

Thrive: A Guide to Setting up and using the Password Self-Service Tool

Please read:

It is **vital** you set-up your self-service password reset account and reset your temporary password for Thrive as soon as you are issued with Thrive login details. This will enable you to change your password when you get expiry notices or if you forget your password. To keep the information in Thrive safe you will be prompted to reset your password every 30 days.

Please remember there is no helpdesk facility for Thrive so passwords need to be managed by the user and only technical issues should be escalated. Your manager will be contacted if your self-service tool is not set up within two weeks of your account details being issued.

This guide takes you through how to setup Thrive self-service, how to use self-service to reset your Thrive password and what to do if you have forgotten your password. There is also a trouble shooting guide, please refer to this if you have any difficulty using the self-service tool.

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1. Introduction to the Self-Service



Home button takes you to the front page of the self-service tool



Logon button to access your self-service account



Allows you to reset a forgotten password



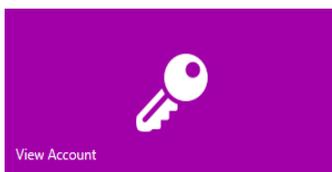
Log out of self-service tool button



Allows you to reset a forgotten or expired password. You must have already set up your security questions to use this facility



Allows you to change your password when you receive an expiry notice or if you think the security of your password has been compromised. You will be directed to log in using your current username and password to use this facility



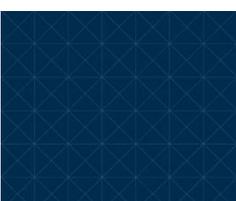
Logon button to access your self-service account

Do not click on buttons marked “not for Thrive use”

Remember: the self-service tool is separate to Thrive, once you have set your security questions and/or changed your password you must log out of the self-service tool, close the browser page and open Thrive using the correct web address.



The **Self-Service tool** is used for changing and resetting passwords only: <http://selfservice.klz.org.uk>



Thrive is a different web address and contains Commissioned Service case information, EHPS tracker and GP referral information www.kentehps.org.uk

