



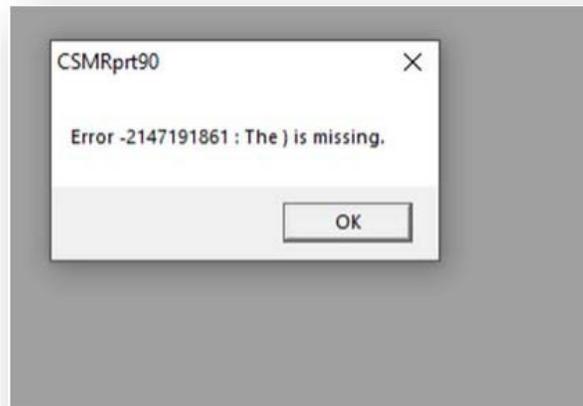
Behavioral Health Administration

Veronica Kelley, LCSW
Director

Michael Knight, MPA
Assistant Director

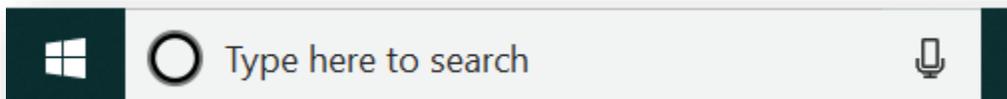
Reporting Error

If the following error is displayed:



Check the version of the Report Viewer

- In the search bar in Windows 10 type Report Viewer



BOARD OF SUPERVISORS

ROBERT A. LOVINGOOD
Chairman, First District

JANICE RUTHERFORD
Second District

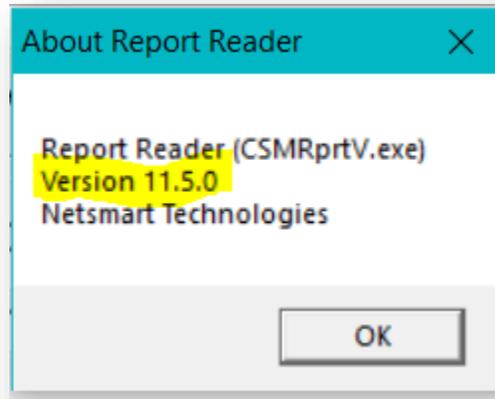
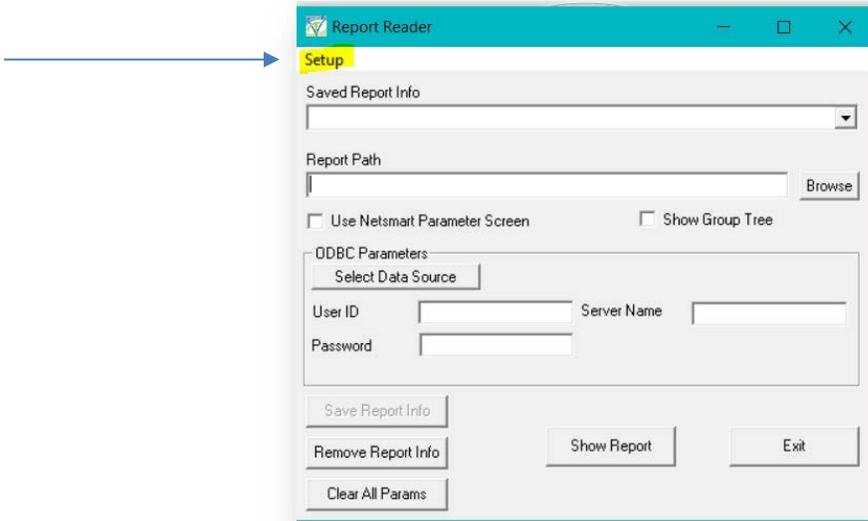
JAMES RAMOS
Third District

CURT HAGMAN
Vice Chairman, Fourth District

JOSIE GONZALES
Fifth District

Gary McBride
Chief Executive Officer

- Open the **Report Viewer** and select **Setup** then **About** from the drop down menu



Confirm that version 11.5.0 is installed. If an older version is installed, it will need to be updated.

Install Updated Report Viewer

Visit the following link to update the Report Viewer:

<https://wp.sbcounty.gov/dbh/for-providers/dbh-system-requirements-for-my-avatar-training/>

Scroll to the bottom of the page until you see the following:

Click [here](#) for a printable version and installation instructions. If you don't have the software shown, you can download the software using the links below:

- [Adobe Reader DC](#)
- [Java – FTP Instructions](#)
- [Report Viewer – FTP Instructions](#)

Download and read the **FTP instructions first** and click on the **Report Viewer** link on the web site to access the FTP site.

If you require addition assistance

Email the DBH HelpLine at DBH-IT-Helpdesk@dbh.sbcounty.gov

Call the DBH HelpLine at 909-386-9730 during working hours.

7:30 a.m. to 5 p.m., Monday through Friday