Requesting a New Avatar Account

To activate a new Avatar account, the following three forms must be completed and submitted, and the applicant must attend a training class.

Forms

1. Avatar Account Request Form (2 pages)
2. Certification & Verification for Avatar Staff ID
   NOTE: There are two versions of the certification form, one for licensed staff (i.e., LPHAs) and another for non-licensed staff. Only complete and submit the applicable version.
3. User Agreement for Confidentiality, Data Security and Electronic Signature (send page 3 only)

NOTE: Account forms require approximately 10 business days to process.

Fax completed forms to Avatar Accounts at 415-252-3008 or email scans of the completed forms to avataraccounts@sfdph.org in PDF format. If you have questions about how to complete the forms, please call the Avatar Help Desk at 415-255-3788.

Training

Enroll your staff in training at your earliest opportunity. The completion of an Avatar training is required to activate an Avatar account. Training can be requested using the Avatar Account Request Form or by calling the Avatar Help Desk at 415-255-3788.

If you have a Certified Avatar at your site, training can be conducted in-house.

Account forms and links to the training schedules are available at:

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

Important Notes:

- Incomplete forms (e.g., missing information, dates, or supervisor signatures), illegible forms, and older versions of the account forms will not be accepted.
- A Staff ID is required for every Avatar user, without exception.
- An individual NPI number (i.e., not an NPI number that is associated with an agency) is required for Staff ID assignment. To avoid delays, please ensure that the Taxonomy Code for the user’s NPI number in the NPI Registry website is up-to-date prior to your request.
- Please ensure that faxed/scanned forms are legible and not flipped sideways or shrunk to a small size. For best quality, type or use a solid black ink pen when completing forms.
- In an effort towards conserving paper, when faxing or scanning, omit pages that do not have any fields to be completed (e.g., instructions).