



Division of Public and Behavioral Health Policy

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			Avatar Help Desk – Training and Support	date	1 of 1

1.0 Policy

It is the Policy of the Division of Public and Behavioral Health (DPBH), Substance Abuse, Prevention, and Treatment Agency (SAPTA) that all maintenance and support calls be routed through the SAPTA Helpdesk, the MHDS Helpdesk and eventually the NetSmart Helpdesk if needed.

Each level of care holds a 24-48 hour response time.

2.0 Procedure

Helpdesk Email Address: Sapta.avatar@health.nv.gov

SAPTA Telephone Number: 775-684-4190

1. A problem or incident that requires attention from the SAPTA Avatar Help Desk is emailed to Sapta.avatar@health.nv.gov.
2. A SAPTA Avatar Help Desk Representative researches the open ticket.
3. The ticket results in either having reached a resolution or needing further attention. If something cannot be changed, an explanation must be submitted back to the provider explaining the situation. Not all requested changes are able to be processed in the Avatar system.
4. All problems or incidents needing further resolution are routed to the Behavioral Health (BH) Avatar Helpdesk by the SAPTA Helpdesk.
5. The ticket results in either having reached a resolution or needing further attention.
6. All calls needing further resolution are routed to the NetSmart (NTST) Helpdesk by the BH Helpdesk.
7. The ticket results in having a solution. This solution will be emailed back to the provider.