

ACCESS LINK MOBILE APP QUESTIONS AND ANSWERS



QUESTION	ANSWER
How do I to get the App?	Google Play Store and Apple App Store
Can I reserve rides on the app?	Reserve new rides or repeat a recent reservation. Next day reservations are stopped at 5:00pm, the day before.
Can I cancel rides on the app?	YES.
Will the app offer estimated vehicle arrival times?	YES.
Can I look up my reservation history?	Displays history of scheduled, cancelled and taken rides.
Can I see my EZ-Wallet account on the app?	Transaction history and balance is available. Manage your account at accesslink.njtransit.com .
Can I add addresses to my customer account?	✉ Use the Feedback tab ,select feedback type and submit the full street address.
Have a question about your Access Link eligibility?	✉ Use the Feedback tab ,select feedback type and submit your question.
Have a commendation or concern?	✉ Use the Feedback tab ,select feedback type and submit the details.
Want to travel to a “common” location?	Hundreds available! Start typing the name of a location in the pick up address area. Available options will display.
Have a concern with a reservation?	☎ 973-491-4224 or TTY 800.772.2287
Need weather or an emergency update?	☎ 973-491-4224 or TTY 800.772.2287 for recorded information or visit www.accesslink.njtransit.com .



M O B I L E A P P



Request, change, cancel and monitor Access Link rides all on your mobile device.

Your customer ID is your Access Link ID number.

Your password is typically the last 4 digits of your phone number.

SESSION TIMEOUT
More than 10 minutes of inactivity and you will need to log back in.

GETTING STARTED

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

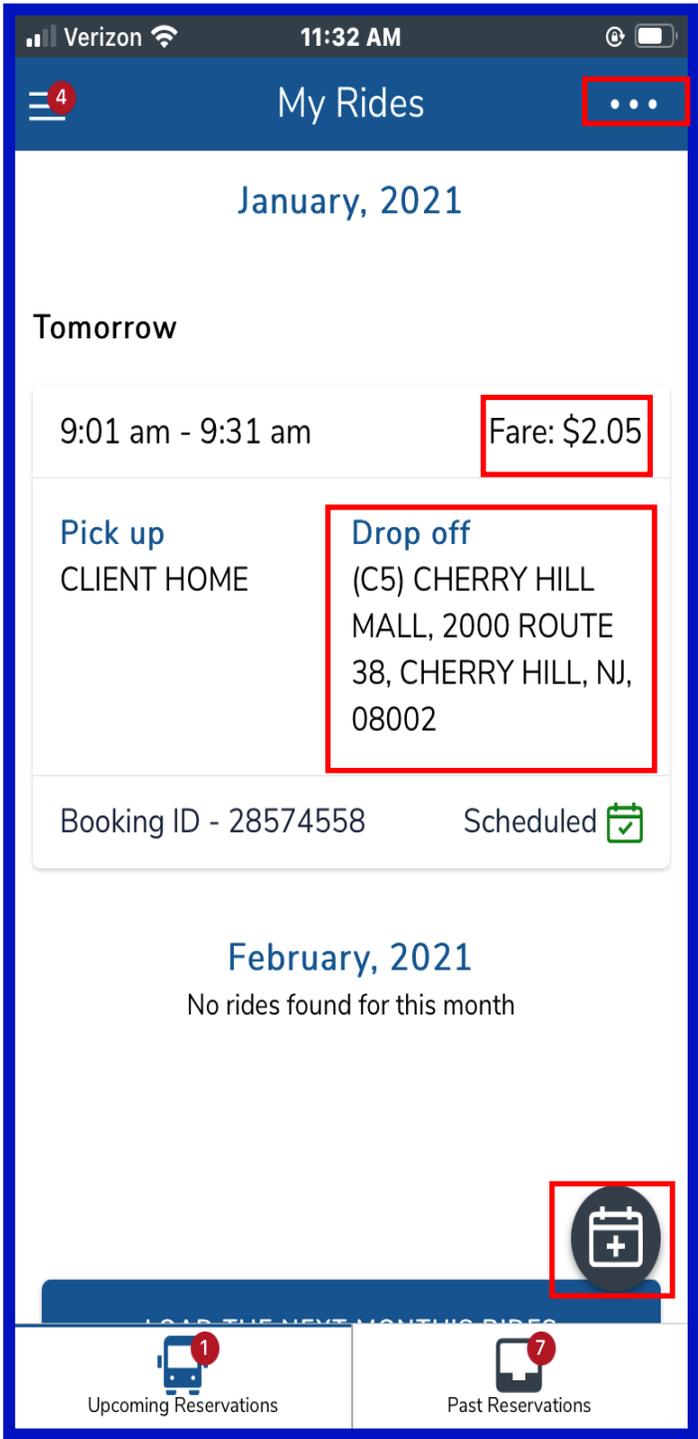
Select the app once it has been downloaded onto your device.

