



Instructional Guide for CYBER Passphrase/Password Reset Functionality

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I. Introduction

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

The Self-Service functionality allows a user who has difficulty logging in, to reset their passphrase without having to contact their agency Security Administrator if 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.

In January 2025, PerformCare switched from a Password-to-Passphrase functionality

The current passwords in CYBER, the Family Portal and Provider Portal were upgraded to comply with the security standards of a 20-character passphrase and creates a completely unique systems generated passphrase for temporary passphrases.

Although we are shifting from using a password to a passphrase, the label “password” will still be displayed.

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 passphrase

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

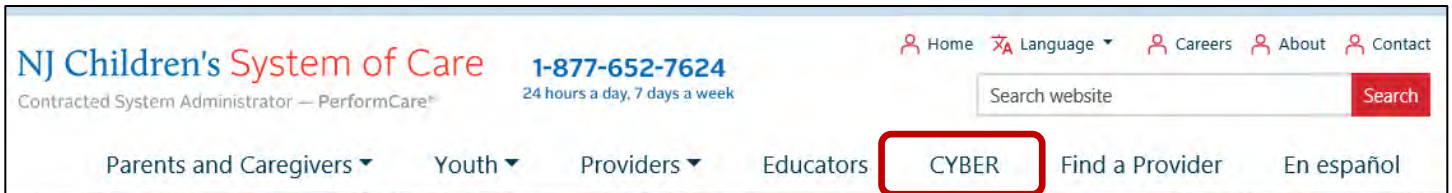
Passphrase- A passphrase is a sequence of words or other text that a claimant uses to authenticate their identity and is traditionally longer than a password.

Practice good security!

- Never share Usernames and Passphrases with anyone.
- Never write down passphrases or store them on or around your computer or workstation.
- Use strong passphrases (see [Use Strong Passphrases](#))!
- Check with your Security Administrator first if you find your passphrase is being changed and you are not changing/resetting it.

II. Accessing CYBER

CYBER can be accessed via the PerformCare website – www.performcarenj.org. The link is available under the CYBER menu at the top of the home page or the link at the bottom of the page. Users must log into CYBER with their Username and Passphrase.



Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary passphrase. Access will be based upon login type and security levels.

Before logging in, keep in mind...

- Every time CYBER is launched, the **Username and Passphrase is required, then click the LOGIN link to continue.**

Above the login area is a statement that, CYBER users acknowledge their responsibility to protect the privacy of and to guard against the inappropriate use or disclosure the Protected Health Information (PHI) contained within the system.

This statement will appear during each log in.

Please also check the link: [CYBER Access Requirements](#) page on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) needed to access CYBER.

At the bottom of the login page is the version of CYBER. The server number is the last 2 digits at the end (-XX). This is helpful to note when requesting assistance.

A screenshot of the CYBER LOGIN page. The page has a blue background. At the top, it says 'CYBER LOGIN'. Below this, there is a statement about PHI and a link to the HIPAA website. Further down, there is a paragraph about the confidentiality of the information. At the bottom, there is a login form with fields for 'Username' and 'Password', a 'LOGIN' button, and links for 'Customer Service Request Form' and 'Forgot Password?'. The 'LOGIN' button is highlighted with a red box. At the very bottom of the page, there is a copyright notice: '©2023 – CyberAng 2.0.0.0-07' which is also highlighted with a red box.

For technical support, please use the [Customer Service Request Form](#) link under the login.

III. Passphrase Requirements

Passphrases are required to access CYBER. A strong passphrase must be a minimum of 20 characters. Although not required, including different types of characters can increase passphrase security:

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

Password may only incorporate special characters from the following set: \$ @ # ! () { } [] ^ & %.

Other special characters like \, /, + are not permitted.

Note: The system remembers prior passwords. The five previous passwords cannot be reused.

