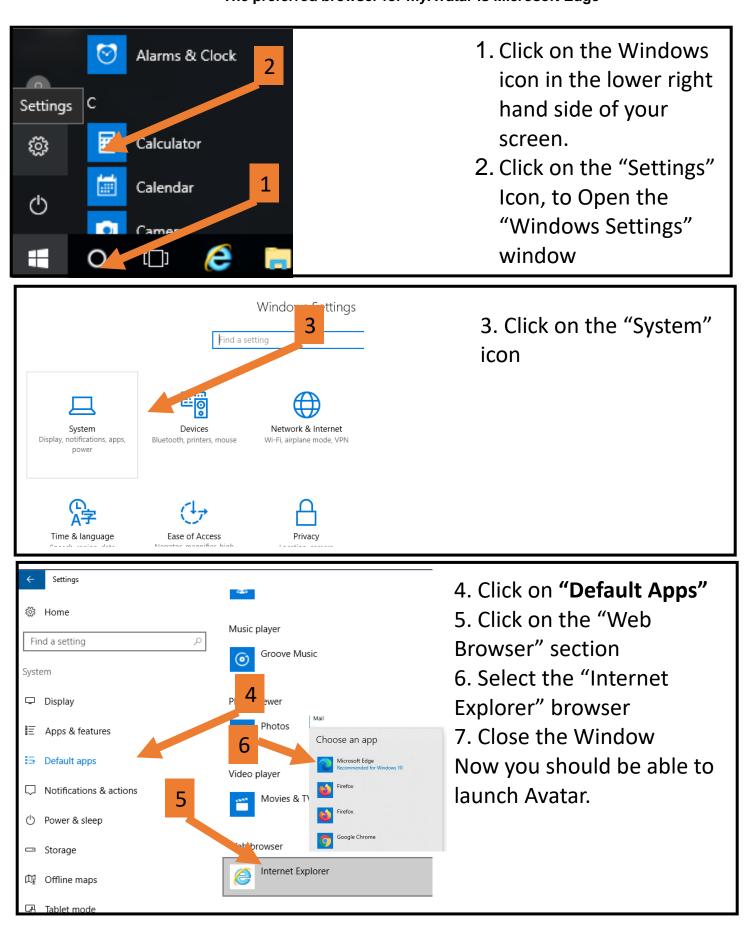
Avatar Support Guide Sacramento County Avatar Training and Support

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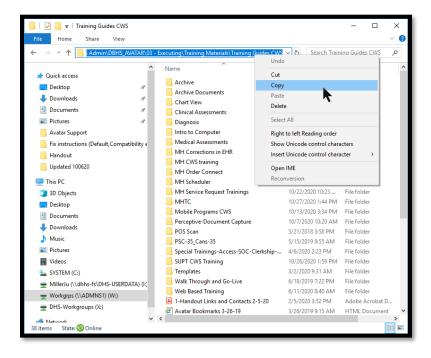
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Changing the Default Browser The preferred browser for myAvatar is Microsoft Edge

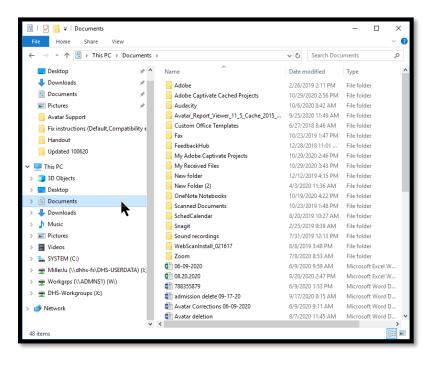


Creating a shortcut in the Documents folder for Document Capture

- 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



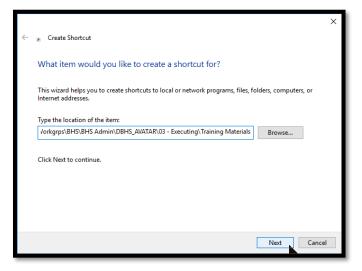
4. Right click in an empty space and and navigate to "New" then Shortcut