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.



← REFRESH

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

← RIDE FARE

Select "Center on map" to zoom in for more map detail.

← CLICK HERE TO SEE YOUR RIDE ON THE MAP

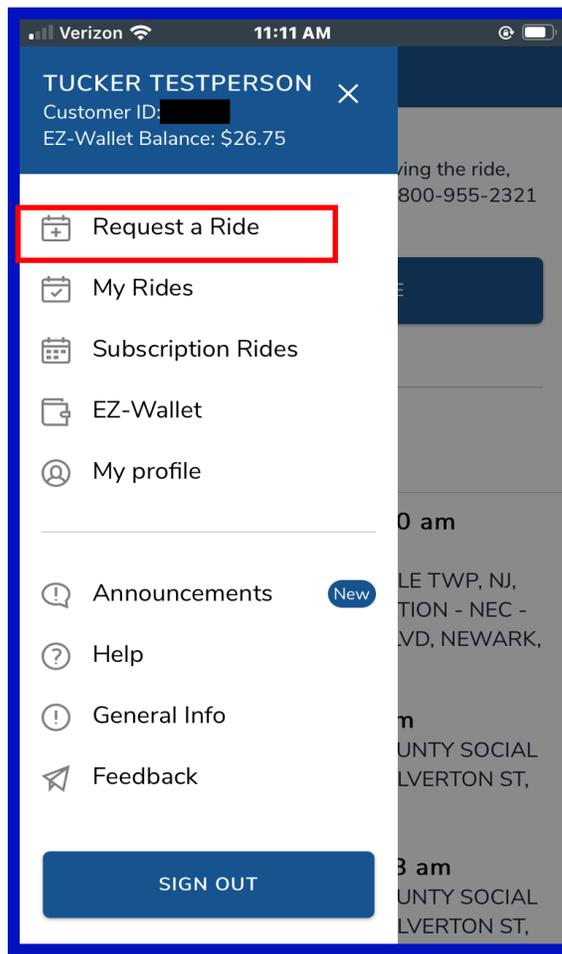
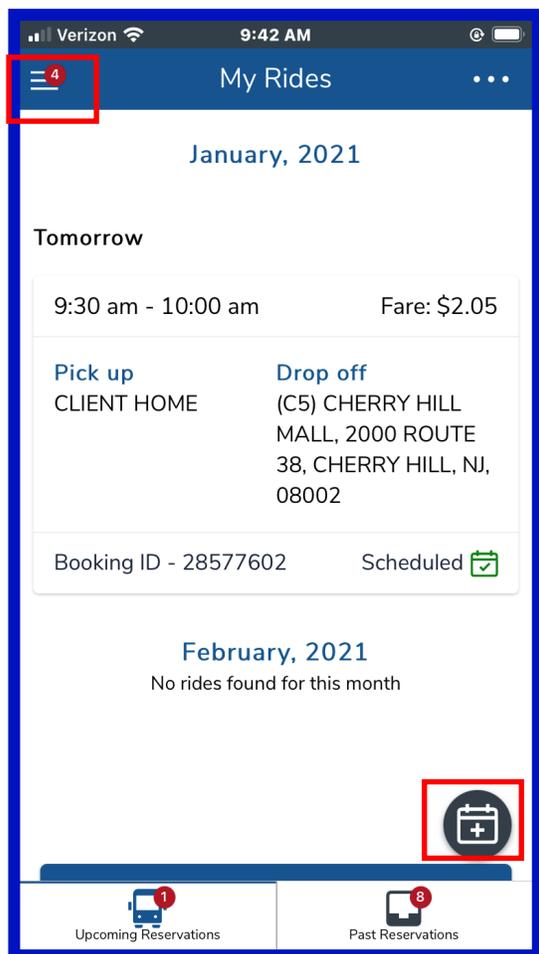
Specific ride details will be available and you can opt to "REPEAT RIDE"

← CLICK HERE TO RESERVE A NEW RIDE

← SEE YOUR RESERVATION HISTORY

REQUEST A RIDE

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.

