



Behavioral Health

myAvatar Training

DBH System Requirements for myAvatar Training

April 16, 2020

DBH System Requirements for My Avatar Training

- Safari and Edge browsers are not supported. (Internet Explorer or Google Chrome needs to be installed on your computer)
- 4K Ultra Monitors are NOT supported (using these causes the display to be too small to read)
- A current working version of Java installed on your computer. (Avatar requires this to run)
- Report Viewer needs to be installed on your computer.

Note: Currently there is no support for Report Viewer on MAC's

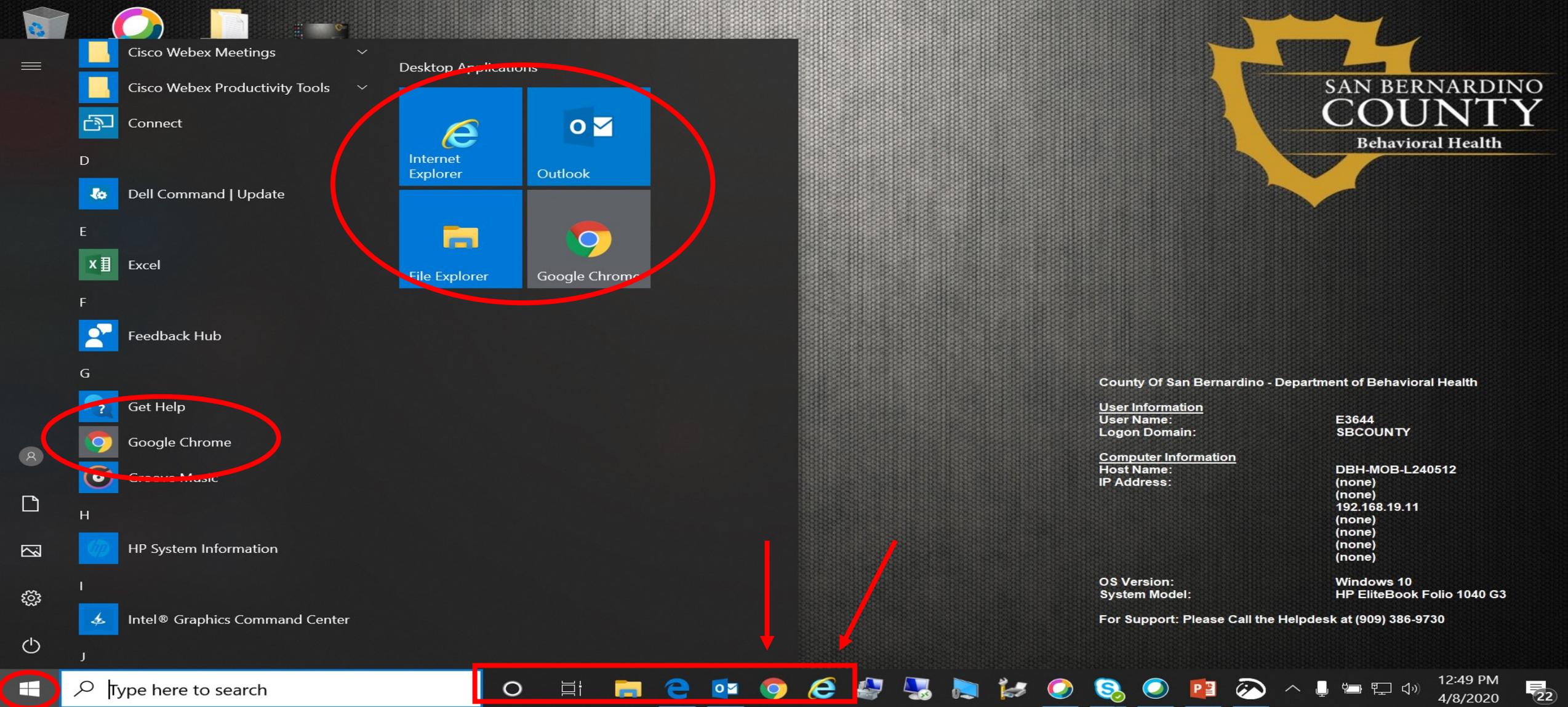
- Acrobat Reader needs to be installed to be able to read PDF documents.

Note: These requirements will also apply to ARMC and Contract Providers attending the training.

DBH System Requirements for My Avatar Training

In the following slides we will help you navigate your computer to make sure you have the required apps, along with the current versions, installed on your computer.

Note: the screenshots are from a computer running Windows 10 operating system.



County Of San Bernardino - Department of Behavioral Health

User Information
User Name: E3644
Logon Domain: SBCOUNTY

Computer Information
Host Name: DBH-MOB-L240512
IP Address: (none)
(none)
192.168.19.11
(none)
(none)
(none)
(none)

OS Version: Windows 10
System Model: HP EliteBook Folio 1040 G3

For Support: Please Call the Helpdesk at (909) 386-9730

Check for compatible browsers for My Avatar training. Confirm that "Internet Explorer" or "Google Chrome" is installed. The screenshot above displays the web browsers installed on this computer circled in red.

The screenshot shows a Windows 10 desktop environment. The Start menu is open, displaying a list of applications. The 'Java' folder is circled in red, and its sub-items are visible: 'About Java', 'Check For Updates', 'Configure Java', 'Get Help', and 'Visit Java.com'. The Windows logo in the taskbar is also circled in red. The desktop background features the San Bernardino County Behavioral Health logo and system information. The taskbar at the bottom shows various application icons and the system tray with the time 10:35 AM and date 4/8/2020.

Desktop Applications

- Internet Explorer
- Outlook
- File Explorer
- Google Chrome

System Information

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Click on the “” button and scroll through your apps and find the “Java” Folder. Click on the folder once and then click on “About Java” from the drop down list.



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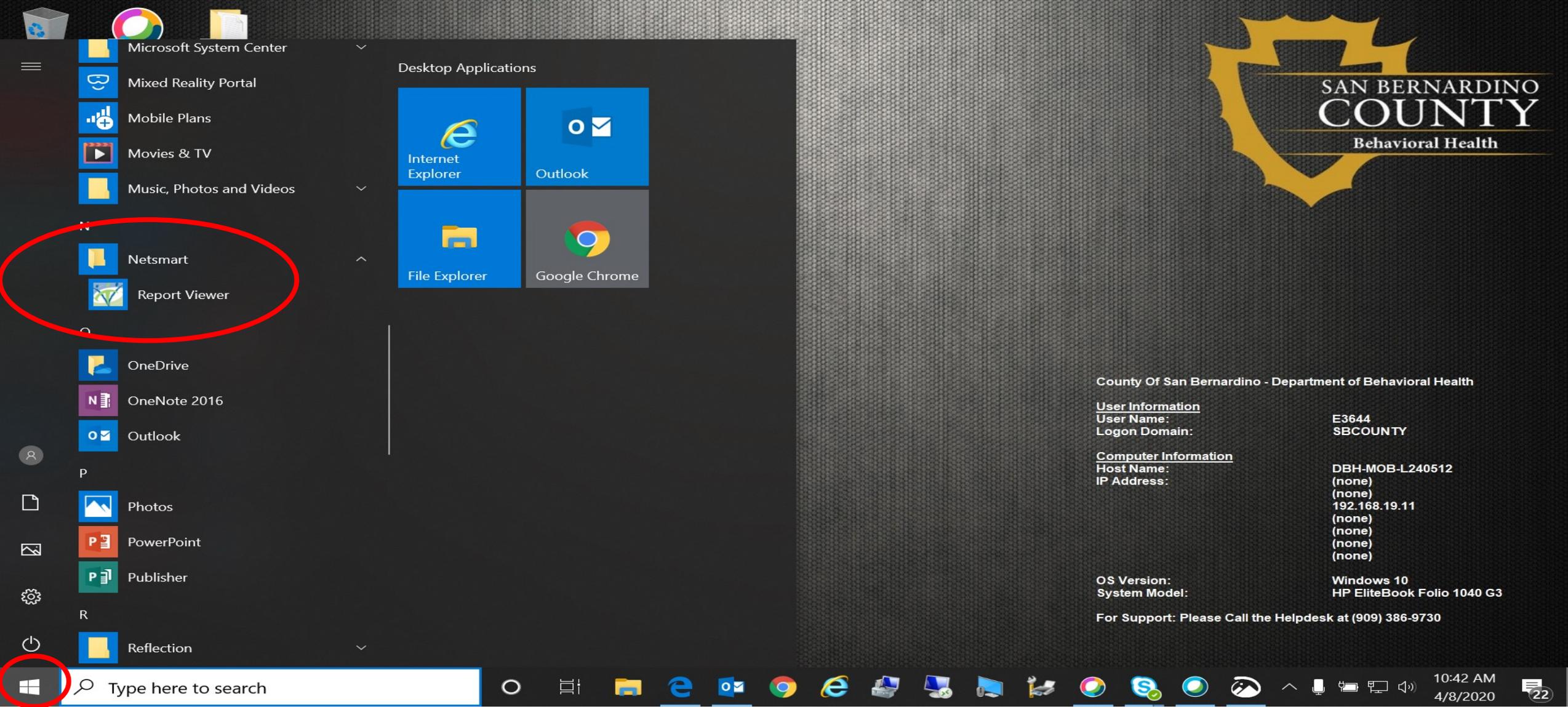
Computer Information

