Tips for Primo TotalCare Success

• **Product:** Primo  
• **Relevant for Installation Type:** Total Care  

**Question**

What should I know to be successful with Primo TotalCare and most effectively leverage Support?

**Answer**

• Understand the scope of Primo TotalCare  
  ◦ Simple Primo implementation, with periodic services  
  ◦ Access to Primo Back office for Primo Analytics and selected Primo Utilities – see [Primo Back Office Access for Total Care Customers](#)  
• Stay organized around a clear mission  
  ◦ Get familiar with Primo TotalCare services  
  ◦ Stay up-to-date with [Primo Release Notes](#) and [New Release Education](#)  
  ◦ Periodically evaluate if TotalCare is right for you, or if you want more control over Primo  
• Engage with students and faculty… get feedback!  
• Share information on Primo Searching  
  ◦ Set and share the expectation….Primo will NOT return search results like your previous OPAC or Discovery tool  
    ◦ Share [Primo Search and Ranking](#) document & article [How Does Primo Blending Work?](#)  
• “How did Primo get these results” is a complicated question to answer  
  ◦ Were the results not helpful, or just different from expectations?  
  ◦ If not helpful, get specifics, and consult with Support about search configuration

**Additional Information**

*About Primo*

*Introduction to Primo*

*What is Discovery and Delivery?*

*Primo Central Index*

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