CYBER Passphrase Reset Functionality

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High-Quality
Service and Support

Objectives

The objective of this training is to provide an overview of CYBER Passphrase Reset Functionality for all Providers. We will cover:

- Password to Passphrase Transition
- Passphrase Requirements
- Self Service Options
- Username Status
- Reset a Passphrase
- The Temporary Passphrase
- Login Scenarios and their Solutions
- Who to Call for Assistance
- Resources

Password to Passphrase

As part of our commitment to enhanced security, PerformCare has adopted a passphrase standard to replace the current password requirements. The current passwords in CYBER, the Family Portal, and the Provider Portal will be upgraded to comply with the security standards of a 20-character passphrase.

The use of passphrases includes the following benefits:

- Passphrases are much less likely to be compromised by cyber threat actors.

- Passphrases never expire.

- Passphrases do not have complexity requirements (i.e., passphrases may include dictionary words and do not need to contain special characters or mixed-case letters).

- Passphrases are more memorable than passwords.

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

Passphrase Requirements

Use a Strong Passphrase

Passphrases are required to access CYBER. A passphrase must be a minimum of 20 characters in length. Passphrase may contain the following, but they are not required:

- uppercase letter (A B C)

- lowercase letter (d e f)

- numeric character (numeric: 2 4 9)

- non-alphanumeric special characters from the following set: $ @ #! () {}[]^&%

  - Other special characters like (\, /, +) are not permitted

Passphrase must not be easily guessable

Poor passphrase example: **@SecurityIsReallyImportant!**

Good passphrase example: **3@pples&Or@nges#Ban@nas**
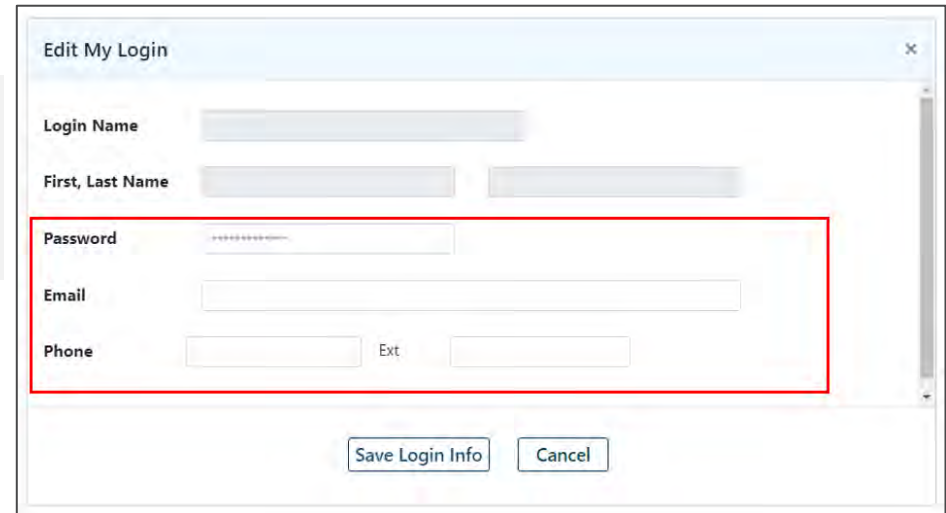
Note: The system remembers prior passphrases. The five previous passphrases cannot be reused.

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Additional guidance for passphrase requirements

- Your passphrase should not use sequential letters or numbers, repeating characters, words, or patterns. For example:

  - AAAAABBBBB1111

  - Abcdefghijklmnop

  - HelloHelloHelloHello

  - 123456789abcdef

- Your passphrase should contain information only you would know and not contain readily available information about you (e.g., street address, you or your family's birthdays, phone numbers, favorite song lyrics, etc.).

Passphrase: Self Service Options

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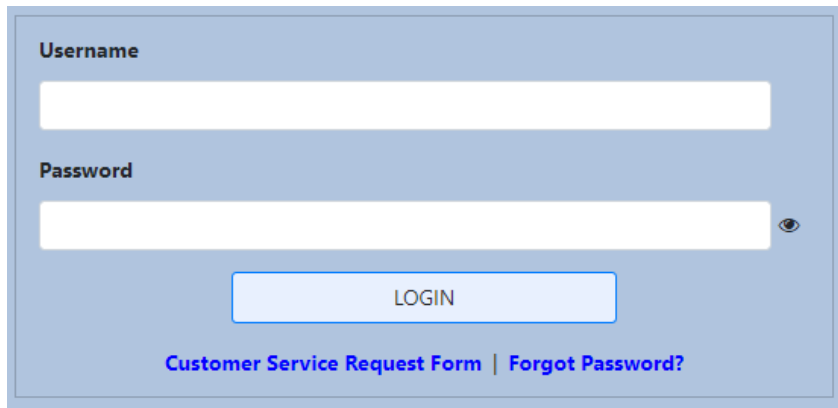
Users can make changes to their passphrase by editing their User Profile in CYBER

