

The logo for Kinney Drugs features a stylized orange mortar and pestle icon above the word "Kinney" in a large, bold, blue, italicized sans-serif font. Below "Kinney" is the word "DRUGS" in a smaller, bold, blue, italicized sans-serif font. A registered trademark symbol (®) is located at the bottom right of the word "DRUGS".

**Kinney**  
**DRUGS**®

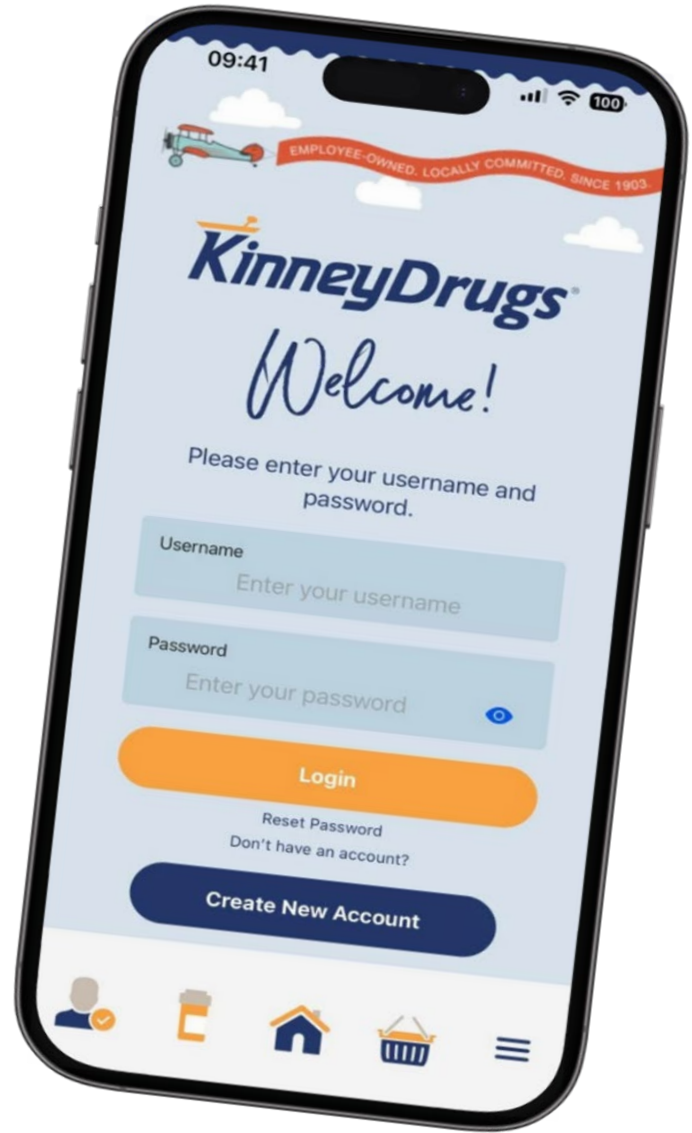


Mobile App Guide

May 12, 2026



Cool new app!



# First-time Setup

# 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).



New

- C. Download the new (**orange**) app as you would any other app.

# Home Screen

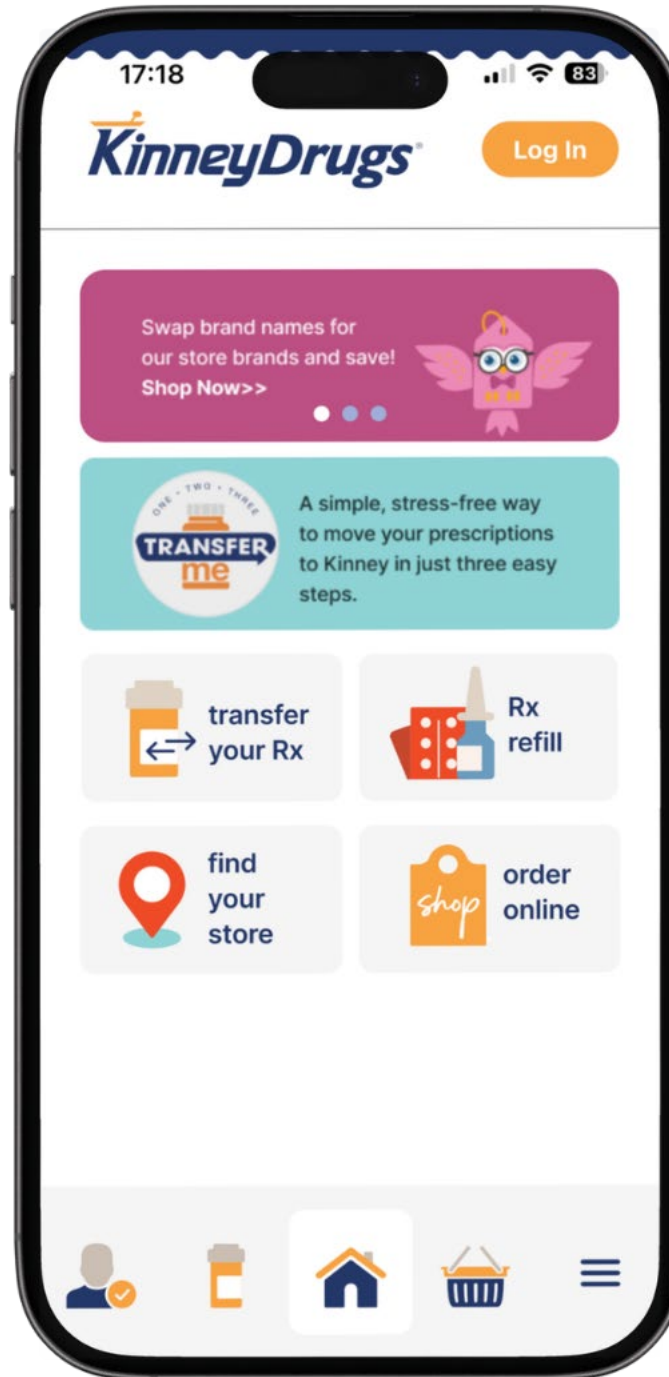
When you launch the app, this is the first screen displayed. No login is required to access most of these services.

1-2-3 Transfer Me →

Store Locator →

Space for Messages →

“Sticky” Menu - Stays visible on the screen as the user scrolls. (L to R: Profile, Rx, Home, Shopping, Menu)



← Advertising Carousel  
(3) rotating Kinney Messages

← (1) Static Kinney Message

← Guest Refill Screen

← Shopping Screen

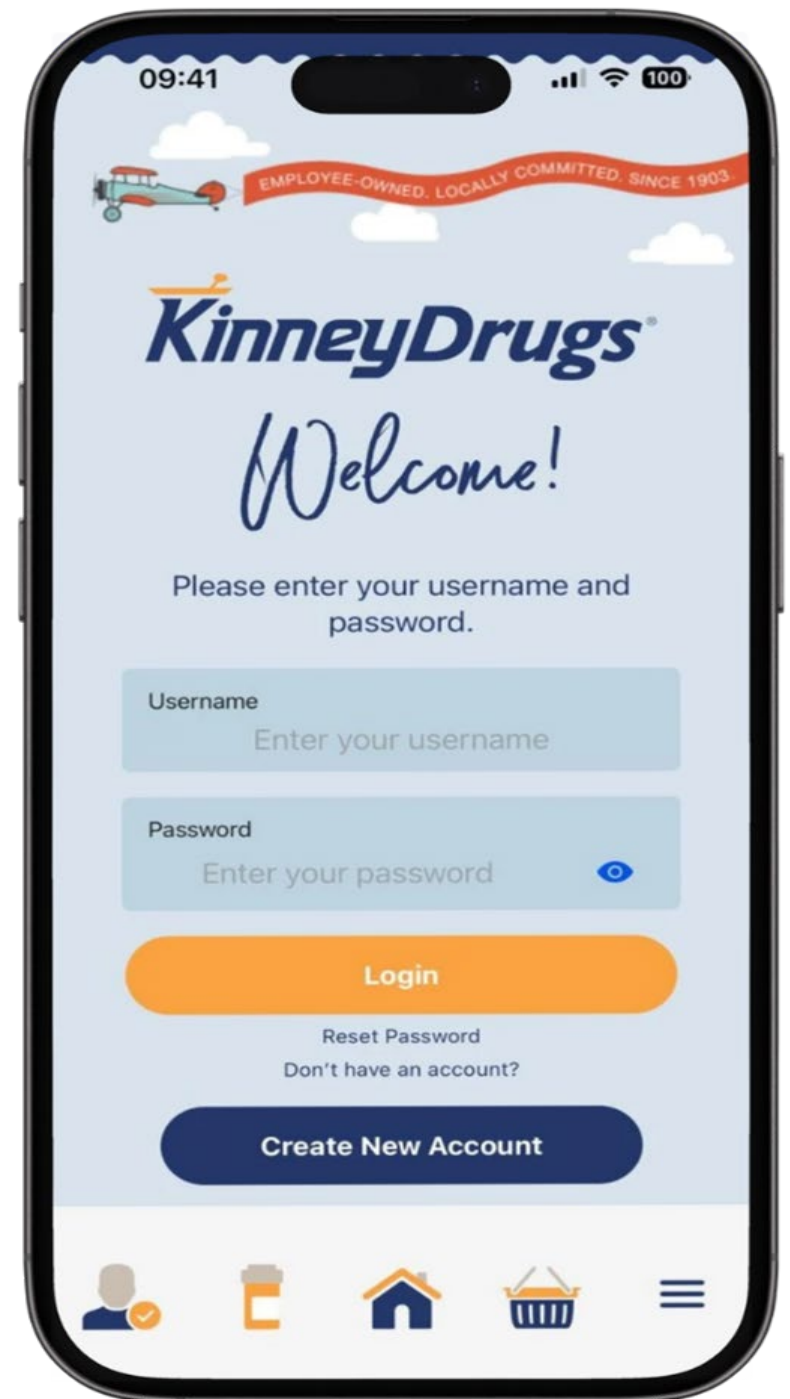
← If you click the **Profile** or **Rx** icons on the **Sticky Menu**, the Login screen is displayed. (See Step #2 on next page.)

# Step #2 – Login or Create New Account

If you click the **Profile** or **Rx** icons on the **Sticky Menu**, you will be presented with the **Login** screen. First-time Users will click **Create New Account**. Active Users\* will login.

**Note:** If you have an active\* online tHRiVe account login, you can use those credentials to login. If not, please create a new account login.

*\* Active = logged in to online tHRiVe account within one year.*



# Step #2 – Create a New Account

## Step 2A:

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

EMPLOYEE-OWNED. LOCALLY COMMITTED. SINCE 1903

### Register for an Account

First Name

Last Name

Email Address (This will be your username)

Email Address (again)

Password ⓘ

Password Confirmation (again)

Select Your Home Store

**Next**

## Step 2B:

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

EMPLOYEE-OWNED. LOCALLY COMMITTED. SINCE 1903

### Register for an Account

#### Set Your Security Questions

Question1

First Secret Question Answer

Question2

Second Secret Question Answer

Question3

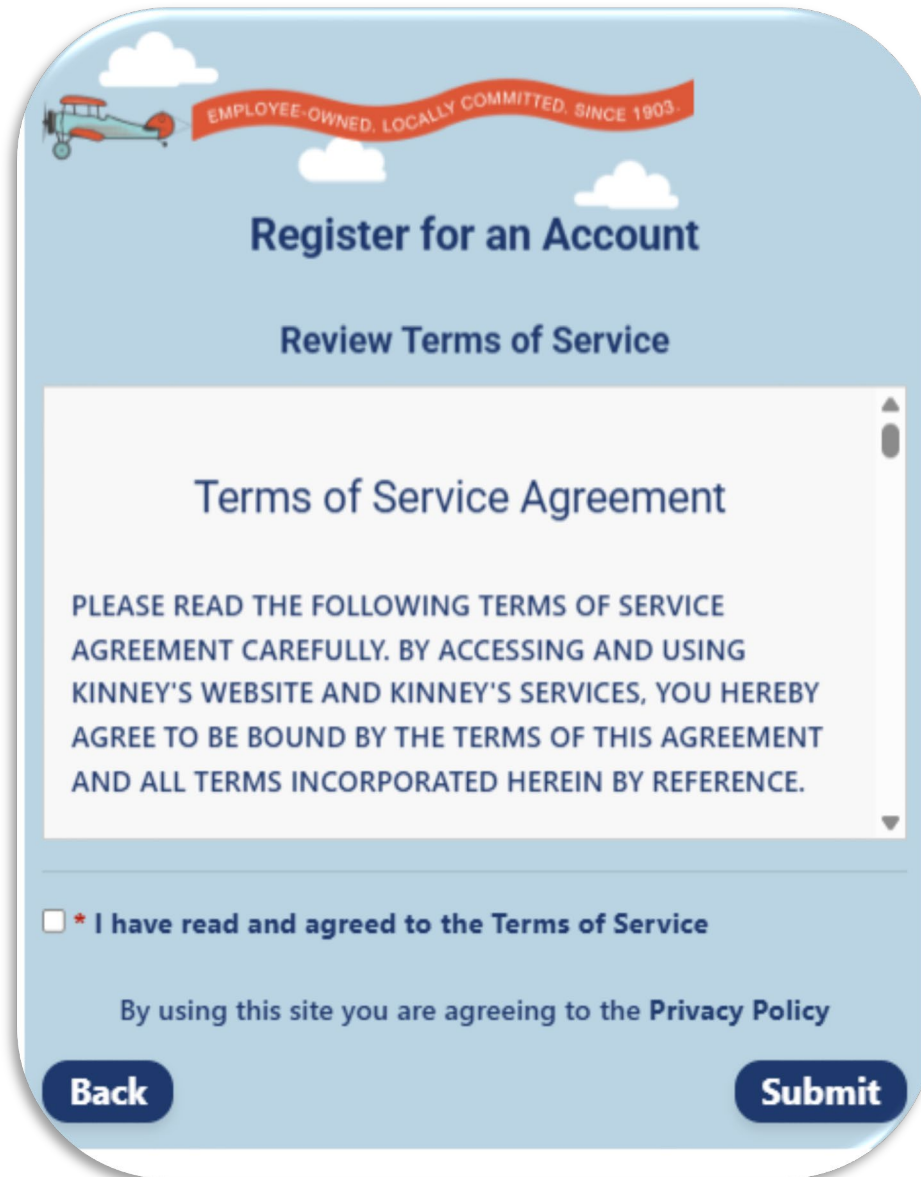
Third Secret Question Answer

**Back** **Next**

# Step #2 – Create a New Account

## Step 2C:

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



EMPLOYEE-OWNED. LOCALLY COMMITTED. SINCE 1903.

