

CYBER Password Reset Functionality

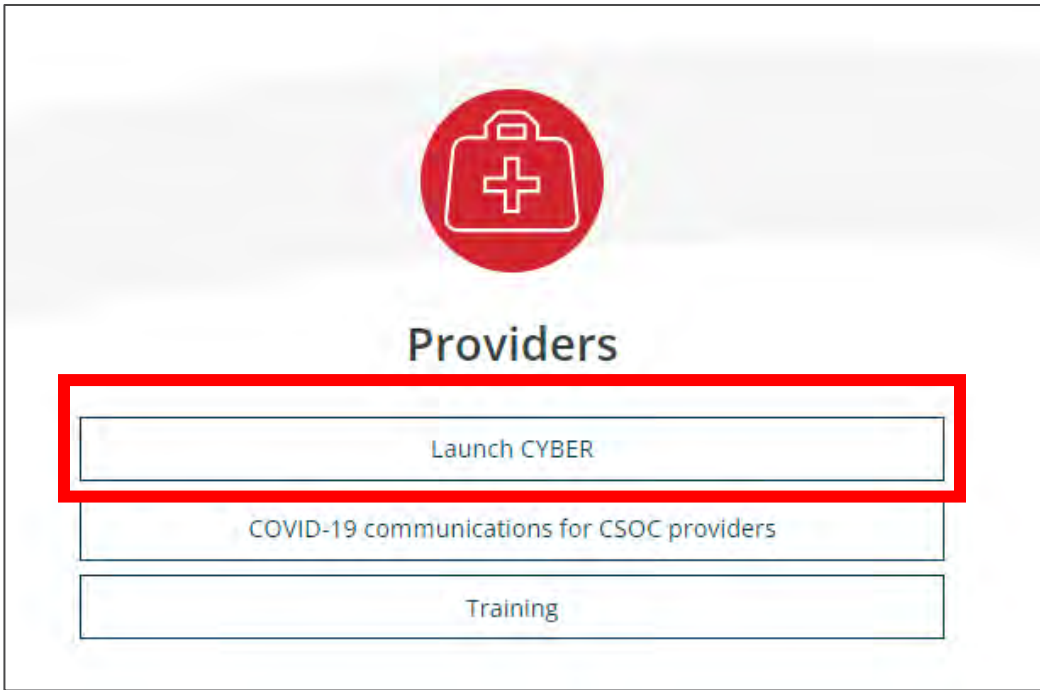
February 2024 – (02276)

PerformCARE[®]

Delivering
High-Quality
Service and Support

The objective of this training is to provide an overview of CYBER Password Reset Functionality for all Providers. We will cover:

- Accessing and Logging into CYBER
- Edit a User Profile
- Login Scenarios and their Solutions
- Username States
- Reset a Password
- The Temporary Password
- Who to Call for Assistance
- Resources



CYBER can be accessed from the PerformCare homepage by selecting the Launch CYBER link or by selecting CYBER from Page headings



Providers

CYBER

Training

Emergency services

Billing

Clinical criteria

DCP&P resources

Forms

Quality

Resources and

Provider Training

Providers can utilize the documents and modules below for CYBER and Children's System of Care (CSOC) provider operations training to better support the quality care of New Jersey's families and youth.

Certification training

Are you looking for certification training for behavioral assistants and Information Management Decision Support (IMDS) tools or ongoing trainings on CSOC topics relevant to you or your staff? [CSOC partners with Rutgers University to provide these trainings and more to CSOC providers](#) and other community members.

The Security of the Provider Training Page contains links to various training documents appropriate to CYBER Security Administrators, Role Based Security and Password Reset for All Providers

[Reports](#)

[Security](#)

[Substance Use Treatment \(SUT\)](#)

[Technical Support/Assistance](#)

CYBER LOGIN

As a CYBER user, I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment, or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use or disclosure of this PHI by logging in as a CYBER user.

This acknowledgement is in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA, please go to <http://www.hhs.gov/ocr/hipaa/>

CYBER contains substance use diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). Users that access such confidential information pursuant to a valid written consent are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any person with substance use treatment needs.

Please CLEAR your browser Cache before using this new version of CYBER.

