

# CYBER 2.0 for Superusers

Before, During, and After Deployment

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PerformCARE<sup>®</sup>

Delivering  
**High-Quality**  
Service and Support

# Objectives

To help Superusers understand their role during the CYBER 2.0 release.

- Superusers Role
- CYBER 2.0 Release Information
- Communicating the Release
- Before, During and After Deployment
- Reporting Critical and Non-Critical Issues
- Using the Customer Service Request Form
- Available References

# Superusers

Agency Superusers will act as:

- **First Point of Contact at the Agency**
- **Liaison between PerformCare and the Agency**
  1. Review and document bugs and issues identified by users at the agency
  2. Call PerformCare Service Desk
  3. Complete Customer Service Request Form
  4. Be asked by PerformCare to review issues identified
  5. Communicate with users at the agency

- Assisting with user acceptance and implementation of CYBER 2.0.
- Identifying critical issues and non-critical issues
- Reducing the volume of calls to PerformCare so that family calls can be prioritized.



## CYBER 2.0 Deployment

- Deployment is planned to begin on a Friday night and take no less than 24 hours.
- There will be no access to CYBER as of the deployment date and time.
- Do not enter new information into CYBER after **6:00 PM** on the day of Deployment.  
**Information entered after 6:00 PM will be lost.**

This is a large-scale IT release in which the entire CYBER application was rebuilt.

The deployment date assumes that all priority defects are fixed, and all critical functions are working as intended.

## How will I know what is happening?

PerformCare will send out a series of communications to all users as reminders to prepare for the upcoming release.

### PerformCare Communication Release Schedule

7 Days Before Deployment

Day Before Deployment

Day of Release

Release Completed – Release Notes

**Confirm you and your users have accurately entered email in CYBER.**

## How can I prepare my users for deployment?

- Accurately entered email.
- Submit any plans/assessments/claims to PerformCare.
- Resubmit any returned assignments.
- Commit progress notes that are in draft format.
- Have a back-up plan to store data until CYBER is deployed.
- Sign up for Post-Deployment Training.

**Instruct users to report challenges with CYBER 2.0 to you.  
Stress the importance of identify ALL unexpected behaviors.**



## What will happen during deployment?

- Email communications will go all CYBER users.
- PerformCare answering system will have message when the deployment will begin.
- Messages will be posted on the PerformCare website that CYBER is not accessible.
- **CYBER will not be accessible during deployment to any users.**
- PerformCare will continue to assist families telephonically.
- The Family Portal for DD Eligibility and Camp applications will be down. Families will see a message at the portal sign in.
- Once deployment is complete, all users will be notified via email and web site communication as to when they can access CYBER.

## What do I do first?

- 1. CHECK ACCESS:** Ensure all agency users can log in from the website page login (not a saved favorite link) and access CYBER using an approved browser: Chrome, Edge, Firefox, Safari.
- 2. REVIEW:** Confirm status of current plans / assessments / progress notes.
- 3. COMMUNICATE:** *Ask staff to report to designated Superusers any CYBER 2.0 unexpected behaviors – staff should not report these to PerformCare directly.*
- 4. DOCUMENT ISSUES:** *Superusers* - document multiple reports of the same bugs using the provided template.
- 5. REPORT CRITICAL ISSUES:** *Superusers* - Complete a Customer Service Request Form > Type of Issue “Other” and attach the template.



# CYBER Access Requirements Change



- CYBER can be used effectively with the following browsers:
  - Microsoft Edge
  - Google Chrome
  - Mozilla Firefox
  - Apple Safari
- Desktops, laptops, full size tablets
- Microsoft operating systems, macOS, ChromeOS and Android operating systems

Review the CYBER Access Requirements webpage:

<https://www.performcarenj.org/cyber/access-requirements.aspx>

**Critical issues** are those that create a barrier to finalizing a process.

- Superusers should collect and compile agency issues and [call PerformCare Service Desk 1-877-652-7624](#).
- Report one issue per call
- Use the provided template to track and document issues.

**Non-critical issues** are those that may appear to be a barrier to completing work, but workarounds or solutions will allow for completion.

- Superusers may submit non-critical issues using the [Customer Service Request Form](#).

