City and County of San Francisco
Department of Public Health

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Avatar Bulletin

Upgrade to Avatar 2015
And New Hosting Environment

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Background

Over the last week, several notices have been sent out about Avatar downtime this weekend from 6pm tonight through 5pm Sunday May 31st. The reason for the downtime is twofold:

- Upgrade the Avatar application to the 2015 version.
- Change the host for the Avatar application from CBHS IT Department to the Department of Technology.

For Avatar end-users the transition to Avatar 2015 and new host should be transparent. However, the first time you login Monday morning, you will notice a few differences. The purpose of this Bulletin is to alert you to these differences.

What can I expect when I login Monday June 1?

Click on Avatar icon as usual.

1. At bottom of "Start Avatar' page, it reads "Avatar 2015 …"
   Your action: Click on "Start Avatar"
2. Next, you may see a couple of boxes usually presented the first time an Avatar user logs in.
   - <u>Security warning</u> – Do you want to run this application?
     ➢ *Your action:* Click on "Run". (You may have to click on "I accept…", then "Run".)
   - <u>Warning</u> – Unavailable Version of Java Requested: This application would like to use a version of Java that is not installed on your system …
     ➢ *Your action: Click on "Run with the latest version."*
3. Now you are at the Avatar Sign-In page. In "Server" box, the default appears as "myAvatar – LIVE".
   Your action: Enter your System Code, Username, and Password as usual, and click on Sign-In.
4. Below the Sign-In box, you may see a link "Your Java version may need to be upgraded".
   Your action: Do not click on this link.

At this point, all forms and reports should operate as they did prior to the upgrade.

WebConnect Users

For Avatar End-Users at Community Based Organizations, WebConnect should operate just as it did prior to the upgrade. If you experience any problems logging in through WebConnect, please contact the Avatar HelpDesk immediately.

Need Help?

- If you need assistance, contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org