Dear Visitor:

Welcome to ThrIVE, an online video visitation service, which is free for visitors and incarcerated individuals. ThrIVE provides safe video communication with your loved one, face to face, from the comfort of your own home. The information below will explain how to schedule an online ThrIVE visit, as well as how to log into ThrIVE.

How to schedule a ThrIVE video visit:

Please email uspvisiting@utah.gov to schedule your visit.

How to Use ThrIVE

When it is time for your visit, please follow the steps below for logging in and using ThrIVE

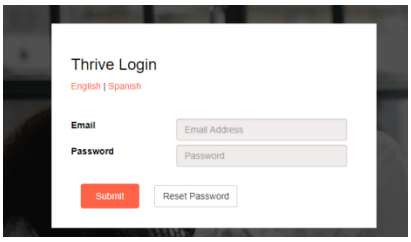
Step 1: Ensure you are using a device approved to work for video visitation. The following is a list of approved devices and browsers.

Device	Browser
iPhone, iPad, or Apple computer	Safari *(Chrome or Firefox is not supported on the iphone)*
Android Phone, Personal Computer, or Chromebook	Chrome Edge Firefox *(Internet Explorer is not approved)*

Step 2: With the appropriate device and internet browser open, type in the ThrIVE web address:

https://thrive.connectedcorrections.com

Step 3: At the login screen, enter the username and password below



Username:
Password:

Step 4: Visitors will be taken to an online waiting room. When the incarcerated person is ready to enter the video call, a red button will appear that reads: “Enter Visit”.

Image 1: Visitor waiting room. incarcerated person is not online yet

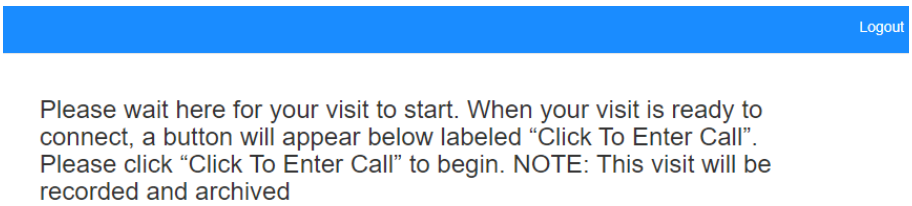
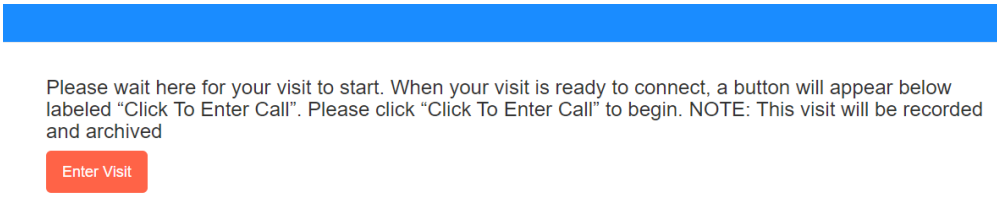
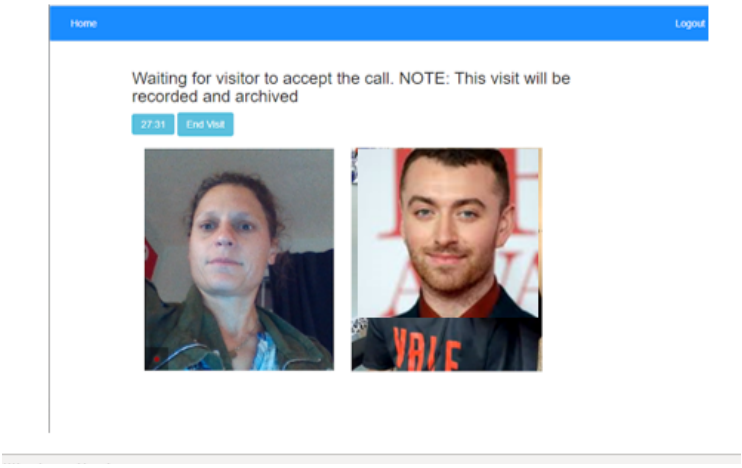


Image 2: incarcerated person is ready for call. Please click “Enter Visit”



Step 5: Select “Click to Enter Call” to begin call.



Step 6: End the visit at any time, by clicking “End Visit”.

Step 7: Once the call has ended, please press the “Log Out” button on the top right of the screen

Troubleshooting Issues Q&A

Q: I am unable to login. When I use the password provided, I see a message that says “Invalid Credentials”
A: First check that you are typing the email and password exactly as listed, including capitals. If it is still not working, please call the DOC at 801-576-7051 or 801-576-7014 for a replacement password
Q: I cannot get to ThrIVE’s webpage
A: First check that you are using an approved browser from the list above. Second, check that you are connected to the internet. You can do so by going to a website you normally do not visit ex: www.yahoo.com
Q: I have been waiting in the waiting room, but I do not see a button to “Enter Visit”?
A: This means the incarcerated person is not ready/available for the video visitation at this time. This could be caused by several reasons, including facility lockdown, the tablet is not working, or the incarcerated person is no longer able to make the call. Please contact the DOC with questions 801-576-7051 or 801-576-7014, and to reschedule the visit.
Q: The visit started late. Does that mean the call will be cut short?
A: incarcerated individuals have 30 minutes for calls each day. When a call starts, the timer will start to tick down. If the time runs out, you will need to schedule a visit on another day. We are unable to add

minutes to a visit at this time.