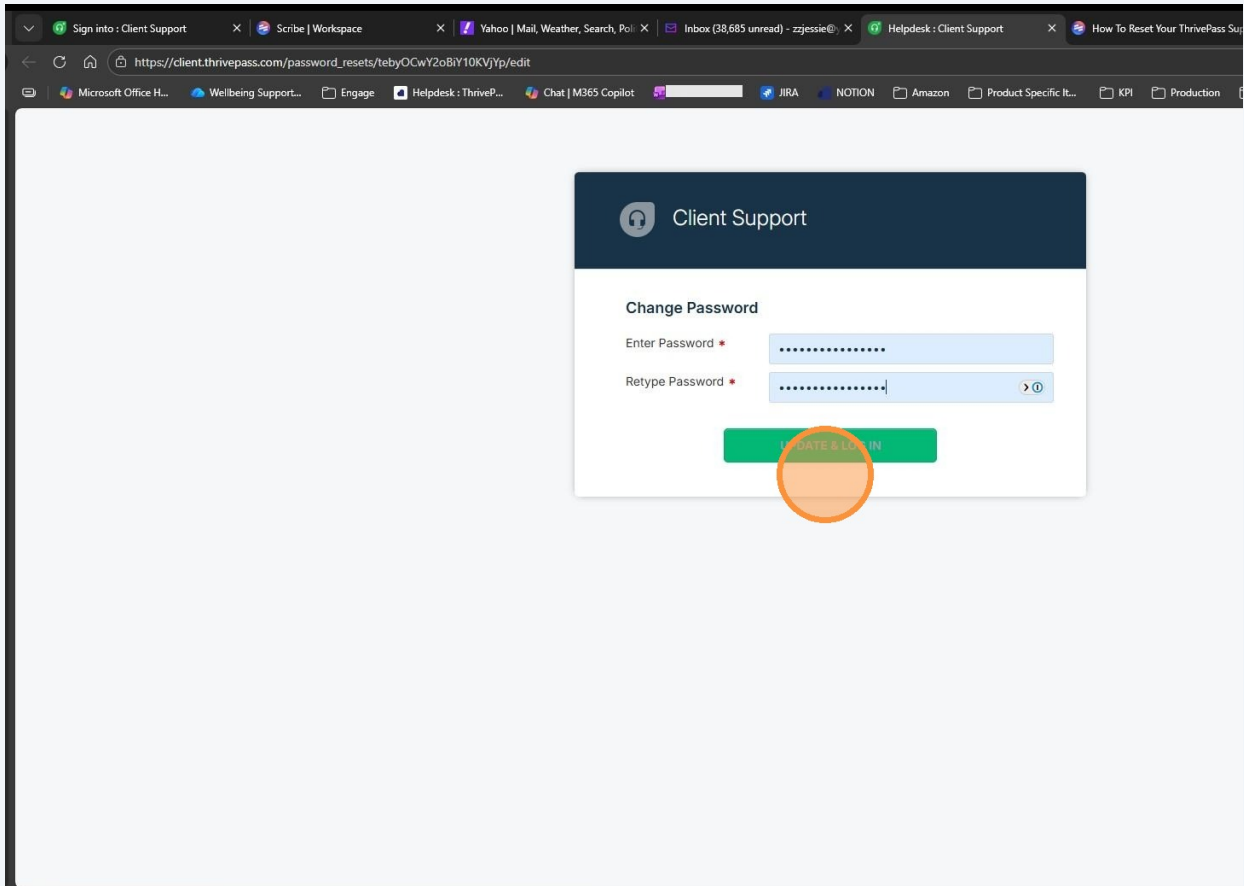
4

Access your email from the Client Support and click the link to reset your password.



