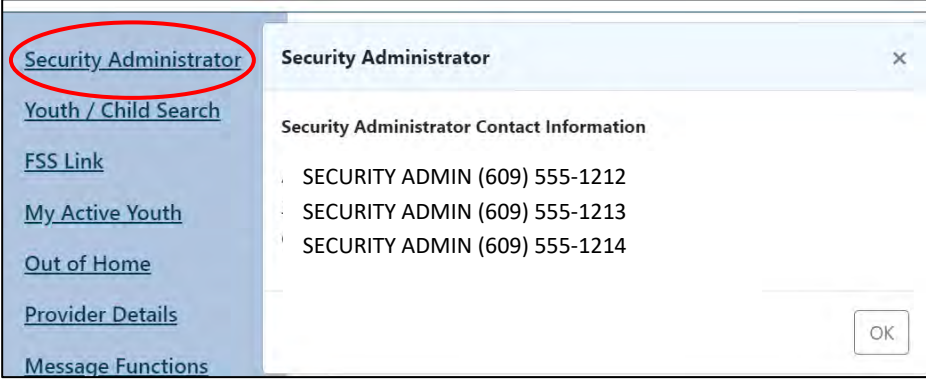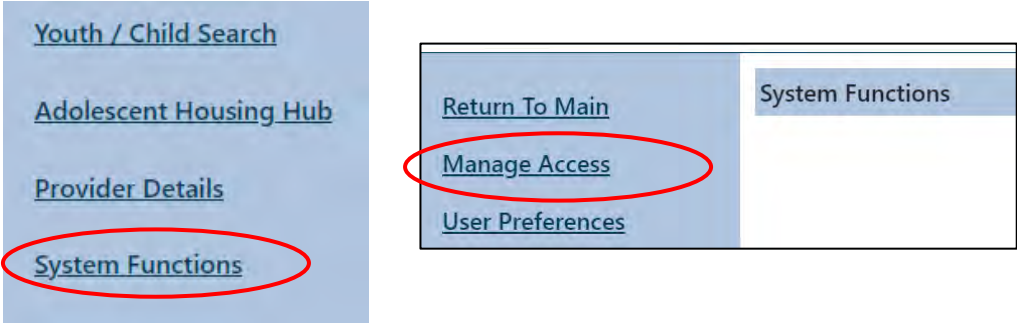# PerformCare®

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.

Security Administrator link	All Security Administrators names and contact information will be displayed on the **Security Administrator** link on the Welcome Page.	
Manage Access opens System Functions	For Security Administrators, **Manage Access** is the screen where System Functions for users can be performed. 1. Log into CYBER 2. Click **System Functions** link (left column) 3. Click **Manage Access** link (left column)	

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Searching for existing IDs	1. (User) Status will default to **Active** 2. To do a partial entry search, enter a few letters of first and/or last name 3. Click **Search** Results are displayed below. Double-click to open a record.	

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Creating a New User *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an active email and phone number entered into CYBER as contact information.* **If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.** Service Desk can only provide System Administrator functionality adding AHHADM. To request changes to System administrators, use link in References.	1. Click **Add New User ID** 2. Enter name, and User ID Enter User **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 <u>Add Security Groups:</u> 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.	

| 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. | |

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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.