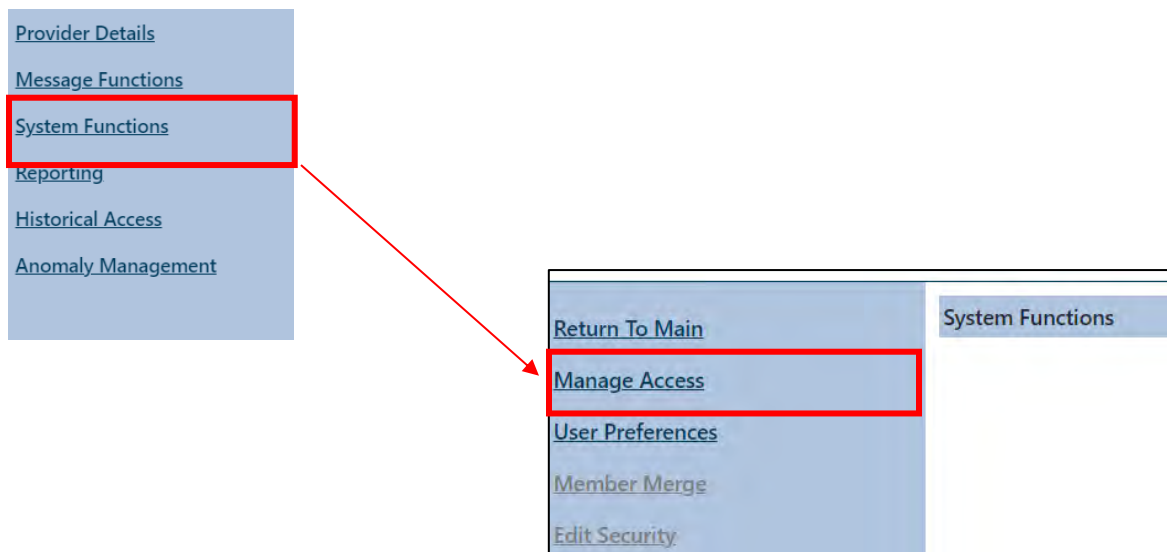
All CYBER Users can manage their password within CYBER.

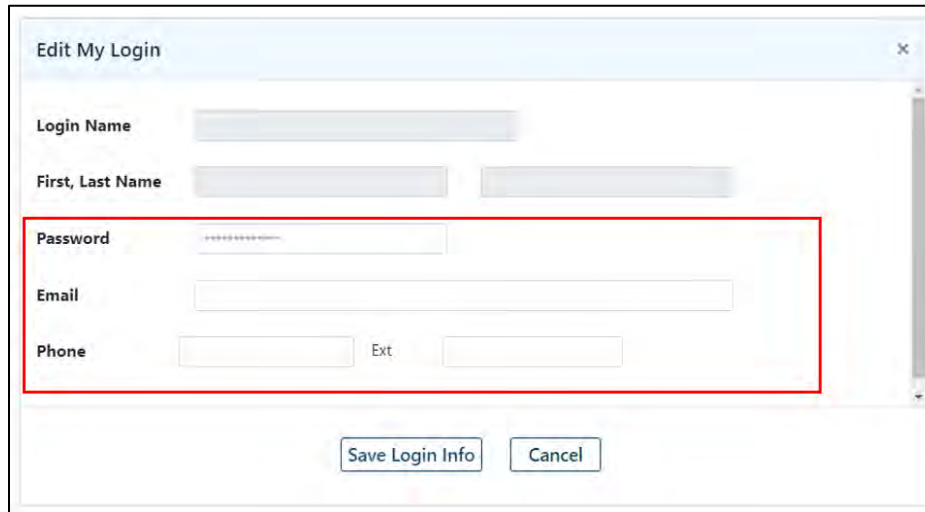
IV. Editing the User Profile

The CYBER Username is managed as a part of the user profile, accessed using the **System Functions** link on the left-side of the Welcome Page.

Users can edit only three fields in their CYBER user profile: Passphrase, Email and Phone.

To access the user profile, click on the System Functions and then **Manage Access** link on the left side of the screen. This will bring up the user's profile information.





The screenshot shows a web form titled "Edit My Login". It contains the following fields: "Login Name", "First, Last Name" (split into two boxes), "Password" (with a masked input), "Email", and "Phone" (with an "Ext." field). A red rectangular box highlights the "Password", "Email", and "Phone" fields. At the bottom of the form are two buttons: "Save Login Info" and "Cancel".

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. The CYBER 2.0.0.0 update allowed users to also enter their phone number and extension along with their email.

When a valid email address is entered in the Email field and the user attempts to reset the passphrase, the system will send a temporary passphrase to the email address, allowing the user to access the CYBER passphrase reset screen and change their own passphrase without assistance.

