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Instructional Guide for CYBER Password Reset Functionality

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CYBER Password Reset Functionality Instructions for Use

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I. Introduction

This guide documents the login functionality and the self-service password reset features for CYBER. The login functionality allows users to securely identify and authenticate themselves using a username and associated password in order to access the CYBER system. The self-service password reset features allow the user to reset their passwords when they have either forgotten them, entered them incorrectly a number of times, or when too many incorrect attempts at entering a password has locked their account.

The Self-Service functionality allows a user who has difficulty logging in, to reset their password without having to contact their agency Security Administrator as long as the user has a valid and complete CYBER profile.

CYBER also has functionality to lock or deactivate a user who has not logged into the system for extended periods.

Terminology Specific to this Guide

Valid – the username exists in CYBER

Active – the username is functional in CYBER

Deactivated (not currently active) – the username is not functional in CYBER; it was deactivated by either the agency or by incorrect attempts to reset the password

Locked – a temporary state where the username is valid and active, but the password has been entered incorrectly multiple times, requiring the password to be reset

Practice good security!

- Never share Usernames and Passwords with anyone.
- Never write down passwords or store them on or around your computer or workstation.
- Use strong passwords (see Use Strong Passwords)!
- Check with your Security Administrator first if you find your password is being changed and you are not changing/resetting it.
- Change your password every 90 days.

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II. Accessing CYBER

Users must first log into CYBER with their Username and Password. CYBER can be accessed via the PerformCare website – www.performcarenj.org . The link is available at the top and bottom of the main page.
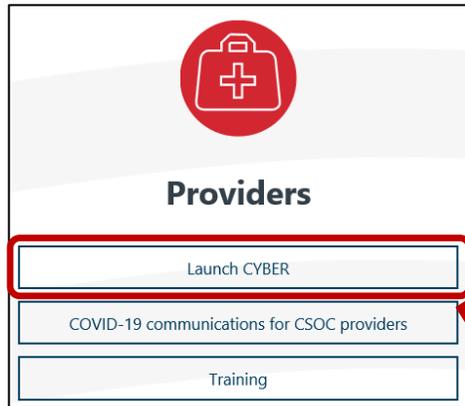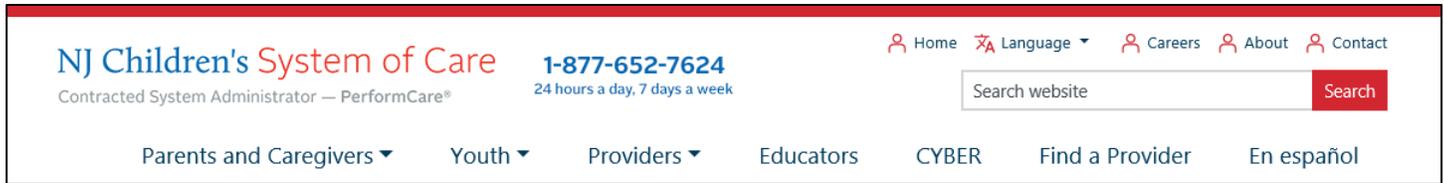
Each provider organization has at least one CYBER Security Administrator, and your agency's CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

Before you log in, keep in mind…

- There is no 'back button' use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, **you will be required to enter your Username and Password and Enter, Tab and Enter or click the LOGIN button to continue**.

Above the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

This statement will appear each time you log in.

Please also check the **Providers** section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.

