



IT SUPPORT: WHO TO CONTACT

Use the table below to know when to use Prime Care Technologies, NetHealth, or the Infinity Rehab IT Department for your technology and computer needs.

ISSUE	Infinity Rehab IT	NetHealth	Prime Care
NetHealth: password resets	✓		✓
NetHealth: site access, user permissions	✓		
All other NetHealth issues	✓	✓	
Network issues, i.e., connectivity, internet	✓		
F drive troubleshooting			✓
Clinicent password resets	✓		
Adobe troubleshooting	✓		
Advanced support	✓		
Microsoft troubleshooting			✓
Email access			✓
One Drive, Teams, and/or SharePoint access			✓
Document troubleshooting			✓
Asset management	✓		
VPN and F drive access	✓		✓
Printer issues			✓

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Prime Care	Service@primecaretech.com 1-855-424-3917
NetHealth	optima-support@nethealth.com 772-403-1301