Edit My Login

Login Name	
First, Last Name	
Password	••••••••••
Email	
Phone	Ext

Save Login Info   Cancel

Username

Password

LOGIN

Customer Service Request Form | Forgot Password?

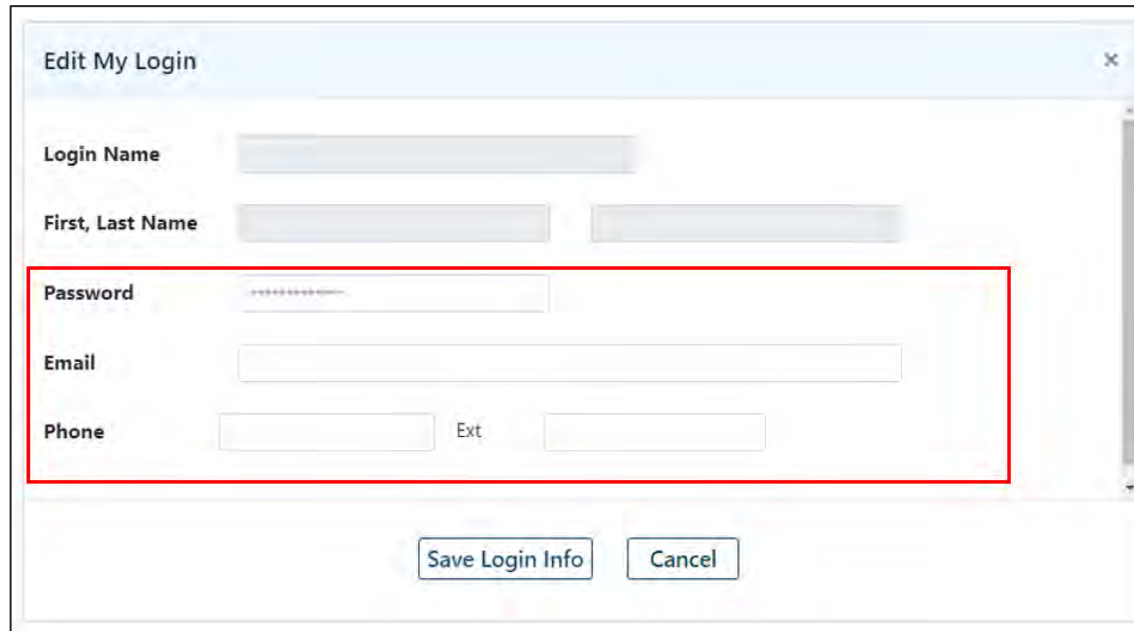Users can also utilize the "Forgot Password" option on the CYBER Login screen

Remember, although we are shifting from using a password to a passphrase, the label "password" will still be displayed.

Editing the User Profile

- The CYBER Username is accessed using the <u>System Functions</u> link on the left-side of the Welcome Page.

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

- To access the user profile, click on the System Functions link and then Manage Access link on the upper left-side of the screen.

Edit My Login

- It is <u>required</u> that users enter their current email address and work phone number into the Email and Phone fields.

- Users can reset their passphrase at any time, without contacting the Security Administrator or the Service Desk.

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.

Edit My Login

- Users must **clear the encrypted passphrase** (dots) and type a new secure passphrase.

- When creating a new passphrase, you will be able to see the passphrase you are creating.

- Please make sure you take note of your new password.

- The user must then click **Save Login Info** to save the changes.

Edit My Login - Validation

New password contained an unapproved special character (*) resulting in a validation message

- Passwords must use the allowed special characters

- Only $ @ # ! ( ) { } [ ] ^ & % are permitted special characters

Accuracy of CYBER Email Addresses

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- Entering a *valid* Email allows the system to send a temporary passphrase to the user.

    - Users can access the CYBER passphrase reset screen and change their passphrase.

- Emails are used for important CYBER communications.

    - 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 from PerformCare.

