

CyberAccess Helpful Tips

CyberAccess web address: <https://www.cyberaccessonline.net/CyberAccess/Login.aspx>

Save website as a favorite

Turn *OFF* pop up Blocker

CyberAccess works best with Internet Explorer 7 (IE7). CyberAccess does **NOT** work with iPads, tablets or with Google Chrome, Firefox and Safari.

If using **IE 8 or 9 YOU MUST MAKE THE COMPATIBILITY VIEW ADJUSTMENT IN ORDER FOR CYBERACCESS TO WORK PROPERLY!** Instructions below:

How to Set Compatibility View Settings in Internet Explorer 8 (IE8)

Step 1: Launch Internet Explorer

Step 2: Go to: <https://www.cyberaccessonline.net/CyberAccess/Login.aspx>

Step 3: Select Tools

Step 4: Select "Compatibility View Settings"

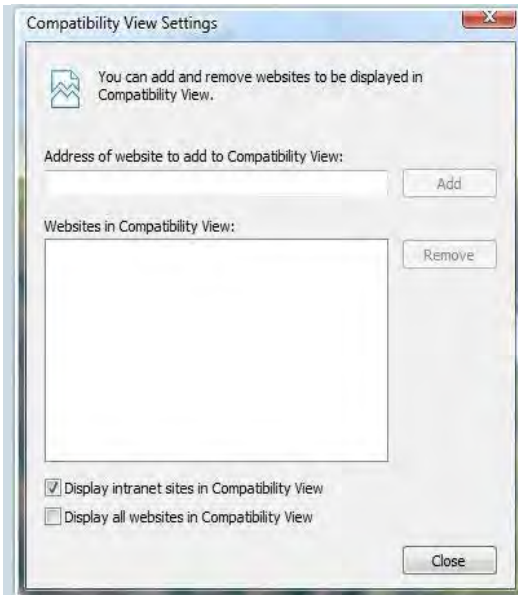
Step 5: Click Add (CyberAccess URL)

Step 6: Click Close

Step 7: Your Screen will refresh and you will now have the "drop down" menus within the application.

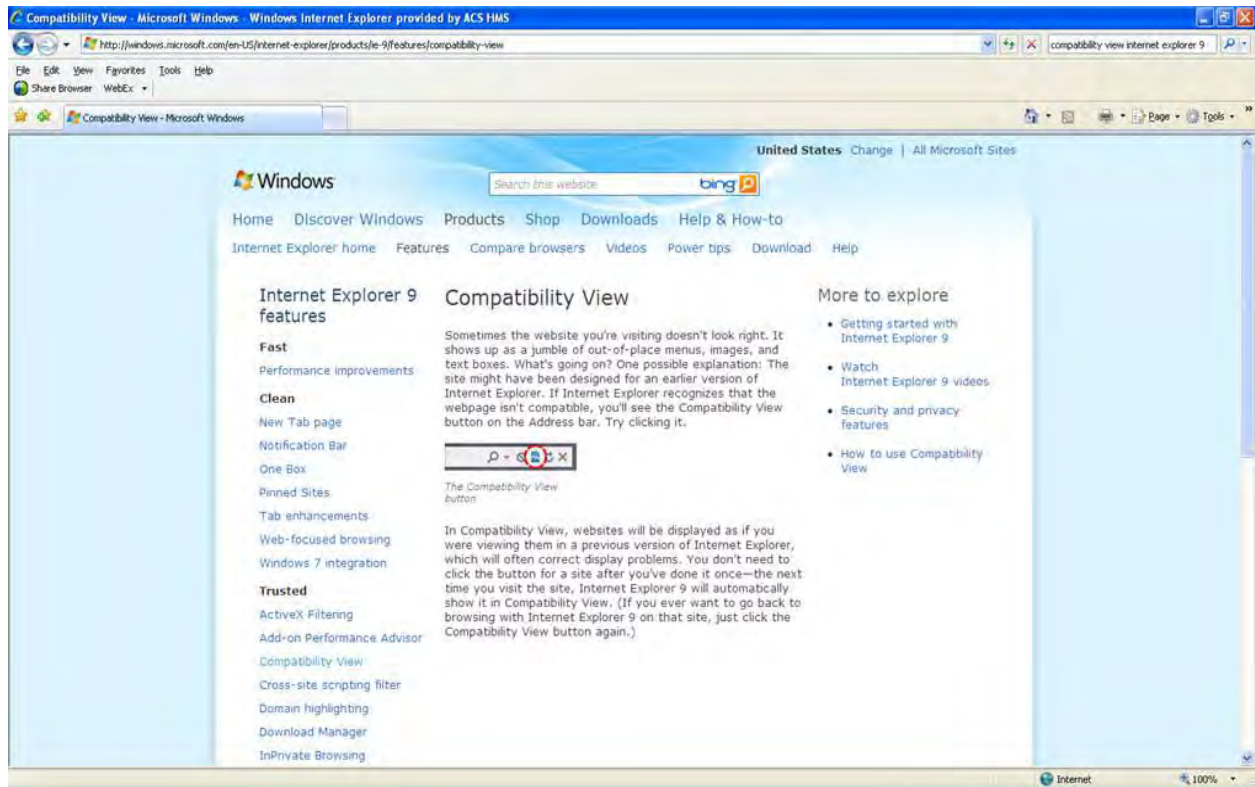
Compatibility View is switched on demand, without requiring browser restart, although the user will see the page refresh. The scope of Compatibility View is limited to the domain being viewed when the button is clicked, not for each process or tab. Internet Explorer 8 remembers the user's button clicks: the next time the user visits a broken website, he or she will not have to click the button again.

