Avatar Support Guide

Sacramento County Avatar Training and Support

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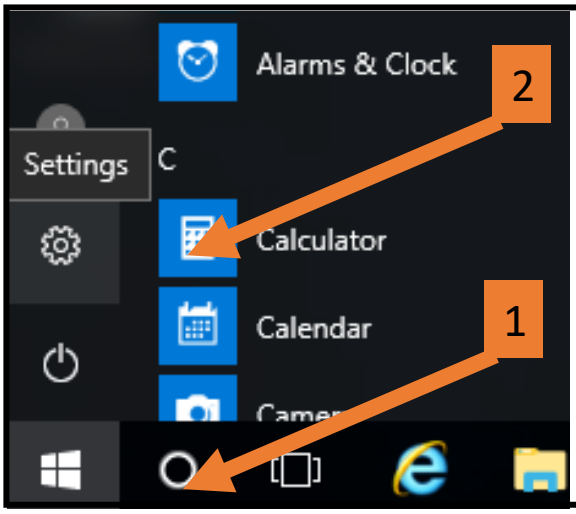
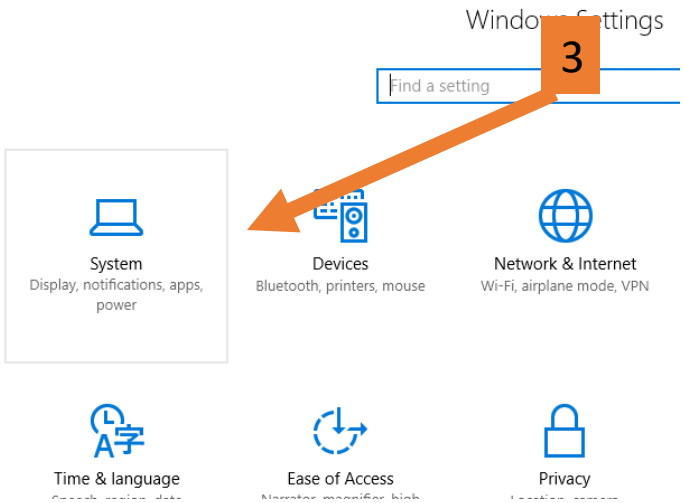
Changing the Default Browser

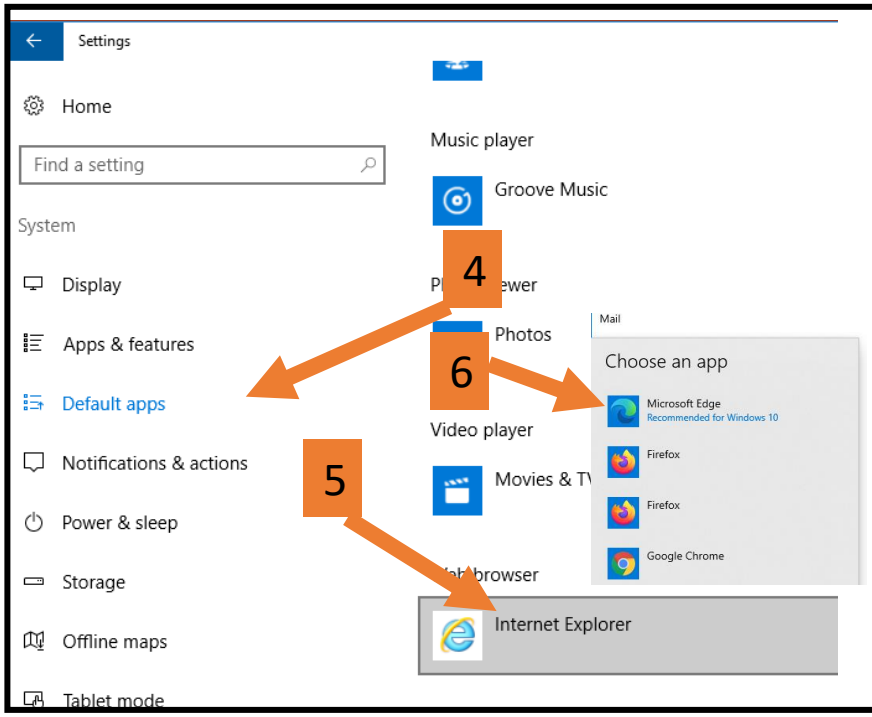
The preferred browser for myAvatar is Microsoft Edge



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

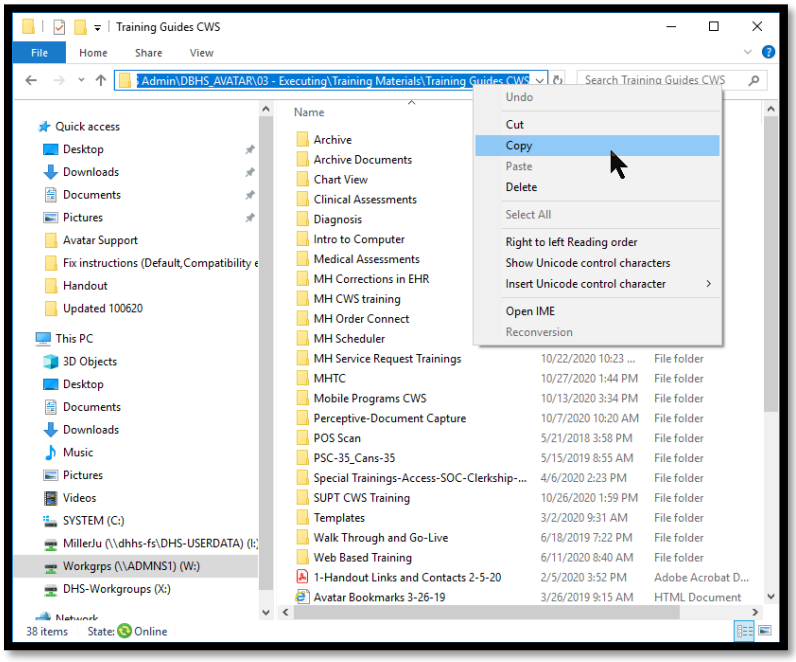


4. Click on **“Default Apps”**
5. Click on the “Web Browser” section
6. Select the “Internet Explorer” browser
7. Close the Window

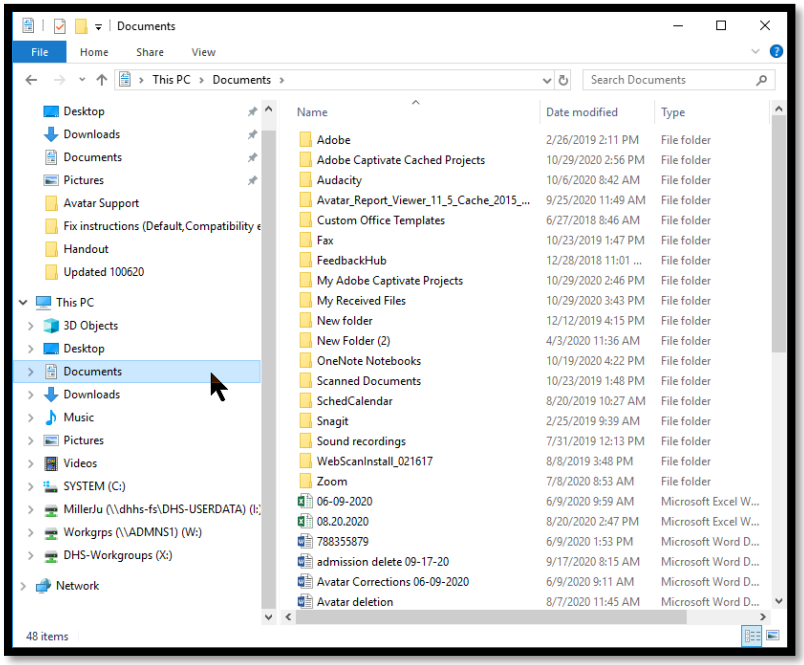
Now you should be able to launch Avatar.