🗎 🛃 🧮 🖛 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

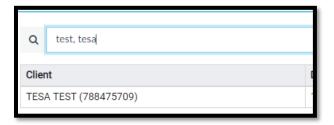
		×
🕫 Create Shortcut		
What would you like to name the shortcut?		
Type a name for this shortcut:		
My Document Shortcut		
Click Finish to create the shortcut.		
	Finish	ancel
	Type a name for this shortcut: My Document Shortcut	What would you like to name the shortcut? Type a name for this shortcut: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

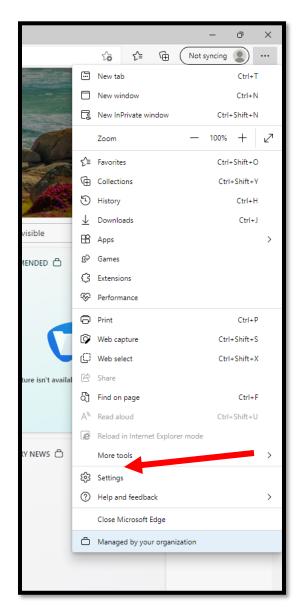
Selected Client: TESA TEST (788475709)		
✓ Selected Episode: 1		
Select Record		
Name: TESA TEST ID: 788475709 Sex: Female Date of Birth: 12/08/2002		
Assessment Date	Data Entry By (Login)	Draft/Final
01/21/2022	Justin Miller	Final
03/09/2022	Karlynn Only-Sydnor	Draft
Add Edit	Delete Cancel	

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

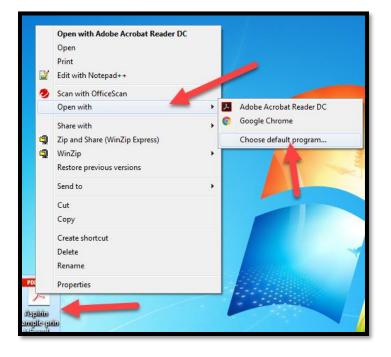
Confirm
A test email with the subject 'Avatar User Failed Authentication Question' has been sent to only-sydnork@saccounty.net.
ОК

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

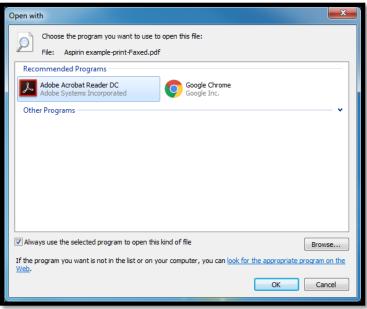
	Submit	Discard	Add to Fav
hentication Question *			
your favorite food			
hentication Question Answer *			
ress *			

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



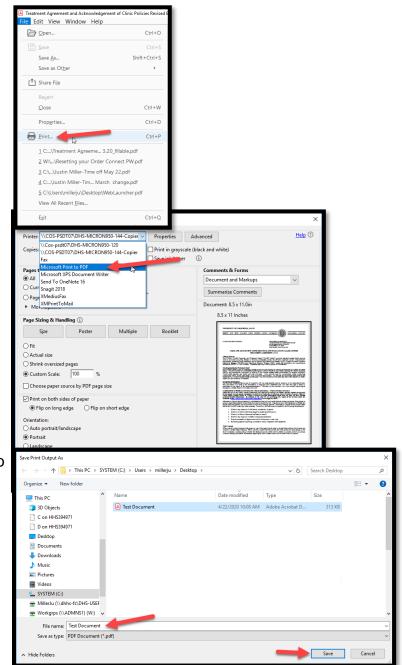
7. Try to Open document in Avatar

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		

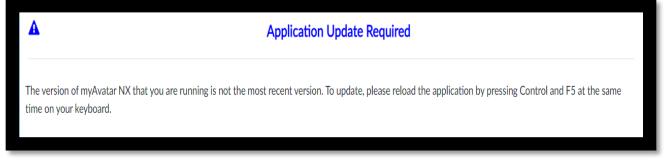
browser".

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.