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(none)
192.168.19.11
(none)
(none)
(none)

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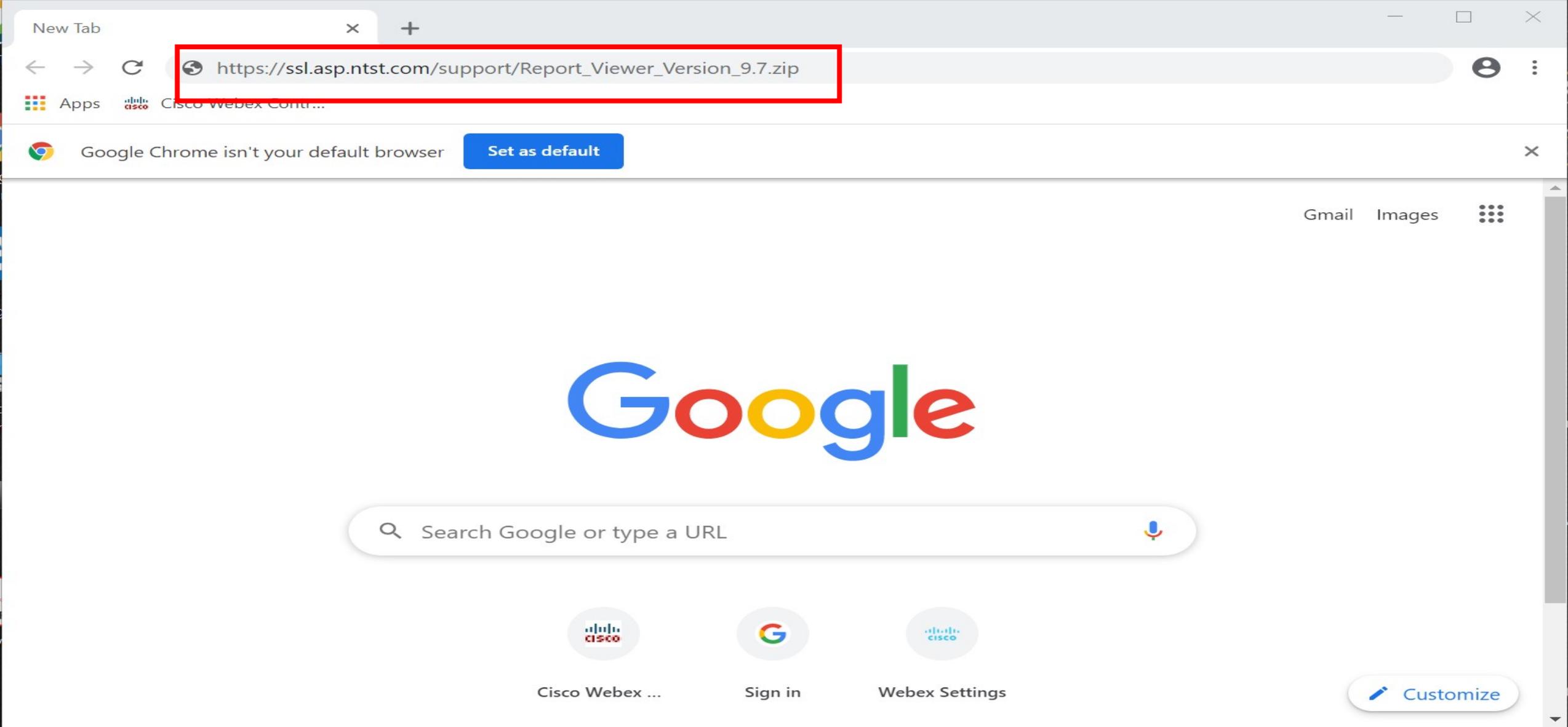
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A window will appear that will show the current version and build of Java you have installed on your computer. Example: (Version 8 Update 241 (build 1.8.0_241-b07))

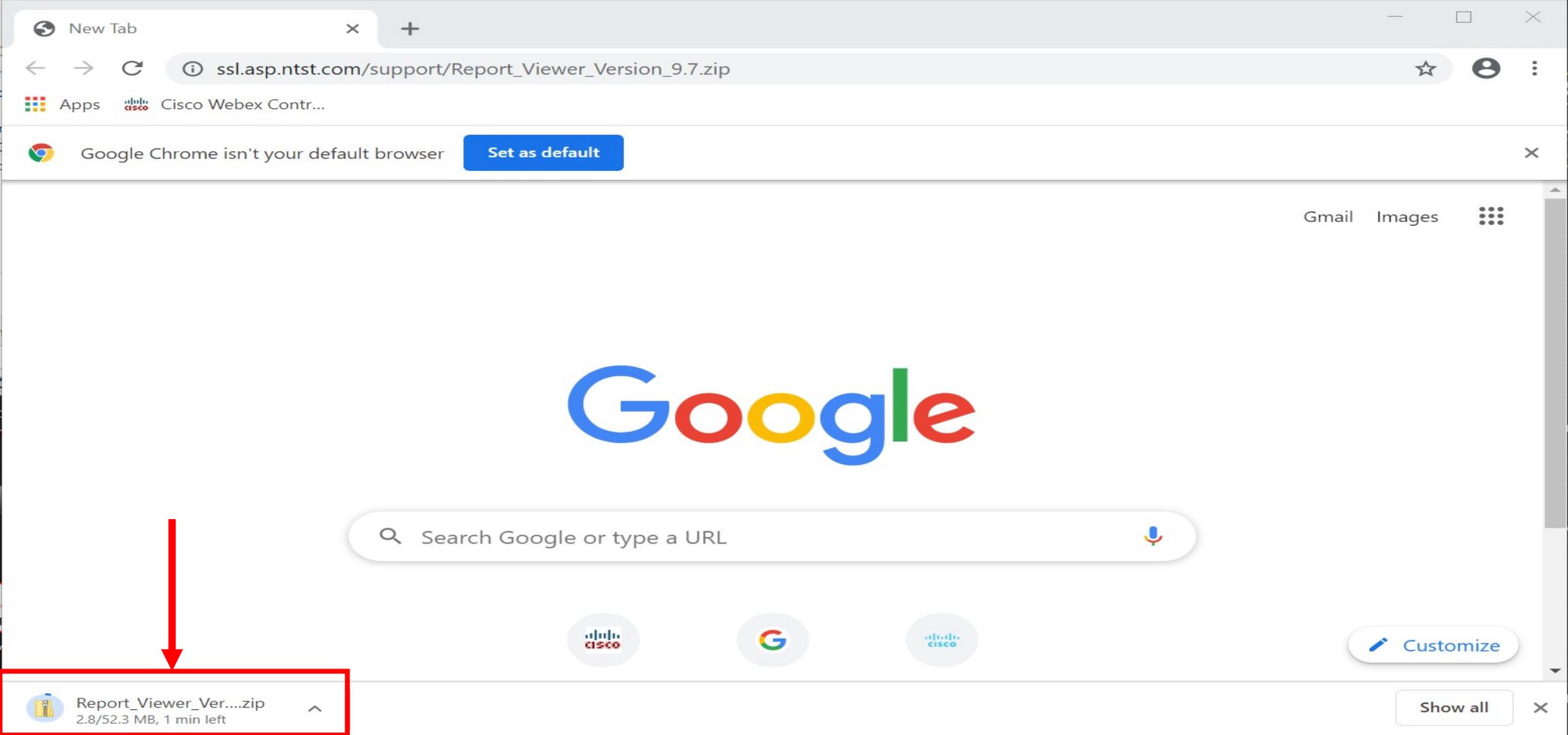


Next, check for "Report Viewer" installation. Click on the "Windows" button and scroll through your apps to find the "Netsmart" folder. **Note: This application is only provided on county issued computers. Users using their personal computers will need to install the "Report Viewer" application.**

