

CYBER 2.0 Overview for Providers

HTML5 Conversion

September 2023 – (02114)

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1

Objectives for this Training

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- CYBER 2.0 Accessibility and Design Elements
- Welcome Page
- Security and Password
- Face Sheet Enhancements
- Progress Notes
- Plan Approval
- Treatment Plans and Assessments
- Provider Details
- Reporting
- Messages
- Live Demonstration

2

Accessibility and Design Elements

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3

Accessibility

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Microsoft
EDGE



Google
Chrome



Mozilla
Firefox



Apple
Safari



As of the CYBER 2.0.0.0 deployment with HTML5, Internet Explorer can no longer be used with CYBER.

- 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

4

CYBER Login PerformCARE®

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 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 abuse diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). CYBER users are not permitted access to that information without a valid written consent that meets the requirements of 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 alcohol or drug abuse patient.

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

Username

Password

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

© 2020 - CyberAng 1.0.0.76-08

Example: CYBER Version (1.0.0.76) and Server (-08)

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5

Design Elements PerformCARE®

[Security Administrator](#)

[Youth / Child Search](#)

[My Active Youth](#)

[Provider Details](#)

[System Functions](#)

[Reporting](#)

[Historical Access](#)

[Anomaly Management](#)

Quick Search

Youth/Child ID

First Name

DOB

Refresh Total

BPS Needs Assessment

In Progress(0)

Returned(0)

Aging Report(0)

Authorizations

Eligibility

Service Plans/Assessments

Non Med Auths

Non Med Claims

Deactivated Users

Links

[Dashboard](#) [Demographics](#) [Episodes](#) [Provider](#)

Text boxes

Accordions

Tabs

Drop-down menus

Buttons

Scroll bars

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6

Design Elements

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Running Process Icons are alerts within the system to let you know that CYBER is retrieving data

Please Wait

“No data to show” boxes let you know there is no data to be reflected in that grid

No data to show

No data to show

Running Process Icons

Loading...
Cancel

Dashboard Demographics Episc

Please wait ...

MAID

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✖
✖
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✖

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7

7

Grids

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Active Agency Youth

Program Report

Service Plans/Assessments - In Progress

Assessment Type	Assessment Sub Ty.	Assessment /FT D.	Author	Submitted to CSM D.	Assessment ID
TREATMENT PLAN	GTDP - TSP				
TREATMENT PLAN	GTDP - HADP				
TREATMENT PLAN	GTDP - HEDS				
TREATMENT PLAN	GTDP - HEDS				
TREATMENT PLAN	GTDP - HEDS				


- Welcome Page Links
- Provider Details
- Out of Home – Youth Link, FSS Link, AHH Link
- Annex A
- Active Agency Youth/My Active Youth
- Youth Record - Tabs, Plan Approval, Progress Notes, Authorizations, Claims, Youth Checklist, 3560, Applications, etc.


Special Program Costs

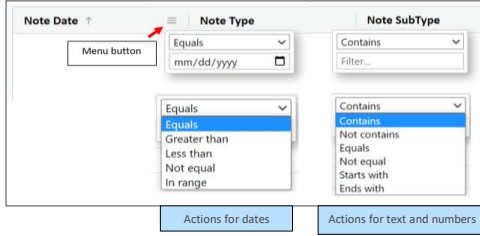
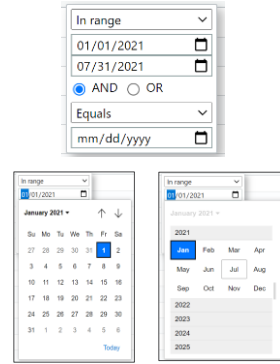
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8

8

Grids – Sorting and Filtering

 The Filter icon indicates column is filtered.

 The Sort icon indicates the column is sorted.

TIP: Users may drop and drag columns in the order of their choice. This order will be kept until the user moves to any other screen.

