



# IT SUPPORT: WHO TO CONTACT

Use the table below to know when to use DAS Health, Net Health, or the Infinity Rehab IT Department for your technology and computer needs.

ISSUE	DAS Health	Net Health	Infinity Rehab IT
Net Health: password resets*	✓		✓
Net Health: site access, user permissions			✓
Net Health: 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 Net Health passwords (M-F 7am-4pm PST)

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

DAS Health	Service@dashealth.com 1-855-424-3917
Net Health	optima-support@nethealth.com 772-403-1301
Infinity Rehab IT	IT@infinityrehab.com 971-412-1971



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