



Avatar Support Guide

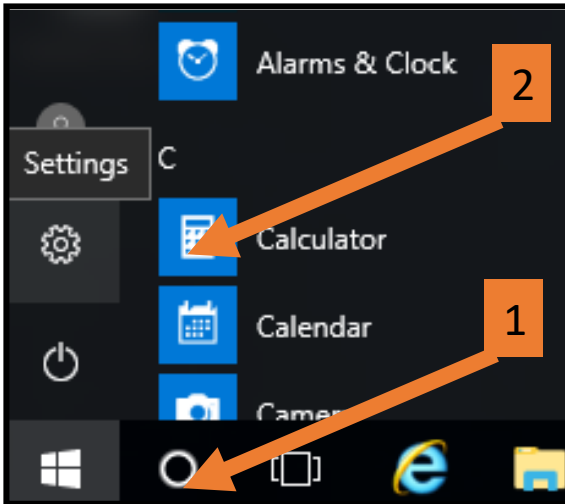
Sacramento County Avatar Training and Support

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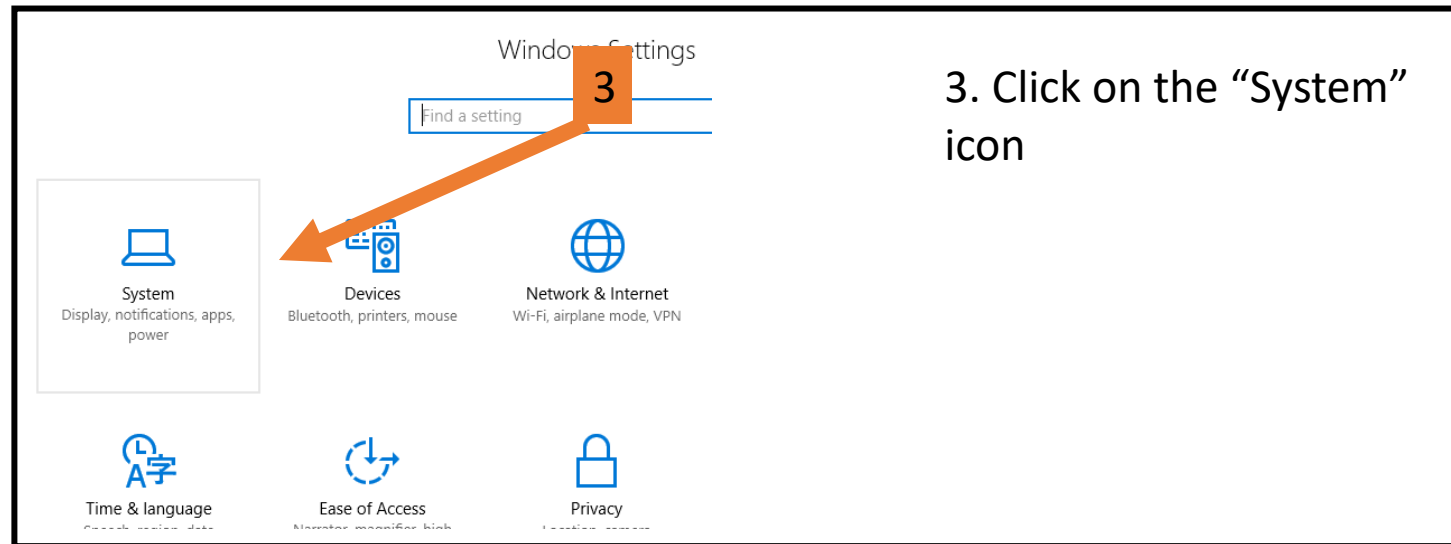
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Changing the Default Browser

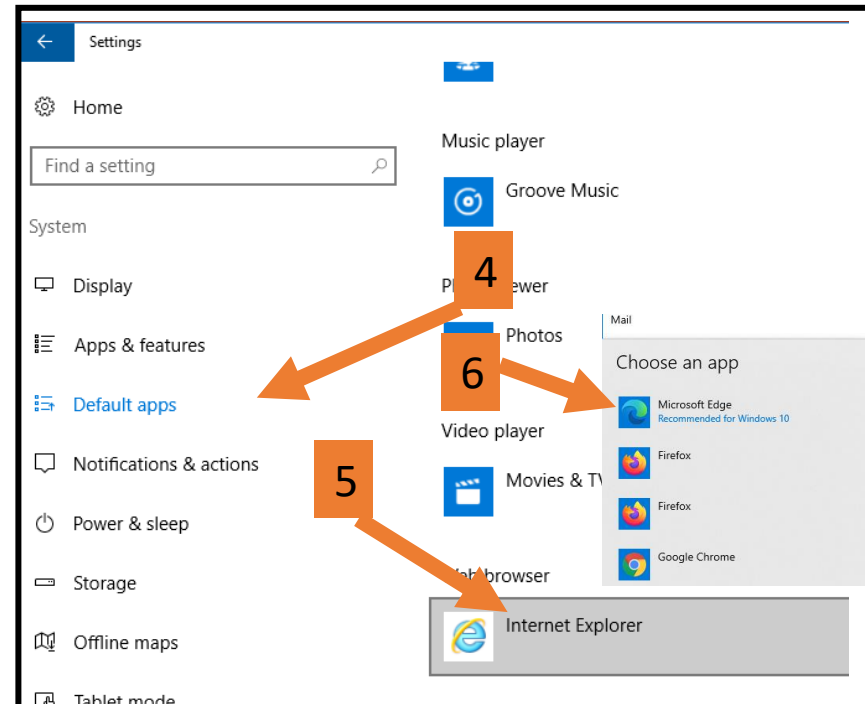
The preferred browser for myAvatar is Microsoft Edge