### Register for an Account

[Review Terms of Service](#)

#### Terms of Service Agreement

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.

\* I have read and agreed to the Terms of Service

[By using this site you are agreeing to the Privacy Policy](#)

[Back](#) [Submit](#)

## Step 2D:

Upon successful registration, an Account Activation will be sent to the email address you provided.

### Registration successful!

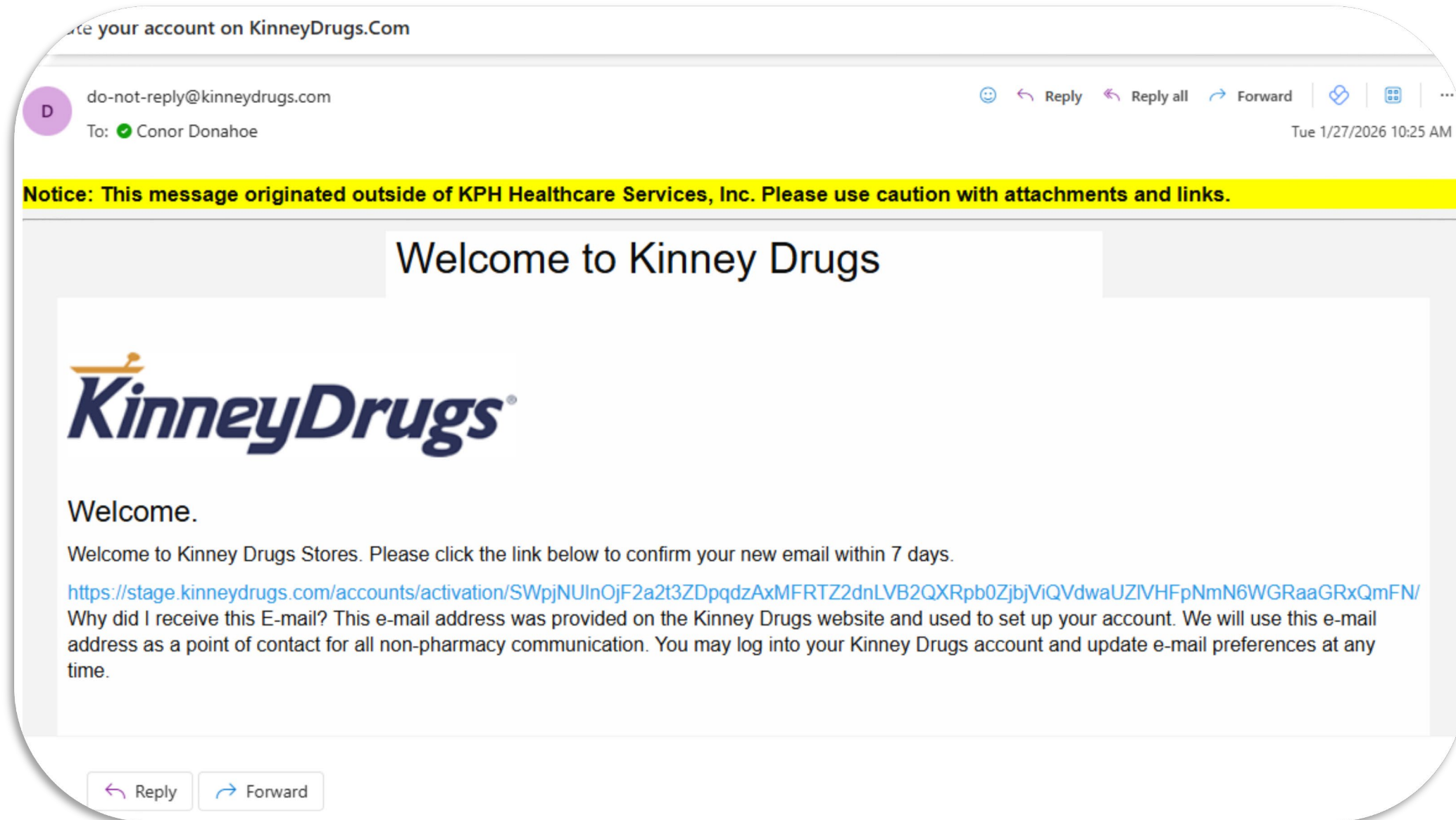
Next, activate your account by clicking the link in the email just sent, which will be active for 7 days.

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 2E:

You will receive an **Account Activation** email. Click the link to confirm your email and activate your account.



# 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 \*

  
  
[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

# Step #2 – Securely Create a New Account


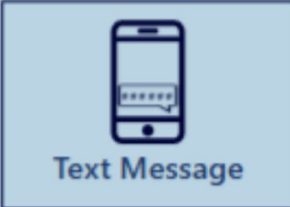
## Step 2H: Multi-factor Authentication (MFA)

Set your MFA method via email or text message.

- If you select Email, the code goes to your account email.
- If you select Text Message, you will be prompted to enter your phone number.

**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.

**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.

Phone Number

###-###-####

**Continue**

# Step #2 – Securely Create a New Account

## Step 2I: Multi-factor Authentication

Please 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 an email..

---

Please enter the verification code we sent to  
c\*\*\*\*\*e@k\*\*\*\*\*s.com. \*

Remember me on this device

**Submit**

**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. \*

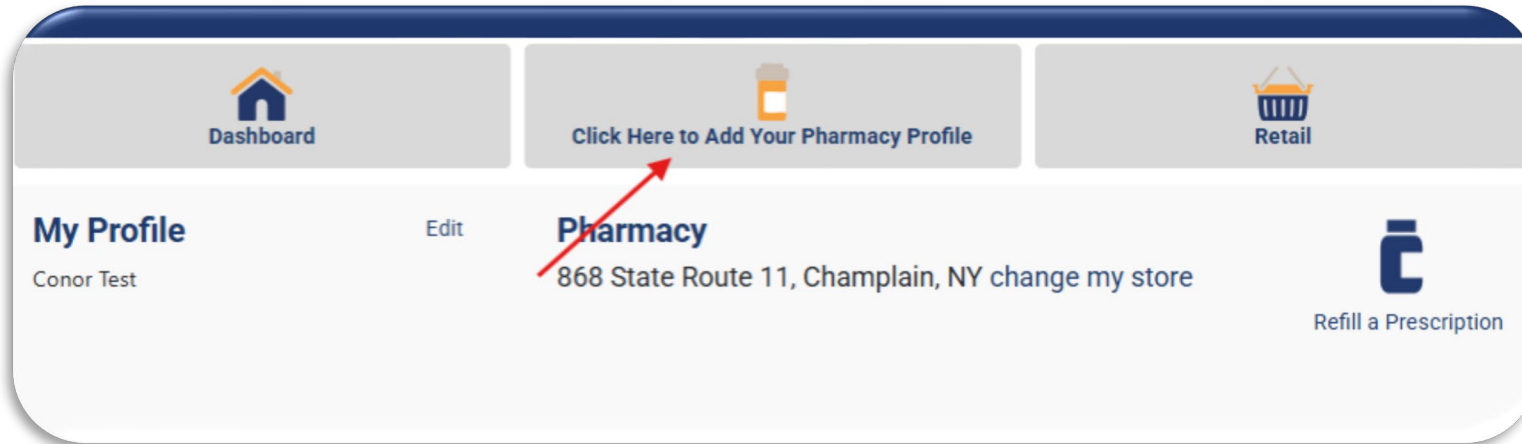
Remember me on this device

**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**  
123 KINNEY WAY  
GOUVERNEUR, NY 13642  
PHONE: (555)555-0100

**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: SANDOZ 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:  
**xxxxxxxxxxxxxxxx@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:  
**xxxxxxxxxxxxxxxx@kphhealthcareservices.com**

Please enter the verification code here:

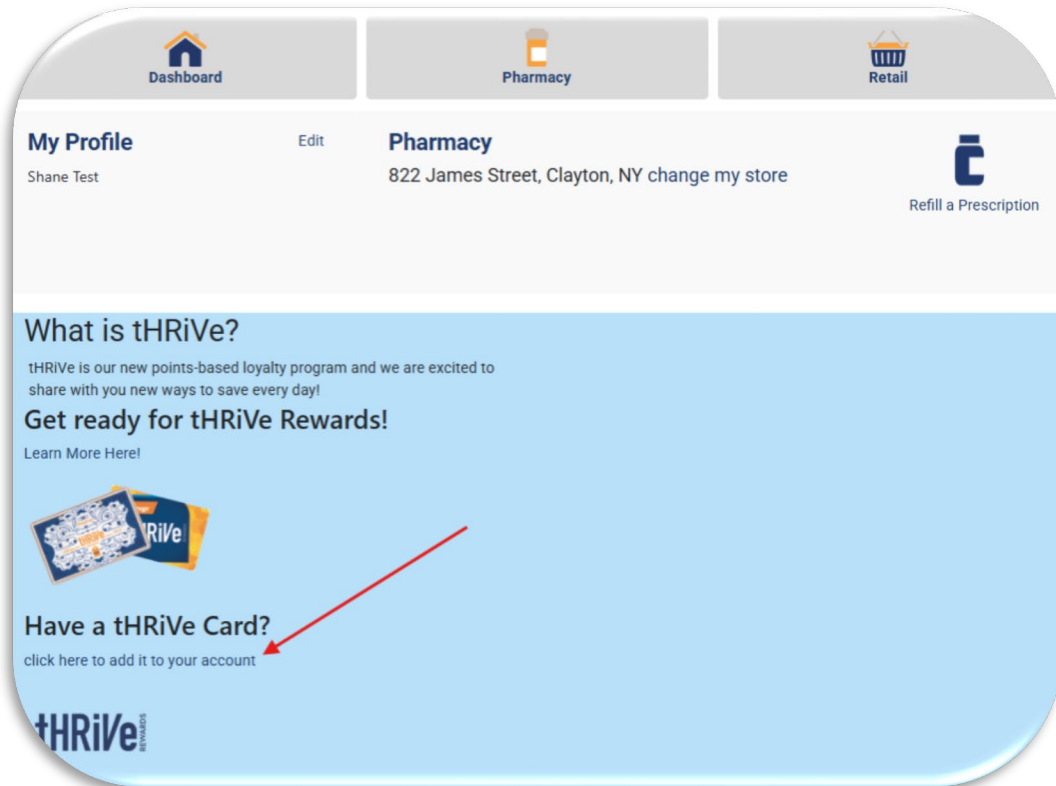
Didn't get a verification code? [Click to resend.](#)

**Submit Verification Code**

# Step #4 – Add your tHRiVe Rewards Membership

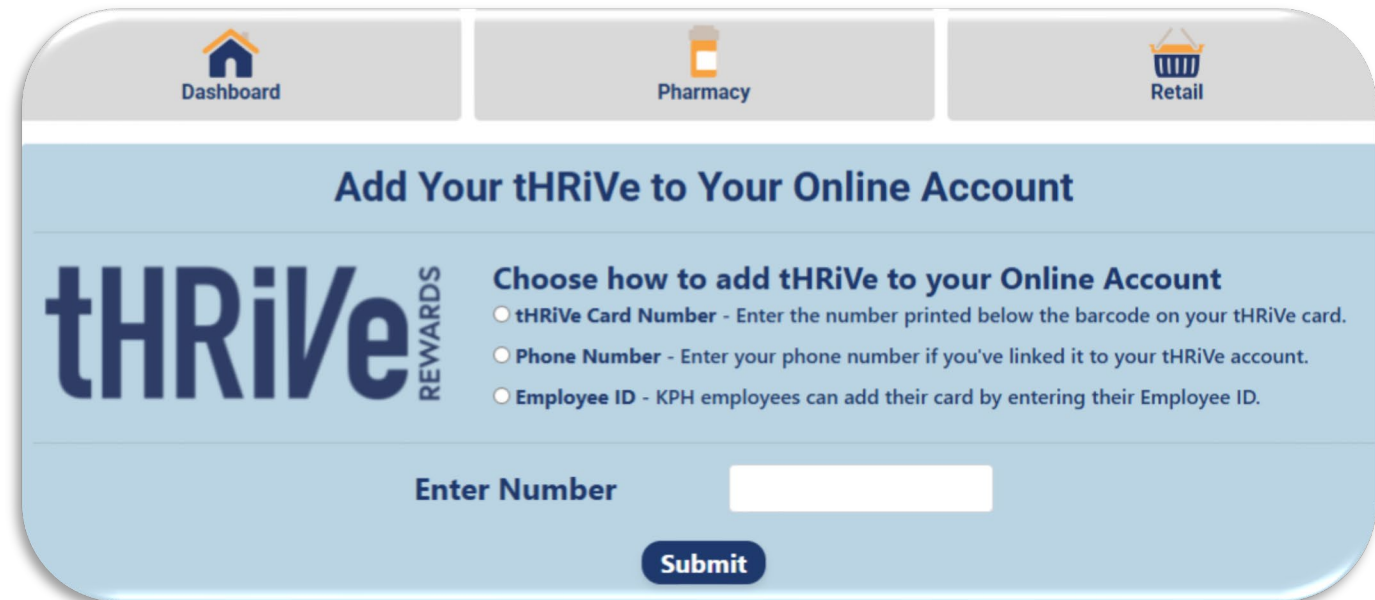
## Step 4A:

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



## Step 4B:

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



# Friendly Reminder: Online tHRiVe Signup Available!

You can sign up for tHRiVe in our stores or on our website! The account is created centrally, and the card is mailed to you.

