



Kinney
DRUGS®



Mobile App Guide

May 14, 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

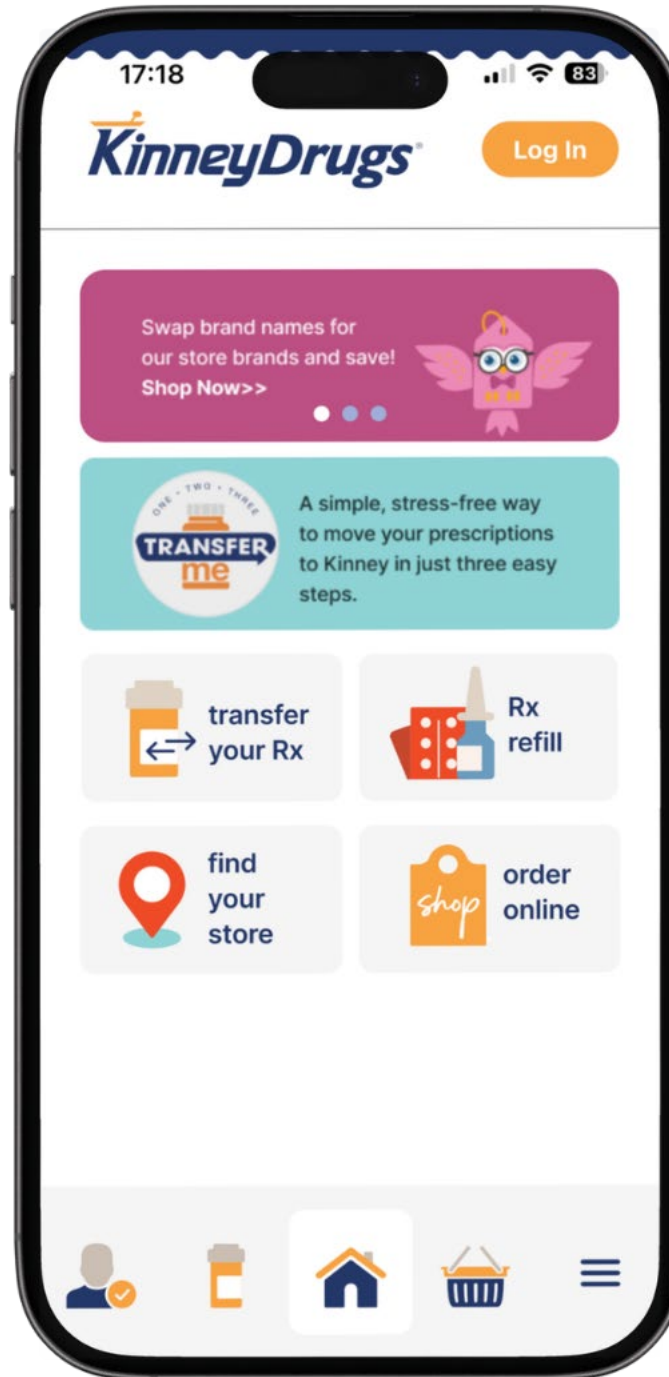
When you launch the app, this is the first screen displayed. No login is required to access most of these services.

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

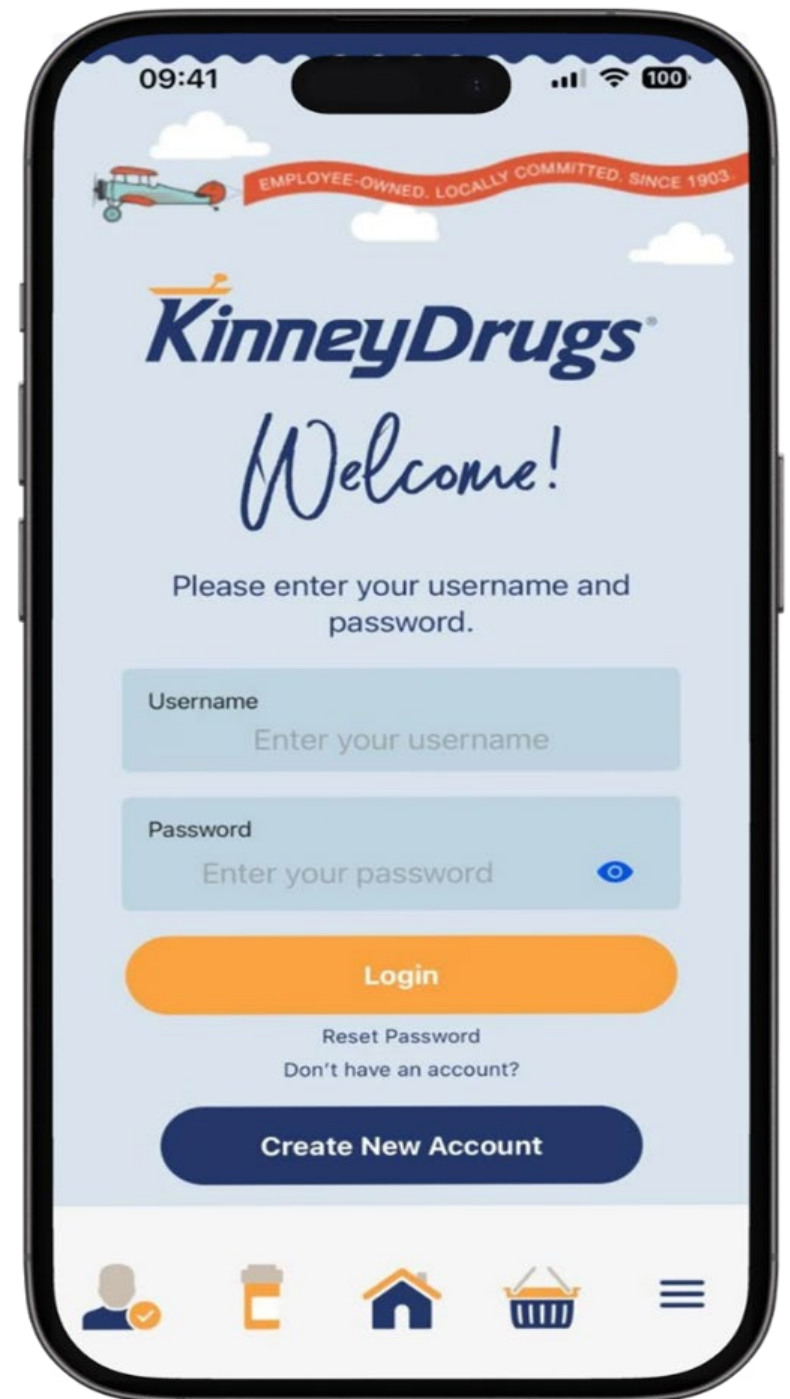
← Guest Refill Screen

← 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.
- Users who have logged into their **tHRiVe account within the past year** can use those credentials to login.
- First-time and Inactive Users will click **Create New Account**.
- For security purposes, **all Users will need to re-link their pharmacy account.**



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!

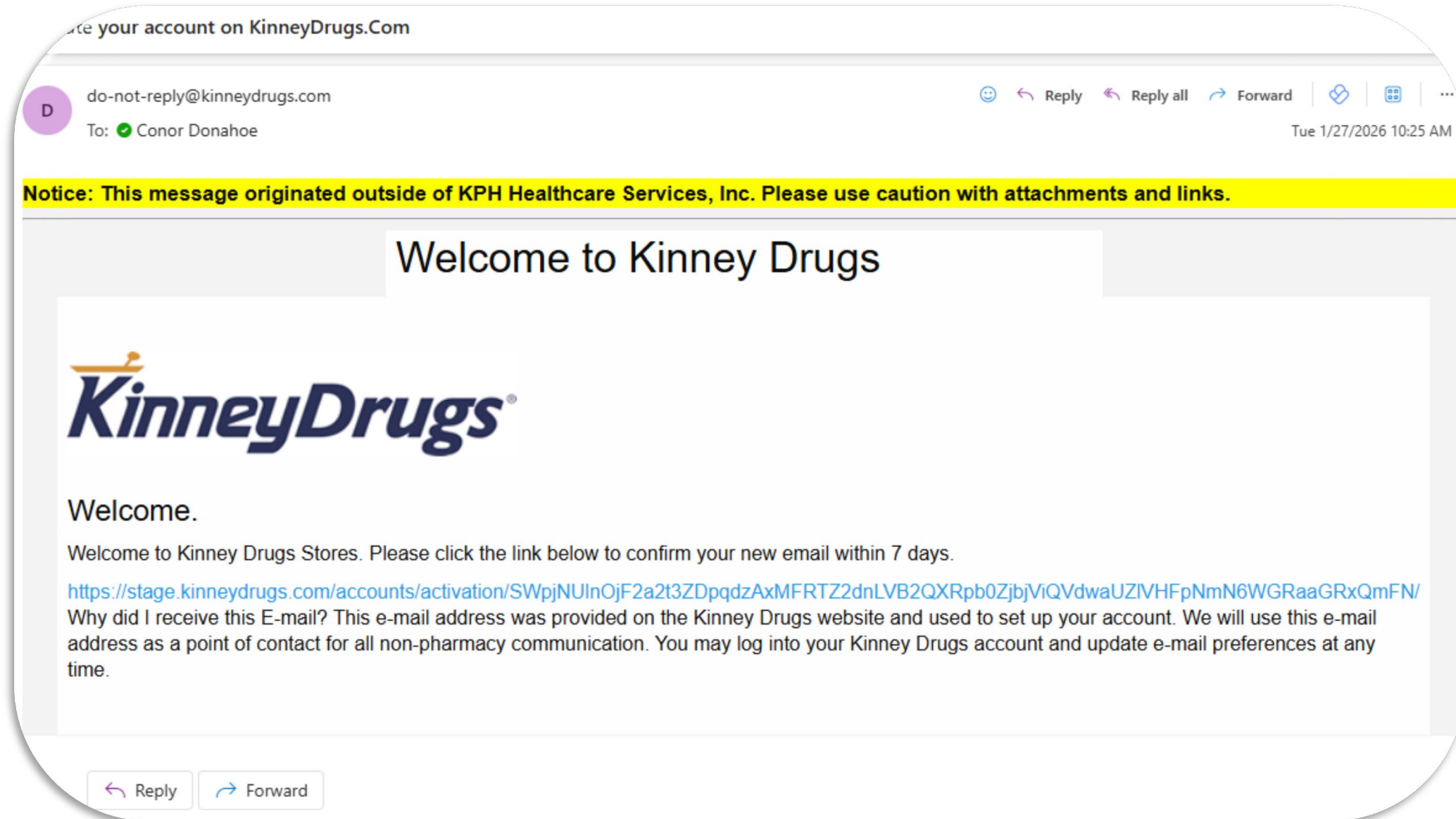
Next, activate your account by clicking the link in the email just sent, which will be active for 7 days.

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.

