

# Avatar VMware View App

## User Guide v09\_2021

Welcome to Avatar VMware View App! This is replacing the older WebConnect way of accessing Avatar as of October 15, 2021. Specifically, this user guide is for our Avatar contract partners and community-based organizations (CBOs) that will use Avatar VMware View App to access Avatar.

### ACCESS

Access to the Avatar VMware View App is part of the Avatar onboarding process for our CBOs for new staff. Existing WebConnect users can be given access but opening a request via the Avatar Help Desk. Please note that the VMware Horizon Client software must be installed by your IT Support prior to accessing Avatar.

### REQUIREMENTS

Please confirm with your IT Support that this Horizon VMware Client has been installed on your workstation before attempting to access Avatar via the Avatar VMware View App. The below requirements must be completed or you will not be able to connect to Avatar via Avatar VMware View App.

- The **Horizon VMware Client v7 (5.0)** must be installed to use the Avatar VMware View App. This client can be download (Horizon Client for Windows 5.5.1) by accessing the download page for Horizon VMware Client v7 (5.0) from here: [https://my.vmware.com/en/web/vmware/downloads/info/slug/desktop\\_end\\_user\\_computing/vmware\\_horizon\\_clients/horizon\\_7\\_5\\_0](https://my.vmware.com/en/web/vmware/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_7_5_0). Please note you will need the assistance of your IT Support who will have the administrator level access to install the client.
- You must have the correct group membership assignments added to your DPH AD account.
- You must have an active DPH AD account and Avatar account.
- You must know your login information (account names and passwords).

# Avatar VMware View App

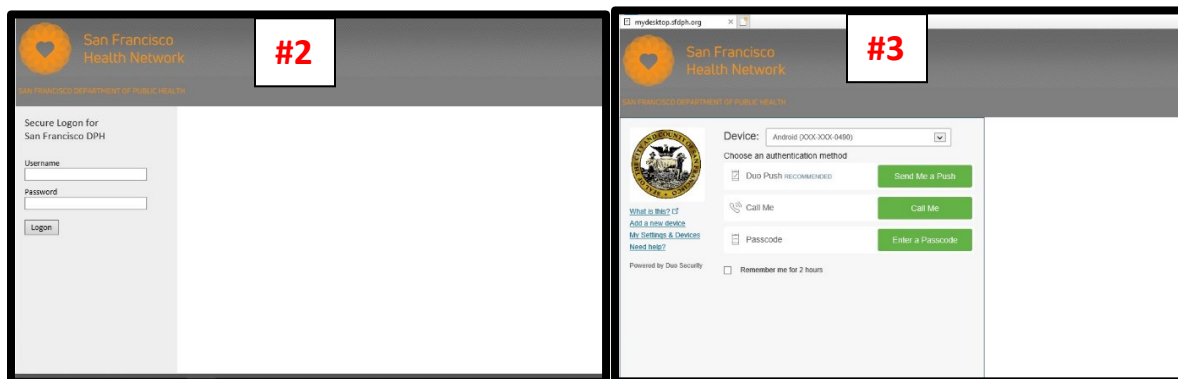
## User Guide v09\_2021

### Step-by-Step User Instructions

Once you have your login credentials and confirmed you have the Horizon VMware Client installed, proceed to the Avatar VMware View App URL (<HTTPS://MYDESKTOP.SFDPH.ORG>) to begin the login process. Below is a screenshot of the San Francisco Health Network login page for the Avatar VMware View App.



1. Go to <HTTPS://mydesktop.sfdph.org>.
2. Login using your Username and Password credentials.
3. Complete the DUO Authentication\*\*.