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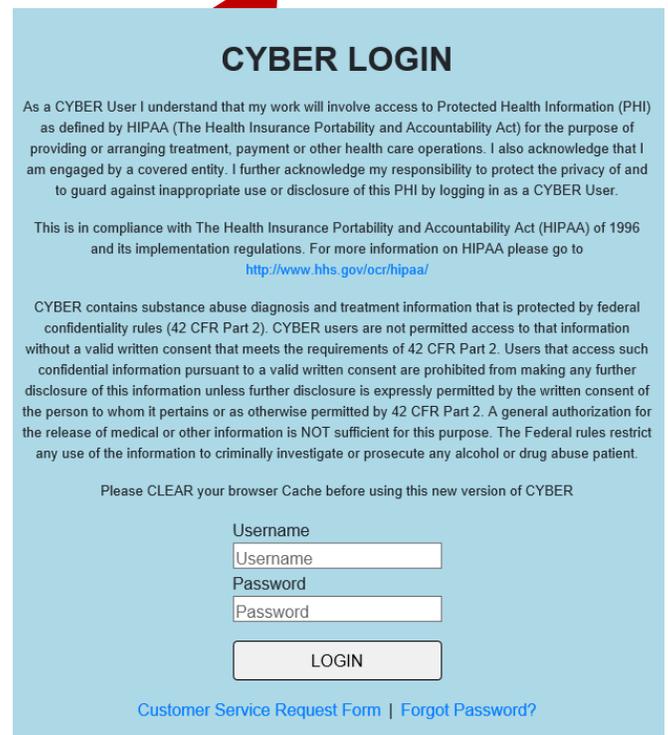
III. Editing the User Profile

The CYBER Username is managed as a part of the user profile, accessed using the **System Functions** button on the left-side of the Welcome Page. Users have the ability to edit only three fields in their CYBER user profile: Password, Email and Phone.

To access the user profile, click on the System Functions and then **Manage Access** buttons on the upper left-side of the screen. This will bring up the user's profile information.
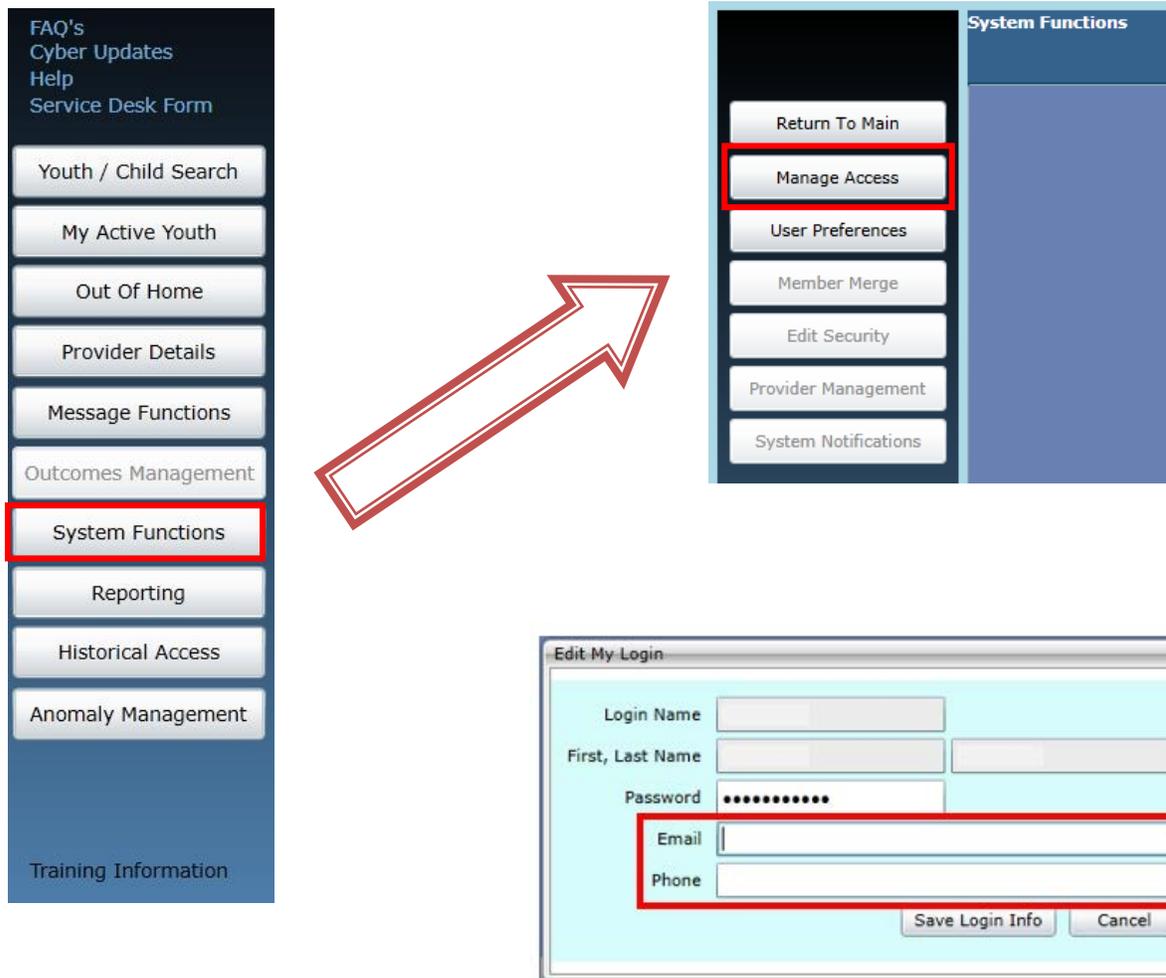
It is required that users enter their current email address and work phone number into the Email and Phone fields so that it keeps their profile up to date. When a valid email address is entered in the Email field and the user attempts to reset the password, the system will send a temporary password to the email address, allowing the user to access the CYBER password reset screen and change their own password without assistance.