Username

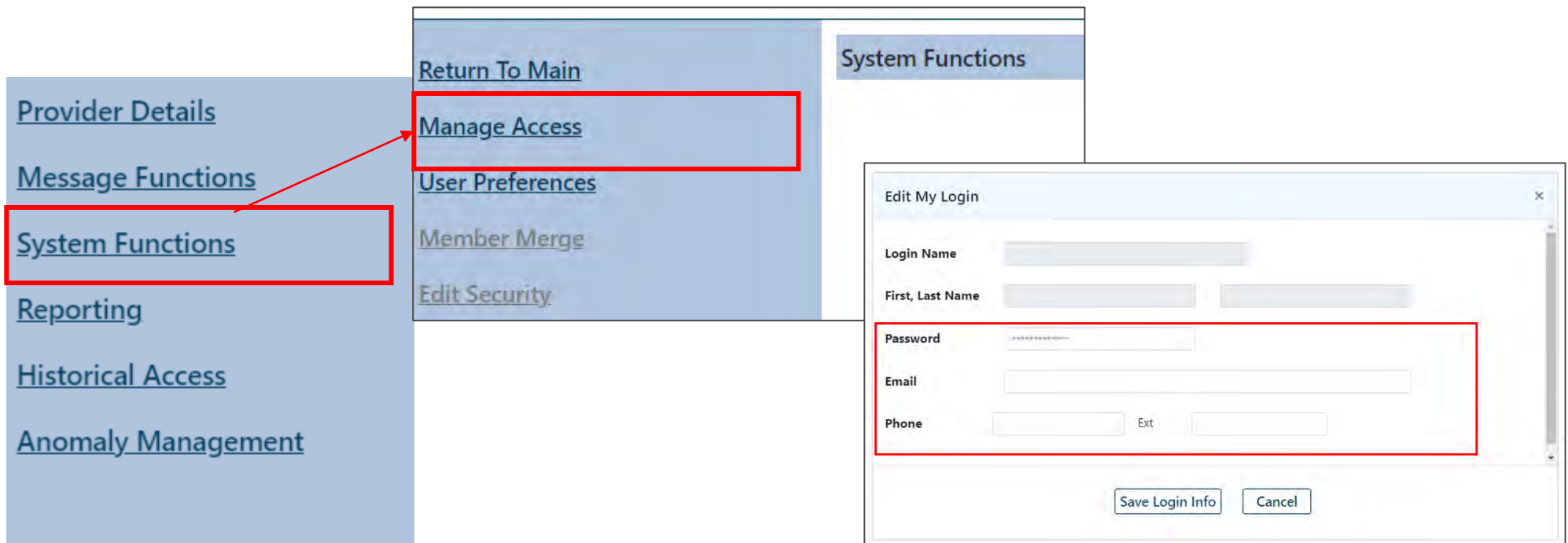
Password

LOGIN

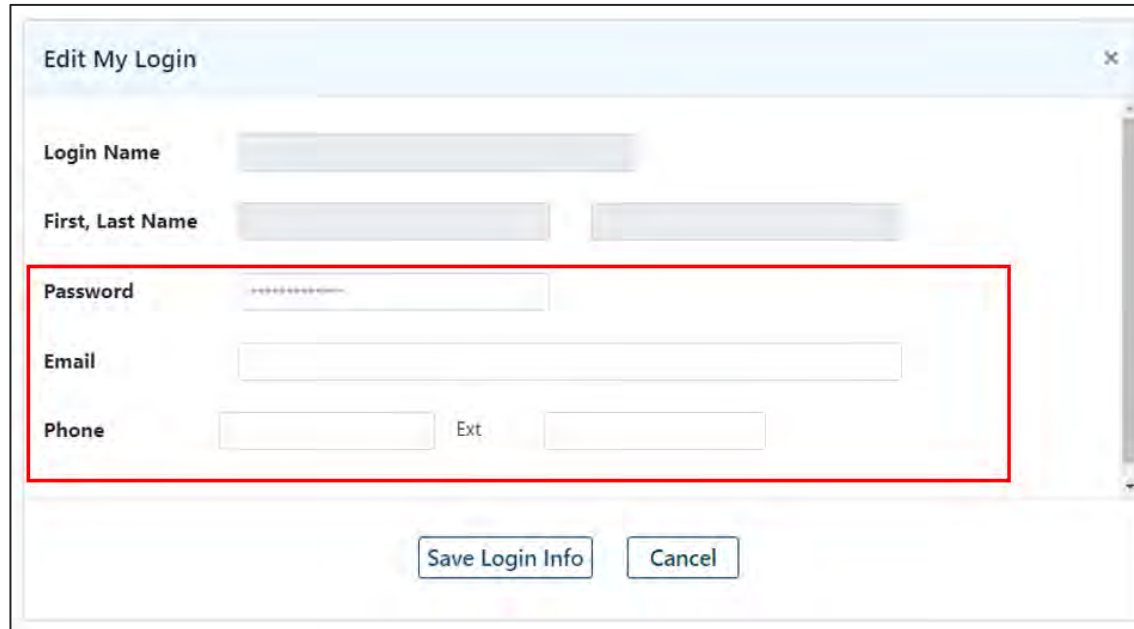
[Customer Service Request Form](#) | [Forgot Password?](#)

Editing the User Profile

- The CYBER Username is accessed using the System Functions button on the left-side of the Welcome Page.
- Users can edit only **three** fields in their CYBER user profile: **Password, Email and Phone.**
- To access the user profile, click on the System Functions and then Manage Access buttons on the upper left-side of the screen.



Edit My Login



The screenshot shows a web form titled "Edit My Login". It has a light blue header bar with the title and a close button (X). Below the header, there are several input fields: "Login Name" (a single wide field), "First, Last Name" (two side-by-side fields), "Password" (a field with masked characters), "Email" (a single wide field), and "Phone" (two side-by-side fields with "Ext." between them). A red rectangular box highlights the "Password", "Email", and "Phone" fields. At the bottom of the form, there are two buttons: "Save Login Info" and "Cancel".

- It is required that users enter their current email address and work phone number into the Email and Phone fields.
- Users can reset their password at any time, without contacting the Security Administrator or the Service Desk.

Note: A valid email address contains the correct email address including the '@' symbol and no extra spaces at the start, or end of the email.

Users may also update their password once logged into CYBER by clearing the encrypted password (dots) and typing a new secure password. The user must then click **Save Login Info** to save the changes.

- Entering a valid Email allows the system to send a temporary password to the user.
 - Users can access the CYBER password reset screen and change their password.
- Emails are used for important CYBER communications
 - Messages can include CYBER updates, reporting issues, Children's System of Care (CSOC) announcements, etc. Recipient emails are pulled from a report generated directly from the information provided in CYBER.

If your email in CYBER is incorrect, outdated, or missing, you will not receive essential communications from PerformCare.



Security Administrator Password Reset

Security Administrators can change their own passwords from inside CYBER following these steps:

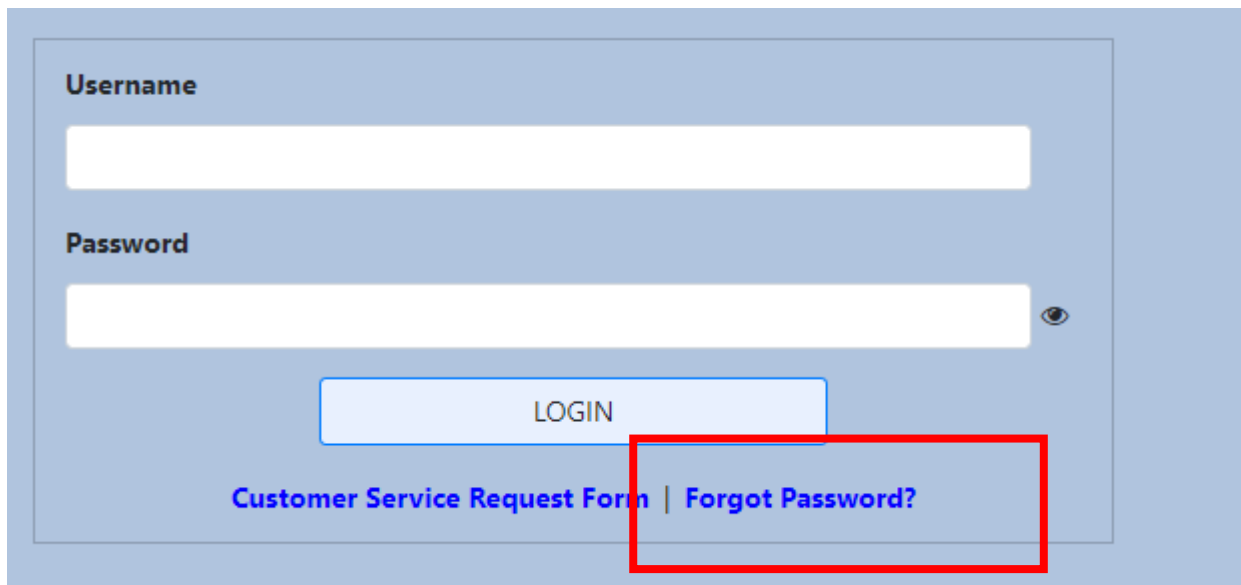
1. Enter your name or User ID and click Search.
2. When the name appears double click and the User Login Details will open.
3. Select **“Reset Password to Default”**
4. A temporary password will be sent to the Security Administrator email

The screenshot shows a web interface for managing user login details. The form is titled "User Login Details" and contains several fields and buttons. The "Reset Password To Default" button is highlighted with a red box. The "Reset Login Attempts" button is also visible. The "Deactivate" checkbox is unchecked. The "Deactivation Date" field is set to "MM/DD/YYYY". The "First Name" and "Last Name" fields are empty. The "User ID" field is empty. The "Login Attempts" field shows "0". The "Email" field contains "NoReply@cbhnp.org". The "Phone" field is empty. The "Assigned Program(s)" field is empty, and the "Add a Program" button is visible.

Security Administrator Password Reset

Security Administrators can change their own passwords from outside of CYBER by:

1. Select “Forgot Password” from CYBER Homepage
2. Follow the prompts to Reset your password
3. A temporary password will be sent to the user's email



The image shows a login form with the following elements:

- Username** label above a text input field.
- Password** label above a text input field with a toggle icon (an eye) to its right.
- A **LOGIN** button below the password field.
- A link labeled **Forgot Password?** at the bottom of the form, which is highlighted with a red rectangular box.
- A link labeled **Customer Service Request Form** is also visible at the bottom, separated from the other link by a vertical bar.

Each time a user logs into CYBER, the system checks that the Username is valid and active, and the associated Password matches the password in the user's profile.

IMPORTANT NOTE: Each attempt is counted and is cumulative. For example, the user may have tried to log in four times last week unsuccessfully (system counts 4 attempts) and then tries again today (system counts 5 attempts and is locked). The user will receive the password reset option).

There are other login issues that can arise if the user enters incorrect information or if the Username that is entered is no longer active.

The next series of slides will go through each scenario.

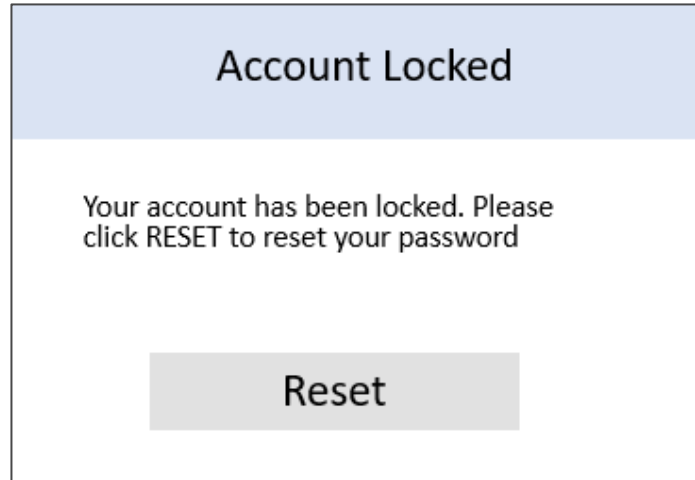
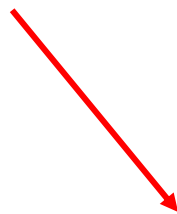


Valid Username and Incorrect Password = Locked

Scenario: User attempts to log in with an active Username and incorrect Password. The system will display the message:

'The Username or the Password combination entered does not match our records. Please check and try again.'

User attempts to log in 5 consecutive times unsuccessfully, they will receive the following screen:

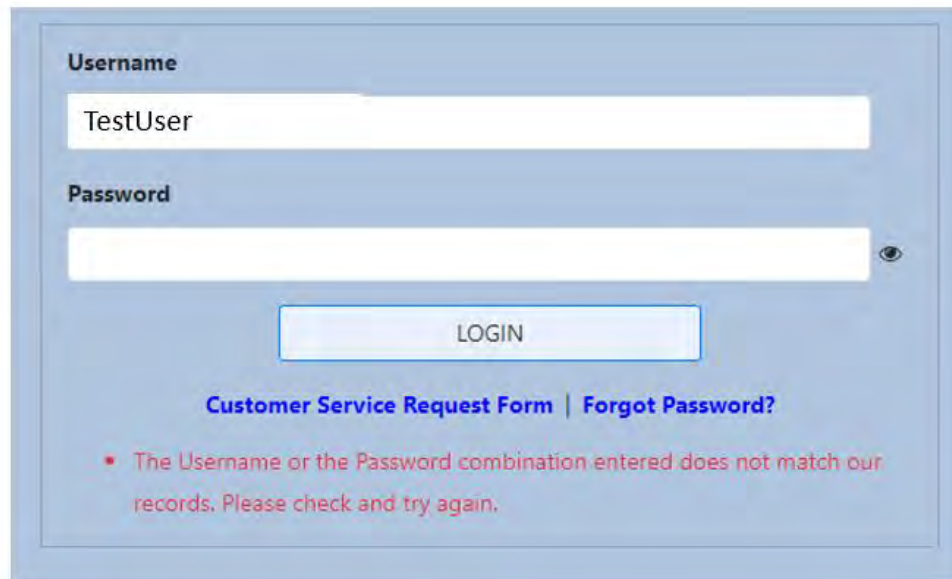


Solution: User should enter an email address associated with the Username.