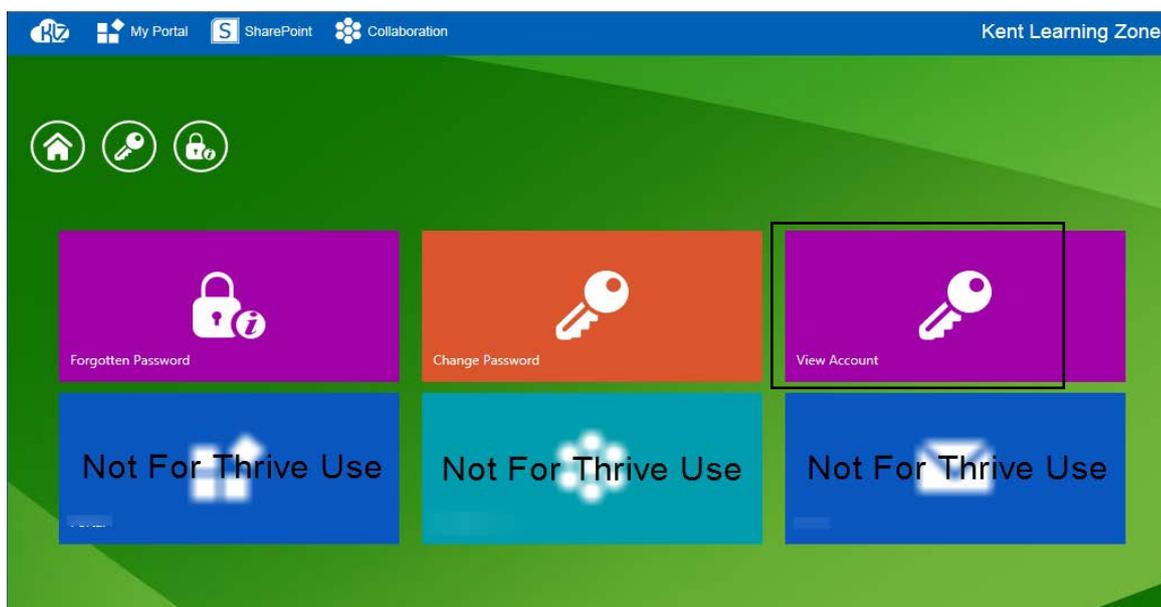
2. How to Setup Self-Service

You must set up self-service before logging into Thrive for the first time

Self-service is a tool which allows Thrive users to change or reset their own password. To change an expired or forgotten password, users will be asked to verify their identity by answering security questions. These memorable questions and answers must be set up by the user as soon as they are issued an account for Thrive.

To setup security questions:

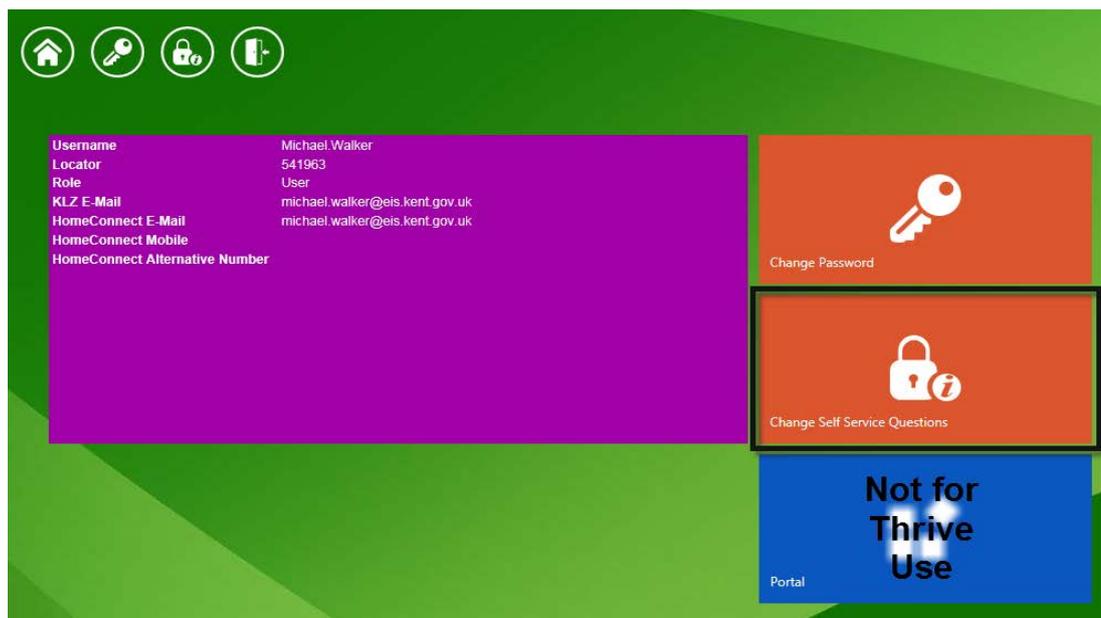
1. Go to: <http://selfservice.klz.org.uk> and select the 'View Account' tile



