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Quick Reference Guide for CYBER Security Administrators

The purpose of this guide is to provide a quick reference for the basic actions that 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.

Accessing CYBER Security Administration	1. Log into CYBER 2. Click **System Functions** button (left column) 3. Click **Manage Access** button (left column)
Searching for existing IDs	1. Leave status as ALL *(The system default is sent to Active)* 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.

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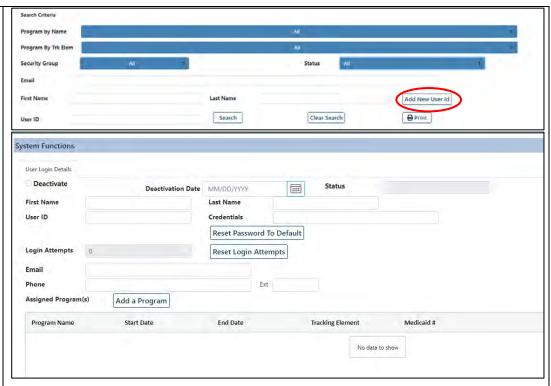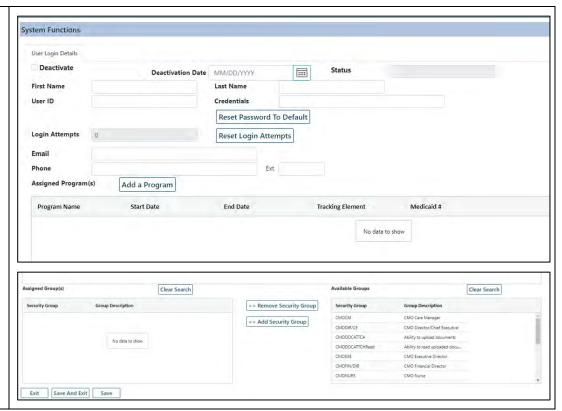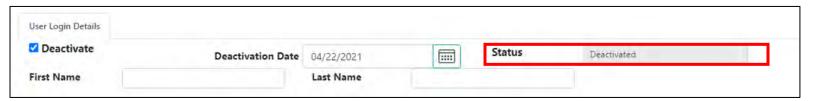| Creating a New User	1. Click **Add New User ID**
	2. Complete name, and create User ID
All users are <u>required</u> to have an active email and phone number entered in CYBER as contact information.	(Format is first initial last name – ex. Bob Smith = bsmith. Add numbers at the end if the name is common)
	Enter **Email** and **Phone**
If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.	3. Click **Add a Program**
	4. Click **Select a Program**
	5. Add the Start Date only
	6. Click Save and Exit (in Add Program)
	7. Select from **Available Groups** (see Security Group Definitions)
	8. Click **Add Security Group button** in center
	Add Security Groups:
	• At least one Organizational **Title**
	• One **Level**
	• One Hierarchy **Plan Level**
	• Other security groups as needed (see Security Group Definitions)
	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.

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| 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. | |

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

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 automatically populate in the **Deactivation Date** box. It can be set to a date in the future, but not backdated. 4. Note Status is **Deactivated** 5. Click **Save and Exit.**	

Deactivating a User ID/ Username in the future	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.	
	Note: When deactivating users, also end date the Provider Tab for any youth assigned to the deactivated user.	
Reactivating a User ID/Username *Adding the active program is for users who are returning from leave.*	1. Search for and open the User ID/Username 2. Click to uncheck the **Deactivate checkbox**, the Deactivation Date and status will be removed. If former program(s) have end date: 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.**	

Password Reset Functionality	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.** 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 *Launch CYBER* to refresh their browser.	
All users are <u>required</u> to have an active email and phone number entered into CYBER as contact information. If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.		
Example of message when the user has no email. *All users are <u>required</u> to have an active email and phone number entered into CYBER as contact information.*	If there is no email address and the user clicks on the "Reset Password to Default" a popup will generate a **unique** password for that user.	

Printing	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 must be exported to print formats using the Export icon. 4. To return to the search criteria screen, click **Close Report**.	
Accessing Reports	1. Log into CYBER 2. Click Reporting button in the left column. 3. Select the Program in the **Program** dropdown menu. 4. Select the Report from the **Report** dropdown menu. 5. Click **View Report** and the report will be displayed. You may export or print the report. 6. Report **NJ1371_ManageAccess** is only available to Security Administrators with Level 3 for managing your active users.	

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Troubleshooting	**Q: I sent the reset password, but the user never got the email.**
	A: Confirm the user's email address and 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.
	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.
	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.
	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.
How to reach PerformCare for Customer Service	**Customer Service Request Form**: www.performcarenj.org/ServiceDesk/ Phone: 1-877-652-7624
References	**PerformCare Website Security Section**: https://www.performcarenj.org/provider/training.aspx#security
	• Password Reset for All Providers - http://www.performcarenj.org/pdf/provider/training/security/instructional-guide-password-reset-all-providers.pdf o 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 o Guide for Security Administrators to understand how to address user issues with login to CYBER

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624