8/3/2022

myNJ Portal

NJDOH ALiS Implementation Team

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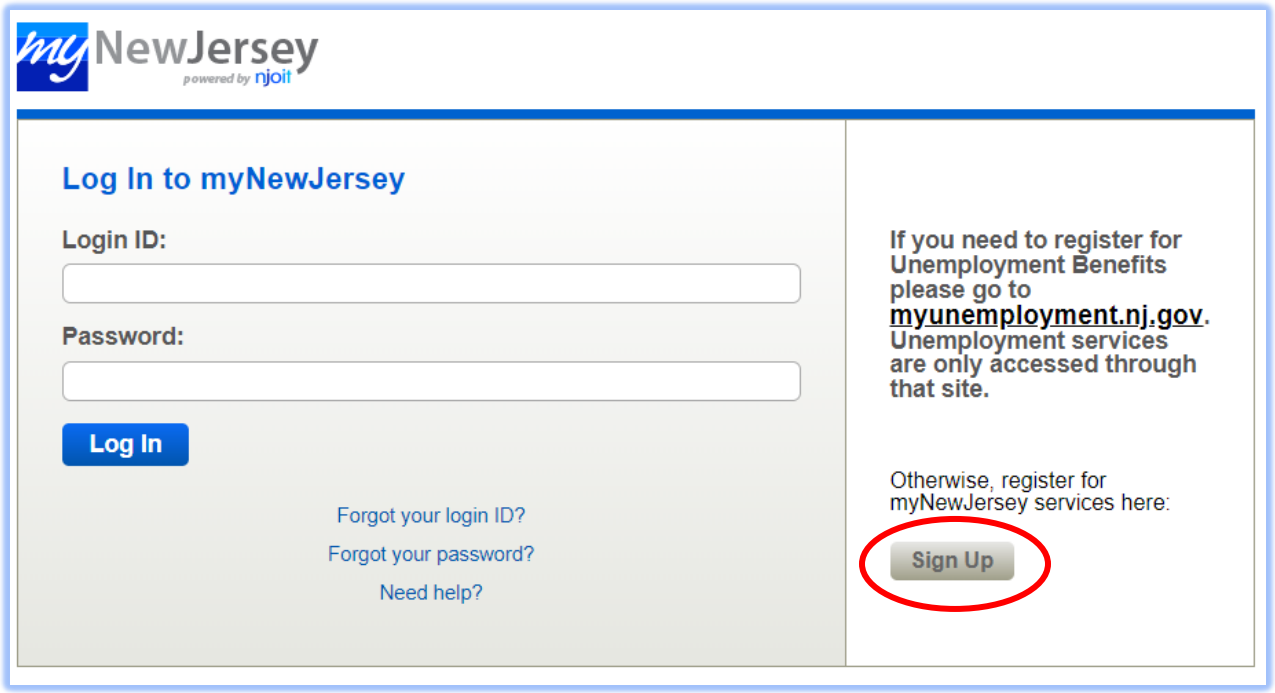
Welcome to *myNewJersey!*

