



A C C E S S L I N K



O N L I N E

We are excited to announce that you can now log in and accomplish all of the following: check the status of and cancel upcoming rides, view your past rides, request a ride, view and change your customer account information (addresses, contact information) and use our electronic fare option EZ-Wallet.

Getting Started

How to use Access Link Online:

[Access Link Online](#)

1. Begin by going to the NJ TRANSIT website at www.njtransit.com.
2. We suggest using Google Chrome, for an optimal experience.
3. 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 “Customer Tools” and “Accessibility” drop down which can also be found at the top of the page.
4. Log in with your Customer ID and Password. **After 5 incorrect attempts, you will be locked out and will have to call Access Link to reactivate it.**
5. After logging in you must agree to the terms and conditions and click accept.
6. On the “My Rides” page you will be able to view your past, present, and future rides. The “list view” will show your rides for the current day.

Password

Your Password is the same as your ALICE (Access Link Information Center –IVR) Pin Number. This is typically the last 4 digits of the telephone number that you use for ALICE calls.

Idle Period

Once you have logged in, if you leave the website inactive for more than 20 minutes, you will need to log in again with your Customer ID and Pin number / Password.

NEXT DAY RIDES

The cut-off time for requesting an Access Link ride for the next day is 5:00pm.

WHAT YOU CAN AND CANNOT DO

See page 13 for a quick list!

MY RIDES

When you log into Access Link Online, you will automatically be taken to “MY RIDES”.

My Rides < October 2018 >

3 Wed

(CLIENT HOME) IAIN AVE, CLIFTON, NJ, 07011

(C1) ARBOR GLENN CENTER, 25 E LINDSLEY RD, CEDAR GROVE TWP, NJ, 07009

Scheduled pickup window: 5:20 AM to 5:50 AM

Estimated pickup time (Subject to Change): 5:20 AM

Estimated dropoff time (Subject to Change): 5:39 AM

(C1) ARBOR GLENN CENTER, 25 E LINDSLEY RD, CEDAR GROVE TWP, NJ, 07009

(CLIENT HOME) IAIN AVE, CLIFTON, NJ, 07011

Scheduled pickup window: 3:20 PM to 3:50 PM

Estimated pickup time (Subject to Change): 3:51 PM

Estimated dropoff time (Subject to Change): 4:55 PM

If you have a ride with a window scheduled to begin within 10 minutes you will receive an estimated arrival time and ride details.

Ride details

Your ride is estimated to arrive in 20 minutes

Pickup location
(CLIENT HOME) [REDACTED], HOWELL TWP, NJ, 07731

Dropoff location
FMC - LAKEWOOD, 1328 RIVER AVE, LAKEWOOD TWP, NJ, 08701

REQUEST A RIDE

How to Request a Ride Online: Select “Request a Ride”, and you will be taken to a screen that will ask for your Pickup details and Dropoff details, Date and Time, and Additional Options. This page will also display your payment options.

Click under “Pickup or Dropoff address and all addresses associated with your customer account will display. You can also start typing the name of a location (i.e.) QuakerBridge Mall or TARGET and the address will populate, if it is one of our common locations. A full list of common locations is available when you click General Info from the main menu bar and select “ INFORMATION”.

Request again (optional): Use this section to repeat a ride that you have reserved in the past. For example you may have reserved a ride from your home to work. This information is stored in your customer account and available for you to use again.

After identifying your pickup and dropoff details, use the calendar to select the date of your ride and your pick up time. Ride request times are offered in 15 minute increments.

You must select a payment option, when you reserve your ride. If you opt to pay cash, it should be exact fare only. The driver cannot make change.

If you have additional rides scheduled for that day, you will receive this message:

You cannot make same day reservations on Access Link.

Use the FEEDBACK section, on the main menu, to add pickup and dropoff comments for specific locations. See page 9 for more details.

Review the EZ-Wallet brochure to learn how to establish a payment profile.

REQUEST A RIDE (CONTINUED)

Once you have completed your ride request, you must select a payment option. Your options are **EZ-Wallet** or CASH. **EZ-Wallet** is our new cashless electronic payment option. If you want to use **EZ-Wallet**, please refer to the **EZ-Wallet** brochure for information about how to use a valid credit or debit card to set-up your payment profile.

Payment Profiles

	Card Number	Expiration Date	
<input type="radio"/>	DISCOVER *****0002	Dec 2021	
<input type="radio"/>	VISA *****4448	Jun 2020	

ADD A CREDIT CARD

If your ride can be scheduled you will receive the message below, which will include your fare. You will then have five options: LEAVE EARLIER, LEAVE LATER, REFUSE, MODIFY RESERVATION or CONFIRM RESERVATION. Selecting LEAVE EARLIER or LEAVE LATER is always one hour earlier or later than the original time you selected.

