



# myAvatar User Account Modification Procedure

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**Purpose** To provide instructions for initiating, tracking and completing requests for modification of myAvatar User Account MAUA(s), and provide guidance for MAUA Modification Request completion.

**MAUA Modification** A change in circumstances that impacts user's job duties and/or user-role will require modifying or deactivating a user's MAUA as follows:

- Account of user will retain access to myAvatar with change in access and privileges/permissions will be modified accordingly to designated user-role or unique circumstance, or
- Account of user will not retain access to myAvatar and shall be deactivated in accordance with myAvatar User Account Deactivation Procedure.
  - When immediate deactivation of a user account is required due to privacy, security or other determined risk factors, supervisor/manager must call the Department of Behavioral Health (DBH) Information Technology (IT) Helpline at (909) 386-9730.

The table below describes the roles and responsibilities for modifying a MAUA:

Role	Responsibility
Supervisor	Initiates MAUA Modification Request by completing and submitting to DBH IT Helpline a HelpLine Request Form.
DBH IT Helpdesk	Upon receipt of Helpline Request: <ul style="list-style-type: none"> <li>• Create helpdesk ticket tracking (log and assign number)</li> <li>• Assign to DBH IT Security Team for completion</li> </ul>
DBH IT Security Team	Upon receipt of helpdesk ticket: <ul style="list-style-type: none"> <li>• Determine designated user access and permissions/privileges, in accordance with the current <i>User-Role Guide</i> (which lists designated user-roles based upon the job classifications of users grouped into categories, establishing identical access and privileges/permissions, as approved by the DBH Privacy Officer and DBH Security Officer).</li> <li>• Update helpdesk ticket with determined user-role and assigns to DBH IT.</li> </ul>

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## myAvatar User Account Modification Procedure, Continued

### MAUA Modification, continued

Role	Responsibility
DBH IT Security Team	<b>Note:</b> The <i>User-Role Guide</i> serves as the “standard” for determining user access and privileges/permissions in myAvatar. Deviation from standard user-role designation requires prior review/approval by DBH Security Officer and Privacy Officer.
DBH IT	Upon receipt of approval of determined modification of user-role: <ul style="list-style-type: none"><li>• Apply approved modification(s) to MAUA, and</li><li>• Close the helpdesk ticket with a cc/copy to:<ul style="list-style-type: none"><li>○ User;</li><li>○ Supervisor;</li><li>○ DBH Privacy Officer, and</li><li>○ DBH Security Officer.</li></ul></li></ul>

### Referenced Forms, Policies, and Procedures

This information block will guide you to all forms, policies, and procedures referenced in this Procedure.

#### [DBH Standard Practice Manual:](#)

- Information Technology Section:
  - myAvatar User Account Deactivation Procedure (IT5012-4)

#### [Internal DBH Forms & Manuals:](#)

- Information Technology Forms:
  - User Request (HelpLine Request Form)

### Related Policy or Procedure

#### [DBH Standard Practice Manual:](#)

- myAvatar Electronic Health Record Policy (IT5012)
- myAvatar User Account Request Procedure (IT5012-1)
- myAvatar User Account Creation and Reinstatement Procedure (IT5012-2)
- myAvatar User Account Deactivation Procedure (IT5012-4)

### Reference(s)

- Code of Federal Regulations, Title 42, Part 2, Final Rule
- Code of Federal Regulations, Title 45, Parts 160 and 164, Modifications to the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, Enforcement, and Breach Notification Rules Under the Health Information Technology for Economic and Clinical Health Act (HITECH) and the Genetic Information Nondiscrimination Act; Other Modifications to the HIPAA Rules
- Welfare and Institutions Code 5328