Avatar Bulletin
Consumer Portal
How to Generate a PIN
Adult Mental Health Providers

April 28, 2017

Who is impacted? Adult/Older Adult Mental Health Programs

Why is this happening now? The consumer portal is now available to all consumers of Adult/Older Adult Mental Health Programs who are 18 years or older.

When does this take effect? May 5th, 2017

How does this impact your program? Program staff may now give PINS to their consumers so that they can access the Consumer Portal.

Overview:

• What is a PIN?
  • A unique 10-digit code that:
    • Is used only once to register for the portal for the first time
    • It is generated in Avatar widget
    • It is NOT the password for logging into the portal
• What do you do with it?
  • Front desk/staff generate PIN
  • Write on PIN document
    • Do not write consumer’s name on document
  • Give to consumer

Steps to Generate New PIN

1. In the Avatar Search Clients field, type in the consumer’s name, single click on the name
2. Click on console “Portal” tab
3. Check that the consumer meets age requirement to be issued a PIN (18 years or older)
4. If no PIN has ever been generated click ‘Generate PIN’
5. Write the PIN number on the PIN document and hand it to consumer (do not write consumer’s name on PIN document)
6. If PIN has been already generated, do NOT generate a new PIN unless the client requests a new PIN
Step by Step:

1. Type in name of the consumer
2. Click on console “Portal” tab

Client is under 18 years of age. DO NOT ISSUE PORTAL PIN

3a. This consumer does not meet age requirement

Client meets age requirement. OK TO ISSUE PORTAL PIN

3b. This consumer meets age requirement

4. Click to Generate PIN
5. Write in the PIN number here. Do not write the consumer name on the PIN document.

6. If a PIN has already been generated, do not generate a new PIN unless consumer requests a new PIN

Need Additional Support?

- Link to additional resources (CBHS Webpage):
  https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp
- If you need assistance with accessing the Avatar form, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- For questions about the Consumer Portal, you may call the Consumer Portal Help Desk directly at 1-855-224-7782

This PIN document is available in English and threshold languages at the BHS web page:
https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp