

Employer Resource Portal

Welcome to ThrivePass!



Log In to Your ThrivePass Client Support Account

If you have emailed ThrivePass Support before, you already have access to our Client Support portal. This guide walks you through how to log in, reset your password if needed, and submit a support ticket so our team can help you faster.

Step 1: Go to the Client Support Login Page

Open your browser and navigate to:

This is your starting point for managing support requests and tracking ticket status.

The screenshot shows the login page for the ThrivePass Client Support portal. At the top, there is a yellow warning box that reads: "Already contacted support by email? Your account already exists. Please use **Forgot password** instead of signing up." Below this is the main login form titled "Log in to support portal". The form includes the text "Are you a new user? [Sign up with us](#)". There are two input fields: "Your e-mail address *" and "Password *". Below the password field is a checked checkbox labeled "Remember me on this computer". A dark blue "Login" button is positioned below the form. At the bottom of the form, there is a link that says "Forgot your password?". Below the form, there is a link that says "Are you an agent? Login here".



Step 2: Reset Your Password

On the login screen, select **Forgot your password?**

Enter the email address you previously used to contact ThrivePass Support, then click **Reset password.**

The screenshot shows a login form titled "Log in to support portal". It includes fields for "Your e-mail address" and "Password", a "Remember me on this computer" checkbox, and a "Login" button. A callout circle highlights the "forgot your password?" link below the login button. Below the form, there is a link for "Are you an agent? Login here". At the bottom, it says "Helpdesk Software by Freshdesk | Cookie policy".

Step 3: Check Your Email

Look for an email from ThrivePass Client Support.

Open the message and select the link to reset your password. This link is secure and will guide you through setting up access.

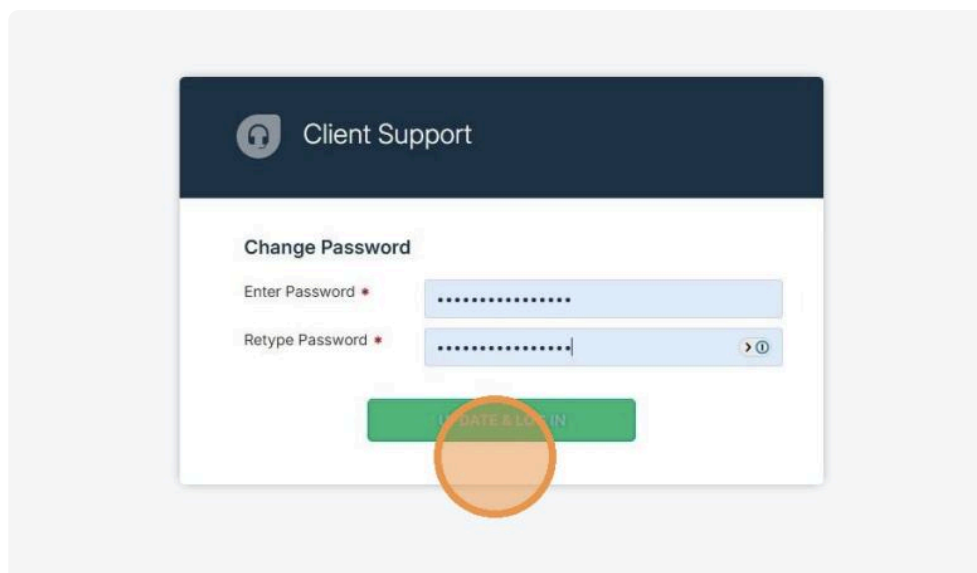
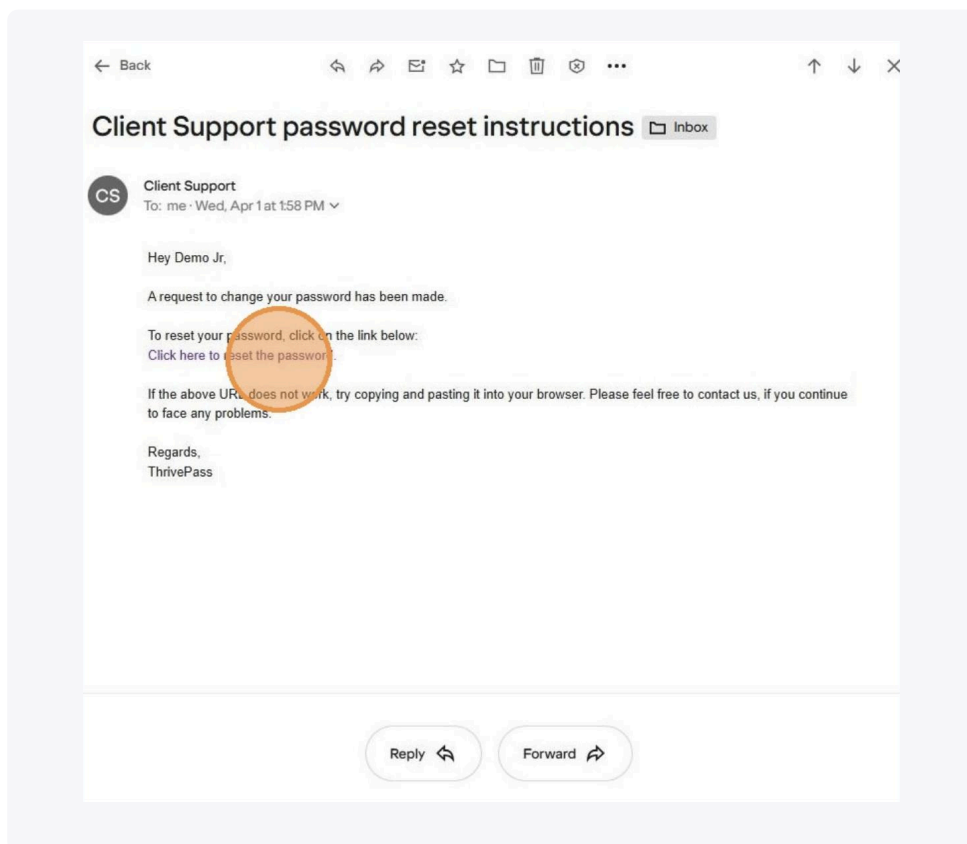
The screenshot shows a "Forgot password" form within a "Client Support" interface. The form asks for the user's email address and has a "Reset my password" button. A callout circle highlights the "Reset my password" button. The interface also includes navigation links like "Home", "Submit a ticket", "Login", and "Sign up".



Step 4: Create Your New Password

Enter a new password, then confirm it when prompted.

Select **Update & Log In** to complete the process and access your account.

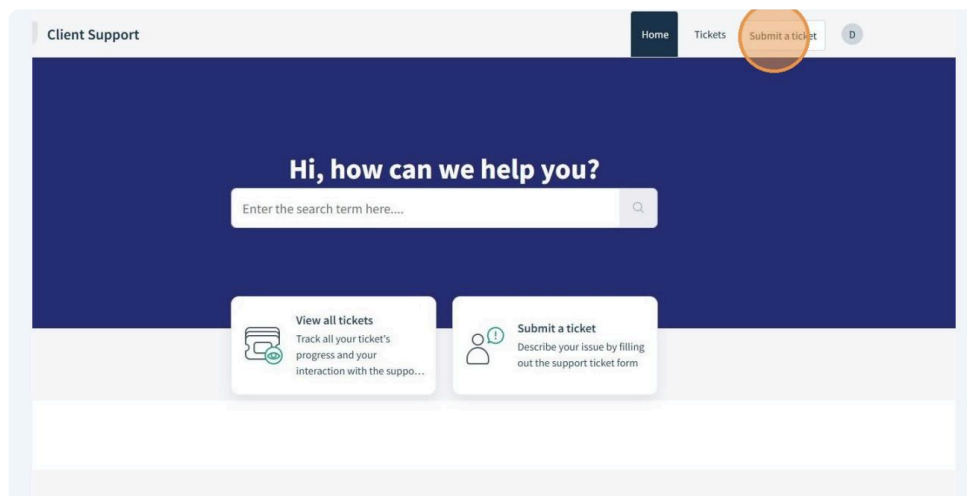




Step 5: Submit a Support Ticket

Once you are logged in, you will land on the home page.

Select **Submit a ticket** to create a new support request. Choose the options that best match your question from the dropdown menus so your request reaches the right team.



Step 6: Share the Details

Add a clear subject line and provide a detailed description of your question or issue.

Attach any relevant files or documentation that may help us resolve your request more quickly. When you are ready, select **Submit**.





PRE-1AX: 1-3A

What type of request is this?
Eligibility rules

Which best describes your request?
Clarification on eligible expenses

Subject *
Detailed Subject

Description *
Detailed description of the 

 Attachment

Cancel Submit

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Step 7: Track Your Tickets

At any time, you can return to the home page and select **Tickets** to view the status of your submitted requests.

This gives you visibility into updates, responses, and resolution progress, all in one place.