Note: Some users have more than one CYBER Username. Users may associate the same email address to any CYBER Username.

Invalid Username = Cannot Login

Scenario: User entered a Username that is not valid (does not exist in CYBER) – users will receive the following message under the Login button:



The screenshot shows a login form with a light blue background. It contains two input fields: 'Username' with the text 'TestUser' and 'Password' which is empty. Below the fields is a 'LOGIN' button. Underneath the button are two links: 'Customer Service Request Form' and 'Forgot Password?'. At the bottom, there is a red error message: '• The Username or the Password combination entered does not match our records. Please check and try again.'

After the 5th attempt, the user will see a blank screen and the following message:

You have attempted to login too many times. Please close your browser and try again. If you are still unable to login, please contact your Security Administrator.

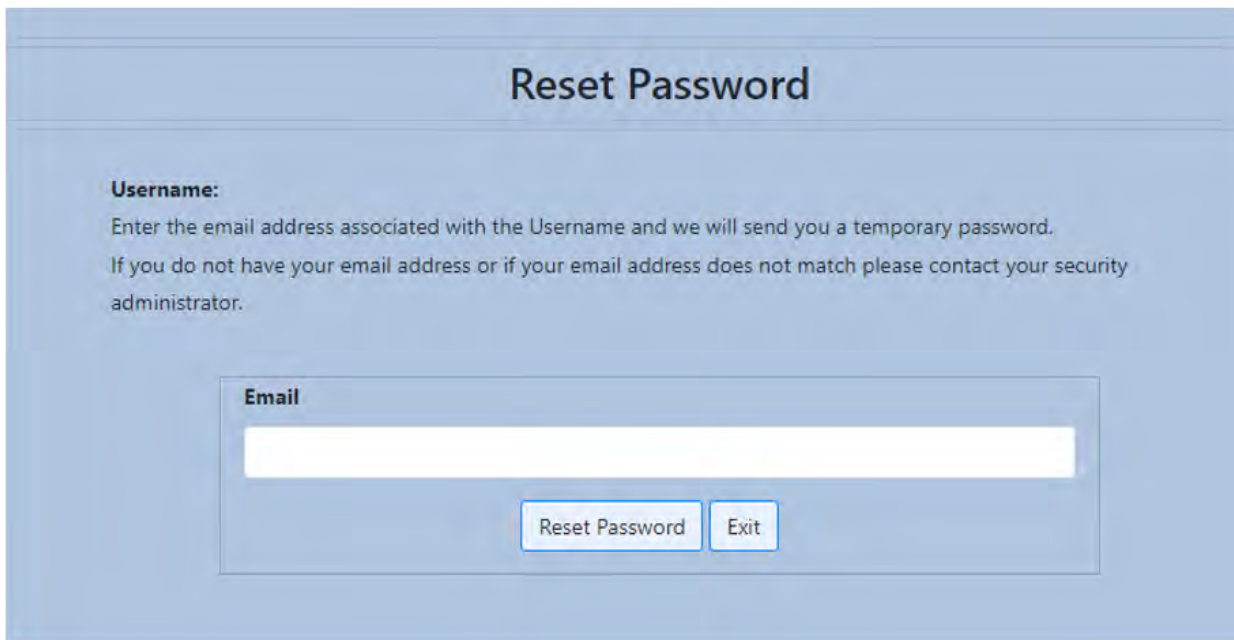
Solution: Check the Username, close all open Internet windows and try again. This action is called 'Refreshing the browser.'

Reset Password Screen

After entering an email and clicking the 'RESET PASSWORD' button, the system validates that the information entered matches what is in the user's profile.

If the combination entered matches the system, the user will be emailed a temporary, random password.

The user should click the EXIT button.



Reset Password

Username:
Enter the email address associated with the Username and we will send you a temporary password.
If you do not have your email address or if your email address does not match please contact your security administrator.