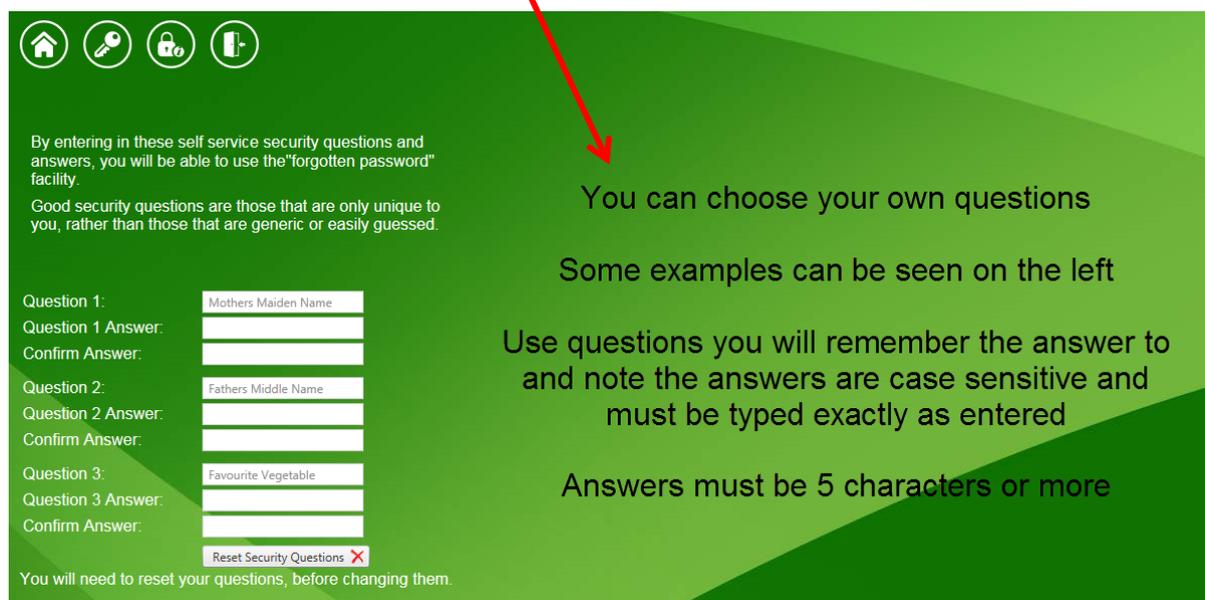
2. Enter your Thrive account name and password (do **not** include @klz.org.uk in you user name when logging into the self-service tool)



3. Select the 'Change Self-Service Questions' button



4. Enter three questions and answers. The questions can be anything that you **can remember** but answers should not be guessable by your friends or colleagues. Your password is protecting sensitive and restricted information. Read the tips on the screen shot below.

