

Logging In / Logging Out of Avatar

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Overview

Details for logging in and out of the Avatar system. Your credentials will be provided by your supervisor or system administrator and are linked to your Windows account.

Applicable Staff

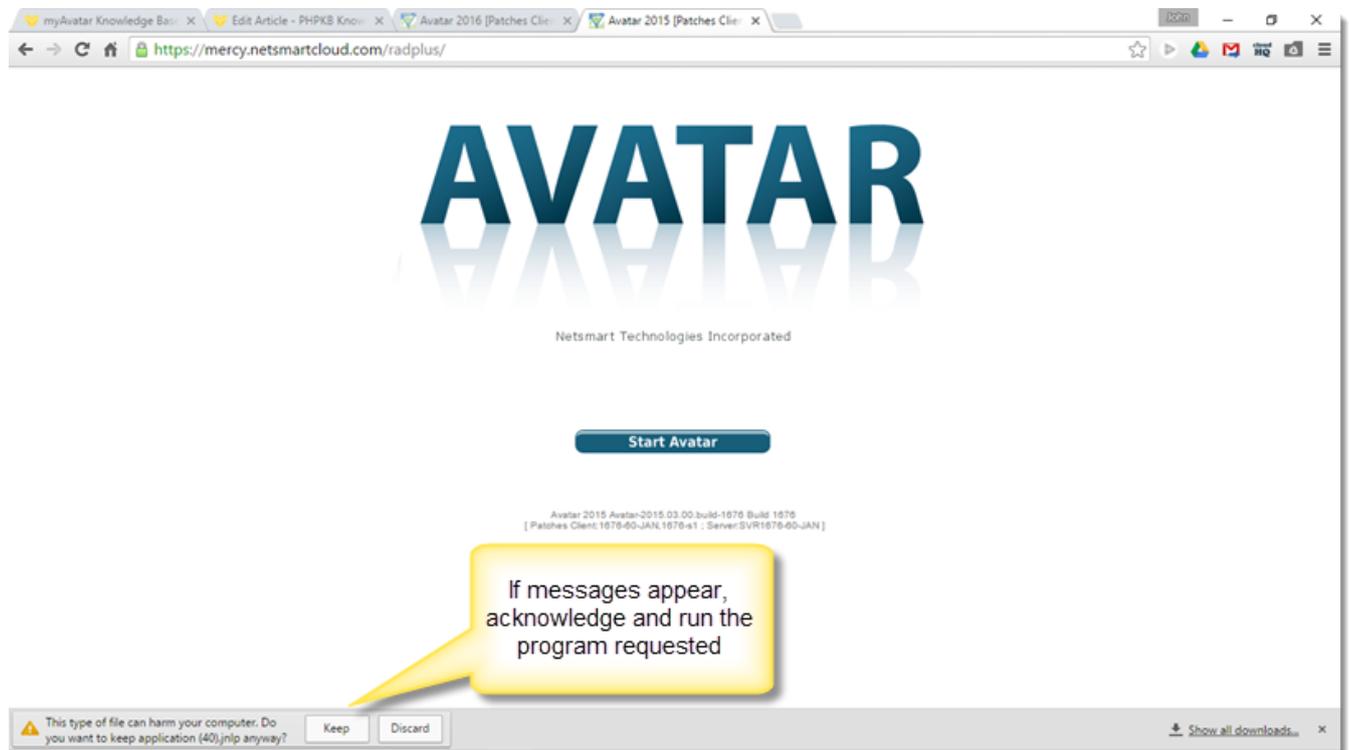
All authorized users will access the system in the prescribed manner.

Usage

Your supervisor or system administrator will provide the web address/shortcut to access Avatar. The address (if applicable) will indicate which system code you will be accessing. **LIVE is the only system to enter actual client data.** The URL is <https://mercy.netsmartcloud.com/radplus/>

- BLD - The Build system is used for file building and modeling
- UAT - User Acceptance Testing is used to check operation of the system and may contain live user data
- **Live** - The live system which is used to record all client data and care once the system is complete and operational. **This is the system that will be used regularly.**

