

Technical Support

How to resolve any problems

When you run into a problem in the system or have a question, follow these steps:

1

Look for an answer in your online help content

From within your management system menu go to Help > Online Support to search the Help File and Thriva Training Videos for an answer to your question or solution to your problem.

2

Submit a Support Request

While logged into your management system, menu go to Help > Support Requests > Submit Request. Be sure to include as much detailed information as possible as this makes for a quicker investigation and solution to your problem. A Thriva Support Team member will then investigate your inquiry and respond via phone or email to assist you.

If you are unable to submit a Support Request or have an emergency that requires an immediate phone response, call our Technical Support line at 877-996-2267.

For emergencies after 6PM Pacific Time, on weekends, or holidays

Call our Technical Support line at 877-996-2267 and follow the prompts to leave a message and page an Emergency Response representative 24 hours a day.