Introduction to the LogRhythm SSO Portal

In the LogRhythm single sign-on (SSO) portal, you’ll be able to register for a new SSO account, login to an existing SSO account, reset your password, and access a variety of LogRhythm websites.

Create a New SSO Account

If you don’t already have a LogRhythm SSO account, you can create one by following these steps:

1. Access the LogRhythm Community Portal at https://logrhythmcommunity.force.com/ and click “Not a Member”

2. Enter your First Name, Last Name, Company Email (must contain your employer’s email domain), check the “I’m not a robot” box to complete the CAPTCHA, then click Submit.
Within a few minutes, you will receive an email with a temporary password that you’ll be able to change upon login. If you do not receive the email within 5 to 10 minutes, click on the “Need More Information? Click here” link on the login page to access the SSO FAQ page and find the Support team’s contact information.

**Login to an Existing Account**

If you already have a LogRhythm SSO account:

1. Go to [https://logrhythmcommunity.force.com/](https://logrhythmcommunity.force.com/) and enter your Email Address and Password, then click Sign In.
2. Select one of the options shown below to access LogRhythm Community, LogRhythm University, Thrive Partner Portal, the Support Portal, or change your password if needed.
Note: Some of these websites require additional permissions. If you don’t see the option you’re looking for or receive an access error, reach out to the following teams:

- **LogRhythm Community**: Email community@logrhythm.com
- **LogRhythm University**: Email training@logrhythm.com
  **Note**: LRU works best in Google Chrome. If Chrome is unavailable, Mozilla Firefox is recommended.
- **Thrive Partner Portal (Partners Only)**: Email channelmarketing-partnersupport@logrhythm.com
- **Support Portal**: Contact your account team or call LogRhythm Support

Technical Support is available 7:00am – 6:00pm local time, Mon–Fri, in all regions except the Middle East. In the Middle East, Technical Support is available Sun-Thu.

Toll Free Americas: (866) 255-0862
Direct Dial Americas: (720) 407-3990
Europe: +44 (0) 844 324 5898
APAC: +65 3163 7256
APAC 24/7: +65 3163 7359
Middle East: +971 8000-3570-4506
Reset Your Password

If you attempt to create an account and receive a message that an account already exists, or you have an account and forgot the password:

1. Go to https://logrhythmcommunity.force.com/ and click Forgot your password

2. Enter your company email address (must contain your employer’s email domain), check the “I’m not a robot” box to complete the CAPTCHA, then click Reset Password.
Within a few minutes, you will receive an email with a temporary password and instructions on how to change it. If you do not receive this email within 5 to 10 minutes, click on the “Need More Information? Click here” link on the login page to access the SSO FAQ page and find the Support team’s contact information.