We are able to schedule your ride with the following times

Total fare \$3.15

Requested pickup time 10:00 AM

Pickup window is between 9:17 AM and 9:47 AM

< LEAVE EARLIER

LEAVE LATER >

REFUSE

MODIFY RESERVATION

CONFIRM RESERVATION

You are responsible to correct any reservation errors prior to confirming the reservation. We cannot make “day of service” changes to the reservation after it is confirmed.

REQUEST A RIDE (CONTINUED)

If you select “CONFIRM RESERVATION” you will get a Reservation Confirmation.

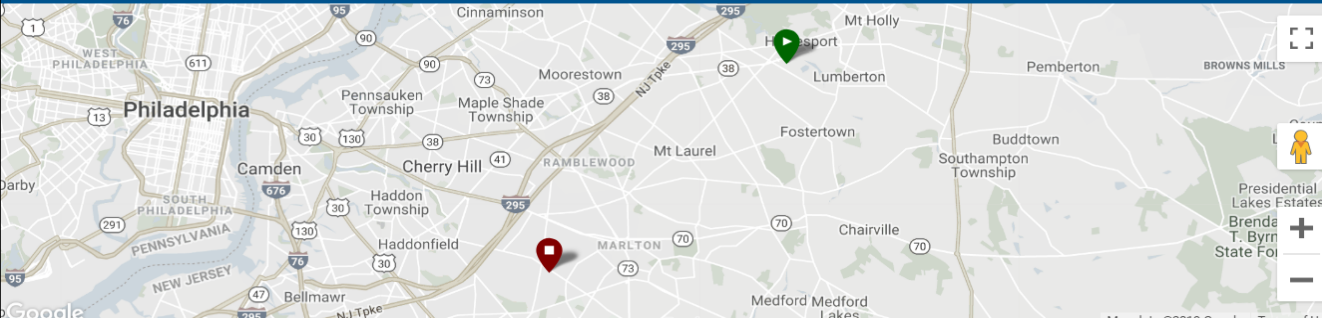
Reservation confirmation

Your ride is reserved and scheduled successfully. The booking ID is 21605803.

[RESERVE RETURN RIDE](#) [RESERVE ANOTHER RIDE](#) [RIDE DETAILS](#) [VIEW RIDES](#)

If you select VIEW RIDES this will take you back to the MY RIDES page. If you select **RIDE DETAILS**, you will be able to see the origin and destination on a map , the total fare and the fare to be paid to the driver. You also have the option to cancel or repeat this specific ride.

Ride details



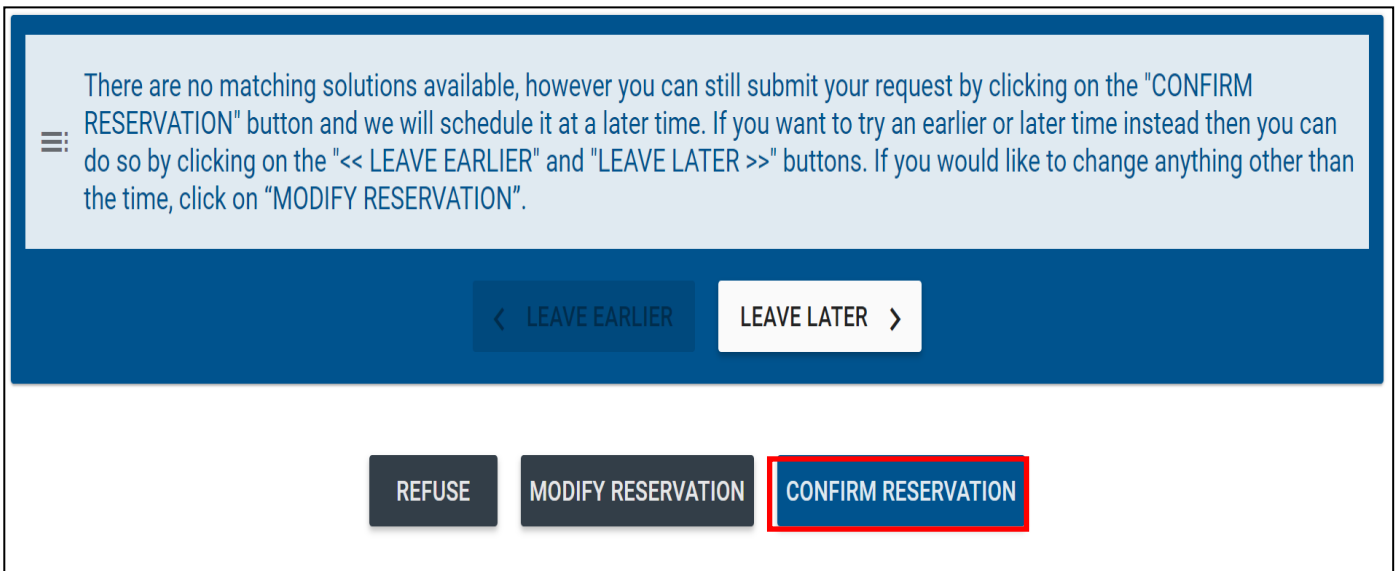
[Ride details](#) [CANCEL](#) [REPEAT](#)

