

Online Renewal Help

1. Can I renew by mail or over the phone?

- No, you must renew online.

2. I have more than 10 vehicles and/or some of my vehicles are leased. I forgot my username and/or password. What do I do?

- Go to <http://nj.gov/>
- Click **Login** below the tab **About NJ** as shown below:



- The screen will provide links to retrieve your Log on ID and/or Password as shown below:

A screenshot of the "Log On to myNewJersey" login page. It features a header "Log On to myNewJersey" and two input fields: "Log On ID:" and "Password:". Below the fields is a "Log In" button. Underneath the button are three links: "Forgot your logon ID?", "Forgot your password?", and "Sign up to become a member". At the bottom is a "Help" link. A red arrow points to the "Forgot your password?" link.

- If you still have a problem, go to <https://www.state.nj.us/mynj/mailmynjs.html>

3. I began my renewal and received a message that my registration was "On Hold". What do I do?

- Please send an email to LRU@dep.nj.gov with the subject line "HOLD" in capital letters. In the message body include your company name and DEP number. We will provide an explanation why you are "On Hold" and who to contact to resolve such issue(s).

6. I'm having problems filling out this service. Is there an instructional manual available?

- We have tried to make the renewal service self-explanatory but have instruction manuals available at:
 - If you have 10 vehicles or less - <http://www.nj.gov/dep/dshw/hwr/nonreg.pdf>
 - If you have more than 10 vehicles or any equipment is leased - <http://www.nj.gov/dep/dshw/hwr/reg.pdf>

7. How will I know when my renewal has been processed?

- You will get an e-mail when we have processed your renewal letting you know that your decals have been mailed. You should expect such decals to arrive within two to four weeks of getting this e-mail.

8. How can I get help?

- Please email the Licensing and Registration Unit at LRU@dep.nj.gov We will respond to your email within 4 business days.

9. What is the difference between the two renewal options?

- **The link for clicking “[Here](#) if you have 10 vehicles or less”** allows you to renew without logging into an account and is known as a “Nonregistered Service”. It is the equivalent of checking out as a Guest on online shopping web sites.
- **The link for clicking “Click [Here](#) if you have more than 10 vehicles, or any equipment is leased”** requires you to log into a NJDEPOnline Account and is known as a “Registered Service”

10. What are the advantages/disadvantages of the Nonregistered and Registered renewal options:

	<u>NonRegistered</u>	<u>Registered</u>
Required to create NJDEPOnline Account	No	Yes
Ability to renew equipment which is leased from another company or rental company provider	No	Yes
Ability to modify the license plate information for currently registered equipment.	Yes	Yes
Ability to add additional equipment during online renewal instead of completing “Add-on form”	Yes	No
Payment options	Credit Card, E-check	Credit Card, E-Check, Bill Me
Ability to complete renewal in more than one session	No	Yes
Summary of online renewal sent to you by e-mail	Yes	Yes
Ability to retrieve information about past renewal activities	No	Yes

11. Can I get a temporary approval that will allow me to haul waste while waiting for decals?

We do not issue temporary approvals and you cannot haul waste without valid decals. Therefore it is very important you renew as early as possible to ensure you get your new decals before the current ones expire on June 30, 2017.