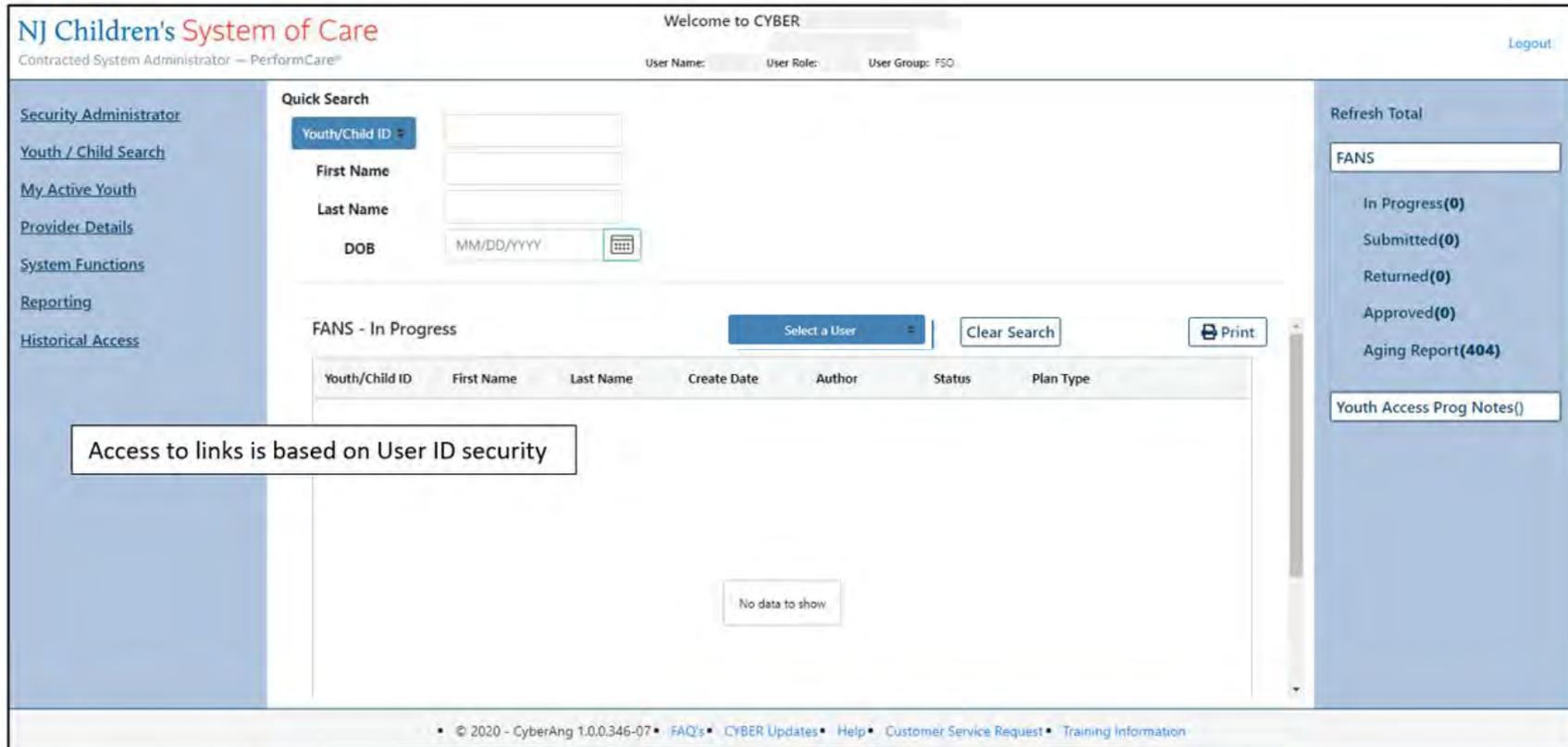# Family Support Organizations (FSO) Welcome Page

The Welcome Page is the landing page for all CYBER users. The username and role will display at the top of the screen. An accordion on the right has links that correspond to data displayed in the center grid. Links on the left side take the user to other areas of the system. A Quick Search area (top) allows the user to search for a youth's record. Access to links is based on the user's security levels. The Security Administrator link (top left) lists all Security Administrators at the agency. Users may log out using the *Logout* link in the upper right.

The links at the bottom edge direct the user to useful PerformCare website pages.

August 2024 – (01766)

Family Support Organizations (FSO) Welcome Page

Right column links display:

FANS (Family Assessment of Needs and Strengths)

- In Progress - FANS assessments in draft form, started and saved, but not submitted or approved.
- Submitted - FANS assessments submitted to a supervisor for review.
- Returned - FANS assessments returned from another FSO user.
- Approved - FANS assessments approved within the last 7 calendar days.
- Aging Report - FANS – Aging Report in the center grid; shows Coming Due FANS (15 days before expected due date) and Overdue FANS.

Note: Data displayed when using the links is based on the user being added to the Provider tab in the youth's record.

Youth Access Prog Notes

- Aging Report - All youth records requiring a Progress Note within 15 calendar days of today's date to remain open will be displayed.

Left column links display:

- Security Administrator - lists all Security Administrators at the agency and their contact information
- Youth / Child Search - the Youth / Child search screen with access to Agency Cases
- My Active Youth - Youth the user is assigned to via the Provider tab on the youth's Face Sheet
- Provider Details - tabs of Medicaid and Non-Medicaid Providers
- System Functions - the Manage Access and Preferences area - Non-Security Administrators can change their own password. Security Administrators can manage other users' IDs, edit security settings, deactivate users, etc.
- Reporting - reporting selection options, available for use by Level 3 security (based upon security settings)
- Historical Access - a list of youth who are no longer open to the agency; allows a user to access a record in read/print only view

Bottom edge links display:

- The current version of CYBER (2.0.0.0) and the server number (-XX). This is helpful when contacting Customer Support.
- FAQ's – CYBER Frequently Asked Questions on the PerformCare website
- CYBER Updates – The CYBER Releases webpage of CYBER Release Notes detailing changes made during updates
- Help – Pop up Help Screen with PerformCare Customer Service contact information
- Customer Service Request – Use this link to report a CYBER problem or make a request or inquiry.
- Training Information – The Provider training webpage with links to training materials

PerformCare Service Desk:
www.performcarenj.org/ServiceDesk/
1-877-652-7624

August 2024 – (01766)