1. Click on the Windows icon in the lower right hand side of your screen.
2. Click on the “Settings” Icon, to Open the “Windows Settings” window



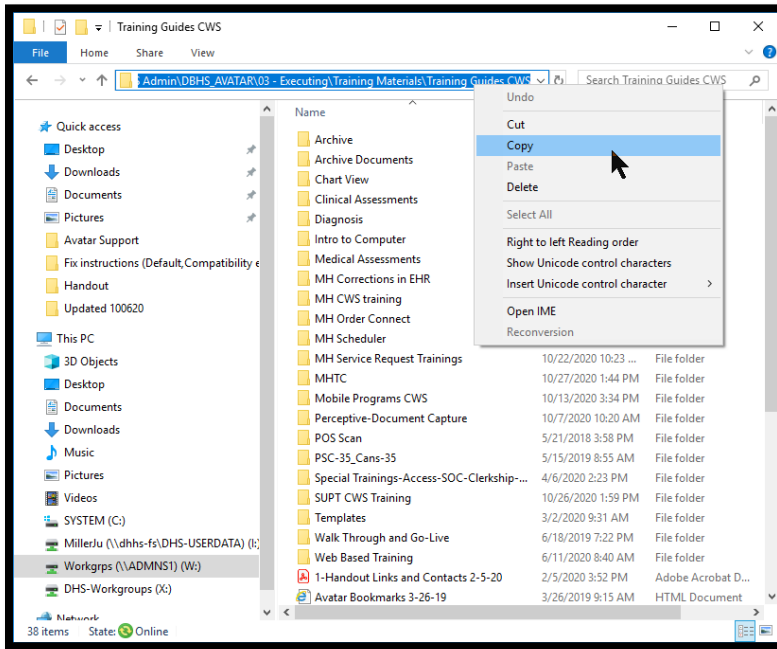
3. Click on the “System” icon



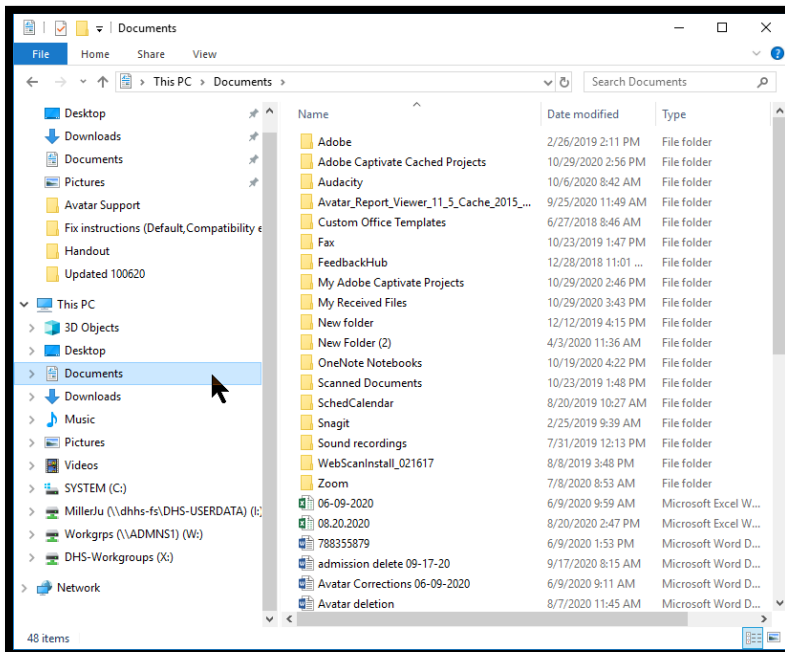
4. Click on “Default Apps”
 5. Click on the “Web Browser” section
 6. Select the “Internet Explorer” browser
 7. Close the Window
- Now you should be able to launch Avatar.

Creating a shortcut in the Documents folder for Document Capture

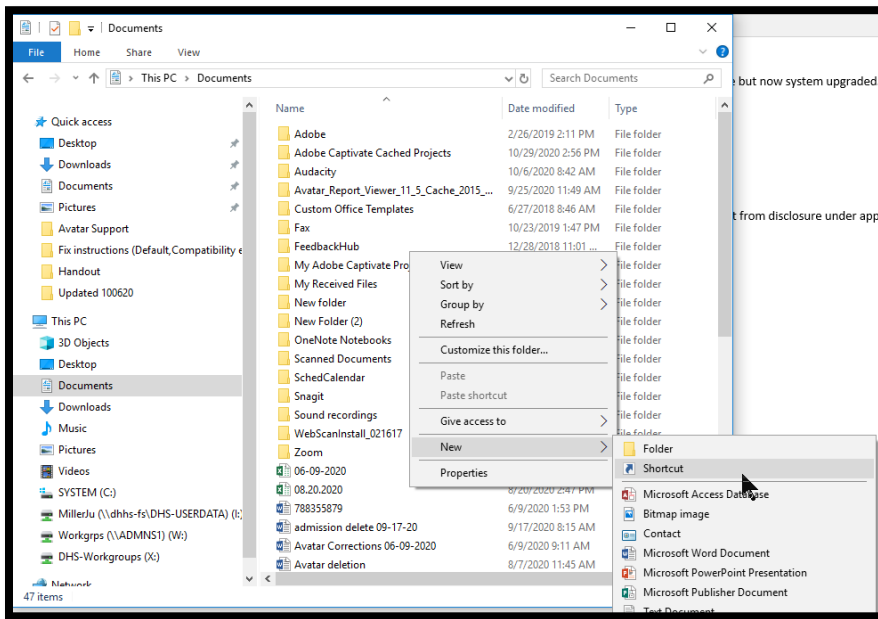
1. Go to the folder you normally store your documents in your shared drive.
2. Copy the shortcut there
 - Click on the path in the window
 - Right click on the highlighted address
 - Select Copy