Radio and Clear Buttons

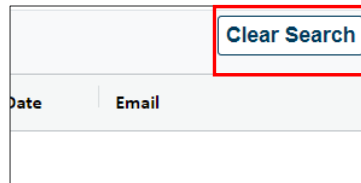
Loss of Medicaid	<input type="radio"/> Yes <input type="radio"/> No
DC&P Termination	<input type="radio"/> Yes <input type="radio"/> No
Gap in Coverage	<input type="radio"/> Yes <input type="radio"/> No
Term of Earlier 3560	<input type="radio"/> Yes <input type="radio"/> No
Other	<input type="radio"/> Yes <input type="radio"/> No

Radio buttons in 3560 application

Radio selection buttons appears throughout CYBER 2.0

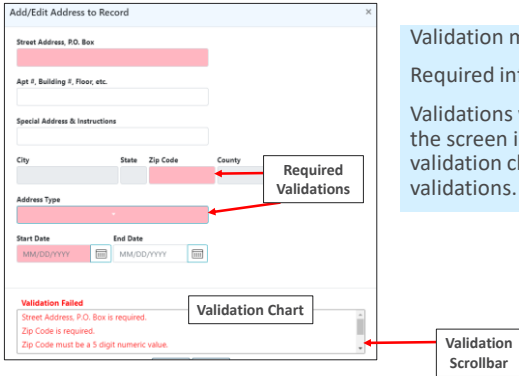
Users can select the word next to the button, the actual button, or the area near the button.

Any location where there are grids you will also now see a "Clear Search" button
This button will clear any filters applied to those grids



Validation Messages

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Validation messages appear throughout CYBER. Required information will be highlighted **pink**. Validations will also appear at the bottom of the screen in a chart in **red** until satisfied. Long validation charts have a scrollbar to view all the validations.

11

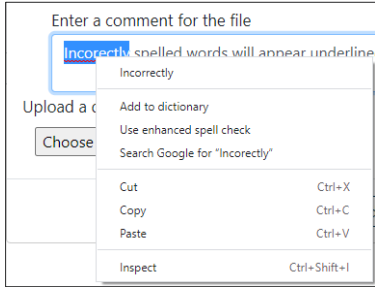
11

Open Text Fields

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Spell checking feature will behave like other operating system products. Incorrectly spelled words will appear underlined in red.

- Right click on the underlined word and select the correct spelling.
- For words not recognized by the spell check, correct and click 'Add to dictionary'
- Areas where this appears: Progress Notes, Comment boxes within Treatment Plans and Assessments.



12

12

Search Functionality

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There are two types of Search functions in CYBER:

Select fields may be **entered either partially or completely**, and then click the Search button or the Enter key.

The **Youth Child/Search** will now show buttons instead of icons.

Quick Search

Youth/Child ID

First Name

Last Name

DOB

First Name Last Name Gender Birth Date Age SSN Youth/Child ID

Select fields have a **search as type feature**:

Enter at least 3 letters and a pop-up menu will display choices for the user.

Add Provider Record

User Name

- Andrew
- Andrea
- Andrew
- Andres

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13

Acronyms and Terminology

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Acronyms:

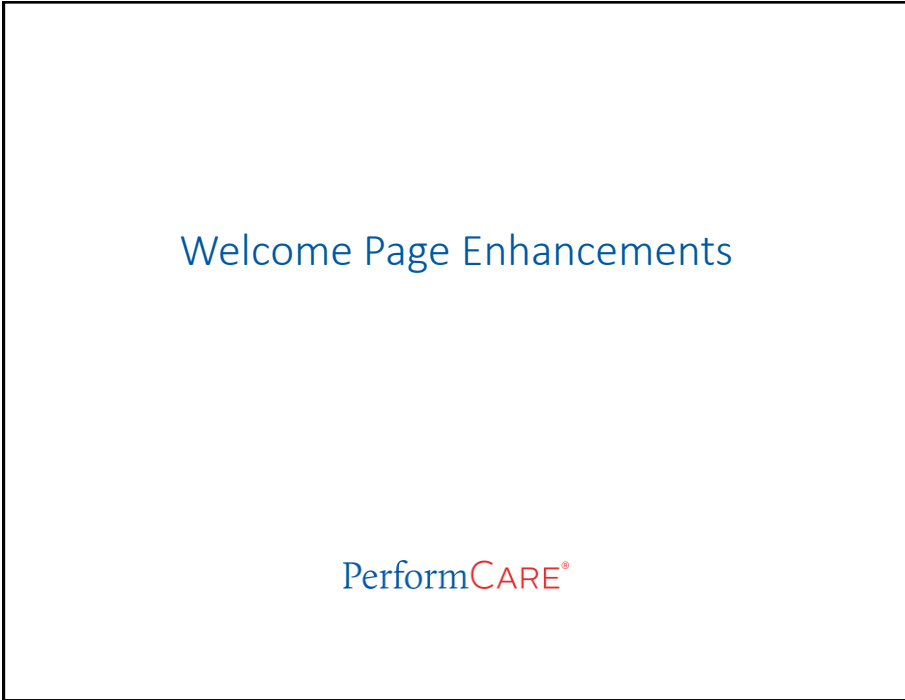
- **“CMO”** Care Management Organization providers (formerly UCM)
- **“MRSS”** Mobile Response Stabilization Service providers (formerly CRI)
- **“OOH”** Out of Home providers (formerly RES)
- **“SUT”** Substance Use Treatment providers (formerly SAB)
- **“CSOC”** Children’s System of Care users (formerly EXE)
- **“DCP&P”** Department of Children’s Protection & Permanency users (formerly DYFS)
- **“IICCL”** Intensive in Community security group - Intensive in Community Clinician (formerly IICCM, Intensive in Community Care Manager)