REQUEST A RIDE CONTINUED

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.

Verizon 11:58 AM

Request a Ride

If you encounter any issues while reserving the ride, please contact Access Link Online at 973-491-4224

RESERVE A NEW RIDE

or

Choose from recent reservations:

- Thu, Feb 11, 2021, 10:57 am**
CLIENT HOME To (C3) BURLINGTON COUNTY COLLEGE - MOUNT LAUREL, 3331 RT-38, MT LAUREL TWP, NJ, 08054

SPECIFIC

DETAILS

REQUIRED

7 STEPS TO REQUEST A RIDE

Step 1 of 7: Pick up Details

Enter your pick up details:

Pick up address *

Unit

Telephone number

Instructions

BACK NEXT

Step 2 of 7: Drop off Details

Enter your drop off details:

Drop off address *

Unit

Telephone number

Instructions

BACK NEXT

Step 3 of 7: Date and time

Choose the date and time for your ride:

Date and time

Ride date *

Wednesday, November 4

Pick up time *

Select ride time

BACK NEXT

Done

Select ride date

Wednesday, November 4

Thursday, November 5

Friday, November 6

Saturday, November 7

Step 3 of 7: Date and time

Choose the date and time for your ride:

Date and time

Ride date *

Wednesday, November 4

Pick up time *

Select ride time

BACK NEXT

Done

Select ride time

5:00 am

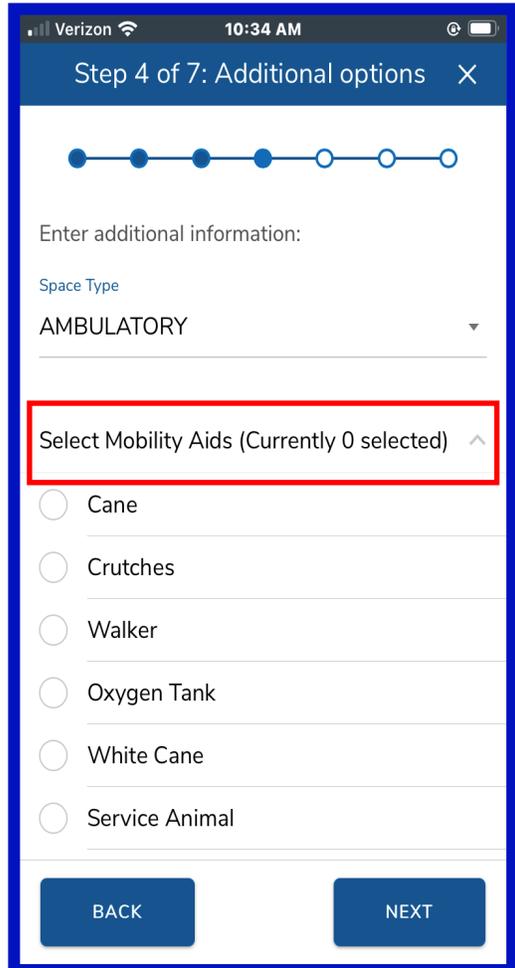
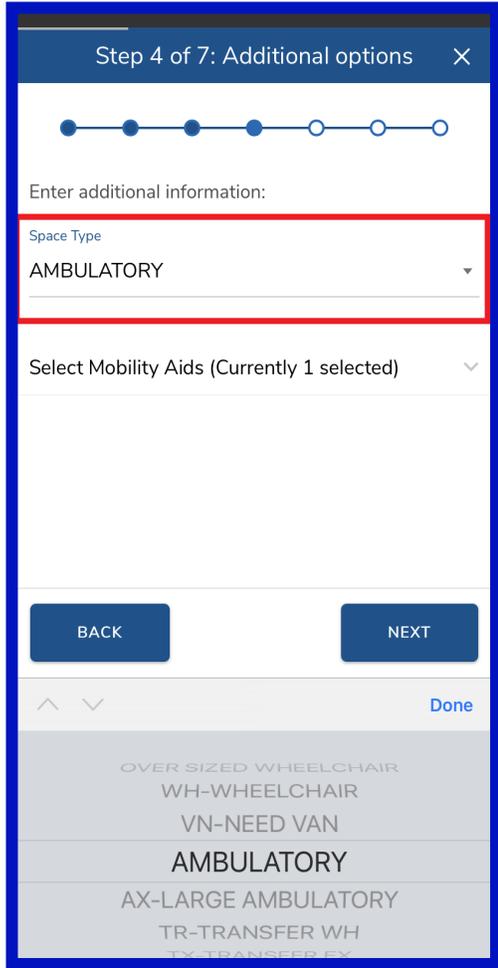
5:15 am

