

PerformCARE[®]

Instructional Guide for Password Reset Functionality (CYBER Release 1.21)

PerformCARE[®]

Instructions for Use

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I. Introduction

Many websites allow users to reset their passwords when they've either forgotten them, entered them incorrectly a number of times or when too many incorrect attempts at entering a password has locked their account. CYBER will now include functionality that will allow a user who has difficulty logging in to reset their password without having to contact their System Administrator or the Service Desk (provided that the user has a valid email address in their profile).

II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.

NJ Children's System of Care
Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

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Families Youth Providers About CYBER

We develop and manage Behavioral Health Solutions that are Member and Family Focused

Launch Cyber
For technical assistance, with the Cyber System, call 1-877-736-9176 or email servicesdesk@performcarenj.org.

Help for Youth
If you are between the ages of 5 and 21 and need help with daily life challenges.

CYBER LOGIN

Enter Login Name Here

Enter Password Here

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 this PHI by logging in as a CYBER User.

This 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/> "

III. Entering or Editing an Email Address

Users have the ability to edit or enter their email address into their CYBER profile at any time. Their profile can be accessed using the System Functions button on the left-side of the Welcome Page.



Users will then click on the Manage Access button on the upper left-side of the screen.



Clicking the Manage Access button will bring up the user's profile information.

A screenshot of the 'Edit My Login' dialog box. The dialog has a light blue background and a dark border. It contains several input fields: 'Login Name' with the value 'MOlivieri', 'First, Last Name' with 'Michele' and 'Olivieri' in separate boxes, 'Password' with a masked field of dots, 'Email' with 'NoReply@cbhnp.org', and 'Phone' with '1-6096895420'. At the bottom right, there are two buttons: 'Save Login Info' and 'Cancel'.

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It is highly recommended that users enter their current email address into the appropriate field so that, if the user needs to reset their password at any time, it can be done without contacting the System Administrator or the Service Desk. If a valid email address is entered here, the system will send a temporary password to the email address, allowing the user to then access CYBER and change their password.

IV. Resetting a Password

When a user logs into CYBER, the system checks that the user ID is valid and active and the password entered matches the password in the user's profile. A number of issues can come up with logging in if the user enters incorrect information or if ID that was entered is no longer active.

1. The user enters an ID that is not valid and/or is not active – Users will receive the following message under the Login button – “Either the User ID and password combination entered did not match our records or the User ID you have entered may no longer be active. Please check that you are entering both correctly. If you are still having problems logging in, please contact your Security Administrator or the Service Desk at 1-877-736-9176.”

The screenshot shows a login interface with the following elements:

- CYBER LOGIN** (Section Header)
- Input field for Login Name: with the label "Enter Login Name Here" below it.
- Input field for Password: with the label "Enter Password Here" below it.
- Login button:
- Message below the button: "Either the user ID and password combination entered did not match our records, or the user ID you have entered may no longer be active. Please check that you are entering both correctly. If you are still having trouble logging in please contact your Security Administrator or the Service Desk at 1-877-736-9176."
- Privacy statement below the message: "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 this PHI by logging in as a CYBER User."

2. The user attempts to log-in three consecutive times unsuccessfully – Users will be brought to a white (blank) screen after the third attempt and will receive 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.”
3. The user attempts to login with an active User ID and incorrect password – Users will receive the same message seen in example #1 above.
 - a. There will be a new “Reset Password” screen that will appear once the user has entered their password incorrectly 3 times in a row to lock the account.

Reset Password

Your CYBER ID has been locked from too many incorrect login attempts
To unlock your CYBER ID, please enter the following information:

Your Login Name/CYBER ID (not case sensitive)

Your Email address associated with this ID

Once the user clicks on the “OK” button, the system will validate that the information entered matches what is in the user’s profile. If the combination matches the system, the user will be emailed a temporary, randomized password. That password can be used on the CYBER log-in screen; once the user logs in successfully with the temporary password, they will be asked to select a new password.

If the User ID and email combination entered does not match what is in the user’s profile, the user will receive the following message – “The User ID and email address combination entered did not match our records. Please check that you have entered both correctly. Your account will be locked after 5 unsuccessful attempts.” If the user is unsuccessful at entering the correct information and locks their account, they will receive a message indicating that they need to contact either their Security Administrator or the Service Desk for assistance.