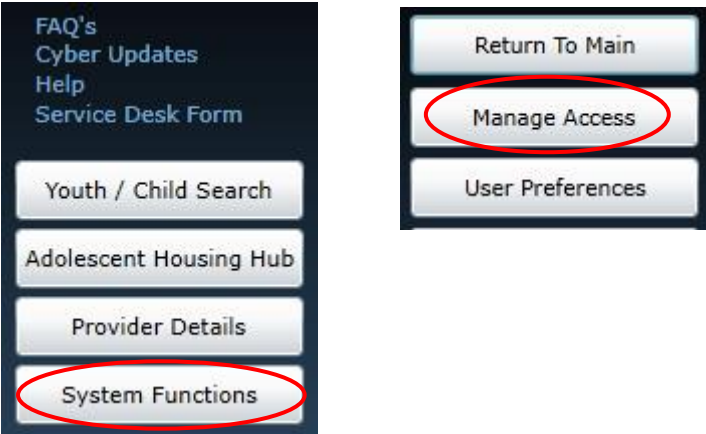
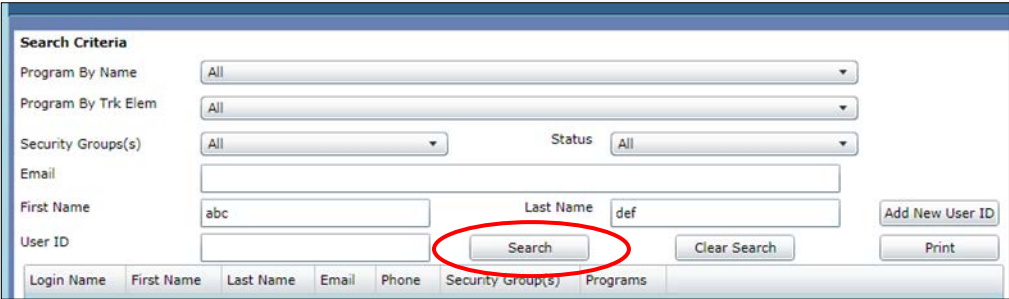


Quick Reference Guide for AHH CYBER Security Administrators

The purpose of this guide is to provide a quick reference for the basic actions that AHH Security Administrators need to know in CYBER. This includes the Manage Access portion of CYBER that houses the User ID/Usernames and passwords, searching for User ID/Usernames, adding new IDs, resetting passwords, deactivating IDs, and reactivating a deactivated User ID/Username.

<p>Accessing CYBER Security Administration</p>	<ol style="list-style-type: none"> 1. Log into CYBER 2. Click System Functions button (left column) 3. Click Manage Access button (left column) 	
<p>Searching for existing IDs</p>	<ol style="list-style-type: none"> 1. Leave status as ALL 2. To do a partial entry search, enter 3 letters of first and/or last names 3. Click Search Results are displayed below. Double-click to open a record. 	

Creating a New User

All users are required to have an active email and phone number entered into CYBER as contact information.

Service Desk can only provide Security Administrator functionality adding AHHADM.

To request changes to security administrators, use link in References.

1. Click **Add New User ID**
2. Complete name, and create User ID
Enter **Email** and **Phone**
3. Click **Add a Program**
4. Click **Select a Program (choose each AHH program one at a time)**
5. Add the Start Date only
6. Click Save and Exit (in Add/Edit Program)
7. Select from **Available Groups** (see Security Group Definitions)
8. Click **Add Security Group** button in center

Add Security Groups:

Organizational Title

- AHHCM – add to every AHH user

One Level

- LEVEL1 – general access, add to every AHH user

1. Click **Save and Exit** (if there is already an ID with same name change the ID by adding a number at the end)
2. If the User ID is valid, it will be saved and one of the two password messages (under Password Reset Functionality) will be displayed.
3. Notify user of their new Username.