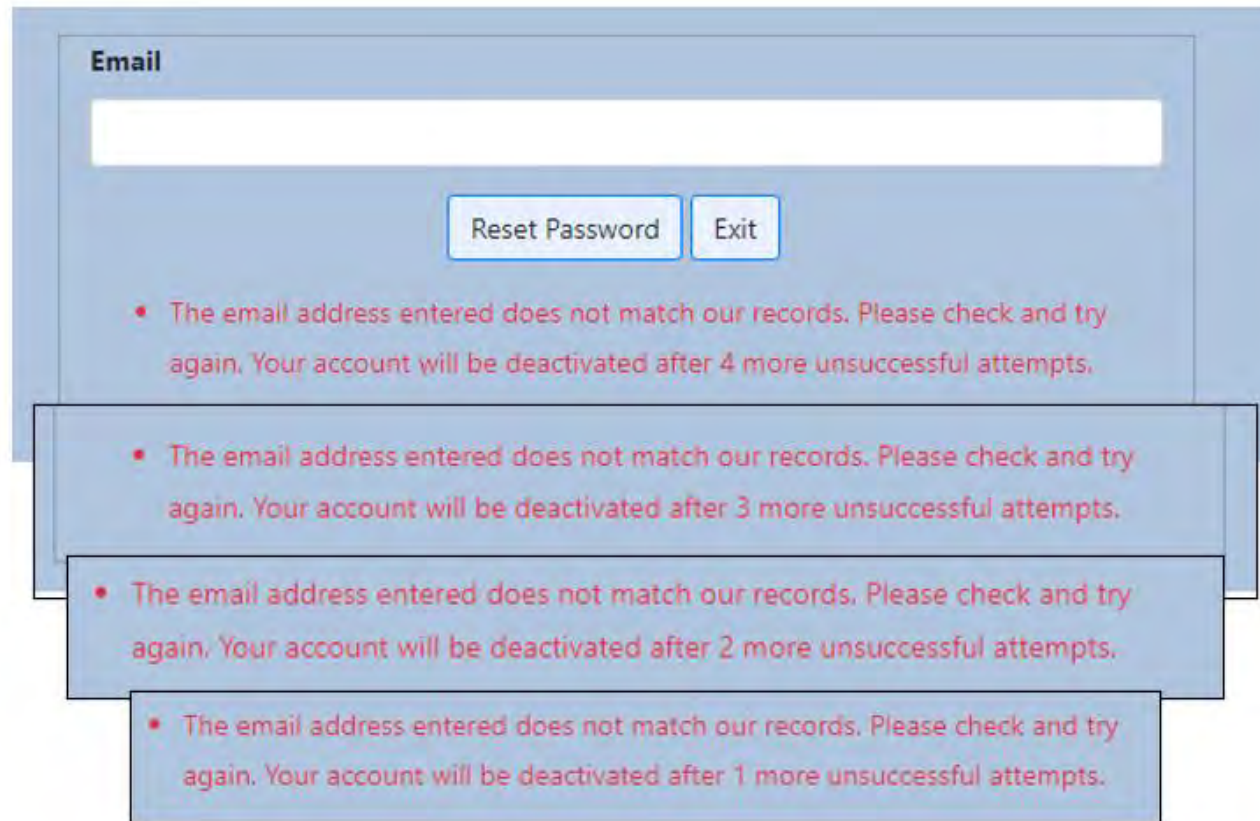
Email

Reset Password Exit

Users are given 5 attempts at resetting their password using their Username and Email combination.

Invalid, Incorrect or Missing Email = Deactivated

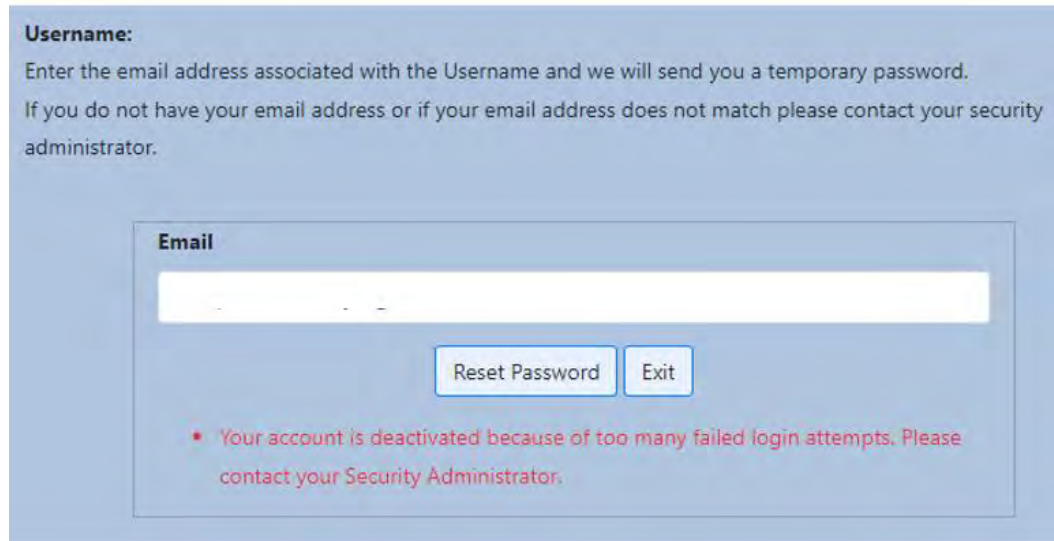
Scenario: Each time the user attempts to reset the password using the Reset Password screen, and the Username and Email combination entered does not match what is in the user's profile, the user will receive an error message



After the user enters an incorrect email address for the 5th time, the system will deactivate the account and a new message will display, 'Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator.'

Invalid, Incorrect or Missing Email (Cont'd)

If the User deactivates their account, they will receive a message indicating that they need to contact either their Security Administrator for assistance as shown in the example below:



Username:
Enter the email address associated with the Username and we will send you a temporary password.
If you do not have your email address or if your email address does not match please contact your security administrator.

Email

Reset Password Exit

• Your account is deactivated because of too many failed login attempts. Please contact your Security Administrator.

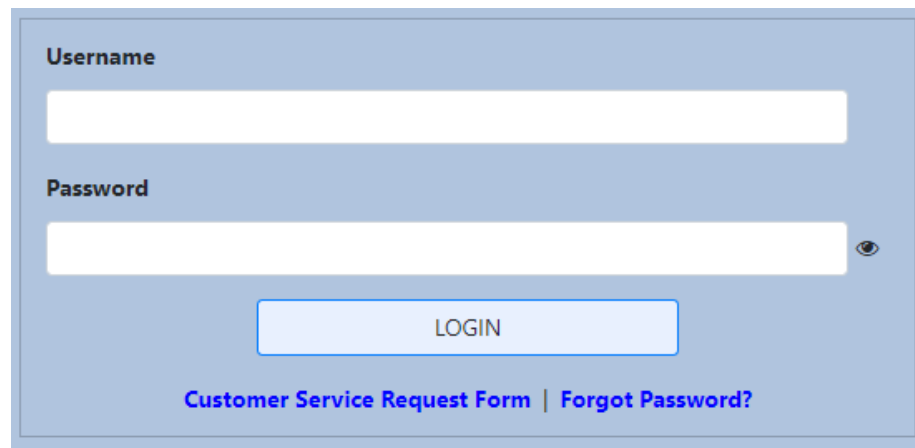
Solution: Once this message appears, the user must contact their Security Administrator to access CYBER. The Service Desk cannot assist the user in this case.

