



A C C E S S L I N K

O N L I N E

Seeking new and innovative ways of keeping you connected is one of our many goals at Access Link. Our newest adventure includes Access Link Online. This interactive website was created to be an additional channel of communication and enable you to better manage your Access Link interactions.

Access Link Online will be launched in phases. The first phase will allow you to view past rides as well as check the status of and cancel upcoming rides. You will also be able to view and change your account information which includes your addresses (home, work, mail, and frequent addresses), phone numbers, and email address. We hope this new feature will provide you with faster and easier access to our resources, making your Access Link experiences more enjoyable.

Good News! Your estimated time of arrival (ETA) will be displayed for today's rides. Now you don't have to wait on hold for status!

Getting Started

How to use Access Link Online:

1. Begin by going to the NJ TRANSIT website at www.njtransit.com from your internet browser.
2. Once on the site, click on the link  which is located at the top right of the page. This will lead you to the login page. The "Access Link Online" link is also located in both the "Rider Tools" and "Accessibility" drop down which can also be found at the top of the page.
3. Log in with your Customer ID and Password. **After 6 incorrect attempts, you will be locked out of your account and will have to call Access Link to reactivate it.**
4. Read the NJ TRANSIT disclaimer and click  to agree to the terms and conditions and continue to Access Link Online.
5. On the first screen you'll see the title "My Reservations". On this page you will be able to view all of your past, present, and future reservations and perform the actions outlined in this guide.

Password

Your Password is the same as your ALICE (Access Link Information Center –IVR) Pin Number. Currently this should be the last 4 digits of the telephone number on which you receive ALICE calls.

Idle Period

Once you have logged in, if you leave the website inactive for more than ten minutes, you will need to log in again with your Customer ID and Password.

Viewing and Cancelling Reservations

Once you log in, you will automatically be directed to your “My Reservations” page which lists today’s rides. Your rides are listed in chronological order and contain the following:

- Booking ID
- Trip Date
- Scheduled Window
- Estimated Pick Up Time (only for rides scheduled for today that have not occurred yet) **When checking your ride ETA for today you must refresh the web page in order to get an updated ETA. Reminder: All ETA's are subject to change.**
- Booking Type (Subscription or Demand)
- Status (Scheduled, Cancelled, No Show)
- Pick Up Location
- Drop Off Location

Note: If you do not have any rides for today you will need to select the individual day you would like to review, or select “All Reservations” from the drop down box located at the top of the page.

Viewing Rides on Individual Days

You can filter your list and view past or future rides on individual days by following the steps below: 

1. Towards the top of your list, there are two search bars. In between the two bars is a calendar button.
2. Click on the calendar button and you will be led to a drop down calendar.
3. Here you can click on any date you choose to view any rides, past or future.
4. If you would like to view all rides for today and future dates, select the “All Reservations” option which is listed under the drop down box to the right of the calendar button.

Note: You may only change the date using the calendar button.

Viewing and Cancelling Reservations Cont.

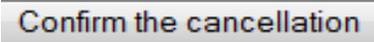
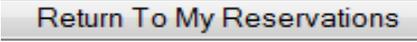
Viewing Additional Information

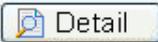
If you would like to view more information about each individual ride, click on the  button located to the right of your ride. This may include:

- Booking ID
- Booking Type
- Status
- Date
- Scheduled Window
- Estimated Pick Up Time (only for rides scheduled today that have not occurred yet)
- Pick Up Location
- Pick Up Phone Number
- Comments— if applicable
- Drop off Location
- Drop Off Phone Number
- Comments— if applicable
- Eligibility Condition — if applicable
- Service Animal — if applicable
- Additional Passengers — if applicable
- Number of Transfers — if applicable
- Fare
- Options — cancel

Ride Cancellations

Once you log in, you'll be directed to the "My Reservations" page , you can cancel a ride by following the instructions below:

1. To the far right of each scheduled ride is a button. Click on the  button for the appropriate ride you wish to cancel. Note: Please ensure you have selected the correct date and time to cancel. Once a cancellation has been processed it can not be undone.
2. You will be led to the "My Reservation—Detail" page. Click the  button to complete your cancellation request.
3. Next, you will be directed to the "Cancel Reservation" page which will provide you with your cancellation confirmation number. Please make note of the day, time, and cancellation number of the trip for future reference.
4. To return to your other reservations, you may click  Your ride should now have a cancellation status.

You may also cancel trips by following these instructions after visiting the  button and selecting  next to "Options" .

Note: You can only cancel rides through Access Link Online prior to 50 minutes before your scheduled window time. If you choose to abort your cancelation, you will be taken back to "My Reservation" and NOT the trip you were previously viewing.