Terminology:

- **“State Medicaid Fiscal Agent”** Medicaid entity (formerly UNISYS, DXC, or Molina)

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14



15

Welcome Page
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Header – user identification

The browser 'Back' button allows the user to navigate to previously accessed screens without resubmitting previously submitted documents.

Footer – links to the PerformCare website

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16

16

Welcome Page Link Updates

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Security Administrators will now appear as a link. Users will then click the link and all their agency's Security Administrators and contact information will appear in a pop-up box.

For providers that can access the Family Support Service Link, the **FSS Link** will now appear on the Welcome Page.

Service Desk Form link will be replaced with Customer Service Request link.

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17

Welcome Page Link Updates

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Providers may see adjustments to the links that are visible on the Welcome Page.

- Visibility will be based on Provider Type and Security Level
- Links will be grey if the Provider Type has access, but the user does not have the security level to access.
- Links will be hidden if the Provider type does not have access.

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18

Security and Password Reset Enhancements



19

Security



The Manage Access Screen will be modified with the new appearance.

For Security Administrators, **Active** user status will appear by default in the Manage access screen.

The screenshot shows a 'System Functions' interface with search criteria. The 'Status' dropdown menu is highlighted with a red box and set to 'Active'. Other search criteria include 'Program by Name', 'Program By Trk Elem', 'Security Group', 'Email', 'First Name', 'Last Name', and 'User ID'. There are also buttons for 'Add New User Id', 'Search', 'Clear Search', and 'Print'.

20

Password Reset

The Password field and default password Change_Me123 have been removed.

If a user has an email address in CYBER, when the System Administrator resets the password, a random email message will be sent to the user.

This has not changed.

If a user does NOT have an email address in CYBER, when the System Administrator resets the password, this message will be displayed.

The Security Admin should take note of the password and inform the user.

Face Sheet Enhancements

Dashboard Tab

First Name Last Name Gender Birth Date Age SSN Youth/CARE ID Search Clear Active Agency Youth

Dashboard Demographics Episodes Provider Supports Dx/Med Eligibility Insurance Legal Doc

Youth Specific Information Print Selection

Legal Name: Current Address:
 Address Type: Languages Spoken:
 Preferred Name: Youth Primary Phone: Youth Marital Status:
 Date of Birth: Youth Secondary Phone: Active Y:
 Age: Youth Email:
 Gender:
 Race:
 Ethnicity:

Flags for Special Occurrences

Parent/Caregiver **Eligibility**

Primary 1 Name: Primary 2 Name: Medicaid/NJ FamilyCare:
 Phone: Phone: Active TPL:
 Email: Email:

Current Episodes **Current Service Authorizations**

Eligibility

Medicaid/NJ FamilyCare: ←
 Active TPL:

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23

Demographics Tab

Dashboard Demographics Episodes Provider Supports Dx/Med Eligibility Insurance Legal Doc

First Name Last Name MI Preferred Name DOB Age SSN Gender

Youth Marital Status Military Status Eye Color Hair Color ENGLISH

Youth Current Address Copy Address

Apt #, Building #, Floor, etc. Special Address & Instructions Address Type Parent/Legal Guardian Address