Security Administrator Passphrase Reset

Security Administrators can change their own passphrases from inside CYBER following these steps:

1. On the Manage Access screen, enter your own name or User ID and click Search.

2. When the name appears in the grid, double-click and the User Login Details will open.

3. Select the "**Reset Password to Default**" button.

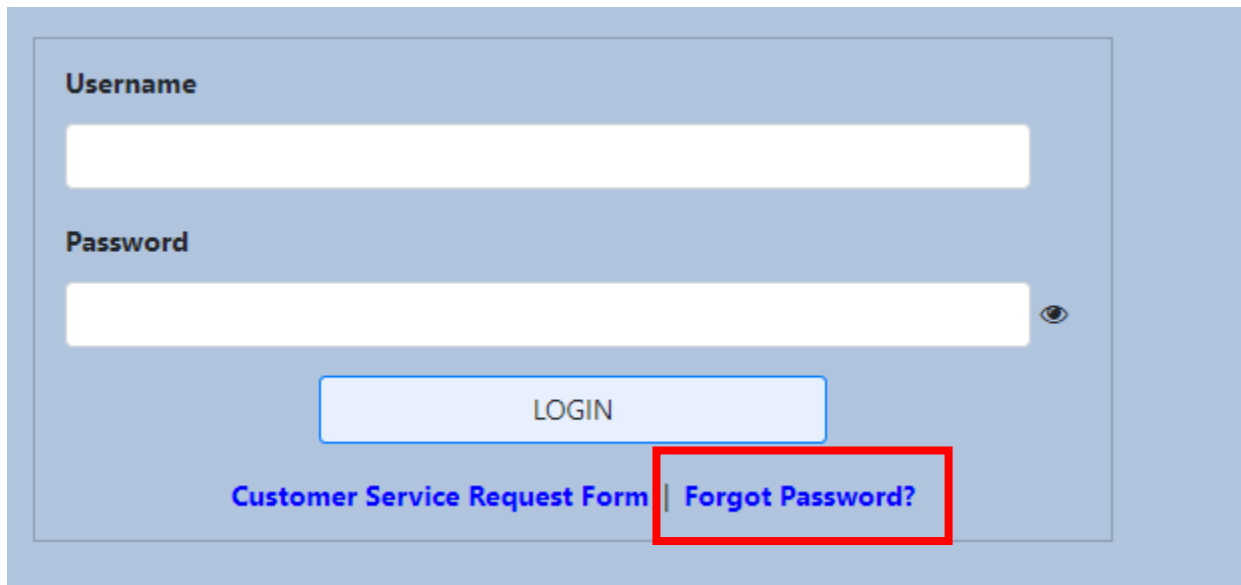4. A temporary passphrase will be sent to the Security Administrator's email.

Remember, although we are shifting from using a password to a passphrase, the label "password" will still be displayed.

Security Admin Use Only

Security Administrator Passphrase Reset

Security Administrators can change their own passphrases from outside of CYBER by:

1. Select "Forgot Password?" link from CYBER Login page.

2. Follow the prompts to reset your passphrase.

3. A temporary passphrase will be sent to the user's email.

Security Admin Use Only

CYBER Login – How it works

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.

IMPORTANT NOTE: <u>Each attempt is counted and is cumulative</u>. 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 <u>locked</u>). The user will receive the passphrase reset option).

There are other login issues that can arise if the user enters incorrect information or if the Username that is entered is no longer active.
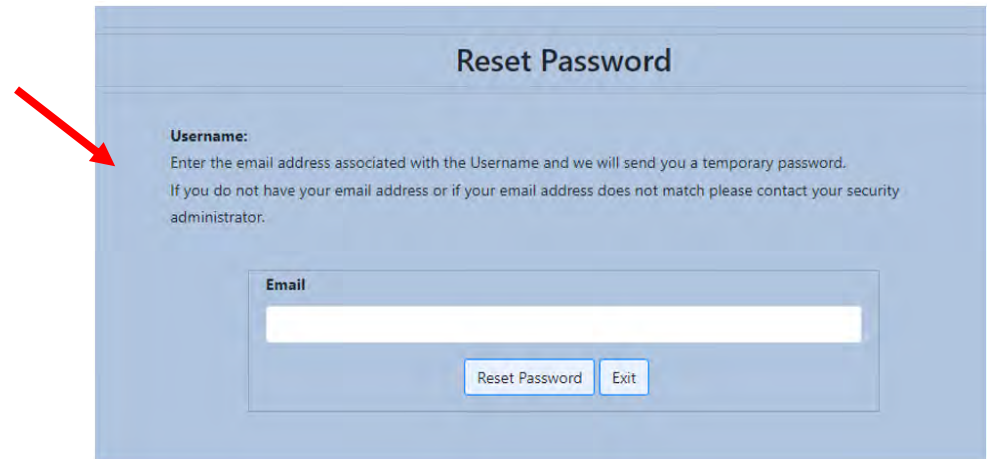
The next series of slides will go through each scenario.

