

Logging into Avatar via NIAM – Reference Sheet

NIAM (Netsmart Identity and Access Management) is a two-factor authentication system for logging into Avatar.

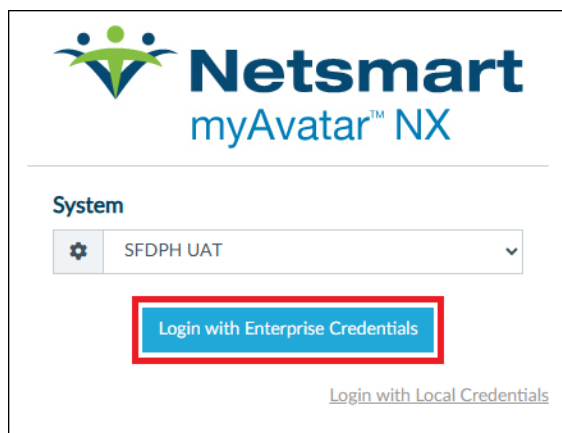
Beginning on August 4, 2025, most users will be able to log into Avatar, from any browser, using the following URL:

<https://sfdphnx.netsmartcloud.com>

Additionally, instead of entering their Avatar System Code, Username, and Password, users will enter using their remote access username and password (i.e., the one used to access the SFDPH network, where the username is typically the first and last name, separated by a space).

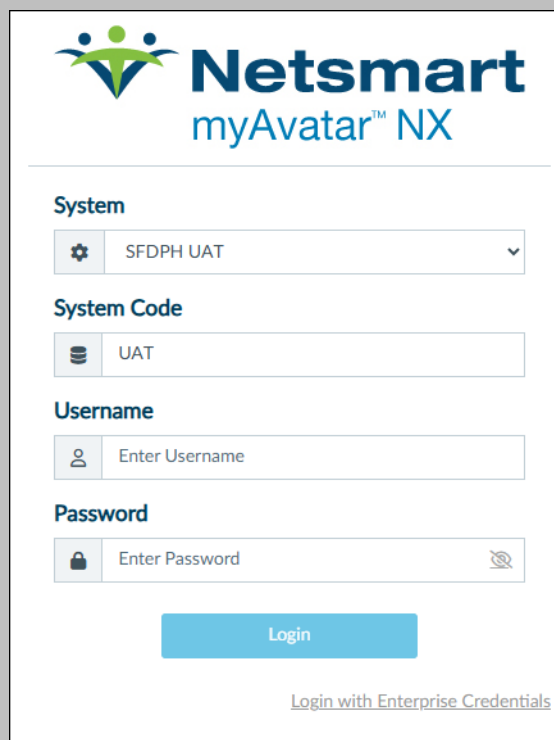
Click on *Login with Enterprise Credentials* to log into your Avatar account via NIAM.

(Only certain users will continue to log in using their previous (i.e., local) credentials.)



The screenshot shows the Netsmart myAvatar NX login interface. At the top is the Netsmart logo. Below it is a 'System' dropdown menu with a gear icon and 'SFDPH UAT' selected. A red rectangular box highlights a blue button labeled 'Login with Enterprise Credentials'. Below this button is a link that says 'Login with Local Credentials'.

This dialog below is accessible by clicking on the *Login with Local Credentials* link on the dialog displayed on the left. Only certain users who are not NIAM-enabled should continue to use this dialog.



The screenshot shows the Netsmart myAvatar NX login interface for local credentials. At the top is the Netsmart logo. Below it is a 'System' dropdown menu with a gear icon and 'SFDPH UAT' selected. Under 'System Code', there is a text input field with 'UAT' entered. Under 'Username', there is a text input field with 'Enter Username' placeholder. Under 'Password', there is a text input field with 'Enter Password' placeholder and a toggle icon. A blue 'Login' button is at the bottom. A link at the bottom right says 'Login with Enterprise Credentials'.

Step-by-Step Instructions

NOTE: The steps outlined below assume you have the Duo Mobile app installed on your phone and configured to access the SFDPH network. If you need assistance with a first-time login, contact the Avatar Help Desk at 628-217-5196.



1. Use any browser (e.g., Chrome, Edge, Firefox, Safari) to access <https://sfdphnx.netsmartcloud.com>
2. Click on *Login with Enterprise Credentials*
3. Enter your remote access username (typically your first and last name, separated by a space)
4. Enter your remote access password
5. Authenticate in Duo and, if prompted, acknowledge your device

NOTE: If you authenticated in Duo recently, you may not be prompted to do so again

6. If you have more than one system code assigned, you will need to select one

Questions/Support

If you have questions or need support with logging in to your Avatar account, contact the Avatar Help Desk at 628-217-5196.