

WebEx Trainings FAQs

Q: When will current ABSolute users be sent their CYBER IDs?

A: Log in instructions will be sent to Security Administrators on the morning of September 8, 2009. In the event a user ID is not migrated over, each agency's Security Administrators will have the ability to create new IDs on the morning of September 8th.

Q: When will providers who are not current ABSolute users get their CYBER IDs?

A: September 8, 2009.

Q: Will IIC clinicians who work for two different agencies have a different user name and password for each agency?

A: Yes, separate user names and passwords will need to be created for each agency.

Q: Will the CYBER IDs be identical to the previous ABS usernames?

A: Yes, if you had an ABSolute user ID, it will be the same in CYBER. However, you will be assigned a new password.

Q: Is there a helpdesk e-mail address and a telephone number for technical questions?

A: servicedesk@performcarenj.org, or servicedesk@performnj.com, or 877-736-9176.

Q: Do I need to assign temporary passwords to each user?

A: PerformCare will be assigning a temporary password for each user to log in with. Each user will be required to change his or her password upon their first login.

Q: What happens when an employee leaves the company, how can agencies terminate access to CYBER?

A: The Security Administrators at each agency are responsible for managing their agency's staff's access to CYBER. Those individuals will access the user's profile to deactivate the user's access to the system.

Q: Where can I get a PowerPoint of the CYBER Login & Security training?

A: The PowerPoint of the CYBER Login & Security training and all other trainings are available on the CSA Update Corner page.

Q: Will people who registered for the Security Administrator training on August 26 automatically be given Security Administrator status in the new system?

Q: Yes.

Q: What happens if my agency has not identified anyone as a Security Administrator yet?

A: Agencies can contact the PerformCare helpdesk *after* September 8th to designate Security Administrator(s).

Q: Will providers be able to assign staff members different levels of security depending on their position within the agency?

A: Yes. All provider types, including IICs, will have the ability to assign individual staff members one of at least three (3) levels of security in CYBER. This hierarchy of privileges will enable all provider types to assign privileges in a manner that will allow supervisory staff to oversee the work of their subordinates in CYBER.

Q: How will information from IIC clinicians such as Needs Assessments and Biopsychosocials be transferred to CMO/UCM/YCM?

A: Any other authorized user can view all of the elements of the behavioral health record.

Q: Will users have the ability to print out documents that are being reviewed?

A: Yes, CYBER will have full printing capabilities on September 8th.

Q: Will contract workers (who may work with different agencies) be required to have different CYBER IDs?

A: Yes, if they work with youth and families.

Q: Will providers' administrative staff members who do not work directly with youth and families have access to CYBER?

A: No. Only staff members who perform some function related to the treatment of youth are entitled to view the electronic medical record. Therefore, administrative staff members will not have access to CYBER.

Q: Should we give our billing people user IDs?

A: Yes, they should receive IDs if necessary to perform their duties.

Q: When will Security Administrators of agencies such as IIC Providers who do not currently use ABSolute receive access to CYBER so they may begin assigning logins and security to other staff?

A: On the morning of September 8, 2009, login instructions will be emailed to the people who registered as Security Administrators.

Q: Will OOH providers be able to set up supervisor level persons who will be able to review Case Manager entries before they are forwarded to a YCM, UCM, or CSA?

A: Yes. All provider types, including OOHs, will have the ability to assign individual staff members one of at least three (3) levels of security in CYBER. This hierarchy of privileges will enable all provider types to assign privileges in a manner that will allow supervisory staff to oversee the work of their subordinates in CYBER.

Q: Is this system the same as the ABSOLUTE system?

A: No, CYBER is the new MIS that will replace ABSolute.

Q: If a user forgets his or her username or password what should they do?

A: For any technical issues contact the help desk at helpdesk@performcarenj.org; or 877-736-9176.

Q: Will IIC clinicians only have access in CYBER to children assigned to them?

A: Yes. They will not be able to view records of children assigned to other clinicians.

Q: Are children accessible to every person with access to CYBER within a provider agency?

A: No. Access to youth's records is determined by a user's ID and security privileges. IIC clinicians will only have access to children assigned to them for treatment. They will not be able to view records of children assigned to other clinicians.

Q: Will outpatient providers have the ability to become users and input their session information into CYBER?

A: No, not in the foreseeable future.

Q: Will I be able to access CYBER from home?

A: Yes, you will be able to access CYBER from any computer with a reliable internet connection.

Q: Must the IIC/BA Providers' Needs Assessors be provided a user ID and password, or will they be able to continue to fax in needs assessments?

A. Yes, they will require IDs.

Q: Will I use the same temporary password for each staff member when registering IIC clinicians?

A: Yes, PerformCare will provide that temporary password for you.