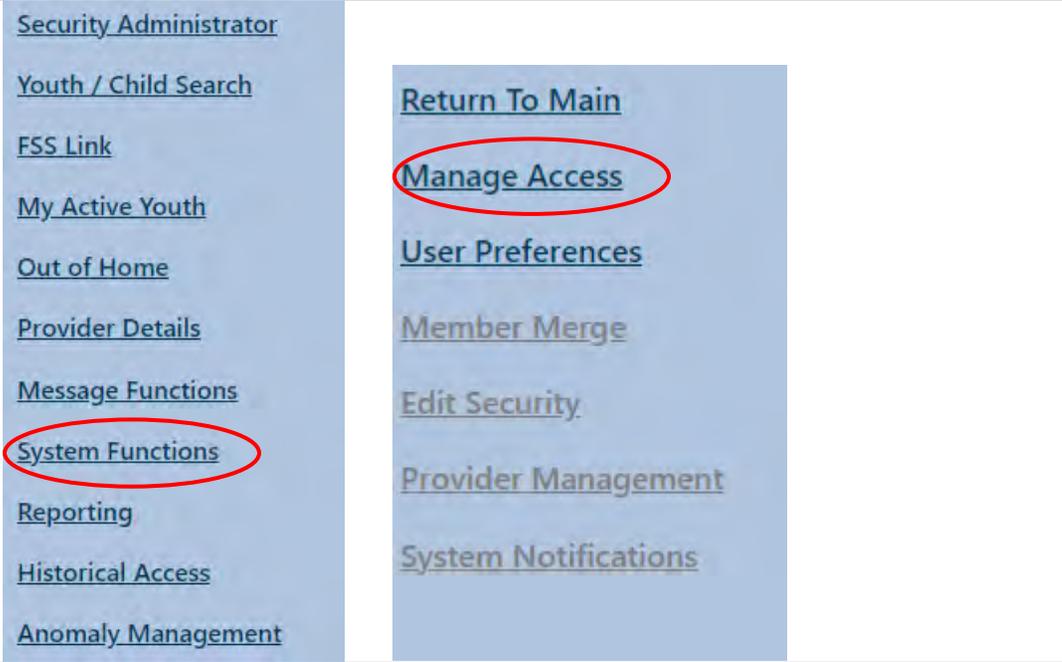
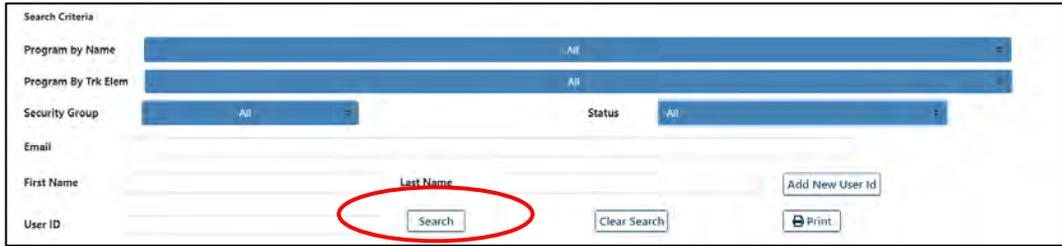


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Quick Reference Guide for CYBER Security Administrators

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	<ol style="list-style-type: none">1. Log into CYBER2. Click System Functions button (left column)3. Click Manage Access button (left column)	 <p>The screenshot shows a navigation menu with two columns of links. The left column includes: Security Administrator, Youth / Child Search, FSS Link, My Active Youth, Out of Home, Provider Details, Message Functions, System Functions (circled in red), Reporting, Historical Access, and Anomaly Management. The right column includes: Return To Main, Manage Access (circled in red), User Preferences, Member Merge, Edit Security, Provider Management, and System Notifications.</p>
Searching for existing IDs	<ol style="list-style-type: none">1. Leave status as ALL <i>(The system default is sent to Active)</i>2. To do a partial entry search, enter 3 letters of first and/or last names3. Click Search Results are displayed below. Double-click to open a record.	 <p>The screenshot shows a search criteria form with the following fields: Program by Name (dropdown menu), Program By Trk Elem (dropdown menu), Security Group (dropdown menu), Status (dropdown menu), Email (text input), First Name (text input), Last Name (text input), and User ID (text input). There are buttons for 'Add New User Id', 'Search' (circled in red), 'Clear Search', and 'Print'.</p>

Creating a New User

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

If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.

1. Click **Add New User ID**
2. Complete name, and create User ID
(Format is first initial last name – ex. Bob Smith = bsmith. Add numbers at the end if the name is common)

Enter **Email and Phone**

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.