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 *

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 #2 – Securely Create a New Account


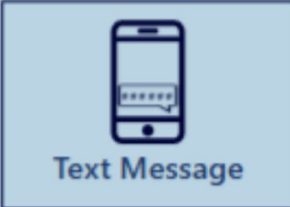
Step 2H: Multi-factor Authentication (MFA)

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. *

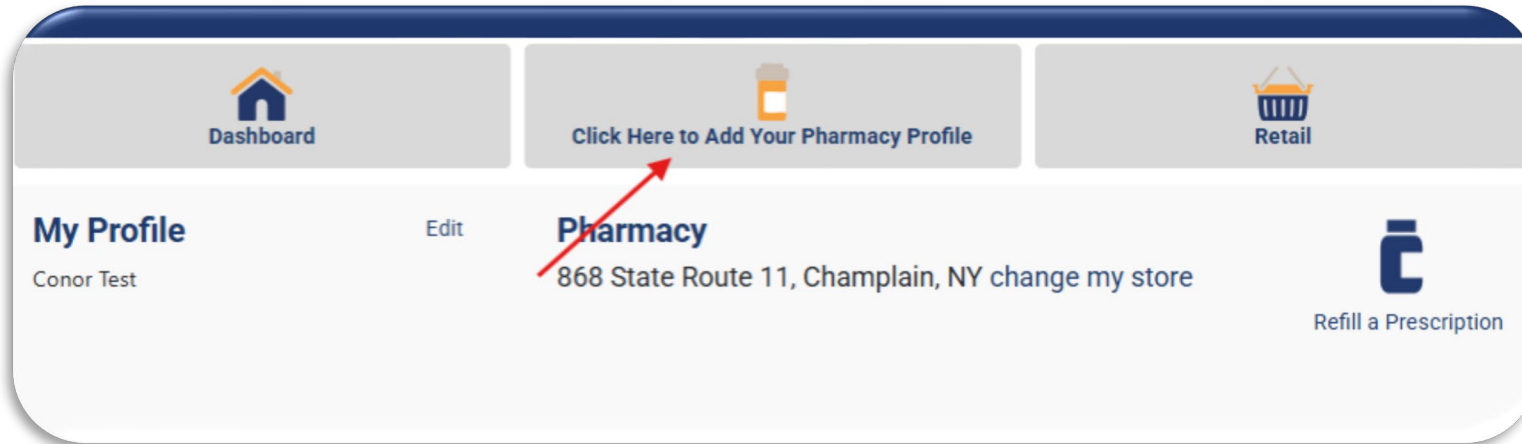
Remember me on this device

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

Pharmacy Phone Number

First and Last Name
KINNEY PATIENT
123 KINNEY WAY
GOUVERNEUR, NY 13642

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

TAKE ONE CAPSULE BY MOUTH
THREE TIMES A DAY

AMOXICILLIN 500 MG CAPSULE
MFR: SANOZ
QTY: 30
PRESCRIBER: PRESCRIBER NAME
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:
xxxxxxxxxxxxxxxxxx@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:
xxxxxxxxxxxxxxxxxx@kphhealthcareservices.com

Please enter the verification code here:

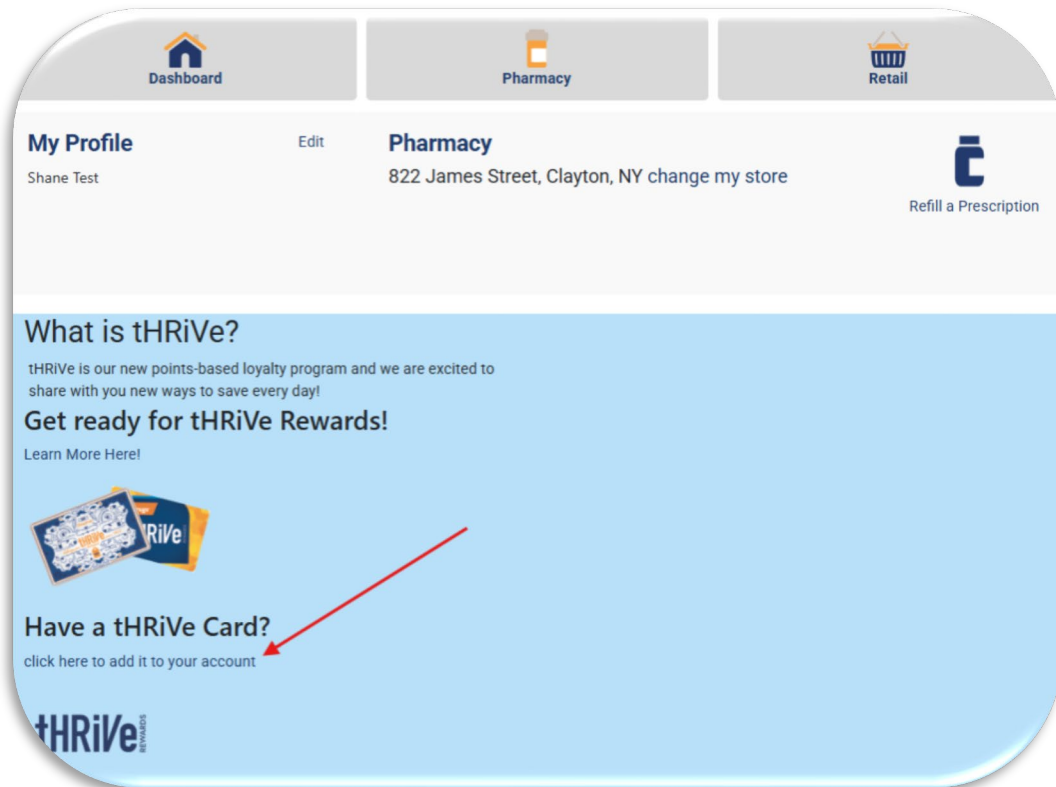
Didn't get a verification code? [Click to resend.](#)

Submit Verification Code

Step #4 – Add your tHRiVe Rewards Membership

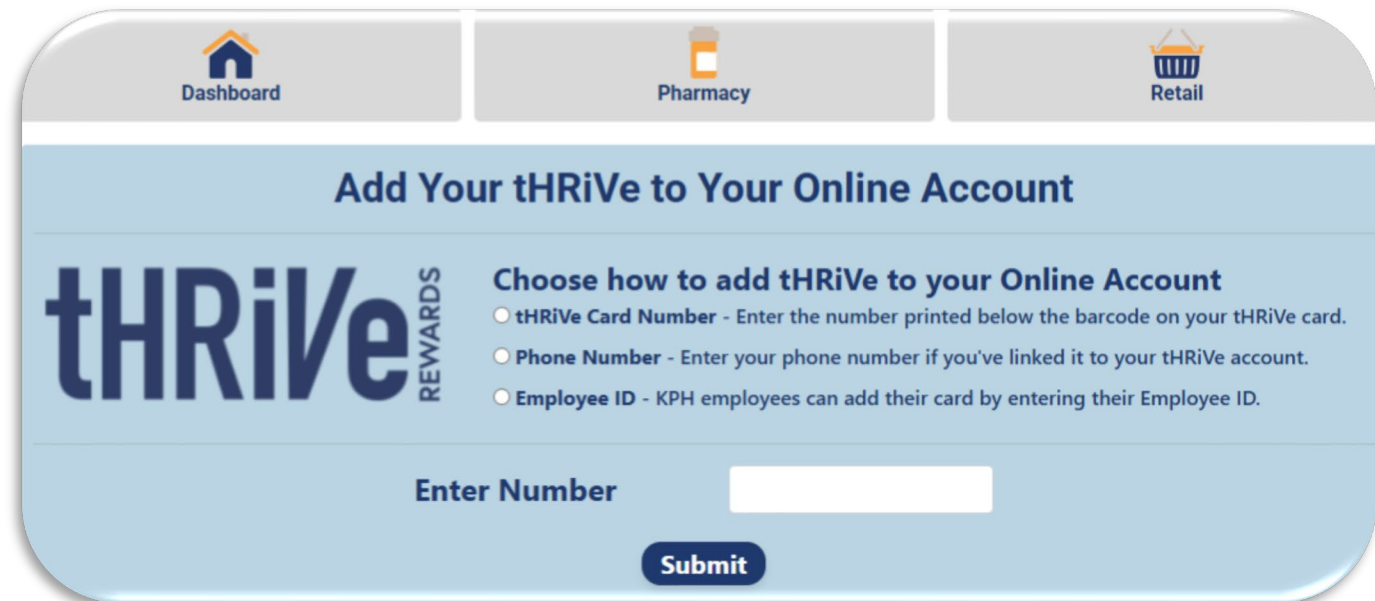
Step 4A:

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.

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!

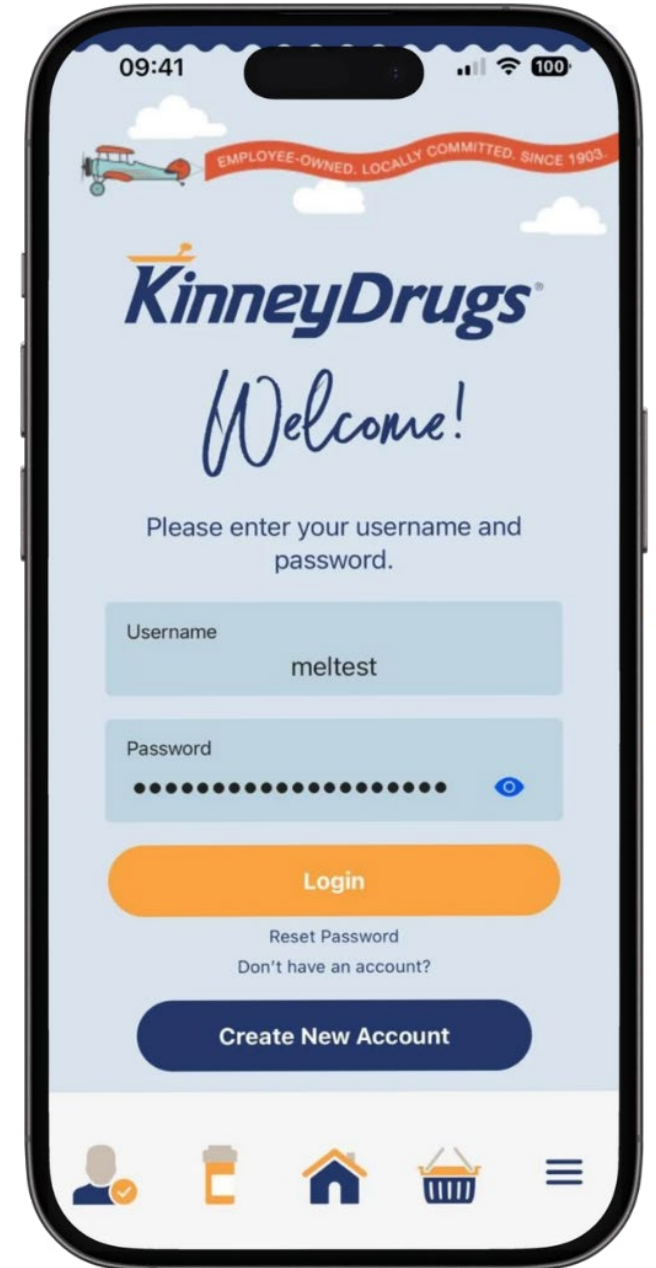
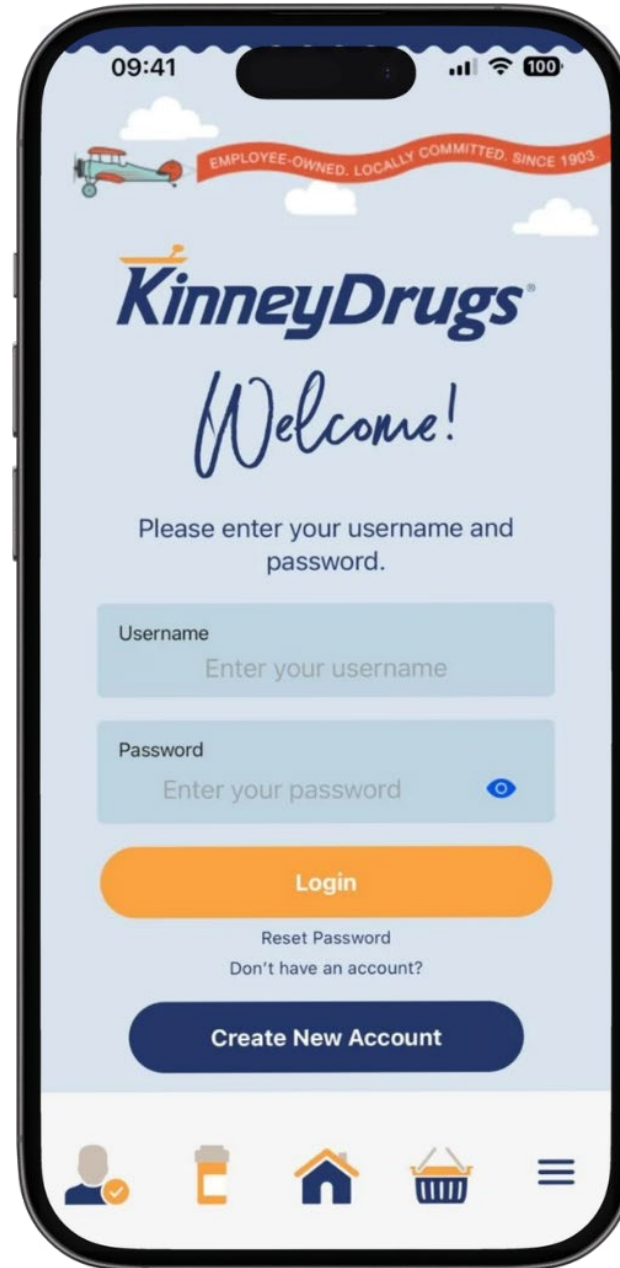
Kinney Drugs has launched
a new mobile app that will
help you get everything
done in a **SNAP!**



