

Internet Browsers with CYBER

Updated 1/25/2019

CYBER is an internet-based application that enables multiple users in many locations to access electronic behavioral health records. The application's software is currently powered by Microsoft Silverlight and then accessed through a browser using a unique username and password for each user.

CYBER can be used effectively with Internet Explorer 11 only. Your browser must have the Transport Layer Security protocol version 1.2 (TLS 1.2) enabled. This is already a part of Internet Explorer 11.

CYBER may be used with specific discontinued versions of Firefox and Safari with limited functionality for some users. However, these older versions are no longer supported.

Planned enhancements will allow additional browsers such as Firefox and Chrome to work with CYBER in the future. **PerformCare will notify providers when these enhancements are in place.**

Using INTERNET EXPLORER 11 with CYBER

Internet Explorer 11 is recommended for use with CYBER and Microsoft Windows based desktops, laptops and tablets (not phones). Silverlight and CYBER works optimally with Internet Explorer 11 on Windows 7, Windows 8.1 and Windows 10 operating systems.

How do I find out what version *operating system* I am using?

- **Windows 10** - Go to Start, enter **About your PC**, and then select **About your PC**. Look under **PC for Edition** to find out your version and edition of Windows.
- **Windows 8.1** - Swipe in from the right edge of the screen, tap **Settings**, and then tap **Change PC settings**. (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click **Settings**, and then click **Change PC settings**.) Next, tap or click **PC and devices**, and then tap or click **PC info**. Look under **Windows** for the version and edition.
- **Windows 7** - Click **Start** or the **Windows logo** right click **Computer** then click **Properties**. Look in **System**.
- You could also try Clicking **Start** or the **Windows logo** then if you have a 'Start Search' field type **winver** then Double-click **winver.exe** from the results. If you had a run box instead of search just click **Run** type **winver** click **OK**.
- **Windows XP and Windows Vista** are no longer supported by Microsoft. **We do not recommend using Windows XP or Vista.**

These browsers do NOT function with Silverlight and CYBER:

Microsoft EDGE



Google Chrome



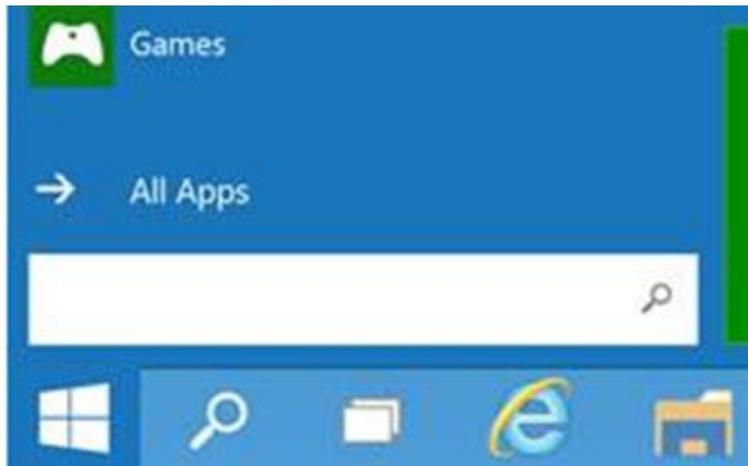
How do I Download Silverlight (PC or MAC)?

If you have not done so already, follow this link <https://www.microsoft.com/silverlight/> to **run** and then **install** Silverlight.

How do I create a shortcut for Internet Explorer 11 on my desktop?

If you are on Windows 10 or 8.1, when you try to log into CYBER you may be getting a message to download Silverlight, even though you may have downloaded the program already. The following steps will allow you to bypass that message:

- Left click on the window in the bottom left of your screen:



- Enter in the search bar 'ie', then the Internet Explorer icon should show as the light blue 'e' with the yellow halo around it. 
- Right click on the Internet Explorer icon and choose 'Pin to Taskbar'.
- After doing this you should have a functional IE icon on your taskbar.
- Click on the icon to open Internet Explorer and search for PerformCare NJ. The website is www.performcarenj.org, then click Launch CYBER

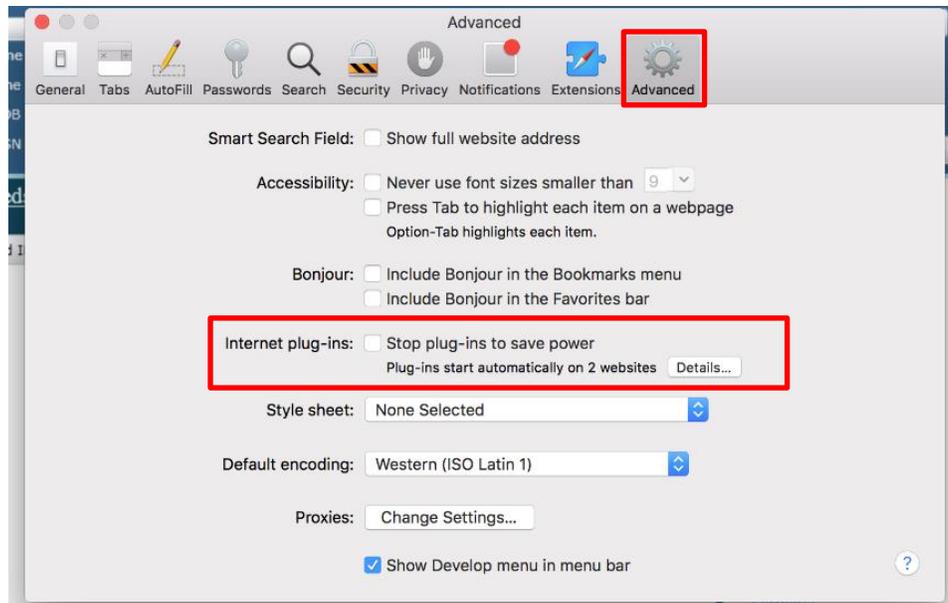
Using SAFARI with CYBER for MAC users

How do I access CYBER using Safari?

If you are on a MAC laptop or desktop (no iPads or iPhones), when you try to log into CYBER after downloading Silverlight, you may be getting a black screen. The following steps will allow you to clear that screen:

- Click Safari in the top bar then click System Preferences and then Advanced
- Uncheck 'Stop plug-ins to save power'
- Close the Advanced window and attempt to log in again.





NOTE: MAC users cannot create plans or assessments. You may create progress notes, however, we understand the copy and paste functionality (Command-C for Copy and Command-V for Paste) is not always accessible to MAC users.

Using Mozilla FIREFOX with CYBER (PC or MAC users)

Mozilla Firefox's support for Silverlight was discontinued in 2018. Older versions of Firefox and the Firefox ESR (Extended Support Release) may work, but updated versions do not. Firefox ESR 52 was the last known version that could support Silverlight.

If you are currently using Firefox and it is asking for Silverlight to be downloaded or no longer working, you should discontinue using Firefox with CYBER and use Internet Explorer 11.

This is the link to additional Firefox (ESR) Extended Support Release information: <https://www.mozilla.org/en-US/firefox/organizations/faq/>

NOTE: At the end of the support period for the ESR version:

- the release will reach its end-of-life
- no further updates will be offered for that version
- an update to the next version will be offered through the application update service

NOTE: MAC users cannot create CYBER plans or assessments. You may create progress notes, however, we understand the copy and paste functionality (Command-C for Copy and Command-V for Paste) is not always accessible to MAC users.