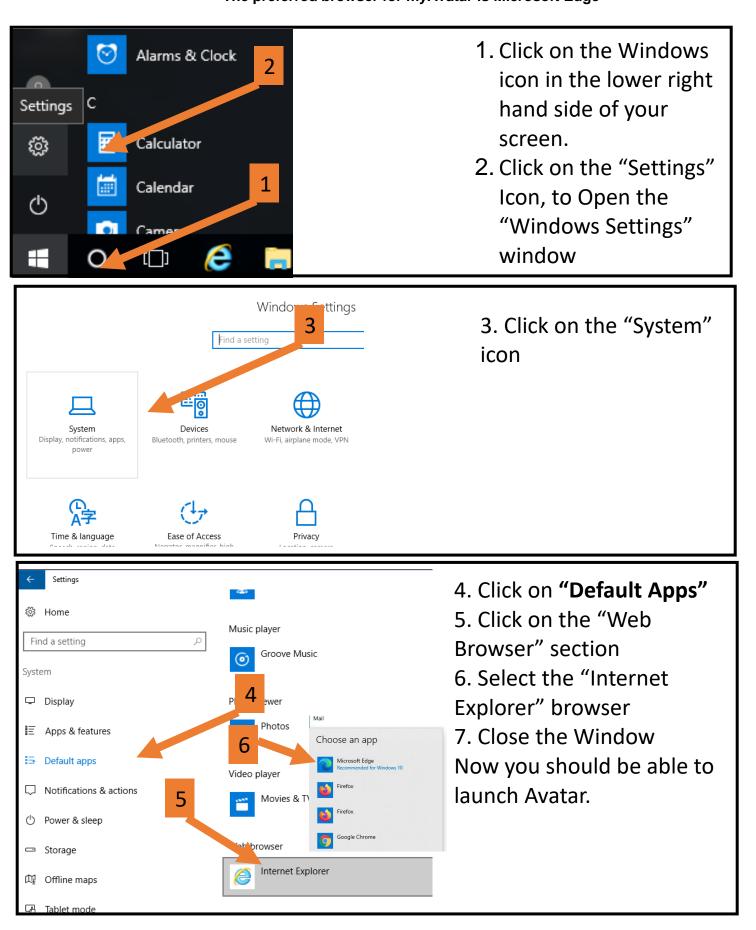
Avatar Support Guide Sacramento County Avatar Training and Support

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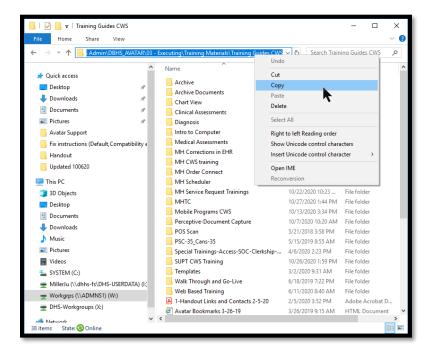
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Changing the Default Browser The preferred browser for myAvatar is Microsoft Edge

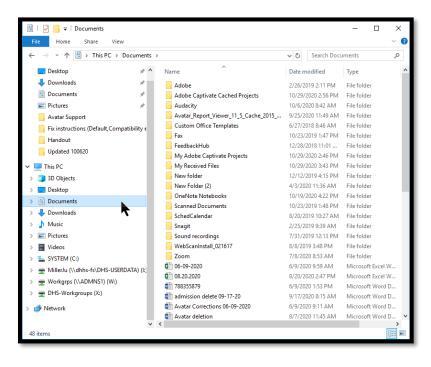


Creating a shortcut in the Documents folder for Document Capture

- 1. Go to the folder you normally store your documents in your shared drive.
- 2. Copy the shortcut there
 - Click on the path in the window
 - Right click on the highlighted address
 - Select Copy



