

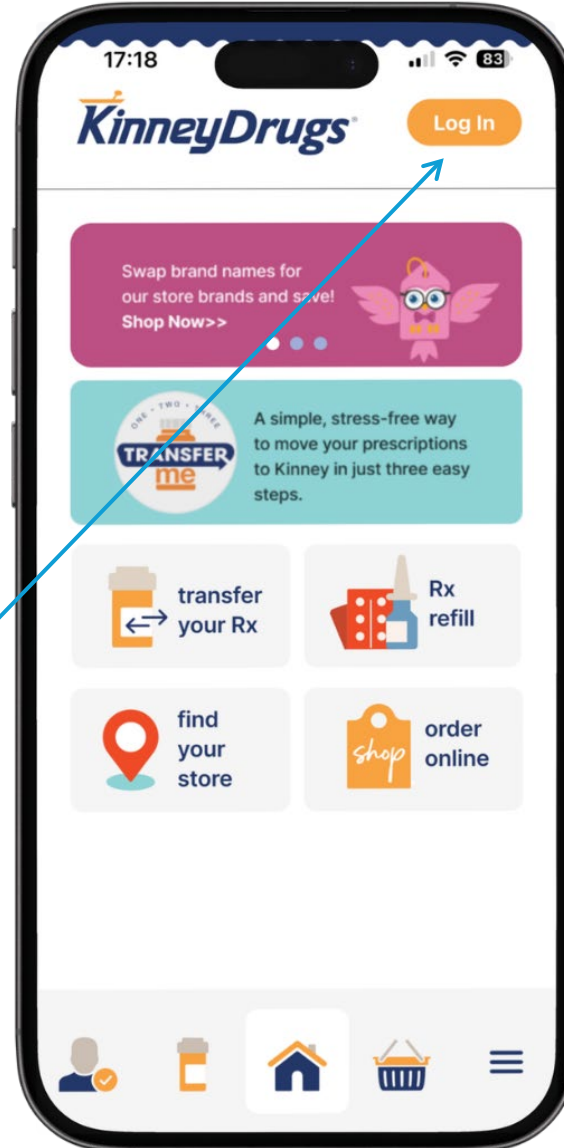


# Mobile App Quickstart Guide

May 14, 2026

# STEP #1 – Download the New App!

- A. On your mobile device, access the **Apple App Store** or **Google Play**.
- B. Search for Kinney Drugs and find the new **orange** icon – Kinney Drugs Rx).
- C. Download the new (**orange**) app as you would any other app.
- D. Click the **login button** to move to Step 2.