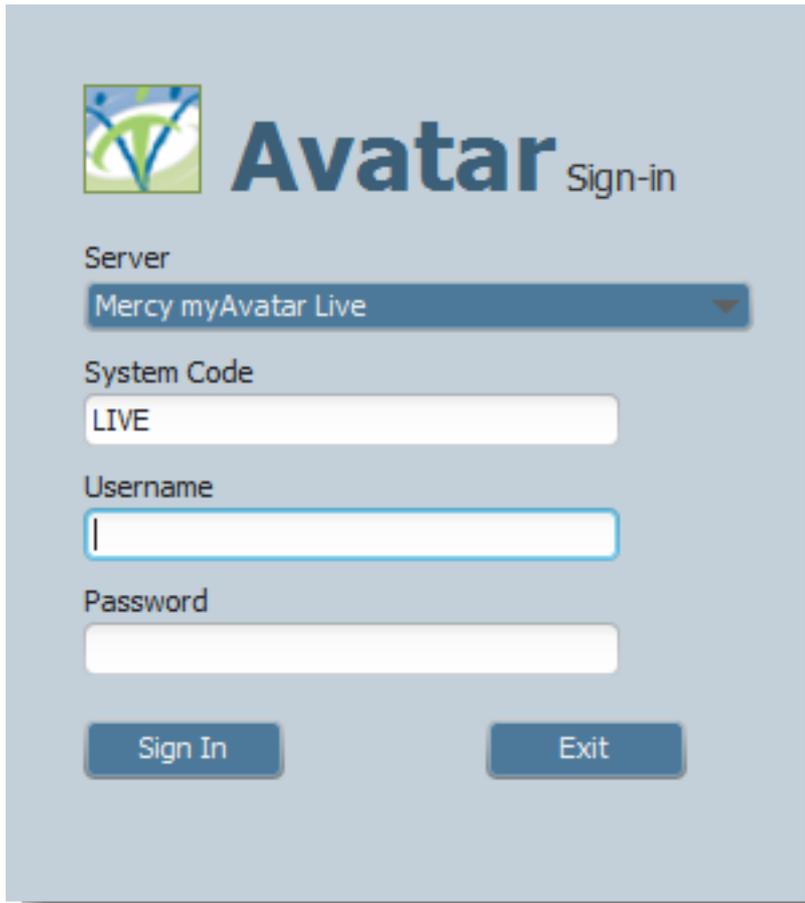
Once satisfied that you are accessing the correct system, click the blue **Start Avatar** button.



If applicable, open the downloaded file to continue logging in. The view of this file may be different depending on your web browser.

The following screen opens allowing you to verify the system code you are using, and to enter your username and password. When finished, click the **Sign In** button. Your password is linked to your Windows account and cannot be changed. If you have a concern about the security of your account, please contact your administrator.

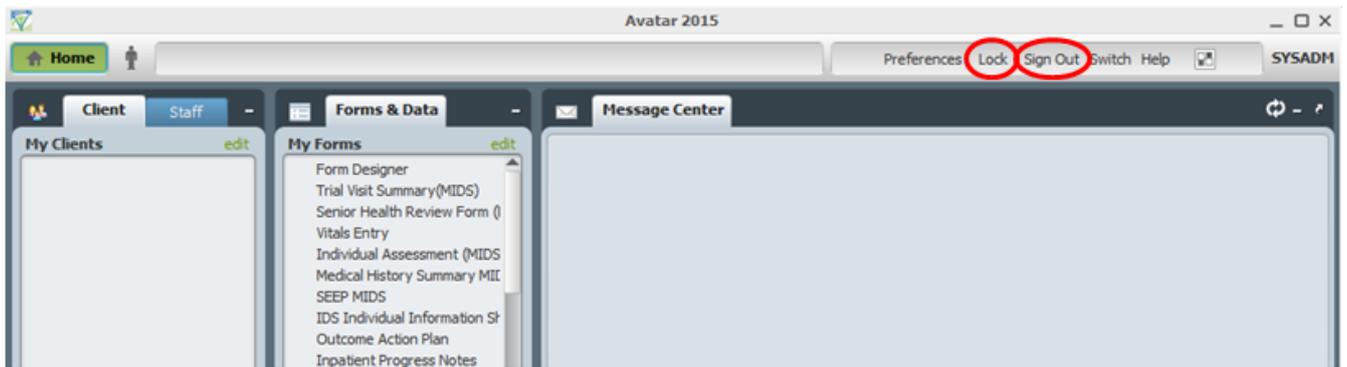
NOTE - Your username and password are case sensitive. For example, John Doe will have a username of JohnD, the J and D must be capitalized. Your password follows the same rules and must be entered correctly.

The image shows a login window titled "Avatar Sign-in". In the top left corner is a logo consisting of three stylized human figures in green and blue. To the right of the logo, the word "Avatar" is written in a large, bold, blue font, with "Sign-in" in a smaller, regular blue font to its right. Below the title, there are four input fields: a dropdown menu labeled "Server" with "Mercy myAvatar Live" selected, a text box labeled "System Code" containing "LIVE", an empty text box labeled "Username", and an empty text box labeled "Password". At the bottom of the form are two buttons: "Sign In" on the left and "Exit" on the right, both in a blue gradient style.

The system opens to the Home View and is ready to be used. Home View details and usage are described in a separate article ([Home Screen Basics](#)).

Do not share your login info with anyone for any reason. This info is exclusive to you and is attached to every action you take in Avatar. Every action is recorded and time/date stamped, and available for audit.

Please follow all precautions regarding protected information. If you wish to leave your computer and remain logged in, lock the Avatar session by selecting the **Lock** button in the top right row of buttons. To log out of the system, click the **Sign Out** button in the top right row of buttons.



If any windows are open when attempting to log out, (clients, forms, etc.) a pop up will **usually** alert the user of the possible loss of data and allow cancelling the log out request. Please verify any open forms and ensure no data will be lost separately before logging out.

Tips & FAQ

Always secure HIPAA protected information. Do not leave your workstation unlocked and unattended while logged in to Avatar.

Do not share your login information with anyone for any reason. Actions completed with electronic credentials are recorded and available for audit.

Clear erroneous checked selections with the F5 key.

Technical Information

LIVE System URL - <https://mercy.netsmartcloud.com/radplus/>

Posted by: [John Cookson](#) - Mon, Feb 22, 2016 at 3:09 PM. This article has been viewed 30030 times.

Online URL: <https://www.mercykb.com/article.php?id=34>