

Thrive Global FAQs

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General information

Q: How much does Thrive cost?

A: Thrive is provided at no cost to Adobe employees and interns, plus a family or household member of their choosing.

Q: Who is eligible for Thrive?

A: All regular employees and interns, plus a family or household member of their choosing (a "+1") are eligible to participate.

Q: Who do I reach out to if I encounter an issue with my account?

A: Reach out to support@thriveglobal.com and put "Adobe" in your subject line.

Getting started

Q: How do I get started with Thrive?

A: To get started with Thrive:

1. Register for your free Thrive account at <https://app.thriveglobal.com/login/signup/brand> or download the mobile app ([Apple](#) | [Google](#)). Enter "Adobe" in the company name field, then follow the prompts to sign up with SSO.
2. Answer a few questions to provide a baseline of insights to build on over time as you use the platform and to help you make an informed decision about which journey topic to choose. Select

a journey from the following topics: Sleep, Food, Movement, Stress Management, Focus, Connection, or Money.

3. On the Community section of your Journeys homepage, click 'Get started' if you want to opt into the community feed, which allows all other Adobe participants to view your high-level activity. You can always change your display name and community preferences at any time in your profile. [Learn more](#).

Q: How do I access Thrive on Slack?

A: To access Thrive on Slack:

1. Make sure you are in the Adobe workspace (adobe.enterprise.slack.com)
2. Click this link or copy it into your browser:
https://slack.com/app_redirect?app=A02KK4PEWF4&team=T04EXJHS3
3. If you see a web page that says, 'Redirecting to Thrive,' click 'Open Slack' in the pop up or click 'open this link in your browser.'

If you do not see a 'Redirecting to Thrive' message:

1. Locate the button with the red Adobe icon at the bottom of the 'Sign In To Your Workspace' page content and choose 'Open/Add'
2. Search 'Adobe' in the search bar and select the red and white Adobe logo for the 'Adobe' workspace.
3. Click 'View Details', then 'Join and Launch Slack'. The app will then show up in your Slack apps bar.

You can unsubscribe from Thrive at any time using this command: /thrive unsubscribe

Q: How do I access Thrive on Microsoft Teams?

A: To access Thrive on Microsoft Teams:

1. In the Microsoft Teams app on your computer, navigate to the 'Apps' icon in the left-hand menu.
2. Search for 'Thrive Global' and look for the blue leaf icon.
3. Click 'Add' and then 'Add' again.

You can uninstall the app at any time by right-clicking the Thrive Global icon.

Q: How do I change the language?

A: Thrive is available in English, Spanish, French, Italian, German, Portuguese, Japanese, and Simplified Chinese. To change your language preference, navigate to your profile, click 'Preferences,' choose your desired language, and click 'Save changes.' You will need to change your language settings within Slack and Microsoft Teams individually to have Thrive content translated on each.

Privacy and notifications

Q: How is my data used with Thrive?

A: Data is collected by the Thrive platform to provide you helpful, customized insights to support your progress. Any responses you give within the platform are strictly anonymous. Aggregate, anonymized participation data is available at the organizational admin level.

Q: Can anyone see my responses or activity within the platform?

A: Your responses to daily check-in questions and the journey you choose are always anonymous. There are two ways that others can see some of your activity in the Thrive Global platform:

1. Participating in a team or company challenge allows other participants in the challenge to see your challenge progress.
2. Opting into the community feed allows all Adobe Thrive participants to see your activity, such as when you check into a microstep, watch a reset, make progress in a challenge, or level up an achievement. You can change your display name or opt out of the community feed at any time. [Learn more.](#)

If you do not engage in either of the above options, your activity will be private.

Q: How do I opt into or out of push notifications on the app?

A: When you open the app for the first time, you may be prompted to turn on notifications. If notifications are enabled and you want to change the settings, click on the profile icon that has your initials. Select 'Preferences' to toggle notifications on or off. You can also go to your phone's notification settings to adjust these.

App features

Journeys

Q: What are journeys?

A: Journeys are the core of your Thrive experience. Each day you'll answer your daily check-in question and then get customized microsteps, which may be resources, bite-size videos, or actionable tips you can implement that day based on where you are in your journey. [Learn more](#) about journeys.

Q: Which journey topics can I choose from?

A: Choose from seven journeys, based on what area of your wellbeing you'd like to focus on most: Sleep, Food, Movement, Stress Management, Focus, Connection, and Money. Each journey has 6 levels of content, and each level contains 7 lessons. You unlock a new lesson every day after answering your daily check-in.

Q: What if I want to change my journey?

A: You can change a journey at any time. In the 'Journeys' tab, go to the left side under My Journey (on mobile this will be under the tab labeled 'Progress') and select your journey. Your new journey will begin the following day.

Q: How many journeys can I participate in at once?

A: You can only participate in one journey at a time. Focusing on one journey topic allows you to build on your daily microsteps over time and create lasting change.

Daily Check-ins

Q: What are daily check-ins?

A: The daily check-in starts with a prompt pertaining to the journey you've selected or a key wellbeing dimension such as energy and productivity. Your confidential response to the daily check-in unlocks a new piece of content along your journey, allowing you to progress along your wellbeing plan. You can take your daily check-in on the Thrive web platform, mobile app, Slack, or Teams. You only need to take your daily check-in in one place. [Learn more](#) about daily check-ins.