Creating a shortcut in the Documents folder for Document Capture

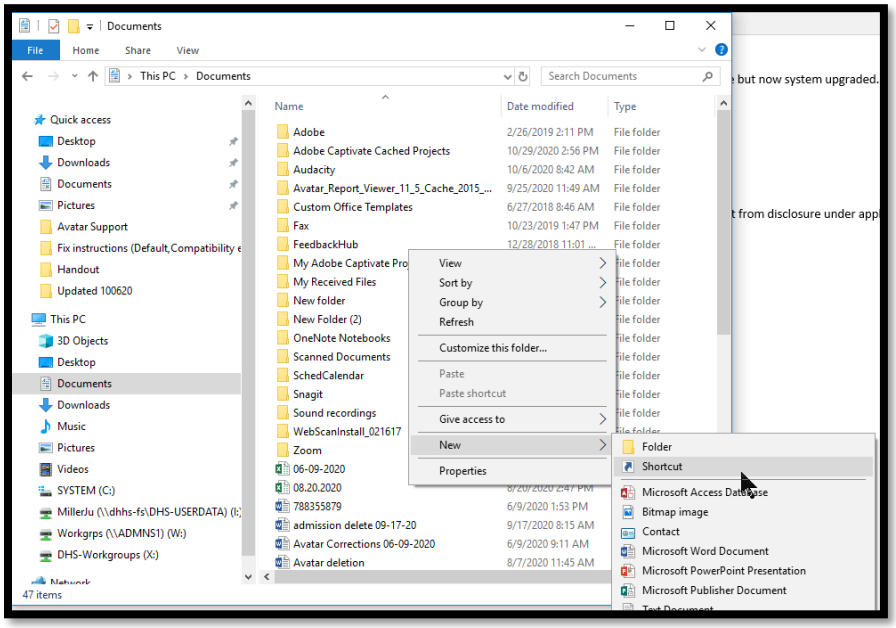
1. Go to the folder you normally store your documents in your shared drive.
2. Copy the shortcut there
   - Click on the path in the window
   - Right click on the highlighted address
   - Select Copy



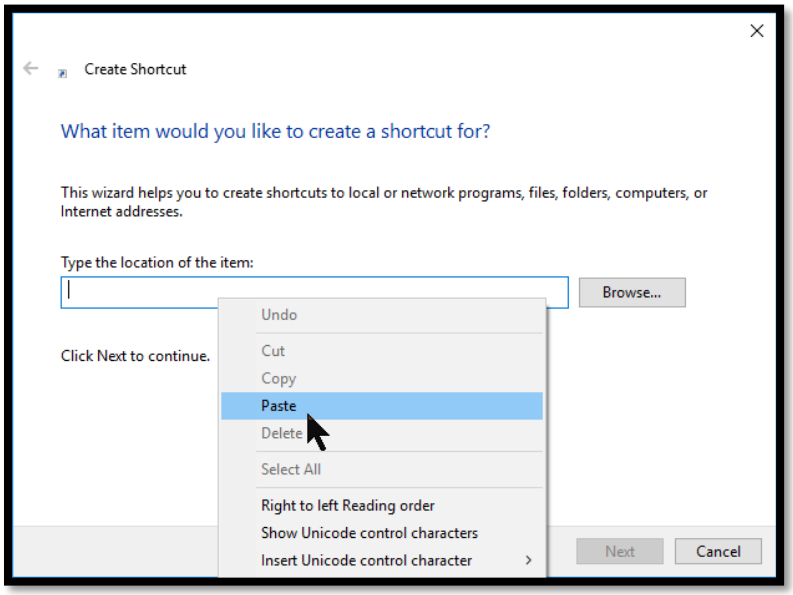
3. Click on the Documents link on the left



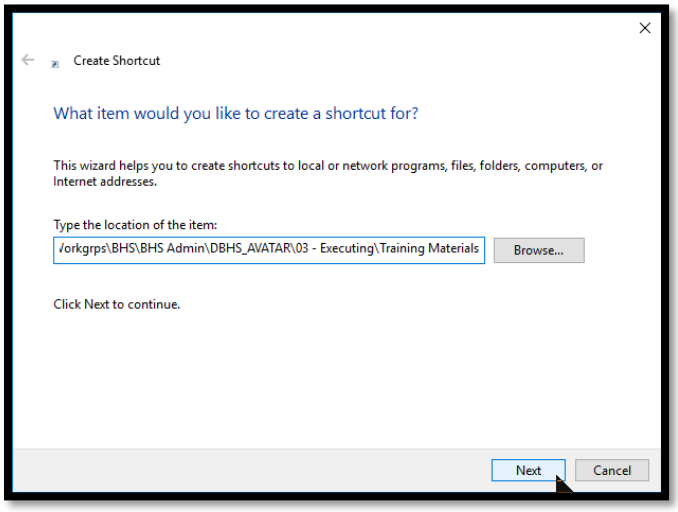
4. Right click in an empty space and and navigate to “New” then Shortcut



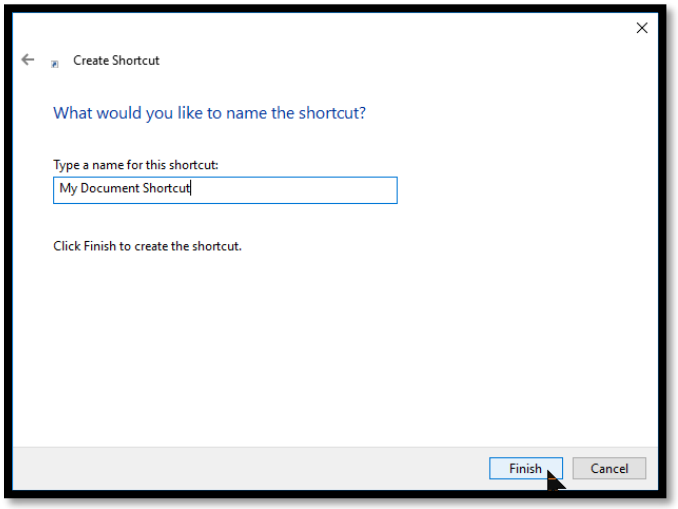
5. Right click on the field and select “Paste”



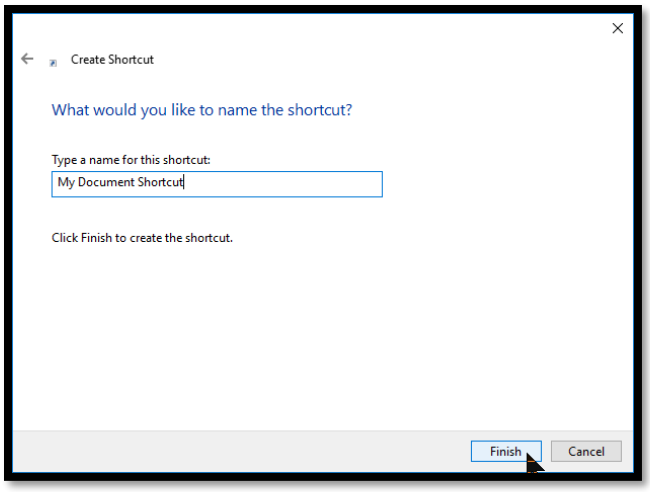
6. Click “Next”