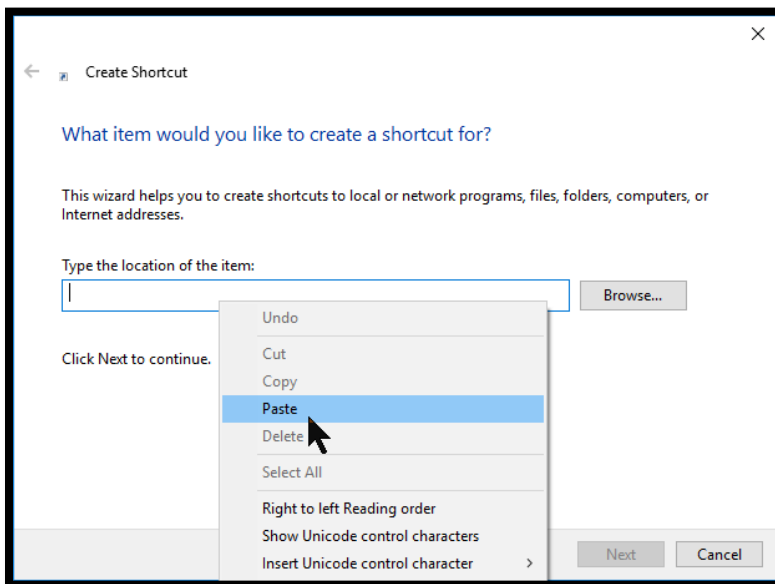
3. Click on the Documents link on the left



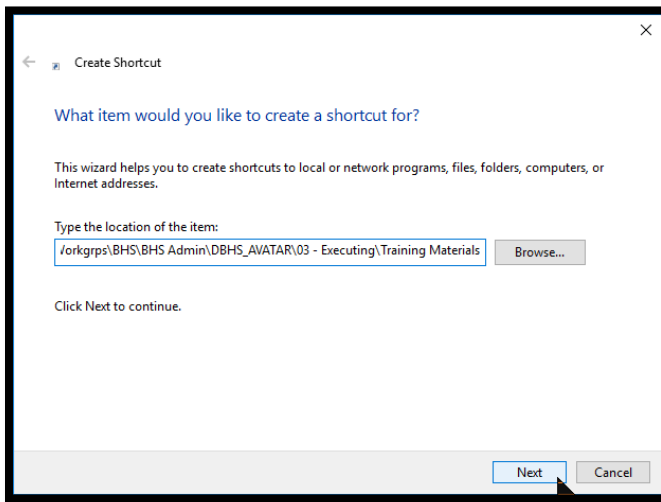
4. Right click in an empty space and and navigate to “New” then Shortcut



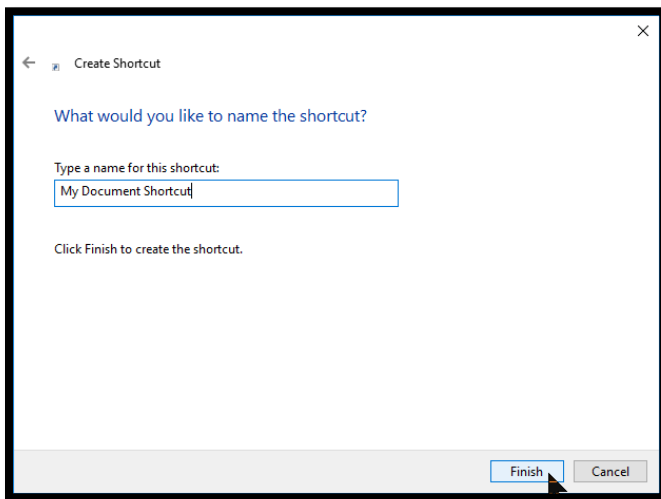
5. Right click on the field and select “Paste”



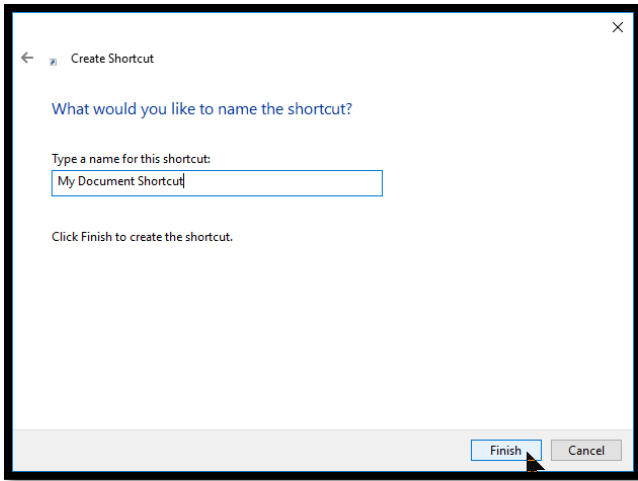
6. Click "Next"



7. Name your Shortcut to the folder



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



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

Q SUD Assessment|

[Advanced Client Search](#)

Here is what I found:

All 4 Clients 0 Staff 0 Forms 4

Forms

Undock	Name	Menu Option
	SUD Assessment	/ Avatar CWS / Assessments / User Defined Assessments
	SUD Assessment Report	/ Avatar CWS / Assessments / Assessment Reports
	Active Client Current SUD Assessments	/ Avatar CWS / Assessments / Assessment Reports
	SUD Assessments User Report	/ Avatar CWS / Assessments / Assessment Reports

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

Q test, tes|

Client

TESA TEST (788475709)

4. Select the appropriate episode

Opening: SUD Assessment

Home > Select Client > Select Episode >

✓ Selected Client: TESA TEST (788475709)