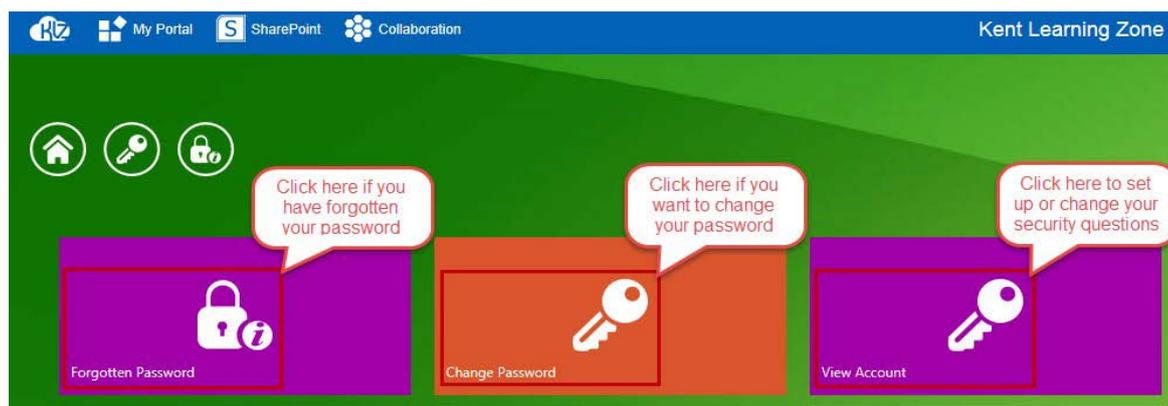


Now proceed to [step two](#) and change your password

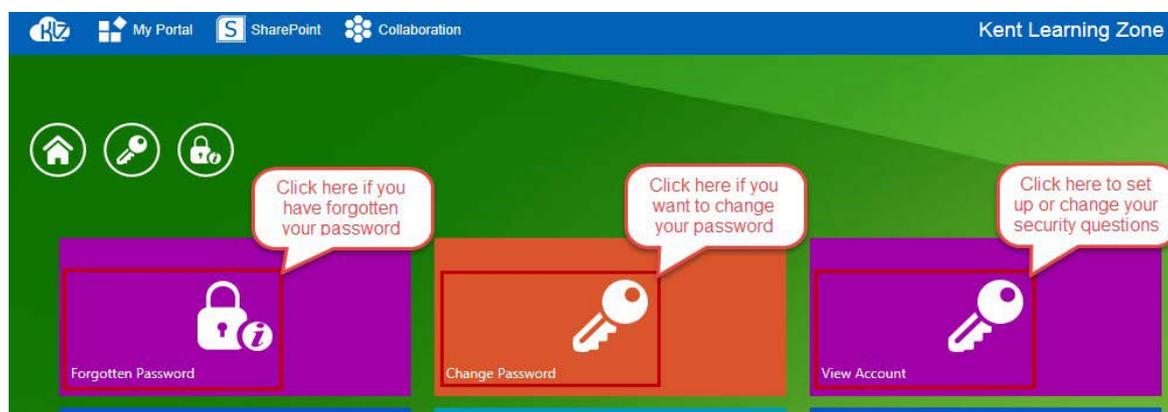
3. How to Use Self-Service to change your Thrive password

This option allows you to change your current password. If you suspect that your account may have been compromised or if you receive an expiry warning then you **must change your password immediately**. We recommend you change your password on a regular basis for added security do not wait until your final expiry warning.

1. Go to: <http://selfservice.klz.org.uk> and select the 'Change Password' button.

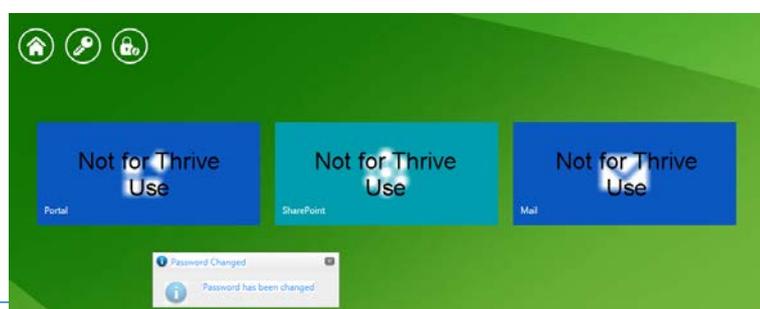


2. Enter your current username and password and click the arrow. **Please note:** if your password has expired please use the “forgotten Password” option.



3. Enter your current password into the old password cell and a new password (confirming by re-entering as prompted), click save once you are happy with the new password. See the [trouble shooting](#) guidance for the required password format.

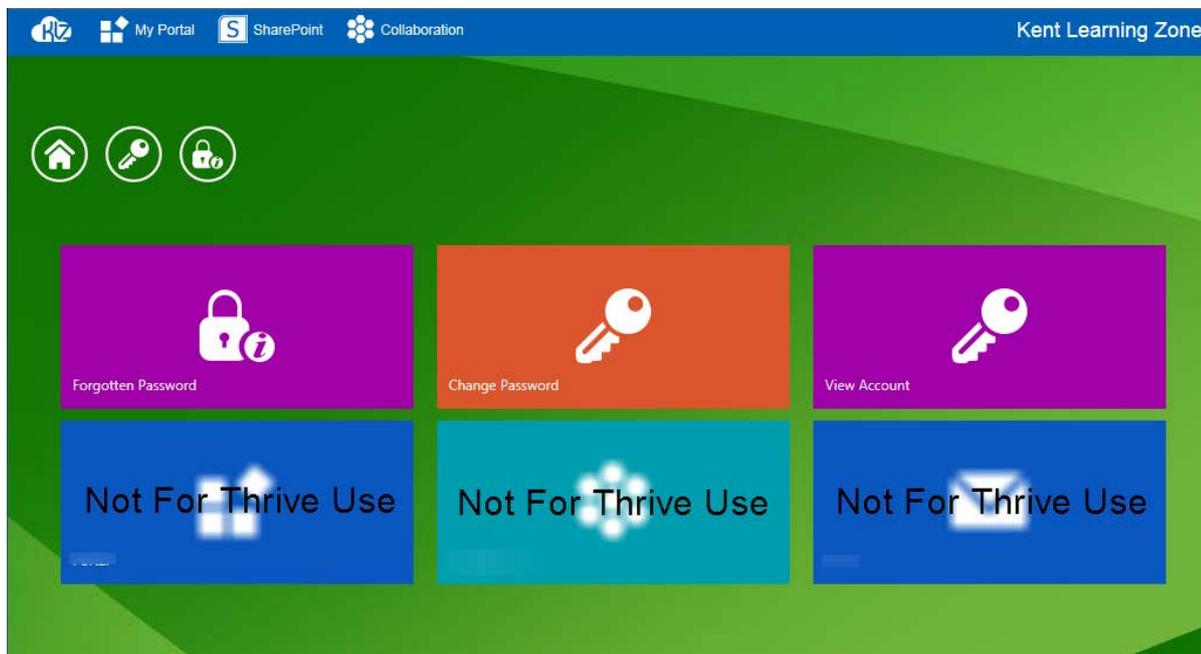
4. You will then see the screen below, now shut the self-service tool and enter the Thrive web address: www.kentehps.org.uk to log into Thrive with your new password.