Date	Sunday, February 17, 2019	Total Fare	\$4.30
Status	S Scheduled	Fare to be paid	\$0.00
		Payment Option	EZ-Wallet
		Number of Transfers	0

FARE TO BE PAID: EZ-Wallet may not be available as a payment option, immediately. Please refer to the EZ-Wallet brochure page # 3 for more information.

REQUEST A RIDE (CONTINUED)

If your ride cannot be schedule you will receive this message:



The screenshot shows a user interface for requesting a ride. At the top, there is a blue header bar. Below it, the title "REQUEST A RIDE (CONTINUED)" is displayed. A message states: "If your ride cannot be schedule you will receive this message:". Below this, a light blue box contains the text: "There are no matching solutions available, however you can still submit your request by clicking on the 'CONFIRM RESERVATION' button and we will schedule it at a later time. If you want to try an earlier or later time instead then you can do so by clicking on the '<< LEAVE EARLIER' and 'LEAVE LATER >>' buttons. If you would like to change anything other than the time, click on 'MODIFY RESERVATION'." Below this text, there are two buttons: "< LEAVE EARLIER" and "LEAVE LATER >". At the bottom, there are three buttons: "REFUSE", "MODIFY RESERVATION", and "CONFIRM RESERVATION". The "CONFIRM RESERVATION" button is highlighted with a red border.

There are no matching solutions available, however you can still submit your request by clicking on the "CONFIRM RESERVATION" button and we will schedule it at a later time. If you want to try an earlier or later time instead then you can do so by clicking on the "<< LEAVE EARLIER" and "LEAVE LATER >>" buttons. If you would like to change anything other than the time, click on "MODIFY RESERVATION".

< LEAVE EARLIER LEAVE LATER >

REFUSE MODIFY RESERVATION **CONFIRM RESERVATION**

If you select "CONFIRM RESERVATION" you will need to log back in and check the status of your unscheduled rides every 60 minutes.

Overlapping: If you receive an "OVERLAPPING" message, you will need to receive assistance from a reservationist with your ride request. Call 973-491-4224 and choose option #2 for assistance.



SUBSCRIPTIONS

Subscriptions are permanent rides to and from the same location. If you would like to be considered for a subscription, call 973-491-4224 and choose option # 2 and then option # 4. Subscriptions are awarded based on availability.


When you select the “Subscription” tab you will be taken to a page where your subscriptions are shown. If you do not have any subscriptions, the page will display the following message:

You do not have any recurring rides.

If you do have a subscription set up, you’ll see your subscription template. For example:

 **Subscription Rides** 


This subscription ride runs:

Every week on Mon Tue Wed Thu Fri 

Started from Monday, April 17, 2017

(CLIENT HOME) [REDACTED] MAIN AVE , CLIFTON, NJ,... To (C1) ARBOR GLENN CENTER, 25 E LINDSLEY RD , CEDAR GROVE TWP, N...

This subscription ride runs:

Every week on Mon Tue Wed Thu Fri 

Started from Monday, April 17, 2017

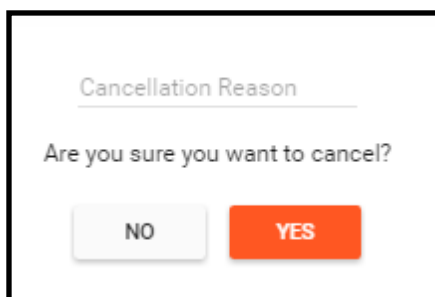
(C1) ARBOR GLENN CENTER, 25 E LINDSLEY RD , CEDAR GROVE TWP, N... To (CLIENT HOME) [REDACTED] MAIN AVE , CLIFTON, NJ,...