City State Zip County Other Address Type

Youth Email Address

Youth Primary Phone Ext Primary Phone Type Relationship of Contact Allow Text Messages Yes No

Gender has a drop-down menu

Anomalies and Save buttons

New validations

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24

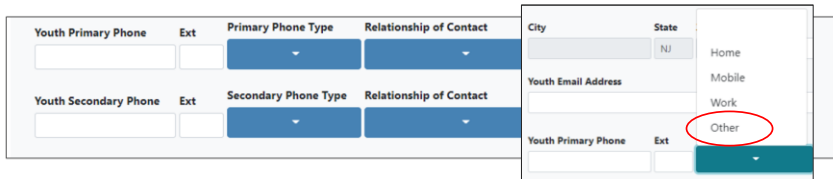
Demographics Tab

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Youth Records that have a Youth Phone number, will require a Phone Type and vice versa. Users will receive a validation if either field is not entered.



Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added.



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25

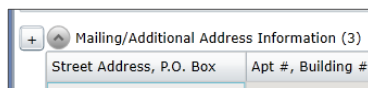
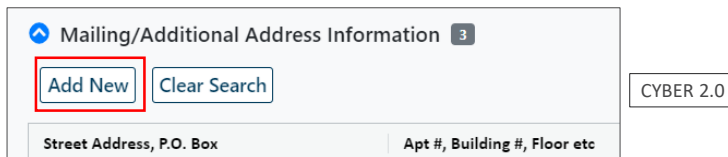
25

Demographics Tab

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For users who have access to edit a youth record:

To add new information on the demographics tab, users select the **Add New** Button under the specific heading.



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26

26

Episodes Tab

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There is a **Clear Search** button added to the Episodes Tab, to remove any filters provided to the grid below.



There are no other enhancements to the functionality of the Episodes tab

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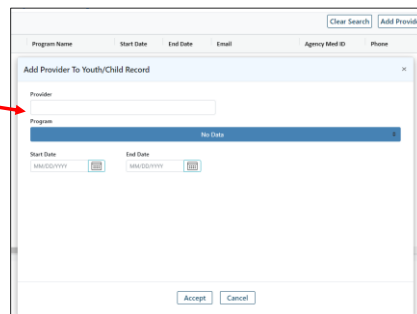
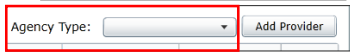
27

27

Provider Tab

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Agency Type filter will be removed



The Add Provider option has been updated from a drop-down menu to Search as you Type feature.

Once a User is selected, the Program name will populate if there is only one and offer a list for more than one (multiple OOH programs, etc).

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28

28

Supports Tab

Validations will appear at the bottom in red until satisfied.

Add Edit Support Member screen requires the user to scroll to complete the fields.

If there are more than 3 validations use the scrollbars to see more.

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29

29

Supports Tab

When a user enters a Phone Number, they must also enter a Phone type.

Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added

County field will be added to the *Add/Edit Member* Support screen. This field will populate based on the Zip Code entered by the user

Primary Phone Type

- Home
- Mobile
- Work
- Other

City/County Selection

Please select the correct city/county combination and click Accept.

City	County	State
CRANBURY	MERCER	NJ
CRANBURY	MIDDLESEX	NJ
EAST WINDSOR	MERCER	NJ
MONROE	MIDDLESEX	NJ
SOUTH BRUNSWICK	MIDDLESEX	NJ

Accept Cancel

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30

30

Doc Upload Tab: Uploading Documents

Set standards for File size (20 MB) and file type (.BMP, .GIF, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF) are for both **Doc Upload** and **Family Portal Upload**.

File Upload...

Select Type of Document

Select Subtype of Document

Enter a comment for the file

Upload a document

Choose Files No file chosen

NOTE: File cannot exceed 20 MB in size.

Upload Cancel

File Upload...

Select Type of Document

Referral from Detention

Select Subtype of Document

Referral from Detention

Upload a document

Choose Files No file chosen

NOTE: File cannot exceed 20 MB in size.