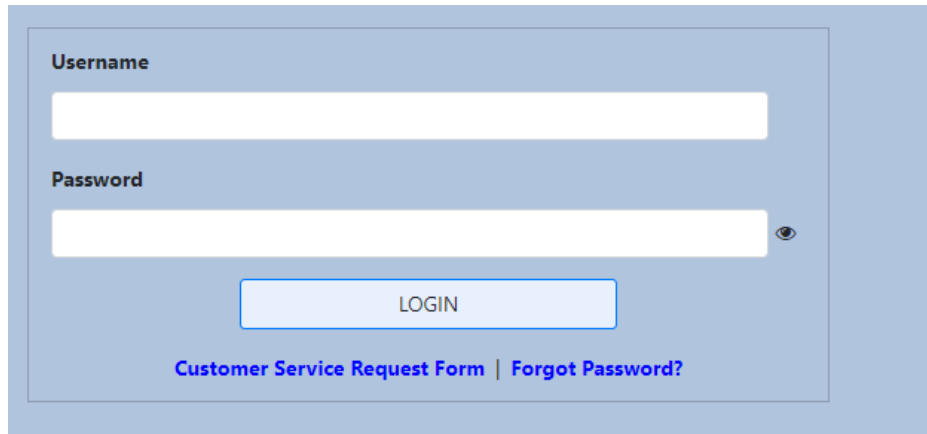
Note: A valid email address contains the correct email address including the '@' symbol and no extra spaces at the start, or end of the email address.

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

Important: PerformCare uses emails to communicate important messages. Messages can include CYBER updates, reporting issues, Children's System of Care (CSOC) announcements, etc. Recipient emails are pulled from a report generated directly from the information provided in CYBER. **If your email in CYBER is incorrect, outdated, or missing, you will not receive essential communications.**

V. 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 **Passphrase matches the passphrase in the user's profile**.

A screenshot of the PerformCARE login interface. It features a light blue background with a white login box. Inside the box, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a small eye icon for toggling password visibility. A blue 'LOGIN' button is centered below the input fields. At the bottom of the login box, there are two links: 'Customer Service Request Form' and 'Forgot Password?'.

Username

Password

LOGIN

[Customer Service Request Form](#) | [Forgot Password?](#)

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.

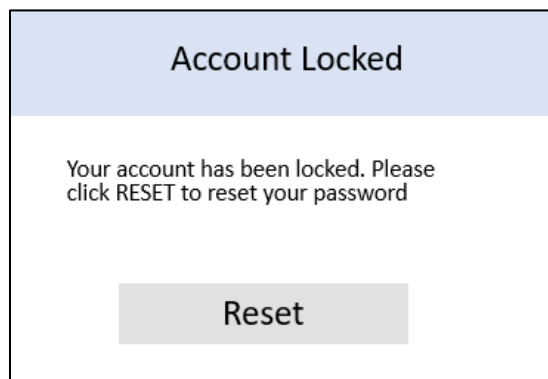
Valid Username and Incorrect Passphrase

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 Passphrase** users will receive the message, 'The Username or the Passphrase combination entered does not match our records. Please check and try again.'

***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 passphrase reset option).*

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

A screenshot of a message box titled 'Account Locked'. The message text reads: 'Your account has been locked. Please click RESET to reset your password'. Below the text is a grey button labeled 'Reset'.

Account Locked

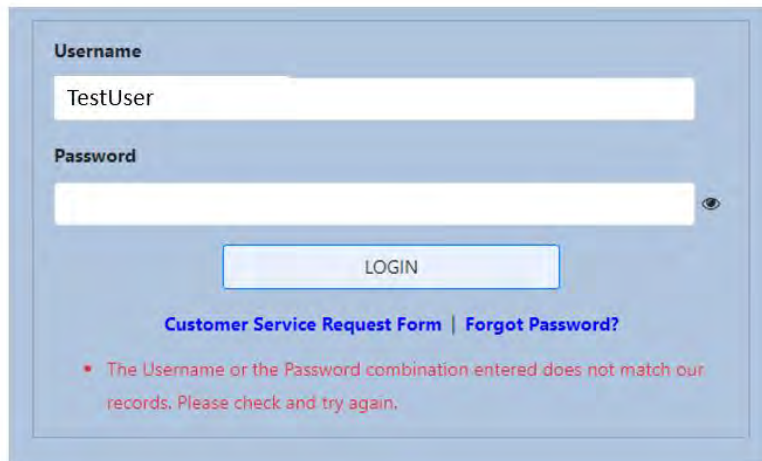
Your account has been locked. Please click RESET to reset your password

Reset

The Reset Passphrase Screen shown on the next page will appear once the user has entered their passphrase incorrectly 5 times in a row to allow the passphrase 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 Passphrase combination entered does not match our records. Please check and try again.’