Note: A valid email address contains the correct email address including the '@' symbol and no extra spaces at the start, or end of the email address.

The user may also update their password once logged into CYBER by clearing the encrypted password (dots) and typing a new secure password (See Use Strong Passwords). The user must then click **Save Login Info** to save the changes.

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IV. CYBER Login and Error Messages

Each time a user logs into CYBER, the system checks that the **Username is valid and active** and the associated **Password matches the password in the user's profile**.

IMPORTANT NOTE: Each attempt is counted and is cumulative. For example, the user may have tried to log in four times last week unsuccessfully (system counts 4 attempts) and then tries again today (system counts 5 attempts and is locked. The user will receive the password reset option).
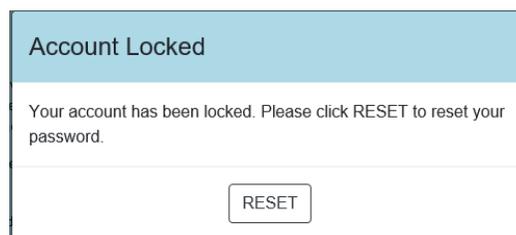
Below are other login issues that can arise if the user enters incorrect information or if the Username that is entered is no longer active.

Valid Username and Incorrect Password

Users are given 5 attempts at logging in using the valid and active Username.

If the user attempts to log in with a valid and active **Username and incorrect Password** users will receive the message, 'The Username or the Password combination entered does not match our records. Please check and try again.'

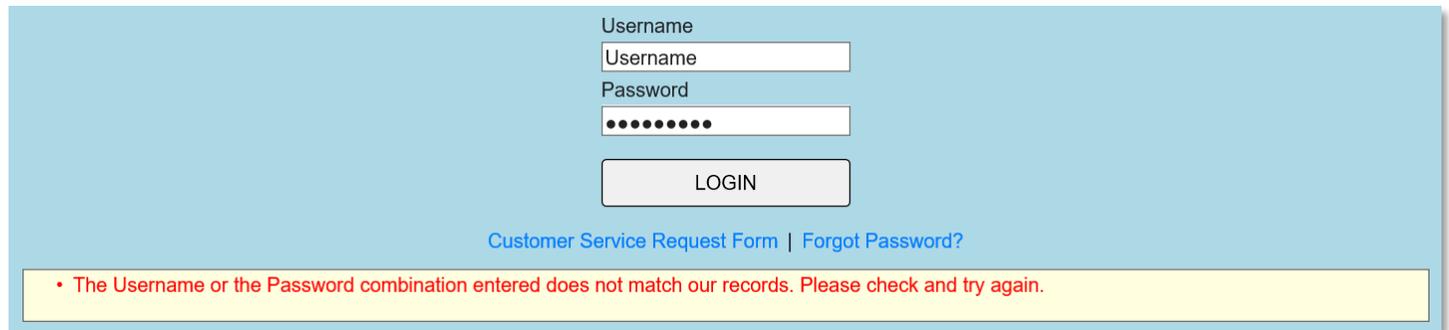After 5 attempts with a valid Username and incorrect password, they will receive the following message – 'Your account has been locked. Please click RESET to reset your password.'