7. Name your Shortcut to the folder

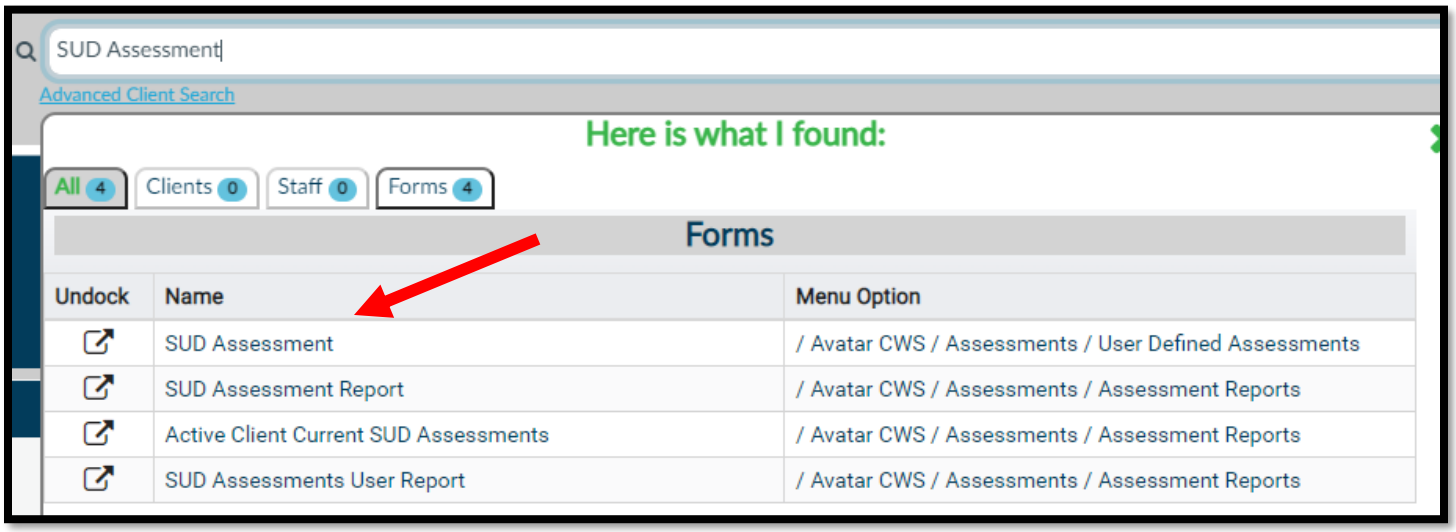


8. Then you should be able to access that folder each time from the Documents Folder

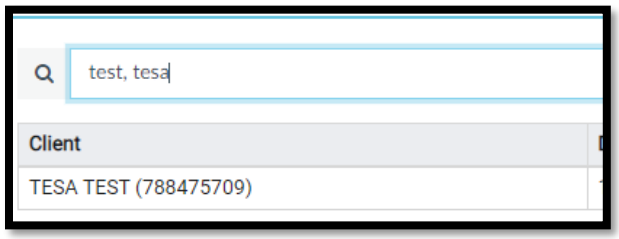

Create Shortcut
What would you like to name the shortcut?
Type a name for this shortcut:
My Document Shortcut
Click Finish to create the shortcut.
Finish
Cancel

Deleting a Draft Assessment

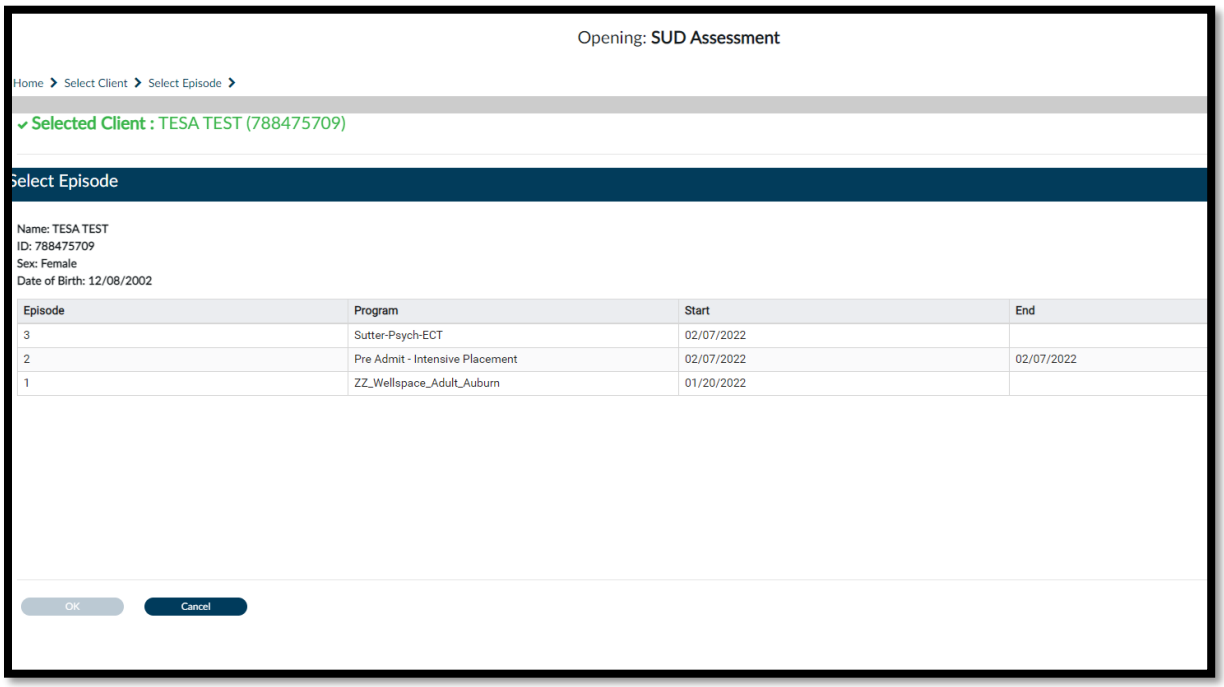
1. Search for the Assessment in the Search bar at the top of the myDay View.
2. Click on the name of the form



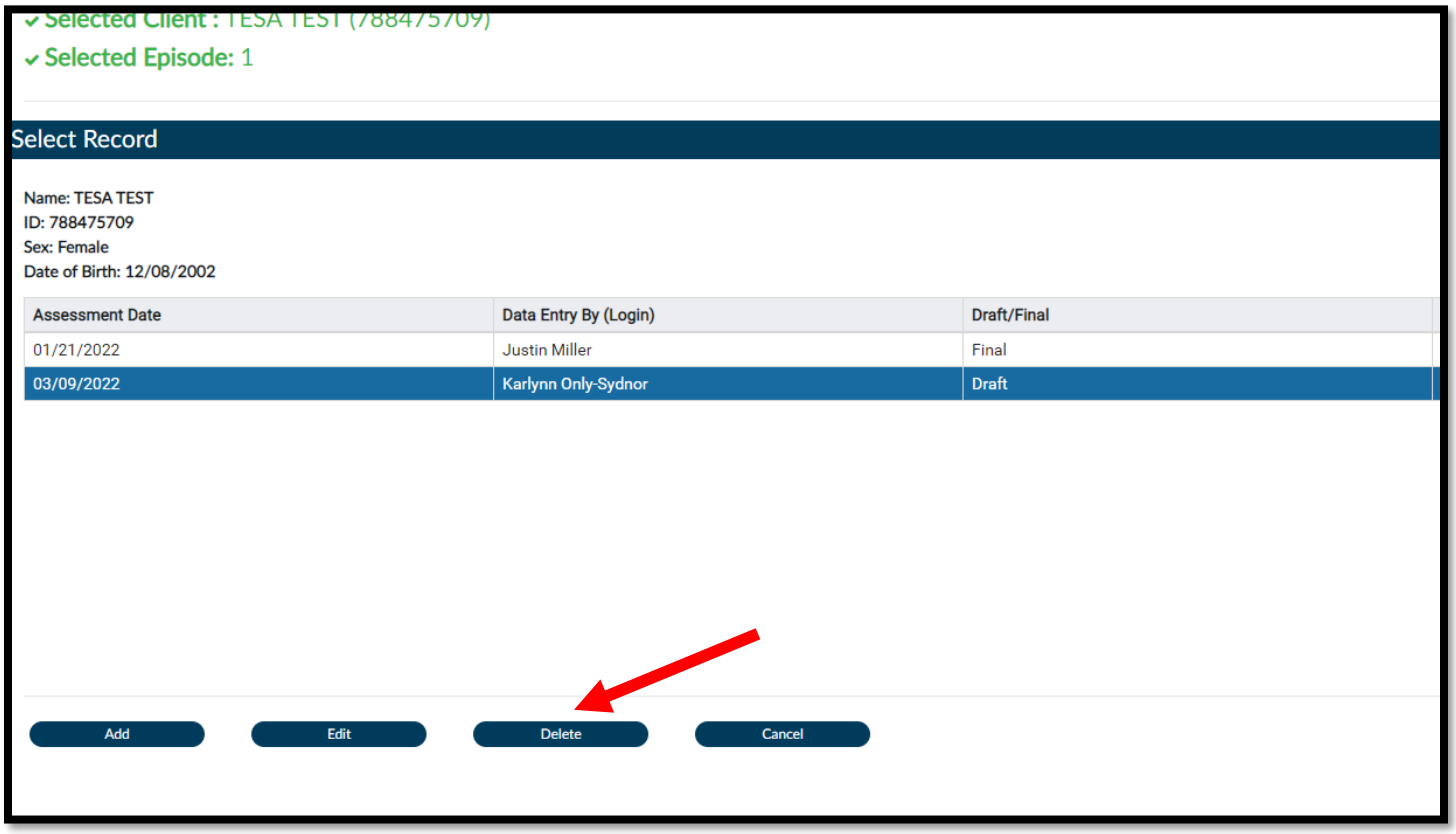
3. Enter the name of your client and select them.