In the **Compatibility View Settings** window, the user can override the default behavior and instead choose to display all intranet sites in Internet Explorer 8 mode (Compatibility View off). The user can also configure a policy where any website is viewed in Compatibility View mode. Finally, the user can pre-populate a list of websites that should always be viewed in Compatibility View.




Choosing **Display all websites in Compatibility View** forces Internet Explorer 8 to display webpage content in a manner similar to how Internet Explorer 7 handles standards mode webpages.

How to Set Compatibility View Settings in Internet Explorer 9 (IE9)



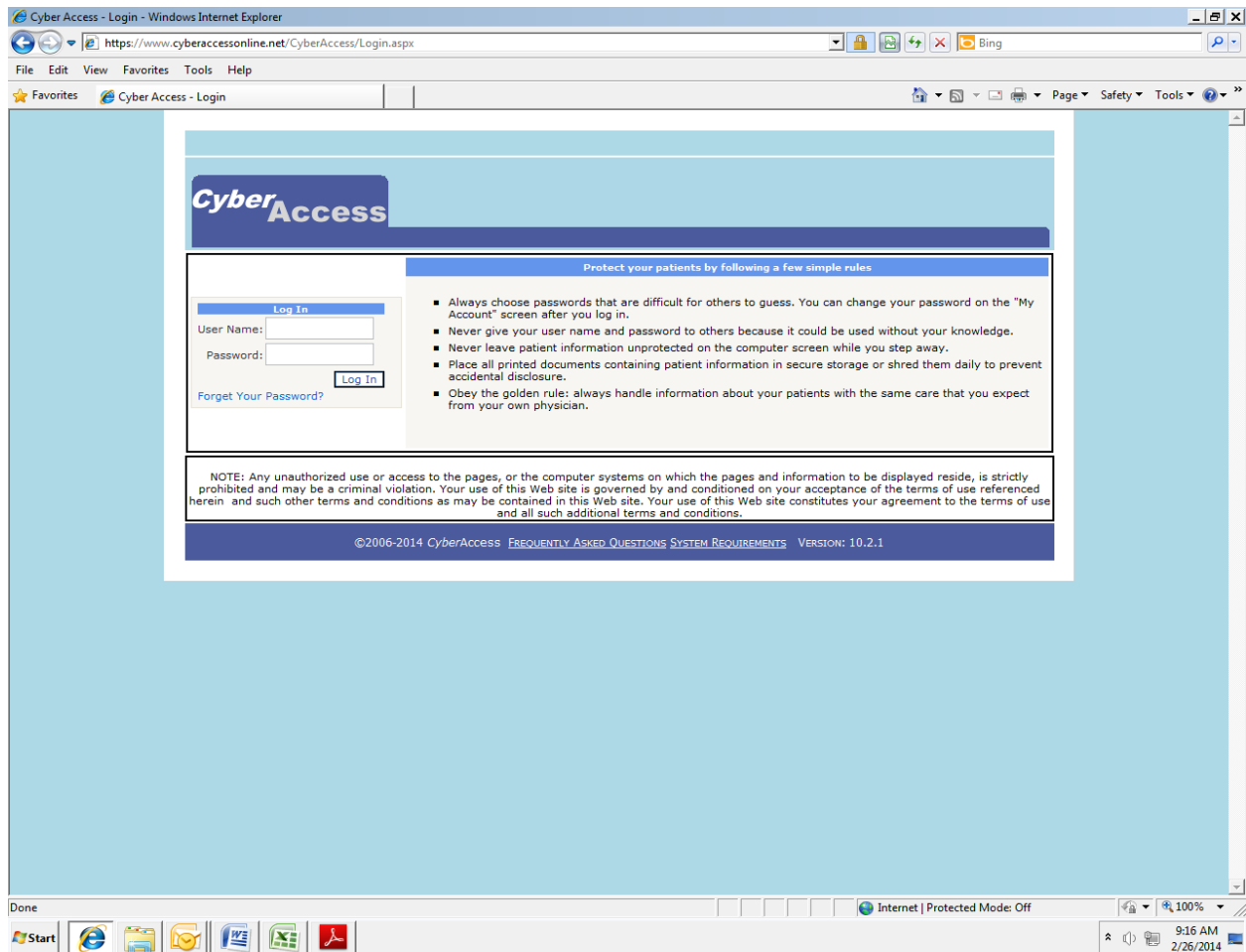
How to Set Compatibility View Settings in Internet Explorer 10, 11 (IE10)