After choosing the **Type**, wait for the refresh to open the **SubType**

31

Doc Upload Tab- Viewing Documents

NJ Children's System of Care

Welcome to CYBER

Contracted System Administrator - PerformCare[®]

First Name Last Name Gender Birth Date Age SSN Youth/Child ID Search Clear Active Agency Youth

Dashboard Demographics Episodes Provider Supports Di/Med Eligibility Insurance Legal Disc*

Doc Status	Document Type	Document Sub Type	Description	Date Uploaded	File Name	Uploaded By	Program Name
New Doc Uploaded	CMD Attachments						
New Doc Uploaded							

- To view documents, users must double-click on the document they would like to open
- Next, users must download the document to view it
- Downloaded views are dependent on user's browser type

Using Chrome, double click and file is downloaded

a4f16469-fa39-4a3...pdf

Using Edge, double click and file is downloaded

What do you want to do with (1) (400 KB)? From: apps.performcarenj.org

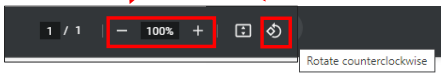
Open Save Cancel

32

Rotating Documents

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PDF size and rotate options



1 / 1 - 100% + [Rotate counter-clockwise icon] [Rotate clockwise icon]

Rotate counterclockwise


PNG or JPG size and rotate options



[Zoom icon] [Rotate clockwise icon] [Rotate counter-clockwise icon]

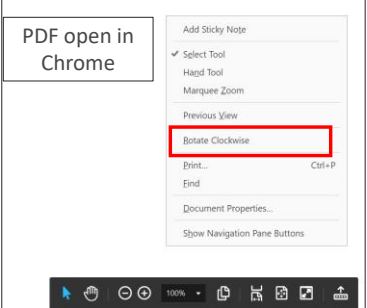
Rotate clockwise (Ctrl+.)

PDF open in Edge



- + [Page navigation icons] 1 of 1 [Refresh icon]

PDF open in Chrome



- Add Sticky Note
- Select Tool
- Hand Tool
- Marquee Zoom
- Previous View
- Rotate Clockwise**
- Print... Ctrl+P
- Find
- Document Properties...
- Show Navigation Pane Buttons

After opening the PDF with Adobe Acrobat Reader, if there are no rotational icons, then right click and Rotate Clockwise will show.

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33

Progress Note Enhancements

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34

Progress Notes

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Home

Filter Notes
Clear Search
New Progress Note

Progress Notes

Show All Draft Progress Notes
 Show My Draft Progress Notes
 Show Committed and Signed Progress Notes

Print
 Truncate Notes
Print Progress Note Grid

Note Date	Note Type	Note SubType	Created By	Note	Program	Program Type	Hours	Mir
-----------	-----------	--------------	------------	------	---------	--------------	-------	-----

- Progress Notes grid will be updated with the **column filter and sort features** to allow for multiple filter selections using a value search, 'and/or' options and a function to clear an individual column of its filter.
- Users can also sort using the **Filter Notes** button
- To clear filters within the grid or filters applied through the Filter Notes button, you can select the **Clear Search** button
- Navigating from one record to another will clear progress note clear filters

Tip: If you are opening and reading notes, use the Esc key to close the window instead of a mouse click.

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35

35

Progress Notes

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The Progress notes grid will receive five new columns.

Note Date	Note Type	Note SubType	Created By	Note	Program	Program Type	Hours	Miss	Created Date	Note ID	Member ID	Member Name
-----------	-----------	--------------	------------	------	---------	--------------	-------	------	--------------	---------	-----------	-------------

Program	Program Type	Hours
Contracted System Administrator	CSA	00
PLATINUM COUNSELING LLC	BAIC	00

Program will display the name of the agency

Program Type will list the provider type acronym

Note ID Is a unique number applied to that progress note

Member ID is the Youth ID

Member Name is the youth's name

Tip: If you are opening and reading notes, use the Esc key to close the window instead of a mouse click.

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36

36

Progress Notes

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- Spell checking feature will display incorrectly spelled words underlined in red.

Enter a Progress Note...

Notation Type: CSA Service Center

Date: MM/DD/YYYY

Time H: 0 M: 0 AM PM

Dur H: 0 M: 0

Notation Sub Type: [Dropdown]

This symbol indicates the text box expands as you type.