Select Episode

Name: TESA TEST
ID: 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

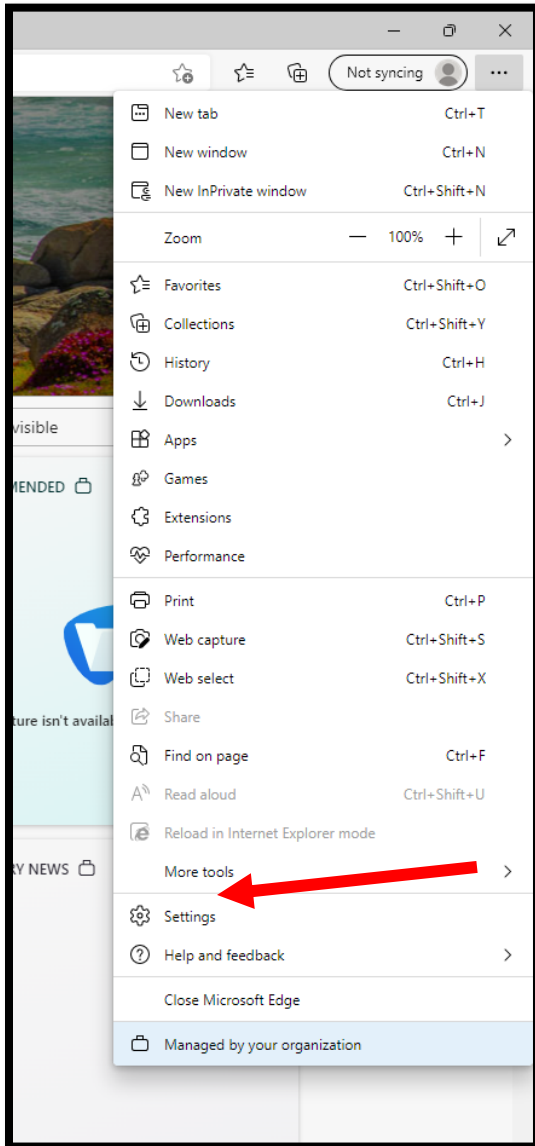


OrderConnect-2 Factor Authentication Error Fix

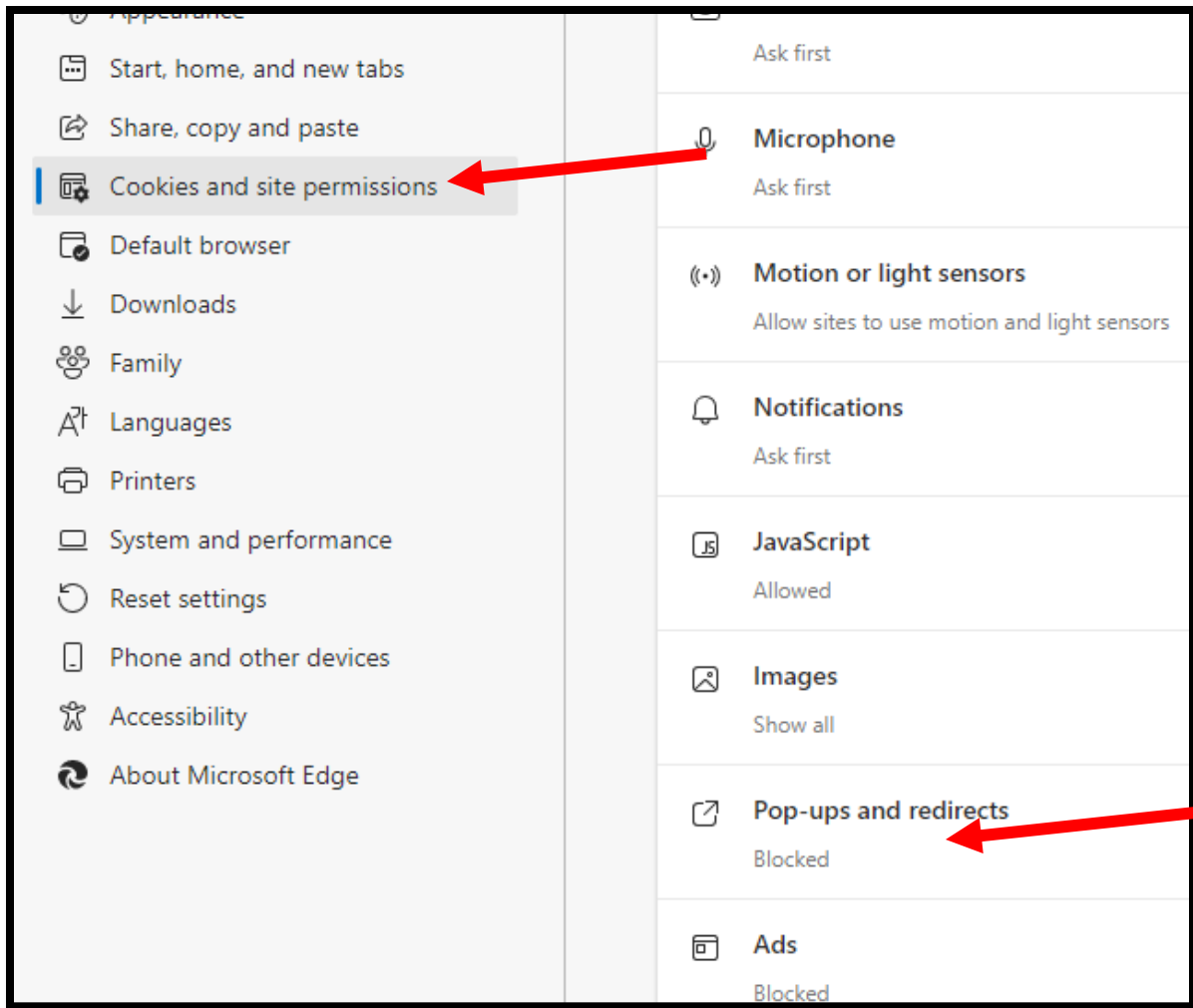
This is for those who prescribe medications