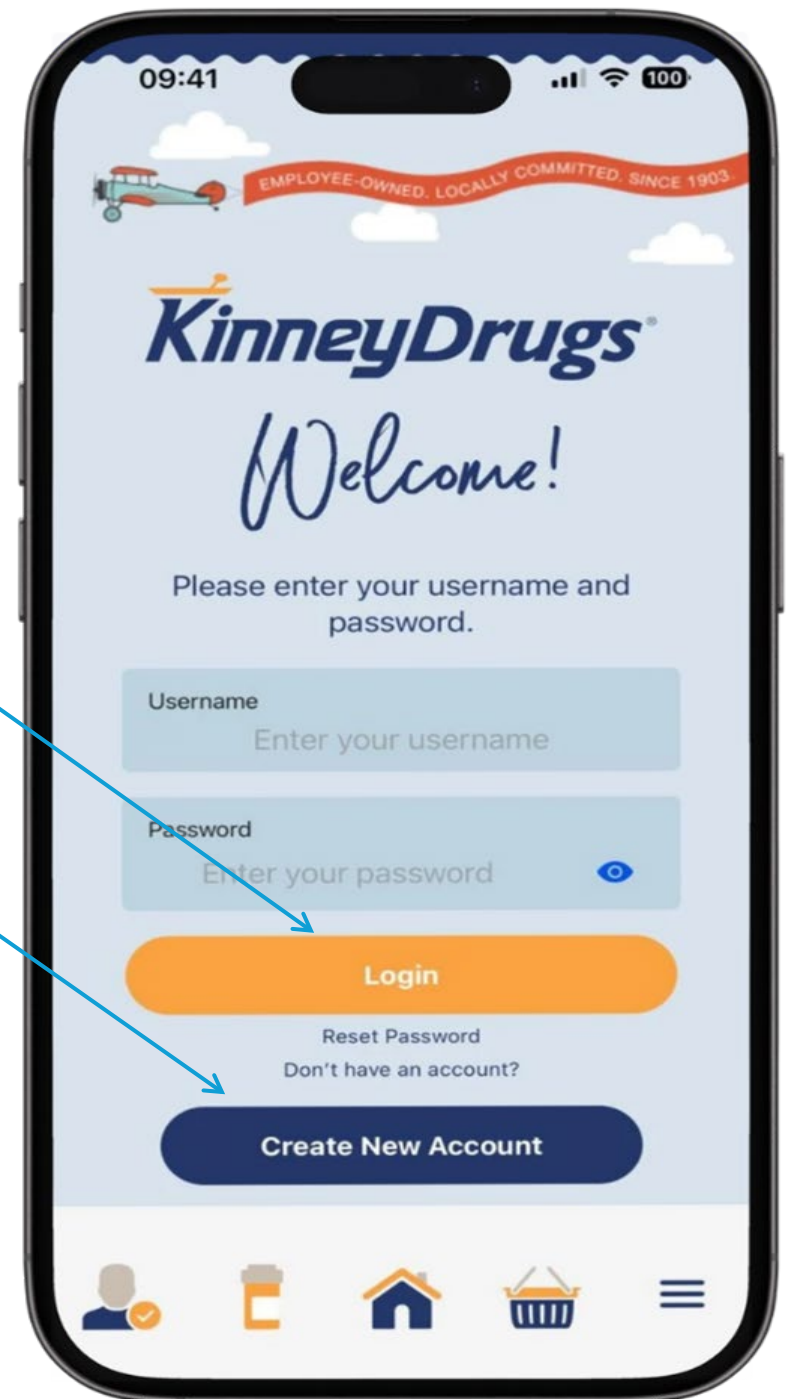


## Please note:

If you have already downloaded the app and are having trouble, you may need to **download the latest release** from the App Store or Google Play.

# Step #2 – Login or Create New Account

- Use your existing **active** (*within the past year*) tHRiVe website account username & password to **login**.  
(*You will securely link your prescriptions in a later step.*)
- No active tHRiVe account? That's OK! **Create a new app account.**
- For security reasons, **ALL** users must **re-link** their prescription profile; therefore, existing pharmacy account credentials **DO NOT** work to login to the new app.



# Step #2 – Create a New Account

## Step 2A:

Enter your info on the form and click **Next**.

The screenshot shows the 'Register for an Account' form. At the top, there is a logo with the text 'EMPLOYEE-OWNED. LOYALLY COMMITTED. SINCE 1903'. Below the logo, the title 'Register for an Account' is displayed. The form contains several input fields: 'First Name' (with placeholder 'Enter your first name'), 'Last Name' (with placeholder 'Enter your last name'), 'Email Address (This will be your username)' (with the value 'donahoec2'), 'Email Address (again)' (with placeholder 'Enter your email'), 'Password' (with a strength indicator and placeholder '\*\*\*\*\*'), and 'Password Confirmation (again)'. At the bottom, there is a 'Select Your Home Store' dropdown menu (with placeholder 'Select your home store...') and a blue 'Next' button.

## Step 2B:

Set your security questions & answers and click **Next**.

The screenshot shows the 'Set Your Security Questions' form. At the top, there is a logo with the text 'EMPLOYEE-OWNED. LOYALLY COMMITTED. SINCE 1903'. Below the logo, the title 'Register for an Account' is displayed, followed by the subtitle 'Set Your Security Questions'. The form contains three questions, each with a dropdown menu (placeholder 'Please select one...') and a text input field for the answer: 'Question1', 'Question2', and 'Question3'. At the bottom, there are blue 'Back' and 'Next' buttons.