Save Draft Commit Cancel

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37

37

Printing Progress Notes

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Progress Notes

Filter Notes Clear Search New Progress Note

Print Truncate Notes Print Progress Note Grid

Show All Draft Progress Notes
 Show My Draft Progress Notes
 Show Committed and Signed Progress Notes

- Progress notes can only be printed in **PDF format**
- Draft Progress Notes will print with a **'Draft' watermark**
- Users can print a single individual progress note by selecting the note with one click and using the **Print** button.
- **Print Progress Note Grid** button, will print all the progress notes that appear in the grid. This allows users the ability to filter the progress notes in the grid and then print.
- Users must unselect **"Truncate Notes"** to ensure all the text in the progress note prints.

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38

38

Plan Approval

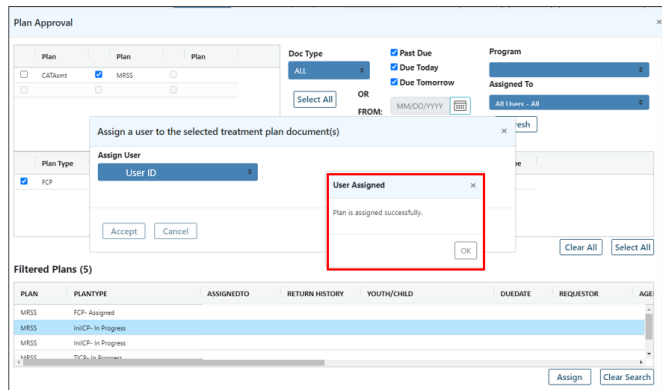


39

Plan Approval



The Plan Approval screen is for assigning plans, assessments, and reauthorizations, and submitting them to PerformCare for review. Users assigning plans, will receive an alert that the Plan was assigned successfully.



40

Treatment Plans and Assessments



41

Treatment Plans and Assessments



Users will be able to perform searches within the Treatment Plans and Assessment grid.

For users with Anomaly access: A magnifying glass icon will appear in to identify anomalies for the current Youth's record such as *"Consistent Low ratings and Length of Stay"*.

Assessment Type	Assessment Sub Type	Assessm
FSD-FANS	FANS	
TREATMENT PLAN	IIC_2 - IIC_2	
TREATMENT PLAN	CMD - Annual Review	
Strengths/Individual...	Routine	

Anomalies on file for Youth/Child

Anomalies: Noted for selected Youth/Child
 Consistent Low Ratings in One Or More Domain
 Consistent Low Ratings in One Or More Domain
 Exceeds Expected Length of Stay - CMD Low In Home

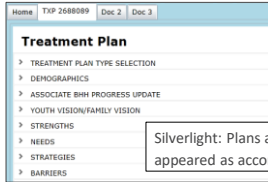
FANS will be prefixed with FSO to read **FSO-FANS**



42

Treatment Plans and Assessments

All Treatment Plans and Assessments will now appear in tabular format



Silverlight: Plans and Assessments appeared as accordions

Examples:

- CMO-Annual Review
- Strength and Needs
- BHH-QPU-Discharge
- Youth Link Referral
- Certification of Need
- MRSS - Family Crisis Plan
- Behavior Support Plan
- Functional Behavior Assessment

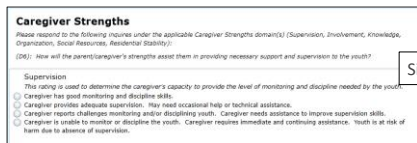
CYBER 2.0: Plans and Assessments will appear in tabular format



43

Treatment Plans and Assessments

Radio selection buttons within treatment plans and assessments will be replaced with drop down menus.



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CYBER 2.0

44

Out of Home Enhancements



46

Out of Home: From Button to Links



All Face Sheet buttons will be converted to **hyperlinks** that display the Youth's CYBER ID.

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Youth Link		Referral Number	Referral Status	Youth/Child ID
Facesheet	Map			
Facesheet	Map			
Facesheet	Map			
Facesheet	Map			

AHH Link		Referral Number	Referral Status	Youth/Child ID
Facesheet	Map			
Facesheet	Map			
Facesheet	Map			
Facesheet	Map			
Facesheet	Map			

All Map buttons will be replaced with **hyperlinks** that will direct the user to the Geo Map.