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

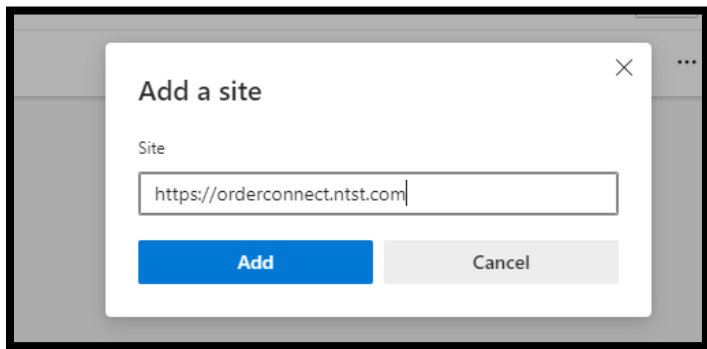
1. In Microsoft Edge click on the 3 dots in the upper right hand corner.
2. Select **“Settings”**



3. Click on **“Cookies and Site Permissions”**
4. Click on the **“Pop-Ups and Redirects”**



5. Under Allow click “Add”
6. Type in <http://orderconnect.ntst.com> in the text box, then click “Add”

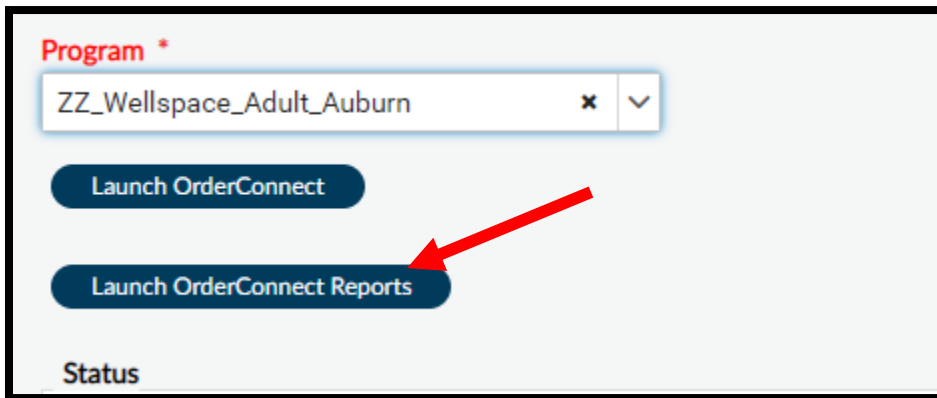


7. Click “Enable Protected Mode” checkbox
8. Click “apply”
9. Close Edge and Re-launch Order Connect

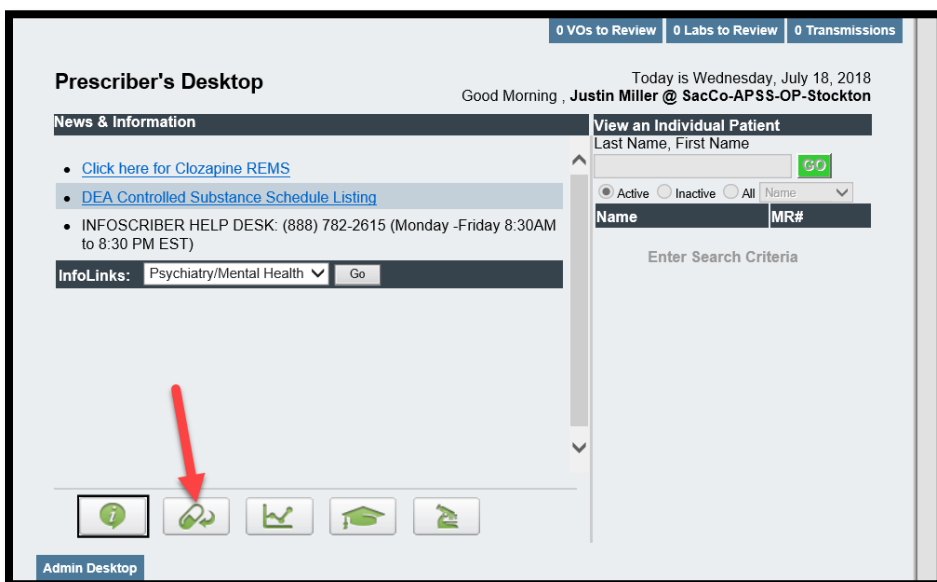
Transfer Pending Prescription

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”



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

Provider: Rao, Swati

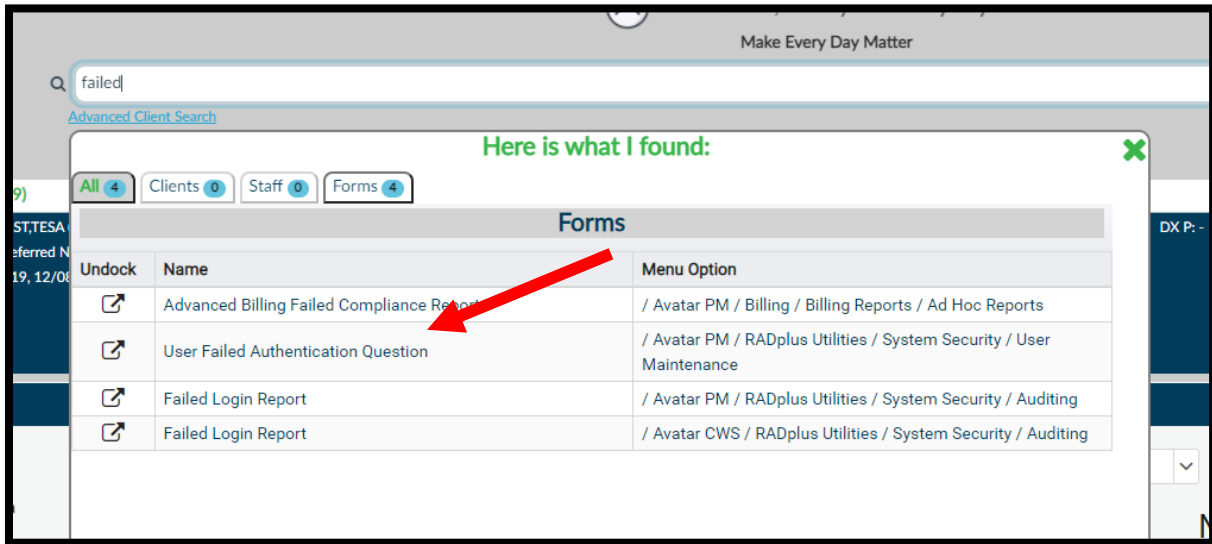
[Return](#)