User Login Details

☐ **Deactivate**
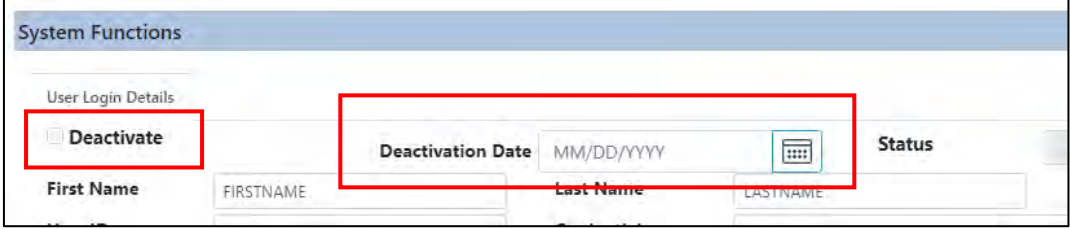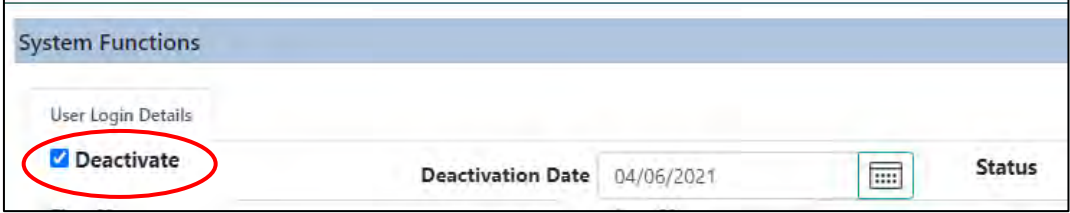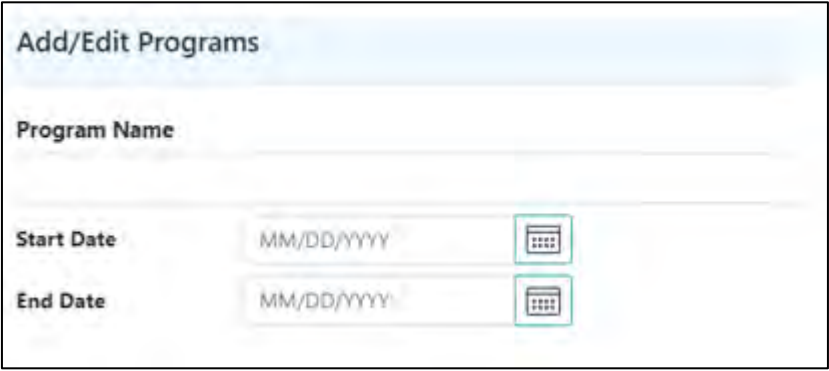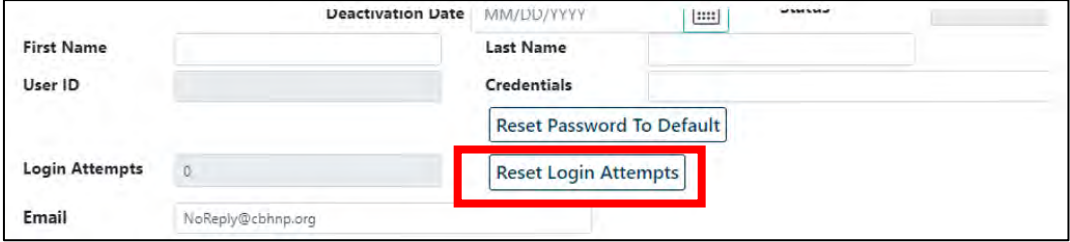
Deactivation Date [MM/DD/YYYY] 📅   **Status**   [Deactivated]
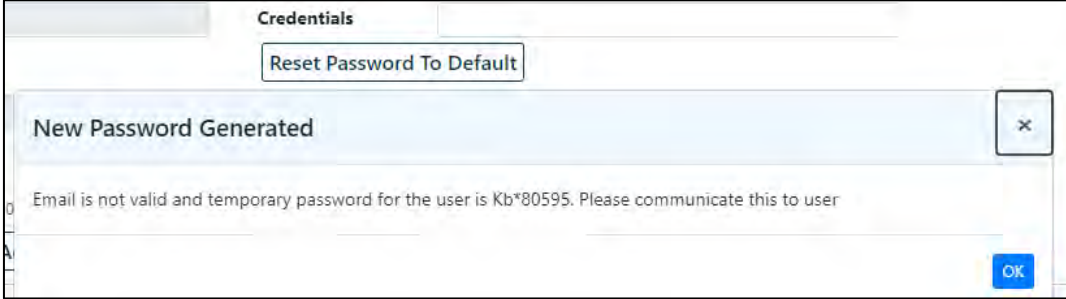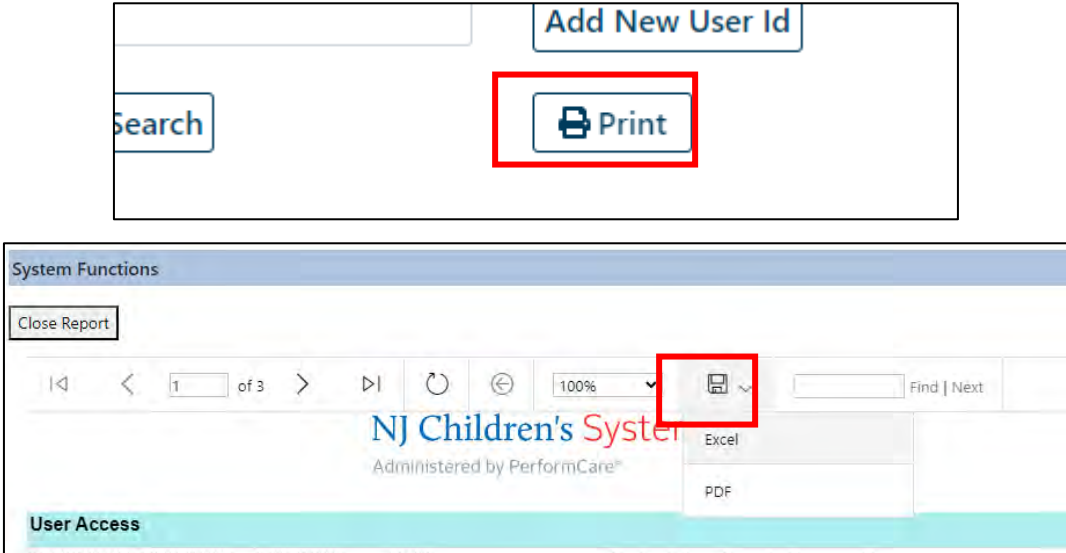
Below is a table of the Status, the description of the activity that generated the status and action steps that are recommended.

