



City and County of San Francisco
Department of Public Health

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AVATAR BULLETIN

**April 27, 2026, at 5:00 PM:
Deadline for New Avatar Account Requests**

Who Is Impacted:

All new Avatar users at Civil Service and CBO programs that currently document Substance Use Services in Avatar.

What Is Happening:

With the transition of Substance Use Services from Avatar to Epic on May 27, 2026, we will stop accepting new Avatar account requests after **5:00 PM on Monday, April 27**. Requests for Avatar accounts and Avatar Staff IDs received after the deadline will not be processed.

Questions:

If you have questions, please contact the Avatar Help Desk, Monday-Friday, 8:00 AM to 5:00 PM, at 628-217-5196 or avatarhelp@sfdph.org.