If the user is successful at entering the correctly associated email before 5 attempts, the temporary password is sent immediately. If you do not receive an email with the temporary random password:

- Confirm that your Email is working, and you can receive email
- Confirm the Email Address on your User Profile with your Security Administrator

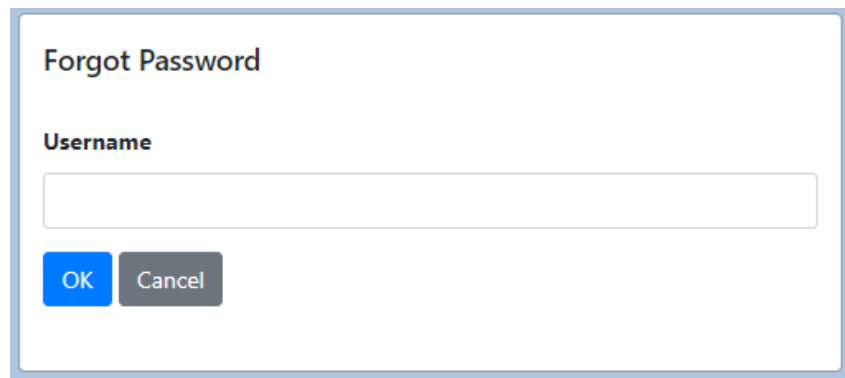
Forgot Password Feature

The 'Forgot Password?' link - This feature may be used when or if the user cannot remember their password.



A screenshot of a login form with a light blue background. It features two input fields: 'Username' and 'Password'. Below the fields is a 'LOGIN' button. At the bottom, there is a link for 'Forgot Password?' next to 'Customer Service Request Form'.

Clicking the 'Forgot Password?' link prompts the user to enter their Username and click OK.

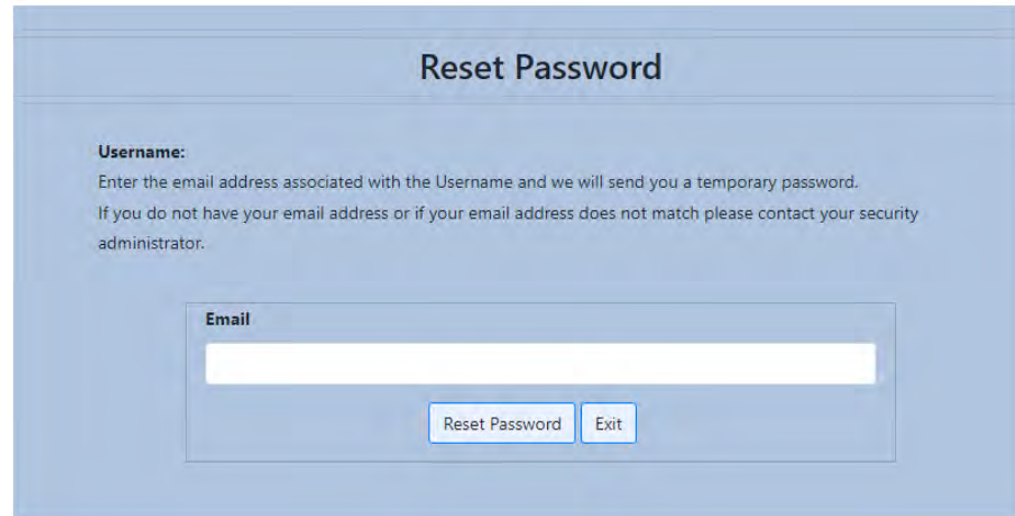


A screenshot of a 'Forgot Password' dialog box. It has a white background with a light blue border. The title is 'Forgot Password'. Below the title is a 'Username' label and an empty input field. At the bottom, there are two buttons: 'OK' (blue) and 'Cancel' (grey).

Username States

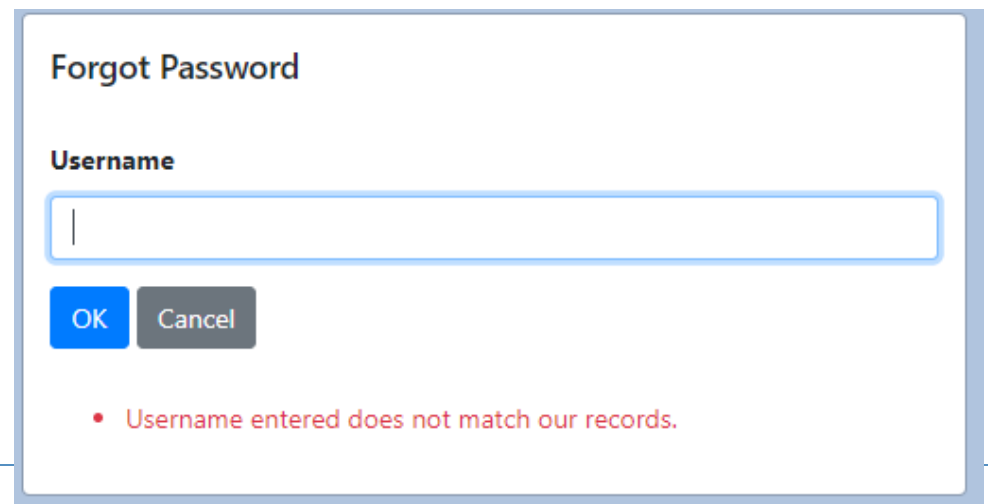
There are 3 'states' a Username may be in:

- Valid and active
- Invalid
- Not active; deactivated



1. The Username is **valid** and **active** when the user clicks OK, the user will see 'Enter the email address associated with the Username and we will send you a temporary password. If you do not have your email address or if your email address does not match please contact your security administrator.'