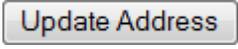
Viewing and Changing Account Information

After logging in, click on the “My Account” link located under “Services” on the left side of your home page. This link will take you to your account information. Here you can view, add, or change the addresses and phone numbers of the following locations: Home, mail, work, and up to five of your most frequent addresses. You will also be able to view, add, or change your email address and password.

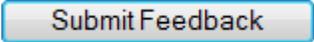
Changing an Existing Address

PLEASE NOTE: All address changes are subject to service area verification.

To change an address:

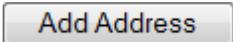
1. Click on the  button. This will direct you to the email form you will use to fill out your address change request. Fill in all required information.
2. In the email form, input your new address where indicated. Please include as much information as possible including the nearest cross street and any special instructions such as “Enter Parking Lot “, “Rear Entrance” , etc..

Note: All fields with an asterisk (*) must be filled in

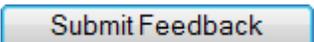
3. Review your newly entered address, then click on the  button at the bottom of the page. You will then be led to a verification message stating that your email has been sent to Access Link.

Adding a New Address

On your account information page, you can add new addresses by following the instructions below: Note: These instructions are the same when adding an address to any of the desired fields.

1. To the right of the field desired (example: Client Mail) click on the  button.
2. In the email form input your new address where indicated. Please include as much information as possible including the nearest cross street and any special instructions such as “Enter Parking Lot”, “Rear Entrance” etc..

Note: All fields with an asterisk (*) must be filled in

3. Review your newly entered address, then click on the  button at the bottom of the page. You will then be led to a verification message stating that your email has been sent to Access Link.

PLEASE NOTE: All address changes are subject to service area verification.

Changing/Adding Phone Numbers

On your “My Account” page, you can change any of your phone numbers listed by following the instructions below. These instructions apply to all phone numbers listed. Please note, you can ONLY add a phone number where an address is present. This phone number should be for us to reach YOU specifically in case we need to contact you, NOT the number to the location you're going to.

1. Delete the number you wish to change.
2. Type in the new number in that same location and click
3. Wait for a message to appear above the new number informing you that the number has been updated successfully.

Changing/Adding Your Email Address

On your “My Account” page, your email address is located under your home phone number and location. To change it please follow the instructions below:

1. Delete your current email listed.
2. Type in the new email in that same location and click
3. Wait for a message to appear above the new email informing you that your email address has been updated successfully.

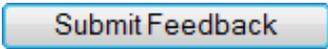
Changing Your Password

Towards the bottom of your “My Account” page you can change your password by following the instructions below. You can only use 4 number digits for your password, no letters. Please note, **changing your 4 digit password for your Access Link Online account will change your pin number for ALICE (Access Link Information Center - IVR) as well.**

1. In the first field labeled old password, type in your current password. Please note, you will not be able to view exactly what you are typing. All data you enter will be hidden for security purposes.
2. In the second field labeled new password, type in your new password that will be used to access both your online account and your new ALICE pin number.
3. In the third field labeled confirm new password, type in your new password a second time.
4. Click on the button and wait for a message to appear stating your password has been updated successfully.

Feedback Section

Providing you with quality service is a priority at Access Link and your feedback is the most effective way of helping us reach this goal. The Feedback section of Access Link Online can be found on the panel to the left side of the website. Step-by-step instructions on how to provide us with feedback can be found below. Note: All fields with an asterisk (*) must be filled in however if you are logged in to your account they should be automatically populated.

1. First select the type of feedback you are looking to provide by choosing one of the following options:
 - Eligibility/Certification
 - Forgot Password
 - Request a Subscription
 - Add/Update Address
 - Commendation/Complaint
 - Other (If you wish to provide feedback on a topic that is not currently listed)
2. In the second blank field enter your first name.
3. Next enter your last name.
4. Enter your Customer ID number.
5. Enter your phone number.
6. Enter your email address
7. In the box enter, in detail, your feedback information pertaining to the topic you selected.
8. Once you finish, click on the  button and wait to be directed to the confirmation page which will tell you your feedback was sent as an email to the Access Link Office.

PLEASE NOTE: All emails will be responded to Monday–Friday, excluding holidays.

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If you need additional assistance navigating your way through the website, please click on the “HELP” link. It can be found on the left side of the “My Account” page under “Services” and at the top right of every page.

Note: At anytime you may use the back “arrow/button” to return to the previous page.

Questions? Comments? Concerns?

We hope this brochure helps you better navigate your way through our online system.

If you would like more detailed information pertaining to Access Link Online feel free to call us at:

973-491-8674

We can also be reached for questions and comments via email at:

aces@njtransit.com

This brochure is available electronically on the web.



PLEASE
PLACE
STAMP
HERE

One Penn Plaza East Newark NJ 07105 - 2246

A C C E S S L I N K

On

Time

P H A S E 1

WE'RE NOW

A CLICK

AWAY