

CYBER Passphrase Reset Functionality

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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**

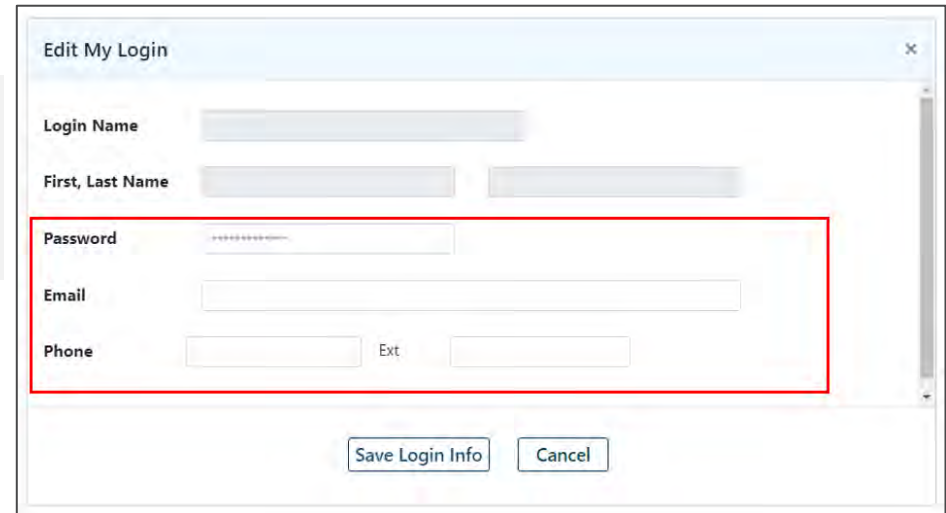
Note: The system remembers prior passphrases. The five previous passphrases cannot be reused.

Additional guidance for passphrase requirements

- Your passphrase should not use sequential letters or numbers, repeating characters, words, or patterns. For example:
 - AAAAABBBBBB1111
 - 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

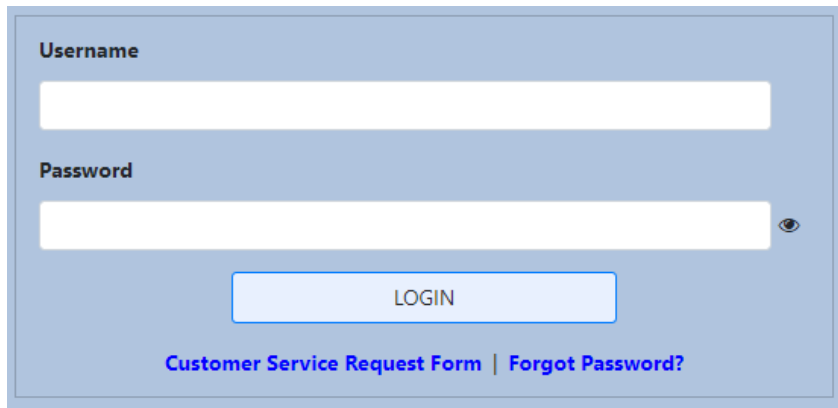
Users can make changes to their passphrase by editing their User Profile in CYBER



The 'Edit My Login' dialog box contains the following fields:

- Login Name
- First, Last Name
- Password (highlighted with a red rectangle)
- Email
- Phone (with an 'Ext' label and a separate input field)

Buttons at the bottom: Save Login Info, Cancel



The login screen includes:

- Username input field
- Password input field with a toggle icon
- LOGIN button
- Links: [Customer Service Request Form](#) | [Forgot Password?](#)

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

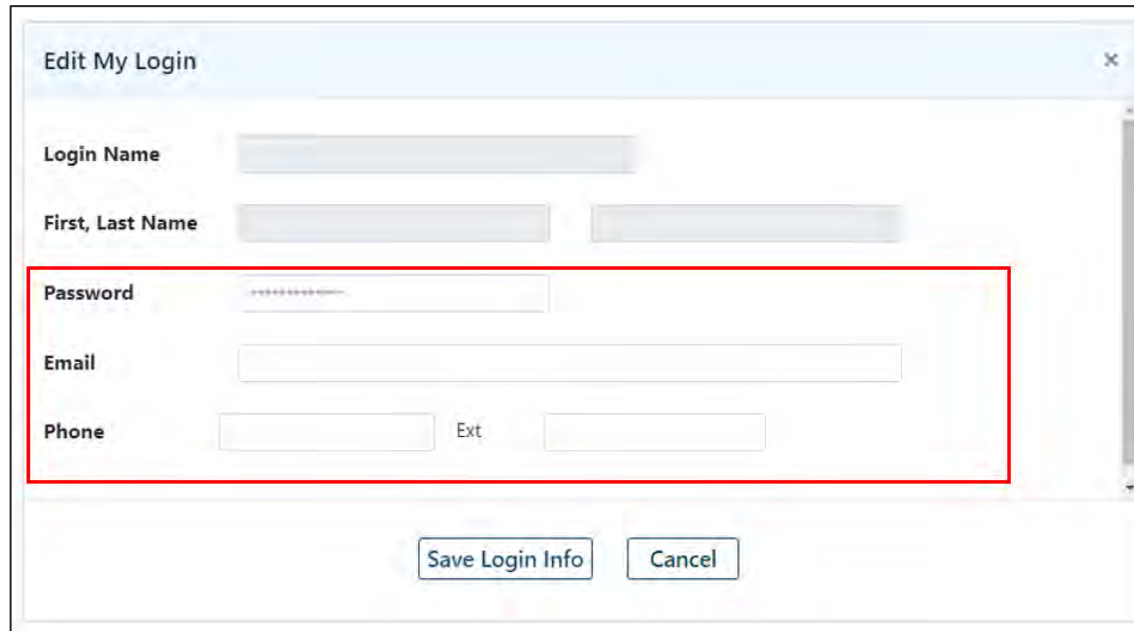
Remember, although we are shifting from using a password to a passphrase, the label “password” will still be displayed.

Editing the User Profile

- The CYBER Username is accessed using the System Functions 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.

The screenshot displays the PerformCARE user interface. On the left, a blue sidebar contains several links: [Provider Details](#), [Message Functions](#), [System Functions](#) (highlighted with a red box), [Reporting](#), [Historical Access](#), and [Anomaly Management](#). A red arrow points from the [System Functions](#) link to a secondary menu on the right. This secondary menu, titled 'System Functions', includes links: [Return To Main](#), [Manage Access](#) (highlighted with a red box), [User Preferences](#), [Member Merge](#), and [Edit Security](#). Overlaid on the right is a dialog box titled 'Edit My Login'. It contains input fields for 'Login Name', 'First, Last Name', 'Password' (masked with asterisks), 'Email', and 'Phone' (with a separate 'Ext' field). The 'Password', 'Email', and 'Phone' fields are grouped together and highlighted with a red box. At the bottom of the dialog are 'Save Login Info' and 'Cancel' buttons.

Edit My Login



The screenshot shows a web form titled "Edit My Login". The form includes the following fields: "Login Name", "First, Last Name" (split into two input boxes), "Password" (masked with dots), "Email", and "Phone" (split into "Phone" and "Ext" input boxes). 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.
- 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

The screenshot shows the 'Edit My Login' form. A red box highlights the 'Password' field, which currently contains encrypted dots. A red arrow points from this field to a callout box that displays the password in plain text: 'Testpasswordinternaluser123*'. The callout box also shows the 'Login Name', 'First, Last Name', and 'Email' fields. The 'Email' field contains 'NoReply@cbhnp.org'. At the bottom of the form are 'Save Login Info' and 'Cancel' buttons.

Edit My Login	
Login Name	
First, Last Name	
Password	Testpasswordinternaluser123*
Email	NoReply@cbhnp.org
Phone	Ext.
<button>Save Login Info</button> <button>Cancel</button>	

- 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

Edit My Login

Login Name

First, Last Name

Password

Email

Phone Ext.

Validation Failed

A special character was used in your password that is not allowed. Only \$ @ # ! () { } [] ^ & % are permitted.

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

- 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.