The Reset Password Screen shown on the next page will appear once the user has entered their password incorrectly 5 times in a row to allow the password to be reset.

Invalid Username

If the user enters a **Username that is not valid (does not exist in CYBER),** users will receive the following message under the Login button – 'The Username or the Password combination entered does not match our records. Please check and try again.'

Login Screen

It is recommended the user check the Username and try again. After 5 attempts with an invalid Username, the user will see a blank screen and the following message at the top of the page:

You have attempted to login too many times. Please close your browser and try again. If you are still unable to login, please contact your Security Administrator.

If the user has checked the username, it is recommended that the user contact their Security Administrator for assistance.

Reset Password Screen

Users are always given 5 attempts at entering the correct Email Address to reset their password.

If the user has entered a valid and active Username and the incorrect password 5 times, the user may now enter their email address associated with the Username to reset the password.

Reset Password Screen

Note: Some users have more than one CYBER Username. Users may associate the same email address to any CYBER Username assigned to them.

After entering the email, the user may click the 'RESET PASSWORD' button and the system will validate that the information entered matches what is in the user's profile. If the combination entered matches the system, the user will be emailed a temporary, random password. The user should click the EXIT button.

If the user is not successful at entering the correct email address:

Invalid, Incorrect or Missing Email

Each time the user attempts to reset the password using the above method, and the Username and Email combination entered does not match what is in the user's profile, the user will receive the following warning message – 'The email address entered does not match our records. Please check and try again. Your account will be deactivated after '*number*' more unsuccessful attempts.'

Deactivation warning

Note: The number displayed is the number of attempts that remain after each attempt to enter the email. The count will decrease in value on each attempt from 4, 3, 2, to 1 (Deactivation warning) until the account is deactivated on the last attempt.

If the user is unsuccessful at entering the correct associated email address 5 times, the system will deactivate the account. The user will receive a message indicating that they need to contact either their Security Administrator for assistance as shown in example below:

Deactivation message

Once this message appears, the user must contact their Security Administrator to access CYBER. The Service Desk cannot assist the user in this case.

If the user is successful at entering the correct associated email before 5 attempts, the temporary password is sent immediately. If you do not receive an email with the temporary random password:

- Confirm the Username that you entered is accurate
- Confirm that your Email is working and you can receive email
- Confirm the Email Address on your User Profile with your Security Administrator


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V. Self-Service Forgot Password Feature

Below the Username and Password fields and Login button, there is a 'Forgot Password?' link. This Self-Service feature may be used when or if the user cannot remember their password enabling them to reset their own password.

Username

Password

LOGIN

Customer Service Request Form | Forgot Password?

The user will click the 'Forgot Password?' link and be prompted to enter their Username and click OK.
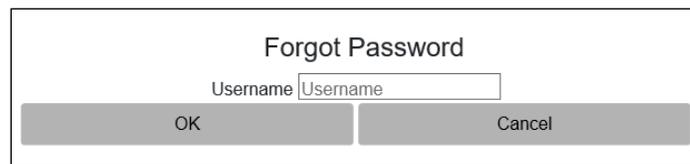
Forgot Password

Username Username

OK   Cancel

If the Username is **valid and active**, the user will see the message 'Enter the email address associated with the Username and we will send you a temporary password. If you do not have your email address or if your email address does not match please contact your security administrator.'

Reset Password

Username:
Enter the email address associated with the Username and we will send you a temporary password.
If you do not have your email address or if your email address does not match please contact your security administrator.

Email Address

RESET PASSWORD   EXIT

If the Username is **invalid**, the user will see the message 'Username entered does not match our records.'

Click cancel and try again.

Forgot Password

Username

OK   Cancel

Username entered does not match our records.