Username Status

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<u>There are 3 statuses a Username may be in</u>:

- Valid and active

- Invalid
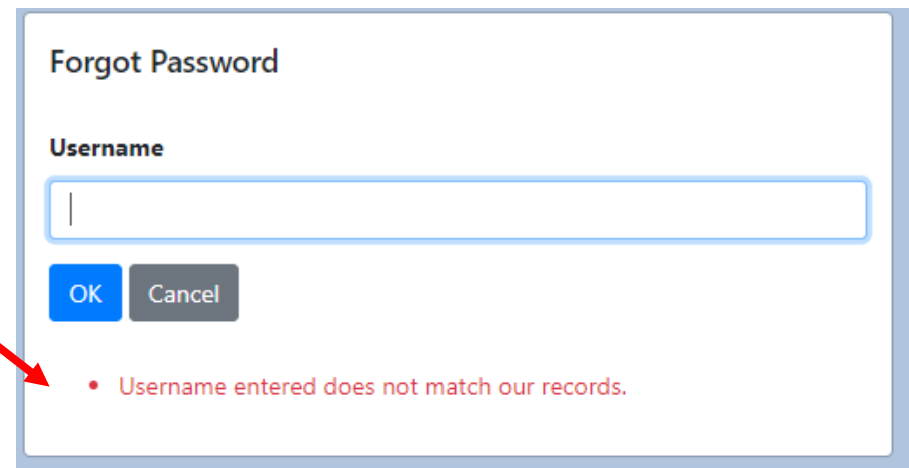
- Not active; deactivated

Reset Password

Username:
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.

Email

[   ]

Reset Password   Exit

1. The Username is **valid** and **active** when the user clicks OK, the user will see:

"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."

2. The Username is **invalid**, user will see:

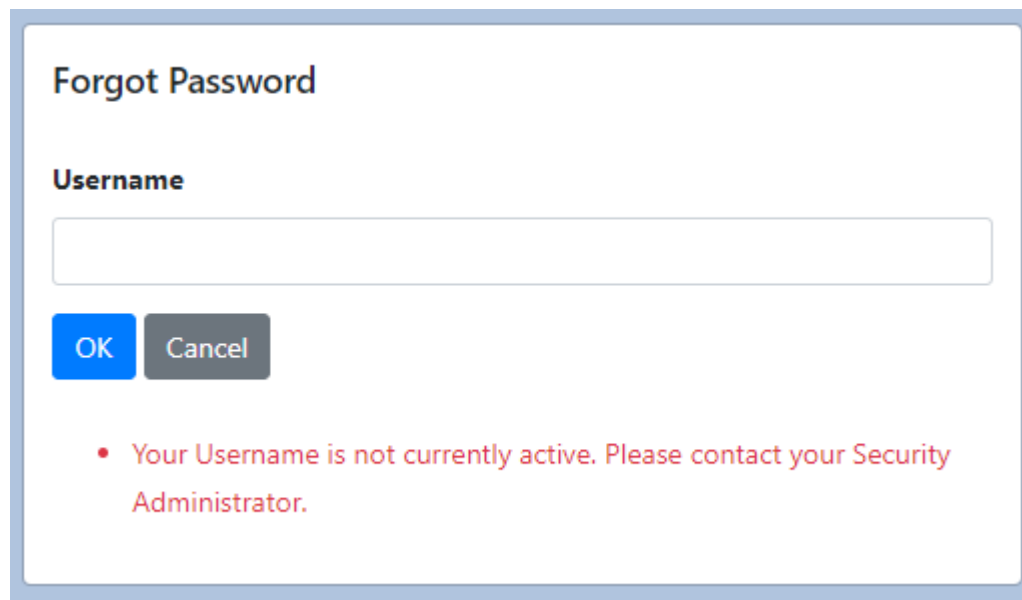"Username entered above does not match our records." Click cancel and try again.

Forgot Password

Username

[|]

OK   Cancel

- Username entered does not match our records.