<https://cloud.communications.kinneydrugs.com/thrive-sign-up>

sign up for  
**tHRiVe** **REWARDS**

ENJOY DEALS, POINTS & SURPRISES!



## Save every day on tHRiVe deals and more!

- Get exclusive deals and sale pricing only available to tHRiVe Rewards members.
- Get 10% off everyday on hundreds of Premier Value, Best Yet and Top Care brand products.
  - Save BIG on your favorite products including beauty, cough & cold, pain relief, allergy, baby, vitamins & supplements, oral care, first aid and more!



## Earn 1 point for every \$1 spent!

Points are earned on eligible items.



We reserve the right  
to surprise you!

## Sign up below!

*Are you a current tHRiVe Rewards member and lost your card/need your account number?*

*Is your email address or phone number already linked to a tHRiVe Rewards account?*

Email us at [webhelp@kinneydrugs.com](mailto:webhelp@kinneydrugs.com).

First Name \*

Last Name \*

Email Address \*

Phone Number \*

Address \*

City \*

State (2-letter code) \*

Zip (5-digit) \*

Date of Birth (optional)

MM ▼ | DD ▼ | YYYY ▼

I confirm that my information above is correct and Kinney Drugs can email me with my sign up confirmation. I understand that, at any time, I can unsubscribe from future emails. \*

By checking here I indicate I have read and agree to the [terms of service](#). \*

Submit

\* - Required Field



*This App's a Snap!*

# Feature Tour

*oh*  
**SNAP!**  
We've got  
a new  
**APP!**

Kinney Drugs has launched  
a new mobile app that will  
help you get everything  
done in a **SNAP!**



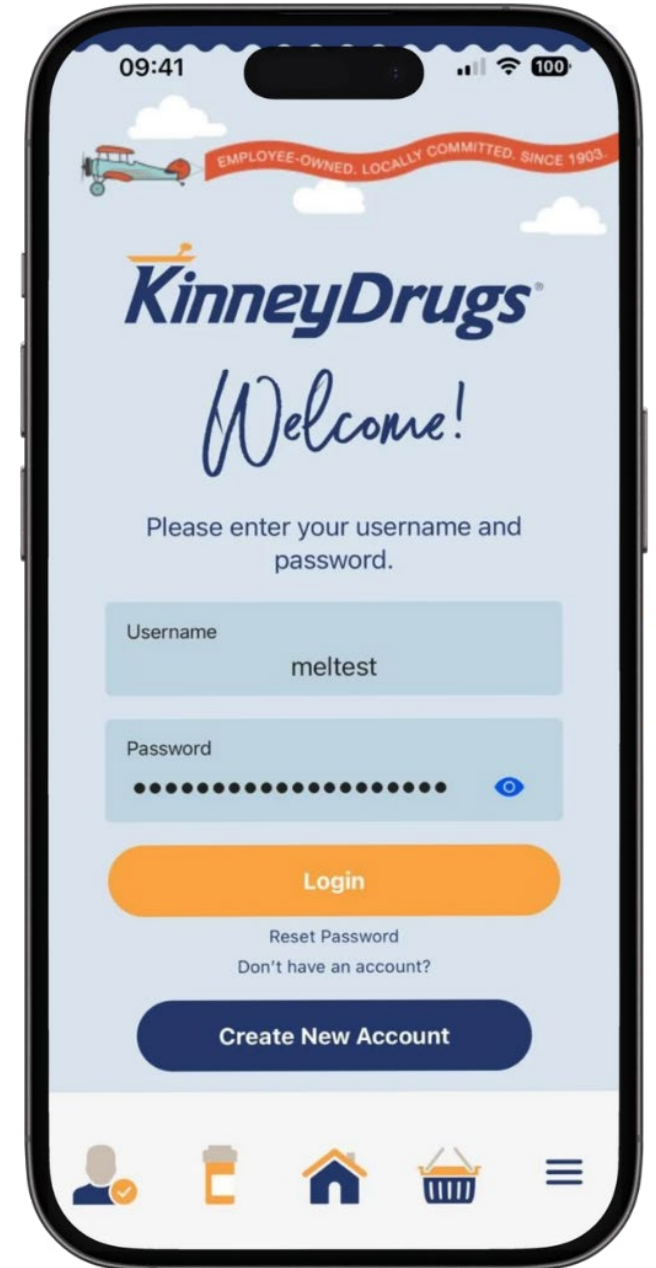
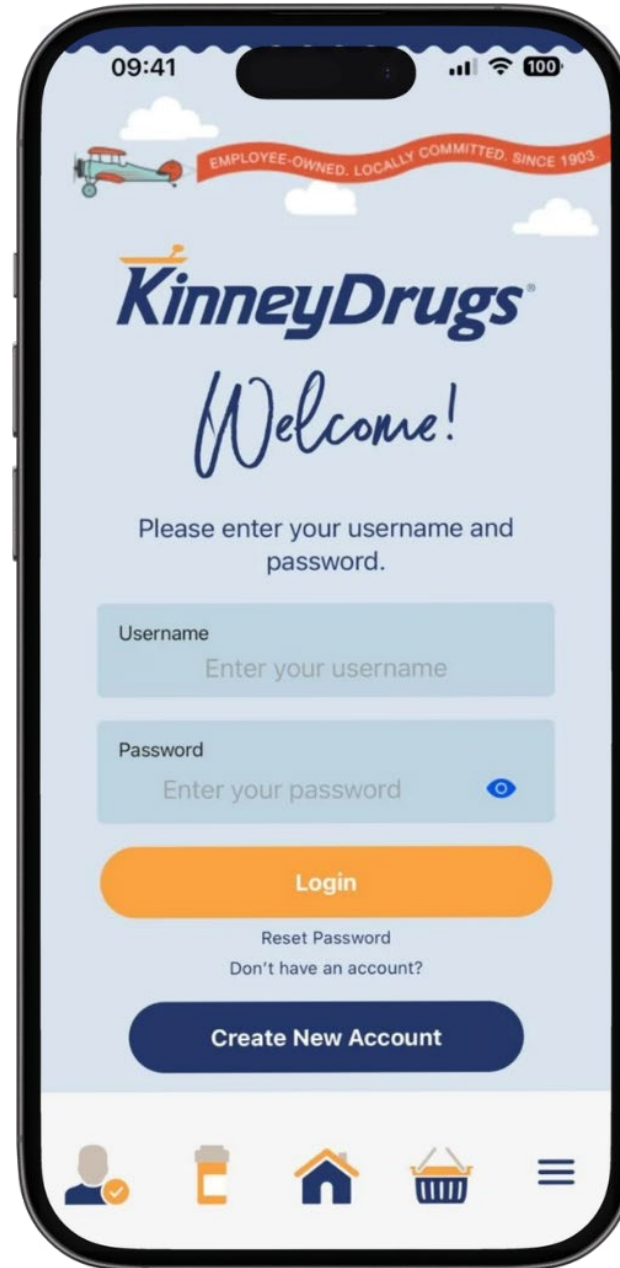
Download  
today!



# Login Screen

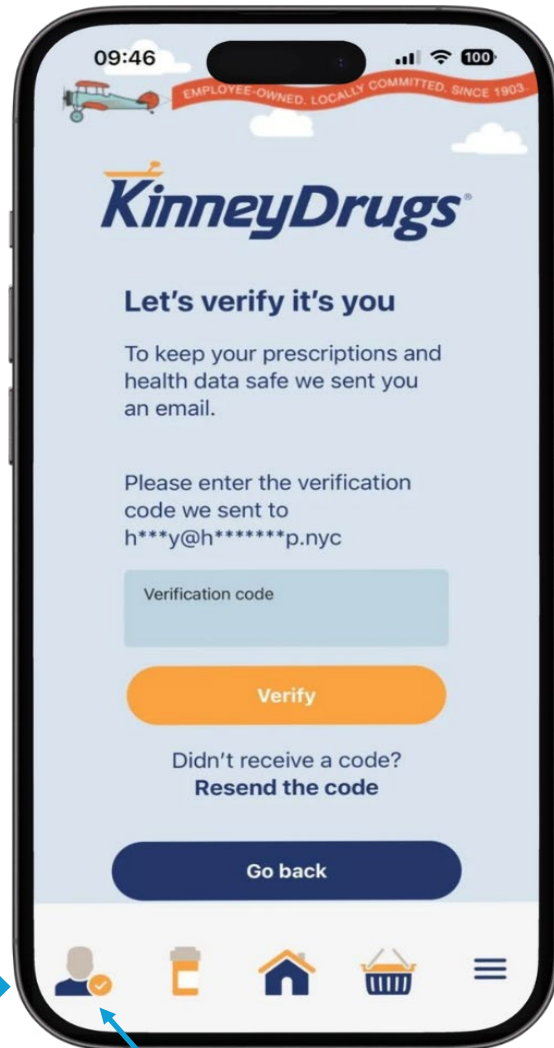
Enjoy a single, unified account for both pharmacy & tHRiVe.

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

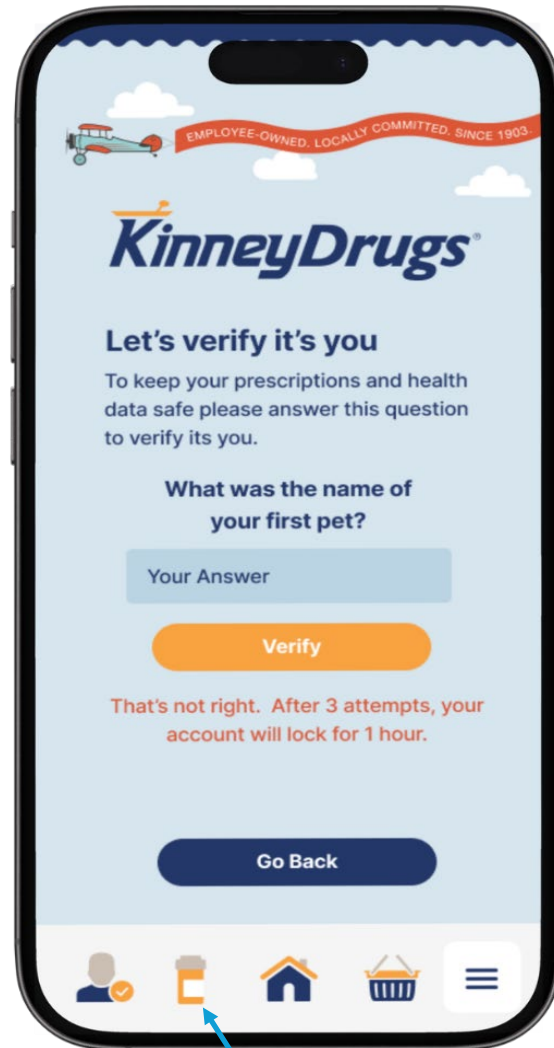


# Multi-factor Authentication (MFA) Screens

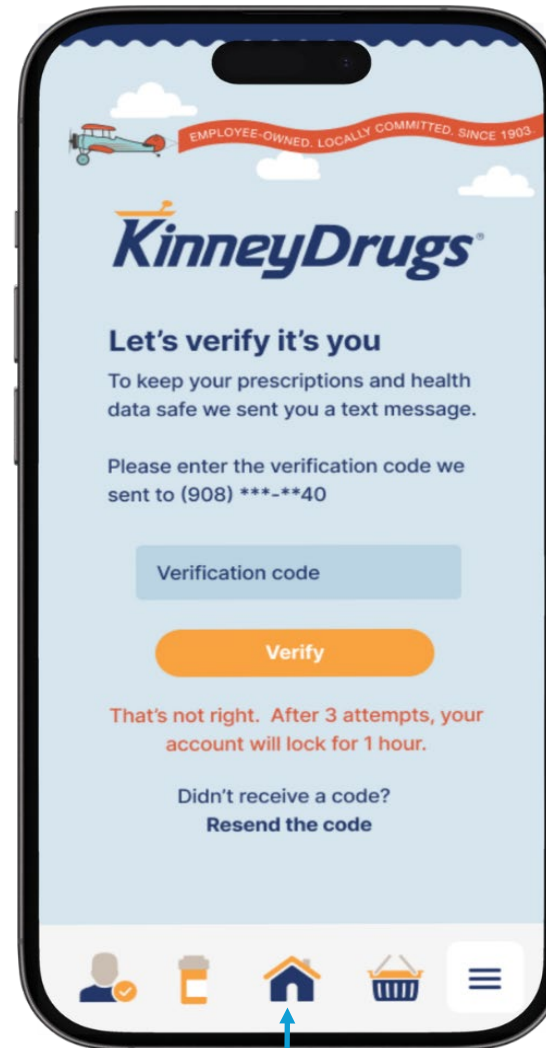
(You can choose email, security questions, or verification code.)