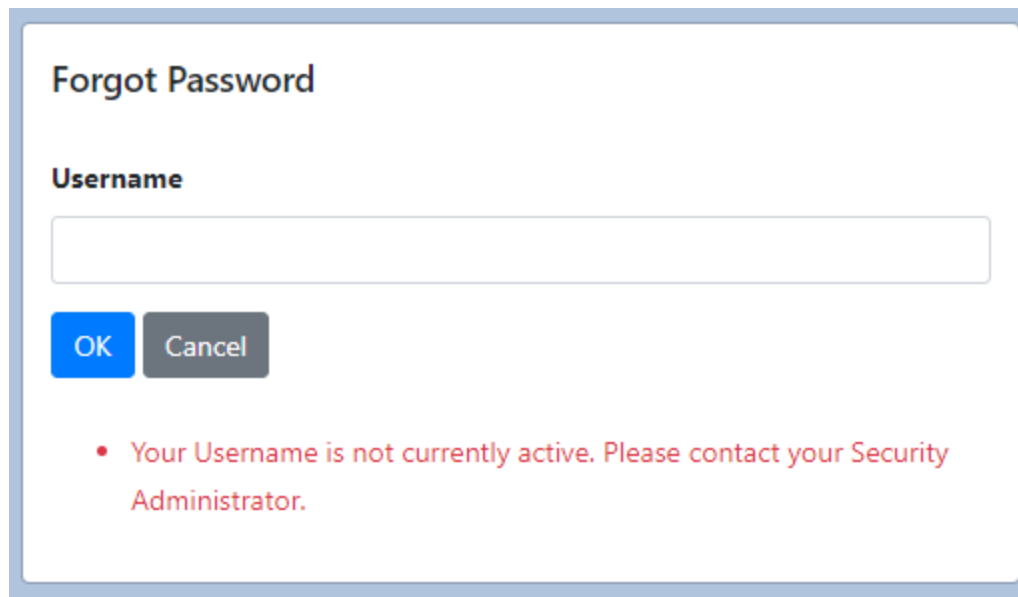
2. The Username is **invalid**, user will see 'Username entered above does not match our records.' Click cancel and try again.



Username States (Cont'd)

3. Username is **not currently active; deactivated**, the user will see, 'Your Username is not currently active. Please contact your Security Administrator.'

Contact your Security Administrator.



The screenshot shows a 'Forgot Password' dialog box with a light blue border. At the top, the title 'Forgot Password' is displayed. Below the title is a label 'Username' followed by an empty text input field. Underneath the input field are two buttons: a blue 'OK' button and a grey 'Cancel' button. At the bottom of the dialog, a red error message is displayed: '• Your Username is not currently active. Please contact your Security Administrator.'

Resetting the Password

Use Strong Passwords

Strong passwords are required to access CYBER. A strong password will have at least 8 characters including at least three of these four types of characters:

1. uppercase letter (A B C)
2. lowercase letter (d e f)
3. numeric character (numeric: 2 4 9)
4. non-alphanumeric character (non-alphanumeric: # \$ % & - _)

Passwords are case sensitive.

New Password

Retype New Password

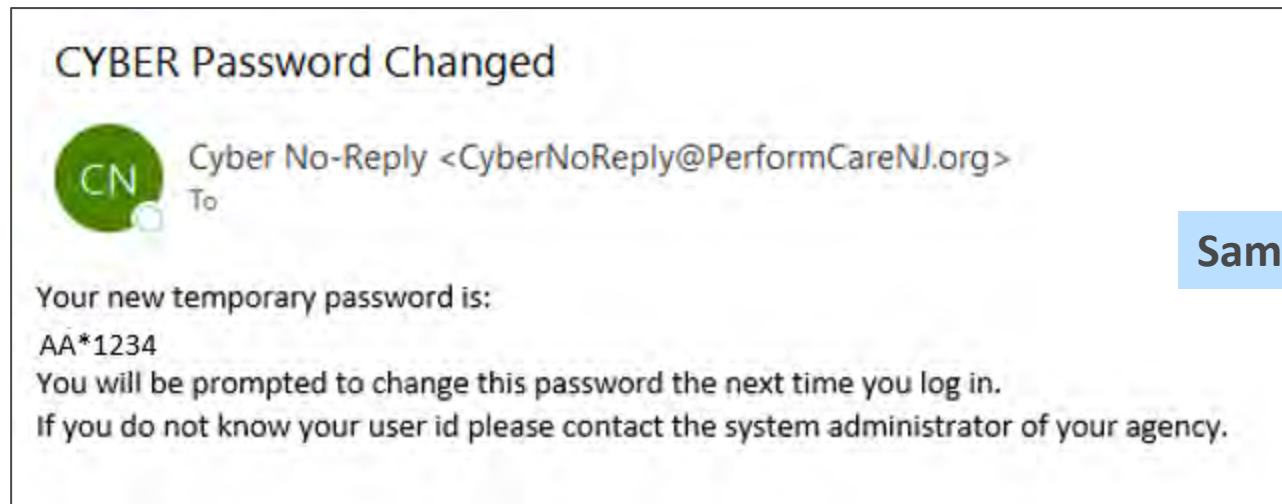
- Invalid Password. Already used. Please try another...

Note: The system will remember and not permit reuse of your last four passwords.