A screenshot of the PerformCARE login interface. It features a light blue background with a white border. At the top, the text 'Username' is followed by a white input field containing 'TestUser'. Below this, the text 'Password' is followed by a white input field with a small eye icon to its right. A blue 'LOGIN' button is centered below the password field. Under the button, there are two links: 'Customer Service Request Form' and 'Forgot Password?'. At the bottom, a red error message reads: '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:

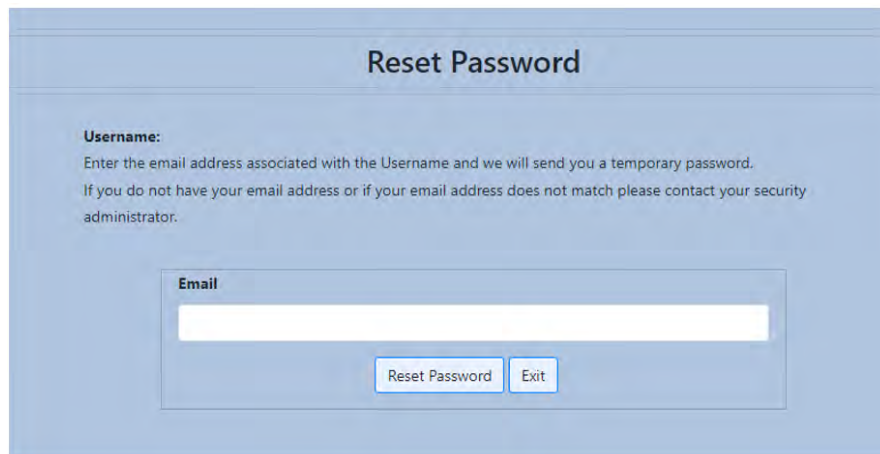
You have attempted to login too many times. Please close your browser and try again. If you are still unable to login, please contact your Security Administrator.

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

Reset Passphrase Screen

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

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



The image shows a 'Reset Password' screen with a light blue background. At the top, the title 'Reset Password' is centered. Below it, the section 'Username:' is followed by instructions: '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.' Below this text is a white rectangular input field labeled 'Email'. At the bottom of the form are two buttons: 'Reset Password' and 'Exit'.

Reset Passphrase Screen

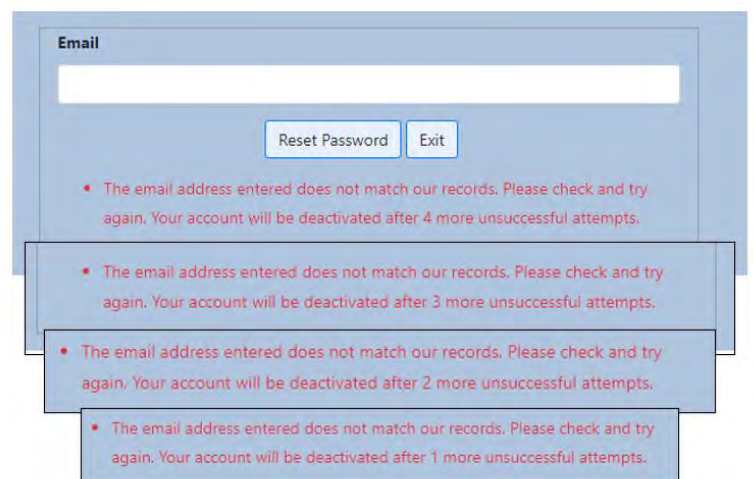
Note: Some users have more than one CYBER Username. Users may associate the same email address to any CYBER Username assigned to them.

After entering the email, the user may click the 'RESET PASSPHRASE' 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 passphrase. 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 passphrase 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.'

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.