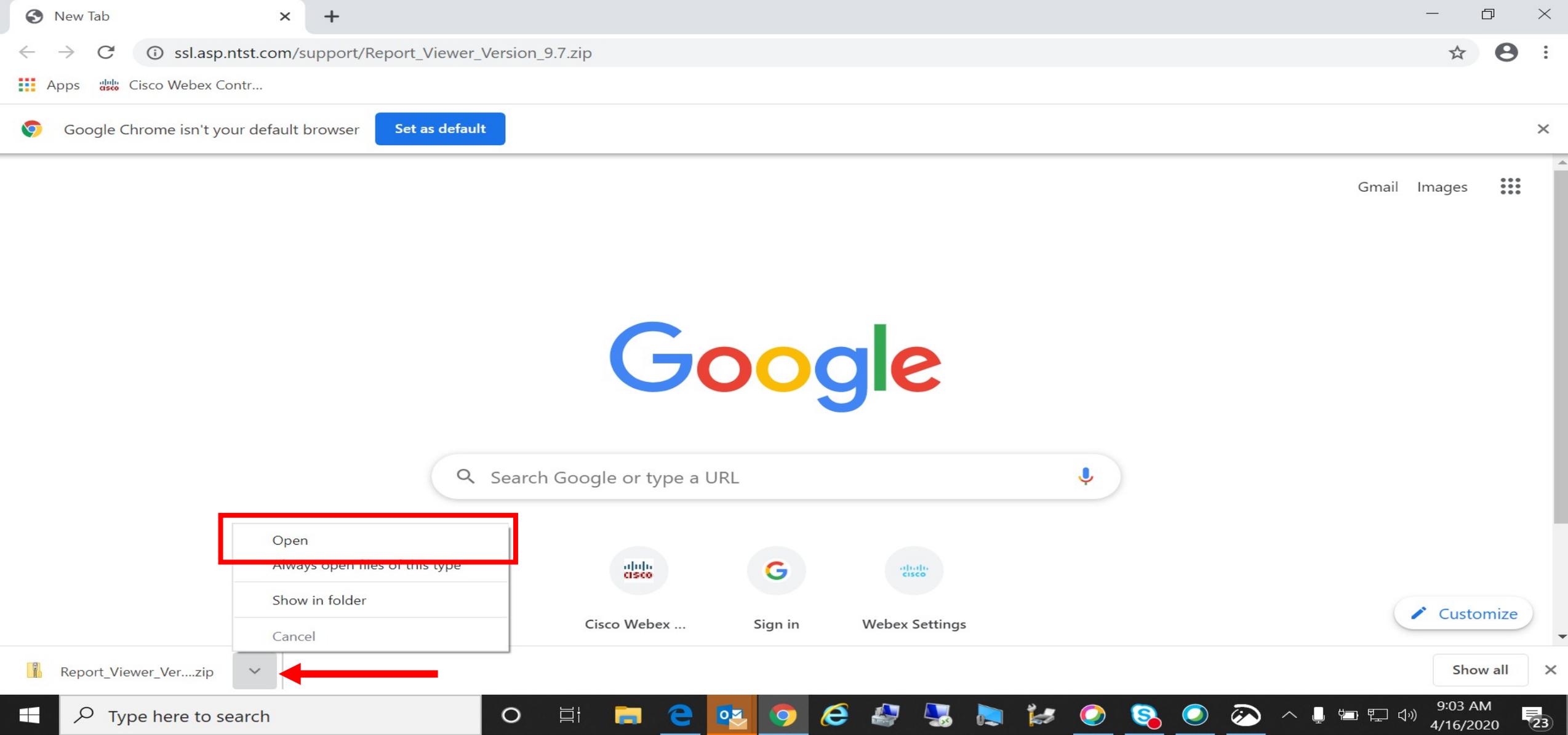
Install “Report Viewer”
using Chrome Browser



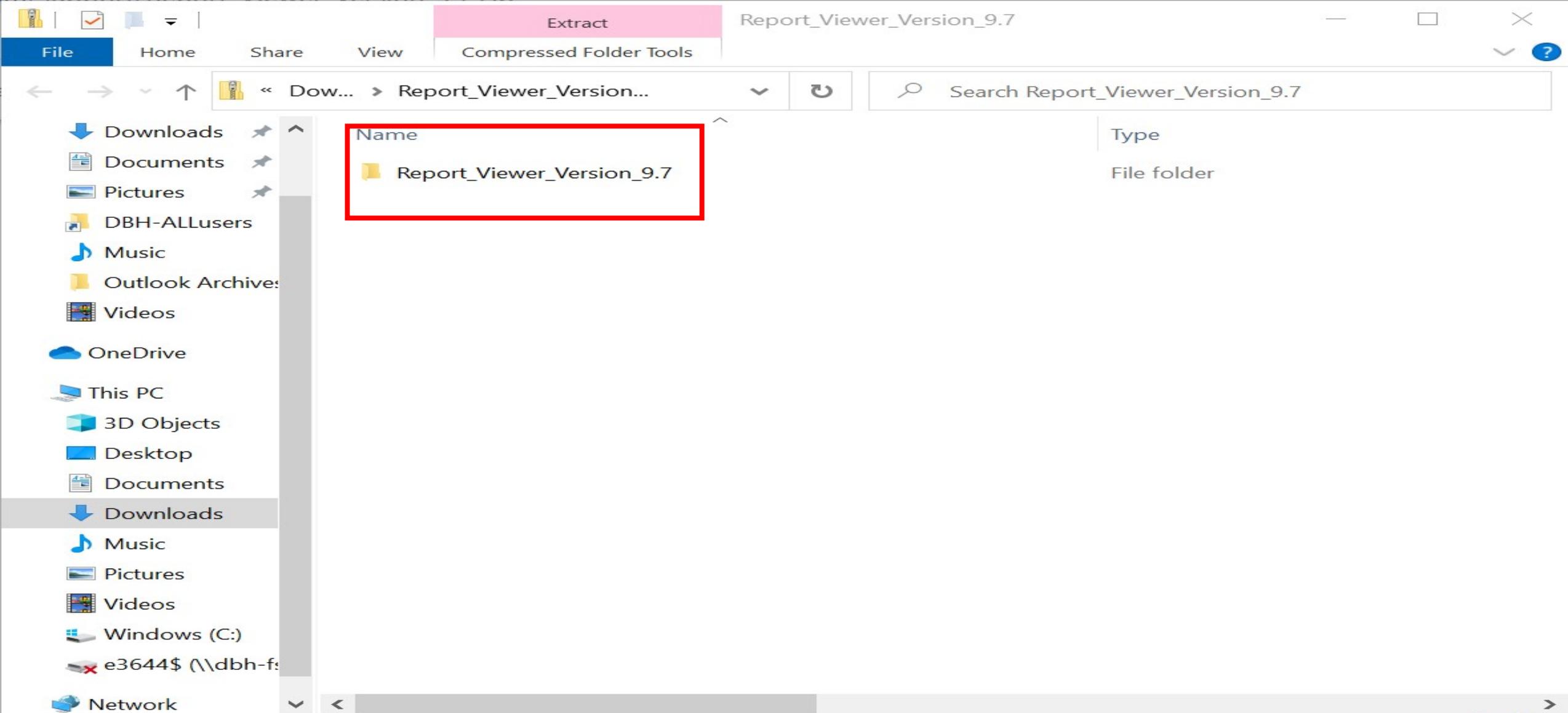
Click on the “Report Viewer” link from the BHMIS website or Copy and Paste the link into the address field shown above and press “Enter”. This will start the download process.