Login Screen

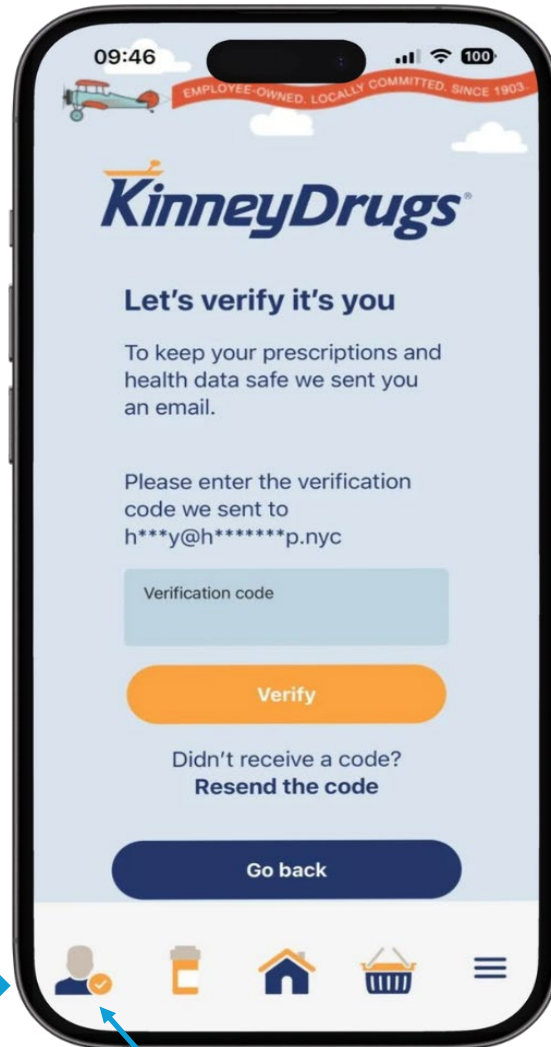
Enjoy a single, unified account for both pharmacy & tHRiVe.

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

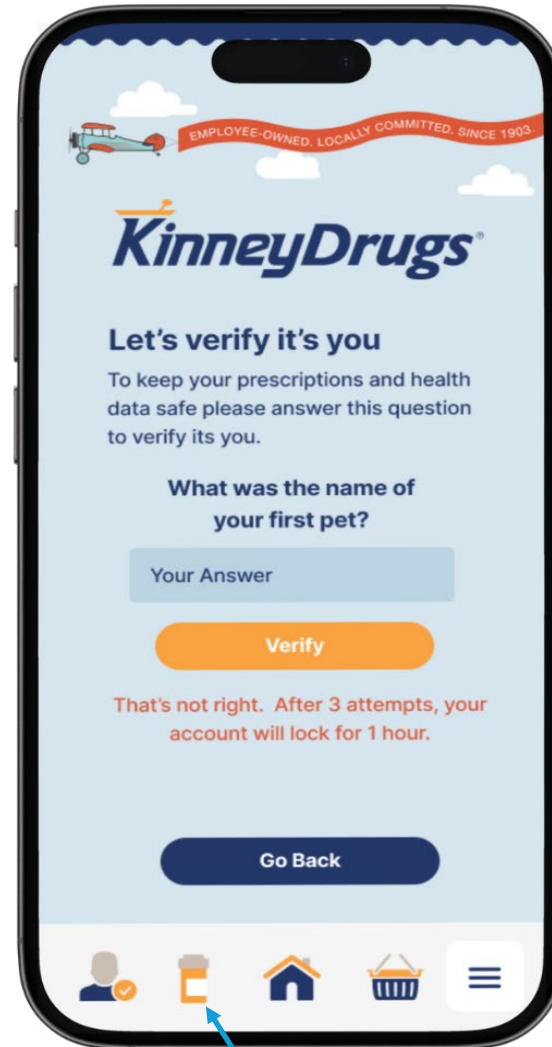


Multi-factor Authentication (MFA) Screens

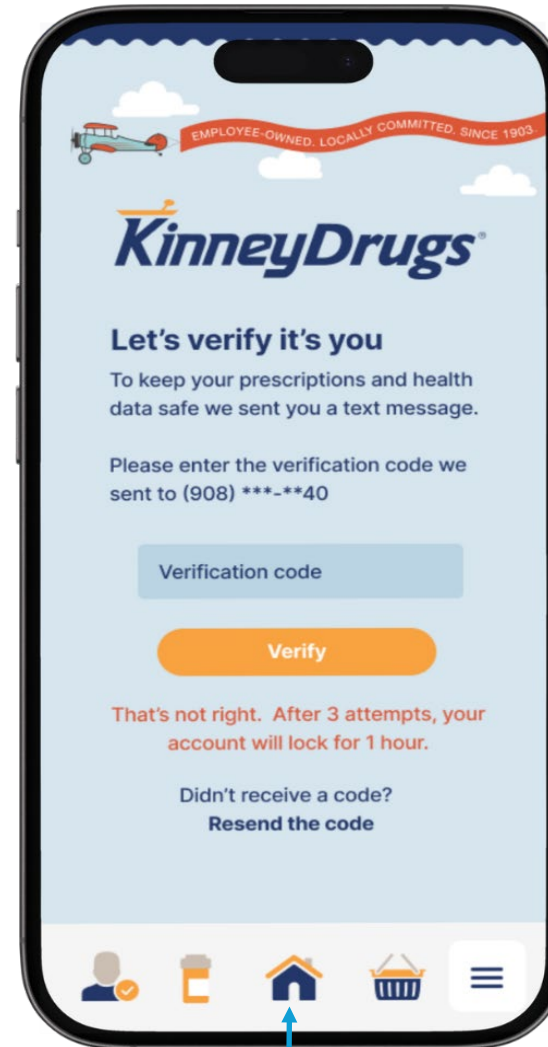
(You can choose email, security questions, or verification code.)