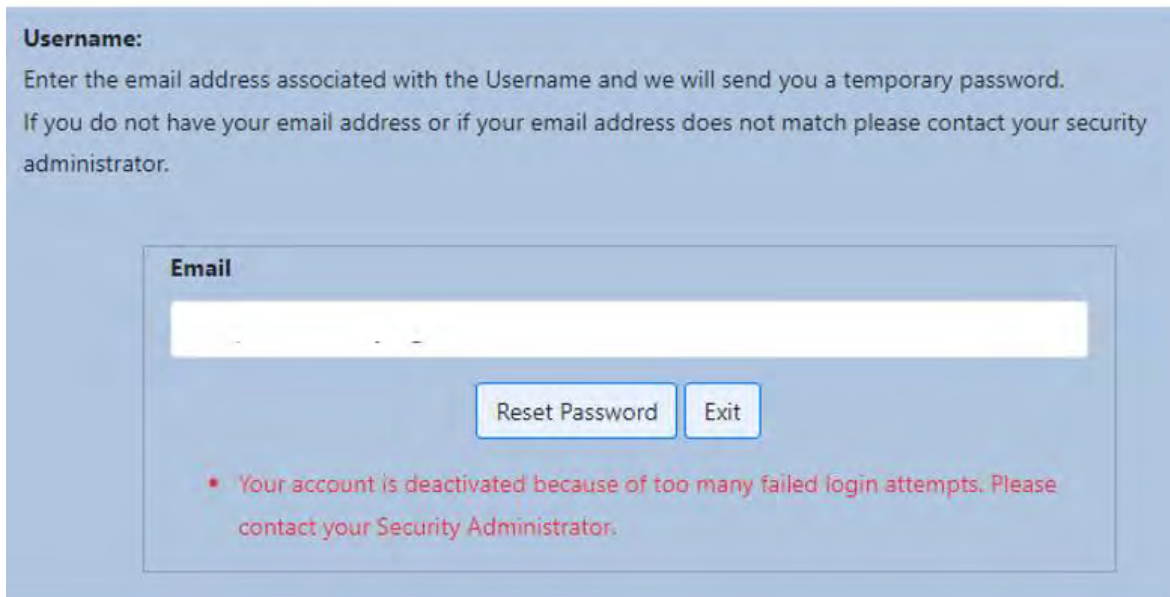


The image shows a sequence of four overlapping warning messages. Each message is a light blue box with a red bullet point and text. The text in each message is: 'The email address entered does not match our records. Please check and try again. Your account will be deactivated after 4 more unsuccessful attempts.' The number of attempts decreases from 4 to 1 across the four messages. The messages are stacked vertically, with the top message partially obscured by the one below it.

Deactivation warning

PerformCARE®

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:



The screenshot shows a web interface with a light blue background. At the top, it says "Username:" followed by instructions: "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." Below this is a white text input field labeled "Email". Under the input field are two buttons: "Reset Password" and "Exit". At the bottom, a red error message is displayed: "Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator."

Deactivation message

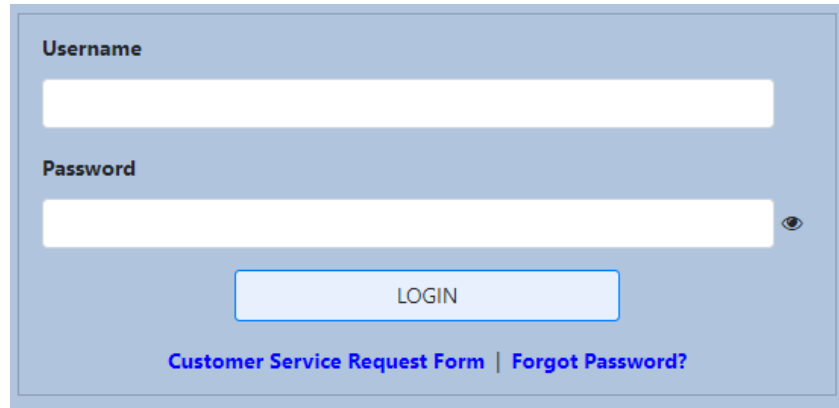
Once this message appears, the user must contact their Security Administrator to access CYBER. The Service Desk cannot assist the user in this case.