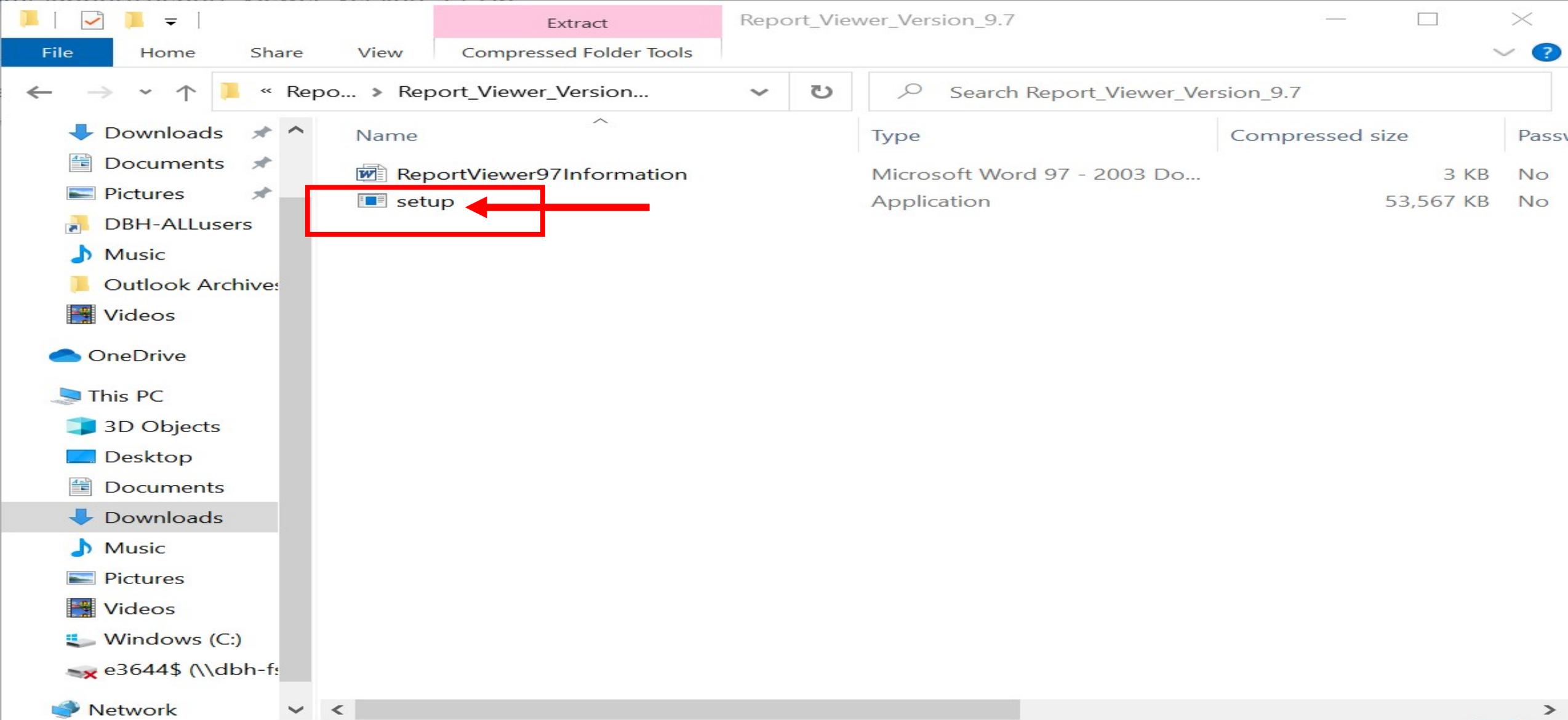
It will show that its downloading on the lower left hand corner of the browser.



When the download is finished, click on the arrow to open the small menu and click on “Open”.



A new window will open with the file folder above. Click on the file folder to open it.



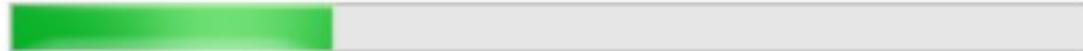
Click on the “setup” to start the installation.



Preparing to Install...

Report Viewer Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.

Configuring Windows Installer



Cancel

It will take a minute or two to install.



Maintenance Complete

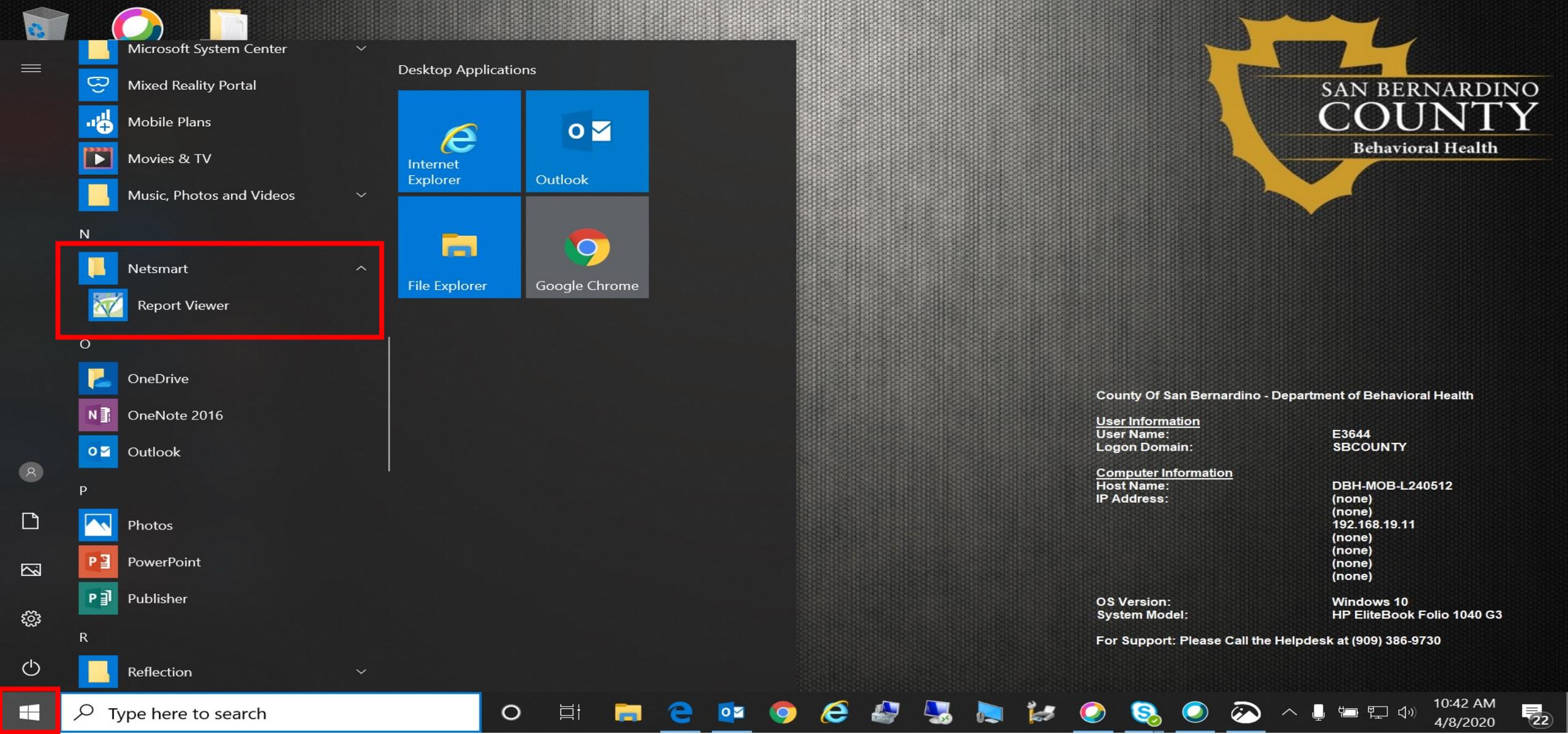
InstallShield Wizard has finished performing maintenance operations on Report Viewer.

< Back

Finish

Cancel >

When the installation is complete, click on "Finish".



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Confirm installation by clicking on the “” button and locate the “Netsmart” folder in the list of applications.

Install “Report Viewer”
using Internet Explorer

The image is a screenshot of a web browser window. The address bar at the top contains the URL https://ssl.asp.ntst.com/support/Report_Viewer_Version_9.7.zip, which is highlighted with a red rectangular box. The browser's address bar also shows "DBH Intranet Site" and a search field with the text "Search...".