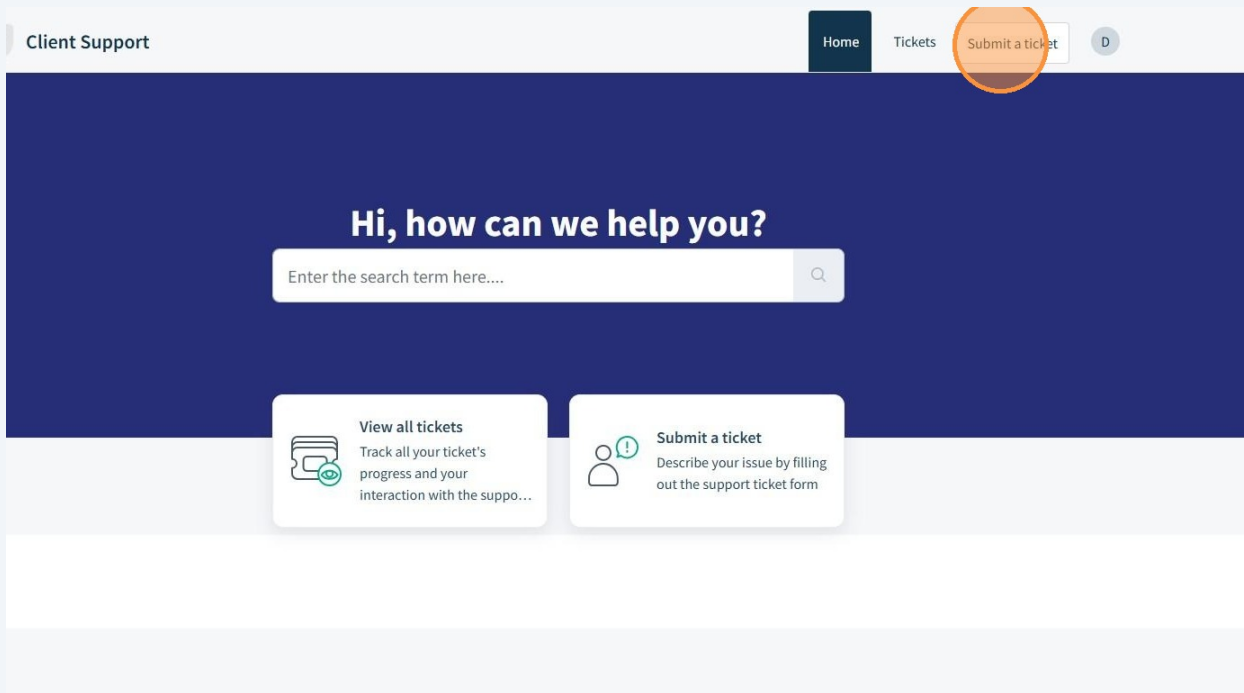
5

Enter in your new password and retype to confirm. Click Update & Log In



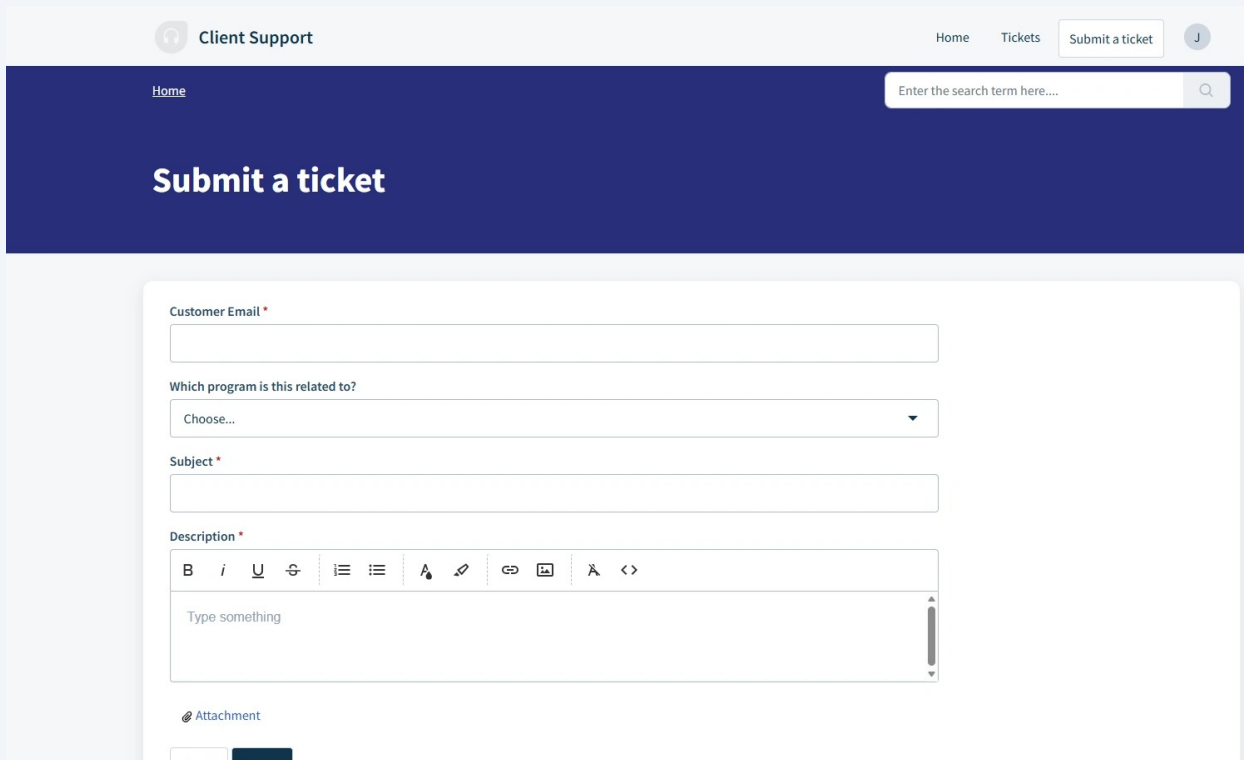
6

You will be re-directed to the home page. Click "Submit a ticket" to add a new support request.