Username Status (Cont'd)

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3. Username is **not currently active; deactivated**, the user will see, "Your Username is not currently active. Please contact your Security Administrator."
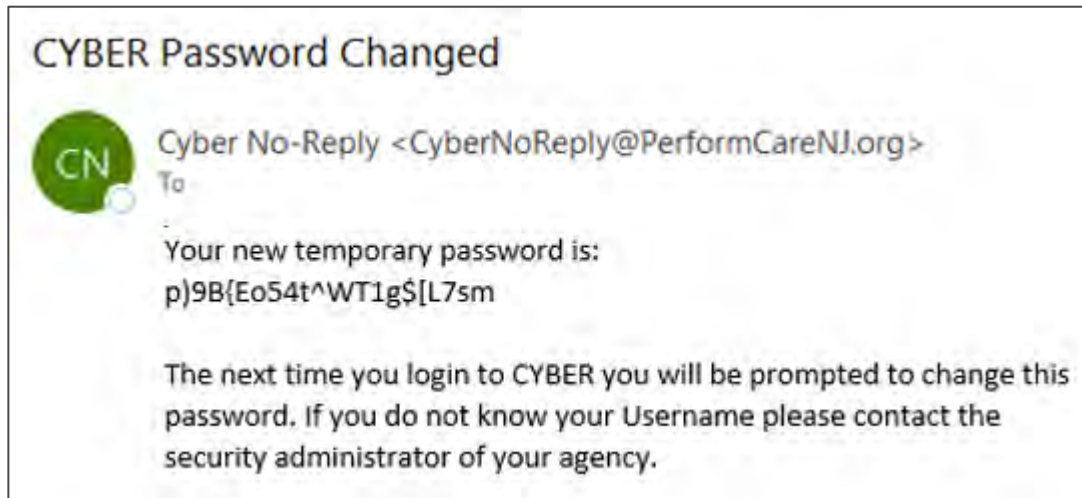
To address this status, Contact your Security Administrator.

Forgot Password

Username

[OK] [Cancel]

- Your Username is not currently active. Please contact your Security Administrator.

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The Temporary Passphrase

For new CYBER users or during a password lockout, the user will receive a temporary passphrase via email.

CYBER Password Changed

CN Cyber No-Reply <CyberNoReply@PerformCareNJ.org>
To

Your new temporary password is:
p)9B{Eo54t^WT1g$[L7sm

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.
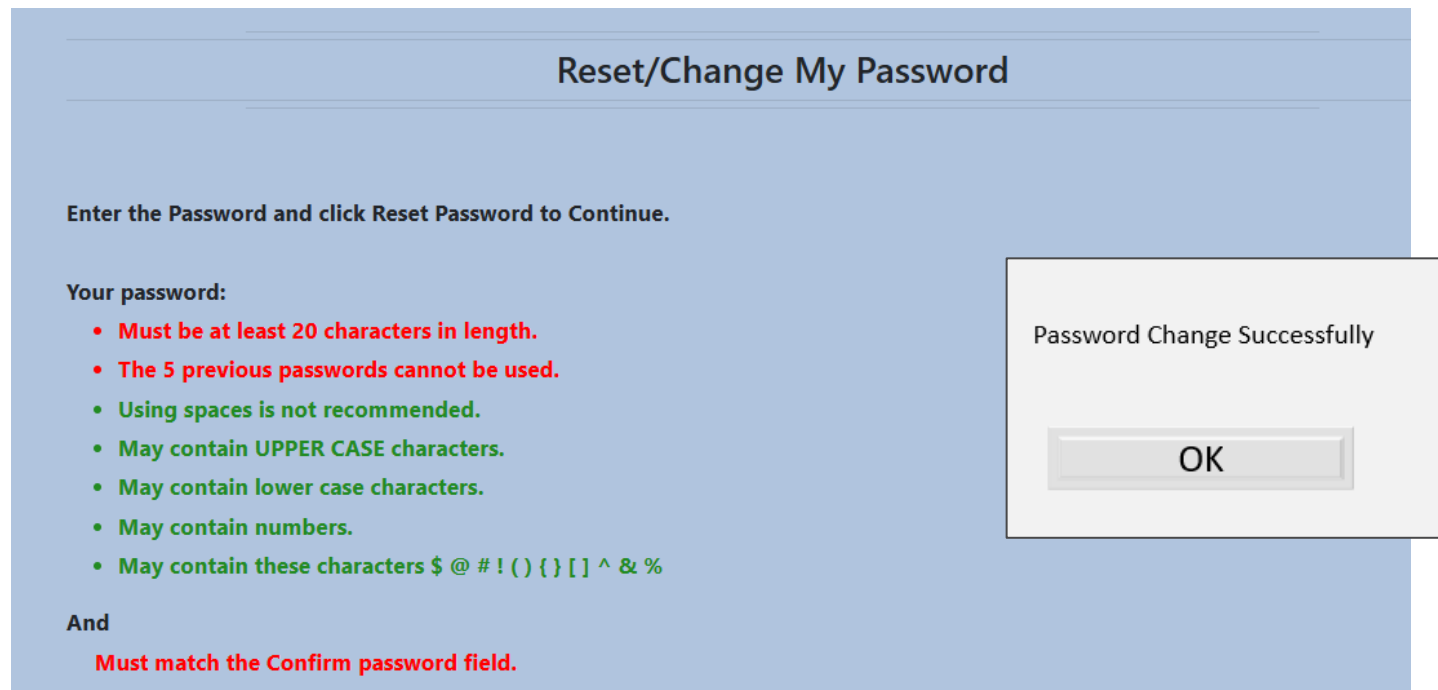
Sample Email