Step 1: See if the **Compatibility View** button  appears next to the Address bar. (If you do not see the button, there is no need to turn on Compatibility View.)

Step 2: Click the **Compatibility View** button  to display the site in Compatibility View.

Forget Your Password?

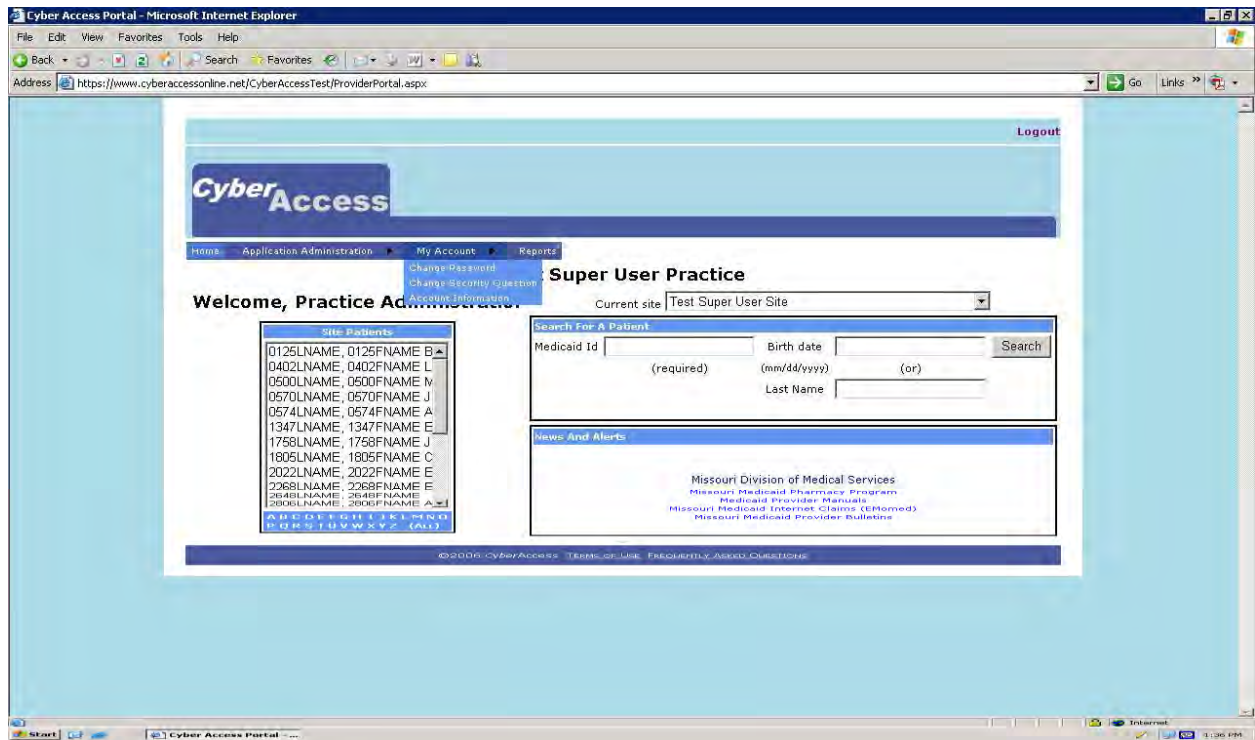
If you are unable to remember your password, click on the “Forget Your Password?” link for further assistance.