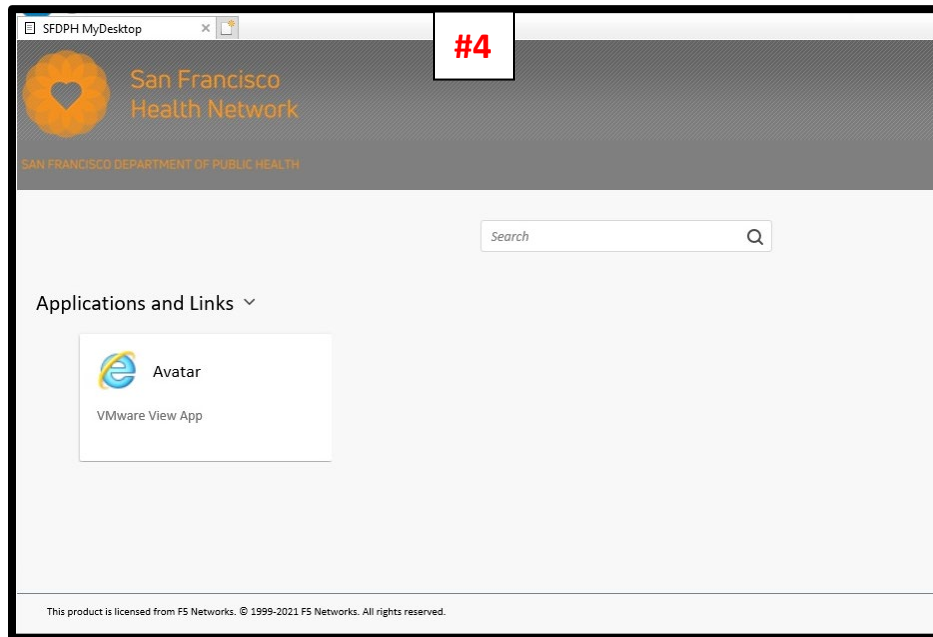


\*\*First time users will need to setup their DUO Authentication via the DUO Mobile phone app (for additional instructions on DUO Authentication setup, contact the Avatar Help Desk).

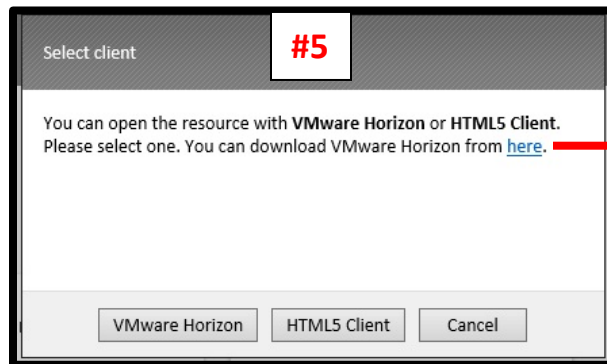
Questions/Issues: Contact Avatar Help Desk(415.255.3788)

# Avatar VMware View App

## User Guide v09\_2021



4. After authentication, you will see "Avatar VMware View App" icon (shown above). Click on this icon to begin the login process to get to Avatar.
5. You will see this 'Select Client' prompt at first login, click on **VMWARE HORIZON** (shown below). Please contact your local IT Support to install the VMware Horizon Client on your computer before proceeding.



By clicking on 'Here', you can download and install the VMware Horizon Client before proceeding.