Verbal Orders (0) Rx Change Requests (0) Refill Requests (33) Unmatched Refill Requests (107)

Received	Patient Name	Prescriber	Prescription							
Received	Agent	Order ID	Action	Prescription	Schedule	Diagnosis	Pharmacy			
12/05/2016	[Redacted]	S. Rao	Transfer to me	12/05/2016 R. Fuller	13206834	Change Order	clonazePAM - 0.5 MG, TAB, PO Take one and one half (1.5) tablets by mouth every morning	4	[Redacted]	CVS 16106 IN TARGET
						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
12/05/2016	[Redacted]	S. Rao	Transfer to me	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	[Redacted]	RITE AID-6661 AUBURN BLVD
12/05/2016	[Redacted]	S. Rao	Transfer to me	12/05/2016 N. Meinhardt	13216930	Change Order	Lunesta - 2 MG, TAB, PO Take one (1) tablet by mouth at bedtime	4	[Redacted]	WALGREENS #06658
12/12/2016	[Redacted]	S. Rao	Transfer to me	12/12/2016 R. Fuller	13359548	Reorder	clonazePAM - 0.5 MG, TAB, PO Take one (1) tablet by mouth twice a day, as needed	4	No Entry	Walmart Pharmacy 5192
07/12/2018	[Redacted]	S. Rao	Transfer to me	07/12/2018 H. Hogan	25293171	Change Order	Zolpidem - 5 MG, TAB, PO Take one (1) tablet by mouth at bedtime, as needed	4	[Redacted]	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”



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”

The screenshot shows the Avatar form for setting up a failed authentication question. The form is divided into two columns. The left column contains the following fields:

- System Code: LIVE
- Username *: sydnork4
- Password *:
- Activate Question *: Yes No

The right column contains the following fields:

- Failed Authentication Question *: [empty text box]
- Failed Authentication Question Answer *: [empty text box]
- Email Address *: [empty text box]
- Test Email: [button]

Red arrows point to the System Code, Username, Password, and Activate Question fields.

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

The screenshot shows a form with the following fields and values:

- System Code ***: LIVE
- Username ***: sydnork4
- Password ***:
- Activate Question ***: Yes No
- Failed Authentication Question ***: What's your favorite food?
- Failed Authentication Question Answer ***: pizza
- Email Address ***: test@test.net
- Test Email**: button

Red arrows point to the 'Failed Authentication Question', 'Failed Authentication Question Answer', 'Email Address', and 'Test Email' fields.

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

The confirmation dialog box contains the following text:

Confirm

A test email with the subject 'Avatar User Failed Authentication Question' has been sent to [redacted]@saccounty.net.

OK

8. Click on “Submit” on the left to Save and Close

The screenshot shows the bottom section of the form with the following fields and values:

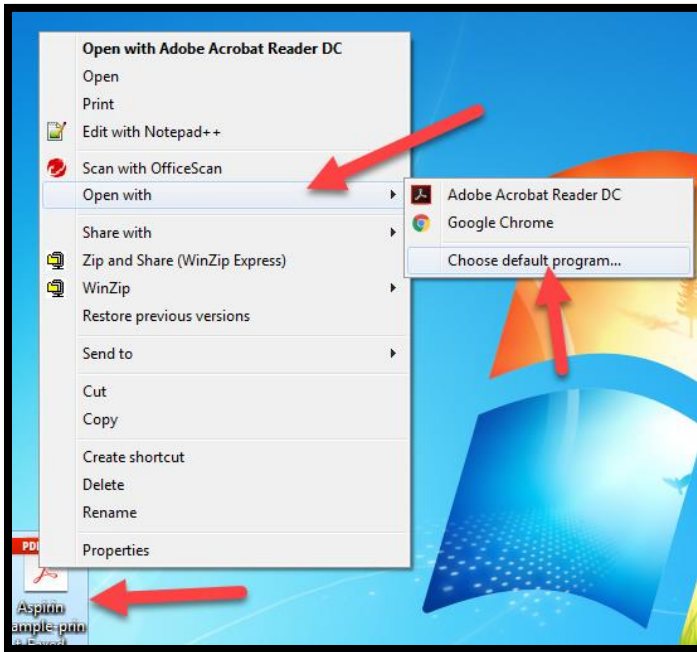
- Failed Authentication Question ***: your favorite food
- Failed Authentication Question Answer ***: [empty]
- Email Address ***: [empty]