4. Select the appropriate episode



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

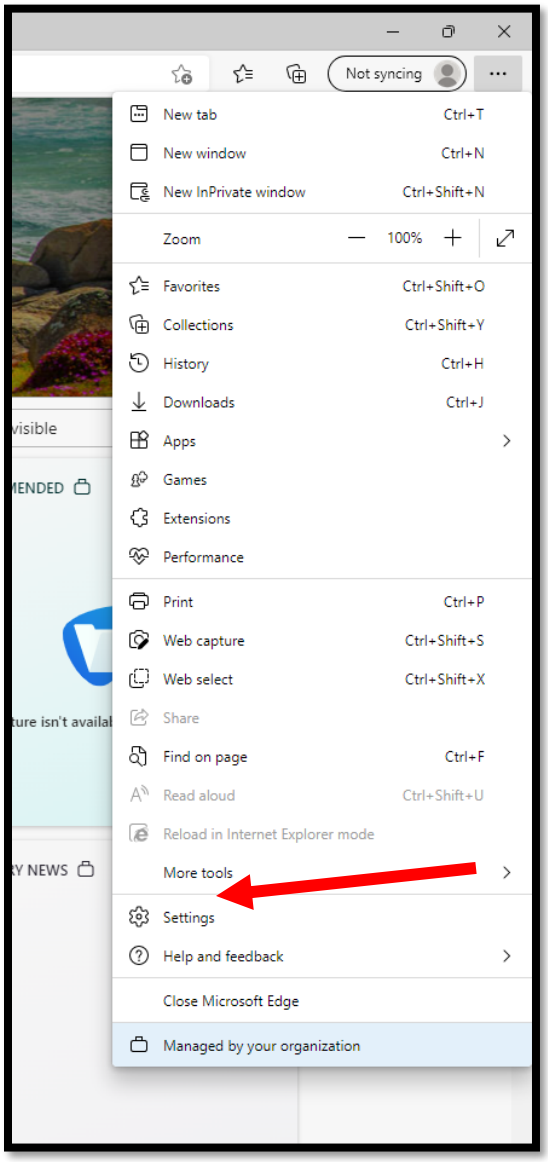


OrderConnect-2 Factor Authentication Error Fix

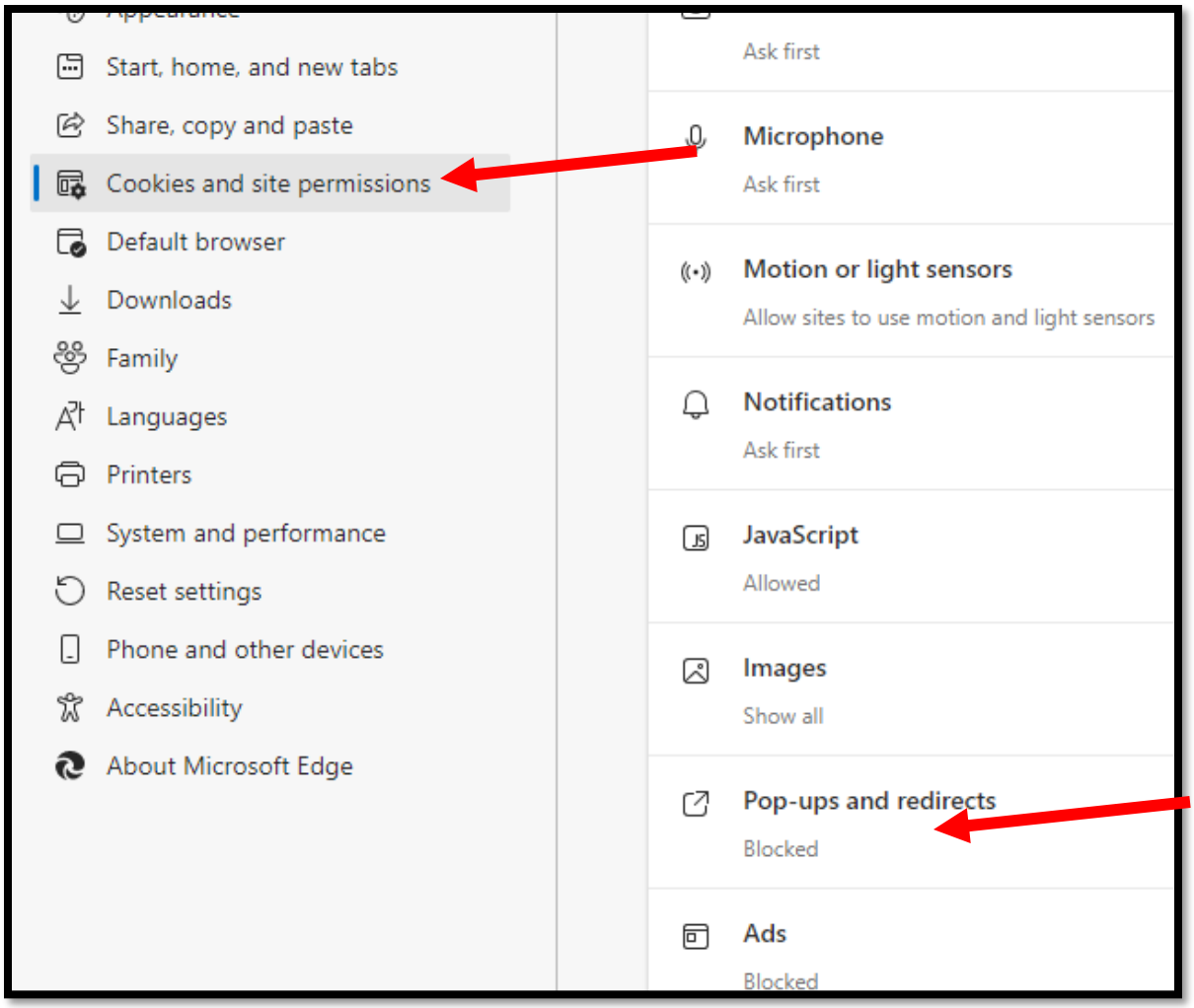
This is for those who prescribe medications

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

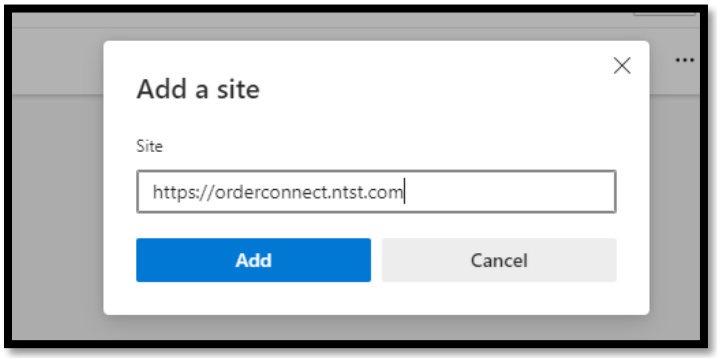
1. In Microsoft Edge click on the 3 dots in the upper right hand corner.
2. Select **"Settings"**