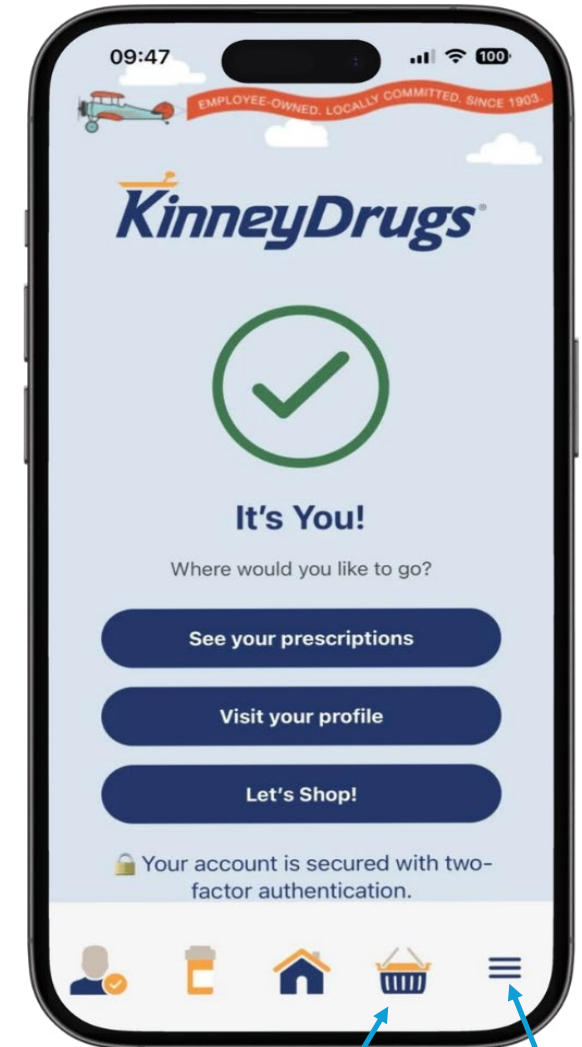
Profile



Prescriptions



Home

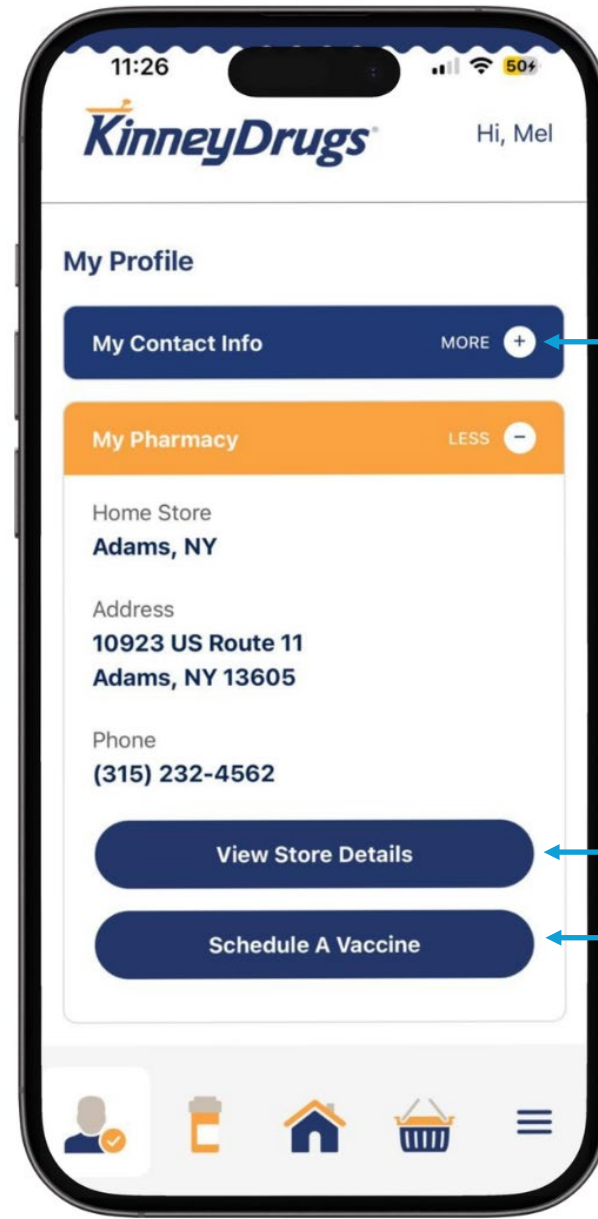
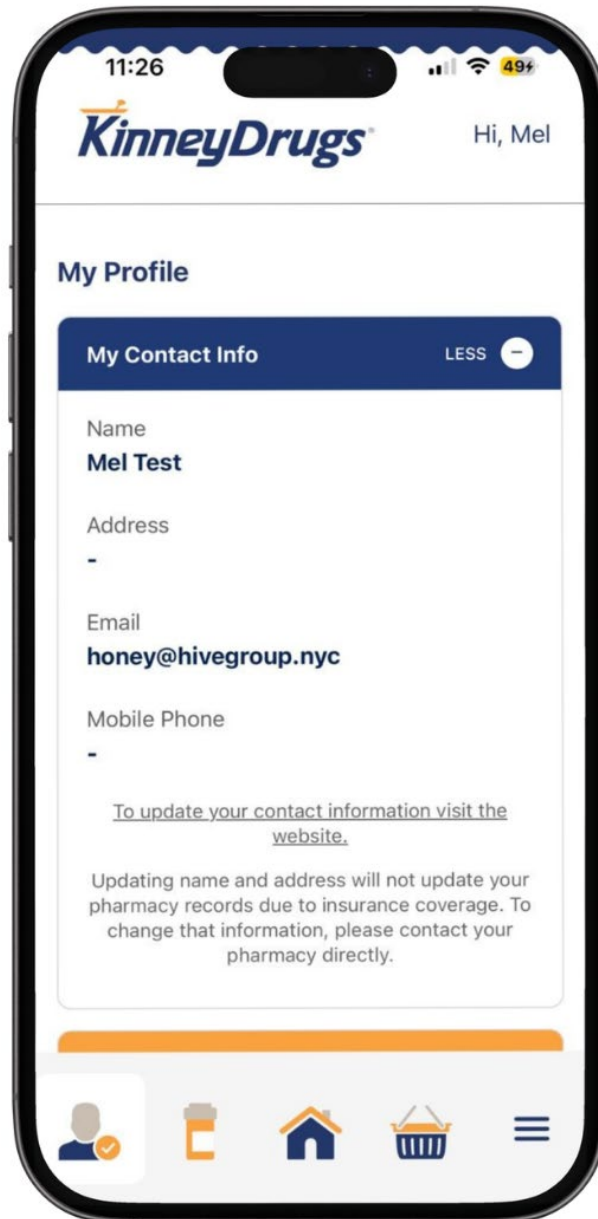


Shopping

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

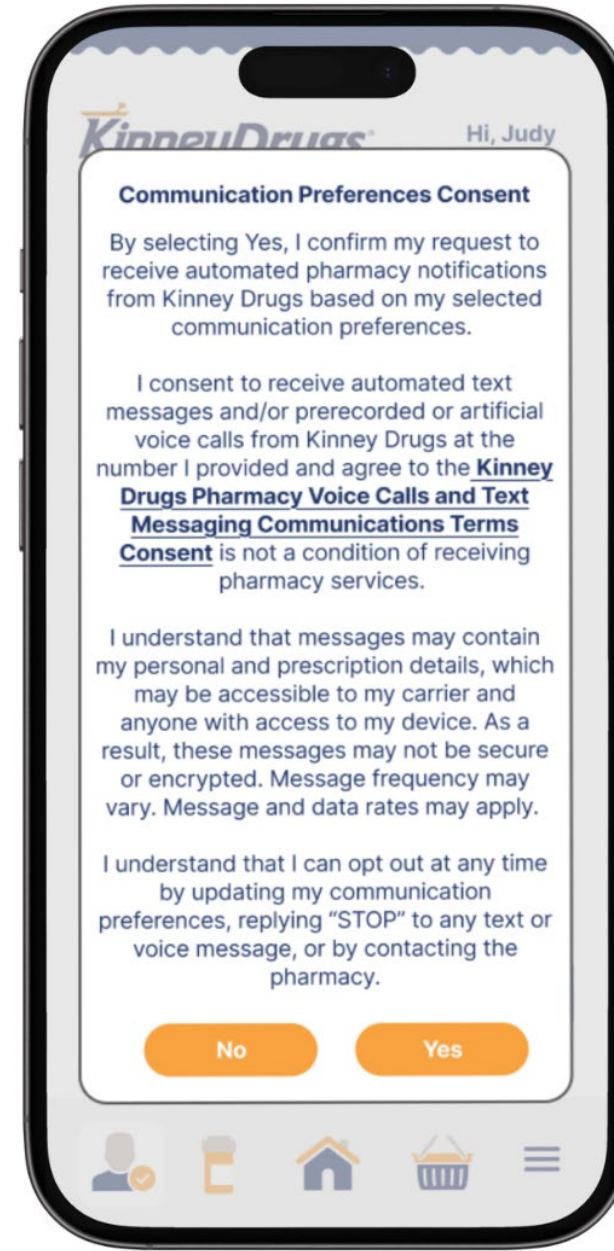
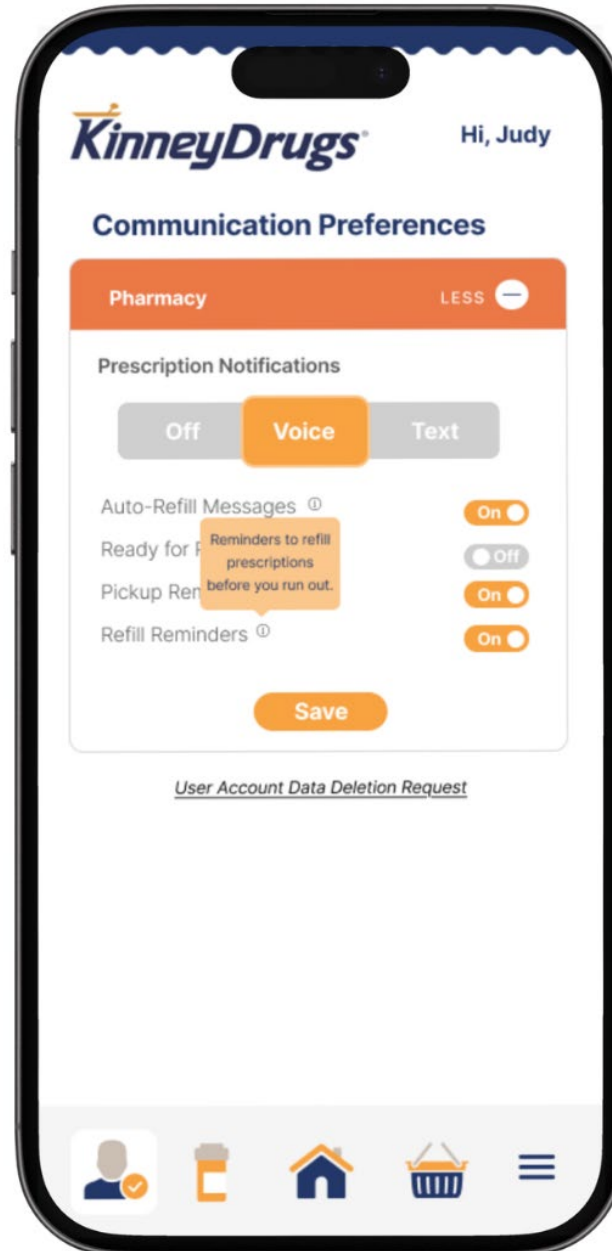
My Profile Screens (Communications Preferences)

Information “Bubbles”

All communications preferences have clickable explainer “bubbles”.

Pharmacy Notifications

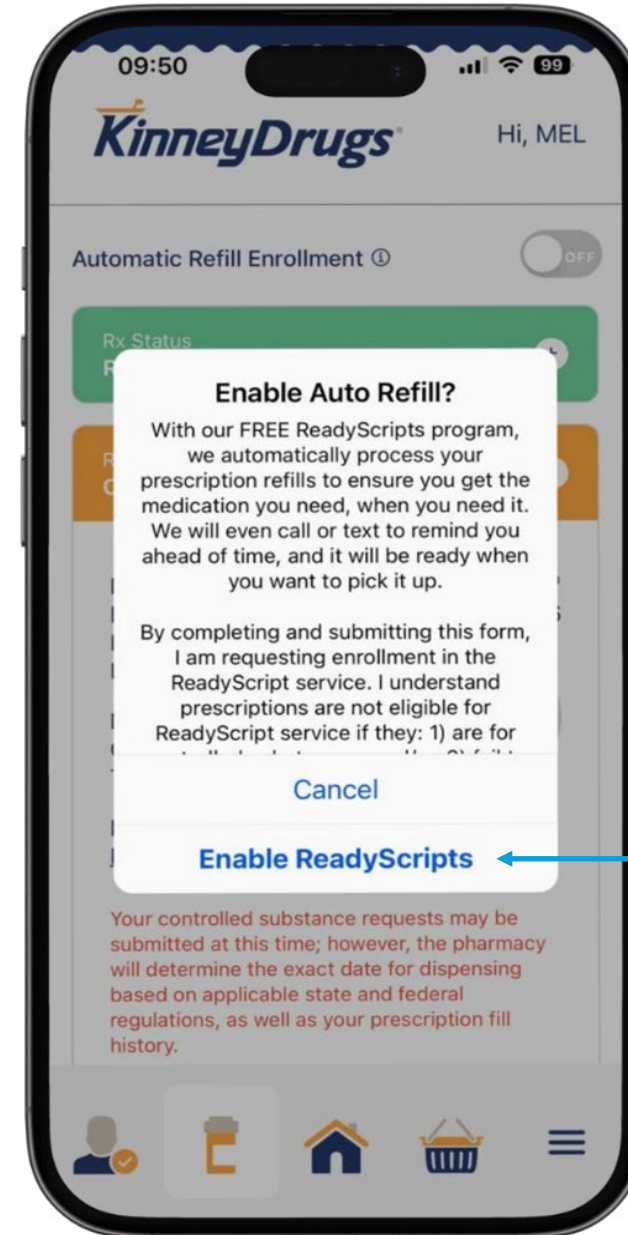
- **Auto-Refill Messages** – Alerts about automatically refilled prescriptions.
- **Ready for Pickup** – Alerts about prescriptions ready to be picked up.
- **Pickup Reminders** – Friendly reminders that your prescription(s) still need(s) to be picked up.
- **Refill Reminders** – Reminders to refill 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