## Step 2C:

If you agree to the Terms of Service, click the checkbox then click **Submit**.

The screenshot shows the 'Review Terms of Service' form. At the top, there is a logo with the text 'EMPLOYEE-OWNED. LOYALLY COMMITTED. SINCE 1903'. Below the logo, the title 'Register for an Account' is displayed, followed by the subtitle 'Review Terms of Service'. The form contains a scrollable area with the text 'Terms of Service Agreement' and 'PLEASE READ THE FOLLOWING TERMS OF SERVICE AGREEMENT CAREFULLY. BY ACCESSING AND USING KINNEY'S WEBSITE AND KINNEY'S SERVICES, YOU HEREBY AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT AND ALL TERMS INCORPORATED HEREIN BY REFERENCE.' Below the scrollable area, there is a checkbox with the text 'I have read and agreed to the Terms of Service'. At the bottom, there is a link 'By using this site you are agreeing to the Privacy Policy' and blue 'Back' and 'Submit' buttons.

## Step 2D:

Upon successful registration, an Account Activation will be sent to the email address you provided. No email? Check your SPAM or JUNK folder.

### Registration successful!

Next, activate your account by clicking the link in the email just sent, which will be active for 7 days.

If you do not receive your account activation email within a few minutes, please check your Junk or Spam folder. If you still do not receive the email, please contact [webhelp@kinneydrugs.com](mailto:webhelp@kinneydrugs.com).

# Step #2 – Create a New Account

## Step 2F:

Account is activated and you can login and verify your identity.

**Account Activated!**

Please log in to start the process of verifying your identity.

*Until your identity has been verified the portions of the portal that contain your family's HIPAA protected data will remain unavailable.*

Username \*

Password \*

**Sign in**

[Forgot your password? Reset it](#)

## Step 2G:

Verify your identify by answering a security question.

**Let's Verify it's you**

To keep your prescriptions and health data safe please answer this question to verify its you.

What was your childhood nickname \*

Remember me on this device

**Submit**

## Step 2H:

Set your authentication method via email or text message and click **Continue**.

**Add Two-Factor Authentication**

Please select your method of two-factor authentication. This will be used to send you a verification code when you log in. You can change this in your account settings.

Email

Text Message

Phone Number

**Continue**

## Step 2I:

Enter the code sent via your selected method.

**Let's Verify it's you**

To keep your prescriptions and health data safe we sent you a text message.