5:30 am

5:45 am

← RIDE TIMES ARE OFFERED IN 15 MINUTE INTERVALS

7 STEPS TO REQUEST A RIDE (CONTINUED)

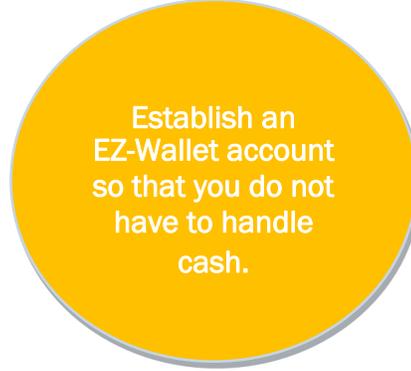
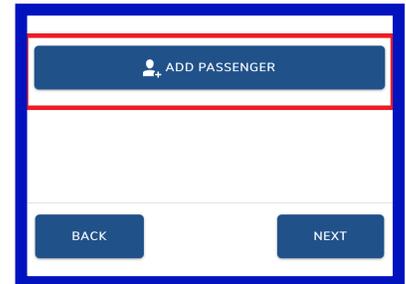
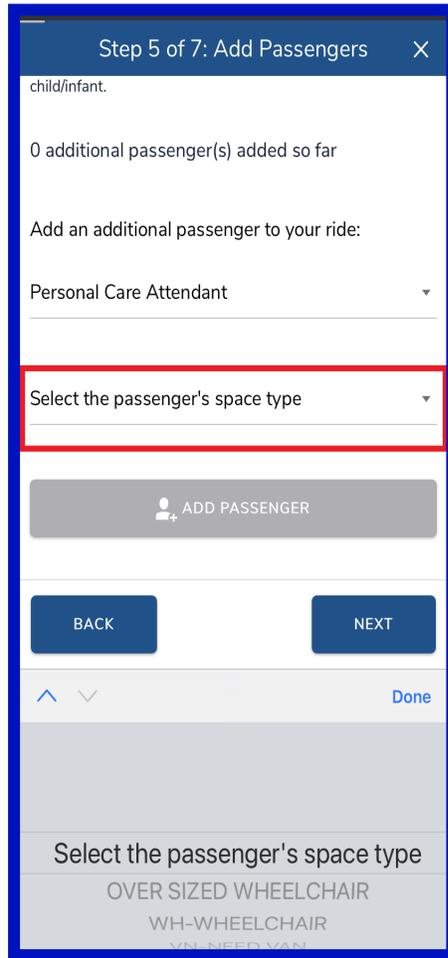
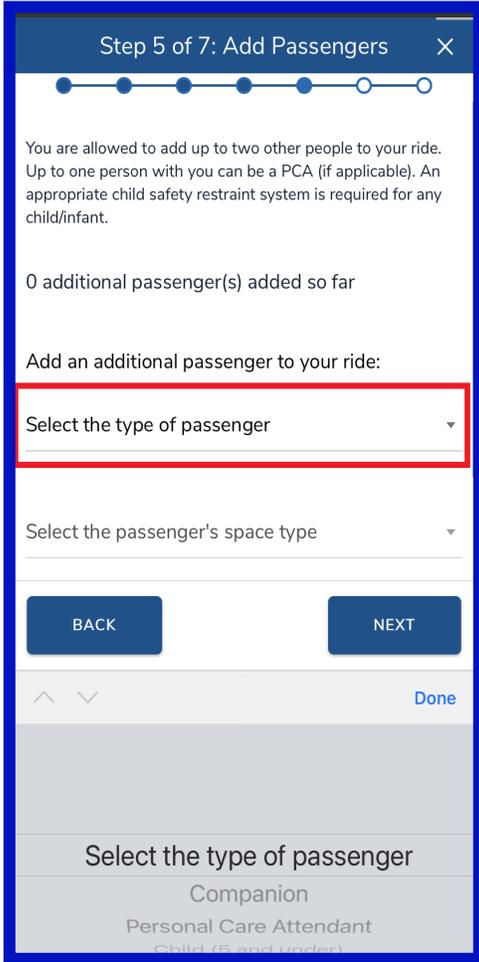


If your mobility device has changed, let us know.

