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
- If you have questions about CBHS policies, contact your System of Care Coordinator.