Browser Compatibility Update

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(Updated September 2023)

CYBER 2.0 is an internet-based Management Information System (MIS) application that enables authorized users in multiple locations to access electronic youth records simultaneously. The application's software is powered by HTML5 and then accessed through a browser using a unique username and password for each user.

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Web Browsers and CYBER 2.0

CYBER can be used effectively with Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari. Your browser must have the Transport Layer Security protocol version 1.2 (TLS 1.2) enabled. This is already a part of all major browsers.

Microsoft EDGE   **Google Chrome**   **Mozilla Firefox**   **Apple Safari**

As of the CYBER 2.0.0.0 release, all users may now use any of the most common four internet browsers to access CYBER 2.0.

Know Your Operating System

- **Windows 10 or 11** - Right click on the Start icon (⊞), choose System and look under the heading Windows Specifications for your edition and version of Windows.
- Alternately, on your keyboard hold down the Windows+R keys, then type 'winver' and click OK.
- **Windows 7, Windows XP and Windows Vista** are no longer supported by Microsoft. **We do not recommend using Windows 7, XP, Vista or 8.1.**
- **macOS** - From the Apple menu in the corner of your screen, choose **About This Mac**. You should see the macOS name, such as macOS Big Sur, followed by its version number. If you need to know the build number as well, click the version number to see it.
- **Chrome OS** - At the bottom right, select the clock. Select **Settings**. At the bottom of the left panel, select **About Chrome OS**. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.


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> **CYBER 2.0 is not compatible with Internet Explorer. If you want to use the Edge browser to access CYBER 2.0, please follow the <u>Don't Allow IE Mode in Edge</u> instructions to modify your Edge browser settings.**
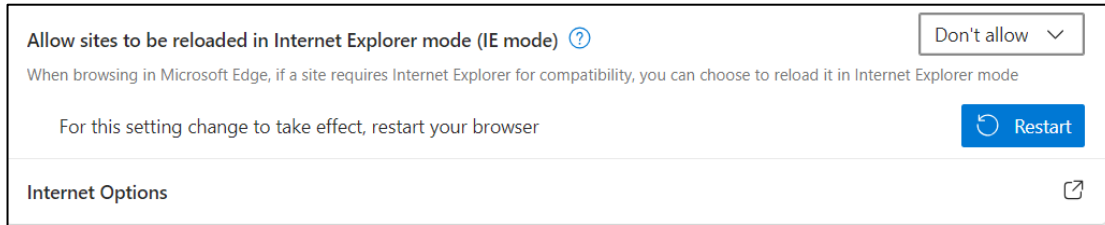
Don't Allow IE Mode in Edge

1. Open Microsoft Edge.
2. Click on Alt+F to open the **Settings and More** drop-down menu or select the three dots ellipsis in the upper right corner.
3. Choose **Settings**.
4. Click **Default Browser.**
5. Click the **Allow** drop-down menu and choose **Don't Allow.**

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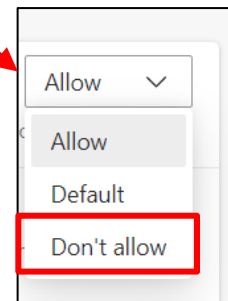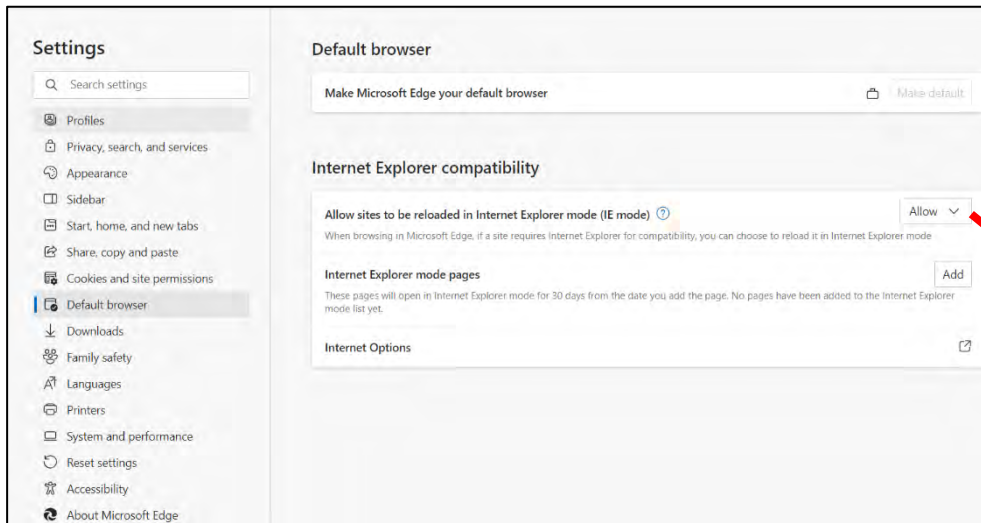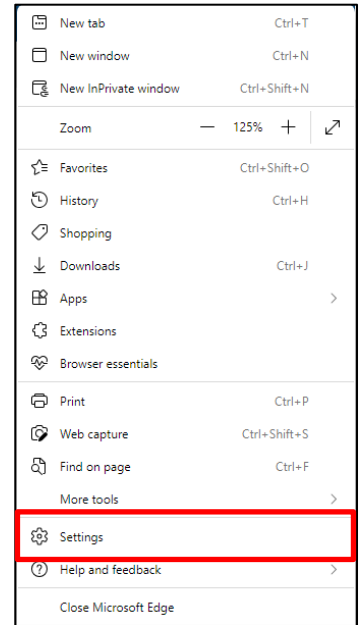
The browser will display a blue Restart button.