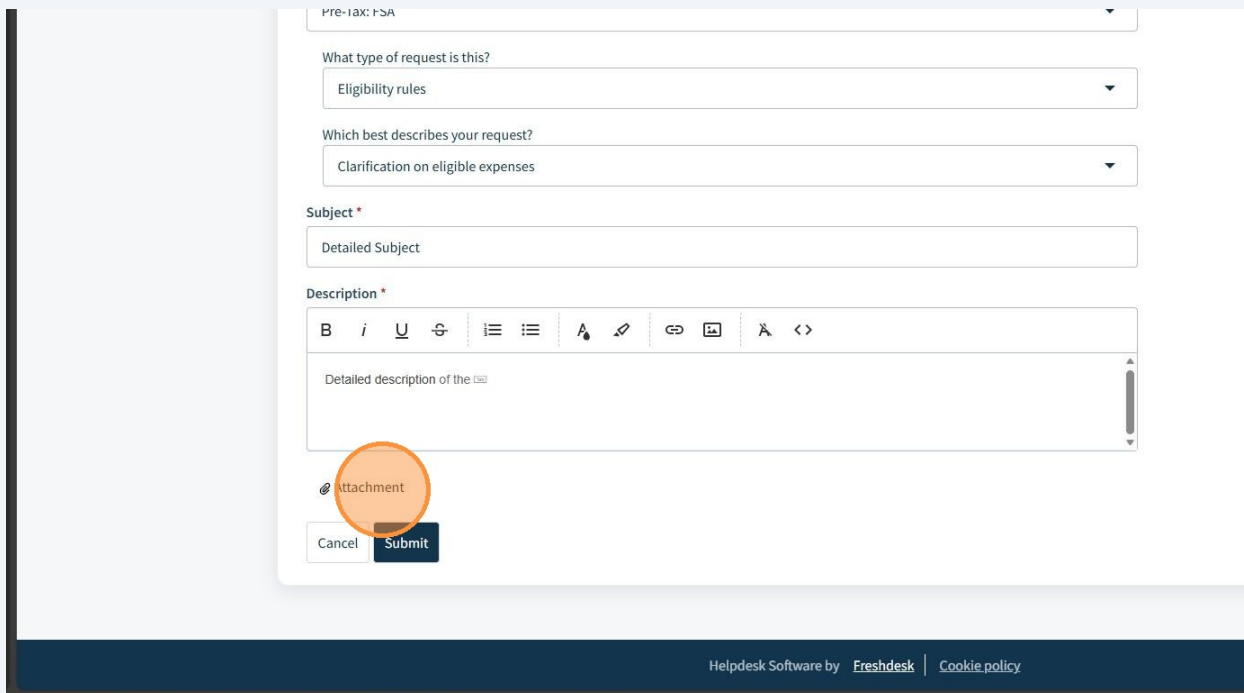
7

Select from the dropdowns the appropriate options based upon your query.



8

Enter in a detailed subject line and description. Attach any corresponding documents.













PRE-1ax: FSA

What type of request is this?  
Eligibility rules

Which best describes your request?  
Clarification on eligible expenses

Subject \*  
Detailed Subject

Description \*  
B i U         

