
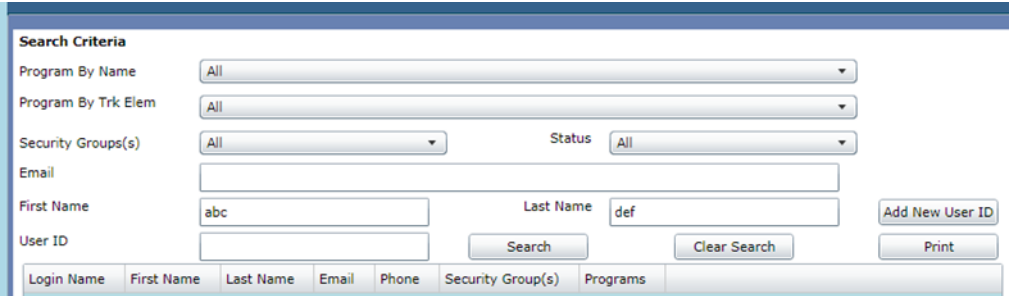


## Quick Reference Guide for CYBER Security Administrators

The purpose of this guide is to provide a quick reference for the basic actions that Security Administrators need to know in CYBER. This includes the Manage Access portion of CYBER that houses the User IDs and passwords, searching for User IDs, adding new IDs, resetting passwords, deactivating IDs, and reactivating an inactive User ID.

<p><b>Accessing CYBER Security Administration</b></p>	<ol style="list-style-type: none"> <li>1. Log into CYBER</li> <li>2. Click <b>System Functions</b> button (left column)</li> <li>3. Click <b>Manage Access</b> button (left column)</li> </ol>	 <p>The image shows two screenshots of the PerformCARE interface. The left screenshot is a vertical menu titled 'System Admin' with options: FAQ's, Cyber Updates, Help, Service Desk Form, Youth / Child Search, My Active Youth, Out Of Home, Provider Details, Message Functions, Outcomes Management, System Functions (circled in red), Reporting, Historical Access, and Anomaly Management. The right screenshot shows a secondary menu with options: Return To Main, Manage Access (circled in red), Member Merge, Edit Security, Provider Management, and System Notifications.</p>
<p><b>Searching for existing IDs</b></p>	<ol style="list-style-type: none"> <li>1. Leave status as ALL</li> <li>2. To do a partial entry search, enter 3 letters of first and/or last names</li> <li>3. Click <b>Search</b></li> </ol> <p>Results are displayed below. Double-click to open a record.</p>	 <p>The image shows a 'Search Criteria' form with the following fields and buttons: Program By Name (dropdown: All), Program By Trk Elem (dropdown: All), Security Groups(s) (dropdown: All), Status (dropdown: All), Email (text input), First Name (text input: abc), Last Name (text input: def), User ID (text input), Search (button), Clear Search (button), Print (button), and Add New User ID (button). Below the form is a table header with columns: Login Name, First Name, Last Name, Email, Phone, Security Group(s), and Programs.</p>

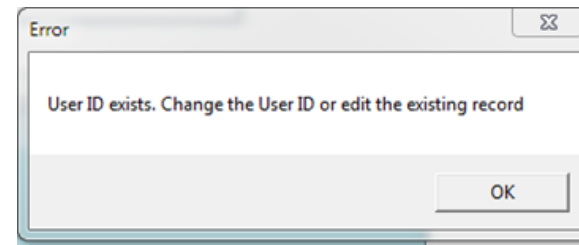
## Creating a New User

1. Click **Add New User ID**
2. Complete name, and create User ID
3. (Format is first initial last name – ex. Bob Smith = bsmith. Add numbers at the end if the name is common)
4. Click **Add a Program**
5. Click **Select a Program**
6. Add the Start Date only
7. Click Save and Exit (in Add Program)
8. Select from **Available Groups** (see Security Group Definitions)
9. Click **Add Security Group button** in center

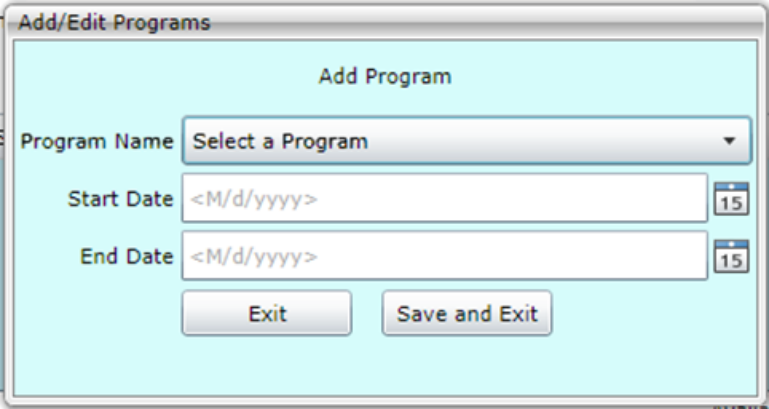
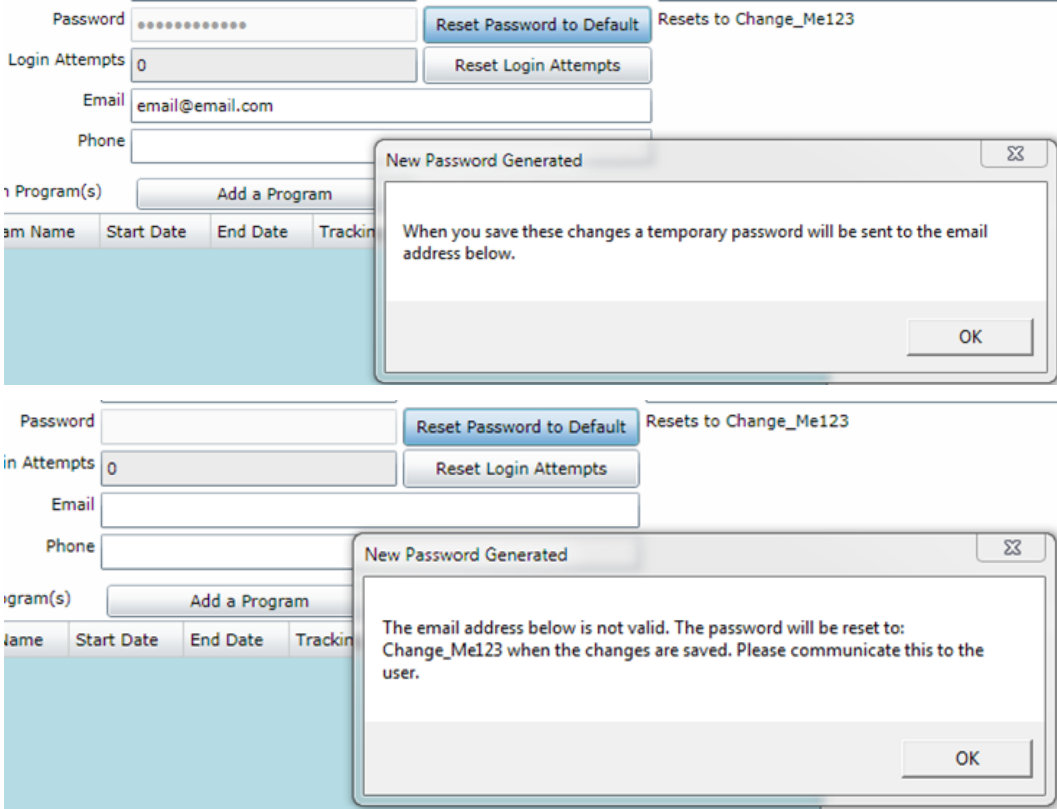
### Add Security Groups:



- At least one Organizational **Title**
- One **Level**
- One Hierarchy **Plan Level**
- Other security groups as needed (see Security Group Definitions)

1. Click **Save and Exit** (if there is already an ID with same name change the ID by adding a number at the end.
2. If the User ID is valid, it will be saved and one of the two password messages (under Password Reset Functionality) will be displayed.
3. Notify user of their new Login Name.