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"**

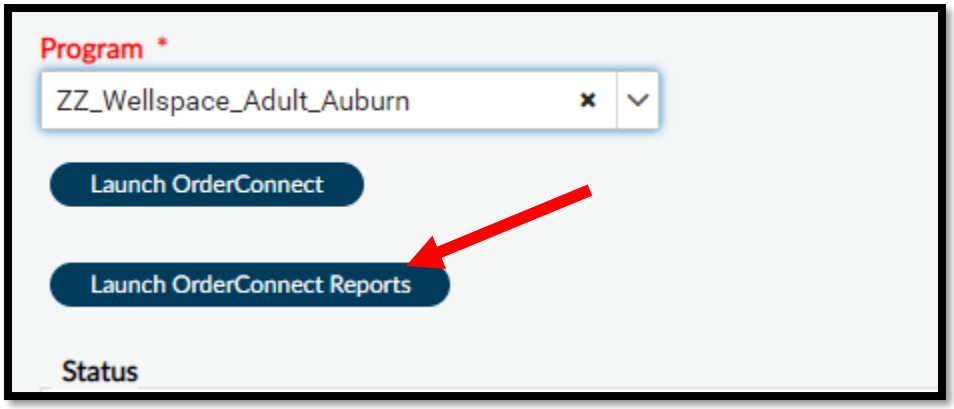


7. Click **"Enable Protected Mode"** checkbox
8. Click **"apply"**
9. Close Edge and Re-launch Order Connect

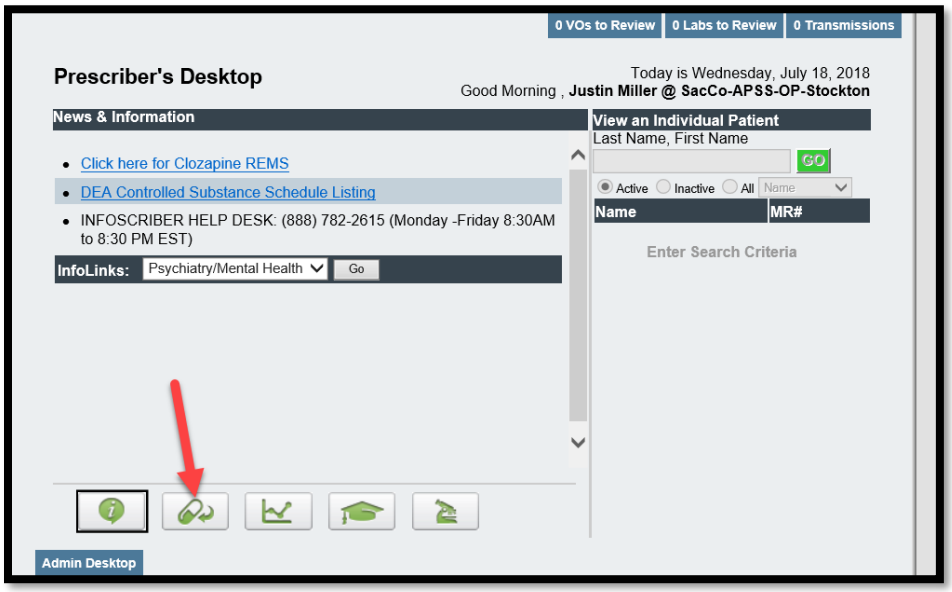
Transfer Pending Prescription

This is for those who prescribe medications

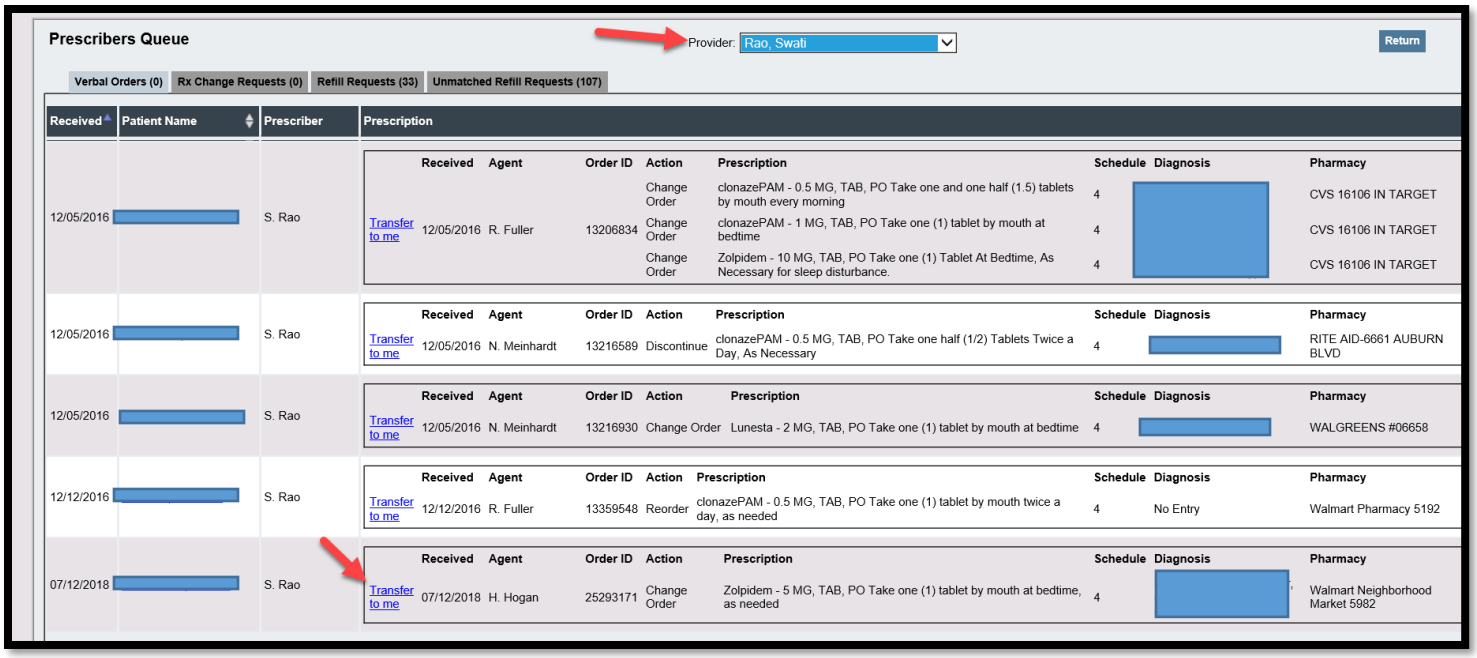
1. Open Launch Order Connect for any client ***(you can transfer more than 1 prescription and can select prescriptions from different providers in this screen)***
2. Click on “Launch Order Connect Reports”



