Security Awareness and CYBER
Guidelines for All CSOC Providers

July 2019 - #01245

PerformCARE®
Objectives of this Training

**Understand/Recognize:**

- Your obligation to protect PHI data in CYBER
- Strong password configuration
- Password reset functionality
- How to safeguard passwords
- How to lock your computer for extra protection
- How to secure your network
- Public WIFI risks
- What to do if your Network/Computer is compromised
Below the CYBER login 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 PHI contained within the system.

This statement will appear each time you log in.

Your CYBER password defends and protects PHI in CYBER.
Protect PHI

Protected Health Information or PHI should not be shared in email messages. Do not include youth PHI or potential PHI in email messages to PerformCare.

PHI consists of any health details about a youth associated with identifying information such as:

- Name or Initials of a Name
- Address
- Date of Birth
- Social Security Number
- CYBER ID
- Authorization number
- Provider Name/Medicaid number
- Dates of Service

The Service Desk Request Form allows you to send inquiries about youth to PerformCare securely: [www.performcarenj.org/ServiceDesk](http://www.performcarenj.org/ServiceDesk)
Never share any passwords with anyone, not even your CYBER Security Administrator. **Use a strong, complex password.**
A strong, complex password:

• Is eight or more characters in length
• Contains both uppercase and lowercase letters
• Contains at least one number
• Contains at least non-numeric (# $ % & - _ )
• Contains non-sequential number or letters
• Does not contain a password you have used in the past 4 password cycles
• Does not contain common information (birth dates, pet names, family names, dictionary words, local sport teams, etc.)
How often should your CYBER password be reset?

CYBER passwords should be reset at least every 90 days or anytime you are locked out.
Reset CYBER Password (cont’d)

If you forget your password, you can reset your password without contacting the CYBER Service Desk.

**Use the CYBER Password reset functionality.**

For Password Reset for All Providers, See [Additional Training References](#)
Reset Your CYBER Password

• Enter the correct Username for the account and enter your (incorrect) password three (3) times.

• CYBER will ask for your email associated to that Username.

• Enter the associated email.

• A temporary random password will be sent to the email.

• Close all browser windows.

• Copy and paste the random temporary password into the CYBER login screen.

• CYBER will display a password reset screen.
Password Security Guidelines

It is extremely important to properly safeguard your password.

- Do not write down your passwords anywhere.
- Do not store your passwords in a document on your computer.
- Never share your passwords with anyone.
- All of your password must be strong passwords.
Working in a public location - Lock your computer!

If you leave your computer unattended at home or in a public place (library), it is a security risk!

The quickest way to lock your computer is to simply click the Windows Key + L* at the same time.

*Microsoft PC users
Public Networks – Be Aware

Public networks or WIFI Internet connections are offered at many public places such as coffeehouses, hotels, libraries, airports and other locations.

There are two concerns regarding public WIFI:

- Anyone and everyone can access a public network making your computer very unsecured.
- People may see the data on your screen.

**Recommendation:**
Do not use a public network if you have secure options. Work in a private office or use a Virtual Private Network (VPN).
Secure Your Network

If you are usually working from home, you should ensure that your home’s wireless network is secured.

If your home’s wireless network is unsecured, you are putting yourself at risk against skilled hackers who may be able to hack into your devices to extract information.

Add a complex password to your network
and change your password regularly!
If you are aware that your agency network or computer has been compromised, **change your passwords immediately** and then report it to your Security Administrator and contact PerformCare.

**Contact PerformCare:**

1-877-652-7624
Additional References

For more information on Training or CYBER Security see these links below.

PerformCare Training webpage:  http://www.performcarenj.org/provider/training.aspx

Security Section on Training

•  http://www.performcarenj.org/provider/training.aspx#security

Password Reset for All Providers


Quick Reference Guide to Secure Email from PerformCare

Care is the heart of our work.