CYBER 2.0

Youth/Ch... ID	Map
XXXXXX	Map
XXXXXX	Map
XXXXXX	Map

Map	Referral Number	Referral Status	Youth/Child ID
Map		No Contact info	XXXXXX
Map		In Process	XXXXXX
Map		In Process	XXXXXX
Map		In Process	XXXXXX

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47

47

Provider Detail Enhancements

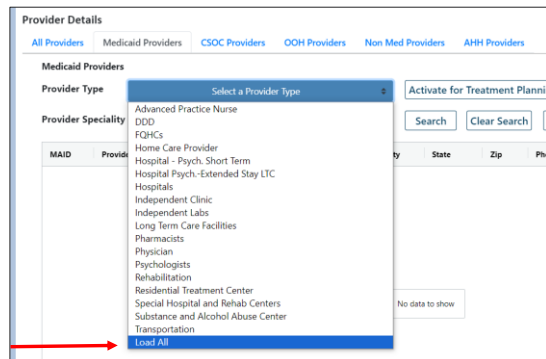


48

Provider Details



Provider Type drop down located under Provider Details in the Medicaid Providers, CSOC Providers, and Non-Medicaid Providers grids/tabs will have a **“Load All”** option.



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49

49

Provider Detail- OOH Providers Tab

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Clear Search Search Filter Print Selected Print All Print Grid Values

OOH Providers tab's 'Search Filter' (used to locate specific OOH programs) will be modified:

- Gender radio buttons will change to a drop-down menu with options of *Male, Female and All Genders*.
- Status drop-down will allow for selection of contract status: *Approved, Inactive, or Load All*.

Search Criteria

Provider Name:

Intensity of Service: Select IOS

Gender: Select a Gender Status Select a Status

Population Served

Assault Cerebral Palsy Destructive Behavior Diabetes

Disruptive Disorder Eating Disorder I/DD

Hearing Impaired PDD

Medical Condition Sexual Behavior Trauma

Runaway Suicide Risk

Ages Served

Age 0 Age 1 Age 2 Age 3

Age 4 Age 5 Age 6 Age 7

Age 8 Age 9 Age 10 Age 11

Age 12 Age 13 Age 14 Age 15

Age 16 Age 17 Age 18 Age 19

Age 20 Age 21

Clear Search Cancel

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50

50

Provider Details- OOH Providers Tab

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OOH Provider Tab will only be printed/exported in Excel format (used by CMO, MRSS, DCP&P and CSOC).

- An additional column of 'Current Status' will be added to the grid showing the status of OOH programs (*Approved and Inactive*)

The screenshot shows the 'Provider Details' page for OOH Providers. It features a navigation menu on the left with options like 'Returns To Main', 'AHH.PFE', 'OONL.PFE', 'ISS.PFE', and 'Annex A Addendum'. The main content area has tabs for 'All Providers', 'Medicaid Providers', 'CSOC Providers', 'OOH Providers', 'Non Med Providers', and 'AHH Providers'. Below the tabs is a 'Print All' button and a search filter. The main grid displays provider information with columns: Agency Name, Site Full Name, Site Address, Cook, Ref By, Current Status, Submitted Date, Rejection Reason, and Submission Type. The 'Current Status' column shows 'APPROVED' for all listed providers.

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51

51

Provider Details - AHH Tab

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AHH Tab Search push buttons will be removed, replaced by new grid filter and sort features.

Provider Details

All Providers Medicaid Providers CSOC Providers OOH Providers Non Med Providers **AHH Providers**

AHH Providers Clear Search Geo Map Print

CMID	Provider Name	Address	City	County	St...	Zip	Phone	Type	GenderServed	Age 16	Age 17	Age 18	Age 19	Ag
	Bergen County Community Ac	Contains												
	Comm Access Unltd-Stiles-Sur	Comm												
	Community Access Unlimited	Contains												
	Community Access Unlimited	Filter...												
	Comm Access Unltd - TOPS - S...	80 West Grand Street												
	NJ Comm Dev Corp - Independ...	16 Spruce St.												
	NJ Comm Dev Corp - Elm Street	38 Elm Street												

Provider Name ▾

Bergen County Community Ac

Comm Access Unltd-Stiles-Sur

Community Access Unlimited

Community Access Unlimited

Comm Access Unltd - TOPS - S...