3. Click on the “Prescriber Queue” icon

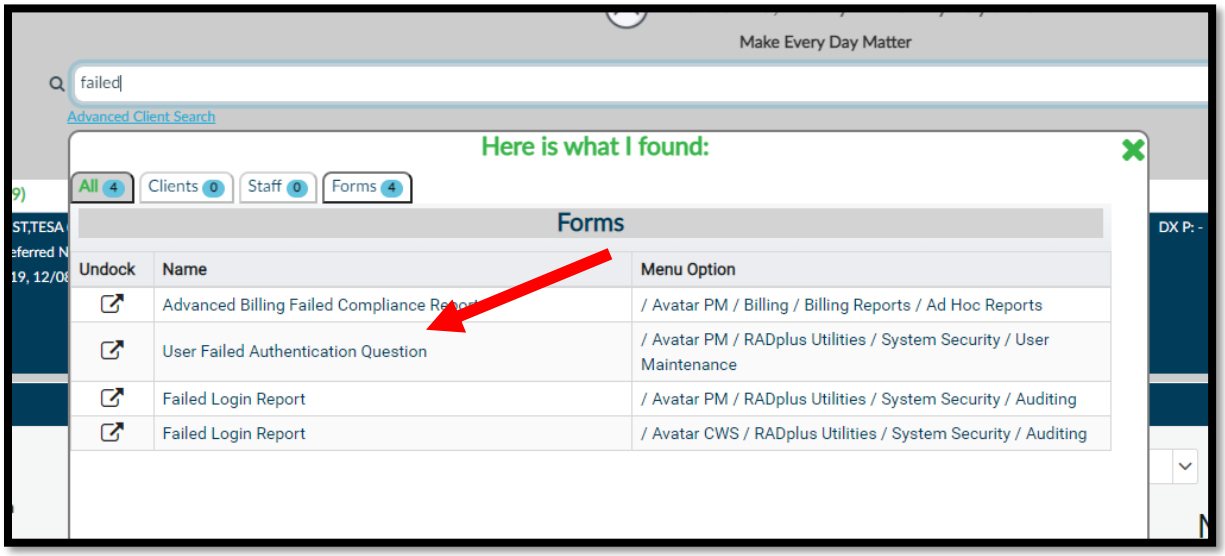


4. Once in the Prescribers Queue click on the Provider dropdown and select who the original Prescription was sent to.
5. Find the Prescription and select “Transfer to Me” link and then follow the prompts.

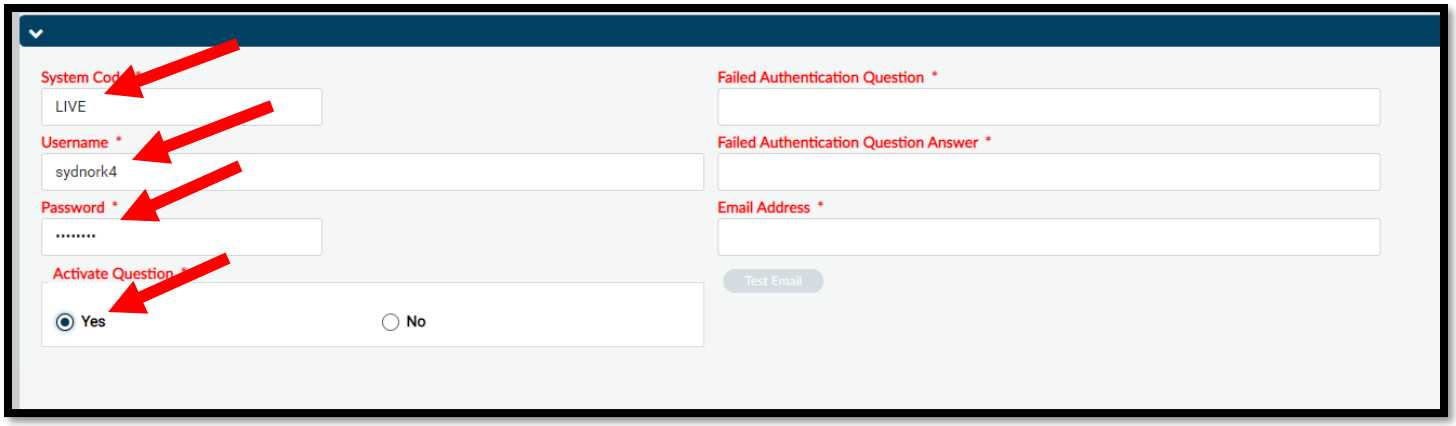

Prescribers Queue
Provider: Rao, Swati
Return
Verbal Orders (0)
Rx Change Requests (0)
Refill Requests (33)
Unmatched Refill Requests (107)
Received
Patient Name
Prescriber
Prescription
12/05/2016
S. Rao
Transfer to me
12/05/2016
R. Fuller
13206834
Change Order
clonazePAM - 0.5 MG, TAB, PO Take one and one half (1.5) tablets by mouth every morning
clonazePAM - 1 MG, TAB, PO Take one (1) tablet by mouth at bedtime
Zolpidem - 10 MG, TAB, PO Take one (1) Tablet At Bedtime, As Necessary for sleep disturbance.
4
CVS 16106 IN TARGET
12/05/2016
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
RITE AID-6661 AUBURN BLVD
12/05/2016
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
WALGREENS #06658
12/12/2016
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
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
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"

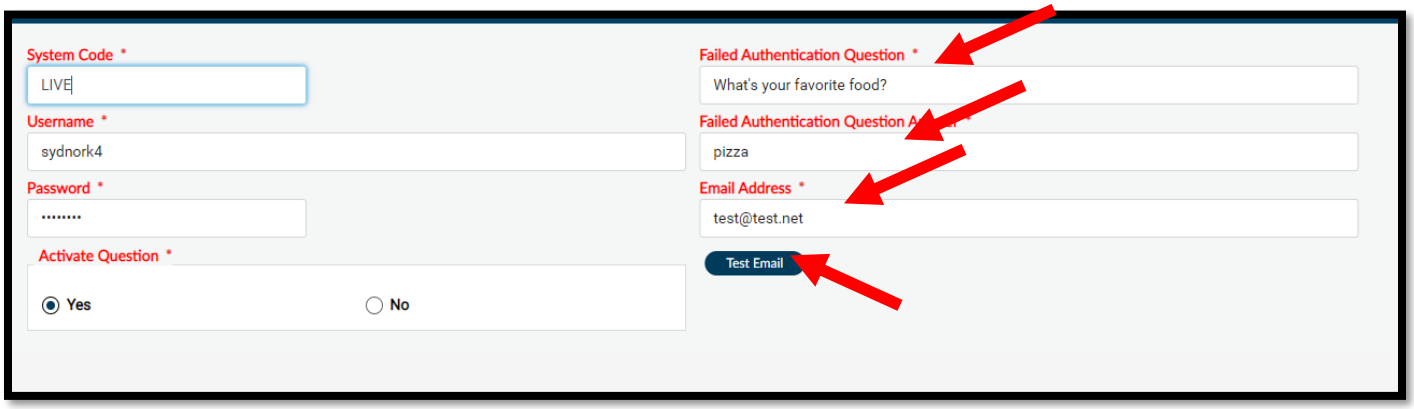


5. Left Side- Enter the information as if you are logging into Avatar
   --(you may need to click in the field before you enter data)
   a. Enter YOUR System Code
   b. Enter YOUR Username
   c. Enter your Password (press enter)
      i. This will open all fields on form
   d. Click on "Activate Question"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

