



COUNTY OF SANTA CLARA
Behavioral Health Services

UNICARE/PCNX LOGIN ISSUES

12/27/2022

UNICARE LOGIN ISSUES

If you are having login issues with Unicare, please contact the **TSS Service Desk** at 408-970-2222 to speak to a live agent and request for network/Active Directory (AD) user password reset.

Your request will be ticketed, and you will receive a temporary password while you are on the call. Please stay on the call with the live agent until you are able to log in and change your password.

COUNTY'S MYAVATAR/PCNX LOGIN ISSUES

For Avatar LIVE PCNX:

Please contact the **TSS Service Desk** at 408-970-2222 to speak to a live agent and request for Avatar LIVE user password reset.

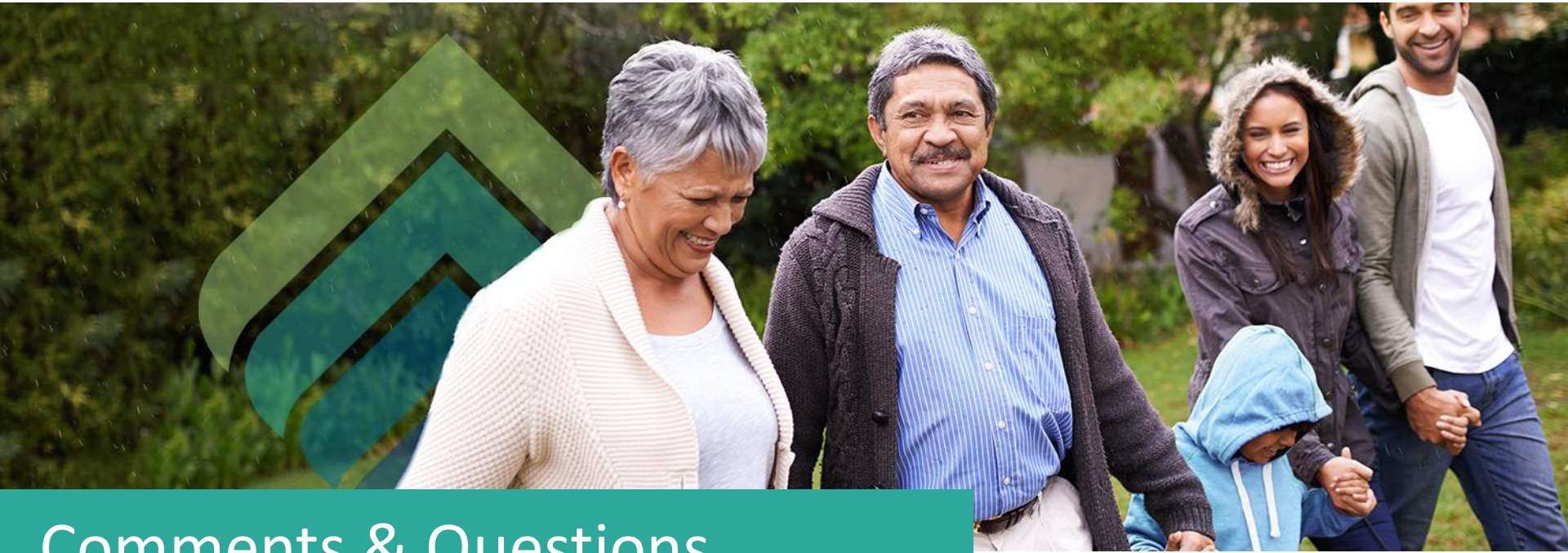
Your request will be ticketed, and you will receive a temporary password while you are on the call. And please stay on the call with the live agent until you are able to log in and change your temporary password.

For Avatar UAT PCNX:

Please contact the **TSS Service Desk** at 408-970-2222 to speak to a live agent or send an email to them at support@tss.sccgov.org, and request for Avatar UAT user password reset.

Your request will be ticketed and routed to **HHS-BHS Accounts** team, and you will receive a phone call with your temporary password from a team member.

NOTE: Please provide your callback number and/or work email address when you contact the TSS Service Desk for assistance.



Comments & Questions