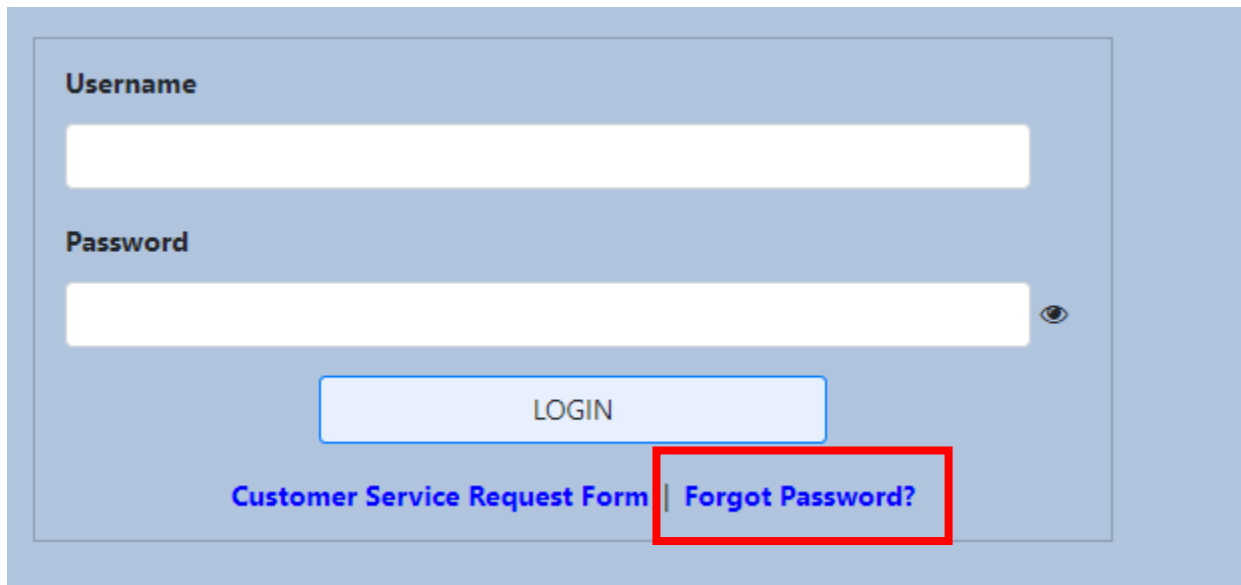
The screenshot shows the 'User Login Details' form. It includes fields for Deactivation Date (MM/DD/YYYY), First Name, Last Name, User ID, Credentials, Login Attempts (0), Email (NoReply@cbhnp.org), Phone, and Assigned Program(s). A red rectangle highlights the 'Reset Password To Default' button, which is located below the Credentials field. Other buttons visible include 'Deactivate', 'Reset Login Attempts', and 'Add a Program'.

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

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.



The image shows a login form with a light blue background. It contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'LOGIN' button. At the bottom of the form, there are two links: 'Customer Service Request Form' and 'Forgot Password?'. The 'Forgot Password?' link is highlighted with a red rectangular box.

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: 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).

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.

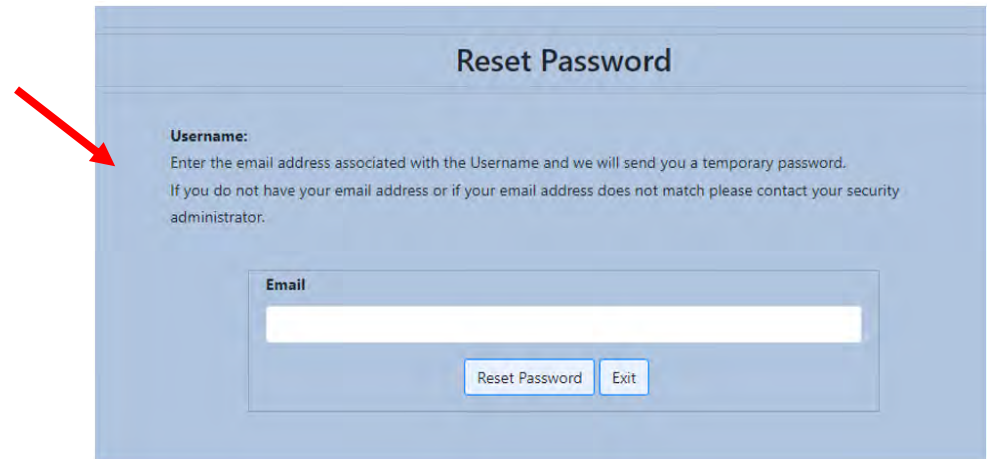
The next series of slides will go through each scenario.