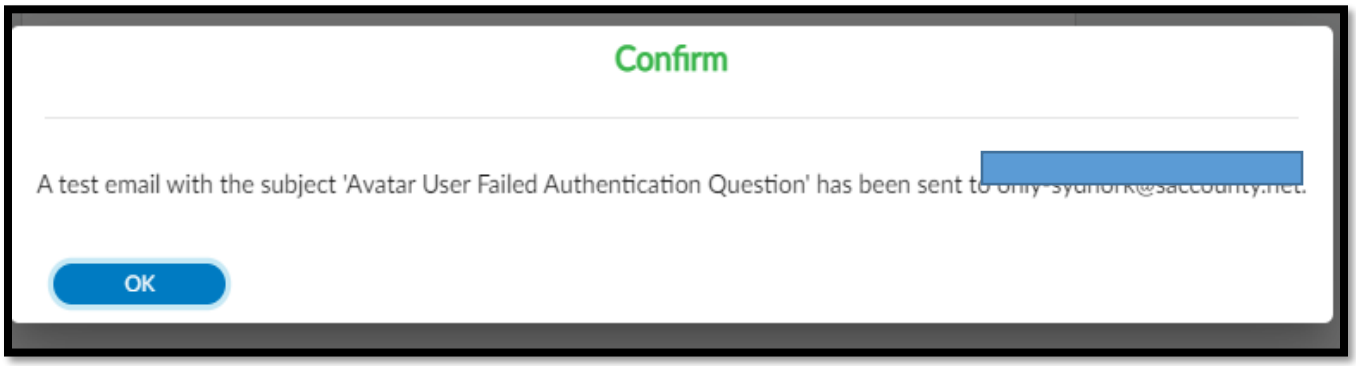


6. Right Side- Complete each field

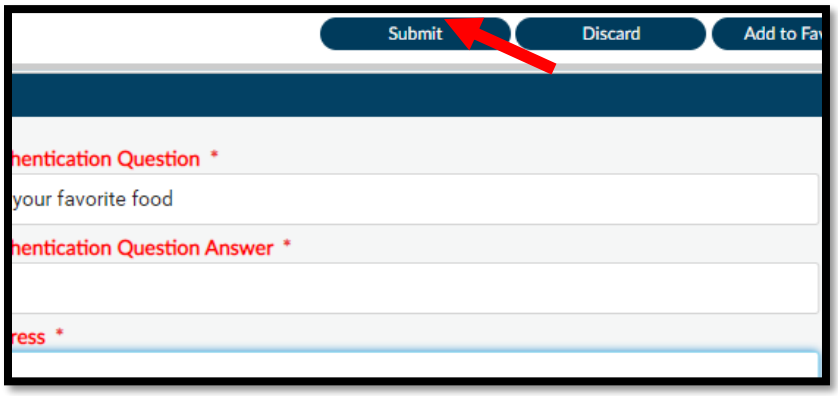
a. Create a “Failed Authentication Question”
b. Create an answer in the “Failed Authentication Question Answer” field
c. Enter your email address in the “Email Address” field
d. Click on the “Test Email” button



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

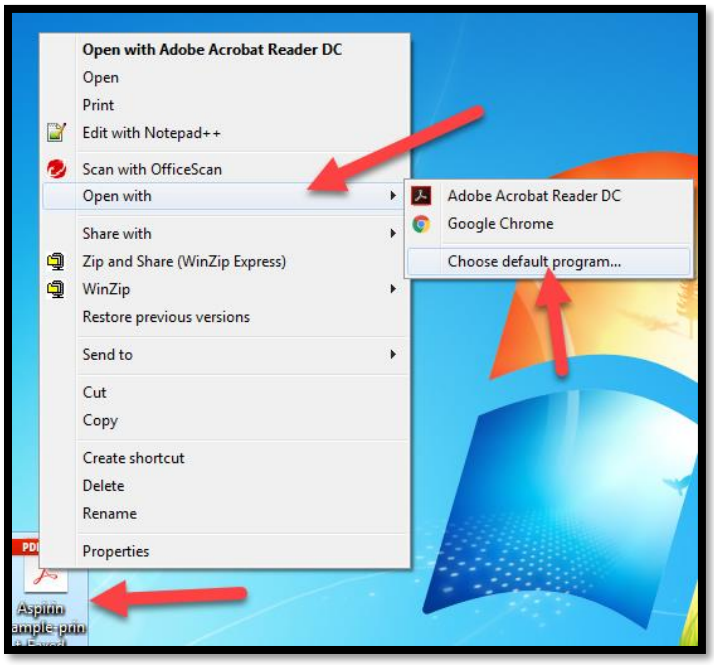


8. Click on “Submit” on the left to Save and Close

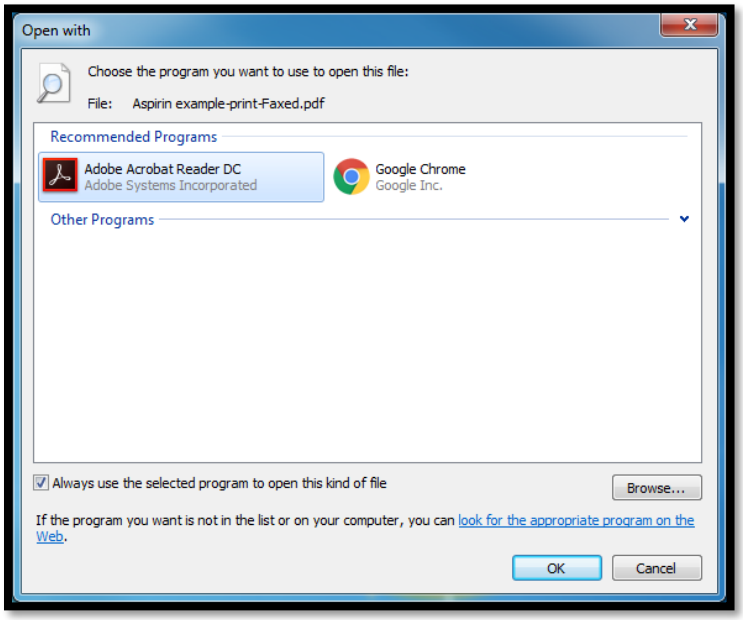


Fix instructions for PDF association

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”



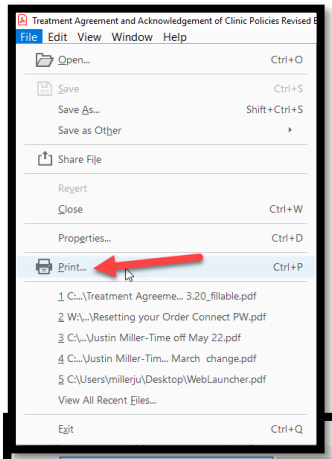
5. Choose your Adobe Reader program.
6. Click on Ok



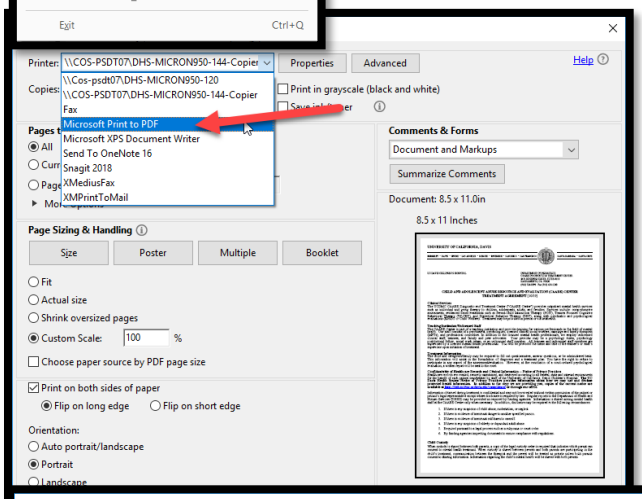
7. Try to Open document in Avatar

Printing to PDF

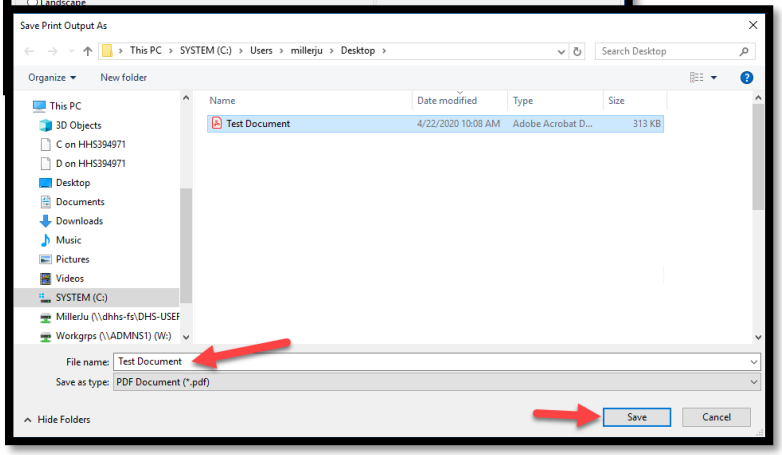
1. Click on “File” on the top left
2. Select “Print”