The website header features a navigation menu with the following items: Home, Countywide Vision, Services A-Z, Visiting, Living, Working, Contacts, and E-Subscriptions. Below the navigation menu is a blue banner with the text "Member Services: 24/7 Access & Referral Helpline: 1.888.743.1478, 909.386.8256 or 711 for TTY users or visit the [Member Services: Access & Referral webpage](#)." To the right of this banner is a call-to-action button that says "In Crisis, but don't need 911? Call 909.386.8256".

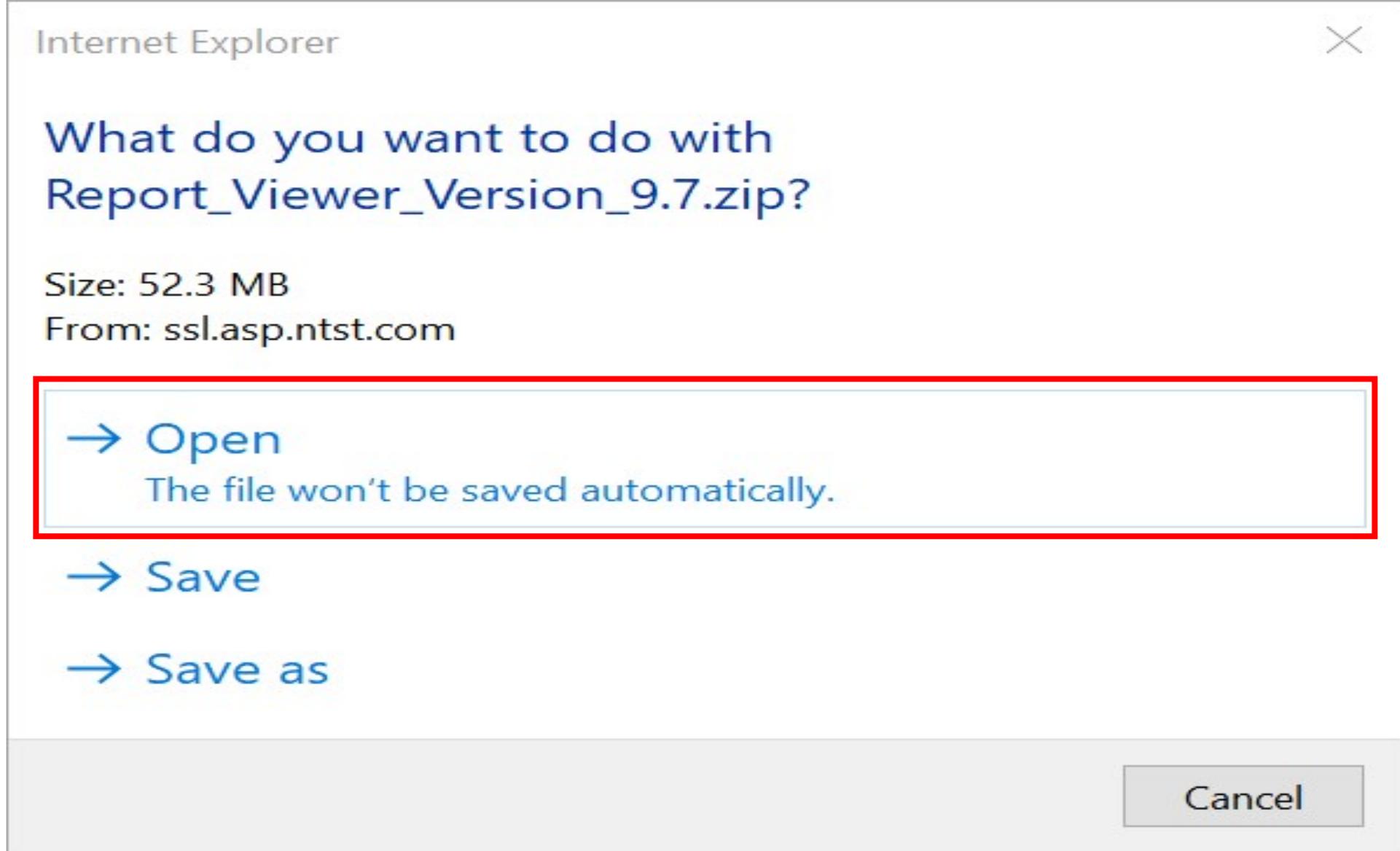
The main content area of the website has a large blue banner with the San Bernardino County Behavioral Health logo on the left and the words "HEALTHY MIND" in large, stylized, metallic letters on the right. Below the banner is a green navigation bar with the following items: About DBH, Administration, Crisis Services, Mental Health Services, Alcohol & Drug Services, For Staff, Education & Training, and News & Events. To the right of the navigation bar is a search field with the text "Search".

The "Home" section of the website contains the following text: "Welcome to the Department of Behavioral Health's Internal website. This website has been created for staff to use as a resource for information, forms and current events." Below this text is a section titled "BHMIS (DBH's new Electronic Health System)" with the text: "Visit the [BHMIS website](#) to learn more about DBH's efforts in implementing a new electronic health".

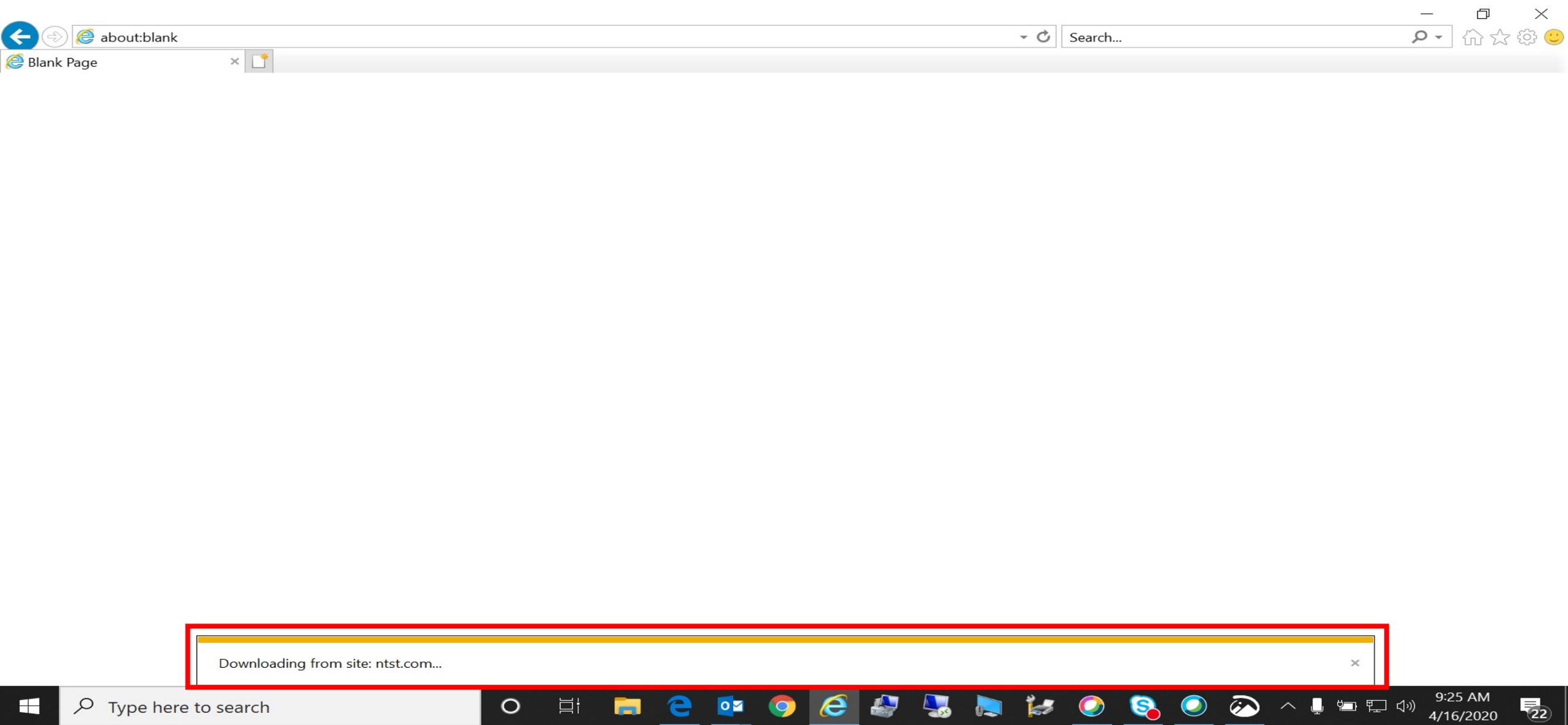
Below the text are three large, square buttons with icons and text: "Crisis Services" (with a telephone icon), "Consumer Information: Access & Referral" (with a group of people icon), and "Office of Compliance" (with a gavel icon). There are also three partially visible buttons below these.