How to Change a Password, Security Question, and Security Answer

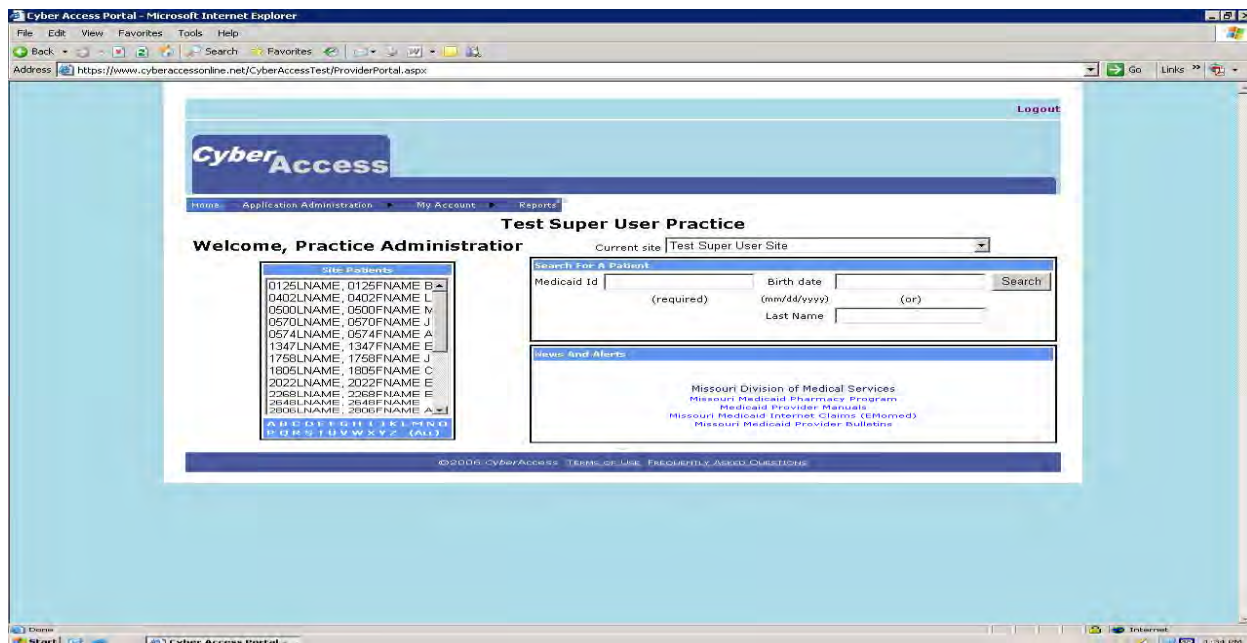
After the first log in to Cyber Access, staff should immediately change the password, security question and/or answer given by the Administrator. To change this information, go to my account and select the appropriate option from the drop down menu.

<p>Change Password</p>	<p>Change your password as often as needed. Passwords must be 8 characters in length and contain at least one non-alpha numeric character (!@#\$%^&*). Passwords are case sensitive.</p>
<p>Change Security Question</p>	<p>Change your security question and answer as often as needed.</p>
<p>Account Information</p>	<p>Update the information in your user account.</p>



How to Find a Patient

To locate the medication information for a child, click on home. Enter the child's DCN and either their date of birth or their last name and click search. The patient demographics page will display. Staff may search for additional information by selecting from one of the drop down menus at the top of the page.



Continuity of Care Document

The continuity of care document can be used for children with a number of medical needs as it contains additional information. To access this document, click on patient info and select continuity of care document from the drop down menu.

Receiving Incorrect Patient Information

If information is accessed on the incorrect patient, document the information was accessed in error and shred any printed information immediately.

Additional Questions?

Staff who have additional questions may contact their local Quality Improvement or Quality Assurance Specialist.

