

CYBER 2.0 Checklist for Superusers

This checklist will assist Superusers prepare for the conversion from CYBER Silverlight to CYBER 2.0.

Before Deployment

CYBER Silverlight

- Ensure all staff have their email address entered in their active CYBER user logins.**
Confirm that all staff *know* their email address if you have provided it.
- Submit plans, assessments, claim forms and progress notes** prior to deployment where possible.
- Confirm staff have received communications from PerformCare** and are aware of the deployment date and deployment process (when these are made available). Users must be logged out of CYBER prior to the deployment start time.
- Plan for how your agency will document and securely store work** that may occur over the deployment weekend. Include a process for entering the data that is collected post-deployment.
- Print reports** or request a Level 3 user to print from the Reporting area, Welcome Page, Active Agency Youth, etc., for use during downtime.
- Plan for communicating functional or technical issues with CYBER 2.0** to the agency Superusers. Use the template fields and questions as a guide.

During Deployment

- There will be no access to CYBER** after 6 PM on the night of the release.
- Draft, in progress and returned documents** are expected to remain in their current status during deployment.
- Securely store any work** you produce during the deployment downtime.
- Ensure your staff understand the deployment downtime procedures** (i.e., do not call PerformCare regarding outage).
- Look for communications** regarding the status of the deployment in your email and on the PerformCare website (top bar of each webpage).

CYBER 2.0 Checklist for Superusers

- Prepare for accessing CYBER 2.0** by checking required device settings, operating systems, and browser settings.

After Deployment

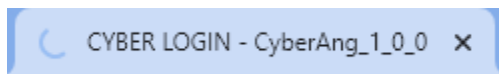
CYBER 2.0

- Confirm staff are using required desktops, laptops, or full size tablets.** iPad mini and cell phone size screens are not recommended.
- Users are using one of the compatible operating systems:** Microsoft Windows 10 or 11, macOS, ChromeOS or Android operating systems.
- Users are using one of the four common web browsers:** Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari.
- Monitor or screen display resolution settings should be set to “Recommended settings”.** Right click on the screen background and click Display Settings.
- Browser settings are set to 100%.** Zoom settings can be adjusted later.

Login Page

As users log in, some browsers indicate login by a rotating icon in the upper left corner. When login is complete, the icon will stop rotating and the Welcome Page will load.

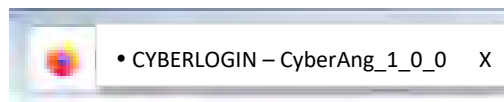
Google Chrome



Microsoft Edge



Firefox



- Confirm each user can log in to the CYBER 2.0 website** by going to the PerformCare website and clicking Launch CYBER at the bottom of the screen or on the CYBER menu to access the login page: <https://apps.performcarenj.org/cyber/production/login.aspx>.

User logins/passwords will not have changed.

- Each user should know where to locate their CYBER version and server** at the bottom of the Login page before logging in.

CYBER 2.0 Checklist for Superusers

Reporting Issues with CYBER 2.0

- Users should report CYBER 2.0 issues to their Superusers.
- Superusers should report all issues to PerformCare using the template as a guide.*

Critical Issues – user has no alternate workaround and cannot complete work or move forward. Cannot submit plan, hanging on one screen, screens not resolving.

- Plan for one issue per call.
- Prepare your details ahead on your template.
- Call the Service Desk 877-652-7624
- Document the work order number you receive from the call.

Non-Critical issues – user has a workaround or other way to resolve the issue.

- Use the Customer Service Request Form and include template details.
- Take screen shots of images to upload as needed.

Note: Staff may complete the Customer Service Request Form for routine questions and inquiries (requests to be reopened to a youth record, return a plan, billing inquiries, etc.)