Examples of weak password choices: dates, date of birth, children's/pet's names, proper nouns/names

The Temporary Password

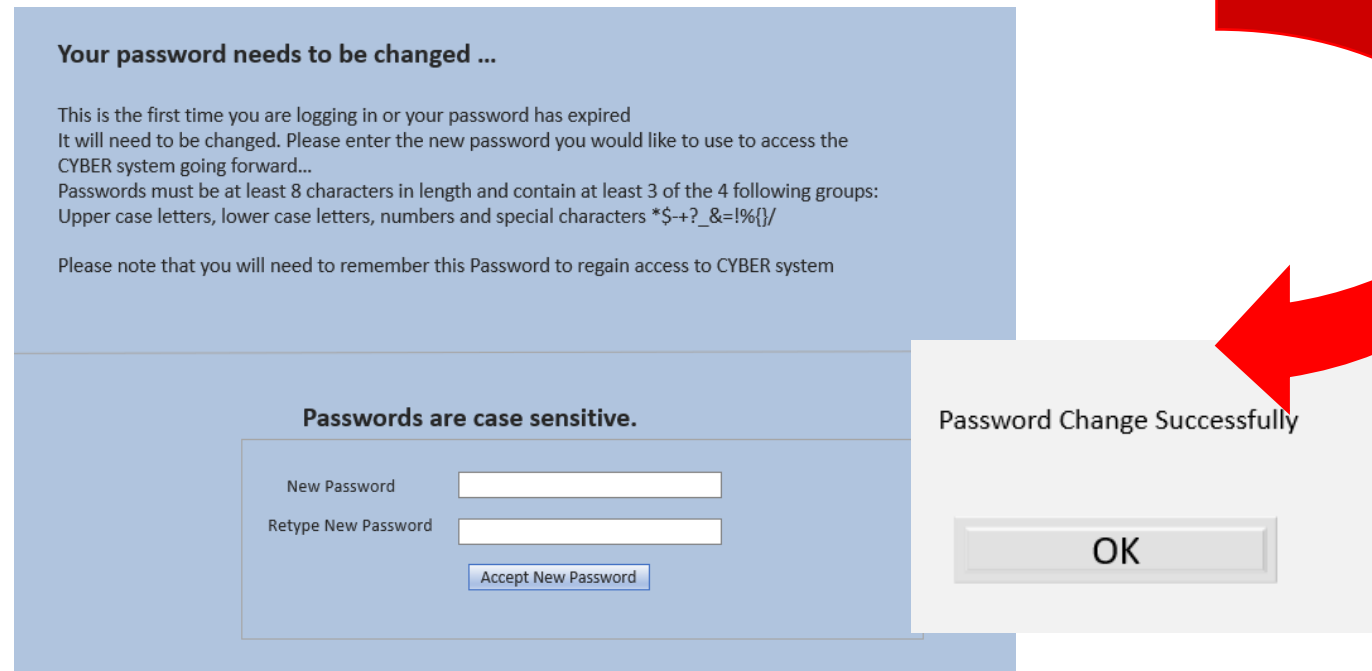
The temporary random password will appear in your email:



- The temporary password can be copied from the email message and pasted or typed into the CYBER login screen.
- Once the user logs in successfully with the temporary password, they will be asked to select a new password.
- The temporary password cannot be used again once the password is reset.

The Temporary Password Cont'd

A message will appear when the password has been changed successfully.



Your password needs to be changed ...

This is the first time you are logging in or your password has expired
It will need to be changed. Please enter the new password you would like to use to access the CYBER system going forward...

Passwords must be at least 8 characters in length and contain at least 3 of the 4 following groups:
Upper case letters, lower case letters, numbers and special characters *\$+?_&=!%{}/

Please note that you will need to remember this Password to regain access to CYBER system

Passwords are case sensitive.

New Password

Retype New Password

Password Change Successfully

A large red arrow points from the top right of the message box to the success dialog.

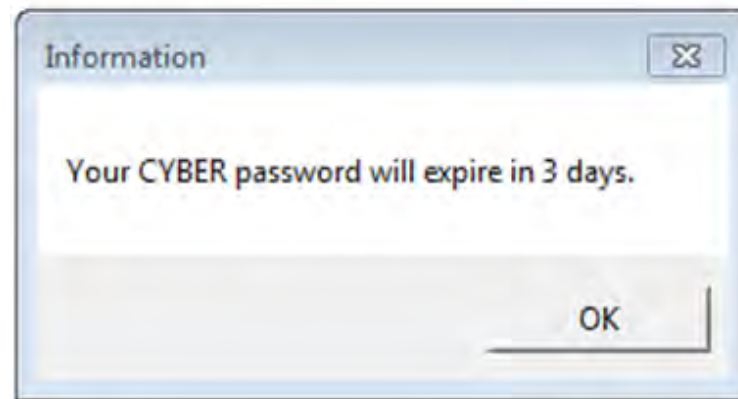
If your browser saves your password and you reset the password, you may need to change the saved password.

90 Day Password Requirement

You must change your password every 90 days. If it has been 90 days since your last password change, when you attempt to log in, CYBER will display the Password Reset Window and require you to identify yourself and reset your password.

Reminder Notification

- CYBER will keep track of the last password change and will display a **reminder notification** when the password needs to be changed, 5 days prior to the 90 day limit.
- New passwords must be at least 8 characters long, with at least 3 out of the 4 following character types: upper case letters, lower case letters, numbers and/or special characters.
- The system will remember and not permit reuse of users' last four passwords.



- *Note: The reminder notification will occur when the user logs into CYBER.*

90 and 180 Day Rules for User Lockout/Deactivation

- You may **lock** or **deactivate** your own username if you do not **log into CYBER regularly**.
- If you do not log into CYBER for **90 consecutive days**, your username will be **automatically locked** and you will be forced to reset your password to log back in. When you attempt to log in after 90 days, you will receive the message, 'Your account has been locked because you have not logged into CYBER in the past 90 days. Please click OK to reset your password.' You can click the '**Forgot Password?**' link from the CYBER login page to access the Reset Password feature.
- If you do not log into CYBER for **180 consecutive days**, your username will be **automatically deactivated**.
 - When you attempt to log in after 180 days, you will receive the message, 'Your Username is not currently active. Please contact your security administrator.'
 - You should contact your agency's Security Administrator(s) to reactivate your account.
 - The Service Desk will not be permitted to reactivate your account and will refer you to your security administrator.



- If you have closed your browser windows and then attempted to reset your Username and Password and have been unsuccessful, always contact your Security Administrator for assistance *first*.



Resources

- PerformCare Website www.performcarenj.org
- CYBER > Access requirements: <http://www.performcarenj.org/cyber/access-requirements.aspx>
- PerformCare website Training web page
<http://www.performcarenj.org/provider/training.aspx#security>

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624

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