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

- 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

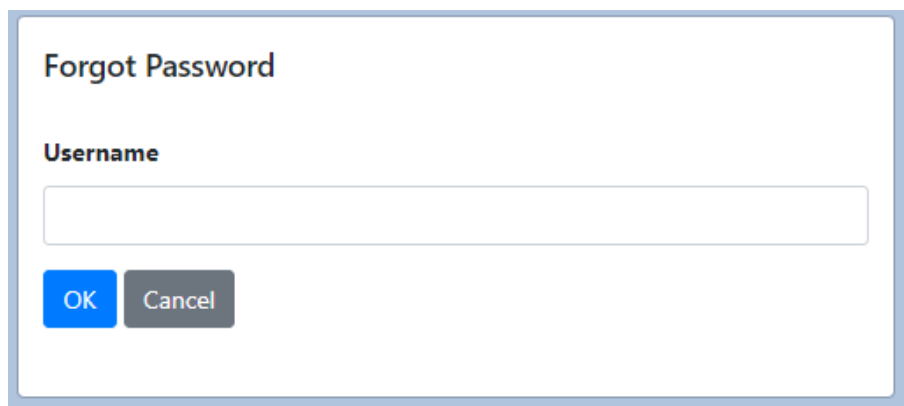
VI. Self-Service Forgot Passphrase Feature

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



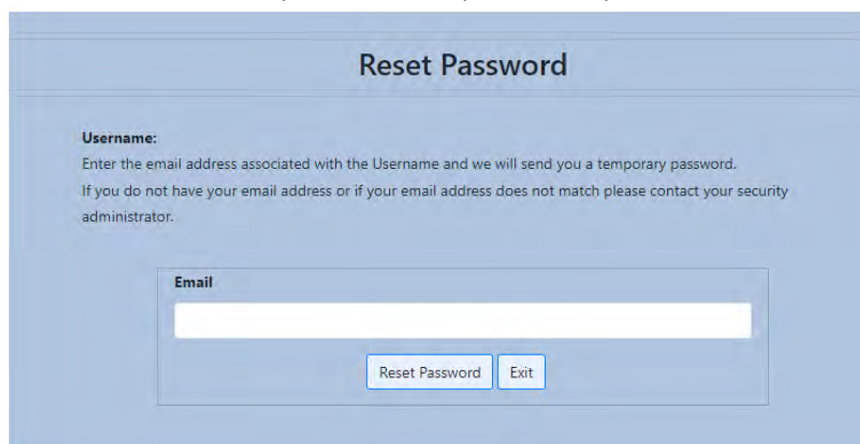
The login form is a light blue rectangular box. It contains two white input fields: the top one is labeled 'Username' and the bottom one is labeled 'Password'. To the right of the Password field is a small eye icon. Below the fields is a light blue button labeled 'LOGIN'. At the bottom of the form, there are two links: 'Customer Service Request Form' and 'Forgot Password?' separated by a vertical bar.

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



The 'Forgot Password' dialog box is a light blue rectangular box. It has a title 'Forgot Password' at the top. Below the title is a label 'Username' followed by a white input field. At the bottom left are two buttons: a blue 'OK' button and a grey 'Cancel' button.

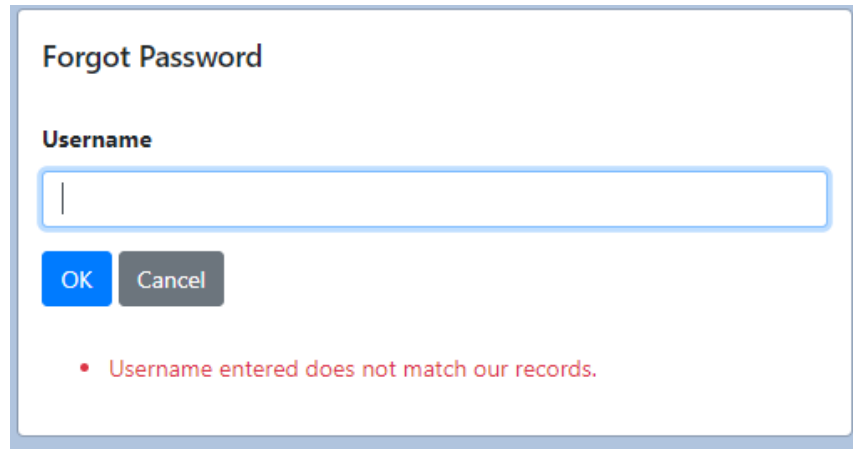
If the Username is **valid and active**, the user will see the message 'Enter the email address associated with the Username and we will send you a temporary passphrase. If you do not have your email address or if your email address does not match, please contact your security administrator.'