<p><b>Modifying existing user IDs</b></p>	<ol style="list-style-type: none"> <li>Following a search, once the ID is located, identify the field that needs modification.</li> <li>Any fields may be modified EXCEPT the user ID/Login Name.</li> <li>Change the information in the record.</li> <li>Save and Exit.</li> <li>If necessary, make sure the user knows what information you have changed.</li> </ol>	<p>The screenshot shows the 'User Login Details' form. At the top, there is a 'Deactivate' checkbox and a 'Deactivation Date' field with a calendar icon. Below this are input fields for 'First, Last Name', 'User ID', 'Password', 'Login Attempts', 'Email', and 'Phone'. There are buttons for 'Reset Password to Default' and 'Reset Login Attempts'. The 'Assign Program(s)' section has an 'Add a Program' button and a table with columns: Program Name, Start Date, End Date, Tracking Element, and Medicaid #. The 'Assign Group(s)' section has a table with columns: Security Group and Group Description. To the right is an 'Available Group(s)' list with columns: Security Group and Group Description. Buttons for '&gt;&gt; Remove Security Group' and '&lt;&lt; Add Security Group' are between the two tables. At the bottom are 'Exit', 'Save and Exit', and 'Save' buttons.</p>
<p><b>Deactivating a User ID</b></p>	<ol style="list-style-type: none"> <li>Search for and open the User ID</li> <li>Click the <b>Deactivate checkbox</b></li> <li>A deactivation date will appear in the <b>Deactivation Date</b> box. It can be set to a date in the future, but not back-dated.</li> <li>Click <b>Save and Exit</b>.</li> </ol>	<p>This is a close-up of the 'User Login Details' form. A red circle highlights the 'Deactivate' checkbox, which is currently unchecked. Another red circle highlights the 'Deactivation Date' field, which contains a date picker showing '15'.</p>

<p><b>Reactivating an Inactive User ID</b></p>	<ol style="list-style-type: none"> <li>1. Search for and open the User ID</li> <li>2. Click to uncheck the <b>Deactivate checkbox</b>, the Deactivation Date will be removed.</li> <li>3. Click <b>Add a Program</b></li> <li>4. Click <b>Select a Program</b></li> <li>5. Select the appropriate Program and a new <b>Start Date</b> with NO End date.</li> <li>6. Click <b>Save and Exit</b> (in Add Program window)</li> <li>7. Click <b>Reset Password to Default</b> (See Resetting Passwords above)</li> <li>8. Click <b>Save and Exit</b>.</li> </ol>	
<p><b>Password Reset Functionality</b></p>	<ol style="list-style-type: none"> <li>1. Search for and open the User ID</li> <li>2. Double click to open</li> <li>3. Click <b>Reset Password to Default</b></li> <li>4. Click <b>Save and Exit</b>.</li> </ol> <p>If the user has email they will receive a random password by email.</p> <p>If the user does not have email, inform the user of the default password (Change_Me123).</p>	

<p><b>Printing</b></p>	<ol style="list-style-type: none"> <li>1. Search for User ID(s)</li> <li>2. When the results display in the grid below the search criteria, click the <b>Print</b> button.</li> <li>3. A report will be displayed and can be exported or printed into multiple formats using the Export icon.</li> <li>4. To return to the search criteria screen, click <b>Back to Manage Access</b>.</li> </ol>	
<p><b>Accessing Reports</b></p>	<ol style="list-style-type: none"> <li>1. Log into CYBER</li> <li>2. Click Reporting button in the left column.</li> <li>3. Select the Program in the <b>Program</b> dropdown menu.</li> <li>4. Select the Report from the <b>Report</b> dropdown menu.</li> <li>5. Click <b>View Report</b> and the report will be displayed. You may export or print the report.</li> <li>6. Report <b>NJ1371_ManageAccess</b> is only available to Security Administrators with Level3 for managing your active users.</li> </ol>	
<p><b>Troubleshooting</b></p>	<p><b>Q: I sent the reset password but the user never got the email.</b></p> <p>A: Confirm the user's email address and also check for a space anywhere in the user's email, especially the end. If there are any spaces remove it, click Reset Password to Default and click Save and Exit.</p> <p><b>Q: I reset the password but the user is still locked out.</b></p> <p>A: The User must close all internet windows, then using Internet Explorer preferably, navigate to the website, <a href="http://www.performcarenj.org">www.performcarenj.org</a> and click the Launch CYBER and try to log in using the correct Login Name and password.</p> <p><b>Q: I am the Security Admin and I am locked out.</b></p> <p>A: Follow instructional guide to reset your own Login password, or contact your back up Security Administrator to unlock you, or contact the Service Desk by phone.</p> <p><b>Q: I created a User ID with the wrong spelling of the person's name.</b></p> <p>A: Deactivate the incorrectly spelled ID and create a new one.</p>	

# PerformCARE<sup>®</sup>

**How to reach  
PerformCare  
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technical  
support**

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Phone: 877-736-9176

Service Desk is available every weekday 8 AM - 6 PM

On Call weekends, evenings, holidays. Please call with details and leave a message or email for a reply.