NJ Comm Dev Corp - Independ...

NJ Comm Dev Corp - Elm Street

Address

Contains

Comm

AND OR

Contains

Filter...

City 2 ↑ **County 1** ↑

VENTNOR	ATLANTIC
VENTNOR	ATLANTIC
ELMWOOD ...	BERGEN
HACKENSACK	BERGEN
CHESTERFIE...	BURLINGTON
MOUNT HO...	BURLINGTON
WILLINGBO...	BURLINGTON
CAMDEN	CAMDEN

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52

Reporting

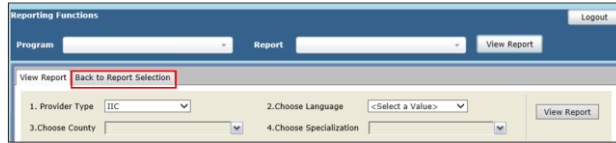
PerformCARE®

53

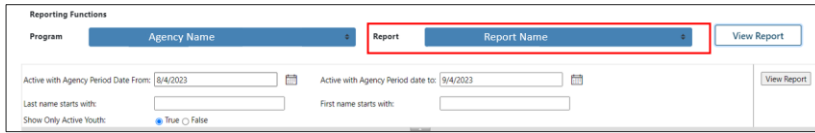
Reporting

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Users will still be able to access and view Reports as they do in Silverlight.
Users can now change reports by simply changing the Report type in the drop-down menu and click View Report.



Current functionality requires users to select “Back to Report Selection” to navigate to a new report



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54

54

Message Functions

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55

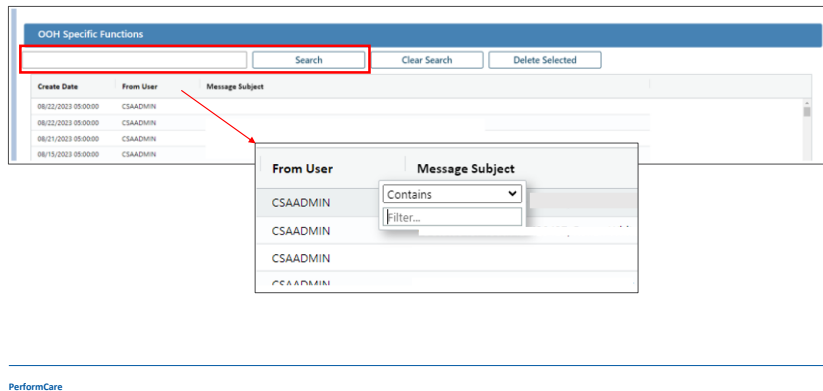
Message Functions

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Users will be able to use the search box to search messages and filter directly in the grid.

- The search box can be used to search text within the message subject
- The grid can be filtered based on "From User" and "Create date"

The "Clear Search" button will remove any filters applied



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56

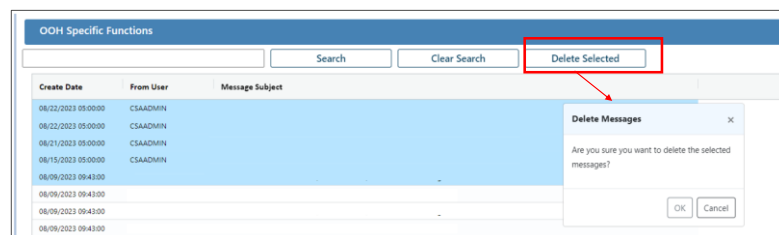
56

Message Function

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To delete one row, user will click once on the corresponding row in the grid and then click on the "Delete Selected" push button.

To delete multiple rows the user will click grid rows by holding down Ctrl + click each row, then click the "Delete Selected" push button.



Highlighted rows will appear in blue.

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57

57

References

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- CYBER 2.0 Overview Presentation – video and documentation
- CYBER 2.0 Conversion Guide for Providers - documentation
- CYBER Access Requirements Webpage - Update post deployment
- Browser Compatibility Update - Guide to use of browsers with CYBER 2.0
- Training Web Page – Updated training documentation for CYBER 2.0
- CYBER FAQs – Frequently asked questions and answers for CYBER users.

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58

58

HELPING
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59