3. Click on the Documents link on the left



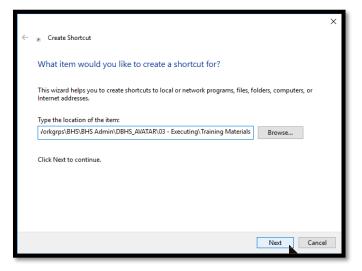
4. Right click in an empty space and and navigate to "New" then Shortcut

| 🗎 🛃 🧮 🖛 Documents | | | | | - | | × | |
|---|-----------------------------|---------------|------------|--------------|-----------|-----------|-----------|-----------------------------|
| File Home Share View | | | | | | | ~ 6 | |
| ← → · ↑ 🖹 > This PC > Documents | | | √ Č | Search Docu | ments | | Q | but now system upgraded. |
| ^ | | | | | _ | | | , 10 |
| Quick access | Name | | Date m | odified | Туре | | 1 | ` |
| Desktop * | Adobe | | | 019 2:11 PM | File fo | | | |
| Downloads | Adobe Captivate Cached F | Projects | | 2020 2:56 PM | File fo | | | |
| | Audacity | | | 020 8:42 AM | File fo | | | |
| | Avatar_Report_Viewer_11_ | 5_Cache_2015 | | 020 11:49 AM | File fo | | | |
| Pictures 📌 | Custom Office Templates | | | 018 8:46 AM | File fo | | | t from disclosure under app |
| Avatar Support | Fax | | | 2019 1:47 PM | File fo | | | |
| Fix instructions (Default,Compatibility e | FeedbackHub | | 12/28/2 | 2018 11:01 | File fo | | | |
| Handout | My Adobe Captivate Pro | View | | ~ ~ | ile fo | | | |
| Updated 100620 | My Received Files | Sort by | | > | ile fo | | | |
| This PC | New Folder (2) | Group by | | / | ile fo | | | |
| 3D Objects | OneNote Notebooks | Refresh | | | ile fo | | | |
| • • | Scanned Documents | Customize th | nis folder | | ile fo | | | |
| Desktop | SchedCalendar | Paste | | | ile fo | | | |
| Documents | Snagit | Paste shorte | ut | | ile fo | | | |
| Downloads | Sound recordings | | | | ile fo | lder | | |
| b Music | WebScanInstall 021617 | Give access t | .0 | / | , lile fo | Ider | | |
| Pictures | Zoom | New | | > | | Folder | | 1 |
| Videos | 06-09-2020 | Properties | | | | Shortcut | | |
| SYSTEM (C:) | 08.20.2020 | | 8/20/20 | 020 2:47 PM | | Microsoft | t Access | Database |
| MillerJu (\\dhhs-fs\DHS-USERDATA) (l;) | 788355879 | | 6/9/202 | 20 1:53 PM | | Bitmap in | | |
| Workgrps (\\ADMNS1) (W:) | 📹 admission delete 09-17-20 | | 9/17/20 | 020 8:15 AM | | Contact | | |
| DHS-Workgroups (X:) | Avatar Corrections 06-09-2 | 2020 | 6/9/202 | 20 9:11 AM | | Microsoft | t Word D | locument |
| To is-workgroups (A:) | Avatar deletion | | 8/7/202 | 20 11:45 AM | - | | | oint Presentation |
| 47 items | < | | | | | Microsoft | t Publish | er Document |
| 47 items | | | | | | Text Docu | | |

5. Right click on the field and select "Paste"

| | | | × |
|--------------|---|--|---------------------------|
| \leftarrow | Create Shortcut | | |
| | What item would y | rou like to create a shortcut for? | |
| | This wizard helps you to Internet addresses. | create shortcuts to local or network programs, file: | s, folders, computers, or |
| | Type the location of the | item: | |
| | | Undo | Browse |
| | Click Next to continue. | Cut | |
| | Click Next to continue. | Сору | |
| | | Paste | |
| | | Delete | |
| | | Select All | |
| | | Right to left Reading order | |
| | | Show Unicode control characters Insert Unicode control character > | Next Cancel |

6. Click "Next"



7. Name your Shortcut to the folder

| | | × |
|---|---|---|
| ÷ | R Create Shortcut | |
| | What would you like to name the shortcut? | |
| | Type a name for this shortcut: | |
| | My Document Shortcut | |
| | Click Finish to create the shortcut. | |
| | Finish | |