The bottom of the screenshot shows the Windows taskbar with the search bar "Type here to search" and various application icons. The system tray on the right shows the time "9:22 AM" and the date "4/16/2020".

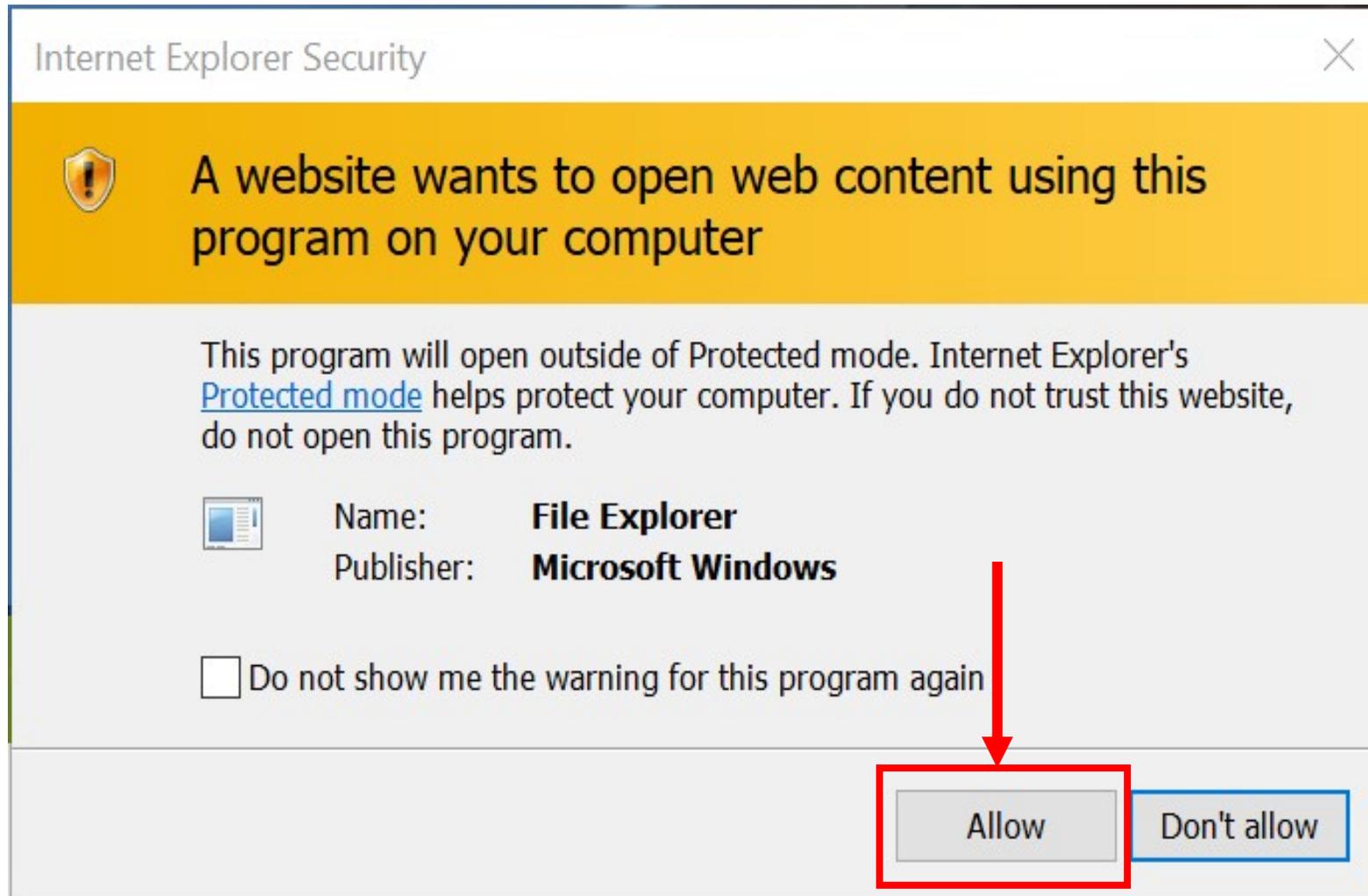
Click on the "Report Viewer" link from the BHMIS website or Copy and Paste the link into the address field shown above and press "Enter". This will start the download process.



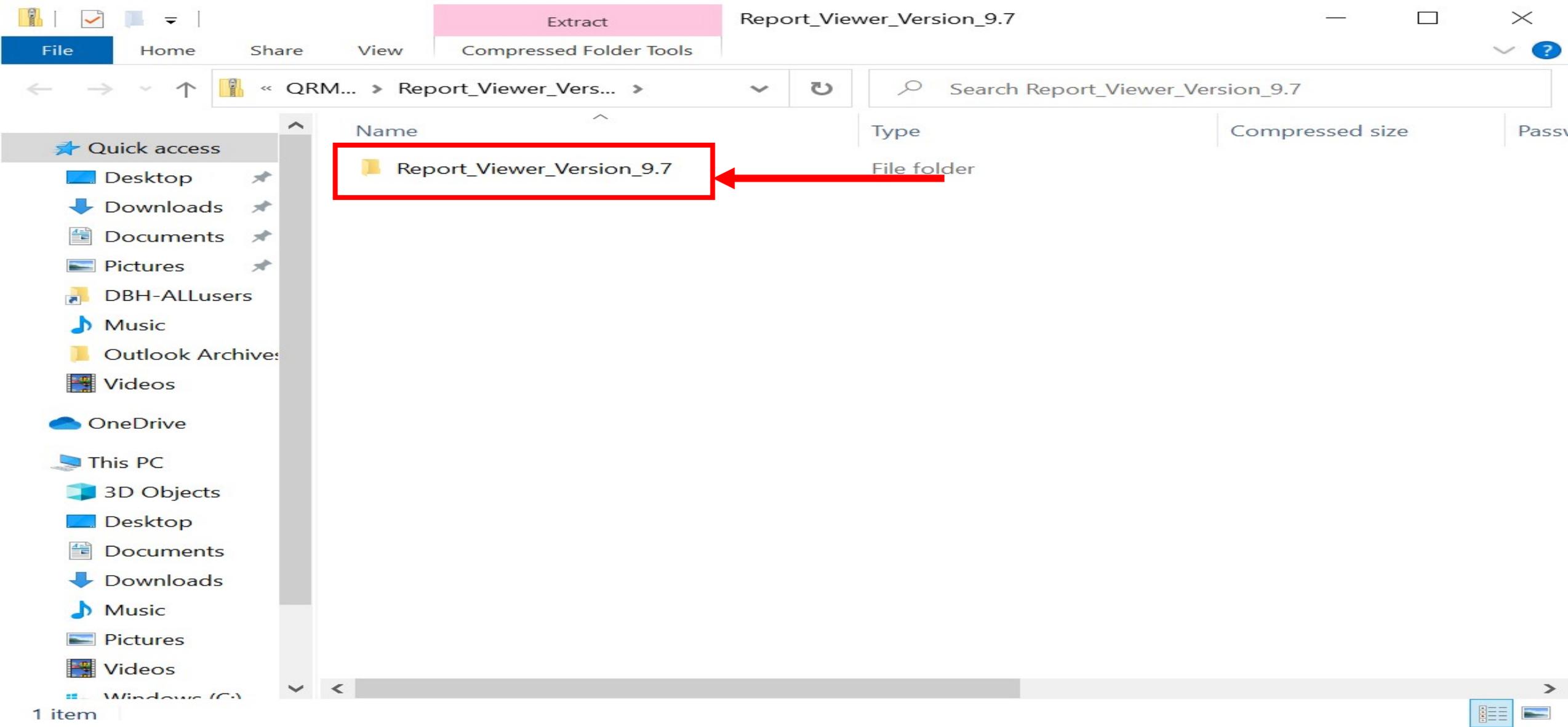
Click on "Open" to start the download.