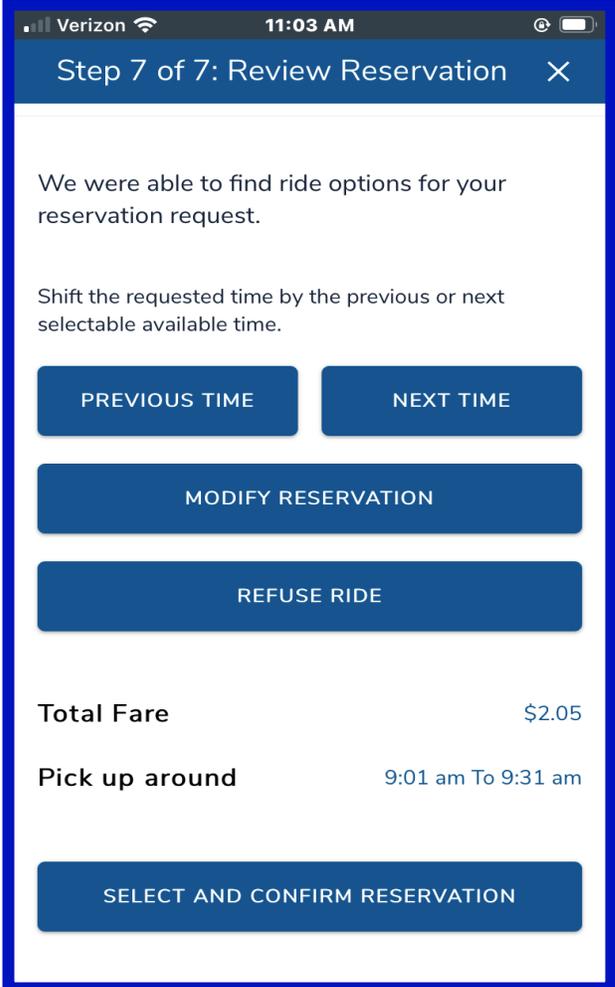
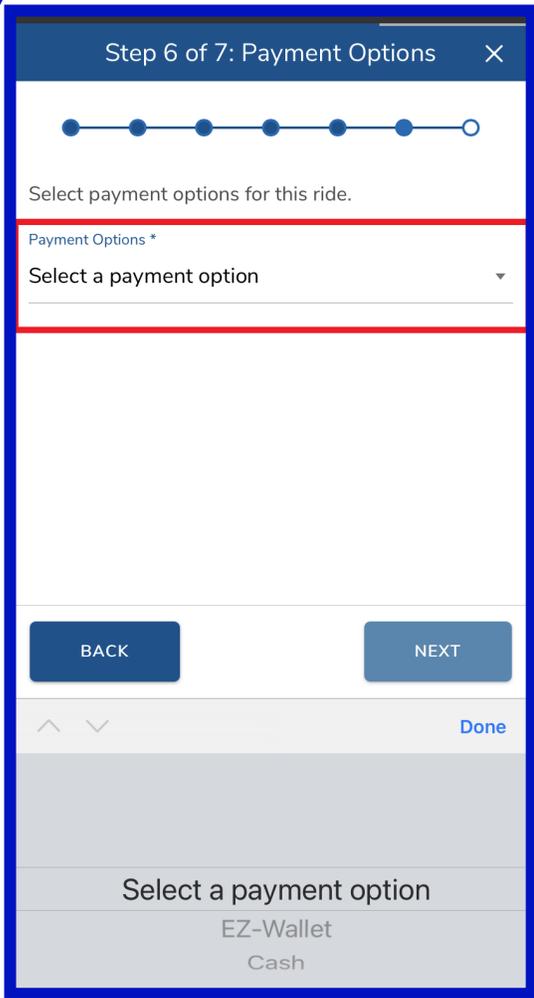
The CDC recommends wearing a face covering, while traveling.

The CDC recommends that you do not travel, if you are not feeling well.

