How to Complete the Avatar Account Request Form

We have redesigned the Avatar Account Request Form to fit on a single page, improve simplicity, and allow users to complete the form using a keyboard.

**NOTE:** For civil service employees, please note that requests for computer accounts, access to share drives, and email accounts must be made directly with the main DPH service desk at 628-206-7378.

- **Please complete the form by typing.** If you must use handwriting for some reason, please print clearly.
- When typing, if your answer will not fit on a line, please adjust the font size. Do not make any other format changes to the form.
- Incomplete or unreadable forms **will not be processed.**
- If you need to provide information that does not fit on the form, please include that information on a separate page.
- If you have questions about completing the form, please contact the Avatar Help Desk at 415-255-3788.

Below, you will find instructions and information about completing the different sections of the form.

**Staff Information**

Include your full name, not a nickname. The Staff ID generated by the Compliance Department and linked to your Avatar account is based on your legal name. Discrepancies between an Avatar account name and the name on a Staff ID has caused problems in the past. If you want to list a nickname with your full name, include it in parentheses in the First Name field (e.g., Samantha (Sammie))

**New Account**

Check the New Account box if you are requesting an Avatar account in the city and county of San Francisco for the first time.

**Reactivation/Update**

If you are reactivating or updating an existing Avatar account, include your current username. **Do not check this box if you are adding a program.** If you check this box, we will replace your current agency information in Avatar—if it is different—with the information that you provide on the form.

**Adding Program**

Check this box if you are adding an additional program to your existing Avatar account. Include a separate page naming your current program/s.

**Agency Information**

Include the requested information about the agency where you will be using Avatar.

**Role Information**

Check only the boxes that pertain to the work you will be doing at your agency. Ask your supervisor to assist you if you have any questions and to obtain the name of a Like Account (i.e., someone who does the same work you will be doing at your agency). A Like Account is especially helpful if your position at an agency is not a standard clinical or clerical one.
Substance Use Program

If you work for an SUD program, be sure to list the System Code/s you need to access. Have your supervisor assist you if you are unsure of your System Code/s.

Special Programs

If you check one of the boxes in the Special Programs section, be sure to list a Like Account in the field above.

Co-Signers

If you require a co-signer, list the names of up to two eligible, currently active Avatar users at your agency. If you need add more than two co-signers, include the information on a separate page.

If you do not require a co-signer because you are a LPHA (Licensed Practitioner of the Healing Arts) or will not be doing clinical work in Avatar, check the appropriate box.

Training

Training is required of every new user and to reactivate the account of an existing user whose account has been inactive for more than one year. Use the fields in this section to request a specific training and date.

Current Training schedules are available at the following link:

https://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp

If training will be conducted on-site (by a Certified Avatar Trainer at your agency), include the Avatar Training Post-Test and Course Evaluation form when you submit your Avatar paperwork.

Required Signatures

Complete all of the fields in this section. Please note that an account must be authorized by supervisor; the employee and the supervisor must be different people.

Submitting Your Avatar Forms

Your completed Avatar Account Request Form and other Avatar paperwork should be emailed to avataraccounts@sfdph.org or faxed to 415-252-3008. Please keep of a copy for your records.