Search Criteria

Program By Name: All

Program By Trk Elem: All

Security Groups(s): All Status: All

Email: []

First Name: abc Last Name: def

User ID: []

Buttons: Search, Clear Search, Add New User ID (circled), Print

Table Headers: Login Name, First Name, Last Name, Email, Phone, Security Group(s), Programs

System Functions Logout

User Login Details

Deactivate: Deactivation Date: <M/d/yyyy> [13] Status: []

First, Last Name: [] []

User ID: [] Credentials: []

Password: [] Reset Password to Default: Resets to Change_Me123

Login Attempts: 0 Reset Login Attempts: []

Email: []

Phone: []

Assign Program(s) Add a Program

Program Name	Start Date	End Date	Tracking Element	Medicaid #
[Empty Table]				

Assign Group(s)

Security Group	Group Description
[Empty Table]	

Available Group(s)

Security Group	Group Description
Edit_Tracking_Element	Edit_Tracking_Element
LEVEL1	
LEVEL3	
OASCM	Office of Adolescent Care Manage

Buttons: Exit, Save and Exit, Save

Error

User ID exists. Change the User ID or edit the existing record

OK

Modifying existing User IDs

1. Following a search, once the ID is located, identify the field that needs modification.
2. Any fields may be modified EXCEPT the User ID/Username.
3. Change the information in the record.
4. Save and Exit.
5. If necessary, make sure the user knows what information you have changed.

System Functions
Logout

User Login Details

Deactivate Deactivation Date <M/d/yyyy> Status

First, Last Name

User ID Credentials

Password Resets to Change_Me123

Login Attempts

Email

Phone

Assign Program(s)

Program Name	Start Date	End Date	Tracking Element	Medicaid #

Assign Group(s)

Security Group	Group Description

Available Group(s)

Security Group	Group Description
AHHCM	Adolescent Housing Hub Care Manager
LEVEL1	

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There is a read-only status field in the upper right corner of the User Login Details that defines the username's current status.

The screenshot shows a form titled "User Login Details". It includes a "Deactivate" checkbox which is checked, a "Deactivation Date" field with the value "7/15/2019", and a "Status" field with the value "Deactivated". Below these are fields for "First, Last Name" with sub-fields for "Firstname" and "Lastname".


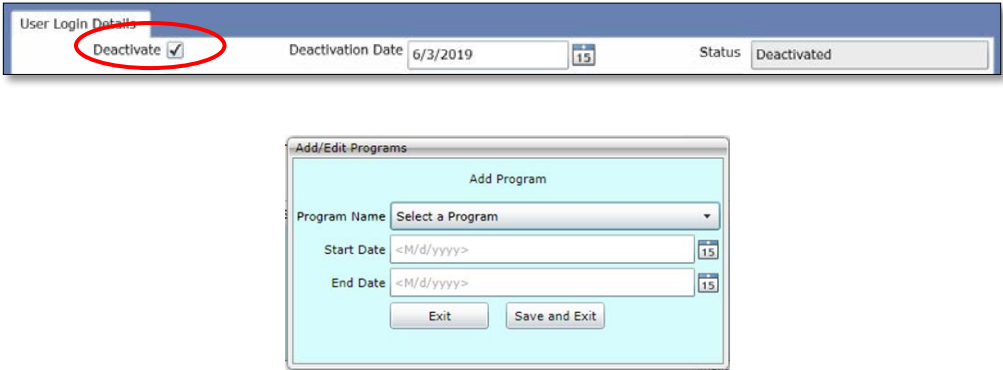
Below is a table of the Status, the description of the activity that generated the status and action steps that are recommended.

Status	Definition	Action
(field is blank)	Username is active	None needed
Password reset retries exceeded	User has attempted to reset the password by entering the email incorrectly 5 times	User has deactivated their account – Only the Security Administrator may reactivate
Login attempts exceeded	User has attempted to login by entering the password incorrectly 5 times	User is locked - user may reset account or Security Administrator may assist in password reset
Deactivated	Security Administrator has deactivated the account	User is deactivated – Only Security Administrator may reactivate if user returns to work. Review Welcome Page for unsubmitted work by the Deactivated User
Deactivated automatically	The username has reached the Deactivation date and the system automatically deactivated the username	User is deactivated – Only Security Administrator may reactivate. Review Welcome Page for unsubmitted work by the Deactivated User
90 Day User Lockout	User has not log into CYBER for 90 consecutive days	Username automatically locked and user forced to reset their password to log back in.
180 Day User Deactivation	User has not log into CYBER for 180 consecutive days	Username automatically deactivated; must contact the agency's Security Administrator(s) to reactivate their account

