Adobe

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 up to five family or household members of their choosing.

Q: Who is eligible for Thrive?
A: All regular employees and interns, plus up to five family or household members of their choosing 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.

Q: How do I access Thrive on Slack?
A: To access Thrive on Slack, search "Thrive" and look for the blue leaf icon. Click on the app to add it to your workspace. Alternatively, you can click this link, continue in the adobe.slack.com workspace, and follow directions to open the Slack app.

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 American English, British English, French, German, Italian, Japanese, Polish, Portuguese, Spanish, and both Simplified and Traditional 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.

Q: How do I change the frequency of daily check-in notifications on Slack?
A: Within the Messages section of Thrive for Slack, type the command **/thrive preferences**. You can then update the frequency or turn off daily check-in notifications.

Q: How do I unsubscribe from Thrive in Slack?
A: If you do not want to engage with Thrive for Slack or receive any kind of notifications, please reach out to support@thriveglobal.com and let them know that you would like to unsubscribe from any Thrive notifications including Reflection notifications.

Q: How can I remove the Thrive app from my phone?
A: If you no longer want to engage with the Thrive mobile app, you can locate the Thrive icon in your apps and choose "Remove App" or "Uninstall".

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.

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.

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 a family or household member to do a challenge with me?
A: Some challenges allow you to invite one or more of your five family or household members. Learn more about inviting them.

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 videos, 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 or 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 when 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 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, choose 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 and receive a response within 24 business hours.

Health and Fitness App Integration

Q: Can I connect a health and fitness app?
A: Yes. See the **Connected Health Apps FAQs** for details.

Thrive +5

One of the best ways to increase the likelihood that you'll stick to a health goal is to have the support of others to keep you accountable and share the experience. Benefits-eligible Adobe employees can invite up to five members of their household or family to join Thrive free of charge.

Q: How do I invite family or household members to Thrive?
A: Sign into your Thrive account on the web, mobile app, or Teams. Click on your profile in the top-right corner, then select 'Invite' and choose to invite up to five family members via email, direct link, or QR code.

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.