8. Then you should be able to access that folder each time from the Documents Folder

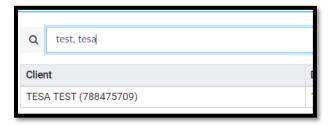
| | | × |
|---|--|--|
| 🕫 Create Shortcut | | |
| What would you like to name the shortcut? | | |
| Type a name for this shortcut: | | |
| My Document Shortcut | | |
| Click Finish to create the shortcut. | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Finish | ancel |
| | Type a name for this shortcut: My Document Shortcut | What would you like to name the shortcut? Type a name for this shortcut: My Document Shortcut Click Finish to create the shortcut. |

Deleting a Draft Assessment

- 1. Search for the Assessment in the Search bar at the top of the myDay View.
- 2. Click on the name of the form

| ٩ | SUD Assessment | | | | | | | | |
|---|------------------------|---------------------------------------|---|--|--|--|--|--|--|
| 1 | Advanced Client Search | | | | | | | | |
| (| | Here is what I | found: | | | | | | |
| | All 4 | Clients 0 Staff 0 Forms 4 | | | | | | | |
| | | Forms | | | | | | | |
| | Undock | Name | Menu Option | | | | | | |
| | 2 | SUD Assessment | / Avatar CWS / Assessments / User Defined Assessments | | | | | | |
| | Z | SUD Assessment Report | / Avatar CWS / Assessments / Assessment Reports | | | | | | |
| | Z | Active Client Current SUD Assessments | / Avatar CWS / Assessments / Assessment Reports | | | | | | |
| | C. | SUD Assessments User Report | / Avatar CWS / Assessments / Assessment Reports | | | | | | |

3. Enter the name of your client and select them.



4. Select the appropriate episode

| | Opening: SUD Assessment | | | | | | | |
|--|---------------------------------|------------|------------|--|--|--|--|--|
| Home > Select Client > Select Episode > | | | | | | | | |
| Selected Client : TESA TEST (788475709) | | | | | | | | |
| Select Episode | | | | | | | | |
| Name: TESA TEST 1D: 788475709 Sex: Female Date of Birth: 12/08/2002 | | | | | | | | |
| Episode | Program | Start | End | | | | | |
| 3 | Sutter-Psych-ECT | 02/07/2022 | | | | | | |
| 2 | Pre Admit - Intensive Placement | 02/07/2022 | 02/07/2022 | | | | | |
| 1 | ZZ_Wellspace_Adult_Auburn | 01/20/2022 | | | | | | |
| | | | | | | | | |
| OK Cancel | | | | | | | | |

5. Select the draft assessment you would like to delete, then click delete at the bottom of the screen.

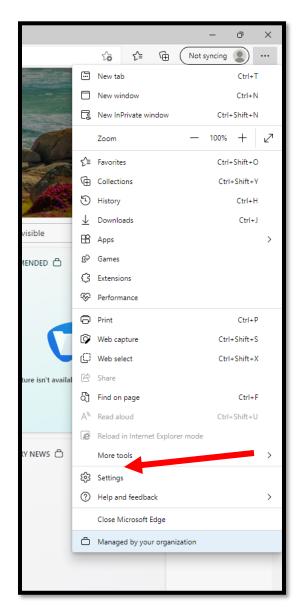
| Selected Client: TESA TEST (788475709) | | |
|--|-----------------------|-------------|
| ✓ Selected Episode: 1 | | |
| Select Record | | |
| Name: TESA TEST ID: 788475709 Sex: Female Date of Birth: 12/08/2002 | | |
| Assessment Date | Data Entry By (Login) | Draft/Final |
| 01/21/2022 | Justin Miller | Final |
| 03/09/2022 | Karlynn Only-Sydnor | Draft |
| | | |
| Add Edit | Delete Cancel | |

OrderConnect-2 Factor Authentication Error Fix

This is for those who prescribe medications

This may be caused by a change in the Verizon URL and the steps below should correct the issue.