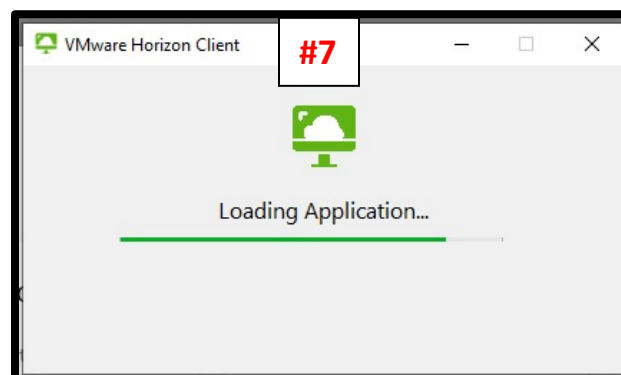
# Avatar VMware View App

## User Guide v09\_2021

6. You will see this prompt (shown below) at first login, click on **ALLOW** to proceed.



7. Next, you will see the VMware Horizon Client loading (shown below).



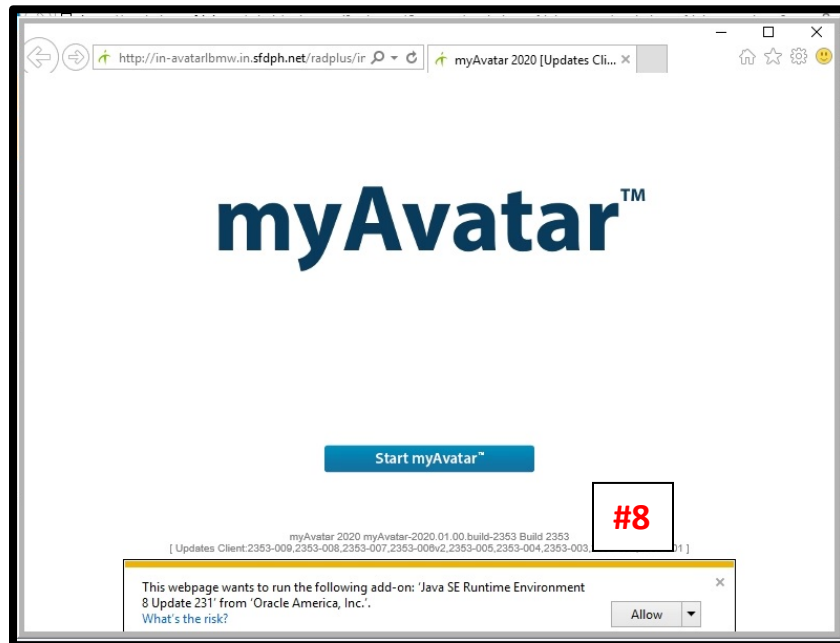
# Avatar VMware View App

## User Guide v09\_2021

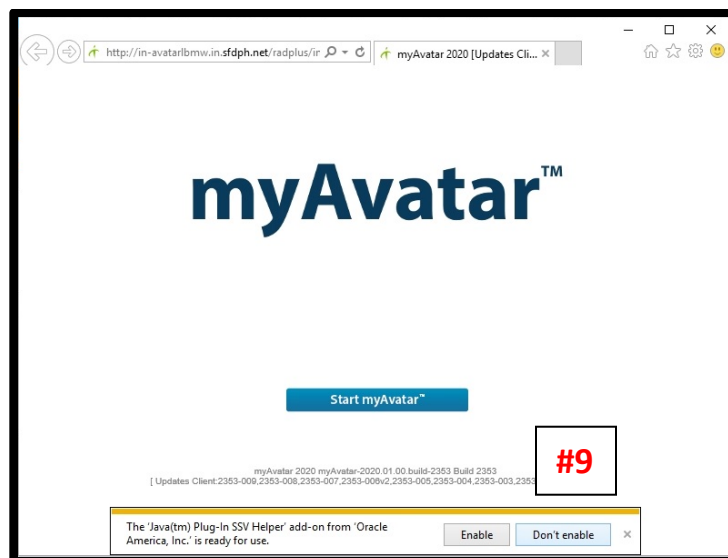
8. Now, the Avatar window will display with the blue 'Start myAvatar' button.

**DO NOT CLICK ON THE BLUE 'Start myAvatar' BUTTON YET.**

Respond to the prompt to enable 'Java SE Runtime Environment 8 Update 231' at the bottom of this window. Click on **ALLOW** to proceed (shown below).



9. **DO NOT CLICK ON BLUE BUTTON YET.** Another prompt will appear to enable 'Java plugin' at the bottom of this window. Click on **ENABLE** (shown below).



Questions/Issues: Contact Avatar Help Desk(415.255.3788)

# Avatar VMware View App

## User Guide v09\_2021

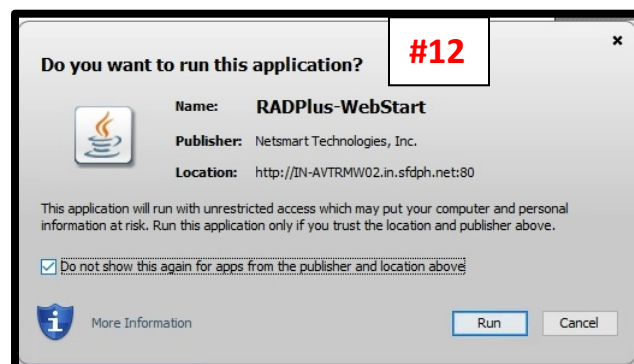
10. After responding to the prompts in Steps 8 & 9, you can now click on the Blue 'Start myAvatar' Button to launch the Avatar login window.



11. Next, you see a popup message indicating Java is loading (shown below).



12. You will see a security prompt for 'RadPlus WebStart'. Check the box 'Do not show this again for apps from the publisher and location above' and then click on RUN.



## Avatar VMware View App

### User Guide v09\_2021

13. The Avatar Login window will display (shown below). Enter your Avatar login credentials (System Code, Username and Password) to login to Avatar.