Buttons: **Submit**, **Discard**, **Add to Favorites**

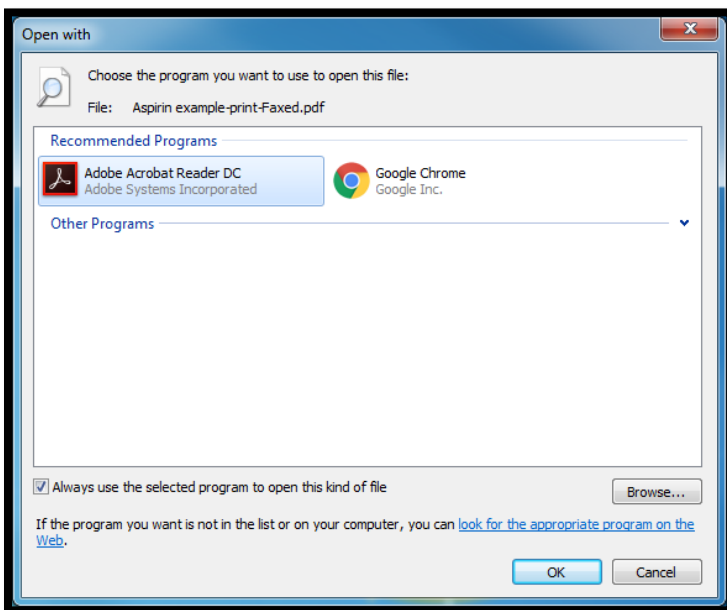
A red arrow points to the **Submit** button.

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"



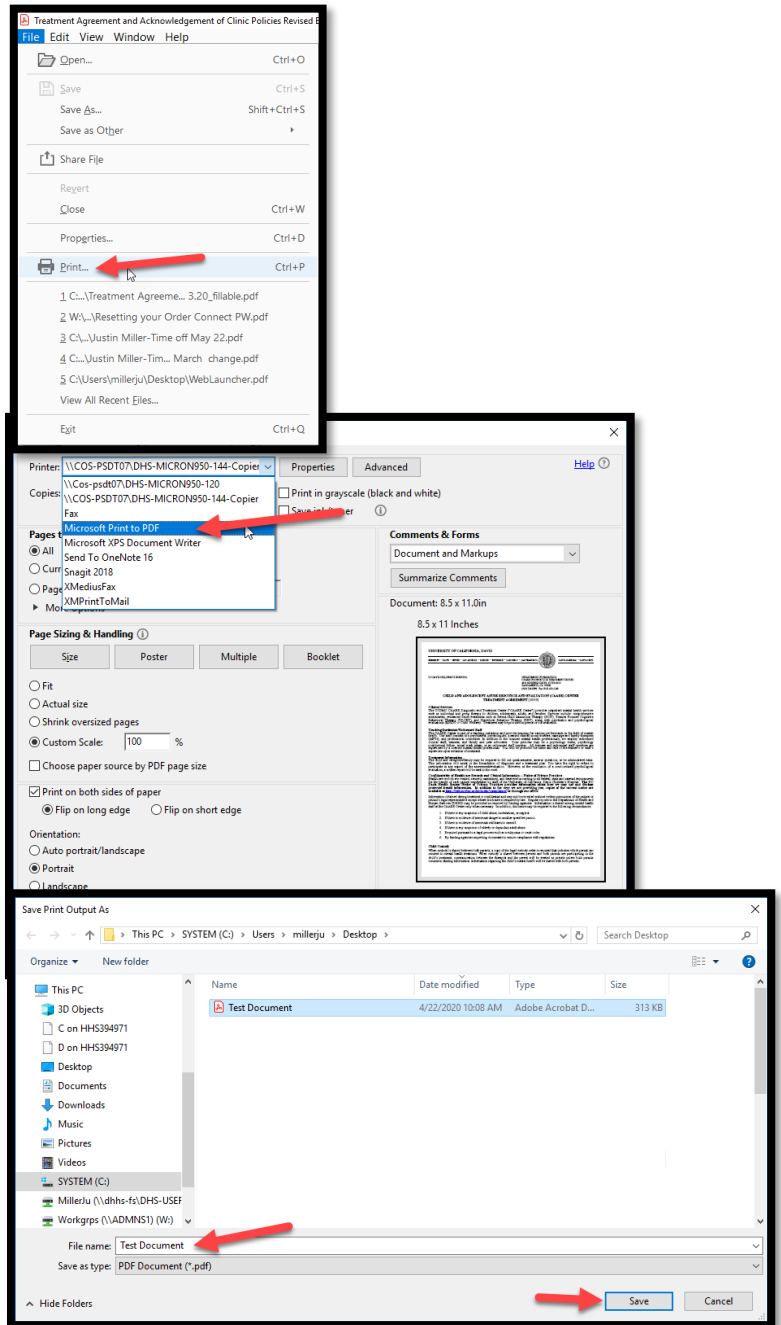
5. Choose your Adobe Reader program.
6. Click on Ok



7. Try to Open document in Avatar

Printing to PDF

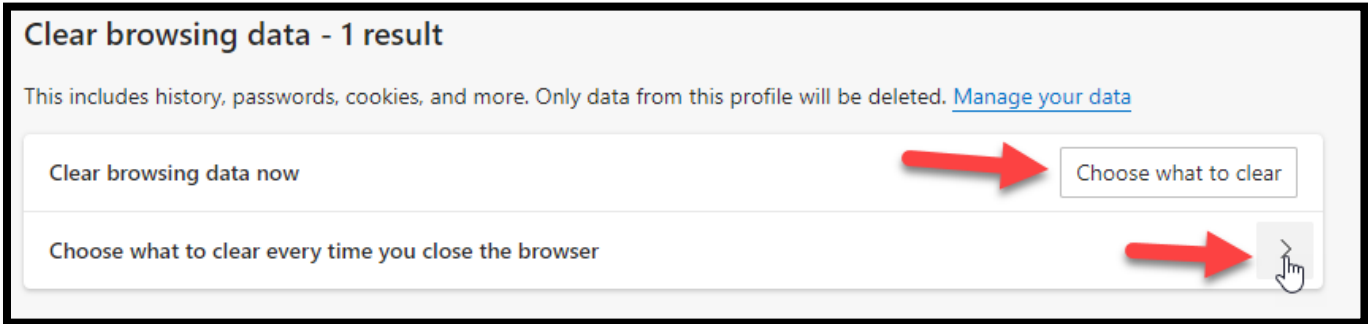
1. Click on “File” on the top left
2. Select “Print”
3. Select “Microsoft Print to PDF”
4. Click on the “Print” button
5. Select the location of where you want to save the document
6. Create a File Name
7. Click on the “Save” button