- 1. In Microsoft Edge click on the 3 dots in the upper right hand corner.
- 2. Select "Settings"



- 3. Click on "Cookies and Site Permissions"
- 4. Click on the "Pop-Ups and Redirects"

| 0 | Appearance | | | |
|--------------------------|------------------------------|--|-------------|--|
| | Start, home, and new tabs | | | Ask first |
| ė | Share, copy and paste | | <u>,</u> 0, | Microphone |
| B | Cookies and site permissions | | | Ask first |
| G | Default browser | | 4.3 | Motion or light concore |
| $\underline{\downarrow}$ | Downloads | | ((•)) | Motion or light sensors Allow sites to use motion and light sensors |
| 씅 | Family | | | |
| At | Languages | | Q | Notifications |
| Ð | Printers | | | Ask first |
| | System and performance | | ĿS | JavaScript |
| C | Reset settings | | | Allowed |
| _ | Phone and other devices | | | Images |
| Ŵ | Accessibility | | | Show all |
| 9 | About Microsoft Edge | | _ | |
| | | | 0 | Pop-ups and redirects |
| | | | | Blocked |
| | | | | Ads |
| | | | _ | Blocked |

- 5. Under Allow click "Add"
- 6. Type in http://orderconnect.ntst.com in the text box, then click "Add"

| Add a site | | × | |
|----------------------------------|--------|---|--|
| Site https://orderconnect.ntst.c | om | | |
| Add | Cancel | | |
| | | | |

- 7. Click "Enable Protected Mode" checkbox
- 8. Click "apply"
- 9. Close Edge and Re-launch Order Connect

Transfer Pending Prescription

This is for those who prescribe medications

- 1. Open Launch Order Connect for any client (you can transfer more than 1 prescription and can select prescriptions from different providers in this screen)
- 2. Click on "Launch Order Connect Reports"

| Program * | |
|--|-----|
| ZZ_Wellspace_Adult_Auburn | × ~ |
| Launch OrderConnect Launch OrderConnect Reports | |
| Status | |

3. Click on the "Prescriber Queue" icon



- 4. Once in the Prescribers Queue click on the Provider dropdown and select who the original Prescription was sent to.
- 5. Find the Prescription and select "Transfer to Me" link and then follow the prompts.

| Prescribers Queue | | | | Pro | vider: Rao, Swati | | | Return |
|-----------------------------|------------------------|---|----------------------|---------------------------|--|-----------|-----------|---|
| Verbal Orders (0) Rx Change | Requests (0) Refill Re | equests (33) Unmatched Refill Requests | (107) | | | | | |
| Received A Patient Name | Prescriber | Prescription | | | | | | |
| | | Received Agent | Order ID | Action | Prescription | Schedule | Diagnosis | Pharmacy |
| | | | | Change Order | clonazePAM - 0.5 MG, TAB, PO Take one and one half (1.5) tablets by mouth every morning | 4 | | CVS 16106 IN TARGET |
| 12/05/2016 | S. Rao | Transfer to me 12/05/2016 R. Fuller | | Change Order | clonazePAM - 1 MG, TAB, PO Take one (1) tablet by mouth at bedtime | 4 | | CVS 16106 IN TARGET |
| | | | | Change Order | Zolpidem - 10 MG, TAB, PO Take one (1) Tablet At Bedtime, As Necessary for sleep disturbance. | 4 | | CVS 16106 IN TARGET |
| | | Received Agent | Order ID | Action | Prescription | Schedule | Diagnosis | Pharmacy |
| 12/05/2016 | S. Rao | Transfer 12/05/2016 N. Meinhardt | 13216589 | Discontinue | clonazePAM - 0.5 MG, TAB, PO Take one half (1/2) Tablets Twice a Day, As Necessary | 4 | | RITE AID-6661 AUBUR BLVD |
| | | Received Agent | Order ID | Action | Prescription | Schedule | Diagnosis | Pharmacy |
| 12/05/2016 | S. Rao | Transfer 12/05/2016 N. Meinhardt | 13216930 | Change Ord | der Lunesta - 2 MG, TAB, PO Take one (1) tablet by mouth at bedtime | 4 | | WALGREENS #06658 |
| | | Received Agent | Order ID | A - 41 D. | | Calcadada | Diagnosis | Dhammaan |
| 12/12/2016 | S. Rao | Transfer to me 12/12/2016 R. Fuller | 13359548 | Deerder Cl | rescription onazePAM - 0.5 MG, TAB, PO Take one (1) tablet by mouth twice a ay, as needed | 4 | No Entry | Pharmacy Walmart Pharmacy 5192 |
| | | | | | | | | |
| 07/12/2018 | S. Rao | Received Agent Transfer to me 07/12/2018 H. Hogan | Order ID 25293171 | Action Change Order | Prescription Zolpidem - 5 MG, TAB, PO Take one (1) tablet by mouth at bedtime, as needed | Schedule | Diagnosis | Pharmacy Walmart Neighborhood Market 5982 |