7 STEPS TO REQUEST A RIDE (CONTINUED)



7 STEPS TO REQUEST A RIDE (CONTINUED)

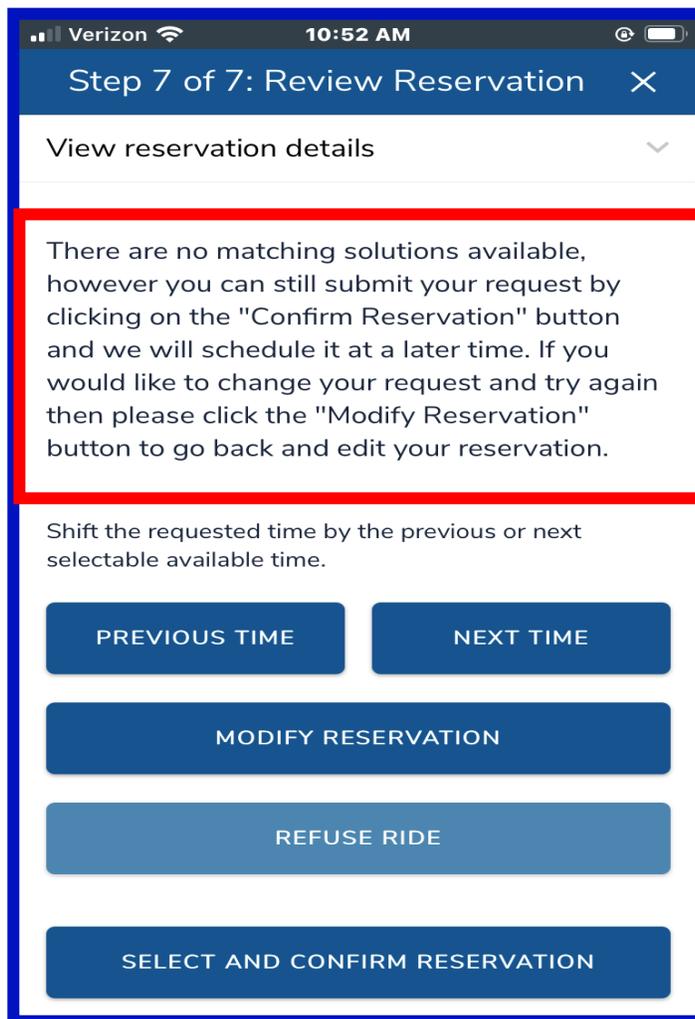


Using a cashless payment option will help to reduce the spread of infectious disease.

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

Don't forget to "select" and "confirm" your reservation.

IF YOUR RIDE CANNOT BE SCHEDULED



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.

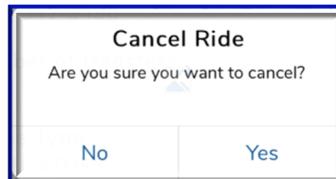
You can
refuse the ride.

HOW TO CANCEL A 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 **CANCEL RIDE**

After you select **CANCEL RIDE**

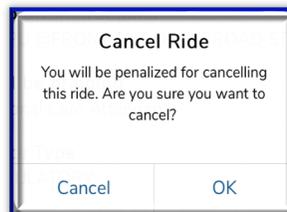
You will see this pop-up message



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

Your ride has been cancelled successfully.

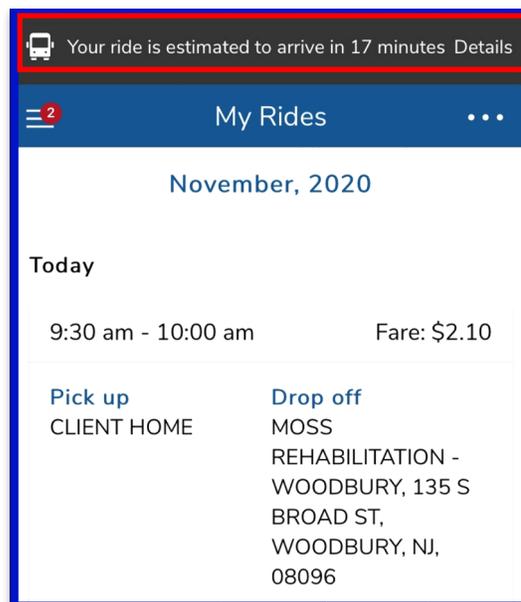
- If you are attempting to cancel a ride with less than 90 minutes before the start of the pick-up window, you will see this pop-up:



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.