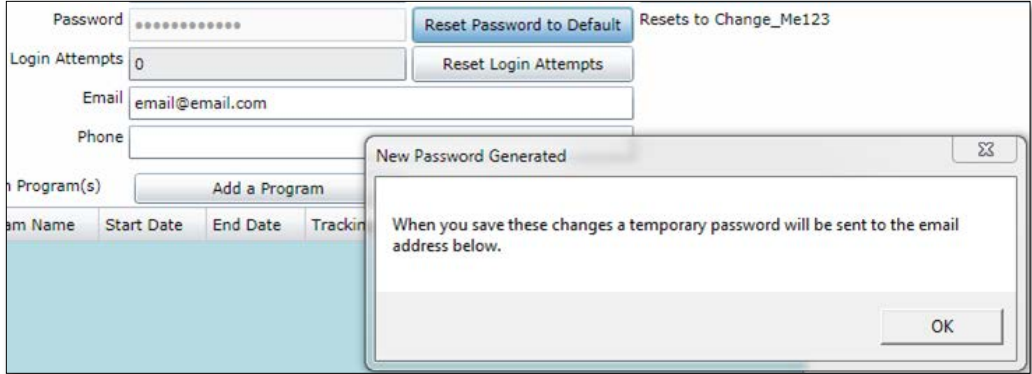
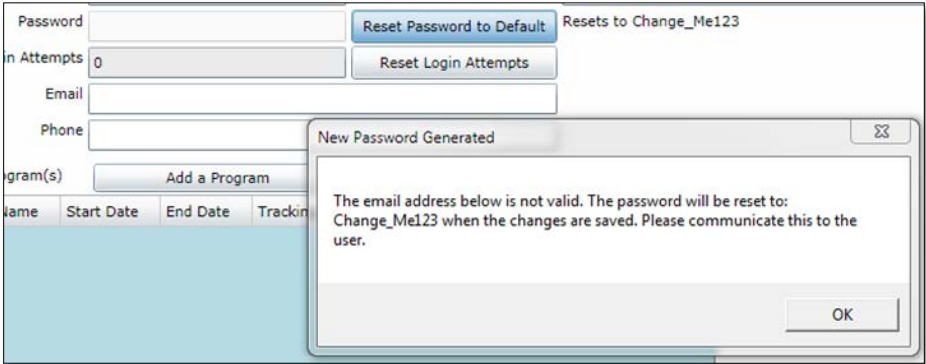
Immediate Deactivation of a User ID/ Username

1. Search for and open the User ID/Username
2. Click the **Deactivate checkbox**
3. A deactivation date will appear in the **Deactivation Date** box. It can be set to a date in the future, but not back-dated.
4. Note Status is **Deactivated**
5. Click **Save and Exit**.

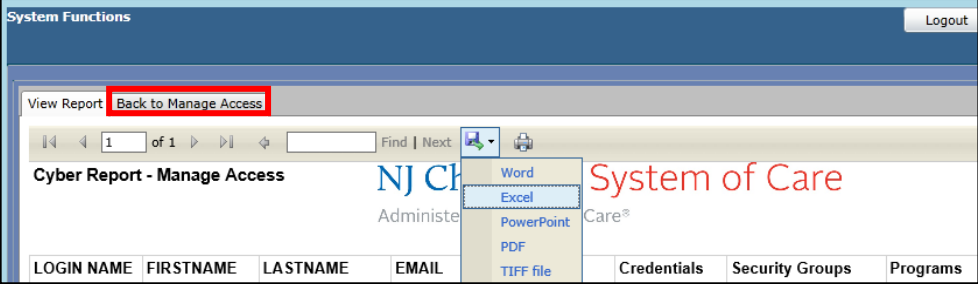
The screenshot shows the "User Login Details" form with the "Deactivate" checkbox and the "Deactivation Date" field highlighted with red circles. The "Deactivation Date" field contains the placeholder text "<M/d/yyyy>" and a calendar icon.

