

# Thrive Global FAQs

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Looking for reset FAQs? Click [here](#).

## 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](mailto: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.

### **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](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 with 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 personal progress are always anonymous. The only way that others can see your activity within the Thrive Global platform is by participating in a team or company challenge. This allows other challenge participants to see your challenge progress.

If you do not engage in the above option, 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**

### **Intentions**

**Q: What are intentions?**

**A:** Intentions are the core of your Thrive experience. Setting an intention grounds you in what you want to accomplish and guides Thrive to share the right actions to support you.

Select a wellbeing intention and choose up to three focus areas based on what area of your wellbeing you'd like to focus on most, including sleep, food, movement, stress management, focus, connection, and money. Receive daily content in the form of videos, articles, and microsteps from your chosen focus areas tailored to building healthy behaviors. [Learn more](#) about intention setting.

**Q: What if I want to change my intention?**

**A:** You can change your intention at any time. From the homepage, click the edit icon in the 'Your Intention' section.

**Q: How many Intentions can I have at once?**

**A:** You can only choose one intention at a time. This 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 intention you've set. 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 set intention. 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 content 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 400+ 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.

### Q: What are the steps to create a Thrive reset?

A: Follow these steps:

- (Optional step) Gather photos and/or create content using the [Adobe Express Thrive reset template](#)
- Log into [Thrive Global](#), navigate to the 'Reset' tab and look for the option to make a reset
- Arrange up to 12 pieces of content, including content created in Adobe Express, personal photos, and gallery images and quotes, then click 'Create Reset'
- Click the musical note icon to choose audio — such as nature sounds or a favorite song from the featured music library — that conveys the feeling you want to have when you watch your reset
- Slide the 1-minute audio bar along the soundtrack to get the section of the song you want
- Name your reset at the top left of your screen and click 'Save Reset'
- When you're done, share it with Adobe colleagues or watch your reset whenever you need a boost!

### Q: Can other people see my personal resets?

A: You can choose who can see your reset. Upon creating a reset, you will be prompted to share it. You can keep it restricted if you have no plans to share. If you do want to share it, change 'Restricted access' to 'Open access' and copy the link, which can be sent to other Adobe employees. You can also change access at any time by navigating to 'My Resets' on the 'Reset' tab, clicking the three dots on the desired reset and choosing either 'Restricted' or 'My Company.'

Note that to view your reset, others will need to click the link you provide each time. Your reset will not show up in their reset library, nor will it appear in the general Thrive reset library. You cannot share with your +1 or anyone outside of Adobe.

Note: If you are U.S. based and choose licensed music from the 'Featured Audio' menu, your colleagues outside the U.S. will not be able to access your reset. To ensure the ability to share globally, chose audio from the 'Thrive Audio' menu.

### Q: How can I get help creating, editing, or sharing a reset?

A: First, check the [Thrive Global Help Center](#) for the answer to your specific question. Still having trouble? Email [support@thriveglobal.com](mailto:support@thriveglobal.com) and receive a response within 24 business hours.

**Q: How do I access the Adobe Express reset template?**

**A:** Click this link: [Adobe Express reset template](#). Make sure you are logged in using your Adobe Enterprise account via SSO, not your personal or alternate accounts.

**Q: How do I use the Adobe Express reset template?**

**A:** Watch the '[How to create a reset using Adobe Express](#)' tutorial video for step-by-step instructions. For additional support, access the Adobe Express Learn hub [here](#) or by clicking on the lightbulb icon located in the top navigation of the Adobe Express platform. Additionally, you can check the [Adobe Express User Guide](#) or post questions directly in the [#express-feedback](#) Slack channel.

**Q: Do I have to use Adobe Express to create a Thrive reset?**

**A:** No. Using Adobe Express is an optional step. You can upload personal photos directly to the Thrive app or choose from images and quotes that are pre-loaded on the Thrive platform.

## 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](mailto: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](mailto:support@thriveglobal.com) and the team will get back to you within 24 business hours.