# Critical Issue Examples

Critical Issues	
Validations causing constant interruptions to work that cannot be resolved.	User with proper security is <b>not able to:</b> <ul style="list-style-type: none"> <li>• Assign, transfer, return, submit, assessments or plans</li> <li>• Upload documents</li> </ul>
Back button causing system log out.	User is not able to commit progress notes.
Security Administrator not being able to create a User ID or unlock/reset a user password.	User not being able to submit Forms: <ul style="list-style-type: none"> <li>• FSS Re Auth</li> <li>• FSS Site Transfer</li> <li>• LOCI</li> <li>• DD application</li> <li>• Camp application</li> </ul>
Users receiving 'Your request is being processed; this may take a few moments' message when loading a grid for a long period of time.	User is not able to complete or submit 1500 Health Insurance Claim Form.
Any action that restricts a user who should have access to a youth from accessing a youth. (Based on agency authorization, or Provider tab).	<b>Workaround attempt: close browser and re-open it but if it continues to happen after trying again, it would be considered critical.</b>

# Non-Critical Issues

Any functionality that has a functional resolution or workaround. Some examples include:	Non-critical if:
Copy functionality not working	User can manually enter data into plan/assessment.
Sort or filter in grids not working	User can manually search for the data in the grid.
Assistance with the Zoom size of the browser	User can review browser documentation and resolve.
An unexpected error, warning or bug	User can close the message and complete the task
Screen is showing unexpected or incorrect information in a column or grid	User is not restricted from completing work.
New functionality is encountered	User can review Conversion guides or updated training materials.
<p>New validations</p> <p>Example: All youth records will have a phone type validation appear on youth demographics tab if a youth phone number was entered.</p>	<p>User can address the validation...</p> <p>Cancel the validation message, but better to resolve the validation.</p>

# Reporting a Critical Issue

## Sample Template for CYBER 2.0 - Calling in Critical Issues

Call PerformCare Service Desk 1-877-652-7624  
Customer Service Request Form: [www.performcarenj.org/service desk/](http://www.performcarenj.org/service desk/)  
*Critical issues are those that create a barrier to finalizing a process.*

### Superuser Identification

Date issue occurred:	
First and Last name of Superuser:	
Superuser email and phone:	
Provider Type: (IIC, CMO, MRSS):	
Agency name and Medicaid # (if known):	

### Reported by User

UserID:	
Youth/Child ID:	
Computer/Laptop/Device Type	
Browser Type:	Chrome Edge Firefox Safari
CYBER Server # (listed at bottom of screen):	-06 -07 -08

**Issue Description:** You may be asked to submit screenshots of the issue through the Customer Service Request Form.

- ✓ What occurred (concise description)?
- ✓ Why is the defect critical to your agency's work?
- ✓ What warning/message was received (if applicable)?
- ✓ What did you expect to occur? (Please review the CYBER 2.0 Presentation or Conversion Guide for reference.)
- ✓ How many users does the issue affect?
- ✓ What did you do to try to work around the issue?

## Call the Service Desk at PerformCare. 1-877-652-7624

1. Identify how many users are experiencing the issue.
2. Collect information about the issue with as much detail as possible.
3. Enter notes into **Sample Form** (one issue per form).
4. Document the Work Order number that is created for the reported issue.

# Reporting a Non-Critical Issue

Use the Customer Service Request Form  
[www.performcarenj.org/servicedesk](http://www.performcarenj.org/servicedesk)

### Customer Service Request Form

Please Note: An asterisk \* next to an item indicates that the item is required.

\*Please provide a brief subject for your request

#### Requester Details

<p>*First Name</p> <input style="width: 100%;" type="text"/>	<p>*Last Name</p> <input style="width: 100%;" type="text"/>	<p>CYBER Username</p> <input style="width: 100%;" type="text"/>
<p>*Email</p> <input style="width: 100%;" type="text"/>	<p>*Phone Number (XXX-XXX-XXXX)</p> <input style="width: 100%;" type="text"/>	<p>Ext</p> <input style="width: 100%;" type="text"/>
<p>*Preferred Method of Follow Up</p> <input style="width: 100%;" type="text"/>	<p>*Provider Agency ID (Enter 000 if unknown)</p> <input style="width: 100%;" type="text"/>	<p>*Name of Program/Agency</p> <input style="width: 100%;" type="text"/>

**Complete top half of form:**

Brief subject description:

Requester Details:

- First and Last names (of the Superuser)
- Email, phone
- Provider Agency ID and Agency/Program name

# Customer Service Request Form

\*Type of Issue  
Other

Please select a specific option from the dropdown. Selecting the option Other may require additional time to process your request.

