

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.

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.

Your customer ID is your Access Link ID number.

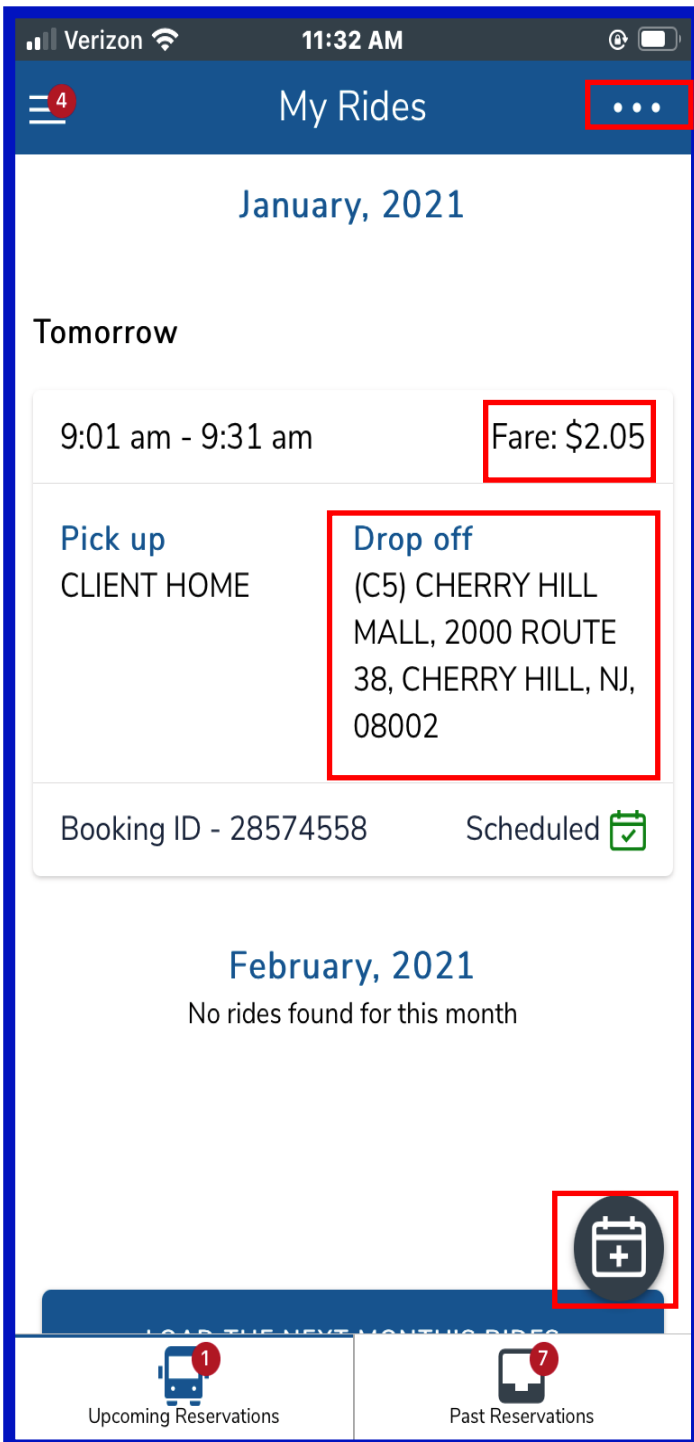
Your password is typically the last 4 digits of your phone number.

SESSION TIMEOUT

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

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

← RIDE FARE

← CLICK HERE TO
SEE YOUR RIDE
ON THE MAP

← CLICK HERE TO
RESERVE A
NEW RIDE

← SEE YOUR
RESERVATION
HISTORY

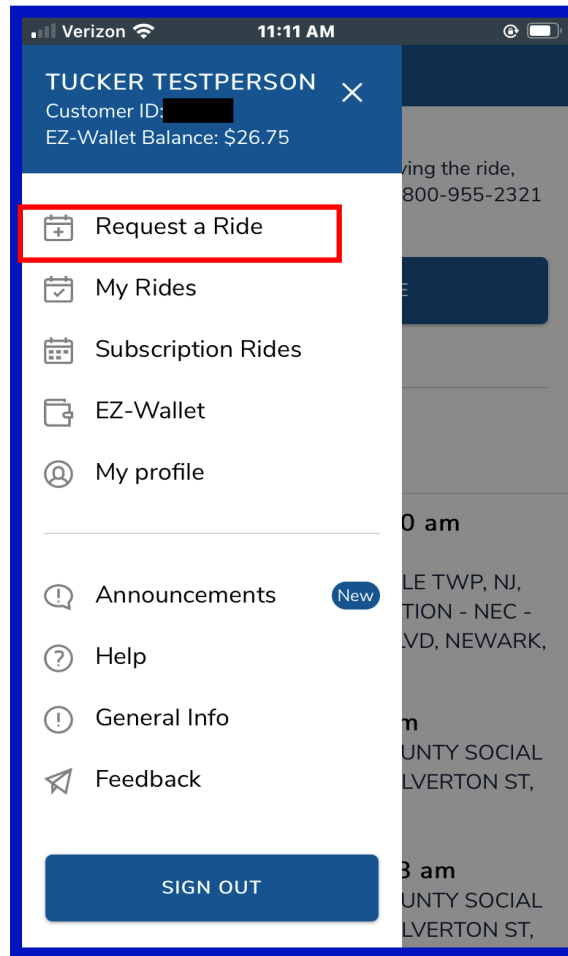
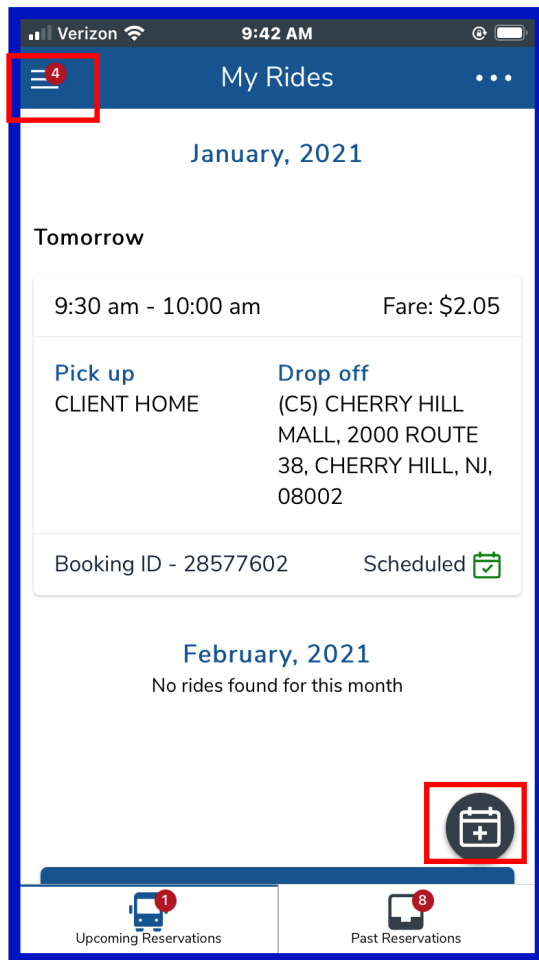
Click on a
scheduled ride
and the ride de-
tails will display
on a map.

