PerformCare®

Internet Browsers with CYBER

Updated 9/24/2020

CYBER is an internet-based application that enables multiple users in many locations to access electronic behavioral health records. The application's software is currently powered by Microsoft Silverlight and then accessed through a browser using a unique username and password for each user.

CYBER can be used effectively with <u>Internet Explorer 11 only</u>. Your browser must have the Transport Layer Security protocol version 1.2 (TLS 1.2) enabled. This is already a part of Internet Explorer 11.

CYBER may be used with Safari with limited functionality for some users. However, this software is <u>no longer supported</u>.

Planned enhancements will allow additional browsers such as Firefox and Chrome to work with CYBER in 2021. **PerformCare will notify providers when these enhancements are in place.**

Using INTERNET EXPLORER 11 with CYBER

Internet Explorer 11 is recommended for use with CYBER and Microsoft Windows based desktops, laptops and tablets with Windows OS (not phones). Silverlight and CYBER works optimally with Internet Explorer 11 on Windows 7, Windows 8.1 and Windows 10 operating systems.

How do I find out what version *operating system* I am using?

- **Windows 10** - Go to Start, enter **About your PC**, and then select **About your PC**. Look under **PC** for **Edition** to find out your version and edition of Windows.

- **Windows 8.1** - Swipe in from the right edge of the screen, tap **Settings**, and then tap **Change PC settings**. (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click **Settings**, and then click **Change PC settings**.). Next, tap or click **PC and devices**, and then tap or click **PC info**. Look under **Windows** for the version and edition.

- **Windows 7** - Click **Start** or the **Windows logo** right click **Computer** then click **Properties**. Look in **System**.

- You could also try Clicking **Start** or the **Windows logo** then if you have a 'Start Search' field type **winver** then Double-click **winver.exe** from the results. If you had a run box instead of search just click **Run** type **winver** click **OK**.

- **Windows XP and Windows Vista** are no longer supported by Microsoft. **We do not recommend using Windows XP or Vista.**

These browsers do NOT function with Silverlight and CYBER:

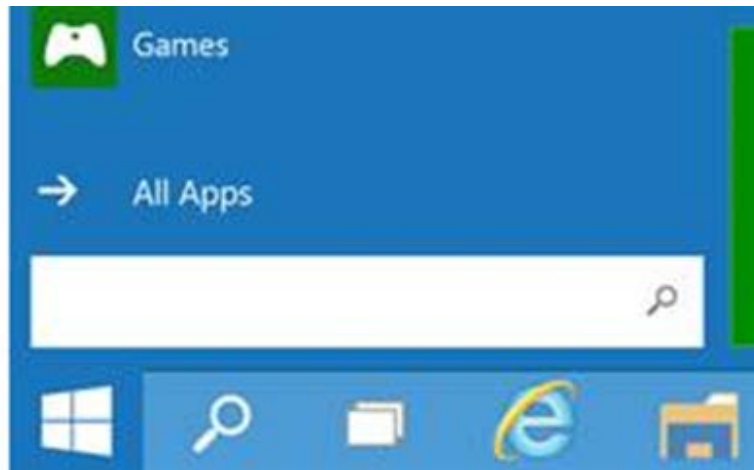| Microsoft EDGE		Google Chrome		Mozilla Firefox	

If you have any questions, please call the Service Desk at 1-877-652-7624.   #01636

How do I Download Silverlight (PC or MAC)?

If you have not done so already, follow this link https://www.microsoft.com/silverlight/ to **run** and then **install** Silverlight.

How do I create a shortcut for Internet Explorer 11 on my desktop?

If you are on Windows 10 or 8.1, when you try to log into CYBER you may be getting a message to download Silverlight, even though you may have downloaded the program already. The following steps will allow you to bypass that message:

- Left click on the window in the bottom left of your screen:

- Enter in the search bar 'ie', then the Internet Explorer icon should show as the light blue 'e' with the yellow halo around it.
- Right click on the Internet Explorer icon and choose 'Pin to Taskbar'.
- After doing this, you should have a functional IE icon on your taskbar.
- Click on the icon to open Internet Explorer and search for PerformCare NJ. The website is www.performcarenj.org/cyber/index.aspx, then click **Launch CYBER**.