← You can toggle Auto Refill on/off

← Categories expand by clicking the + symbol

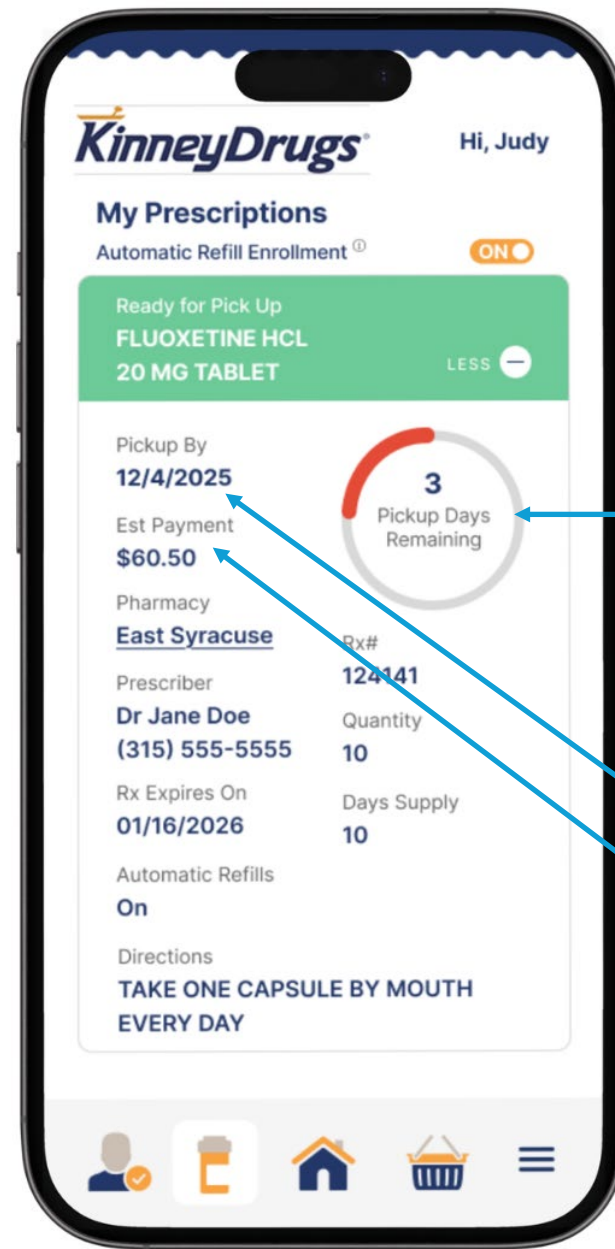
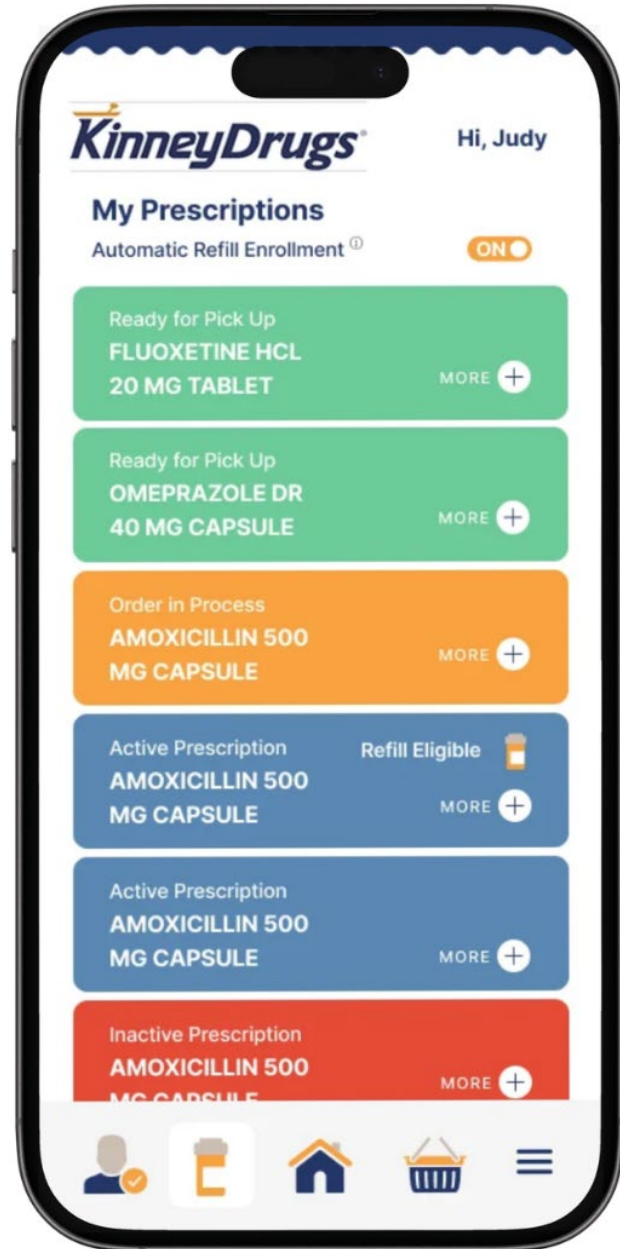


← Please accept the terms to enable ReadyScripts.

Prescriptions Screens – Main & Ready Status

Rx Status:

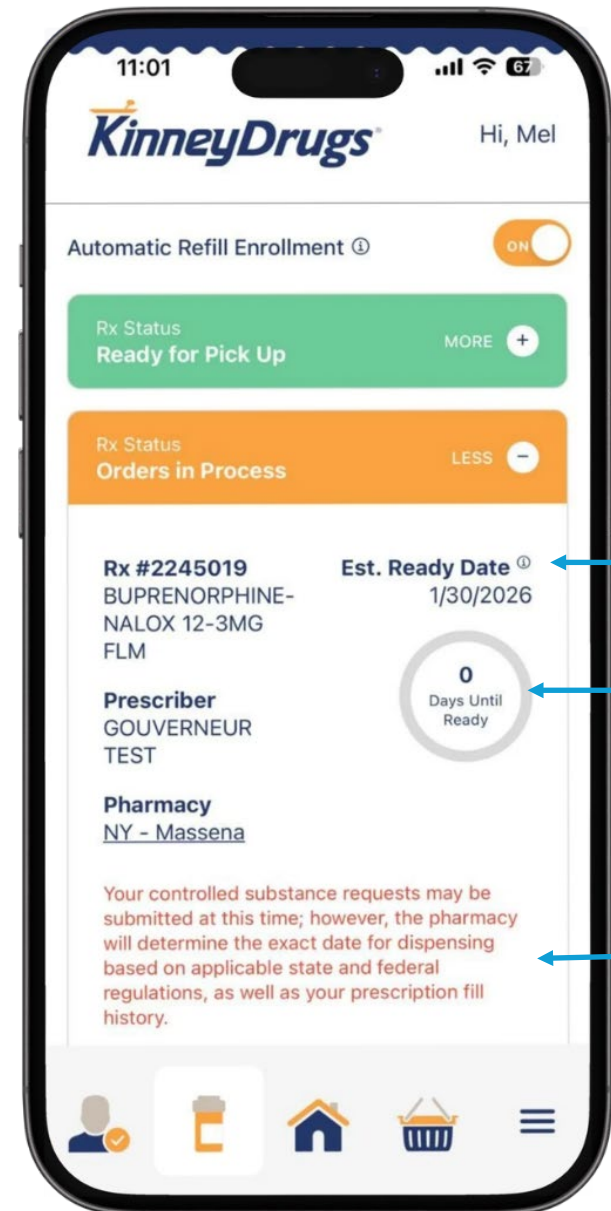
- **Green = ready**
- **Orange = in process**
- **Blue = active**
(but not in process or ready)
- **Red = inactive**
(expired &/or no refills)



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

Pickup by date
Estimated Cost

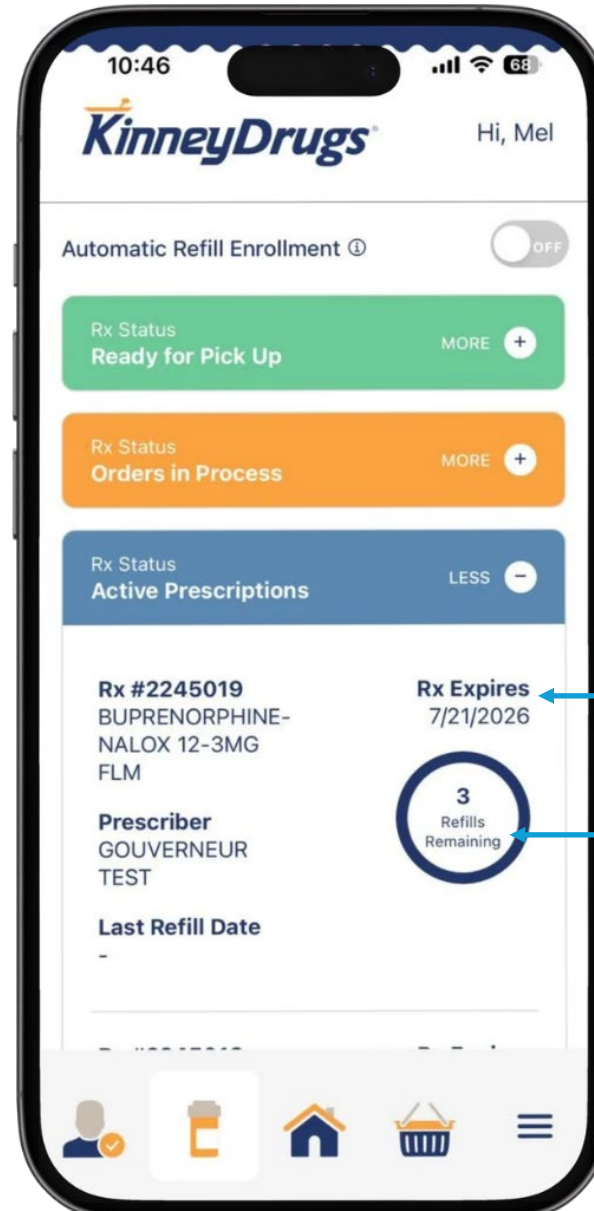
Prescriptions Screens (In Process, Active & Inactive)



Est. ready date

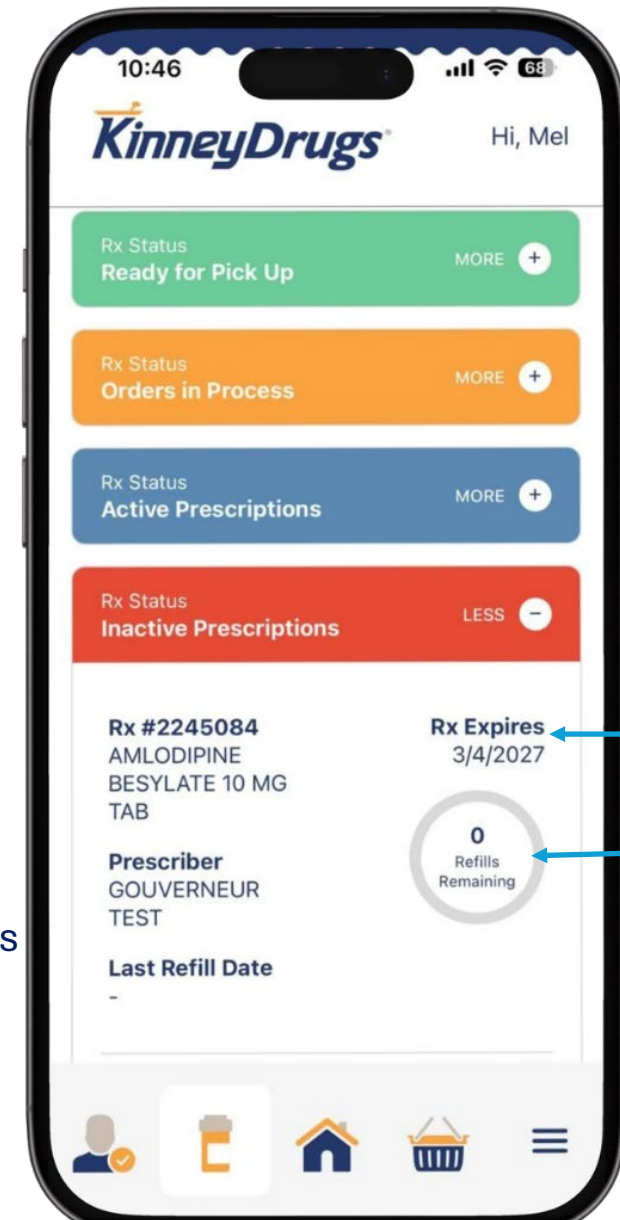
“Clock” counts down days until ready.