Clearing Browser Cache

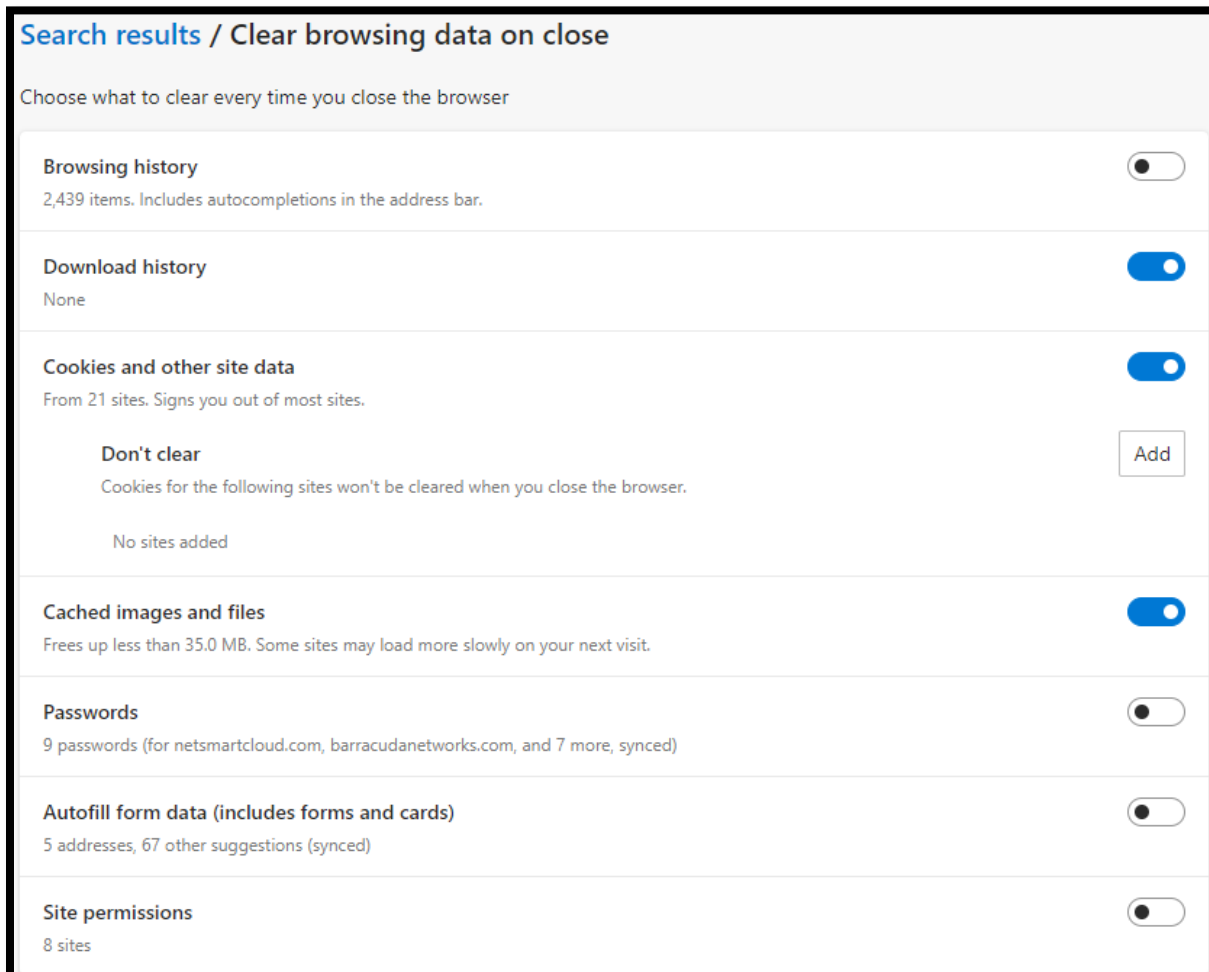
The following instructions are for the MS Edge Browser

1. In your browser 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



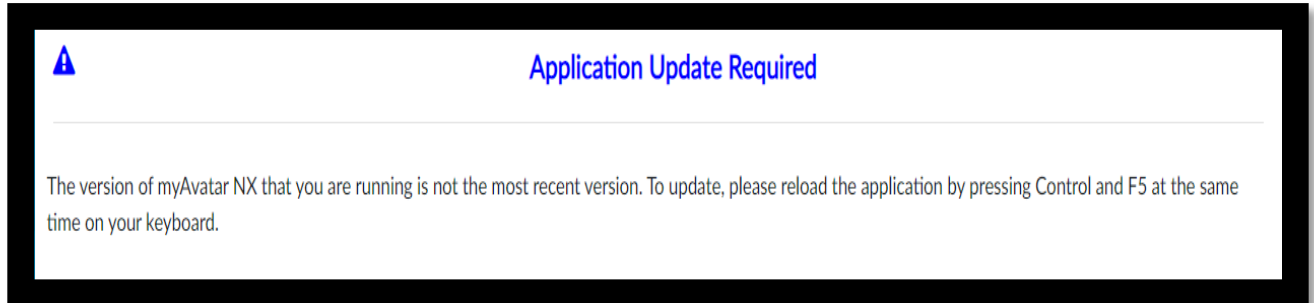
browser".

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



Application Update

Avatar NX will update 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.

