



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	Prime Care	NetHealth	Infinity Rehab IT
NetHealth: password resets*	✓		✓
NetHealth: site access, user permissions			✓
NetHealth: all other issues		✓	✓
Network issues, i.e., connectivity, internet			✓
F drive troubleshooting	✓		
Clinicent password resets			✓
Adobe troubleshooting			✓
Advanced support			✓
Microsoft application troubleshooting	✓		✓
Email account access or set-up	✓		
One Drive, Teams, and/or SharePoint access	✓		
Document troubleshooting	✓		
Asset management**			✓
VPN and F drive access	✓		
Printer issues			✓
Soft phone issues (Boomea)			✓

*Infinity Rehab Staffing can also reset NetHealth passwords (including Saturdays)

**New asset requests submitted through an online form on Springboard; do not email IT directly

Prime Care	Service@primecaretech.com 1-855-424-3917
NetHealth	optima-support@nethealth.com 772-403-1301
Infinity Rehab IT	IT@infinityrehab.com 971-412-1971



INFINITYREHAB.COM