Controlled substance message.



Rx expiry date

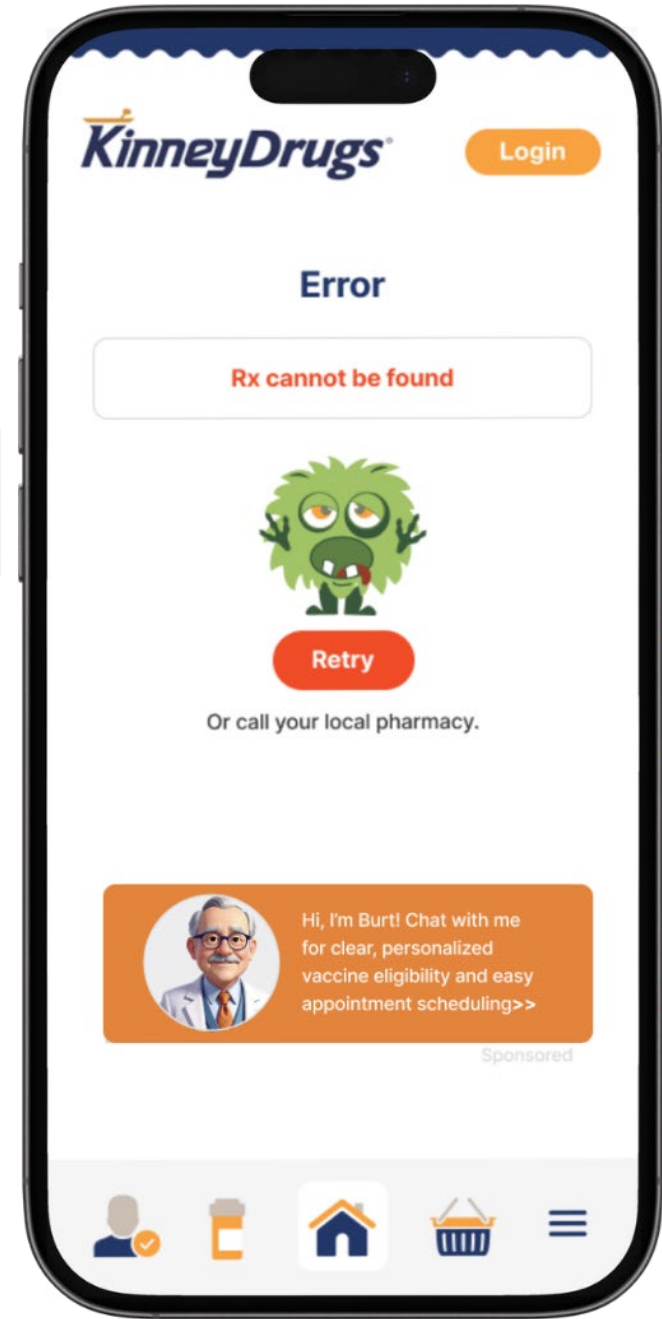
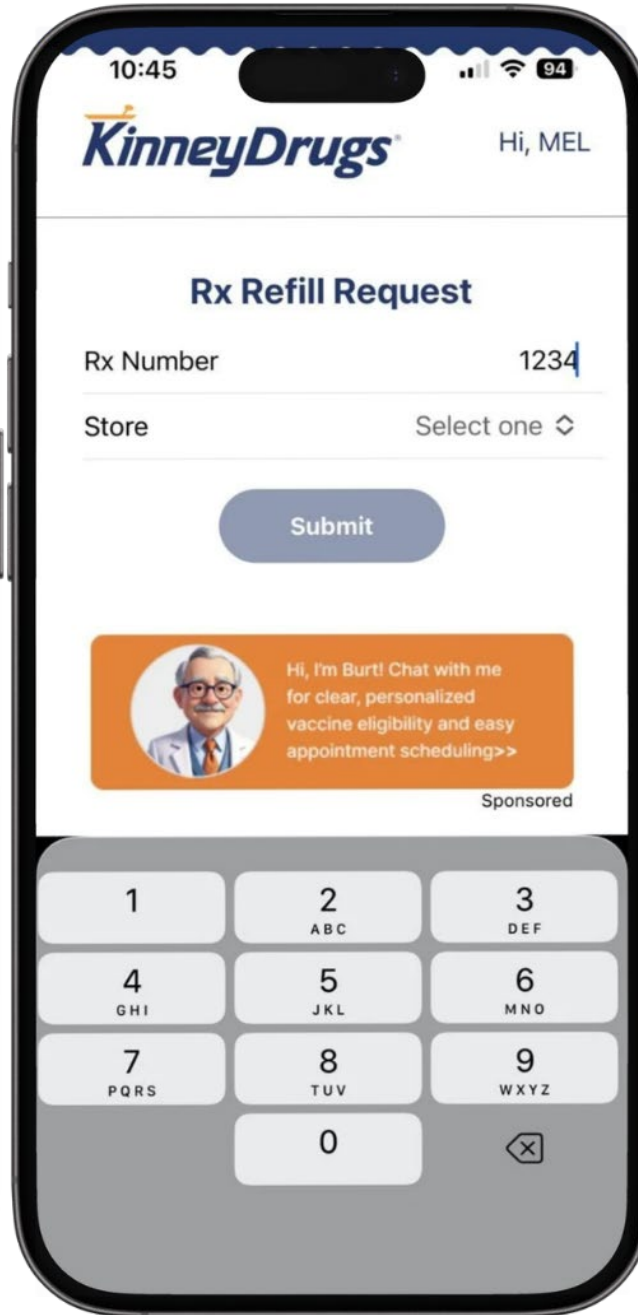
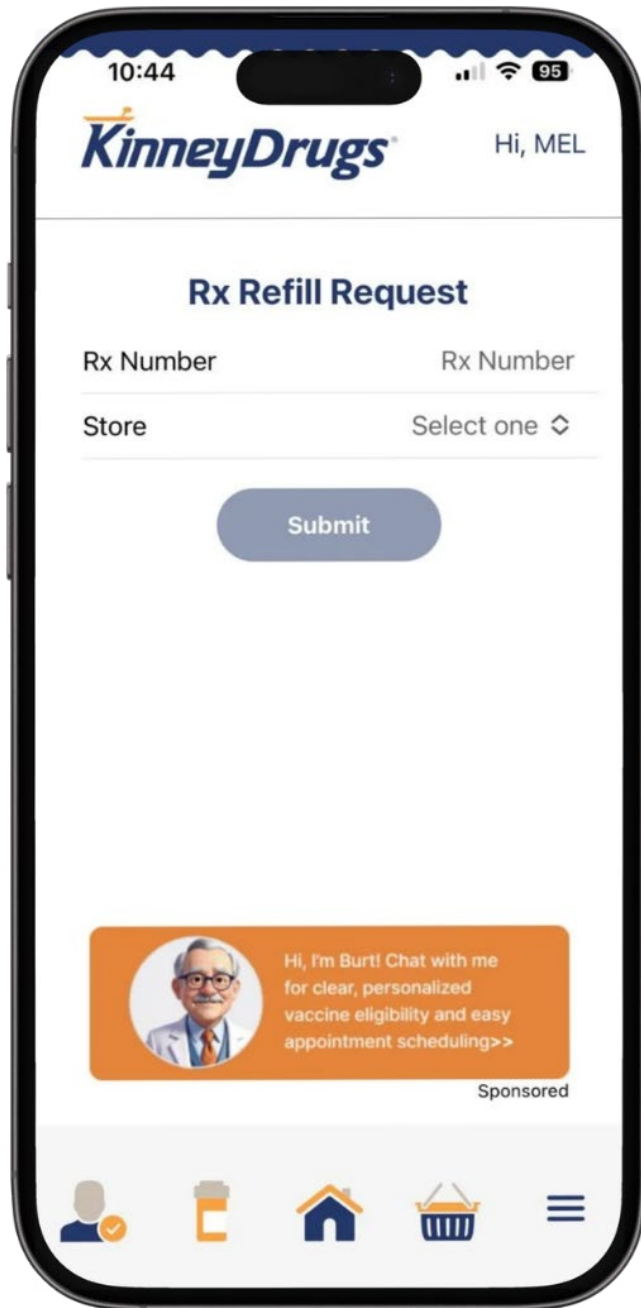
“Clock” counts down refills remaining.



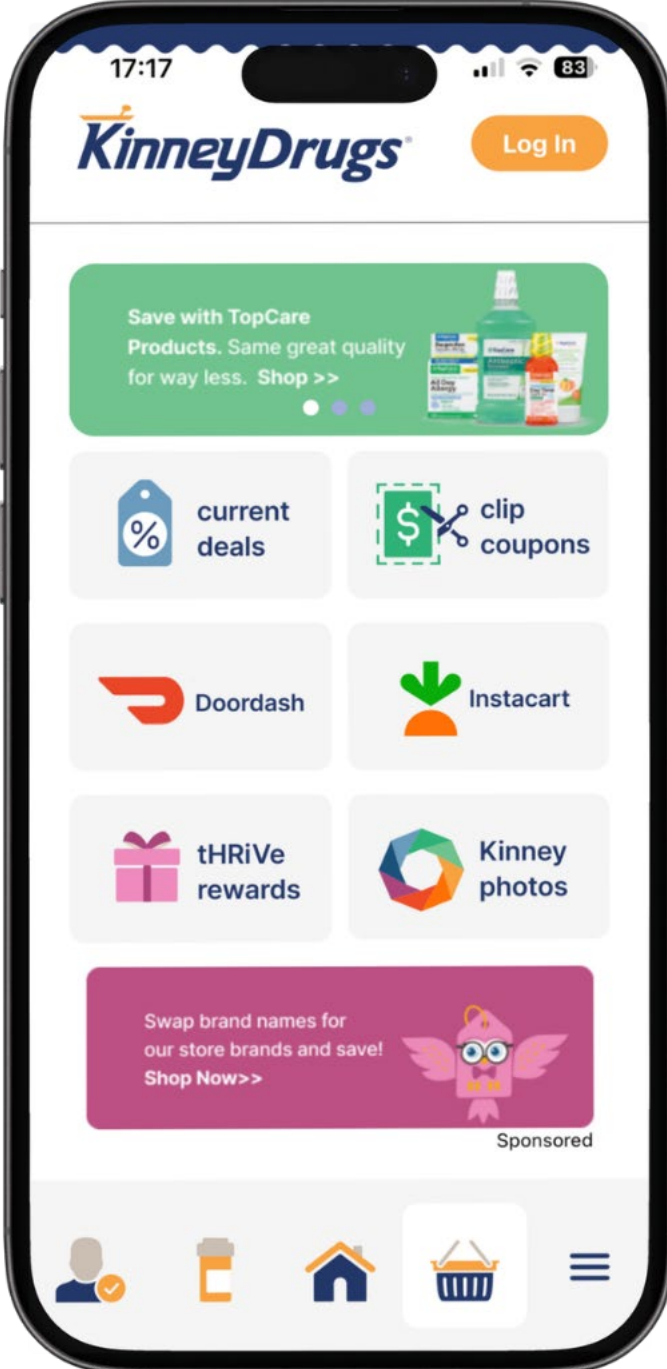
Rx expiry date

“Clock” counts down refills remaining.