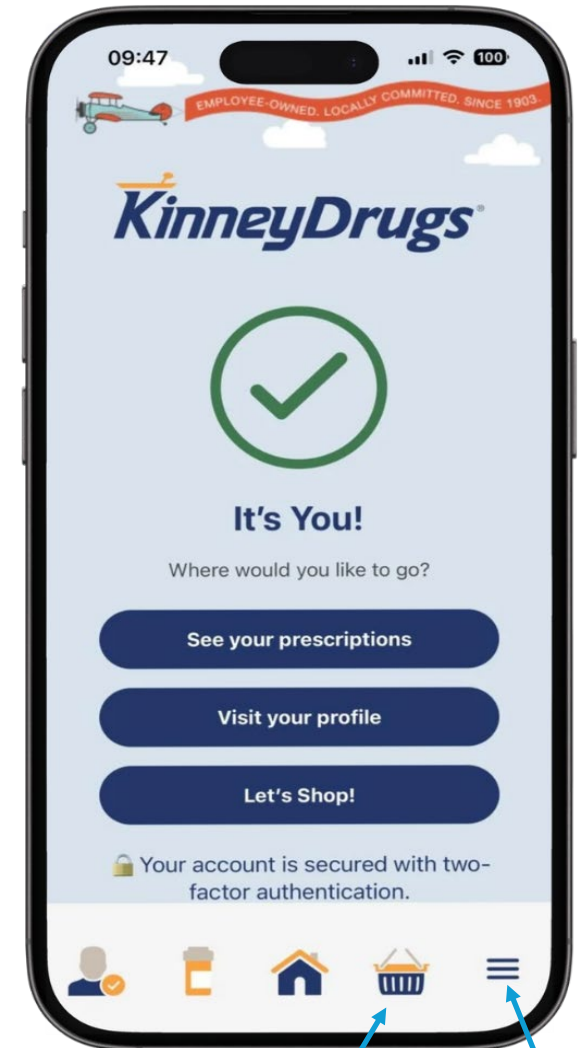
Profile



Prescriptions



Home

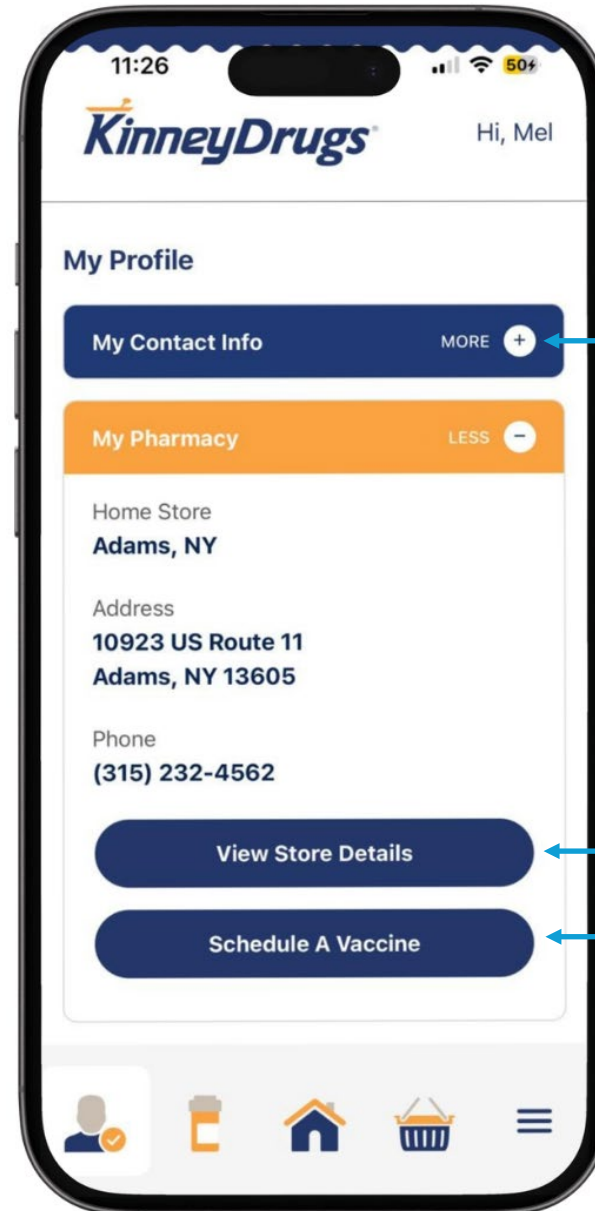
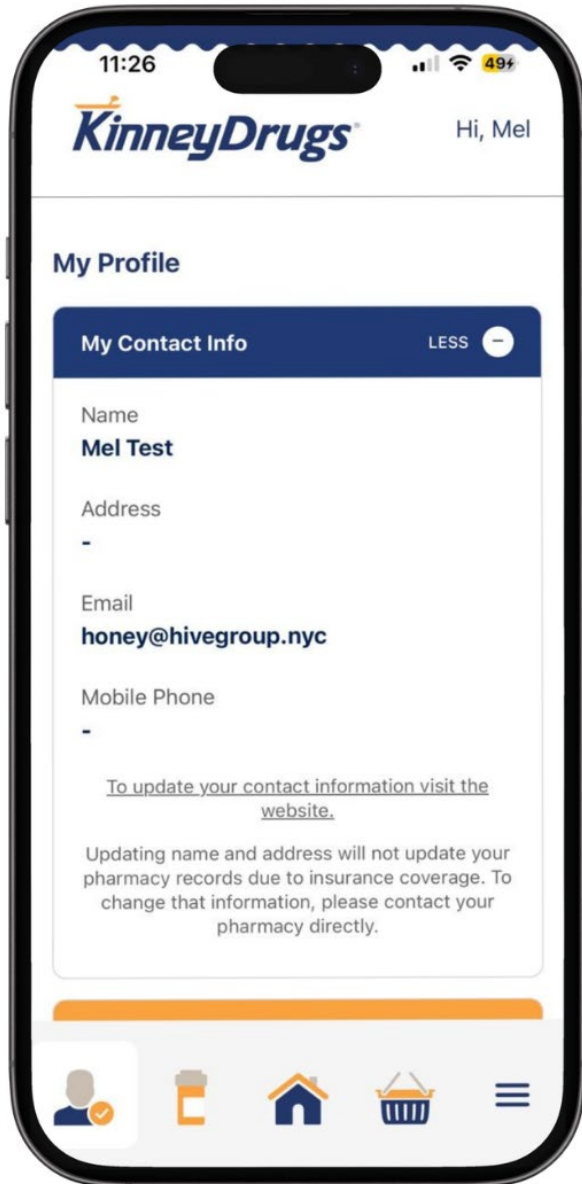


Shopping

Menu

Sticky Menu →

# My Profile Screens (Contact Info & My Pharmacy)



Categories expand by clicking the + symbol

Opens Store's Locations Page

Opens Store's Appointment Scheduler

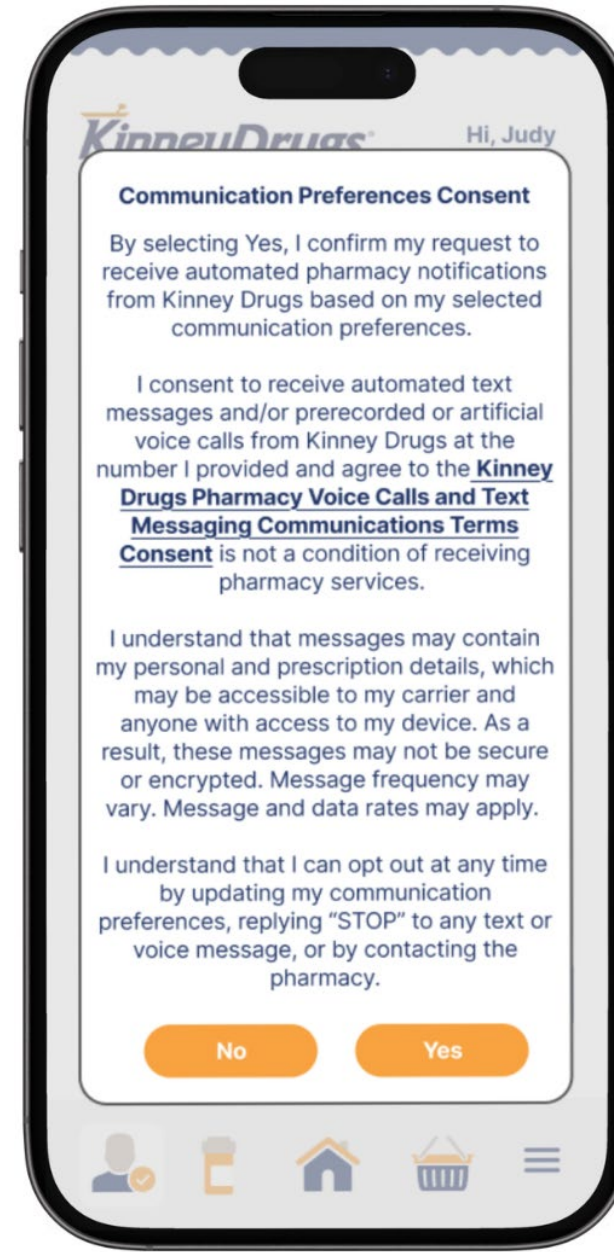
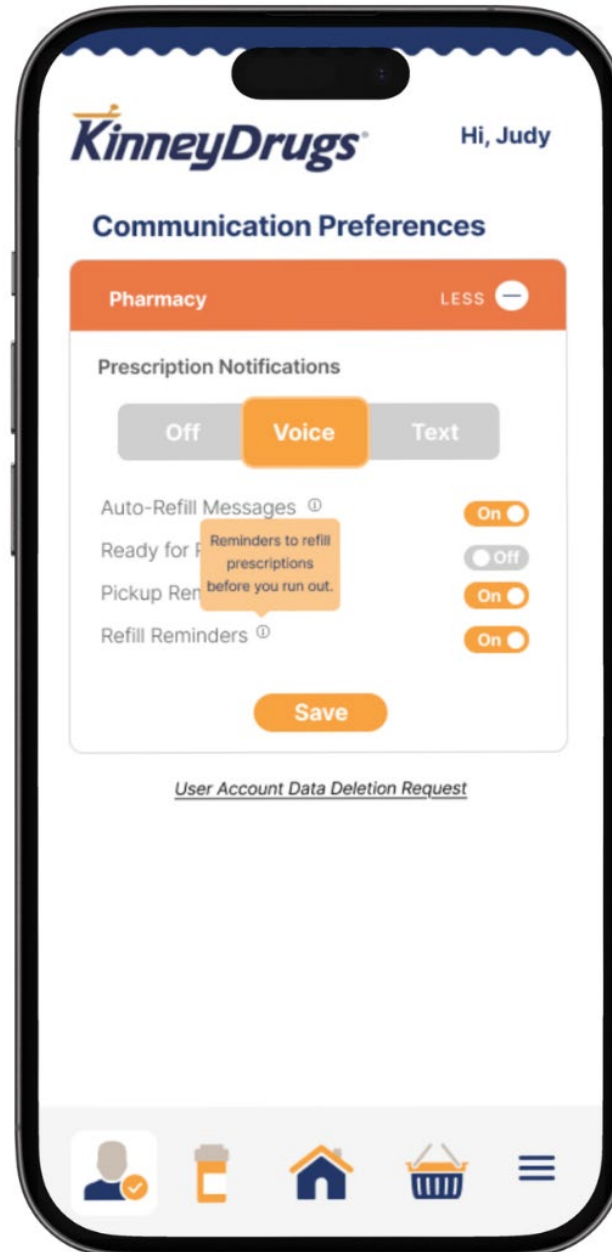
# My Profile Screens (Communications Preferences)