Username Status

There are 3 statuses a Username may be in:

- Valid and active
- Invalid
- Not active; deactivated



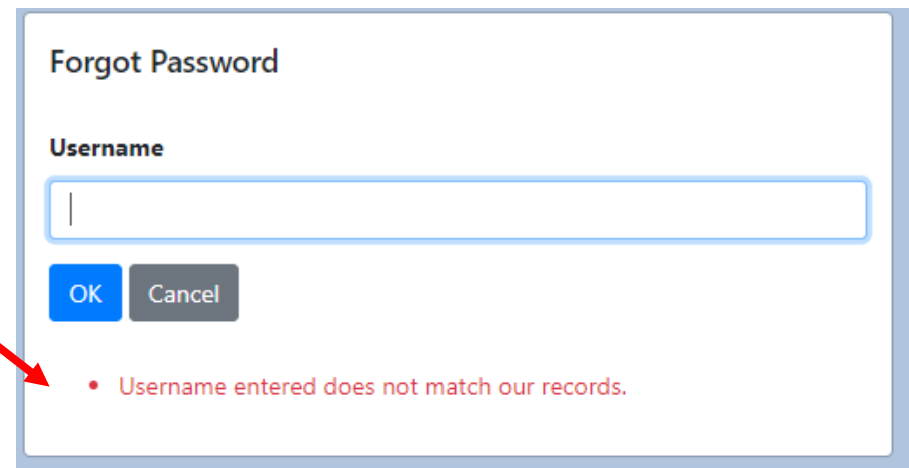
Reset Password

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

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

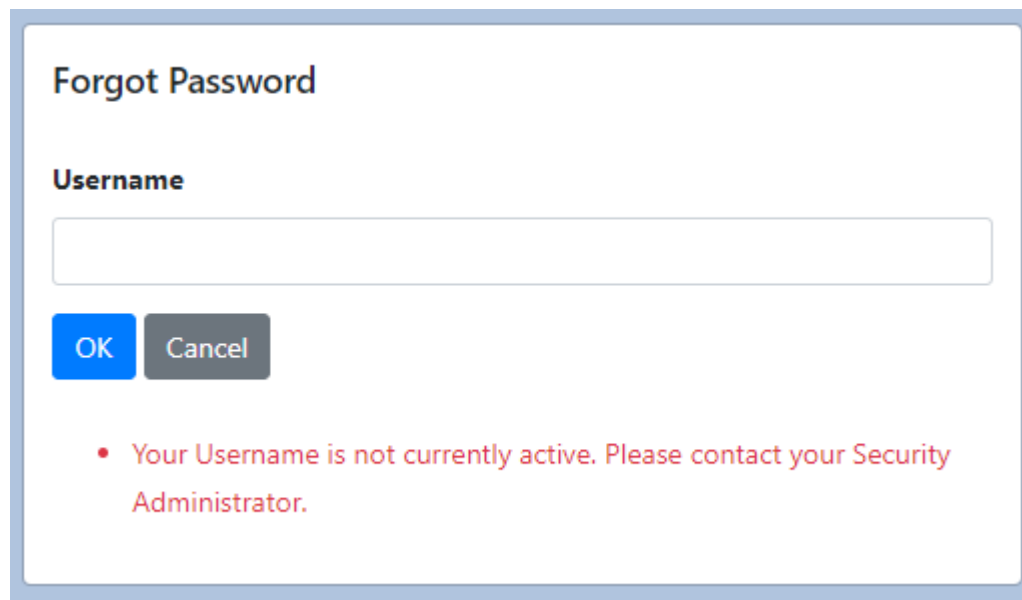
Username

• Username entered does not match our records.

Username Status (Cont'd)

3. Username is **not currently active; deactivated**, the user will see, “Your Username is not currently active. Please contact your Security Administrator.”

