

Dear Team,

We are excited to announce that we are partnering with a new IT provider, [Medix Dental IT](#). Medix will work to resolve our IT issues and they will address the ongoing health of our systems proactively and ensure our IT can scale with us.

All workstations will have access to the Medix Support Center after our onboarding on **{onboarding date}**. You will simply click the M icon in your taskbar by the time clock to access the Support Center. Please review their [Resource Library](#) before our onboarding. On this page, you will find an instructional video on how to submit a support ticket moving forward.

For equipment service, such as **mills, scanners, x-ray, CBCT (etc.)**, please continue leveraging our current service providers.

If you are interested in learning more about who we will be working with, visit their website and check out their [Meet the Team page](#). This page can be found under the M icon as well, after installation day.

We are thrilled to be partnering with an IT provider that will serve as extended members of our organization. If you have any questions, please reach out.

Sincerely,

**{Name}**