## Information “Bubbles”

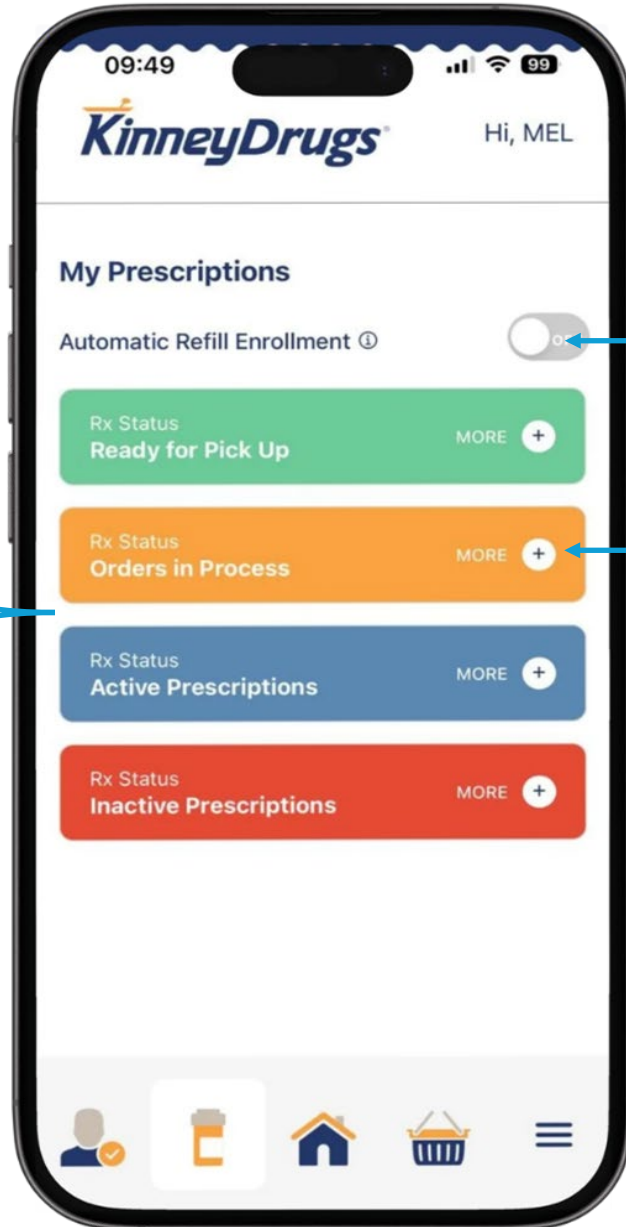
All communications preferences have clickable explainer “bubbles”.

## Pharmacy Notifications

- **Auto-Refill Messages** – Alerts about automatically refilled prescriptions.
- **Ready for Pickup** – Alerts about prescriptions ready to be picked up.
- **Pickup Reminders** – Friendly reminders that your prescription(s) still need(s) to be picked up.
- **Refill Reminders** – Reminders to refill prescriptions before you run out.
- **Urgent Pharmacist Messages** - Examples: out of refills, needs insurance authorization, contact provider, etc.



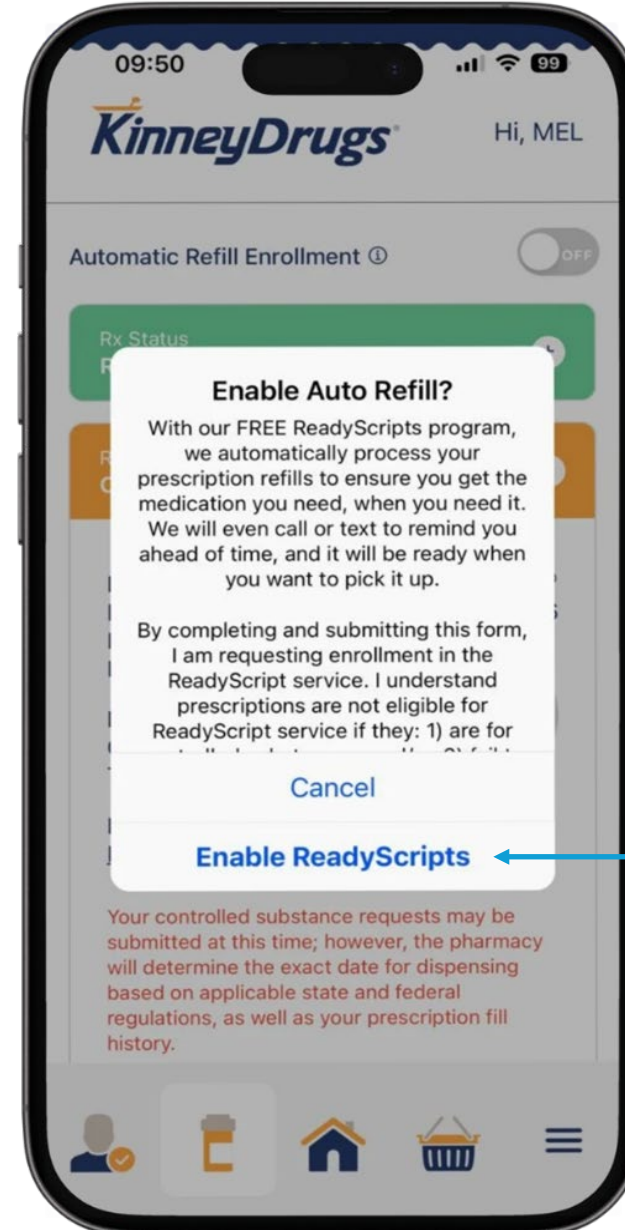
# Prescriptions Screens with Auto Refill (Readyscripts) Toggle



Rx's are color-coded by readiness status.

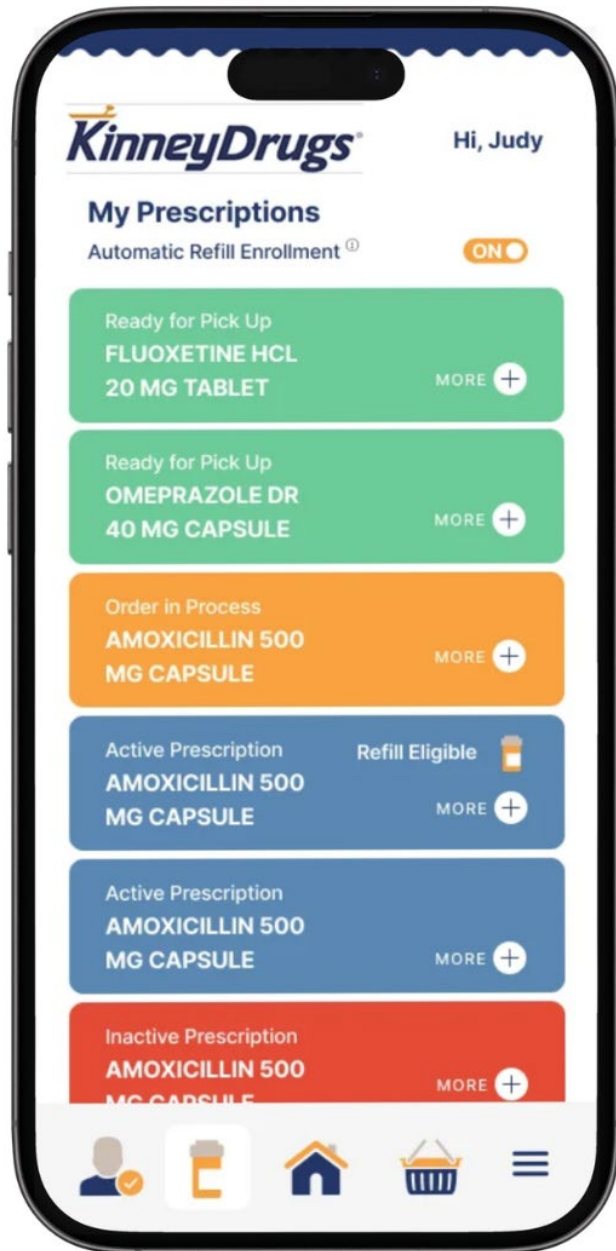
You can toggle Auto Refill on/off

Categories expand by clicking the + symbol



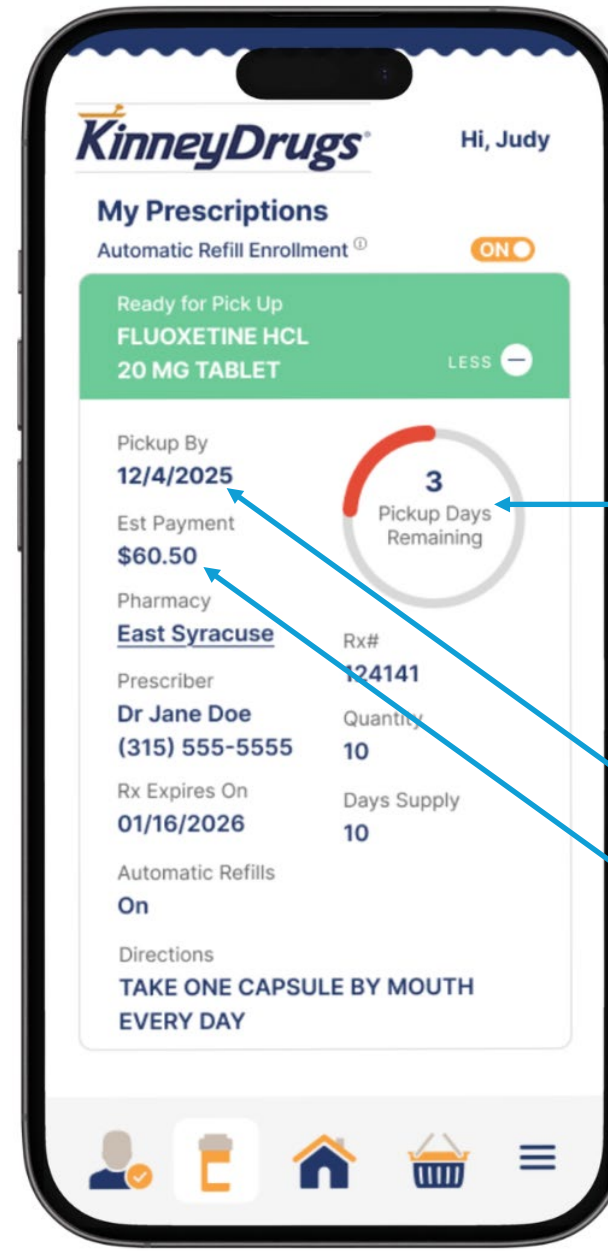
Please accept the terms to enable ReadyScripts.

# Prescriptions Screens – Main & Ready Status



## Rx Status:

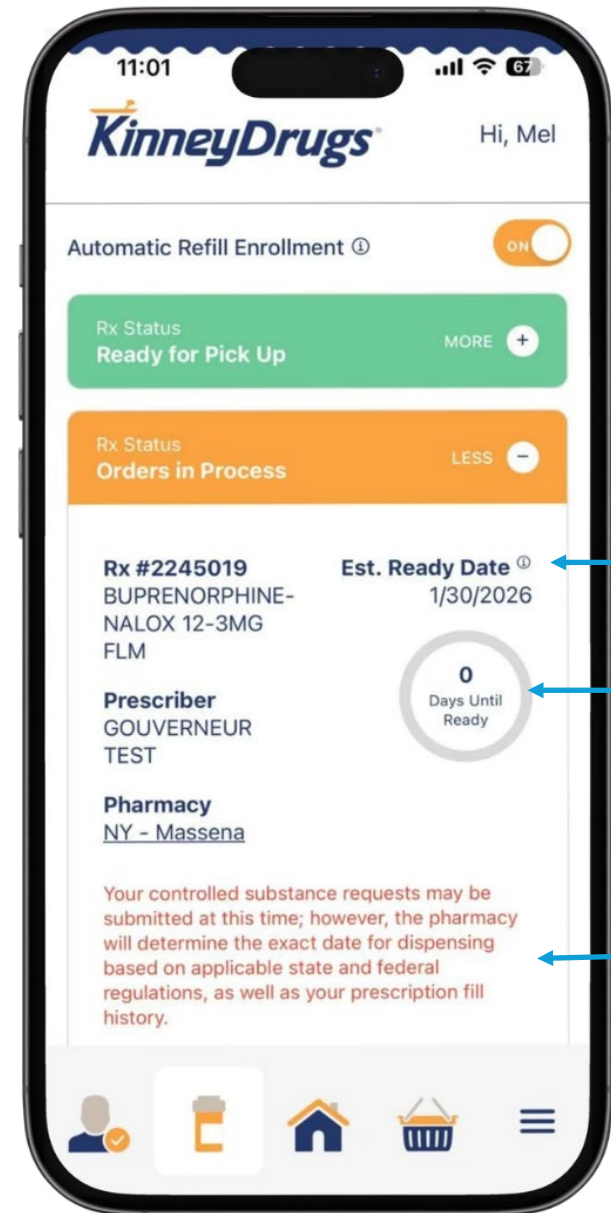
- **Green = ready**
- **Orange = in process**
- **Blue = active**  
*(but not in process or ready)*
- **Red = inactive**  
*(expired &/or no refills)*



“Clock” counts down days to pickup. Starts green, turns blue, then turns red for 3 days or less.