- 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.

Reset/Change Password

- The user must then navigate back to the CYBER login screen and enter their CYBER ID, **and** the temporary passphrase provided via email.

- They will then be prompted to create a new passphrase with the requirements below.

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 Change Successfully

OK

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

If your browser saves your passphrase and you reset the passphrase, you may need to update the saved browser passphrase.

Valid Username and Incorrect Passphrase

Scenario: User attempts to log in with an **active Username and incorrect passphrase**. The system will display the message:

> *'The Username or the passphrase combination entered does not match our records. Please check and try again.'*

User attempts to log in five (5) consecutive times unsuccessfully, they will receive the following screen:

Account Locked

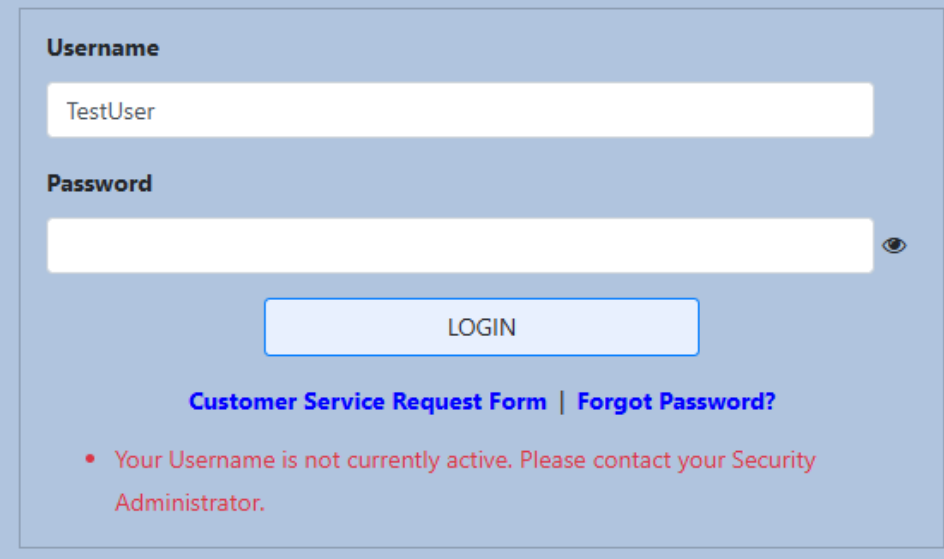Your account has been locked. Please click RESET to reset your password.

[Reset]

Solution: *User should enter the email address associated with the specific Username.*

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

Invalid Username

Scenario: User entered a **Username that is not valid** (does not exist in CYBER) – users will receive the following message under the Login button:

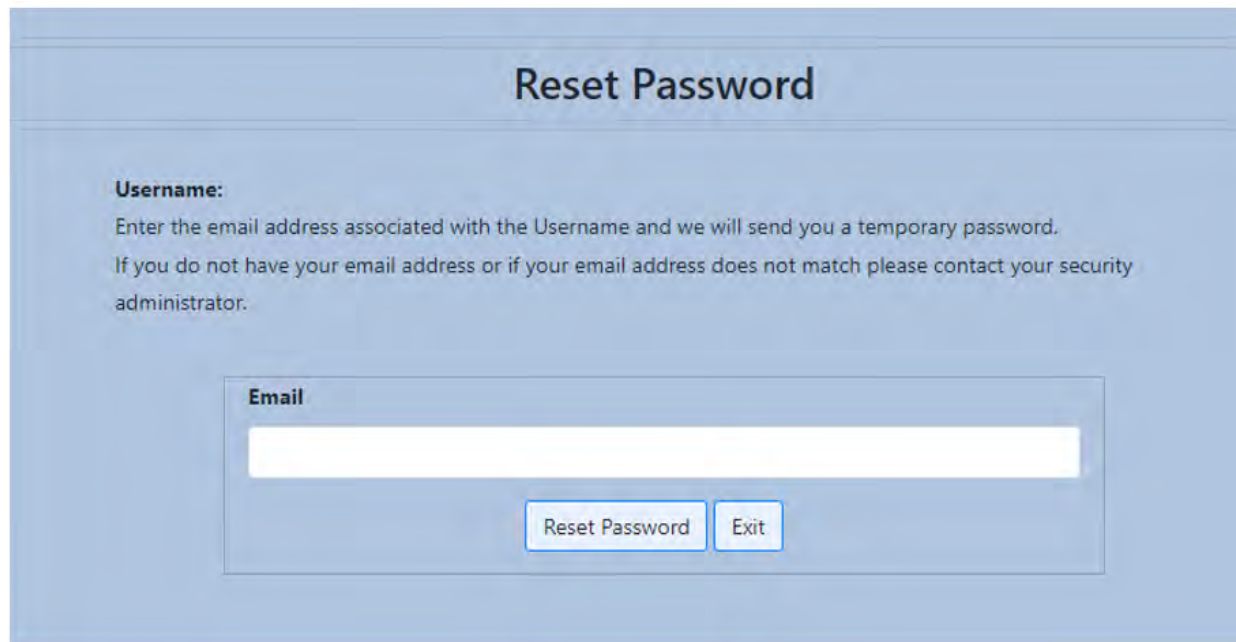The system will continue in a loop and not allow the user to get to the next screen.

Solution: *Check the Username, close all open internet windows and try again. This action is called 'Refreshing the browser.' If the same occurs, please contact your Security Administrator.*

Reset Password (Passphrase) Screen

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After entering an email and clicking the 'RESET Password' button, the system validates 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.

Users are given <u>5</u> attempts at resetting their passphrase using their Username and Email combination.

Invalid, Incorrect or Missing Email = Deactivated

Scenario: Each time the user attempts to reset the passphrase using the Reset passphrase screen, and the Email is either invalid, incorrect or missing, the user will receive an error message:

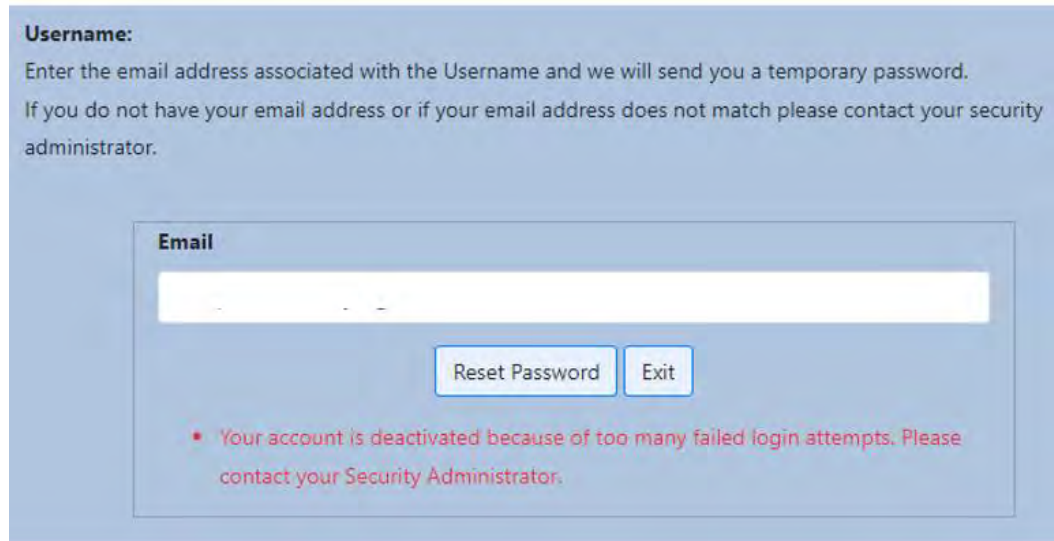After the user enters an incorrect email address for the 5th time, the system will deactivate the account and a new message will display, 'Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator.'