<p>Deactivating a User ID/ Username in the future</p>	<ol style="list-style-type: none"> 1. Search for and open the User ID/Username 2. Enter a deactivation date in the future in the Deactivation Date box. Do not check the Deactivate checkbox. 3. Click Save and Exit. 4. Status and check box will remain blank until the Deactivation date and then it will display a check in the Deactivation checkbox and 'Deactivated Automatically' will appear in the Status. 	 <p>The screenshot shows the 'User Login Details' form. The 'Deactivate' checkbox is unchecked and circled in red. The 'Deactivation Date' field is also circled in red and contains the placeholder text '<M/d/yyyy>' and a calendar icon.</p>
<p><i>Note: When deactivating users, also end date the Provider Tab for any youth assigned to the deactivated user.</i></p>		
<p>Reactivating an User ID/Username</p> <p><i>Adding the active program is for users who are returning from leave.</i></p>	<ol style="list-style-type: none"> 1. Search for and open the User ID/Username 2. Click to uncheck the Deactivate checkbox, the Deactivation Date and status will be removed. <p>If former program(s) have end date:</p> <ol style="list-style-type: none"> 3. Click Add a Program 4. Click Select a Program 5. Select the appropriate Program and a new Start Date with NO End date. 6. Click Save and Exit (in Add Program window) 7. Click Reset Password to Default (See Resetting Passwords above) 8. Click Save and Exit. 	 <p>The top screenshot shows the 'User Login Details' form with the 'Deactivate' checkbox checked and circled in red. The 'Deactivation Date' is set to 6/3/2019 and the 'Status' is 'Deactivated'. The bottom screenshot shows the 'Add/Edit Programs' dialog box with the 'Add Program' tab selected. It includes a 'Program Name' dropdown, 'Start Date' and 'End Date' fields, and 'Exit' and 'Save and Exit' buttons.</p>

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<p>Password Reset Functionality</p>	<ol style="list-style-type: none"> 1. Search for and open the User ID/Username 2. Double click to open 3. In the upper right corner the status should be blank indicating the username is active 4. Click Reset Login Attempts 5. Check for complete and accurate Email: Enter the user's email if blank. 6. Click Reset Password to Default 7. Click Save and Exit. <p>User should be instructed to check their email for a temporary password, close all internet browser windows, return to the PerformCare website, www.performcarenj.org and click <i>Launch CYBER</i> to refresh their browser.</p>	
<p><i>All users are <u>required</u> to have an active email and phone number entered into CYBER as contact information.</i></p>		
	<p>Example of message when the user has no email.</p> <p>Password is not emailed and is set to Change_Me123.</p> <p><i>All users are <u>required</u> to have an active email and phone number entered into CYBER as contact information.</i></p>	

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<p>Printing</p>	<ol style="list-style-type: none"> 1. Search for User ID/Username(s) 2. When the results display in the grid below the search criteria, click the Print button. 3. A report will be displayed and can be exported or printed into multiple formats using the Export icon. 4. To return to the search criteria screen, click Back to Manage Access. 	
<p>Troubleshooting</p>	<p>Q: I sent the reset password but the user never got the email. A: Confirm the user’s email address and also check for a space anywhere in the user’s email, especially the end. If there are any spaces remove them, click Reset Login Attempts and click Reset Password to Default and click Save and Exit.</p> <p>Q: I reset the password but the user is still locked out. A: The User must close all internet windows, then using Internet Explorer preferably, navigate to the website, www.performcarenj.org and click the Launch CYBER and try to log in using the correct Username and password.</p> <p>Q: I am the Security Admin and I am locked out. A: Follow instructional guide to reset your own Login password, or contact your back up Security Administrator to unlock you, or contact the PerformCare by phone.</p> <p>Q: I created a User ID/Username with the wrong spelling of the person’s name. A: Deactivate the incorrectly spelled ID and create a new one.</p>	
<p>How to reach PerformCare for Customer Service</p>	<p>Customer Service Request Form: www.performcarenj.org/ServiceDesk/ Phone: 1-877-652-7624</p>	
<p>References</p>	<p>PerformCare Website Security Section: https://www.performcarenj.org/provider/training.aspx#security</p> <ul style="list-style-type: none"> • Password Reset for All Providers - http://www.performcarenj.org/pdf/provider/training/security/instructional-guide-password-reset-all-providers.pdf <ul style="list-style-type: none"> ○ Guide for all CYBER users to reset their own CYBER password • CYBER Security Administrator Instructional Guide – http://www.performcarenj.org/pdf/provider/training/security/role-based-security-system-admin.pdf 	

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- Guide for Security Administrators to understand how to address user issues with login to CYBER
- Security Administrator Setup or Change Instructions and Form
<http://www.performcarenj.org/hidden/security-administrator-setup-or-change.pdf>

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624