Failed Authentication question setup

- 1. Log into Avatar
- 2. Go to the "What can I help you find?" Field
- 3. Type in the word "Failed"
- 4. Once the Results appear, click on the "User Failed Authentication Question"

| | Make Every Day Matter | | | | |
|------------------------|-----------------------|--|---|---|--|
| Q | failed | | | | |
| | Advanced Cli | | | | |
| | Here is what I found: | | | | |
| 9) | All 4 | Clients O Staff O Forms 4 | | | |
| ST,TESA | Forms | | | | |
| eferred N 19, 12/08 | | Name | Menu Option | | |
| | Z | Advanced Billing Failed Compliance Redor | / Avatar PM / Billing / Billing Reports / Ad Hoc Reports | | |
| | C | User Failed Authentication Question | / Avatar PM / RADplus Utilities / System Security / User Maintenance | | |
| | Z | Failed Login Report | / Avatar PM / RADplus Utilities / System Security / Auditing | | |
| | 2 | Failed Login Report | / Avatar CWS / RADplus Utilities / System Security / Auditing | | |
| | | | | ~ | |
| | | | | | |
| | | | | ľ | |

- 5. Left Side- Enter the information as if you are logging into Avatar
 - --(you may need to click in the field before you enter data)
 - a. Enter YOUR System Code
 - b. Enter YOUR Username
 - c. Enter your Password (press enter)
 - i. This will open all fields on form
 - d. Click on "Activate Question" "Yes"

| ~ | |
|-------------------|---|
| System Corden | Failed Authentication Question * |
| LIVE | |
| Username * | Failed Authentication Question Answer * |
| sydnork4 | |
| Password * | Email Address * |
| | |
| Activate Question | Test Email |
| ● Yes ○ No | |
| • | |
| | |
| | |

6. Right Side- Complete each field

- a. Create a "Failed Authentication Question"
- b. Create an answer in the "Failed Authentication Question Answer" field
- c. Enter your email address in the "Email Address" field
- d. Click on the "Test Email" button

| System Code * LIVE Username * sydnork4 |] | Failed Authentication Question * What's your favorite food? Failed Authentication Question A contemport pizza |
|---|-------------|---|
| Password * | | Email Address * test@test.net |
| Activate Question * | <u>○</u> No | Test Email |
| | | |

7. You should receive confirmation that the email has been sent

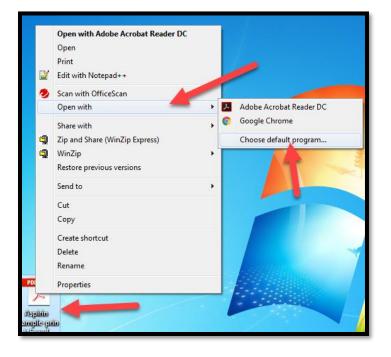
| Confirm |
|---|
| A test email with the subject 'Avatar User Failed Authentication Question' has been sent to only-sydnork@saccounty.net. |
| ОК |

