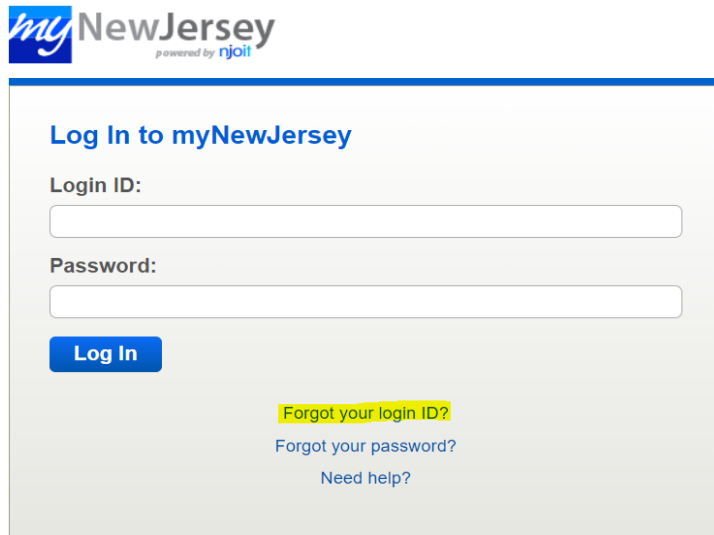


Help! I forgot my Civil Service Commission login information!

The My NJ Portal is a State of NJ system. To recover and/or reset your login information, you should do the following:

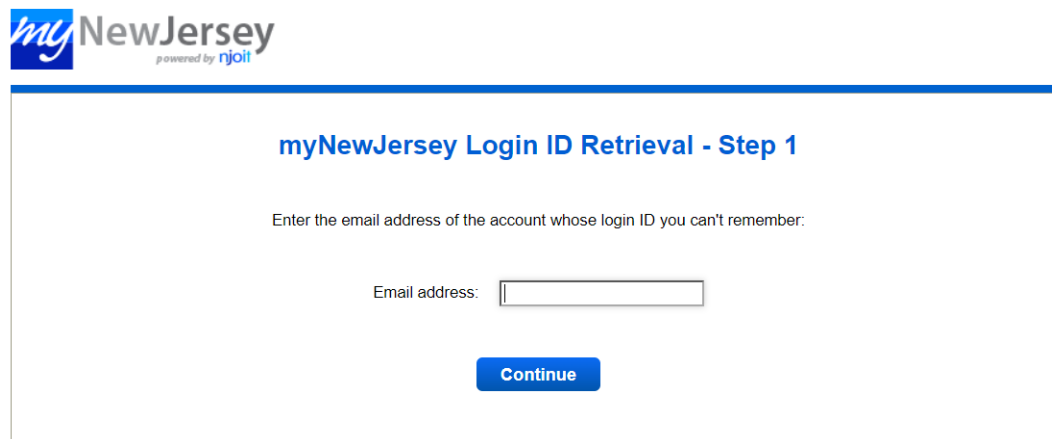
I forgot my username/log in ID.

Go to <https://my.state.nj.us/au/Login> Click on “Forgot your login ID?”



The screenshot shows the myNewJersey login interface. At the top left is the logo "myNewJersey powered by njoit". Below the logo is the heading "Log In to myNewJersey". There are two input fields: "Login ID:" and "Password:". Below the password field is a blue "Log In" button. Underneath the button are three links: "Forgot your login ID?" (highlighted in yellow), "Forgot your password?", and "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". Below the logo is the heading "myNewJersey Login ID Retrieval - Step 1". The main text says "Enter the email address of the account whose login ID you can't remember:". Below this text is an "Email address:" label followed by an input field. At the bottom center is a blue "Continue" button.

Enter the answer to your challenge question when prompted.

myNewJersey Login ID Retrieval - Step 2

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

Please be sure your email service is set to accept email from us (oit.myNJHelpDesk@tech.nj.gov) **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.

Your challenge question:

Your answer:

[Continue](#)

Can't remember your answer? [Contact us](#).

Your username will be emailed to you.

I forgot my password.

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

Log In to myNewJersey

Login ID:

Password:

[Log In](#)

[Forgot your login ID?](#)

[Forgot your password?](#)

[Need help?](#)

Enter your login ID/username when prompted.



myNewJersey Password Reset - Step 1

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

Login ID:

[Continue](#)

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 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 (oit.myNJHelpDesk@tech.nj.gov) **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.

Your challenge question:

Your answer:

[Submit](#)


Can't remember your answer? [Contact us.](#)

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](#)

I forgot both my username and password, or I could not recover my username and password.

You must contact the State of NJ. Go to <https://my.state.nj.us/au/Login> Click on "Need Help?".



Log In to myNewJersey

Login ID:


Password:

Log In

[Forgot your login ID?](#)
[Forgot your password?](#)
[Need help?](#)

Then click on the top

Request Help



Having problems with forgotten logins, passwords, receiving your MFA verification code, or configuring MFA for your account?

Request Help

Need help accessing a service or application through myNewJersey?

Search for help about a service or application

Select from the list below to show contact information

- Benefit Solver (Health Benefits Enrollment)
- Charities Registration
- Child Abuse Record Information (CARI) Service

Other problems accessing myNewJersey?

If you are experiencing a problem other than those described above.

Request Help

Select the appropriate description, and click Next

Which of the following describes why you can't log into your myNewJersey account:

- I've forgotten my myNewJersey Login ID, or it wasn't accepted
- I've forgotten my myNewJersey password, or it wasn't accepted
- I never received an email after trying to reset my password
- My email address has changed for my myNewJersey account
- I'm having problems with multi-factor authentication (MFA) for my MyNewJersey account

Previous Page

Next

Click YES, or NO to confirm next selection.

Previous Page

Yes

No

Complete the form to request assistance with accessing your account. Be sure to include your login ID and the required fields*.

Please supply the following information so we can assist in resolving your issue:

myNewJersey Login ID:

The myNewJersey login ID that you remember

What is the answer to your myNewJersey challenge question?

The myNewJersey answer that you remember

Describe the service or application you are trying to access: *

Service or Application

Provide any additional information about your problem here:

Additional information

First Name *

Your First Name

Last Name *

Your Last Name

Current Email Address *

Current Email

If you no longer have access to the old email for your myNewJersey login ID, you can add them here:

+ Add Additional Email Addresses

If you registered using a different name, you can add additional names here:

+ Add Additional Names

* Indicates A Required Field

Previous Page

Submit Your Help Request

The State of NJ will contact you back to assist you with accessing your account.