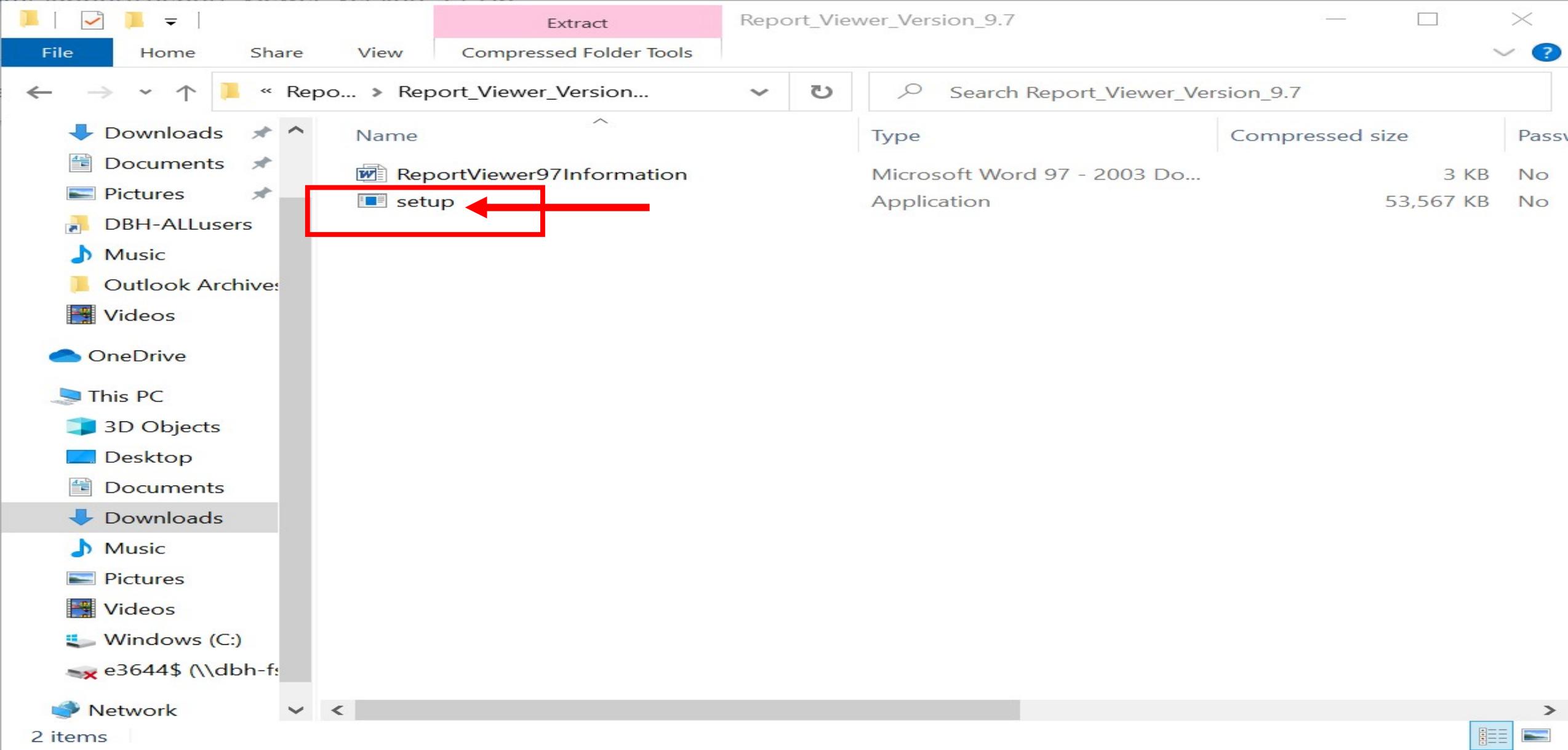
It will show that its downloading on the bottom of the browser.



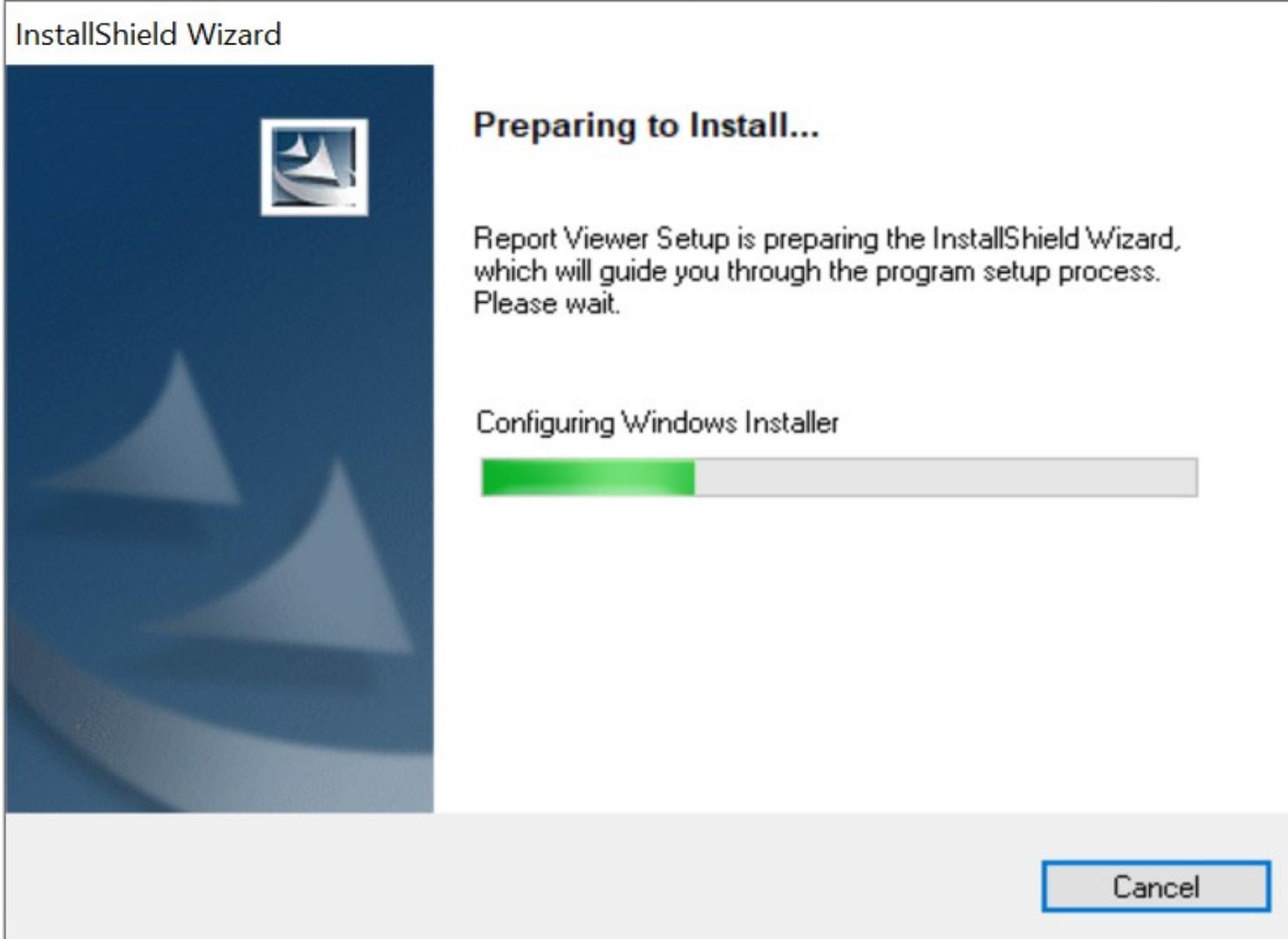
When this window appears click on the “Allow” button to continue the installation.