\*Please provide additional information

Upload  
Choose Files No file chosen

Submit Request

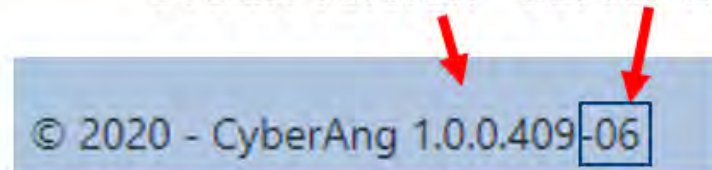
## Complete bottom half of the form:

Type of Issue: Other

Additional Information: include:

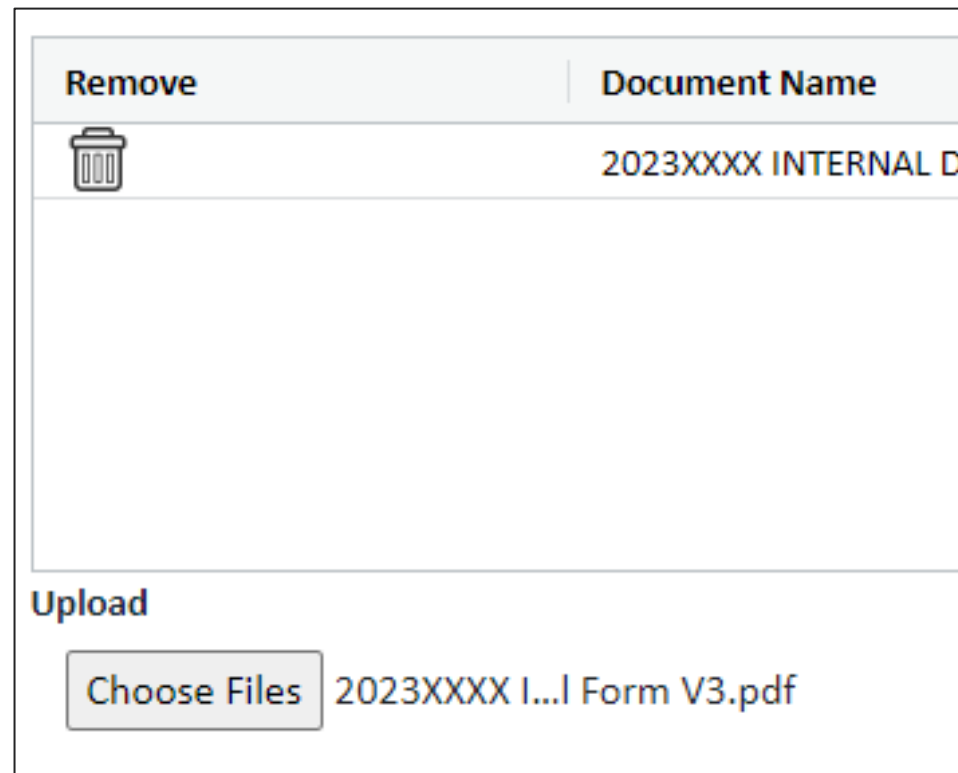
- UserID and Youth ID
- Browser Type: (Chrome, Edge, Firefox, Safari)
- Computer/Device Type:
- CYBER Server #: (listed at the bottom)
- What occurred: (detailed description of the steps)?
- What warning/message was received?
- What did you expect to occur: (Please review the CYBER 2.0 Presentation or Conversion Guide for reference.)
- How many users does the issue affect?
- What did you do to try to work around the issue?

CYBER version    Server number



# Upload a File

1. Use application like **Snipping Tool**, **Snag-It**, or **Shift-PrintScr**
2. Save file to your computer
3. Click **Choose Files** to locate and upload the file
4. Maximum attachment size is 20 MB





# Resolving Issues

- Issues will be resolved in order of importance.
- Work orders will be entered for all issues, critical and non-critical.
- Users may be asked to retest reported issues.
- The work order will be closed when the issue is resolved.
- Hotfix releases will be communicated.
- Release Notes will be made available as issues are resolved.

# References

CYBER 2.0: <https://www.performcarenj.org//provider/html5.aspx>.

[CYBER 2.0 Overview for Providers](#)

[Conversion Guide](#)

[Superusers Presentation and Sample Form](#)

New CYBER Access Requirements - <https://www.performcarenj.org/cyber/access-requirements.aspx>

Training Web Page with updated guides and materials  
<https://www.performcarenj.org/provider/training.aspx>

Post-Deployment Training by Provider Type Schedule – To be posted

HELPING  
NEW JERSEY'S  
CHILDREN  
& FAMILIES  

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