Search Criteria

Program by Name: All

Program By Trk Elem: All

Security Group: All

Status: All

Email:

First Name: Last Name: Add New User Id

User ID: Search Clear Search Print

System Functions

User Login Details

Deactivate

Deactivation Date: MM/DD/YYYY

Status:

First Name: Last Name:

User ID: Credentials:

Reset Password To Default

Reset Login Attempts

Login Attempts: 0

Email: Phone: Ext:

Assigned Program(s): Add a Program

Program Name	Start Date	End Date	Tracking Element	Medicaid #
No data to show				

Assigned Group(s): Clear Search

Security Group: Group Description

No data to show

>> Remove Security Group

<< Add Security Group

Available Groups: Clear Search

Security Group	Group Description
CMOCM	CMD Care Manager
CMODIR/ICE	CMD Director/Chief Executive
CMODOCATCH	Ability to upload documents
CMODOCATCHRead	Ability to read uploaded docu...
CMCEXE	CMD Executive Director
CMDFIN/DIR	CMD Financial Director
CMONURS	CMD Nurse

Exit Save And Exit Save

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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.

System Functions

User Login Details

Deactivate Deactivation Date: MM/DD/YYYY Status: [Dropdown]

First Name: [Text Box] Last Name: [Text Box]

User ID: [Text Box] Credentials: [Text Box]

Reset Password To Default [Button]

Login Attempts: [Dropdown] Reset Login Attempts [Button]

Email: [Text Box]

Phone: [Text Box] Ext: [Text Box]

Assigned Program(s) [Add a Program Button]

Program Name	Start Date	End Date	Tracking Element	Medicaid #
No data to show				

Assigned Group(s) [Clear Search]

Security Group	Group Description
No data to show	

>> Remove Security Group [Button] << Add Security Group [Button]

Available Groups [Clear Search]

Security Group	Group Description
CMOCM	CMO Care Manager
CMODIR/CE	CMO Director/Chief Executive
CMODOCATCH	Ability to upload documents
CMODOCATCHRead	Ability to read uploaded docu...
CMCEXE	CMO Executive Director
CMDFIN/DIR	CMO Financial Director
CMONURS	CMO Nurse

Exit [Button] Save And Exit [Button] Save [Button]

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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 status.

The screenshot shows the 'User Login Details' form. The 'Deactivate' checkbox is checked. The 'Deactivation Date' is set to 04/22/2021. The 'Status' field is highlighted with a red box and contains the text 'Deactivated'. Other fields include 'First Name' and 'Last Name'.

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

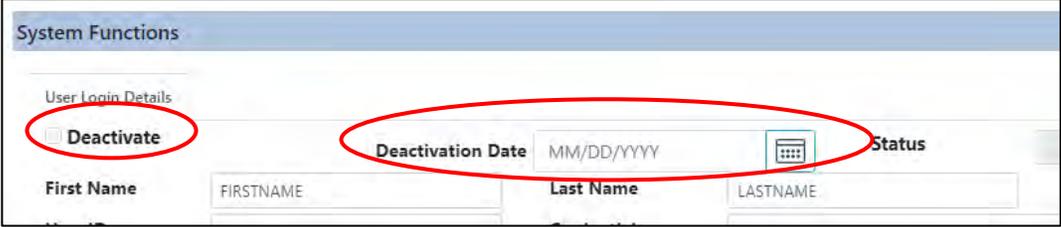
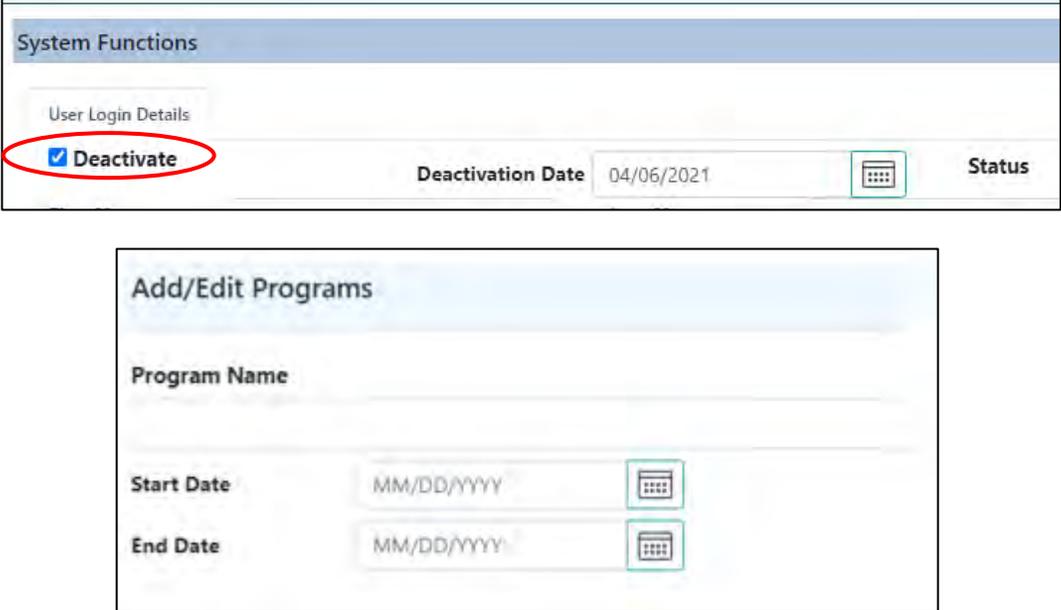
Status	Definition	Action
(Field is blank)	Username is active	None needed
Password reset retries exceeded	User has attempted to reset the password by entering the email incorrectly 5 times	User has deactivated their account – Only the Security Administrator may reactivate
Login attempts exceeded	User 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**.

