

Frequently Asked Questions

Training

Q- How do I sign up for Avatar training?

A – You can sign up for Training with the Provider Analyst by sending an email requesting or sending an email to the Provider Analyst, aaquino@smcgov.org.

Q-What is the difference between PM& CWS Training?

A – PM is Practice Management. It is used mostly by non-clinical staff. CWS is Clinical Workstation is and used by the Clinical staff to do Assessments, Treatment Plans & Progress Notes.

Accounts

Q – How do I get an Avatar account?

A – All new users requesting access to San Mateo County BHRS Electronic Medical Record System (Avatar) are required to complete the following paperwork.

1. BHRS Credentialing Confirmation Form
2. Electronic Signature Agreement, or Request for Look-up only Access Form
3. Attend Avatar Training

Q- Is there a connection between Avatar and the County Learning Management System (LMS)

A- The County LMS system is the County's Learning Management System and Avatar is the Electronic Health Record System used to document clinical and financial information for BHRS.

Access

Q- How do I get Avatar installed on my machine?

A – Avatar is a web based application and can be accessed by going the link provided. You will need to check with your IT department to make sure you have the correct version of Java installed on your machine.

<https://smbhrs.netsmartcloud.com/radplus/index.jsp>

Maintenance

Q - When is Avatar down for maintenance?

A - Avatar does not have scheduled daily maintenance. We will notify users of any downtime maintenance.

Help

Q – What is the help Desk's number & email?

A - (650) 573-3400 & Email: smcgov@service-now.com

Q-How do I get my password reset?

A- Contact ISD Helpdesk either by phone or email - 650) 573-3400 & Email: smcgov@service-now.com

Q- How do you submit suggestions?

A - Submit your suggestions for reports, forms and workflow to the Help Desk as well. You can also send them to our BHRS IT support e-mail. BHRS-IT-Support@smcgov.org

Working in Avatar?

Q- How do you see scanned documents?

A – You can view scanned documents by opening up a client and going into the chart overview. From there will be a list on the left hand side of forms and documents. You can view scanned documents under the documents section.