Do not click any of the blue buttons shown below, you do not have access to these areas.

4. How to Use Self-Service to reset your forgotten or expired Thrive password

<http://selfservice.klz.org.uk>



1. Enter your account name and you will be prompted for the answers to your security questions. Do **not** include @klz.org.uk in you user name when logging into the self-service tool

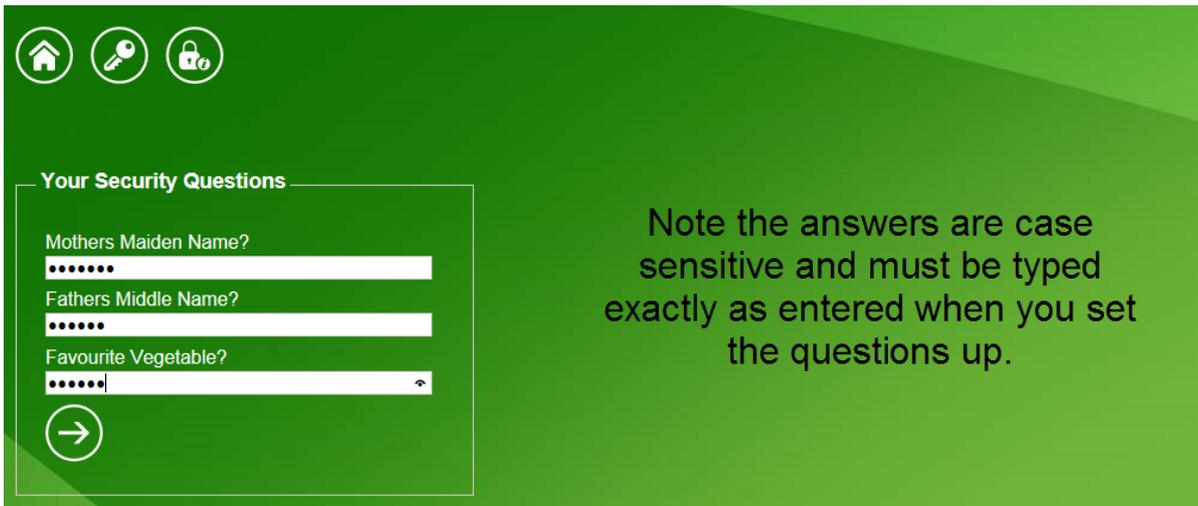


When logging into Self Service Tool

DO NOT add @klz.org.uk to your username

Note: If you have not set up your security questions in MyPortal, please contact your school's KLZ administrator for assistance.

2. Enter the answers to your security questions, **remember:** they are case sensitive and must be entered exactly as you did when setting them up.



Home Key Lock

Your Security Questions

Mothers Maiden Name?
.....

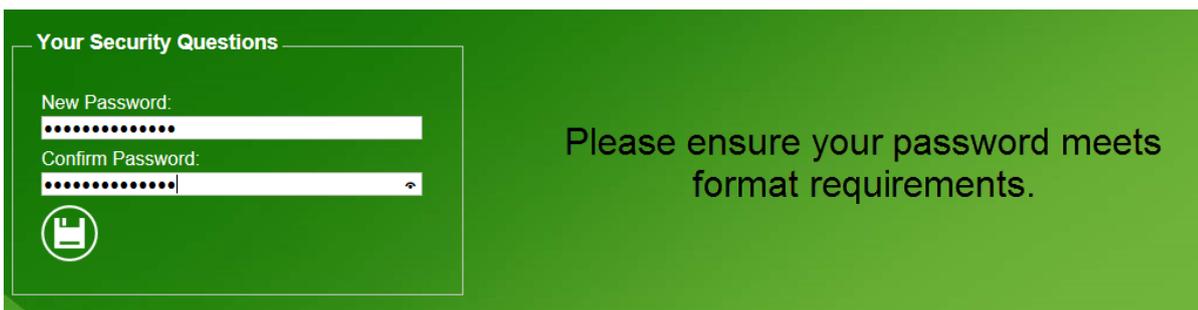
Fathers Middle Name?
.....

Favourite Vegetable?
.....

→

Note the answers are case sensitive and must be typed exactly as entered when you set the questions up.

3. Enter a new password as prompted; make sure that it meets the password requirements outlined in the [trouble shooting guidance](#) below.



Your Security Questions

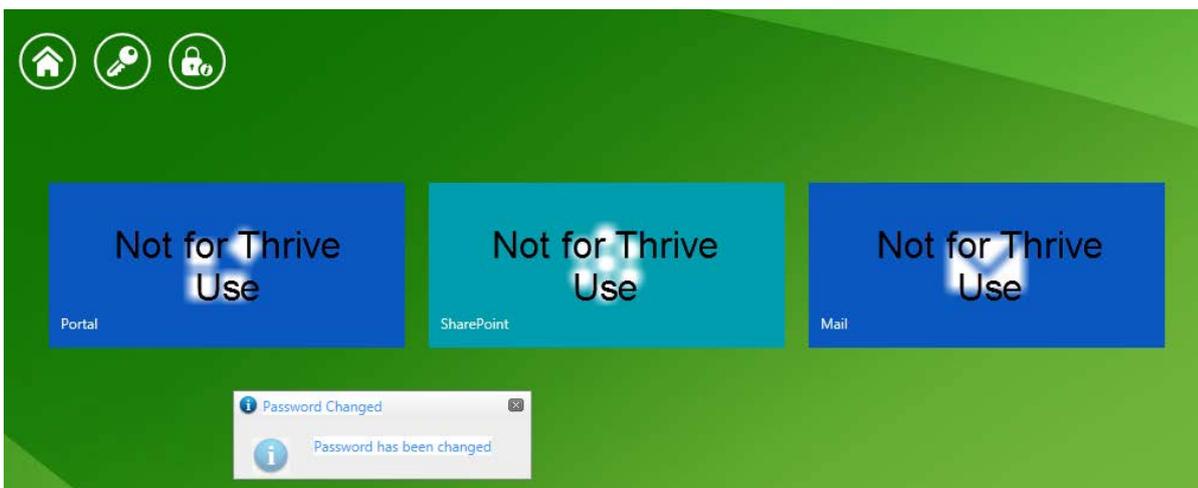
New Password:
.....

Confirm Password:
.....

Save

Please ensure your password meets format requirements.

4. The following screen will appear confirming your change of password. DO NOT click on the blue buttons, these are not for Thrive use.



