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I. Introduction
PerformCare provides reports for your organization to support business operations. The reports represent an organized collection of data that can be accessed by security group Level 3 users within CYBER and are specific to your organization.

There is a variety of report styles available based on the needs of your provider service line. The reports may be in the form of tables, dashboards, and/or extracts. Reports can be exported into different formats and printed. Columns are sortable, may include drill down options, and can be filtered by various parameters.

- A table is a simple report having rows and columns along with report title and column headers.
- A dashboard consists of multiple tables and graphical representation of data that can include drill down options and can be filtered by various parameters.
- An extract is a table of raw data without a report title, allowing user to customize data according to user need.
II. Accessing CYBER

Users must first log into CYBER with their Username and Password. CYBER can be accessed via the PerformCare website – www.performcarenj.org. The link is available at the top and bottom of the main page.

Each provider organization has at least one CYBER Security Administrator, and your agency’s CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

Before you log in, keep in mind…

- There is no ‘back button’ use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, you will be required to enter your Username and Password and Enter, Tab and Enter or click the LOGIN button to continue.

Above the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

This statement will appear each time you log in.

Please also check the Providers section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.
III. Accessing Reports

Reports are accessed through CYBER by clicking the Reporting button on the left hand menu pane of the Welcome Page. Security group Level 3 is required to access the Reporting button. Contact your Security Administrator for assistance with Level 3 access.

The Program dropdown menu allows the user to select the organization attached to the user’s CYBER login. The User may select a program from the Program dropdown in order to enable the Report dropdown. In the Report dropdown box all available reports will be displayed for the chosen program.

1. Select the desired program.

2. Select the desired report.
3. Click on ‘View Report’ button. Clicking the View Report button will display the data for the report selected.

4. Reports may have parameters for users to modify according to their need. Users can access the report only after entering the value in the parameter field.

If the user clicks on ‘View Report’ without entering values in the parameter fields then an error message will be displayed.

Some reports allow users to leave the parameter value blank. These reports will have a checkbox with the label NULL. If user selects the checkbox NULL then the report will ignore the parameter value and will not filter the report based on that parameter.
IV. Viewing Reports
Once the report is displayed, there are vertical and horizontal scroll bars to navigate the report.
Navigating Pages
A report can have multiple pages. A user can navigate from one page to another page of the report by clicking on ‘First’, ‘Previous’, ‘Next’ and ‘Last’ icons.

Drilldown Feature
The drilldown feature allows user to view the data in multiple levels. The plus and minus signs allow user to navigate through the multiple levels of data. Clicking the plus sign will expand the data and clicking the minus sign will collapse the data.
V. Exporting and Printing Reports
Reports may be exported into multiple formats. The recommended formats are Excel and PDF. Excel format is more effective for tables and extracts. Dashboards and graphical data are best viewed in PDF format.

Exporting to Excel
After selecting View Report, the data will load and the user will have the option to export the data. When exporting to Excel, click on floppy disk icon and select Excel from the dropdown.

A pop up a window will appear at the bottom of the screen. Click on Save and then Open to view the file in Excel format.

Once the report is exported into Excel, the user can choose to filter or sort as needed.

Exporting the report into PDF
After selecting View Report, the data will load and the user will have the option to export the data. When exporting to PDF, click on floppy disk icon and select PDF from the dropdown.
It will pop up a window at the bottom of the screen. Click on Open and Save to save the file in PDF format.

**Printing Reports**

Once the report is generated, it can be printed. When printing from the Reporting screen (before exporting into Excel or PDF) click on print icon. If the full report is not visible in the CYBER screen, it is recommended to export data into the PDF or Excel formats.

**VI. Technical Support and Request for New Report or Enhancements**

Technical Issues with reporting features: contact the PerformCare Service Desk at servicedesk@performcarenj.org.

Provider requests for new reports or enhancements to existing reports must be made through the CSOC Service Line Manager. Please contact your service line manager at 609-888-7200 for all requests.

**References**

PerformCare Website Training page

- [http://www.performcarenj.org/provider/training.aspx](http://www.performcarenj.org/provider/training.aspx)