

# Technical Support

## How do I get technical support for NIMSPRO3?

FREE support for NIMSPRO3 is available 24x7 through the support Knowledgebase <http://www.c3pathways.com/support>. If you do not find an answer to your question, you may ask a question by clicking the "Add question" link located in the header (top) of the Knowledgebase. There is **NO** service or response time guarantee, but C3 technical support personnel do review and update questions pretty regularly. Note for security purposes you may be required to create a Knowledgebase account in order to add a question.

C3 Pathways provides NIMSPRO3 phone and email support **ONLY** to customers with a current, paid support agreement. When you email (or phone) support, please include (or have available) your organization name or paid support contract number.

If your organization wishes to establish a support agreement, please contact Sales at [sales@c3pathways.com](mailto:sales@c3pathways.com) or call 407-490-1300.

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