

TOPIC: Update to Avatar Report Viewer

Policies, Processes and/or Staff Affected

Date of Notice	2/18/2025
Change/Update	An update to Avatar occurred yesterday, February 17, 2025. The update enhanced the way reports are loaded, significantly reducing processing times. In preparation for the upgrade, IT staff compiled a list of reports to be removed, fixed or upgraded.
Staff Affected	Anyone who uses reports in Avatar.

Avatar Report Viewer Upgrade:

- Until yesterday, reports were displayed in the Avatar Report Viewer, which is the software that runs our reports. This Avatar Report Viewer features a basic interface with limited functionality.
- The new interface, *NX Report Viewer*, is launched directly in your web browser. It introduces modern styling, a more user-friendly interface, and greater speed and efficiency.

Key Details:

- The upgrade is specifically designed to improve the way reports are viewed and interacted with.
- Reports run faster.
- There are no changes to general workflows or data entry processes.
- No changes to your computer are required. After the update, you will see the changes the next time you launch a report.
- If you run into an unexpected problem, contact <u>IT support</u>.

Launching Avatar After the Upgrade: Use https://santacruz.netsmartcloud.com/radplus/index.jsp

• After the upgrade, the first time you launch Avatar, do not use a link on your desktop. Instead, go to the Avatar URL and launch from there.

https://santacruz.netsmartcloud.com/radplus/index.jsp

• Launching from the Avatar URL will ensure you have the most recent version of Avatar, that has the upgrade.

New Features and Improvements with NX Report Viewer:



Reports to be Removed, Fixed or Updated

As part of our pre-upgrade efforts, we meticulously reviewed a list of "broken" or unused reports to determine which ones needed to be prioritized before the upgrade was implemented and which can be addressed later. To do this, we solicited feedback from key stakeholders to identify which reports to retire and which reports needed to be improved/fixed. **1.** Enhanced Printing Options: Users can preview reports in a dedicated preview page before printing, ensuring accuracy and layout confirmation.

2. Modern Design: The new viewer offers a visually updated and streamlined design for improved user experience.

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3. Improved Exporting Tools: Exporting reports now includes a refined dropdown menu with more intuitive options for selecting file formats.

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TOPIC: UPDATE TO AVATAR REPORT VIEWER

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4. Improved Search Functionality:

- The NX Report Viewer adds the ability to search for records directly within reports, enabling faster access to specific information.
- NX Report Viewer additionally allows you to adjust some parameters directly in the report.

Help, Questions and Feedback

COUNTY BEHAVIORAL HEALTH STAFF: Contact County IT Support at 454-2901 or email ITSupport@santacruzcountyca.gov

CONTRACTOR STAFF: Contact the County Health Services IT Support desk at 454-4657 or HSA.MhCompAssist@santacruzcountyca.gov

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