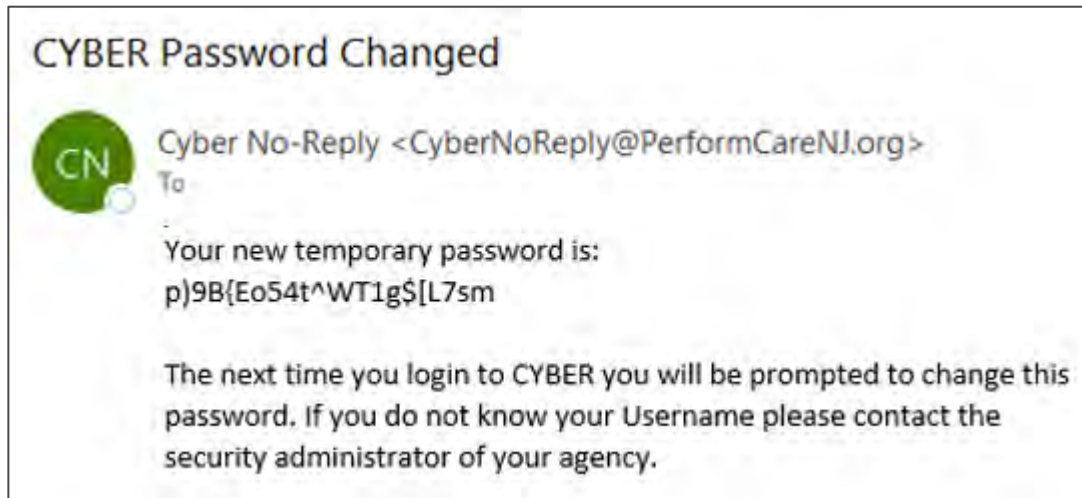
To address this status, Contact your Security Administrator.



The image shows a 'Forgot Password' dialog box with a light blue border. Inside the dialog, the title 'Forgot Password' is at the top. Below it is a label 'Username' followed by an empty text input field. Under the input field are two buttons: a blue 'OK' button and a grey 'Cancel' button. At the bottom of the dialog, there is a red error message: 'Your Username is not currently active. Please contact your Security Administrator.'