Restarting means the browser will close and then reopen. When it restarts the screen will look like this:


After restarting your browser, you may use Edge to log into CYBER 2.0.

Setting a Default Web Browser

Choosing a specific browser to set as the default is helpful in maintaining consistent access to CYBER 2.0. These instructions will help you set a default browser.

Microsoft Operating System Users

1. Close all browser windows, and then click Start.

2. Open the Settings icon and click Apps.

3. Click Default Apps, and then click the app under Web browser.

4. On the Choose an App pop-up, click the browser icon that you want to be the default.

5. The Choose an App pop up will close. Then close the Settings window.

6. The next time you click an internet link, the default browser should open.
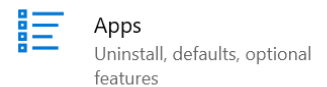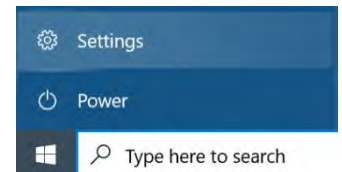
MacOS Users

1. Go to Settings and scroll down until you find the browser app

2. Tap the app, and then tap Default Browser App or Default Mail App.

3. Select a web browser to set it as the default. A checkmark appears to confirm it is the default.

ChromeOS Users have Google Chrome set as their default browser.

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Clearing Web Browser Cache

Clearing browser cache can fix some browsing problems, free up space, and remove saved versions of visited pages for privacy reasons. Most browsers let the user clear cache quickly by using shortcuts:

- Windows users - Ctrl+Shift+Del
- MAC users - Command+Shift+Delete

Below are cache clearing settings for common web browsers:

Edge

1. Open Microsoft Edge
2. Select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services.
3. Under Clear browsing data, select Choose what to clear.
4. Select the Cached images and files check box and then select Clear.
5. Close the browser and reopen.

Chrome

1. Open Chrome. At the top right, click the ellipsis icon (or menu-three vertical dots).
2. Click More tools. Then choose clear browsing data.
3. In the dropdown menu at the top, choose a time range. To delete everything, select All time.
4. Check boxes next to "Cookies and other site data" and "Cached images and files,"
5. Click Clear data. Then close the browser and reopen.

Firefox

1. Open Firefox. Click the Menu button and select Settings.
2. Select the Privacy & Security panel.
3. In the Cookies and Site Data section, click Clear Data….
4. Remove the check mark in front of Cookies and Site Data.
5. With Cached Web Content check marked, click the Clear button.
6. Close the about: preferences page. Any changes made will automatically be saved.
7. Close the browser and reopen.

Safari

1. Open Safari, and then click on the "Safari" in the menu bar.
2. Click on "Preferences", then click on "Advanced".
3. Click on the "Show Develop menu in menu bar".
4. Click on "Develop" Click on "Empty Caches".
5. Close the browser and reopen.

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Pop-up Troubleshooting

About Pop-Up Blockers – A Pop-up blocker is a feature of a browser to block unwanted ads and nuisance messages. With CYBER 2.0 a pop-up blocker may block a needed window from opening. Please use the browser Settings to allow pop-up windows for CYBER 2.0 in the browser of your choice.

The URL of CYBER is: https://apps.performcarenj.org/CYBER/Production/login.aspx

Security Programs – Some security products like Norton Internet Security and McAfee Security Center have their own pop-up blockers or ad-blockers built into them that can also prevent pop-up windows from opening. These options can be disabled with settings and preferences in the security application. Please refer to the Help, Settings, or Preferences features with these programs to assist with pop-ups in CYBER.

See **CYBER Access Requirements** for more details:

https://www.performcarenj.org/cyber/access-requirements.aspx

PerformCare Customer Service

www.performcarenj.org/ServiceDesk/

1-877-652-7624