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## Avatar Bulletin

### New Avatar Link

May 31, 2015

**This Bulletin applies to Civil service programs only. It does not apply to CBO's and staff that use tokens to access the Avatar application.**

Maintenance was performed on the Avatar application this past weekend that resulted with the need to use a new link to the Avatar application. The maintenance performed is part of our ongoing efforts to improve end-user experience.

Please follow the steps below to assist you in updating the Avatar shortcuts on your desktops.

1. Desktop icon
  - a. The icon on your desktop was updated overnight to reflect the new link.
  - b. If this doesn't resolve the problem, please call the Avatar help desk at 415-255-3788, have your workstation control number ready. The control number is located on your workstation and it starts with the letters "CP".
  
2. Browser / Favorites
  - a. Go to Favorites and find your link to the Avatar application
  - b. "Right Click" on the short-cut
  - c. "Left Click" on **Properties**
  - d. Enter the new URL: <http://in-avatarlbmw.in.sfdph.net/>
  - e. Click the "OK" box.
  - f. Open the application as you normally would.

### Need Additional Support?

- If you need assistance with accessing the Avatar form or support documentation, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org)
- If you have questions about CBHS policies, contact your System of Care Coordinator.