



City and County of San Francisco
Department of Public Health

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AVATAR BULLETIN

Avatar NX NIAM Login
Effective 08/04/2025 8:30AM

WHAT'S HAPPENING?

A new Avatar NX login process called **NIAM (Netsmart Identity and Access Management)** will be implemented on Tuesday morning, August 4th. Also, there will be a brief downtime window on Tuesday morning when Avatar NX will be unavailable from 6:00 AM until 8:30 AM Pacific Time.

WHO IS IMPACTED?

This bulletin is intended for **all Contract Partner Agencies (CBO) and Civil Service Staff that access Avatar NX**.

WHAT TO EXPECT?

After 830 AM on August 4th, you will see a new Avatar NX login window (shown below) with a blue button labelled, “Login with Enterprise Credentials”. NIAM will replace the need to maintain a separate username and password account for Avatar NX. Refer to specific login instructions (on the next page) for Civil Service Staff and Contract Partner Agencies.

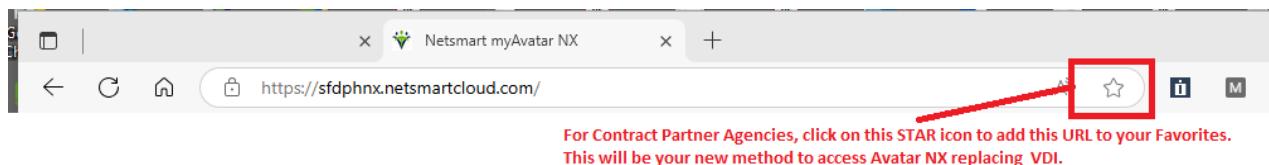


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For Civil Service Staff, click on the blue button to receive a prompt to enter username and password. **IMPORTANT: For NIAM, you will use your DPH computer login credentials (username and password) to login to Avatar NX.** You will be prompted to authenticate via DUO. That's it!

For Contract Partner Agencies, you will not need to access VDI to get to Avatar NX. Instead follow these new instructions to access Avatar NX using the NIAM login window.

1. Open your browser (MS Edge is preferred) and paste the Avatar NX URL (<https://sfdphnx.netsmartcloud.com/>) into the address bar. As shown below, save it as a favorite before proceeding to next step.



2. The Avatar NX NIAM login window will display (as shown on the previous page).
3. Click on the blue button (Login with Enterprise Credentials) to login to Avatar NX.
4. **IMPORTANT: When prompted, you will use the same VDI login credentials as usual (username is firstname lastname and the associated VDI password) then authenticate with DUO.**
5. A few of you may see this additional screen (shown below). On the right side of the System Code box, click the down arrow to select the System Code you normally use to complete the login process.



WHAT TO I NEED TO DO?

- Avatar NX will be unavailable between 6:00 AM and 8:30 AM on Tuesday, August 4th.
- Contract Partner Agencies will use NIAM instead of VDI to access Avatar NX. The VDI portal will be removed on August 18.
- The Avatar Champion at your location can support you on how to login to Avatar NX.
- Contact the Avatar Help Desk Avatar Help Desk via phone (628.217.5196) or email (avatarhelp@sfdph.org) for additional login support.



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