Guest Refill Request Screens



Shopping Screen



Links to Savings page →

Links to Doordash →

Links to tHRiVe page →

Sponsor Message →

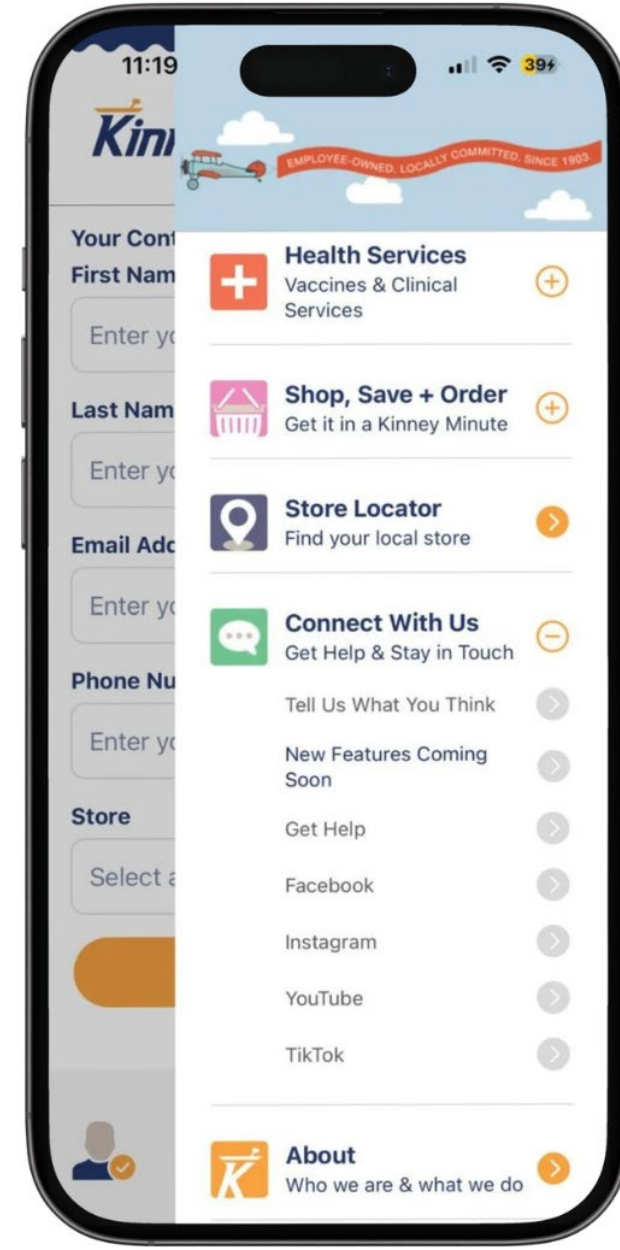
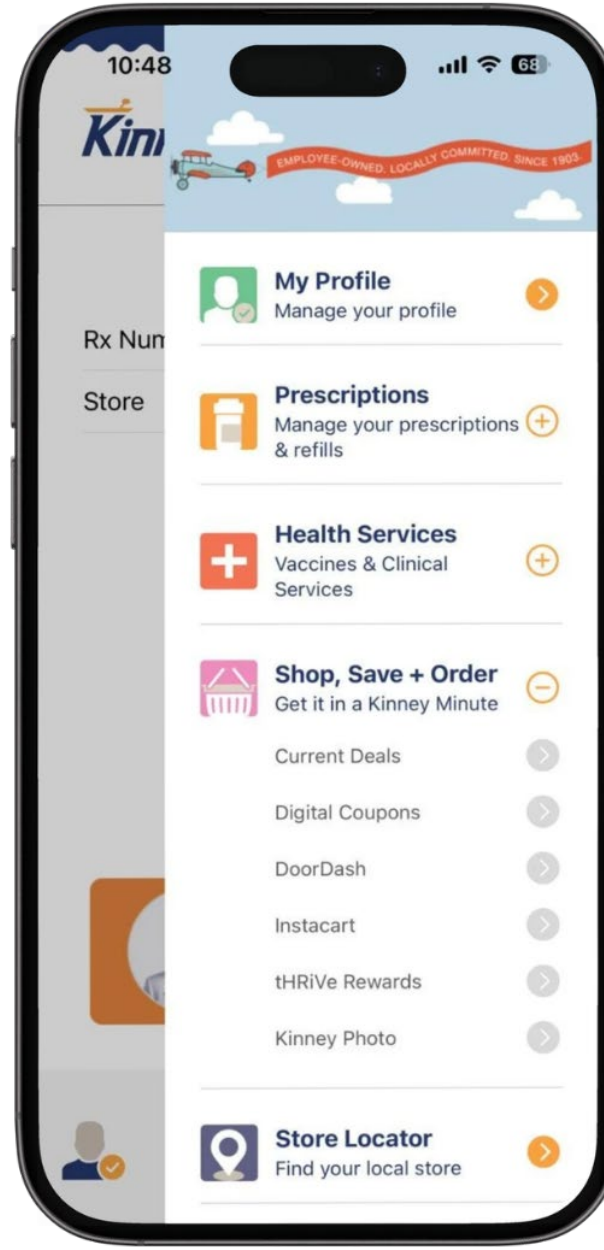
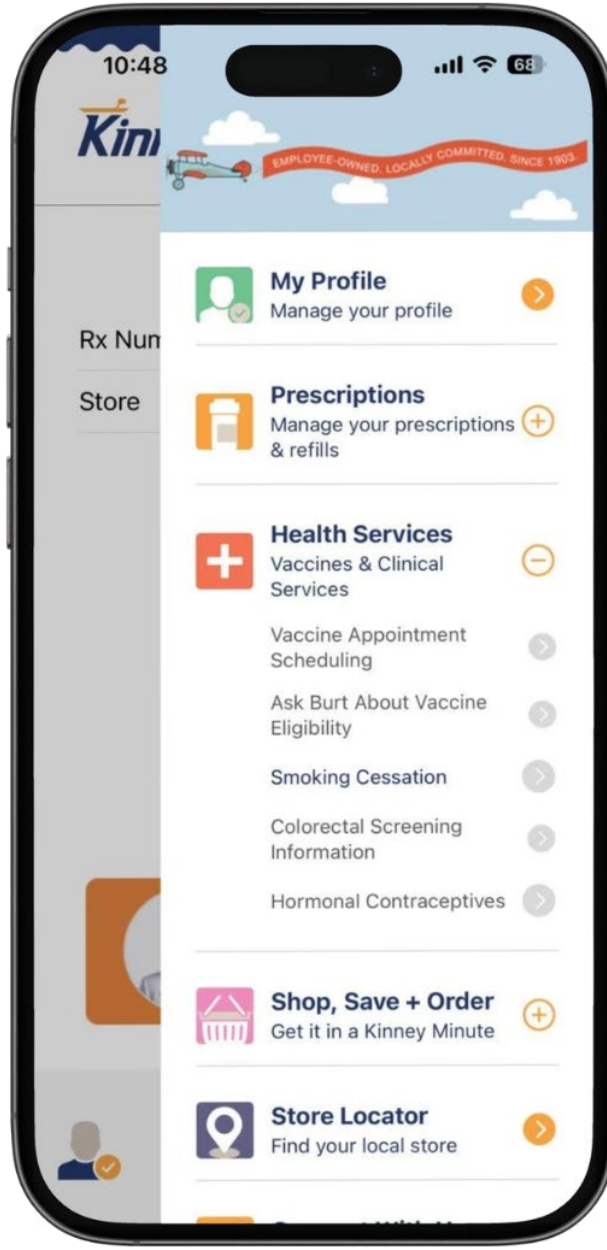
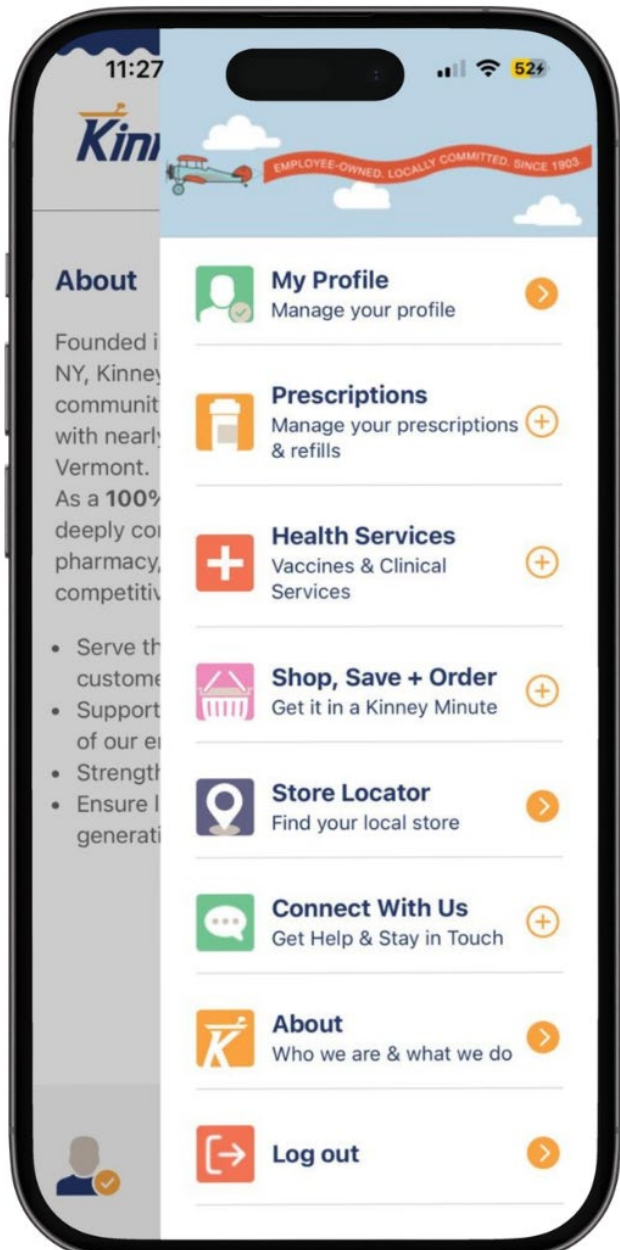
← Scrolling carousel of 3 Kinney messages