3. Select “Microsoft Print to PDF”
4. Click on the “Print” button



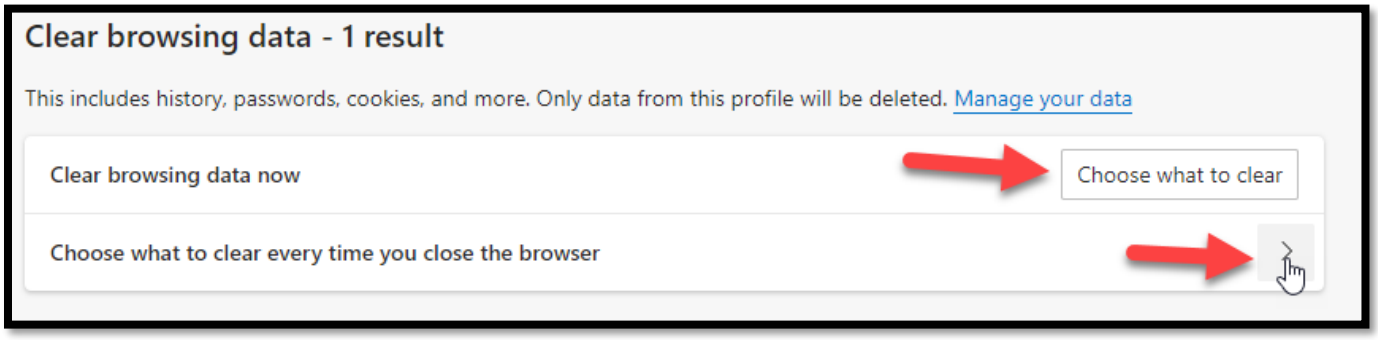
5. Select the location of where you want to save the document
6. Create a File Name
7. Click on the **“Save”** but



Clearing Browser Cache

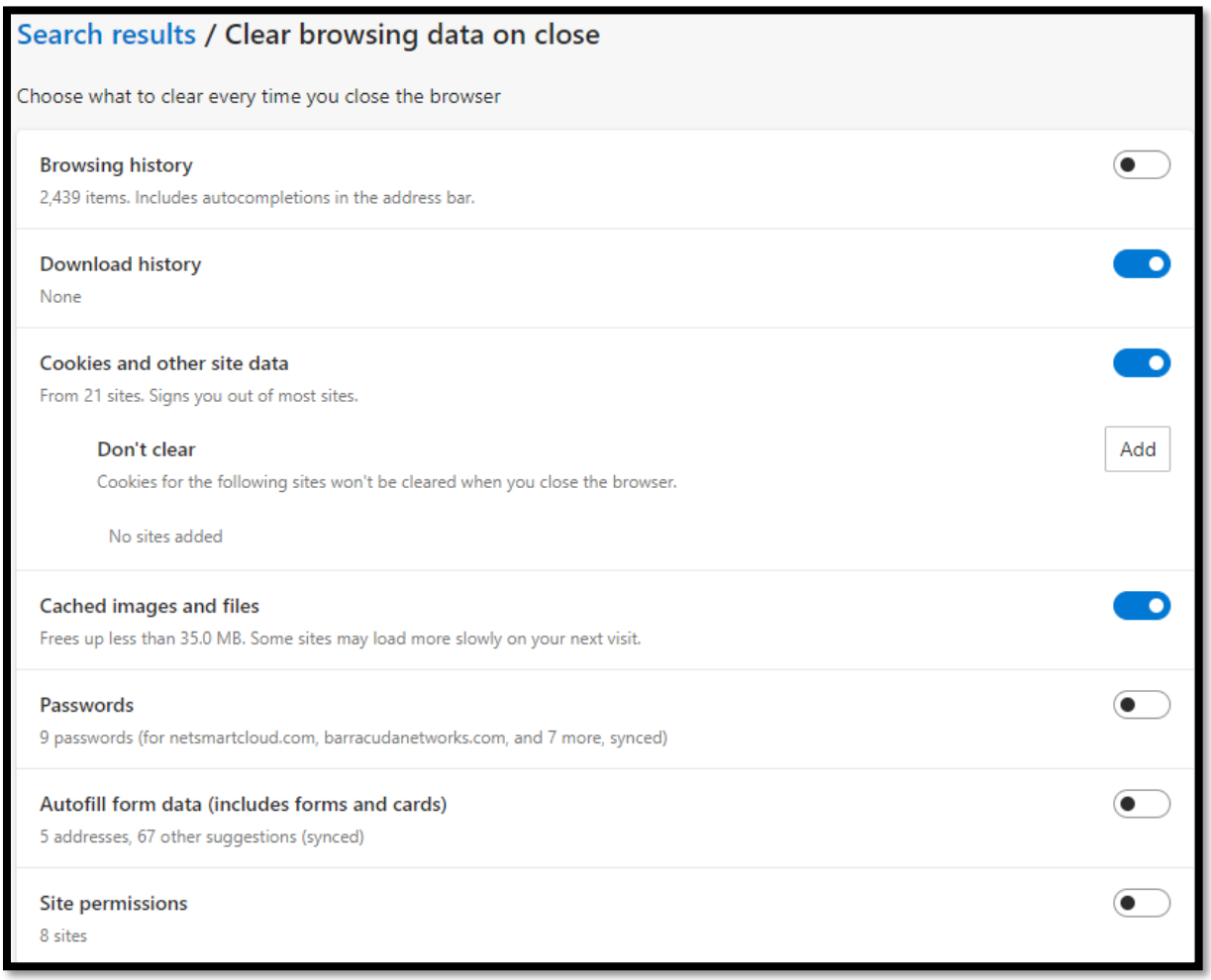
The following instructions are for the MS Edge Browser

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



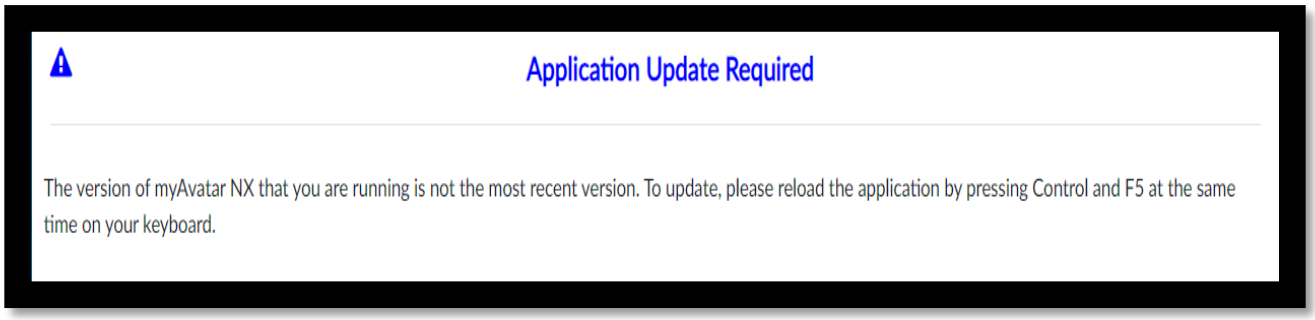
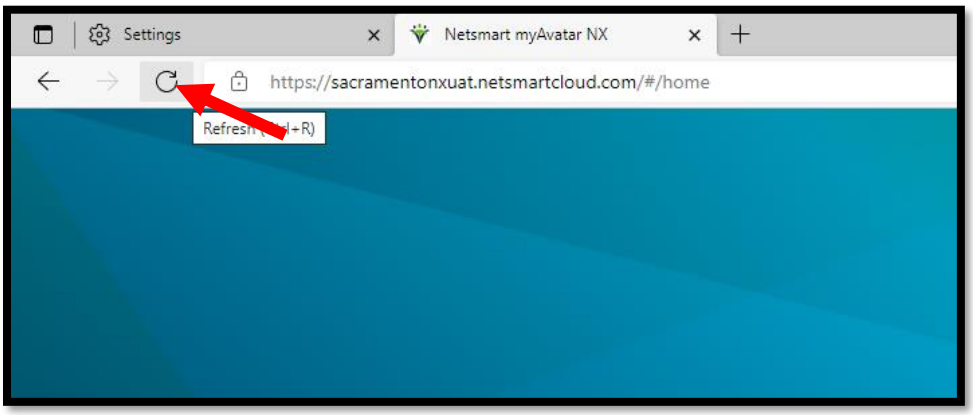
browser”.

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 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.