Pickup by date  
Estimated Cost

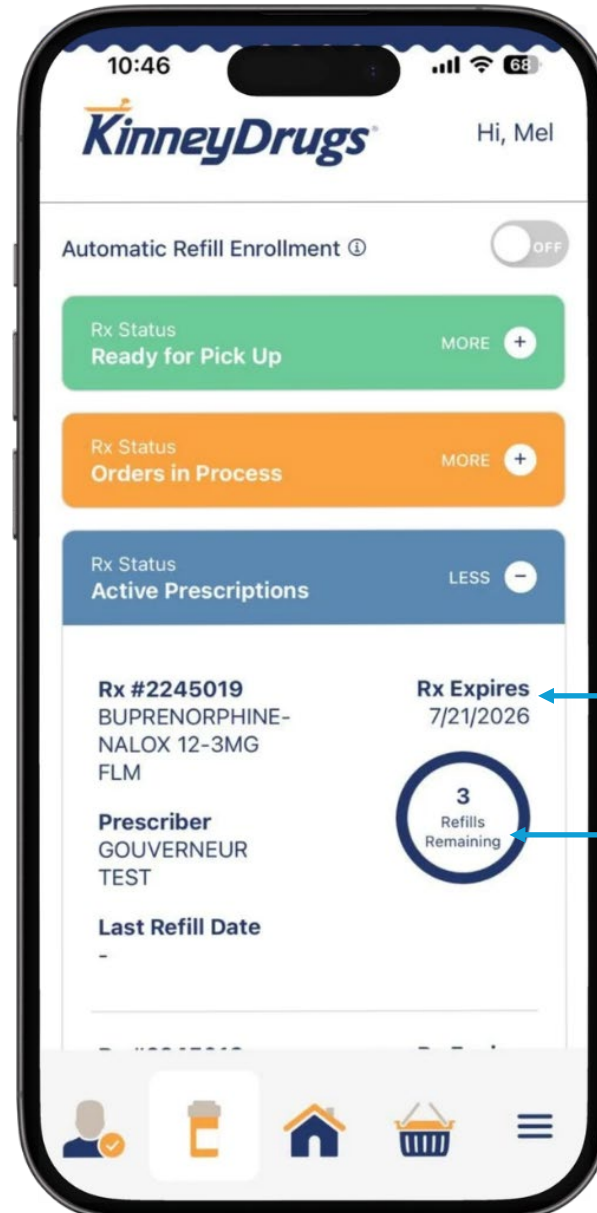
# Prescriptions Screens (In Process, Active & Inactive)



Est. ready date

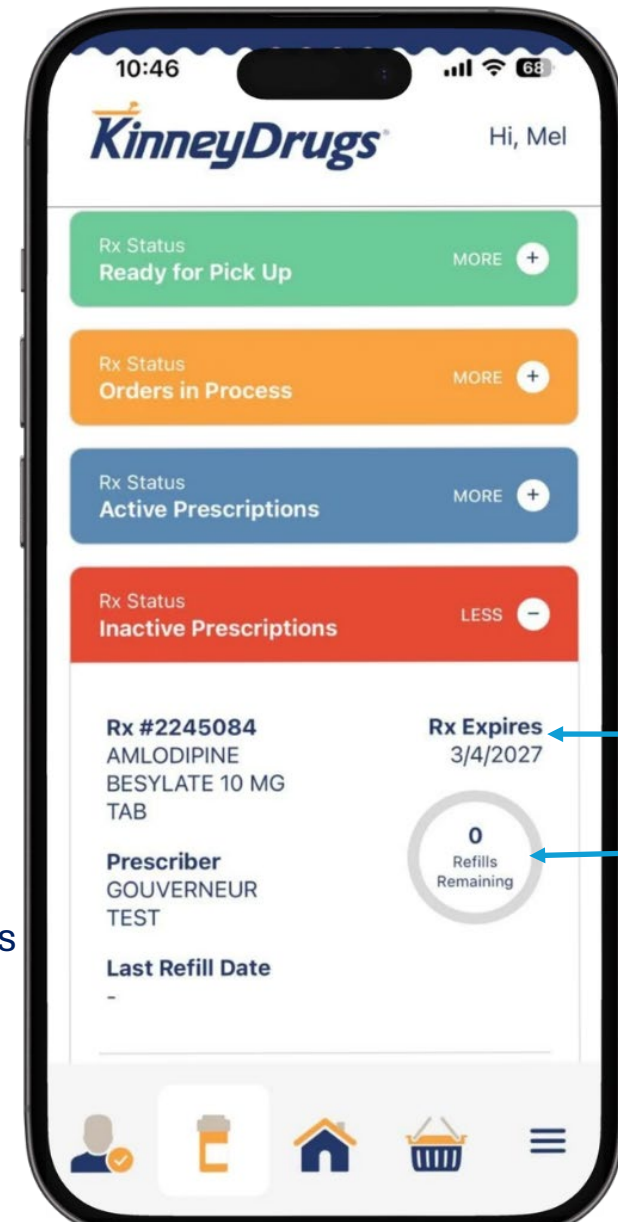
“Clock” counts down days until ready.

Controlled substance message.



Rx expiry date

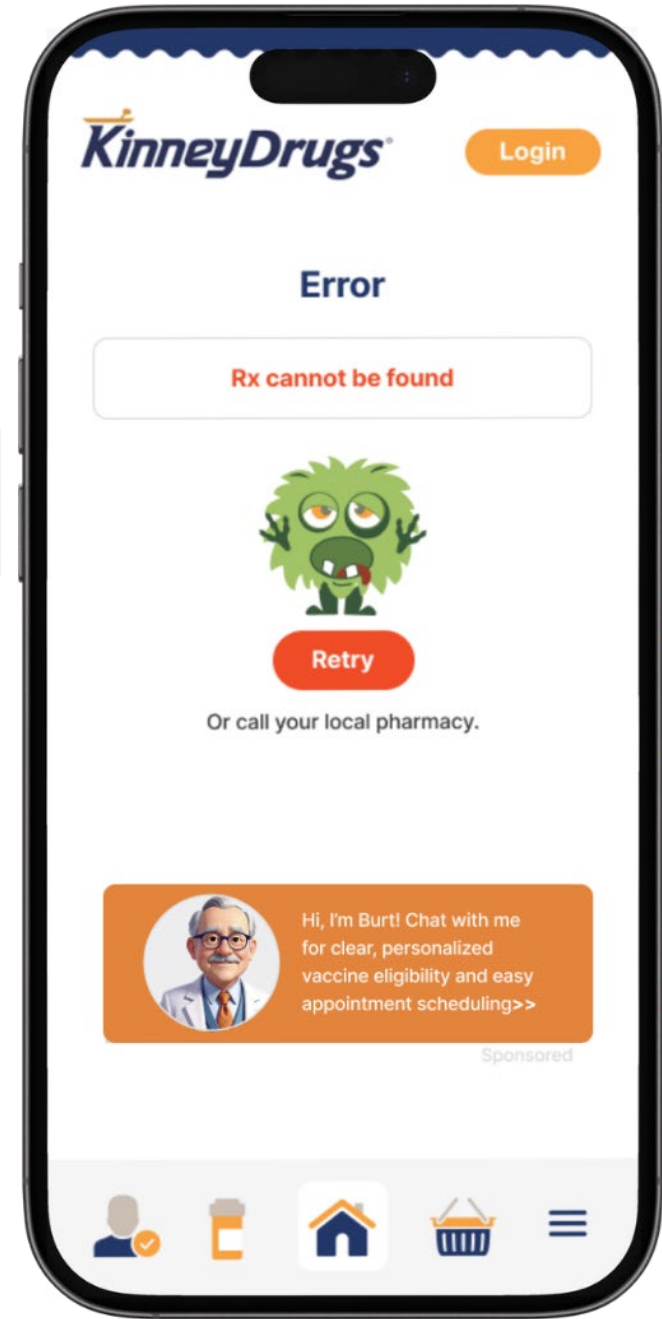
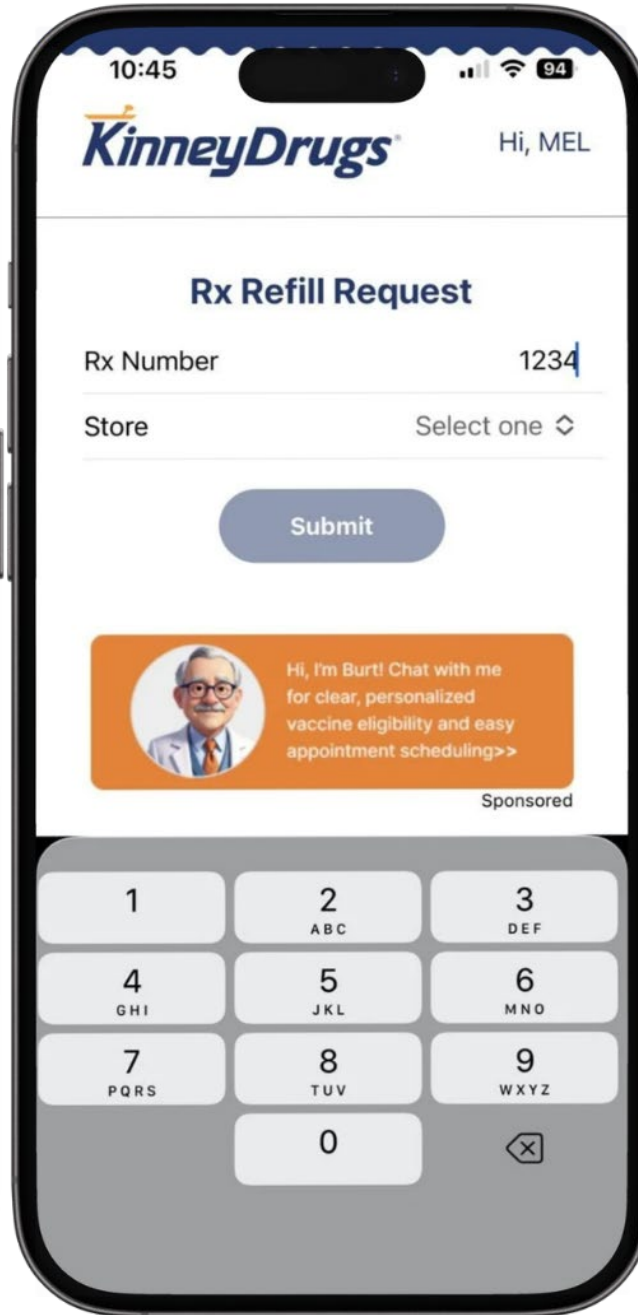
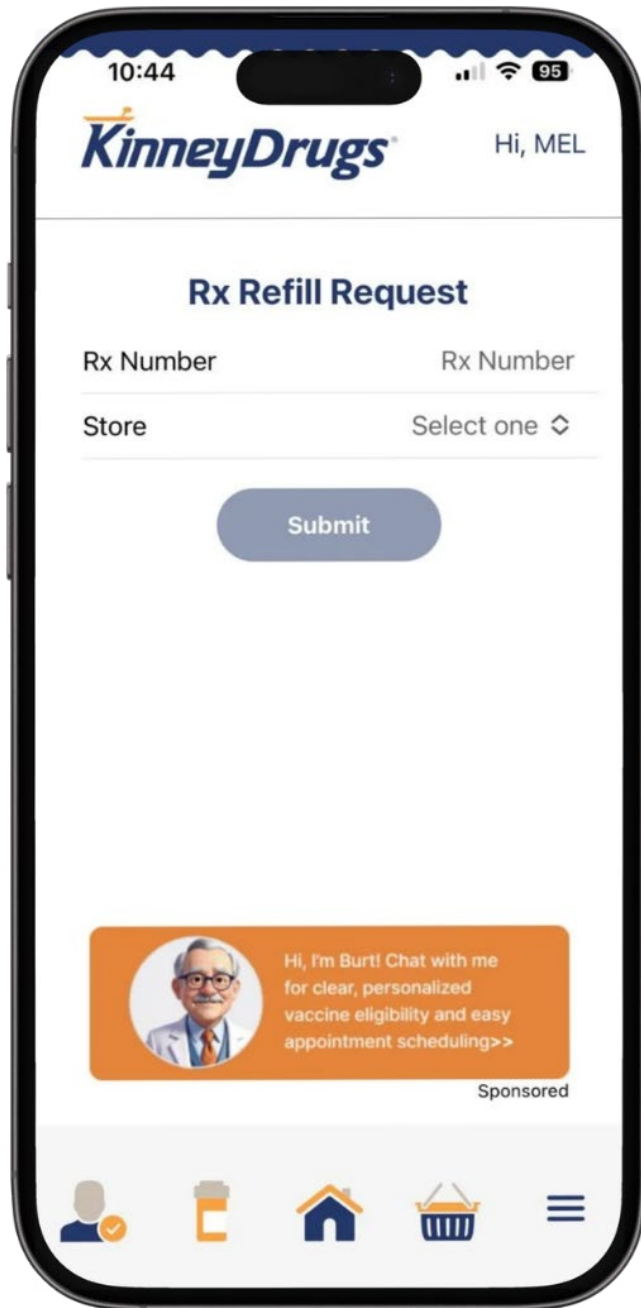
“Clock” counts down refills remaining.