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

← Links to Instacart

← Links to Online Photo Services

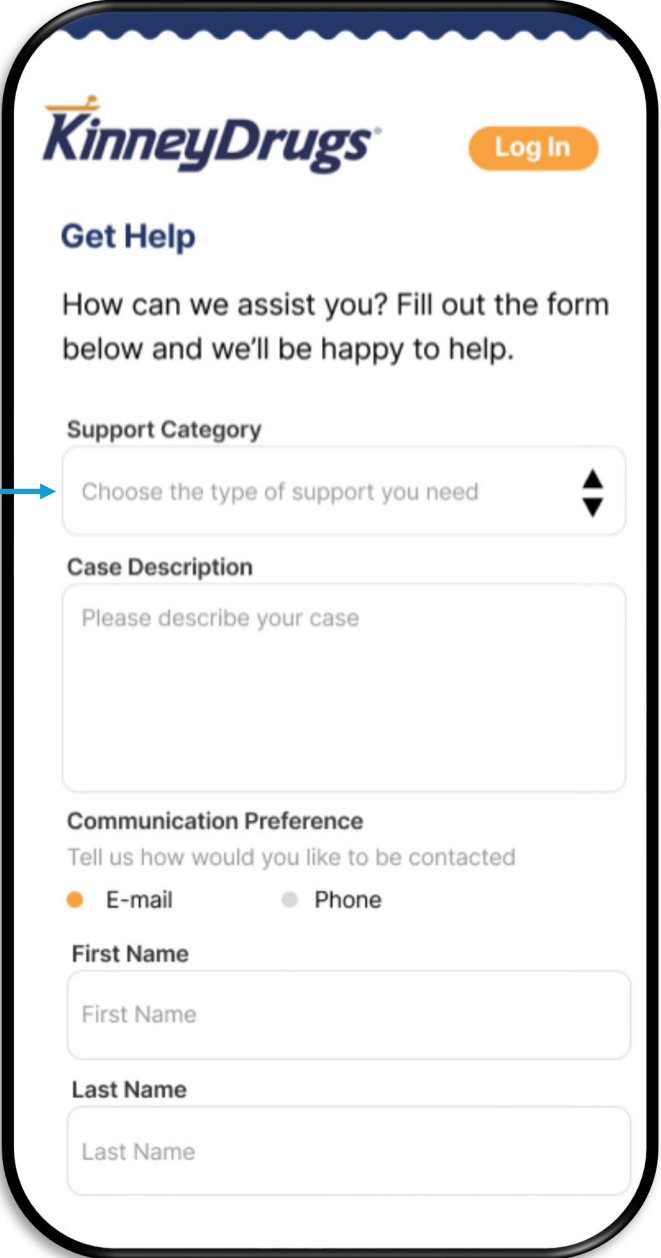
Menu Screens



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

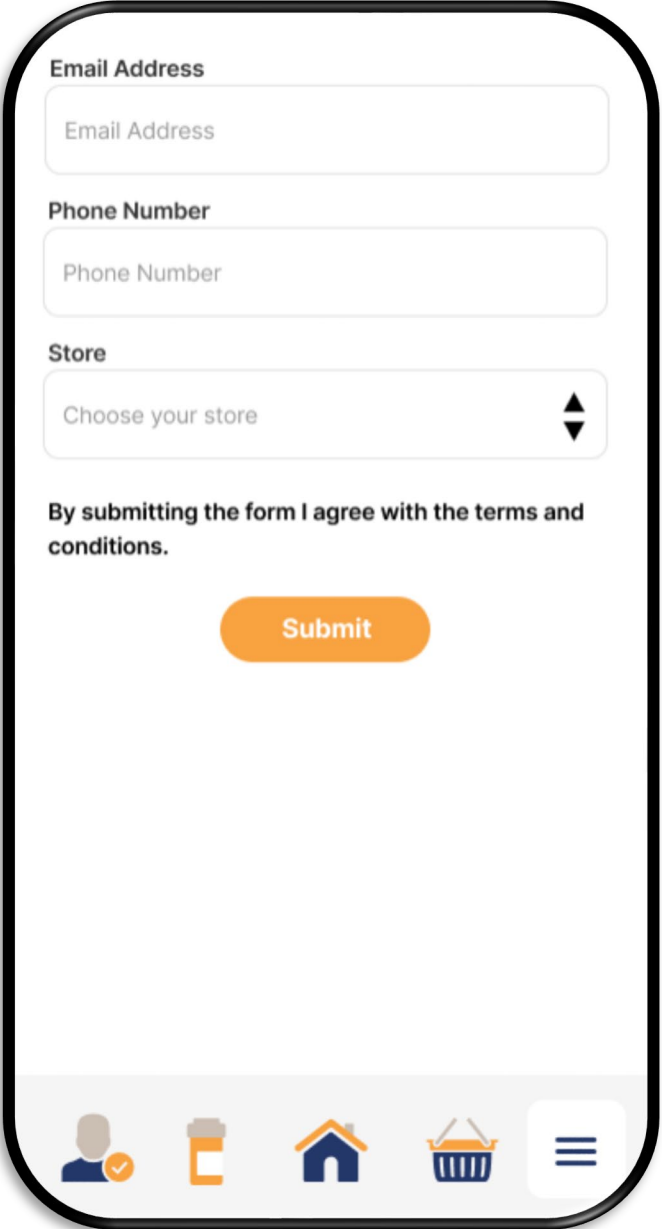
Case Description
Please describe your case

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

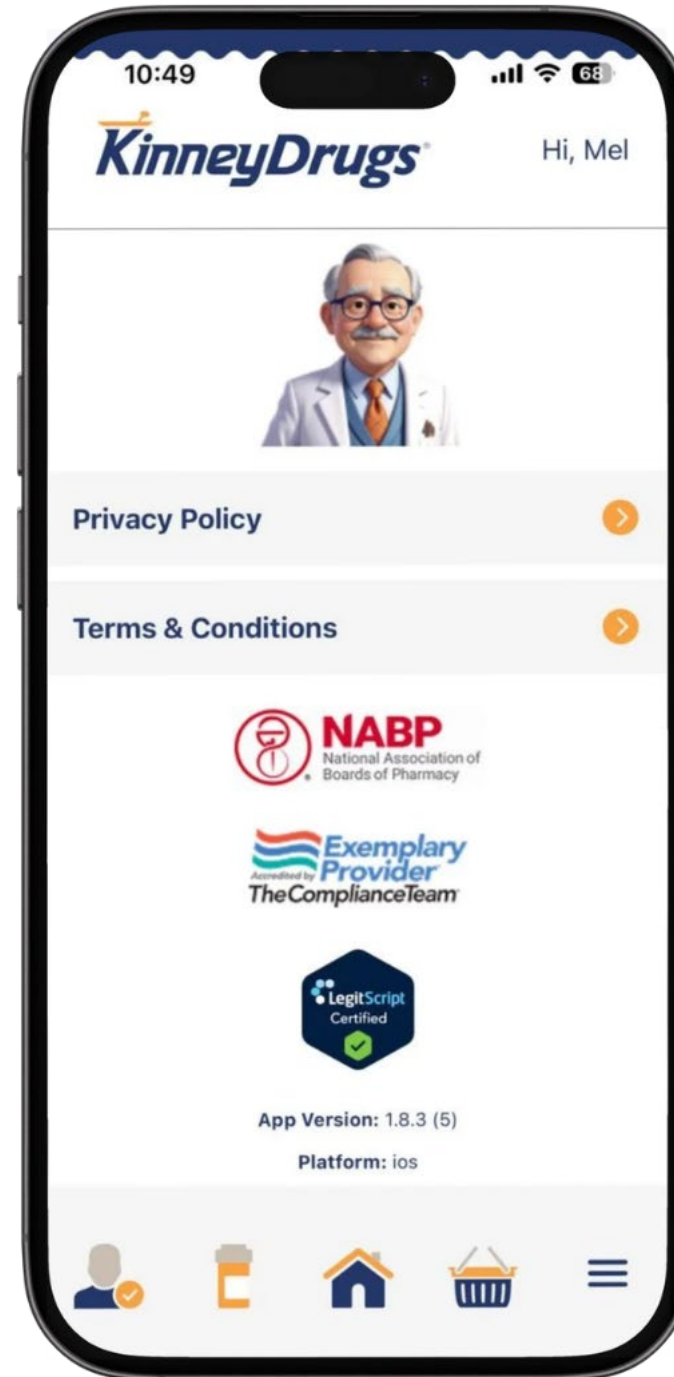
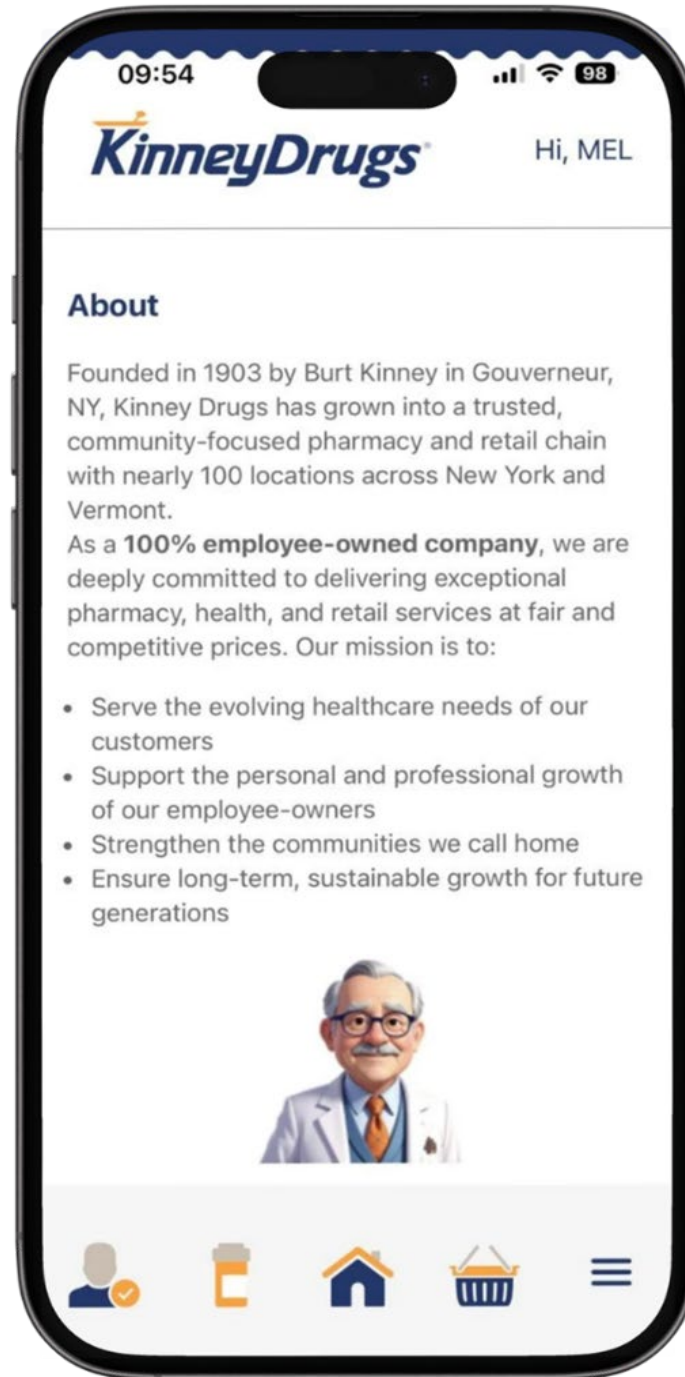
Store
Choose your store

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

Submit

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.