The 'Reset Password' form is a light blue rectangular box. It has a title 'Reset Password' at the top. Below the title is a label 'Username:' followed by two lines of text: 'Enter the email address associated with the Username and we will send you a temporary passphrase.' and 'If you do not have your email address or if your email address does not match please contact your security administrator.' Below the text is a white input field labeled 'Email'. At the bottom right are two buttons: a light blue 'Reset Password' button and a light blue 'Exit' button.

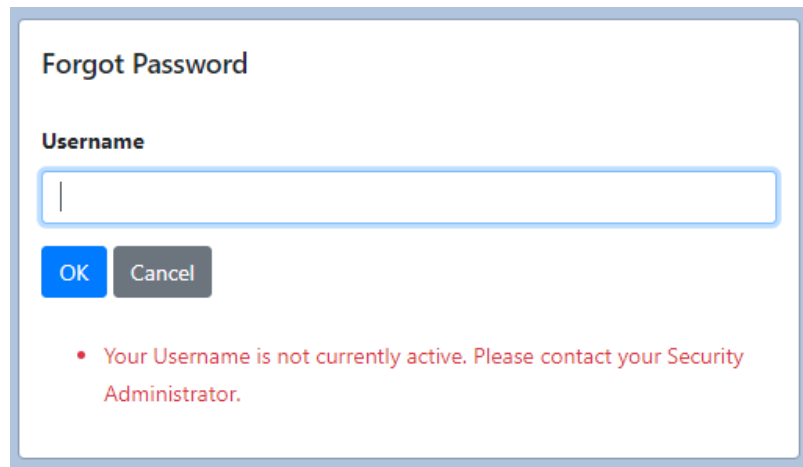
If the Username is **invalid**, the user will see the message 'Username entered does not match our records.'

Click cancel and try again.



The screenshot shows a 'Forgot Password' dialog box. It has a title bar, a 'Username' label, and a text input field. Below the input field are 'OK' and 'Cancel' buttons. A red error message is displayed at the bottom: '• 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.



The screenshot shows a 'Forgot Password' dialog box. It has a title bar, a 'Username' label, and a text input field. Below the input field are 'OK' and 'Cancel' buttons. A red error message is displayed at the bottom: '• Your Username is not currently active. Please contact your Security Administrator.'

VII. Resetting the Passphrase

Use Strong Passphrases

Strong passphrases are required to access CYBER. A strong passphrase must be a minimum of 20 characters. Although not required, including different types of characters can increase passphrase security:

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

Password may only incorporate special characters from the following set: \$ @ # ! () { } [] ^ & %.

Other special characters like \ , / , + are not permitted.

Examples of poor choices for passphrases:

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

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

Passwords are case sensitive.

New Password

Retype New Password

• Invalid Password. Already used. Please try another...

The Temporary Passphrase

The temporary random passphrase will appear in your email:

Sample Email

CYBER Password Changed



PCNJ - Cyber NoReply

To -

Your new temporary password is:

f}7C0nJ{!S4k3wB{\$R2oL

The next time you login to CYBER you will be prompted to change this password. If you do not know your Username please contact the security administrator of your agency.

The temporary passphrase 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 passphrase, they will be asked to select a new passphrase. The temporary passphrase cannot be used again once the passphrase is reset.

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

Reset/Change My Password

Enter the Password and click Reset Password to Continue.

Your password:

- Must be at least 20 characters in length.
- The 5 previous passwords cannot be used.
- Using spaces is not recommended.
- May contain UPPER CASE characters.
- May contain lower case characters.
- May contain numbers.
- May contain these characters \$ @ # ! () { } [] ^ & %

And

Must match the Confirm password field.

Password

Confirm password

Reset Password

Exit

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

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 passphrase 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 Passphrase feature. (Refer to [Reset Passphrase 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 Passphrase and have been unsuccessful, **always contact your Security Administrator for assistance first**. The Service Desk will only assist providers with passphrase 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 of 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.

VIII. References

PerformCare Website www.performcarenj.org

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

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

PerformCare Customer Service
www.performcarenj.org/ServiceDesk

1-877-652-7624