

## How to Get Help

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### **Search the Active Customer Portal**

From your management system menu go to Help > Support Requests > Submit Request. This will take you to the online Customer Portal where you can search the online help materials and training videos for an answer to your question or solution to your problem. Answers to the most common questions can usually be found there.

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### **Submit a Support Request**

From your management system, go to Help > Support Requests > Submit Request. Once logged into the Customer Portal, click on the “Service Request” link on the right-side action bar. 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. You can also track your Support Request history here as well.

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### **Call our Support Line**

If you are unable to submit a Support Request or have an emergency that requires an immediate phone response, you can always call our Technical Support line directly at 877-996-2267 during normal business hours (5AM-5PM Pacific Time).

### **Emergencies after 5PM Pacific Time weekdays, and on weekends and holidays**

Call our support team at 877-996-2267 and follow the prompts to the after-hours/site down option. You will be able to leave a message that will page an Emergency Response representative during off hours.

Please note: after-hours support is dedicated for emergencies only.