The Temporary Passphrase

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

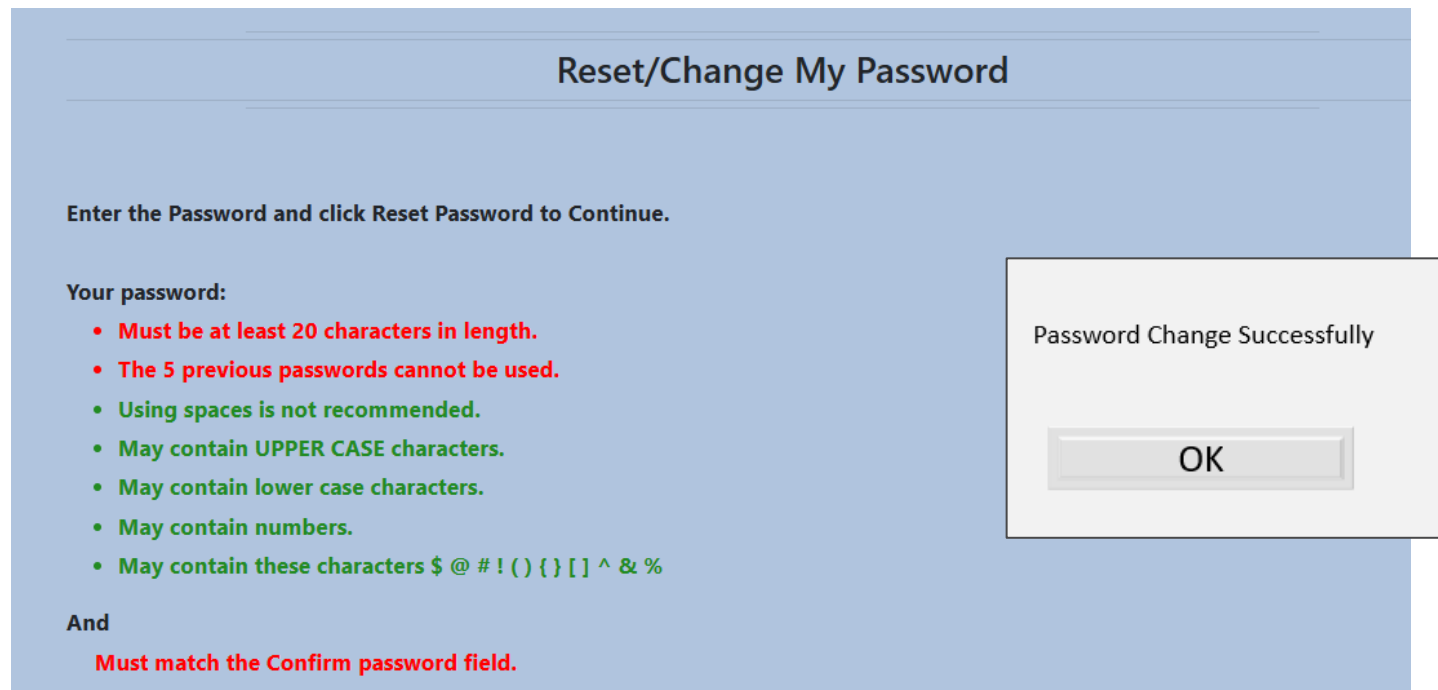


Sample Email

- 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.



The screenshot shows a web form titled "Reset/Change My Password" with a light blue background. The form contains the instruction "Enter the Password and click Reset Password to Continue." followed by a section labeled "Your password:". Below this, there is a bulleted list of password requirements: "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.", and "May contain these characters \$ @ # ! () { } [] ^ & %". Below the list, it says "And" followed by "Must match the Confirm password field." in red text. To the right of the form, a white dialog box with a grey border displays the message "Password Change Successfully" and an "OK" button.

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.

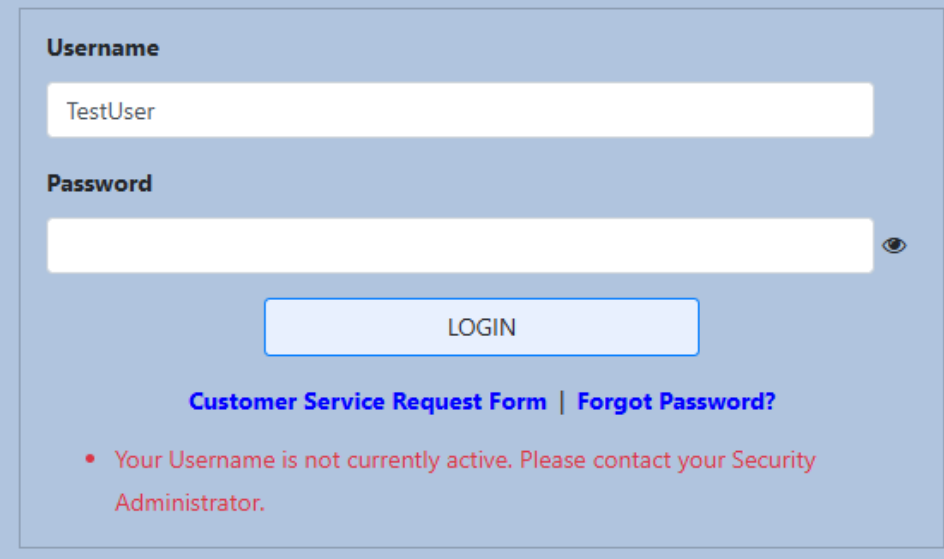
[Reset](#)

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 screenshot shows a login form with a light blue background. At the top, there is a label 'Username' above a text input field containing 'TestUser'. Below this is a label 'Password' above a password input field with a toggle icon on the right. A light 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 is displayed: '• Your Username is not currently active. Please contact your Security Administrator.'

