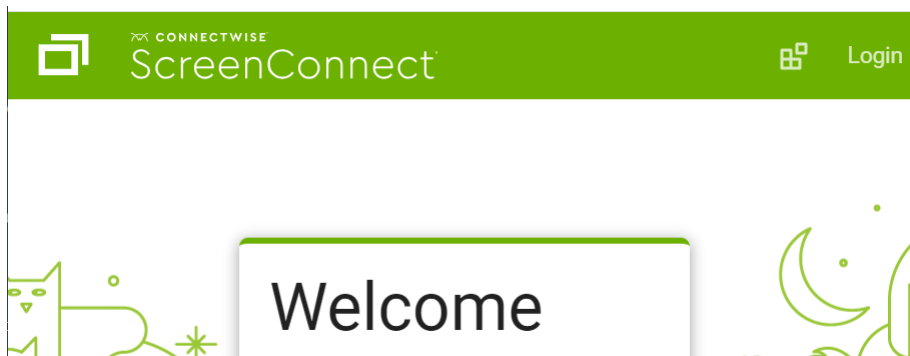


## User Remote Connection in ConnectWise

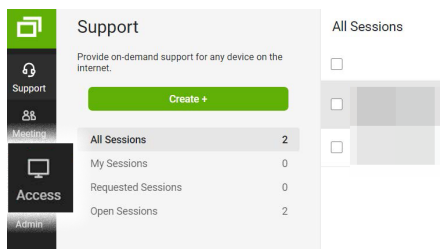
1. Navigate to [ConnectWise Control Remote Support Software](#) and select **Login** from the upper right corner.



2. Choose **Connect with Remote Workforce**. You will then log in using your office credentials.

A screenshot of the ConnectWise login form. The title 'Login' is at the top. Below it, the text 'Please login to continue.' is displayed. There are two input fields: 'User Name' and 'Password'. A green 'Login' button is positioned below the password field. Underneath, the text 'Or login with external provider:' is shown. Below this text are three green buttons: 'Connect with ConnectWise SSO', 'Connect with Remote Workforce' (which is highlighted with a shadow), and 'Connect with Software Support'. A large, semi-transparent watermark reading 'Uncontrolled Document 2025' is overlaid across the center of the form.

3. Once logged in, select the ACCESS icon from the left column.



## Administration

Technology is generally responsible for administering this procedure and may select others to assist duties to include, but are not limited to, the following:

- Assisting with the implementation and enforcement of this Procedure and
- Circulating this Procedure to all Company Persons

## Contact

Uncontrolled Document  
2025

Contact [ithelp@thrivepet.com](mailto:ithelp@thrivepet.com) with any questions regarding any of the provisions of this procedure.

## Amendment and Revision History

We are committed to continuously reviewing and updating our policies and procedures. The Company, therefore, reserves the right to amend, alter, or terminate this policy/procedure at any time and for any reason, subject to applicable law. When material changes are made, Thrive will post the changes on our internal website and provide Team Members with subsequent notice consistent with local laws or regulations.

<b>Department</b>	Technology
<b>Subject</b>	Service Desk Aids

<b>Last Update</b>	January 24, 2025		
<b>Functional Specialist</b>	Service Desk		
<b>Data Classification</b>	Public Internal <input checked="" type="checkbox"/> Restricted Personal Information		
<b>Updated By</b>	<b>Revisions</b>	<b>Date</b>	<b>Revision Number</b>
Jose Ramirez, <i>IT Support Analyst</i>	first issue	2/22/24	1.0
Ty Granger	added configuration notes	1/24/25	2.0