GETTING STARTED

Begin by downloading the NJ TRANSIT Access Link app from the Apple App Store or Google Play Store.

Select the app once it has been downloaded onto your device.

Once the app opens up, enter your customer ID and password. Your password is typically the last 4 digits of your phone number. Select Remember Customer ID so that your Customer ID is automatically populated for future uses.

After logging in you must agree to the terms and conditions. You will only have to acknowledge the Terms and Conditions once. Agree to the terms and conditions and click Accept.
MY RIDES

View your **Scheduled, Requested Not Scheduled, Cancelled** and **Pending** rides for an entire month! You can also: cancel your **Scheduled** or **Not Scheduled** rides, load ride information for the next month, refresh your rides, and see your ride information on the map.

![Image of My Rides app]

**January, 2021**

**Tomorrow**

<table>
<thead>
<tr>
<th>Time</th>
<th>Fare</th>
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<tbody>
<tr>
<td>9:01 am - 9:31 am</td>
<td>$2.05</td>
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**Pick up**

CLIENT HOME

**Drop off**

(C5) CHERRY HILL MALL, 2000 ROUTE 38, CHERRY HILL, NJ, 08002

Booking ID - 28574558  Scheduled

**February, 2021**

No rides found for this month

**Click on a scheduled ride and the ride details will display on a map.**

**Select “Center on map” to zoom in for more map detail.**

**Specific ride details will be available and you can opt to “REPEAT RIDE”**

**Click HERE TO RESERVE A NEW RIDE**

**SEE YOUR RESERVATION HISTORY**
There are two ways to reserve/request a ride. Use the calendar icon or the navigation menu on the left side of the screen.

After you select Request a Ride, you will have the option to RESERVE A NEW RIDE OR CHOOSE FROM RECENT RESERVATIONS. If you choose to reserve a new ride you will need to enter your pick-up details, drop-off details, choose the date and time for your ride, enter additional information, add additional passengers, and select your payment option.

Request that addresses be researched and saved into your customer account.

Same day reservations are not accepted on Access Link.

Request to add pick-up and drop-off comments to help the driver on the day of your ride.
If you request a ride based on a recent reservation, the pickup and drop-off location will be automatically populated, but you will need to enter additional information to complete your request.
7 STEPS TO REQUEST A RIDE

RIDE TIMES ARE OFFERED IN 15 MINUTE INTERVALS
The CDC recommends wearing a face covering, while traveling.

If your mobility device has changed, let us know.

The CDC recommends that you do not travel, if you are not feeling well.
7 STEPS TO REQUEST A RIDE (CONTINUED)

Only one person can travel as your PCA.

Reduced fare cards cannot be used on Access Link.

Establish an EZ-Wallet account so that you do not have to handle cash.
Using a cashless payment option will help to reduce the spread of infectious disease.

Manage your EZ-Wallet account at accesslink.njtransit.com.

Don’t forget to “select” and “confirm” your reservation.
IF YOUR RIDE CANNOT BE SCHEDULED

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 would like to change your request and try again then please click the "Modify Reservation" button to go back and edit your reservation.

Shift the requested time by the previous or next selectable available time.

- PREVIOUS TIME
- NEXT TIME
- MODIFY RESERVATION
- REFUSE RIDE
- SELECT AND CONFIRM RESERVATION

Confirm Reservation. We will work to find a comparable solution. You will need to check the status periodically.

Modify your reservation. Shift the requested time.

You can refuse the ride.
• Select the “Scheduled” or “Requested not scheduled” ride that you would like to cancel.

• When the ride details appear, scroll down until you see the CANCEL RIDE button. After you select it, you will see this pop-up message:

You will see this pop-up message:

If your ride is being cancelled properly, you will see this pop-up:

• If you are attempting to cancel a ride with less than 90 minutes before the start of the pick-up window, you will see this pop-up:

The mobile App will also tell you “after what time” the cancellation penalty starts.
MOBILE APP FEATURES

- Set the App to remember your Customer ID.
- Notification Duration: Select how many seconds notifications will remain on the screen.
- Did you forget your password? Use your Customer ID and the email address associated with your customer ID to receive assistance.
- To protect your information, the App has a “Session Timeout” requiring you to return to the sign-in page.
- The pick-up and drop-off location, for scheduled rides, displays on a map.
- Rides scheduled for today will display an estimated time of arrival for the vehicle. If you select “details” you will be given the vehicle number, vehicle description and your booking ID.

- View your EZ-Wallet account balance and transaction history.
- Edit your payment option, prior to the date of your ride, and receive a pop-up notice if you are successful.
- View your reservation history.
- Forget your password? Request assistance through the app.
- Review important messages, announcements and general information.
Access Link customers are expected to do the following for safety (as per CDC recommendations) and to help us stay on time during rides.

1. Wear a face covering while traveling.
2. Don’t travel if you are feeling sick.
3. Don’t travel with a PCA or companion(s), if he/she is feeling sick.
4. Don’t travel if you have been exposed to anyone who is positive for COVID-19 or any other infectious disease.
5. Cancel reservations at least 90 minutes before your scheduled pick-up time.
6. Add pick-up and drop-off comments that will help the driver find you and/or your location.
7. Confirm the phone number where you can be reached after we drop you off.
8. Confirm that your location is open before scheduling a ride.
9. Request pick-up times that give you enough time to complete doctor appointments, shopping, visits, etc.
10. Be ready at the start of your “ride” window.

SPECIAL NOTE ABOUT ITEMS/PACKAGES 🔄️

You must be able to bring items/packages on board, in one (1) trip, without assistance from the driver. The driver will secure items/packages, to the best of his/her ability. However, excessive items/packages that pose a safety risk to other customers, may not be permitted.