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

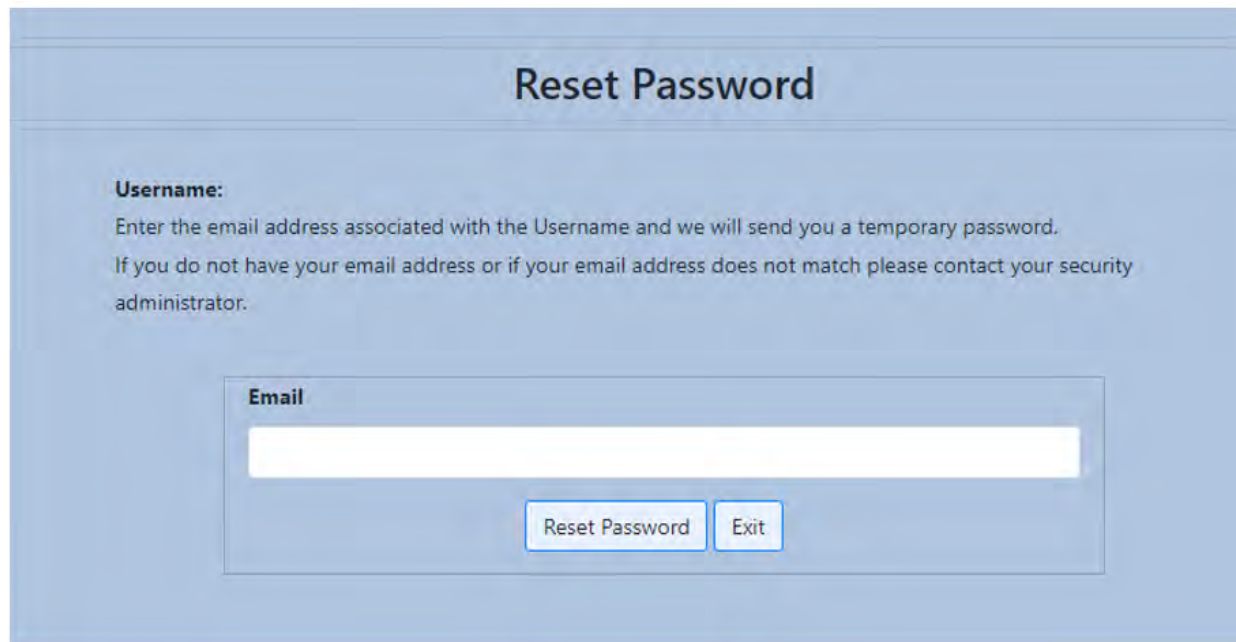
Solution: Check the Username, close all open internet windows and try again. This action is called 'Refreshing the browser.' If the same occurs, please contact your Security Administrator.

Reset Password (Passphrase) Screen

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.



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

Users are given 5 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:

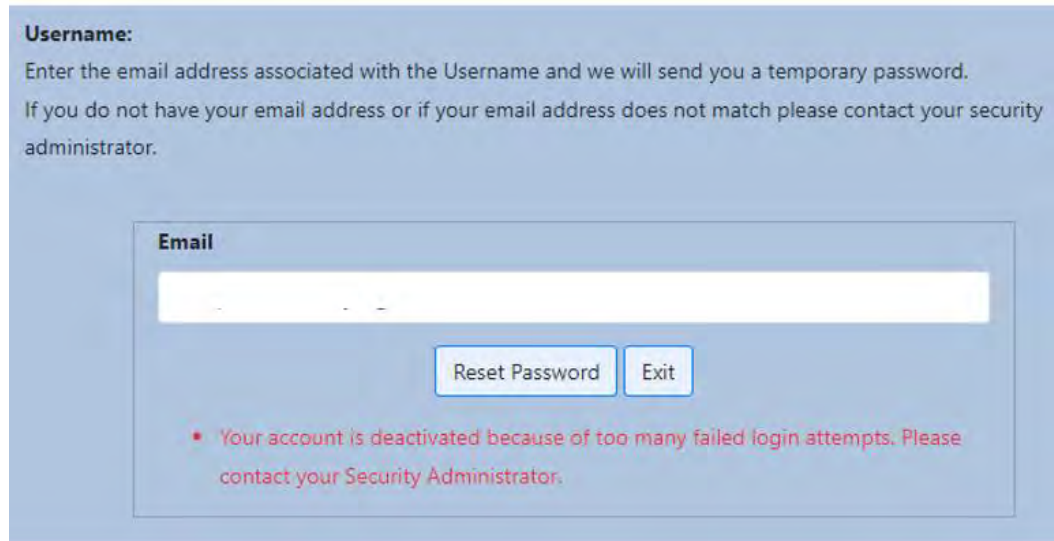
The diagram illustrates the error messages displayed on the 'Reset Password' screen after multiple failed attempts. The screen features an 'Email' input field and two buttons: 'Reset Password' and 'Exit'. The error messages are shown as a stack of four overlapping boxes, each containing a red bullet point:

- 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 email address entered does not match our records. Please check and try again. Your account will be deactivated after 3 more unsuccessful attempts.
- The email address entered does not match our records. Please check and try again. Your account will be deactivated after 2 more unsuccessful attempts.
- The email address entered does not match our records. Please check and try again. Your account will be deactivated after 1 more unsuccessful attempts.

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.'

Invalid, Incorrect or Missing Email (Cont'd)

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

• Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator.

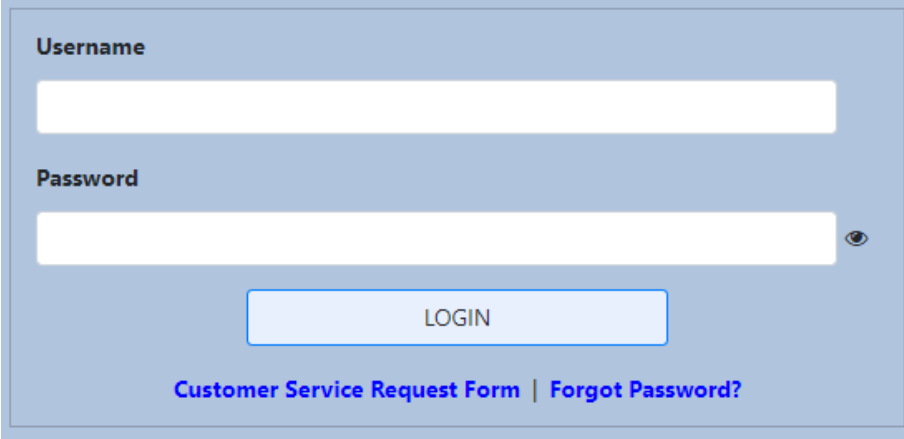
Solution: Once this message appears, the user must contact their Security Administrator to access CYBER. The Service Desk cannot assist the user in this case.

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

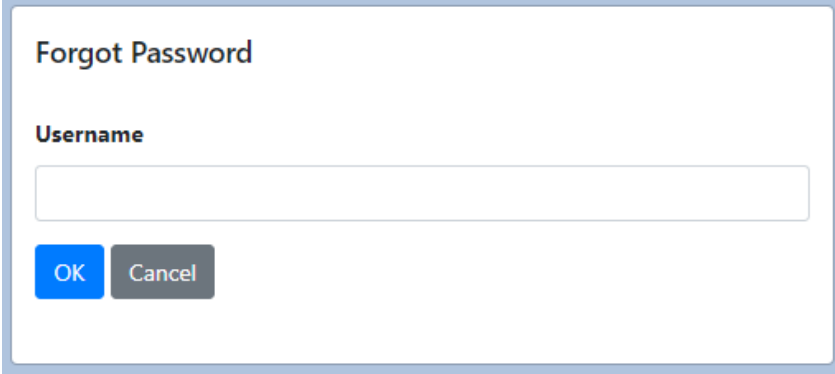
Forgot Password Feature

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



A login form with a light blue background. It contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a small eye icon for toggling visibility. A blue 'LOGIN' button is centered below the fields. At the bottom, there are two links: 'Customer Service Request Form' and 'Forgot Password?'.

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



A 'Forgot Password' dialog box with a white background and a light blue border. It has a title 'Forgot Password' and a label 'Username' above a text input field. At the bottom are two buttons: 'OK' (blue) and 'Cancel' (gray).

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.



- 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*.



Providers[CYBER](#)[Training](#)[Emergency services](#)[Billing](#)[Clinical criteria](#)[DCP&P resources](#)[Forms](#)[Quality](#)[Resources and FAQs](#)

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.

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

A graphic consisting of a dark blue square with a lighter blue double border, creating a layered effect.

Care is the
heart of
our work.

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