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 System 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 System Administrator may assist in password reset
Deactivated	System Administrator has deactivated the account	User is deactivated – Only System 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 System 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 System 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 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 an 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.**	Add/Edit Programs Program Name Start Date MM/DD/YYYY End Date MM/DD/YYYY
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.	Deactivation Date MM/DD/YYYY First Name Last Name User ID Credentials Reset Password To Default Login Attempts 0 Reset Login Attempts Email NoReply@cbhnp.org
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 required to have an active email and phone number entered into CYBER as contact information.*	If a user does **NOT have an email address** in CYBER, when the System Administrator clicks Reset Password, **this message will be displayed.** The System Administrator should communicate the random password to the user. ***All users are required to have an active email and phone number entered into CYBER as contact information.***	**Credentials** Reset Password To Default **New Password Generated** ✕ Email is not valid and temporary password for the user is Kb*80595. Please communicate this to user OK
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. To return to the search criteria screen, click **Close Report**.	Add New User Id Search 🖶 Print System Functions Close Report ⏮ ⟨ 1 of 3 ⟩ ⏭ ↻ ⟲ 100% 💾 Find | Next NJ Children's System Administered by PerformCare® Excel PDF User Access

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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. Report **NJ1371_ManageAccess** is only available to Security Administrators with Level 3 for managing your active users.	

Troubleshooting	**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. **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 System Admin and I am locked out.** A: Follow instructional guide to reset your own Login password, or contact your back up System 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 Training: https://www.performcarenj.org/provider/training.aspx

- 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 System Administrator Instructional Guide –
  http://www.performcarenj.org/pdf/provider/training/security/role-based-security-system-admin.pdf
    - o Guide for System Administrators to understand how to address user issues with login to CYBER
- System 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