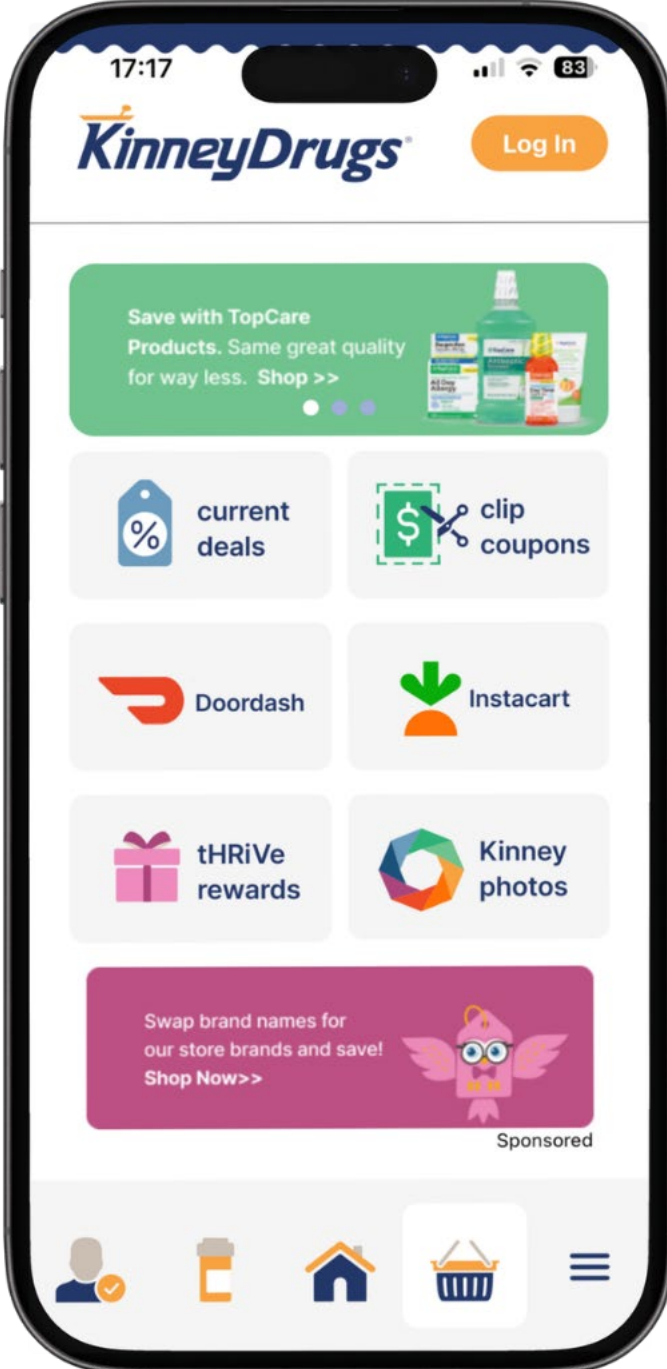
Rx expiry date

“Clock” counts down refills remaining.

# Guest Refill Request Screens



# Shopping Screen



Links to Savings page

Links to Doordash

Links to tHRiVe page

Sponsor Message

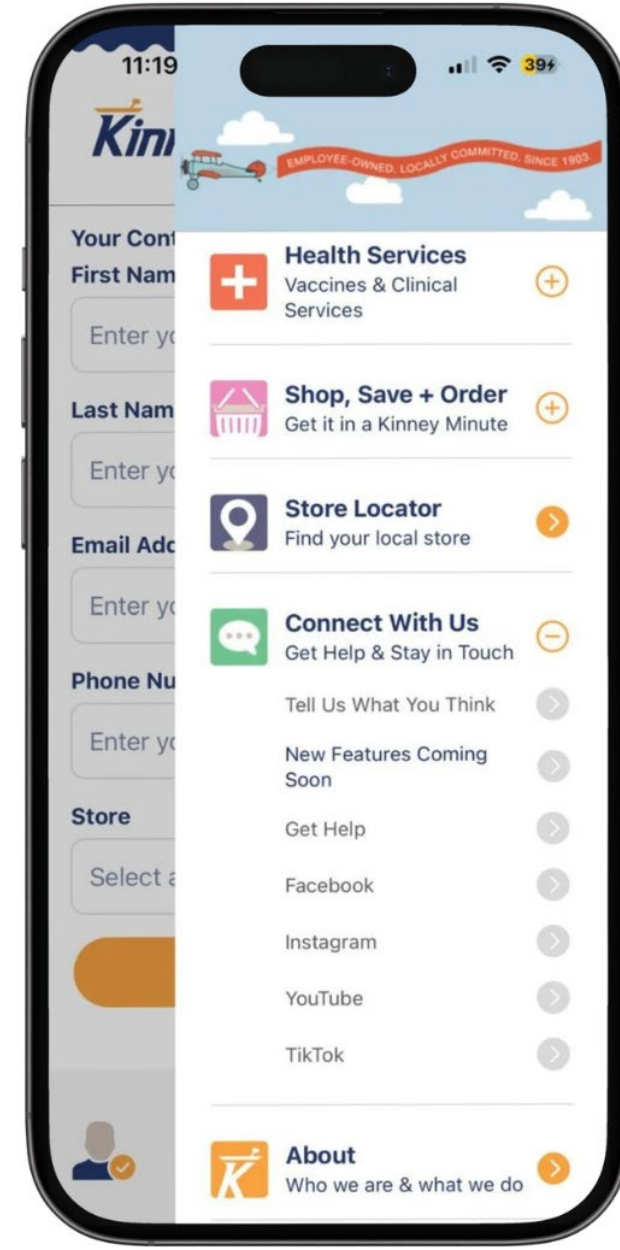
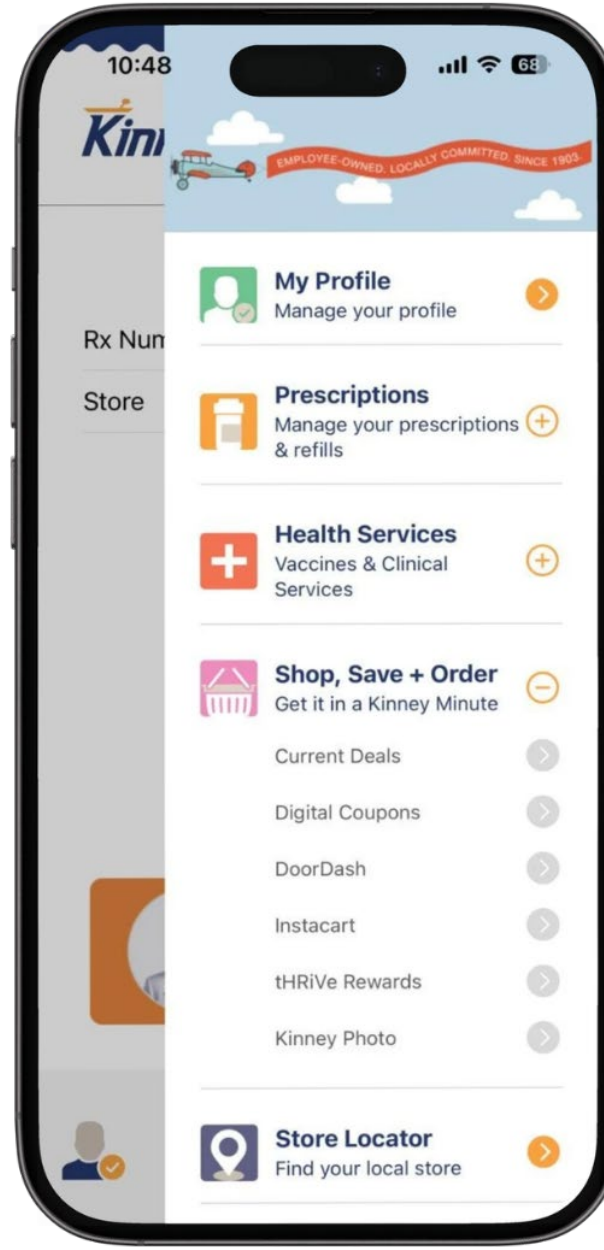
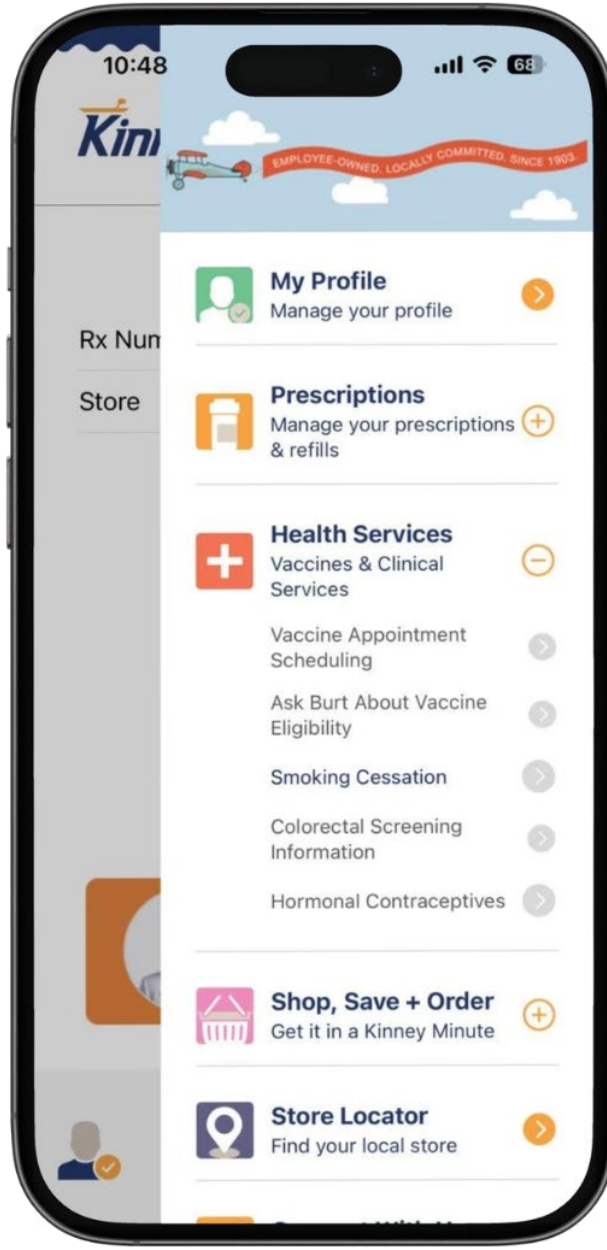
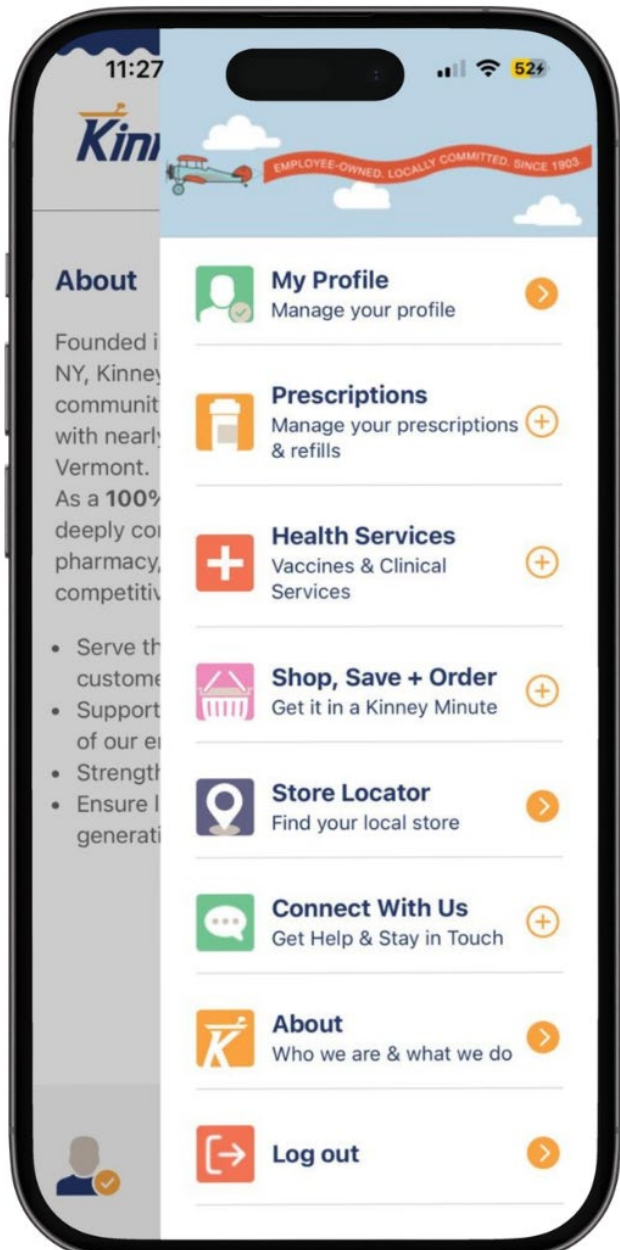
Scrolling carousel of 3 Kinney messages