CANCELLATIONS

You can only cancel rides through Access Link Online 50 minutes (or more) before the scheduled pickup window time. If your ride will occur in 50 minutes (or less), you will be prompted to call 973-491-4224 to cancel your ride.

How to cancel rides online:

1. In the “My Rides” screen, click the specific date for the trip you want to cancel. The Rides Details screen appears.
2. Click the Cancel this ride button:
A message appears asking you to confirm the cancellation.

A screenshot of a confirmation dialog box. At the top, there is a text input field labeled "Cancellation Reason". Below this, the question "Are you sure you want to cancel?" is displayed. At the bottom, there are two buttons: a light gray button labeled "NO" and an orange button labeled "YES".

3. Click Yes to proceed with canceling the ride.
The ride will display as “Cancelled in Advance” status icon.

Cancelling rides that are part of a subscription:

You may cancel individual rides that are a part of a subscription, as described above. However, we encourage you to speak with a representative from the Scheduling Group to ensure that you understand how or if your cancellation request will impact your subscription. You can reach the Scheduling group by calling 973-491-4224 and choosing option # 2 and then option # 4.

VIEWING AND UPDATING YOUR PROFILE

Access Link Online allows you to view and change the following information in your customer profile (home address, email, phone, and contact information.)

Viewing Your Profile:

The My Profile page displays your customer profile information. The following graphic shows a sample profile. You can have up to 9 addresses saved on your profile.

My profile

My details

Customer ID

Customer name

EZ-Wallet balance \$192.35

Preferred space type NEED VAN

Email address ACES@njtransit.com

Modify password

If you would like to change your registered addresses, please use the Feedback form to send us the details of the change.

CLIENT HOME

Address

Phone number *

ALICE phone number

CLIENT FREQ TRIP 4

Address

Phone number

UPDATE

If your phone number or email address is incorrect, you can change it here and select **UPDATE**.

Updating Address Information:

On the My Profile Page, click Feedback form beside the address that you want to update (Customer home or Customer contact).

If you would like to change your registered addresses, please use the Feedback form to send us the details of the change.

CLIENT HOME

The Comments and Feedback dialog box appears. In the description field type the new address and other information if necessary, then click submit.

Comments and Feedback

Please use this form to file Address changes, complaints, suggestions and commendations to NJT. This form is not intended for ride planning purposes.

☐ Eligibility / Certification

☐ Subscription Inquiries and Request

☒ Add / Update address

☐ Commendation / Complaint

☐ Other

Add your comments here *

I would like to add or update my address information. This must include Street Number, Street Name, Cross Street, City, Zip, State and Phone Number (this should be a phone number where you can receive calls in case we need to get in touch with you regarding your ride).

SUBMIT

Address change requests will be processed within one business day. You are encouraged to login to check the status of each request.

Your feedback is important and will be submitted to the group best suited to address your communication.

Once you click on the feedback, you will see a page like the one below.

Comments and Feedback

Please use this form to file **Address changes, complaints, suggestions and commendations** to NJT. This form is not intended for ride planning purposes.

☒

Eligibility / Certification

☐

Subscription Inquiries and Request

☐

Add / Update address

☐

Commendation / Complaint

☐

Other

Add your comments here *


Certification needs to receive the following details in order to handle these requests in a timely manner: Potential Customer Name, Home address, email address and phone number.

SUBMIT

HELP

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.

Help



[OVERVIEW](#)[MY RIDES](#)[MY PROFILE](#)[GLOSSARY](#)

Overview

Access Link Online is designed to be easy to use. This online help module is available to provide users with extra assistance.