The screenshot shows the 'System Functions' form. The 'Deactivate' checkbox is circled in red. The 'Deactivation Date' field is set to MM/DD/YYYY. The 'Status' field is visible. Other fields include 'First Name' (FIRSTNAME) and 'Last Name' (LASTNAME).

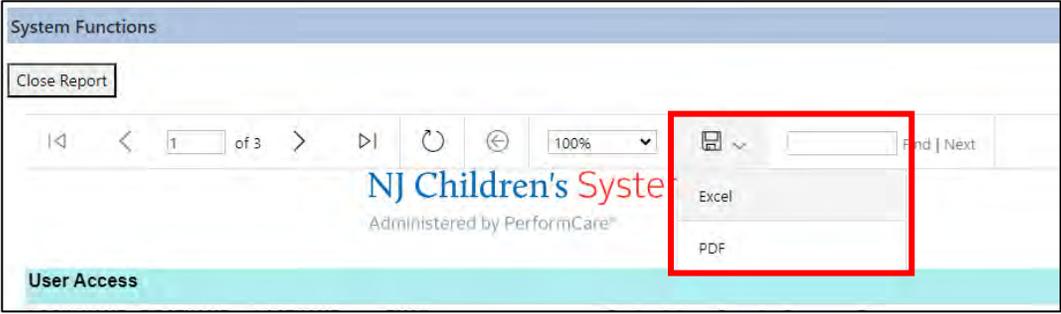
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<p>Deactivating a User ID/ Username in the future</p>	<ol style="list-style-type: none"> 1. Search for and open the User ID/Username 2. Enter a deactivation date in the future in the Deactivation Date box. Do not check the Deactivate checkbox. 3. Click 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><i>Note: When deactivating users, also end date the Provider Tab for any youth assigned to the deactivated user.</i></p>		
<p>Reactivating a 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. 	

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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. If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.</i></p>		
<p>Example of message when the user has no email.</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>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.</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 must be exported to print formats using the Export icon. 4. To return to the search criteria screen, click Close Report. 	 <p>The screenshot shows a search interface with a 'Search' button and an 'Add New User Id' button. A 'Print' button with a printer icon is highlighted with a red box.</p>  <p>The screenshot shows the 'System Functions' section with a 'Close Report' button. Below it is a navigation bar with page indicators (1 of 3) and a '100%' zoom level. A dropdown menu is open, showing 'Excel' and 'PDF' options, which are highlighted with a red box. The background features the 'NJ Children's System' logo and 'Administered by PerformCare®' text.</p>
<p>Accessing Reports</p>	<ol style="list-style-type: none"> 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. 	 <p>The screenshot shows the 'Reporting Functions' section with two dropdown menus: 'Program' and 'Report'. The 'Report' dropdown is set to 'Select a Report'. A 'View Report' button is visible on the right. Below the dropdowns are several report icons and a 'Reporting Service' section with explanatory text.</p>

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Troubleshooting	<p>Q: I sent the reset password, but the user never got the email.</p> <p>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.</p> <p>Q: I reset the password, but the user is still locked out.</p> <p>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.</p> <p>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.</p> <p>A: Deactivate the incorrectly spelled ID and create a new one.</p>
How to reach PerformCare for Customer Service	<p>Customer Service Request Form: www.performcarenj.org/ServiceDesk/</p> <p>Phone: 1-877-652-7624</p>
References	<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<ul style="list-style-type: none">○ 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