Links to digital coupons  
*(auto login will be live for customer launch)*

Links to Instacart

Links to Online Photo Services

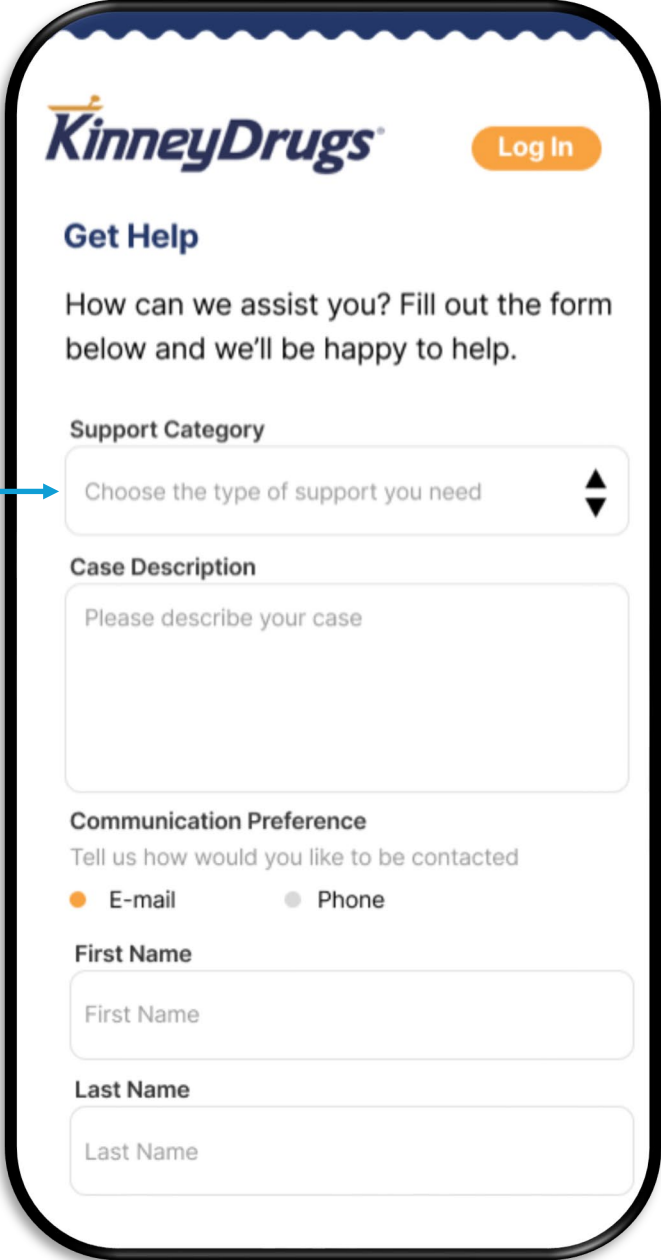
# Menu Screens



# Get Help Screens

## Support Categories:

- **Pharmacy Help** – Questions on pharmacy profile, pharmacy services, prescriptions, refills, status, etc.
- **Login & Shopping Help** – I am having trouble logging into my account, accessing tHRiVe, digital coupons, product questions, etc.
- **App Bug Report & Feedback** – Report a bug or give a suggestion
- **Account Deletion Request** – I would like to delete my account.
- **Donation & Sponsorship Requests** – I would like to ask Kinney for a monetary or product donation or to sponsor an event.
- **Customer Satisfaction** – Tell us how we're doing in our stores.
- **Other Concerns** – Scam & fraud alerts, miscellaneous questions
- **Human Resources** – Job & application inquiries, current/former employees



**KinneyDrugs** Log In

### Get Help

How can we assist you? Fill out the form below and we'll be happy to help.

**Support Category**  
Choose the type of support you need

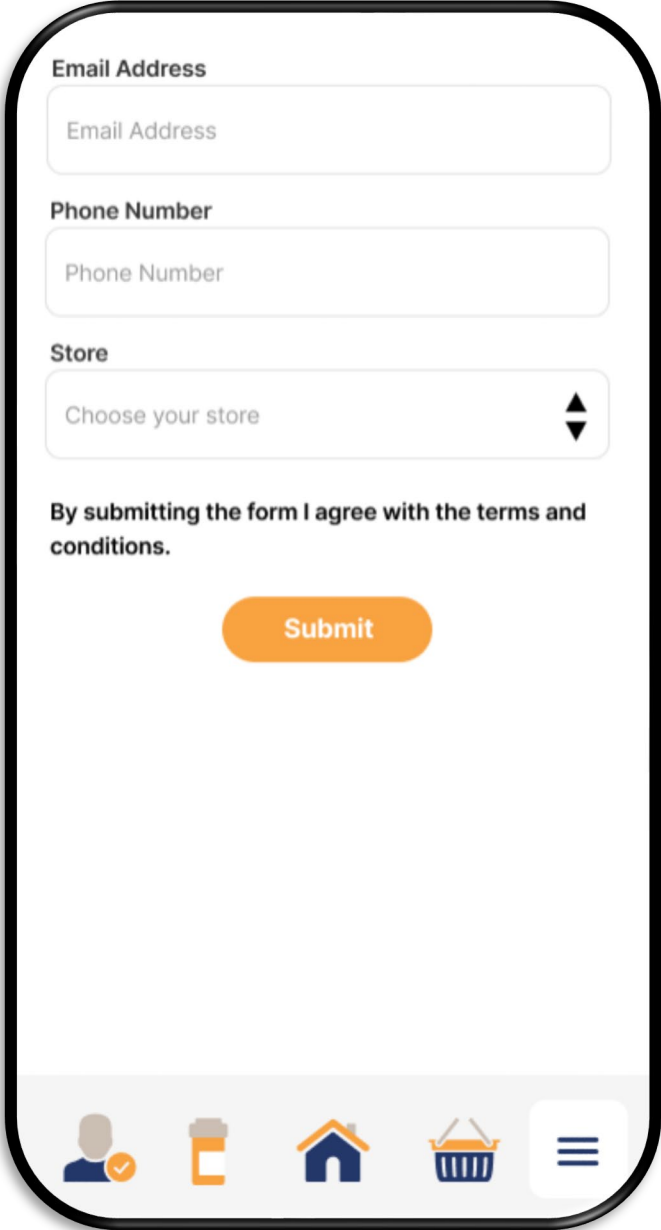
**Case Description**  
Please describe your case

**Communication Preference**  
Tell us how would you like to be contacted

E-mail     Phone

**First Name**  
First Name

**Last Name**  
Last Name



**Email Address**  
Email Address

**Phone Number**  
Phone Number

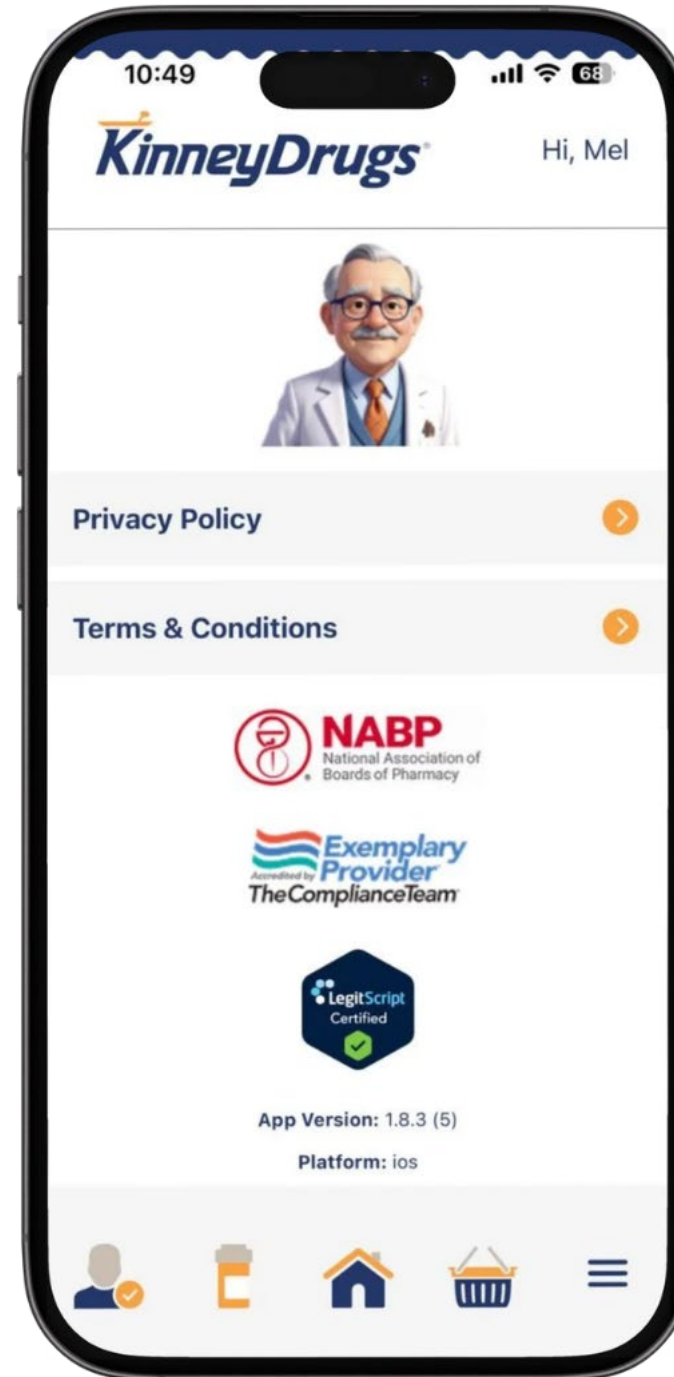
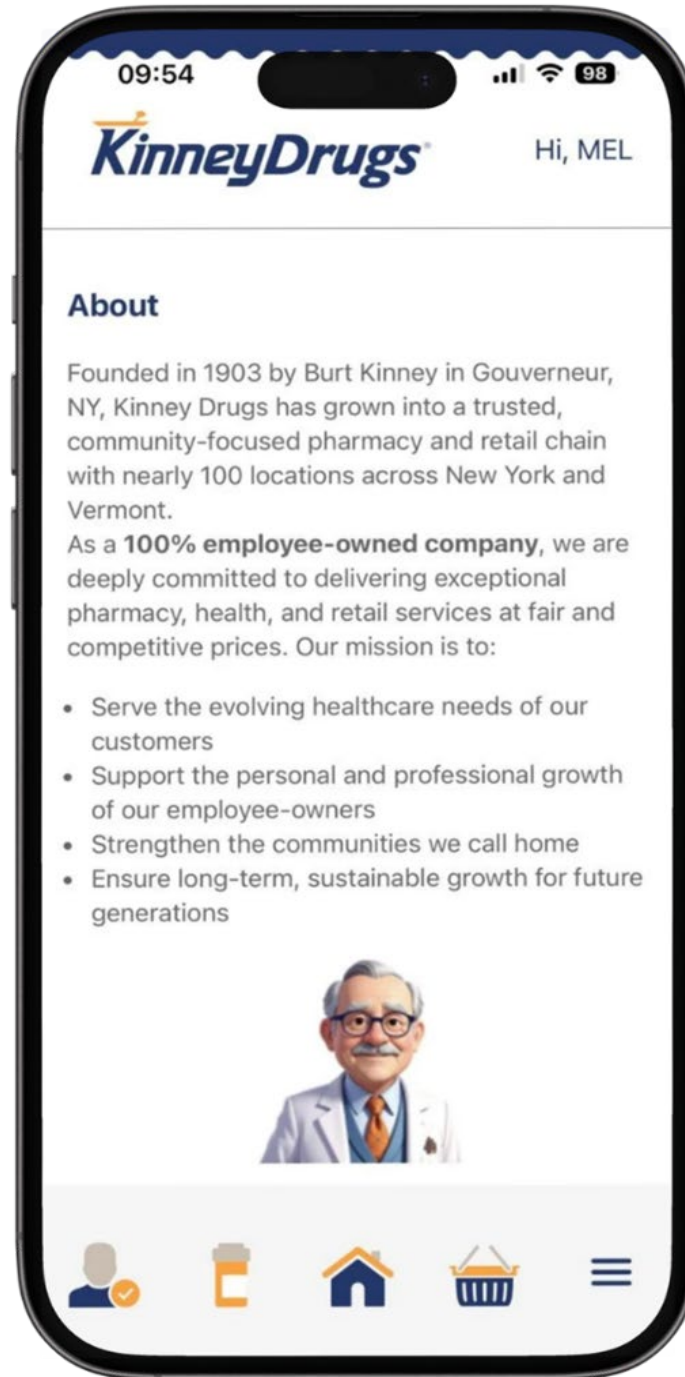
**Store**  
Choose your store

**By submitting the form I agree with the terms and conditions.**

Submit

Navigation icons: Profile, Pharmacy, Home, Shopping Cart, Menu

# About Screens





## **Features in development for Phase 2 release (summer):**

1. Family/Caregiver Accounts
2. ReadyScripts Enrollment Visibility/Notification for Pharmacies
3. A user-facing Consent Center where all consents/permissions are displayed and can be modified by the User.
4. Updates to profile email and/or phone via website/app also update the registers (LOC POS).
5. Vaccines separated from other prescriptions.
6. Browsable shopper product catalog.