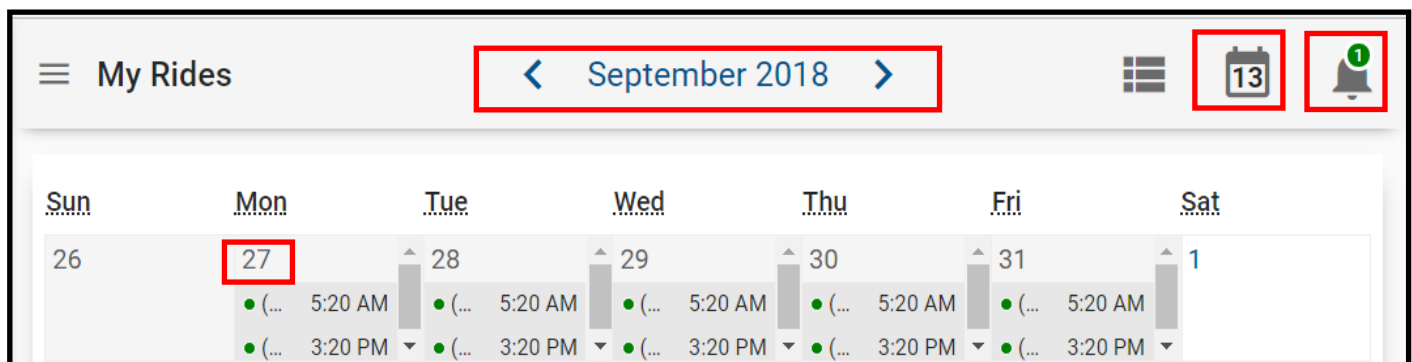
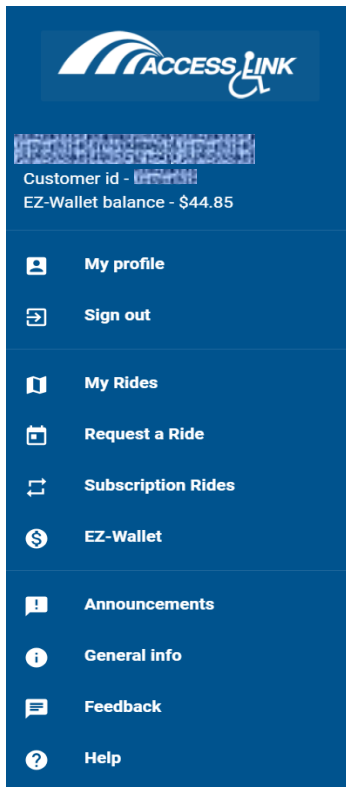
Help is always available on the left side menu under the heading "Help".

Click on the links above to further explore what is available within the Access Link online help module.

ACCESS LINK ONLINE

NAVIGATING TIPS

You can use this menu to navigate through all Access Link Online options.



Click on the date to displays today's rides.

The green dot let's you know that a ride is scheduled.

The bell, in the upper right corner, is a message indicator. It lets you know that there is a message or customer announcement for you to review.

The arrows on either side of the month and year, allow you to review previous rides. To return to "today's rides" click on the calendar icon.



When you see this blue icon, you can click it to reserve a ride.

ACCESS LINK ONLINE

TIPS

WHAT YOU CAN DO ON ACCESS LINK ONLINE

- You can opt to use the Auto-Top Up feature for EZ –Wallet. This will prevent you from having to manually update your EZ–Wallet account and pay for your ride with exact fare.
- You can start requesting reservations at 5:00 am.
- Allow Google Maps to track your physical location. This may improve our ability to send you notifications about the Access Link vehicle arrival.
- You can receive “estimated” times. These times are subject to change on the date of your ride.
- View your previous rides up to 12 months.
- Request rides to and from Access Link common locations and any other address already associated with your customer profile.

WHAT YOU CANNOT DO ON ACCESS LINK ONLINE

- Make same day reservations.
- Make reservations after 5pm for the next day.
- Request a pickup time that is earlier than Access Link operates.
- Request a dropoff time that is later than Access Link operates.
- Request a pickup time between 12:00 am and 5:00 am. You will have to receive assistance from an Access Link Reservationist. Please call 973-491-4224 and take option #2. Reservationists are available from 7:30 am to 4:00 pm.
- Schedule rides for the same day that are less than 90 minutes apart. This will display as a “OVERLAPPING” error. You will need to speak with a reservationist for assistance with making this reservation.
- Edit driver comments. If you need specific comments added to a location you can follow the directions on page #9. For example, if you are traveling to a Mall and want to be dropped off or picked up at a specific entrance, we can create a frequent location and add comments just for your rides. All driver comment requests will be reviewed and evaluated prior to being approved.

We hope this brochure is helpful. It is also available online.

IN ADDITION, IF YOU WANT TO REQUEST A RIDE AND:	CALL
You have a conditional paratransit eligibility	973-491-4224 and chose option # 1
The address not already associated with your customer account	973-491-4224 and chose option # 1
Want to add an address to your customer account	Use the Feedback form on the My Profile page
You need a reasonable accommodation or assistance with using Access Link or any of the new Access Link online features	973-491-4224 and chose option # 1 or #5 or send a message via email at adaservices@njtransit.com .

A C C E S S L I N K

On
Time

WE'RE NOW

A CLICK

AWAY