myAvatar 2020

**#13**

myAvatar Sign-In

Server  
myAvatar - LIVE

System Code

Username

Password

Sign In Exit

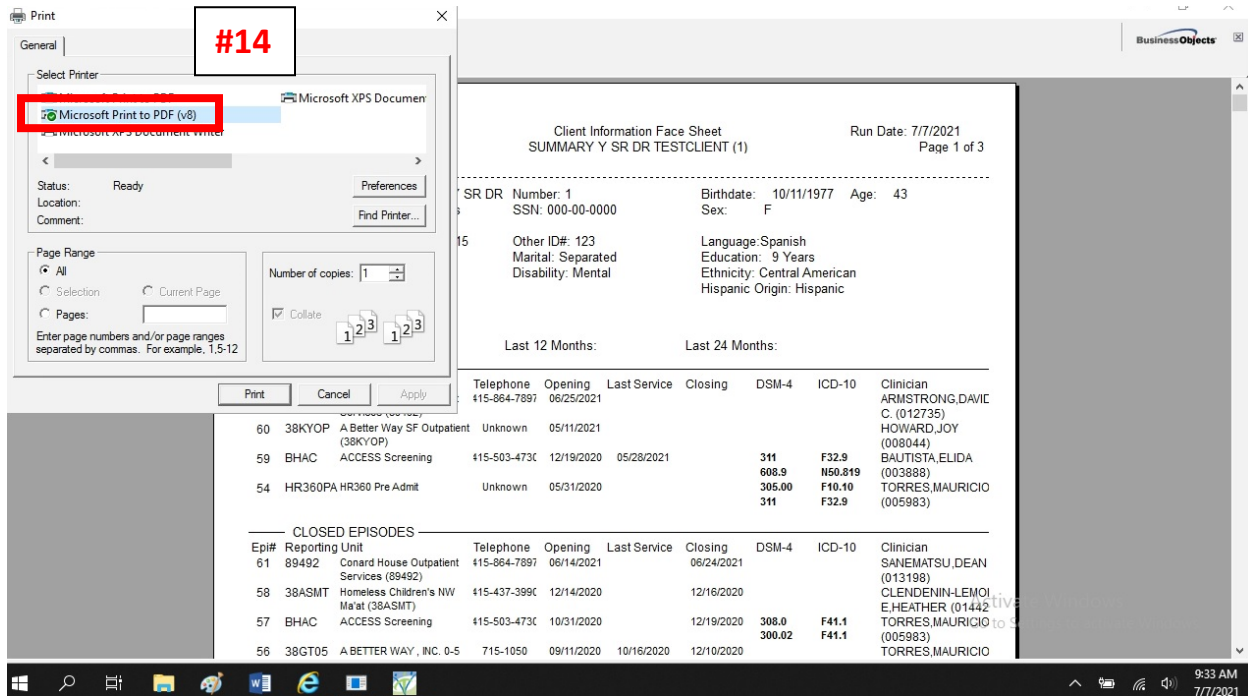
# Avatar VMware View App

## User Guide v09\_2021

### Printing to PDF

14. After running a report in Avatar, you will see the report window displayed (as shown below). On the upper left-hand corner of this window is a **PRINT** icon. Click on this icon to display the available printers and PDF print drivers.

You should be able to select the PDF driver labelled '**Microsoft Print to PDF (v8)**' to save the PDF to your local workstation desktop. You can also select your default printer if it is displayed.



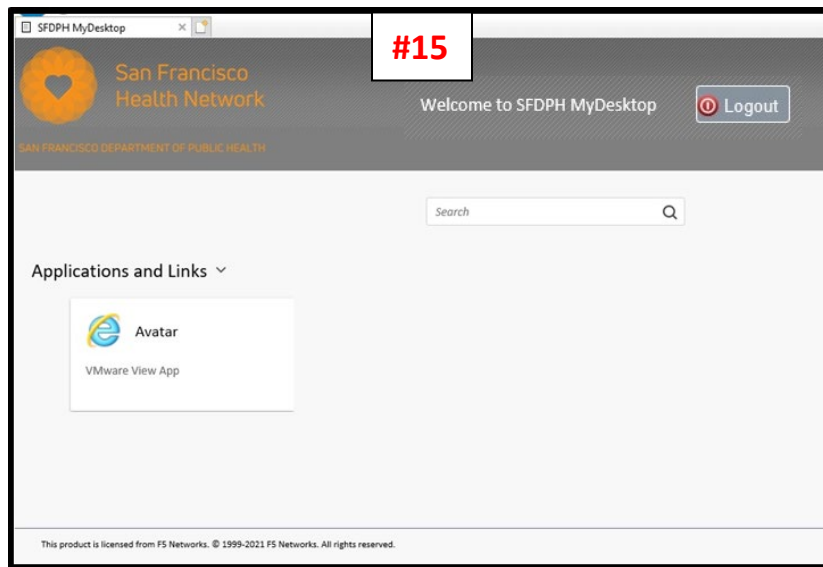


# Avatar VMware View App

## User Guide v09\_2021

### How to Logoff VDI

15. To logoff, begin by signout of the Avatar application and then closing the Avatar login window. You can return to the browser windows which should still be on the San Francisco Health Network page and, on the upper right-hand corner of this page, **click on LOGOUT** to end the session.



16. You will be returned to the below window. This window is confirmation that you have closed the session. You can exit this browser window.