Q: Can I customize what time I receive my daily check-in question?

A: Yes, you can customize the timing of your daily check-in by following these steps:

In Thrive for Microsoft Teams:

1. Navigate to the Thrive app within Teams
2. Send the command 'timing' in the Chat tab
3. Select the new time you'd like to receive your daily check-in

In Thrive for Slack:

1. Navigate to the Thrive app within the Adobe workspace (adobe.enterprise.slack.com) on Slack
2. Enter “/thrive preferences” in the Messages window to be prompted with a timing selection screen
3. Select the time of day you'd like to receive your daily check-in question and click 'Save'

Microsteps

Q: What is a microstep and how do I check into one?

A: Microsteps are small, science-backed steps you can take to build habits that significantly improve your life. Answering your daily check-in question will unlock a new lesson pertaining to your journey. At the bottom of the lesson, you will find two microsteps you can commit to. Click on the bubbles on the left-hand side if you plan to complete them. [Learn more](#) about microsteps, including how to add, remove, and share them with others.

Q: How do I choose my own microstep?

A: Scroll to the bottom of the 'Browse' section in the 'Library' tab. Click 'Manage Microsteps' and choose from a variety of microsteps. Tap the '+' to pin the microstep to easily revisit and check it off each day.

Insights Dashboard

Q: What does the insights dashboard tell me?

A: Based on your daily check-in responses and any connected biometrics, the insights dashboard summarizes valuable in-the-moment insights into how you're doing across five areas (effectiveness, productivity, belonging, enthusiasm and energy) and automatically provides science-backed recommendations and suggested journeys to help you reduce stress and build resilience.

Challenges

Q: What is a challenge?

A: Challenges add an extra layer of guidance and motivation through suggested microsteps that help you work toward personal improvement over a set period. You can start a personal challenge or you can join or create a group challenge with your colleagues. [Learn more about challenges.](#)

Q: How many challenges can I do at once?

A: You can participate in as many challenges as you'd like, though we suggest limiting it to 2-3 challenges at one time to ensure lasting success.

Q: Can I invite my +1 to do a challenge with me?

A: No. Your +1 can participate in personal challenges, but you can only invite other Thrive users with an adobe.com email address to join a group challenge.

Library

Q: What can I find on the 'Library' tab?

A: Explore resources that fit your personal needs, including insightful articles, role model stories, podcasts, and more that can help you take action with your microsteps. [Learn more.](#)

Resets

Q: What are Thrive resets and when should I do them?

A: Thrive resets are 60-second videos that guide you to deeply inhale and exhale, which has been scientifically proven to activate your parasympathetic nervous system and lower your cortisol levels. Choose from over 150+ resets in the library to release tension, refocus on gratitude, reframe after a difficult conversation, or relax and wind down after a stressful exchange. [Learn more](#) about resets.

Achievements, Tokens, and Gardens

Q: How do achievements and tokens work?

A: Making progress on your journey, watching resets, and checking in to your microsteps all add up to achievements. Click on the leaf icon to see your achievement progress and cash in your tokens for items to add to your virtual garden like a birdhouse or a wishing well. [Learn more.](#)

Q: How do I make my virtual garden grow?

A: Grow a beautiful and diverse garden by completing daily microsteps and watching Reset videos. The more you do the faster your plant will grow! [Learn more.](#)

Q: What's the difference between my personal garden and a challenge garden?

A: A challenge garden is separate from your personal garden, and you can only grow plants there while the challenge is live by completing your daily challenge goals. Complete 10 challenge goals to earn a special item for your personal garden.

Health and Fitness App Integration

Q: Can I connect a health and fitness app?

A: Yes. Under your profile, click 'Health & Fitness Apps' to connect with Apple Health, GoogleFit, Garmin, MyFitnessPal, Strava, and more. This lets you see how your average steps and sleep scores compare to benchmarks in your Insights tab and tracks activity for device-enabled challenges. [Learn more](#) about using health and fitness apps with Thrive.

Q: What if I have trouble connecting my health and fitness app?

A: If you have trouble syncing your health and fitness app, you can troubleshoot with these [suggestions](#). If you still have trouble, email support@thriveglobal.com and someone will reach out to you within 24 business hours.

Thrive +1

One of the best ways to increase the likelihood that you'll stick to a health goal is to have the support of another person to keep you accountable and share the experience. Adobe employees can invite one member of their household or family to join Thrive free of charge.

Q: Who is eligible to invite a +1?

A: Regular employees and interns can invite a +1.

Q: Who can I invite to be my +1?

A: You can invite a family member or a member of your household.

Q: How do I invite a +1 to Thrive?

A: Steps to add your +1:

1. Sign into your Thrive account on the web, mobile app, or Teams.
2. Click on your profile in the top-right corner, then select 'Invite' and choose how you'd like to invite your +1.
 - Invite by email: Enter the email address of the family or household member you'd like to invite and click 'Send.'
 - Invite by direct link or QR code: Copy your unique invite link or QR code from the 'Invite family & friends to Thrive' and share it with your +1.

Additional support

Q: What if I can't find the answer to my question here?

A: Check the extensive [FAQs on the Thrive Global website](#) for an answer.

Q: Who do I contact for help?

A: If you are experiencing issues with the Thrive app or platform, please send an email detailing your issue to support@thriveglobal.com and the team will get back to you within 24 business hours.