8. Click on "Submit" on the left to Save and Close

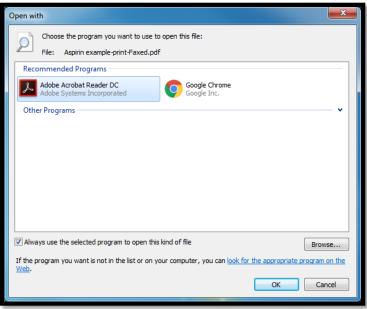
| | Submit | Discard | Add to Fav |
|-------------------------------|--------|---------|------------|
| | | | |
| hentication Question * | | | |
| your favorite food | | | |
| hentication Question Answer * | | | |
| | | | |
| ress * | | | |
| | | | |

Fix instructions for PDF association

- 1. Find a PDF document.
 - a. Either on your desktop or in a folder
- 2. Right click (with the mouse) to open the menu
- 3. Click on "Open with"
- 4. Click on "Choose default program"



- 5. Choose your Adobe Reader program.
- 6. Click on Ok



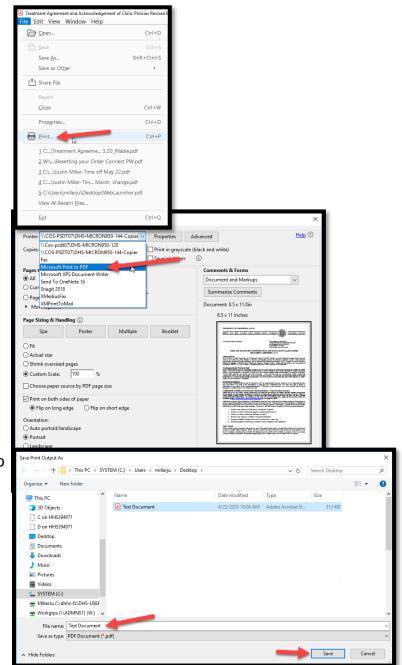
7. Try to Open document in Avatar

Printing to PDF

- 1. Click on "File" on the top left
- 2. Select "Print"

- 3. Select "Microsoft Print to PDF"
- 4. Click on the "Print" button

- 5. Select the location of where you want to save the document
- 6. Create a File Name
- 7. Click on the "Save" but



Clearing Browser Cache

The following instructions are for the MS Edge Browser

- 1. In your brower go to the settings menu. It will be in the top right near the red X.
- 2. Once in settings, go to the search bar and type in "Exit".
- 3. Choose "Clear Browsing Data" and you can choose "Now" or "Every time you close the

| Clear browsing data - 1 result | | | |
|--|----------------------|--|--|
| This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data | | | |
| Clear browsing data now | Choose what to clear | | |
| Choose what to clear every time you close the browser | | | |
| | Ŭ | | |

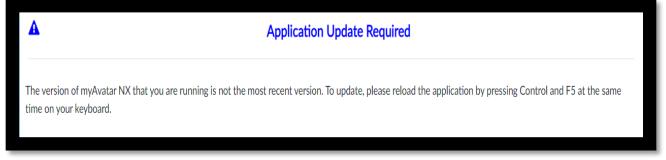
browser".

1. If you click on the "Every time" option you will get a list of items you can choose to clear each time you exit the browser

| Search results / Clear browsing data on close Choose what to clear every time you close the browser | | |
|---|-----|--|
| Browsing history 2,439 items. Includes autocompletions in the address bar. | | |
| Download history None | | |
| Cookies and other site data From 21 sites. Signs you out of most sites. Don't clear Cookies for the following sites won't be cleared when you close the browser. No sites added | Add | |
| Cached images and files Frees up less than 35.0 MB. Some sites may load more slowly on your next visit. | | |
| Passwords 9 passwords (for netsmartcloud.com, barracudanetworks.com, and 7 more, synced) | | |
| Autofill form data (includes forms and cards) 5 addresses, 67 other suggestions (synced) | | |
| Site permissions 8 sites | • | |

Application Update

Avatar NX will updater periodically. When this happens you will see the prompt below.



Follow the instructions on the prompt or you can click on the browser refresh button at the top of the screen.

