

# MyNewJersey login information

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If you are having trouble logging into the My NJ Portal or forgot username and/or password. Please follow the instructions below to recover and/or reset your login information.

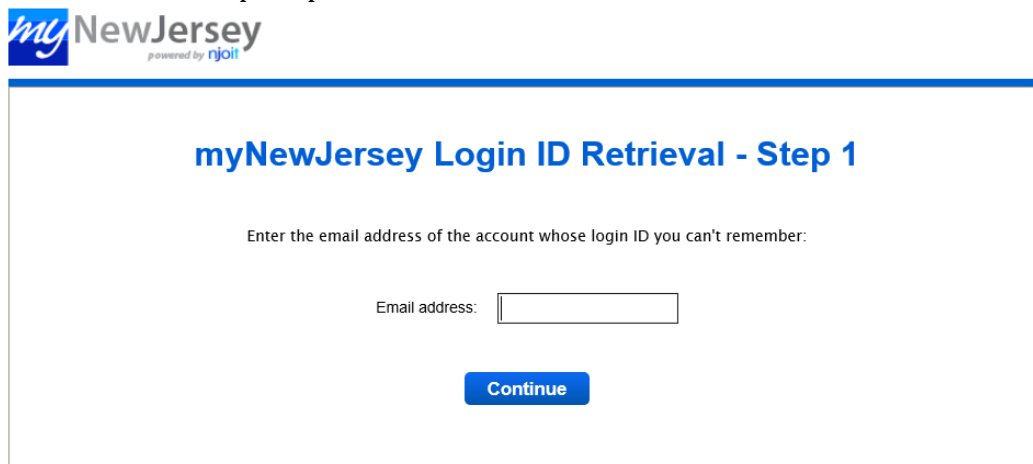
Forgot username/log on ID

Go to <https://portal01.state.nj.us/>. Click on "Forgot your logon ID?"



The screenshot shows the myNewJersey login interface. At the top left is the logo "myNewJersey powered by njoit". The main heading is "Log In to myNewJersey". Below this are two input fields: "Login ID:" and "Password:". Under the "Login ID:" field, there is a yellow highlighted link that says "Forgot your login ID?". Under the "Password:" field, there is a blue link that says "Forgot your password?". At the bottom left, there is a blue "Log In" button and a link that says "Need help?".

Enter in your email address when prompted.



The screenshot shows the "myNewJersey Login ID Retrieval - Step 1" page. At the top left is the logo "myNewJersey powered by njoit". The main heading is "myNewJersey Login ID Retrieval - Step 1". Below this is the instruction "Enter the email address of the account whose login ID you can't remember:". Underneath is an "Email address:" label followed by an input field. At the bottom center, there is a blue "Continue" button.

Enter the answer to your security question when prompted.

### myNewJersey Logon ID Retrieval - Step 2

If you answer your challenge question correctly below, we'll send an email message with your logon ID to the address you entered.

Please be sure your email service is set to accept email from us (mynj@state.nj.us) **before** you submit your answer. Otherwise you won't receive the message, and you'll have to go through these steps again. Earthlink users, in particular, need to unblock email from our address.

In addition, some email providers route logon ID messages into a folder called "junk," "Bulk," or something similar, so you may need to check there after we tell you we've sent the message.

Your challenge question:

Your answer:

Your username will be emailed to you.

### Forgot password

Go to <https://portal01.state.nj.us/>. Click on "Forgot your password?"




### Log In to myNewJersey

**Login ID:**  
  
[Forgot your login ID?](#)

**Password:**  
  
[Forgot your password?](#)

[Need help?](#)

Enter your logon ID/username when prompted.



### myNewJersey Password Reset - Step 1

Enter the login ID of the account whose password you can't remember:

Login ID:

Enter the answer to your security question when prompted.

**myNewJersey Password Reset - Step 2**

If you answer your challenge question correctly below, we'll generate a new password for the aoneill1 account.

Then we'll send the new password to the email address you provided for that account.

Please be sure your email service is set to accept email from us (mynj@state.nj.us) **before** you submit your answer. Otherwise you won't receive your new password, and you'll have to go through these steps again. Earthlink users, in particular, need to unblock email from our address.

In addition, some email providers route password reset messages into a folder called **Junk**, **Bulk**, or something similar, so you may need to check there after your password reset is complete.

Your challenge question:

Your answer:

A temporary password will be emailed to you. You can then log in and change your password under my account

[logout](#) | [my account](#) | [auth code](#) | [layout](#) | [help](#)

Forgot both username and password or could not recover username and password.

You must contact the State of New Jersey Office of Information Technology. Go to <https://portal01.state.nj.us/>. Click on "Need Help?".



**Log In to myNewJersey**

**Login ID:**

[Forgot your login ID?](#)

**Password:**

[Forgot your password?](#)

[Need help?](#)

Then click on “Contacting myNewJersey Support”

**myNewJersey Help**

**Welcome to myNewJersey!** This site is a "portal", which gives you direct access to online information that's specific to you. The portal also lets you customize our web content for your preferences.

If you're not logged in to myNewJersey at this point, you can:

- [log in](#) if you've already registered, or
- [sign up](#) if you're a new user

More information is available about the following topics:

- [Frequently Asked Questions \(FAQs\)](#)
- [Tips on Using myNewJersey](#)
- [Contacting myNewJersey Support](#)

Click on “5. Contact myNewJersey Support”.

### Contacting myNewJersey Support

If you haven't been able to resolve your issue by following the FAQs and Tips above, please follow these steps so we can address the issue as quickly as possible:

1. include the logon ID you're having trouble with
2. if you don't remember your logon ID, include your full name and email address
3. **don't include** your social security number or password
4. provide as complete a description of the problem as you can
5. [contact myNewJersey support](#)

Complete the form to request assistance with accessing your account. Be sure to include your log on ID. If you are not sure of it, then include your full name and email address.

### Contact myNewJersey

Your e-mail address:

Subject:

Your first and last name:

In your message,

- Please include the logon ID you're having trouble with
- **Do not** include your social security number or password
- If you used a nickname or spelled your name differently when you created your account, please give us that spelling
- If you used a different email address when you created your account, please include that address
- Tell us the online service you need help with
- Provide as complete a description of the problem as you can

Message:

The State of New Jersey Office of Information Technology will contact you to assist you with accessing your account.