Please enter the verification code we sent to (315) \*\*\*-\*\*\*77. \*

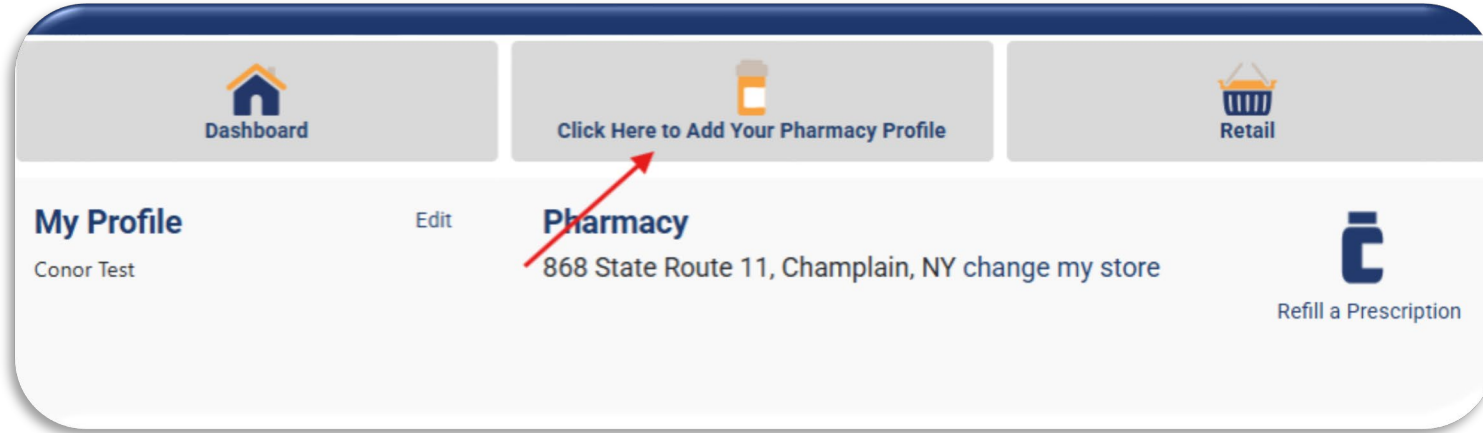
Remember me on this device

**Submit**

# Step #3 – Add your Pharmacy Profile

## Step 3A:

After logging in, click **Click Here to Add Your Pharmacy Profile** from the Dashboard.



## Step 3B:

Verify your account by entering information from a prescription label and clicking **Continue**.

### Verify Your Account

For your security, we require that your identity be verified before continuing. Please complete the following steps to opt in to manage your prescriptions in our online pharmacy portal.

Rx Number from a current Kinney Prescription

Pharmacy Phone Number

First Name

Last Name

Date of Birth

Your Zipcode

**Pharmacy**  
Pharmacy Phone Number ▶  
First and Last Name ▶

**Rx Number**  
RX# 1234567  
01/01/1903  
RPH:N.U

**KINNEY PATIENT**  
123 KINNEY WAY  
GOUVERNEUR, NY 13642  
TAKE ONE CAPSULE BY MOUTH  
THREE TIMES A DAY

**AMOXICILLIN 500 MG CAPSULE**  
MFR: SAROOZ DRUG EXP:05/06/2026 (IMPRINTS)  
QTY: 30 AMOX 500  
PRESCRIBER: PRESCRIBER NAME 00 849  
3.00 REFILLS BY 04/08/2026  
CAUTION: Federal law prohibits the transfer of this drug to any person other than the patient for whom it was prescribed.

**Continue**

# Step #3 - Add your Pharmacy Profile

## Step 3C:

Select a method to receive a one-time verification PIN via text or email.

Verify Your Account

Next we will be sending you a numeric pin to verify your account. Below is the phone number and email we can send the pin to, please select whether you wish to receive the pin as a text message or an email. Your normal message rates will apply.

You can change the number on your account by calling your pharmacy

Phone number available for verification:  
XXX.XXX.XXXX

Email available for verification:  
XXXXXXXXXXXXXXXXXXXX@kphhealthcareservices.com

I would like to receive my pin via text message.

I would like to receive my pin via email.

Continue

## Step 3D:

Receive and enter your PIN.

Verify Your Account

A verification code has been sent to:  
XXXXXXXXXXXXXXXXXXXX@kphhealthcareservices.com

Please enter the verification code here:

Didn't get a verification code? Click to resend.

Submit Verification Code

# Step #4 – Link tHRiVe Account

## Step 4A:

From the Dashboard, current tHRiVe members select **click here to add it to your account.**

Dashboard Pharmacy Retail

My Profile Edit Pharmacy Refill a Prescription

Shane Test 822 James Street, Clayton, NY change my store

What is tHRiVe?

tHRiVe is our new points-based loyalty program and we are excited to share with you new ways to save every day!

Get ready for tHRiVe Rewards!

Learn More Here!

Have a tHRiVe Card?  
click here to add it to your account.

tHRiVe

## Step 4B:

Enter your tHRiVe card #, phone #, or KPH employee ID # to connect your tHRiVe account.

Dashboard Pharmacy Retail

Add Your tHRiVe to Your Online Account

tHRiVe REWARDS

Choose how to add tHRiVe to your Online Account

tHRiVe Card Number - Enter the number printed below the barcode on your tHRiVe card.

Phone Number - Enter your phone number if you've linked it to your tHRiVe account.

Employee ID - KPH employees can add their card by entering their Employee ID.

Enter Number

Submit

# Login Screen

## All Done!

Enjoy a single, unified account for both pharmacy & tHRiVe.

**Note:** Face ID & Family Accounts coming in Phase 2 this summer!