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

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

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)

Step 4 of 7: Additional options

Enter additional information:

Space Type
AMBULATORY

Select Mobility Aids (Currently 1 selected)

BACK NEXT

OVER SIZED WHEELCHAIR
WH-WHEELCHAIR
VN-NEED VAN
AMBULATORY
AX-LARGE AMBULATORY
TR-TRANSFER WH
TY-TRANSFER EX

Step 4 of 7: Additional options

Enter additional information:

Space Type
AMBULATORY

Select Mobility Aids (Currently 0 selected)

☐ Cane
☐ Crutches
☐ Walker
☐ Oxygen Tank
☐ White Cane
☐ Service Animal

BACK NEXT

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)

Step 5 of 7: Add Passengers

You are allowed to add up to two other people to your ride. Up to one person with you can be a PCA (if applicable). An appropriate child safety restraint system is required for any child/infant.

0 additional passenger(s) added so far

Add an additional passenger to your ride:

Select the type of passenger

Select the passenger's space type

BACK NEXT

Done

Select the type of passenger

- Companion
- Personal Care Attendant
- Child (5 and under)

Step 5 of 7: Add Passengers

child/infant.

0 additional passenger(s) added so far

Add an additional passenger to your ride:

Personal Care Attendant

Select the passenger's space type

ADD PASSENGER

BACK NEXT

Done

Select the passenger's space type

- OVER SIZED WHEELCHAIR
- WH-WHEELCHAIR
- YN-NEED VAN

ADD PASSENGER

BACK NEXT

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.

7 STEPS TO REQUEST A RIDE (CONTINUED)

Step 6 of 7: Payment Options

Select payment options for this ride.

Payment Options *

Select a payment option

BACK NEXT

Done

Select a payment option

EZ-Wallet

Cash

Step 7 of 7: Review Reservation

We were able to find ride options for your reservation request.

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

PREVIOUS TIME NEXT TIME

MODIFY RESERVATION

REFUSE RIDE

Total Fare \$2.05

Pick up around 9:01 am To 9:31 am

SELECT AND CONFIRM RESERVATION

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

Verizon 10:52 AM

Step 7 of 7: Review Reservation

View reservation details

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.

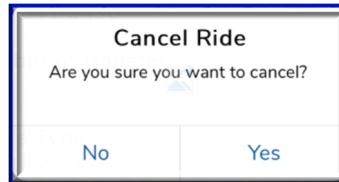
You can
refuse the ride.

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**

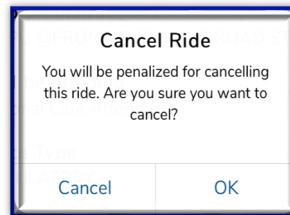
You will see this pop-up message



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

Your ride has been cancelled successfully.

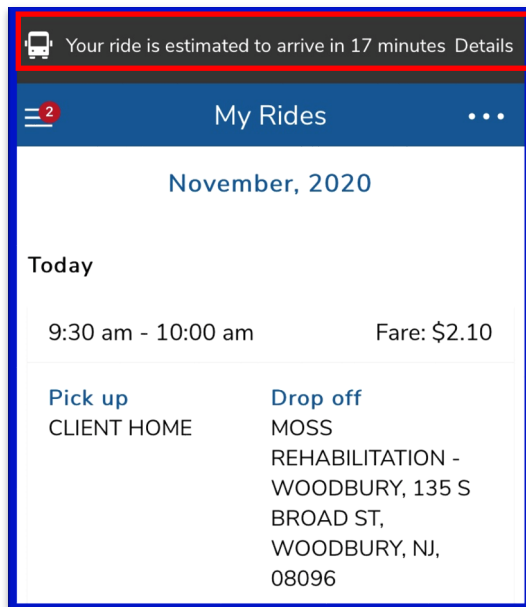
- If you are attempting to cancel a ride with less than 90 minutes before the start of the pick-up window, you will see this pop-up:



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.