Detailed description of the 

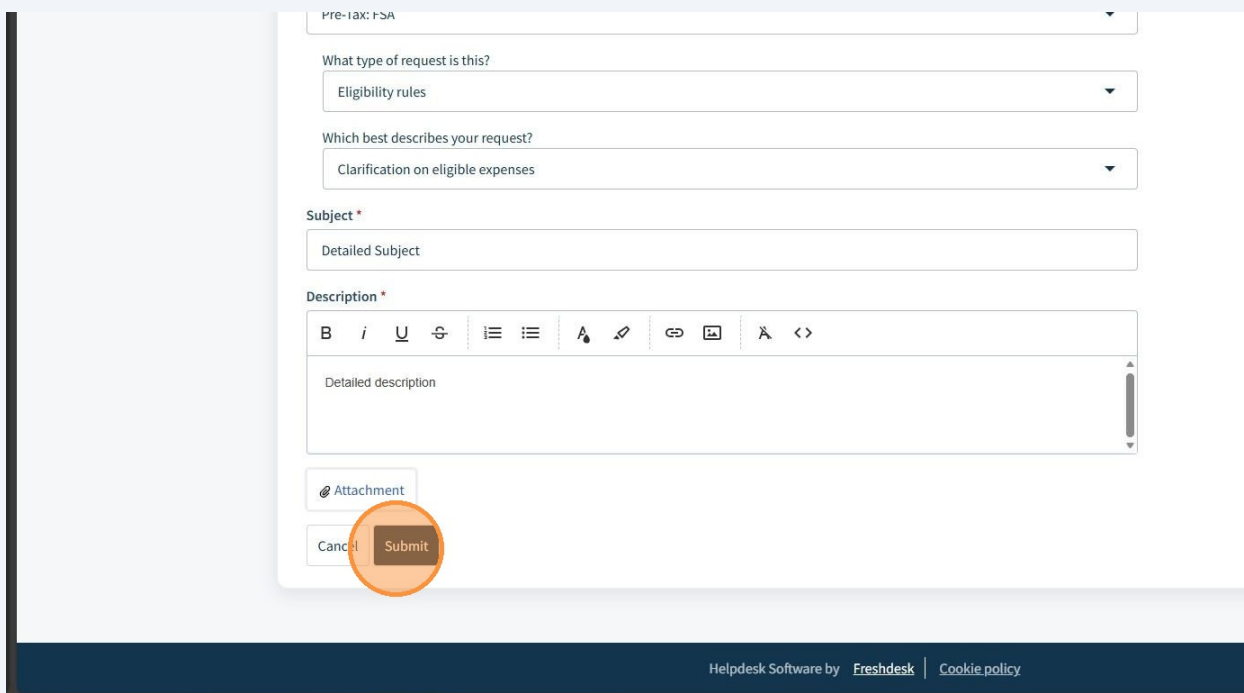
@ Attachment

Cancel Submit

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Click "Submit"












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B i U         

Detailed description

@ Attachment

Cancel Submit

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From the home page you can select Tickets to view the status of any ticket from your email address.