Home Key Lock

Not for Thrive Use
Portal

Not for Thrive Use
SharePoint

Not for Thrive Use
Mail

Password Changed
Password has been changed

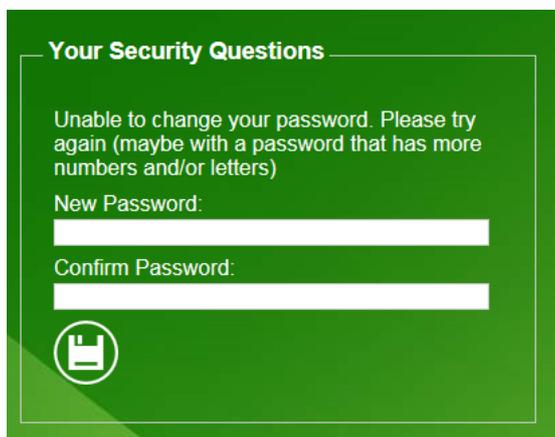
5. Shut the self-service tool and enter the Thrive web address: www.kentehps.org.uk to log into Thrive with your new password.

5. Trouble-shooting guidance

1. I'm trying to reset my forgotten or expired password, how do I do this?

Use the “forgotten password” option and follow on screen instructions, referring to [step 3](#) for guidance. You will not be able to change an expired password using the “change password” function.

2. I have entered my security questions and new password but I keep getting this message:



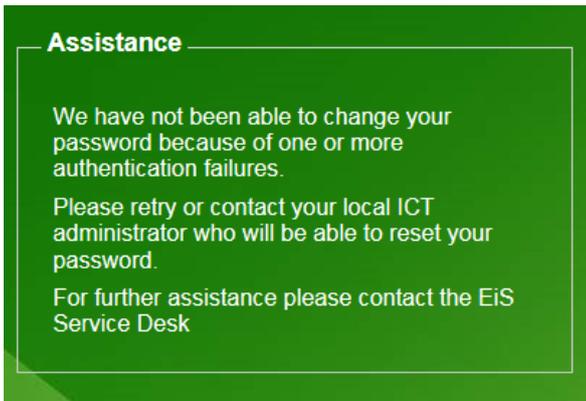
If you are seeing this message your password does not meet the required password format. See password requirements at 3 below

3. What format should my password be?

Passwords are crucial to the security of the information and are a first line barrier against unauthorised access, so the longer and more complex they are and the more frequently changed, the better. Given the sensitivity and confidentiality of the information that is to be placed on Thrive, strong/complex passwords are used.

- A password should be a minimum of 6 Characters in Length
- A Password MUST contain at least 3 out of the 4 different Character Type requirements
 - An Upper case letter
 - A lower case letter
 - A number
 - A special character such as ~ ! @ # \$ % ^ & * _ - + = ` | \ () [] { } : ; ' ' < > , . ? /
- Passwords cannot contain the username or parts of the username that exceed two consecutive characters e.g. if your account name or full name is 'jamas' then your password can contain 'ja' but not 'jam'
- Each time a user updates their password it should be unique to ensure your account is kept secure e.g. no sequential passwords after a change so you cannot use 'Password01' then 'Password02'
- Passwords should be changed every 30 days to ensure they remain secure

4. I have entered my security questions and new password but I keep getting this message:



If you are seeing this screen you have entered one or more of your security answers incorrectly. Click the home button, select forgotten password and re-enter your answers. Remember they are case sensitive and need to be entered exactly as you did when creating them.

If you cannot remember the answers to your questions following several attempts please use the following [form](#) to log a call, this must be completed and submitted by your manager.

5. I am trying to reset my forgotten/expired password but I don't recognise the security questions I am being asked. There could be two reasons for this.

- You may have included KLZ\ in your user name when logging into the self-service tool. Please close the webpage, re-open the self-service tool login page (<http://selfservice.klz.org.uk>) and enter your username **without** KLZ\.

or

- You have not set up your self-service account. If this is the case you will need to use the following [form](#) to log a call, this must be completed and submitted by your manager.

6. I have changed my password and logged in but I am not seeing Thrive

You have clicked on one of the blue buttons in the self-service tool and have logged into the Kent Learning Zone, this is not Thrive. Shut this page and enter the Thrive web address: www.kentehps.org.uk, log in using your user name and new password.

Please avoid clicking on the blue buttons next time you use the self-service tool.