Scenario: The user's account becomes deactivated, and the user receives a message indicating that they need to contact their Security Administrator for assistance as shown in the example below:

Username:

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.

Email

Reset Password   Exit

- Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator.
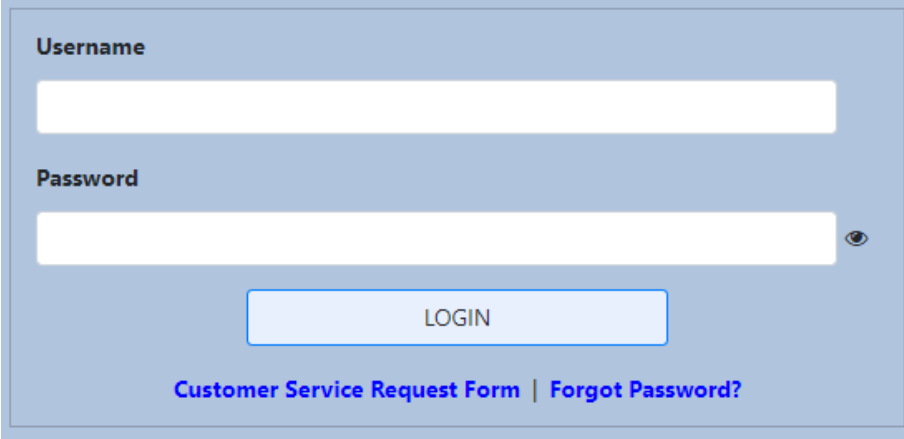
Solution: Once this message appears, the user must contact their Security Administrator to access CYBER. The Service Desk cannot assist the user in this case.

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

- Confirm that your Email is working, and you can receive email

- Confirm the Email Address on your User Profile with your Security Administrator
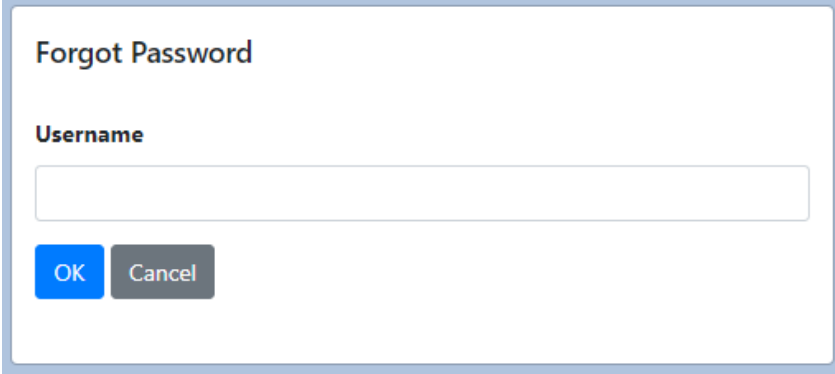
Forgot Password Feature

The 'Forgot Password?' link feature may be used when or if the user cannot remember their passphrase.

Username

Password

LOGIN

Customer Service Request Form | Forgot Password?

Clicking the 'Forgot Password?' link prompts the user to enter their Username and click OK.

Forgot Password

Username

OK Cancel

Remember, although we are shifting from using a password to a passphrase, the label "password" will still be displayed.

90 and 180 Day Rules for User Lockout/Deactivation   PerformCARE®

> 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 passphrase.' You can click the **'Forgot password?'** link from the CYBER login page to access the Reset passphrase feature.

- **If you do not log into CYBER for 180 consecutive days, your username will be automatically deactivated**.

  - After 180 days, when you attempt to log in, 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.

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- 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*.

Provider Training

Providers can utilize the documents and modules below for CYBER and Children's System of Care (CSOC) provider operations training to better support the quality care of New Jersey's families and youth.

Certification training

Are you looking for certification training for behavioral assistants and Information Management Decision Support (IMDS) tools or ongoing trainings on CSOC topics relevant to you or your staff? CSOC partners with Rutgers University to provide these trainings and more to CSOC providers and other community members.

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The Security of the Provider Training Page contains links to training documents appropriate to CYBER Security Administrators, Role Based Security, and Passphrase Reset for All Providers.

- Reports ‹
- **Security** ‹
- Substance Use Treatment (SUT) ‹
- Technical Support/Assistance ‹

Resources

- PerformCare Website www.performcarenj.org

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

- PerformCare website Training web page
  https://www.performcarenj.org/provider/training.aspx

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624

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