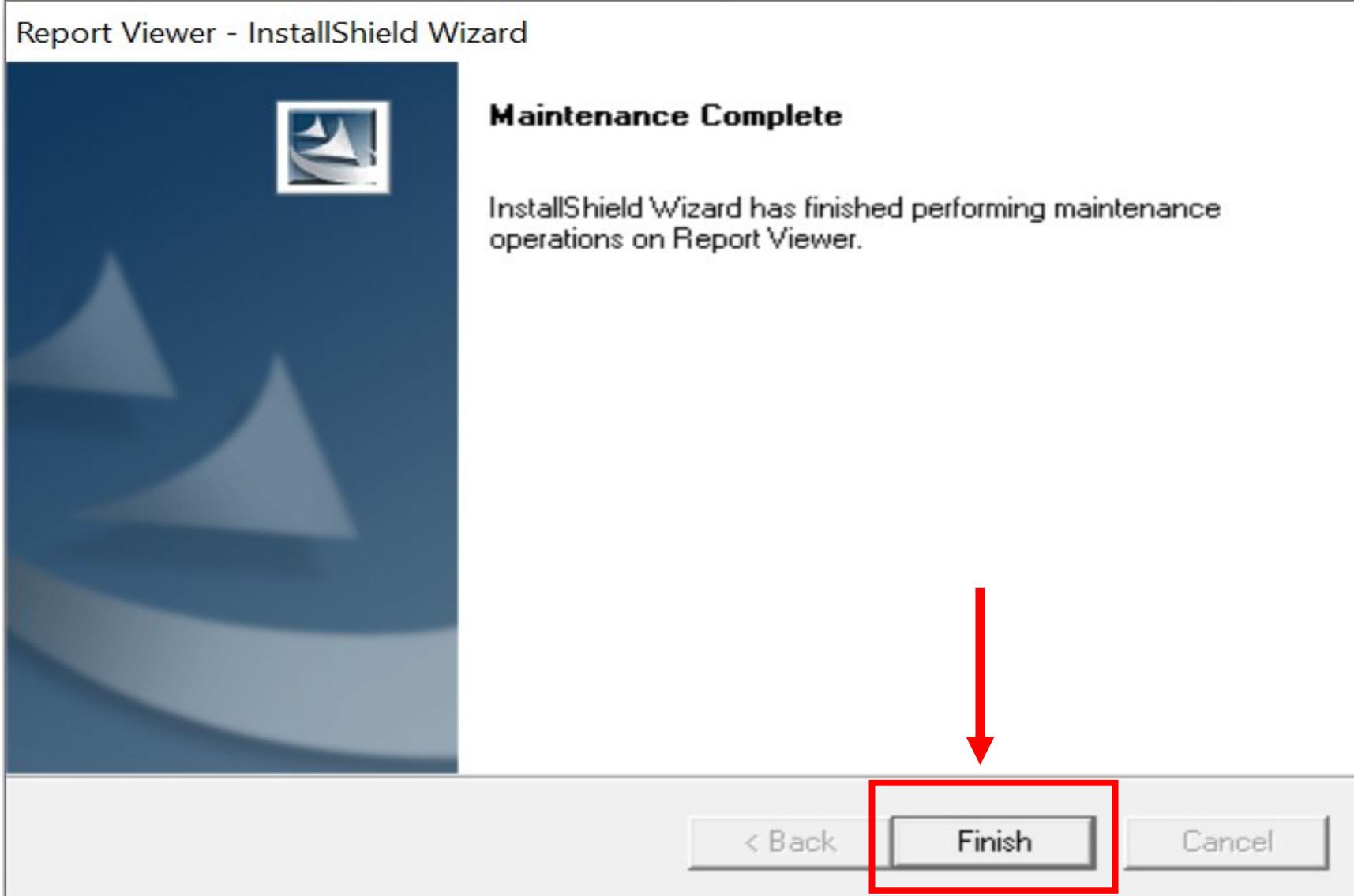
A new window will open with the file folder above. Click on the file folder to open it.



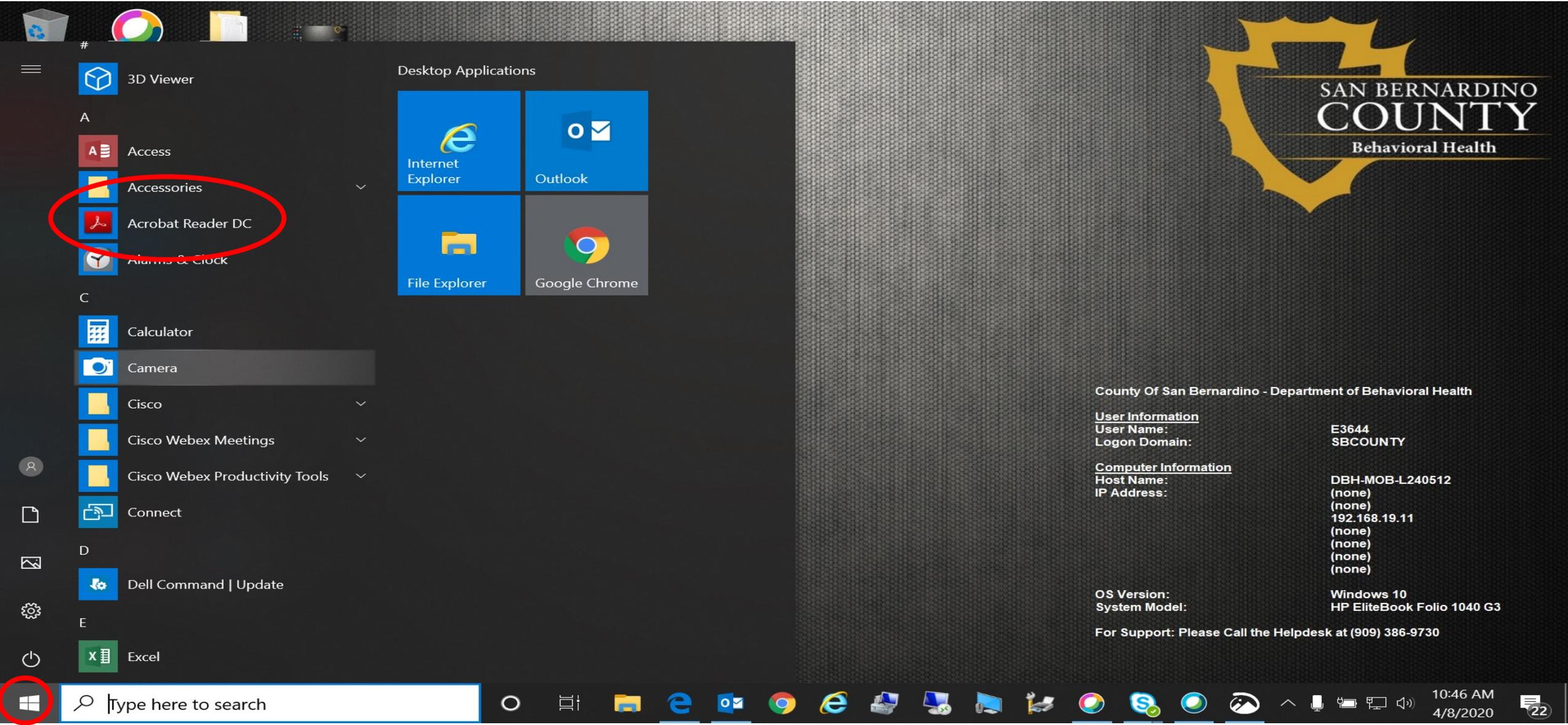
Click on “setup” to start the installation.



Installation in progress. It will take a minute or two to install.



When the installation is complete, click "Finish".



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Finally, check to see if you have Adobe Reader Installed. There are a couple of places you can check. Click on the “” button and scroll through your apps to find “Acrobat Reader DC” or “Acrobat DC Pro” as shown above.



Recycle Bin Webex Teams DBH_AllUsers - Shortcut

Acrobat Reader DC Google Chrome pic 2

Cisco Webex Meetings Microsoft Edge pic 3

Internet Explorer dbh-adm-... - Shortcut SafeNet MobilePASS...

Outlook pic 1 VPN HowTo

Simon Windows-1... Personal PC VPN Setup



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Windows taskbar with search bar, task icons, and system tray showing time 10:44 AM and date 4/8/2020.

Check for the "Acrobat Reader DC" shortcut on your desktop shown in red above.

- In the event that you don't have any of the applications listed you can find the apps to install using the following links on the [BHMIS End User myAvatar Training web page](#)
- If you require further information or assistance please contact DBH IT Helpline at 909-386-9730 or email DBH-IT-Helpdesk@dbh.sbcounty.gov.