If the Username is **not active, or deactivated**, the user will see, 'Your Username is not currently active. Please contact your Security Administrator.' Click cancel and you may try again.
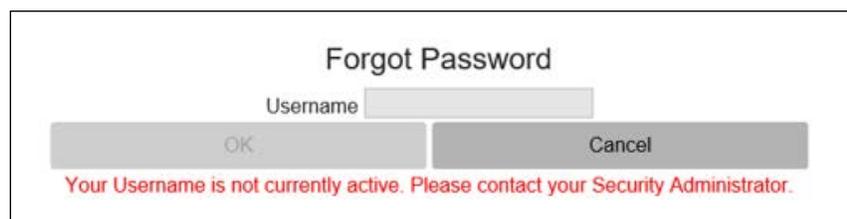
Forgot Password

Username

OK   Cancel

Your Username is not currently active. Please contact your Security Administrator.

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VI. Resetting the Password

Use Strong Passwords

Strong passwords are required to access CYBER. A strong password will have at least 8 characters including at least three of these four types of characters:

1. uppercase letter (A B C)
2. lowercase letter (d e f)
3. numeric character (numeric: 2 4 9)
4. non-alphanumeric character (non-alphanumeric: # $ % & - _)

Examples of poor choices for passwords:

- Dates, date of birth
- Children's/pet's names
- Proper nouns/names

The system will remember and not permit reuse of your **last four passwords**.

The Temporary Password

The temporary random password will appear in your email:

The temporary password can be copied from the email message and pasted or typed into the CYBER login screen. Once the user logs in successfully with the temporary password, they will be asked to select a new password. The temporary password cannot be used again once the password is reset.

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A message will appear when the password has been changed successfully.

Note: If your browser saves your password and you reset the password, you may need to change the saved password.

Reminder Notification

CYBER will keep track of the last password change and will display a **reminder notification** when the password needs to be changed, 5 days prior to the 90-day limit. New passwords must be at least 8 characters long, with at least 3 out of the 4 following character types: upper case letters, lower case letters, numbers and/or special characters. The system will remember and not permit reuse of users' last four passwords.
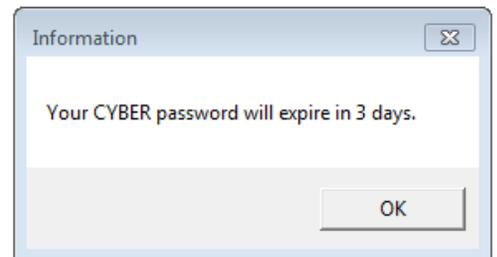
The reminder notification will occur when the user logs into CYBER.

90 and 180 Day Rules for User Lockout/Deactivation

You may lock or deactivate your own username if you do not log into CYBER regularly.

If you do not log into CYBER for 90 consecutive days, your username will be automatically **locked** and you will be forced to reset your password to log back in. When you attempt to log in after 90 days, you will receive the message, 'Your account has been locked because you have not logged into CYBER in the past 90 days. Please click OK to reset your password.' You can click the Self-Service 'Forgot Password?' link from the CYBER login page to access the Reset Password feature. (Refer to Reset Password Screen)

If you do not log into CYBER for 180 consecutive days, your username will be automatically **deactivated**. When you attempt to log in after 180 days, you will receive the message, 'Your Username is not currently active. Please contact your security administrator.' You should contact your agency's Security Administrator(s) to reactivate your account. The Service Desk will not be permitted to reactivate your account and will refer you to your security administrator.

When to Call for Assistance

If you have closed your browser windows and then attempted to reset your Username and Password and have been unsuccessful, **always contact your Security Administrator for assistance *first***. The Service Desk will only assist providers

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with password resets or lockouts for the following user types: Mobile Response (MRSS), Security Administrators for Intensive in-Community (IIC), and Department of Children and Families (DCF) staff, when needed.

If other provider types call Service Desk, technicians will refer the caller to their Security Administrator for further assistance. If they do not know whom their Security Administrator is, the Service Desk Technician can look up the Security Administrator in CYBER along with the associated contact information.

VII. References

PerformCare Website www.performcarenj.org

CYBER > Access requirements: http://www.performcarenj.org/cyber/access-requirements.aspx

- Additional browser compatibility information titled 'Internet Browsers with CYBER'
  http://www.performcarenj.org/pdf/cyber/internet-browser-cyber.pdf
    - Document listing the configuration of appropriate browsers for use with CYBER

For **Lockouts or Password Reset Assistance**
Contact your Security Administrator

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624