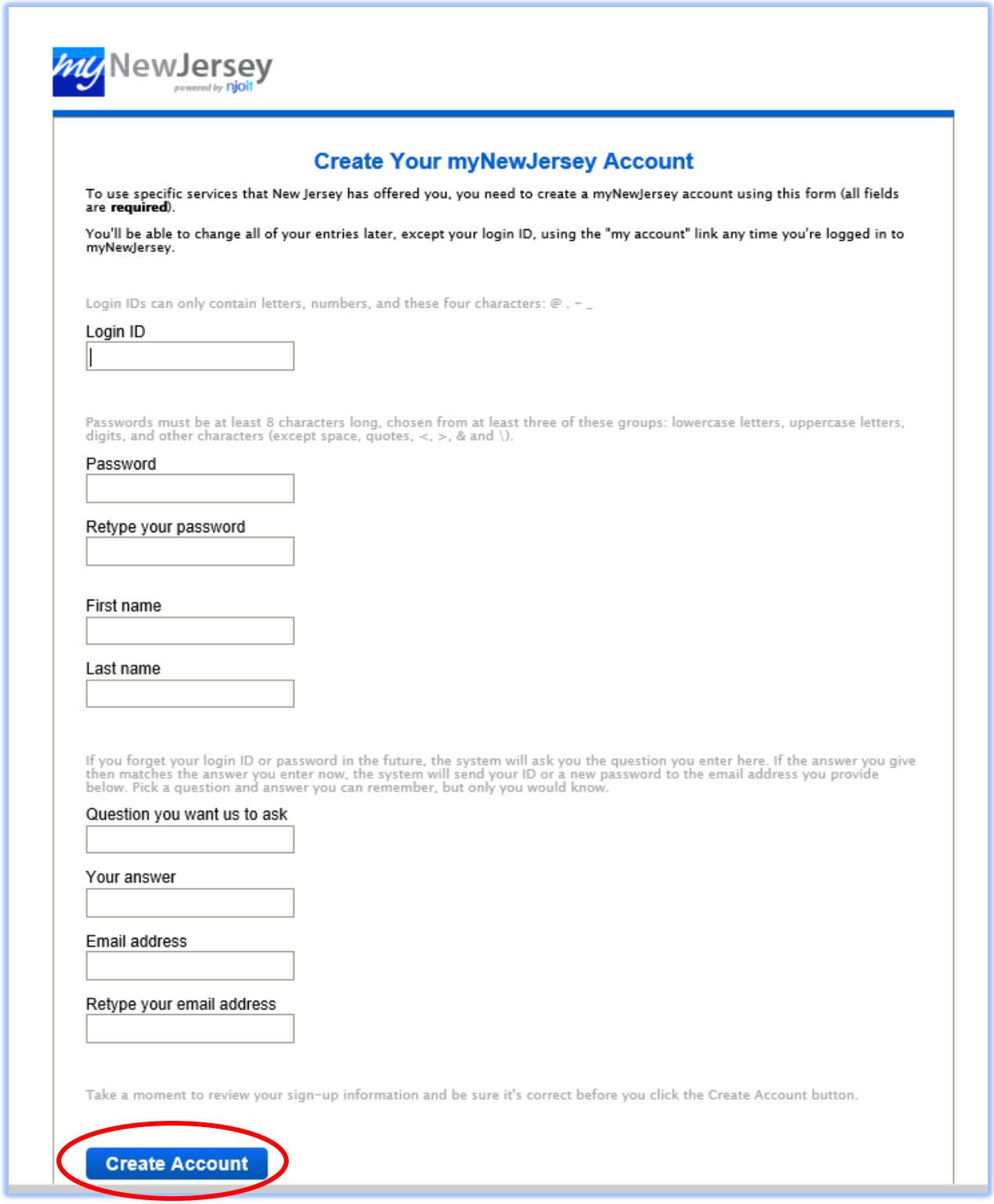
myNJ gives you access to online information that has been authorized specifically for you. myNJ also provides customization of our web content for your preference.

To Create a myNJ Account:

1. Open an internet browser and type https://my.state.nj.us/aui/Login. The click on 'Sign Up' to create an account.

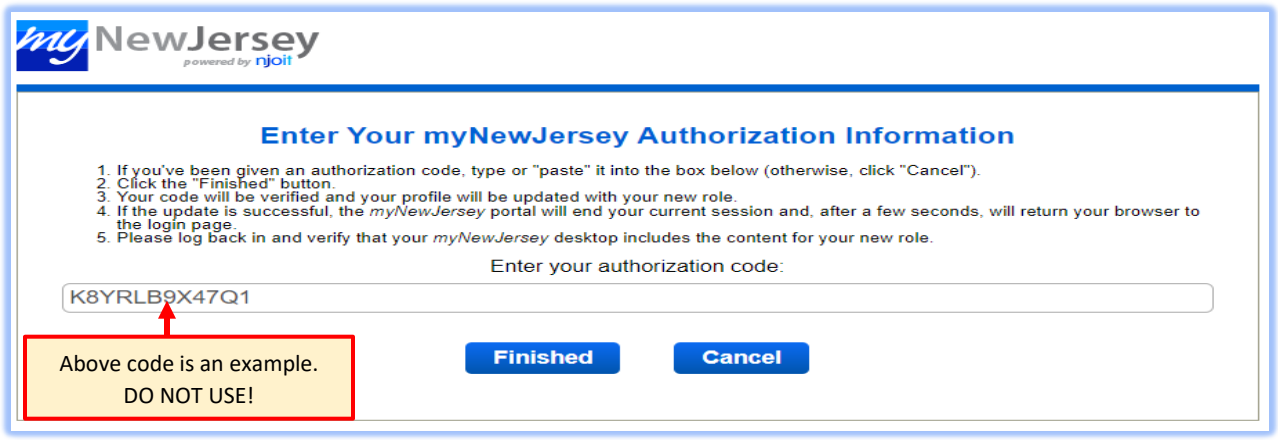


2. Complete the ‘Create Your myNewJersey Account’ page and click on the ‘Create Account’ button.

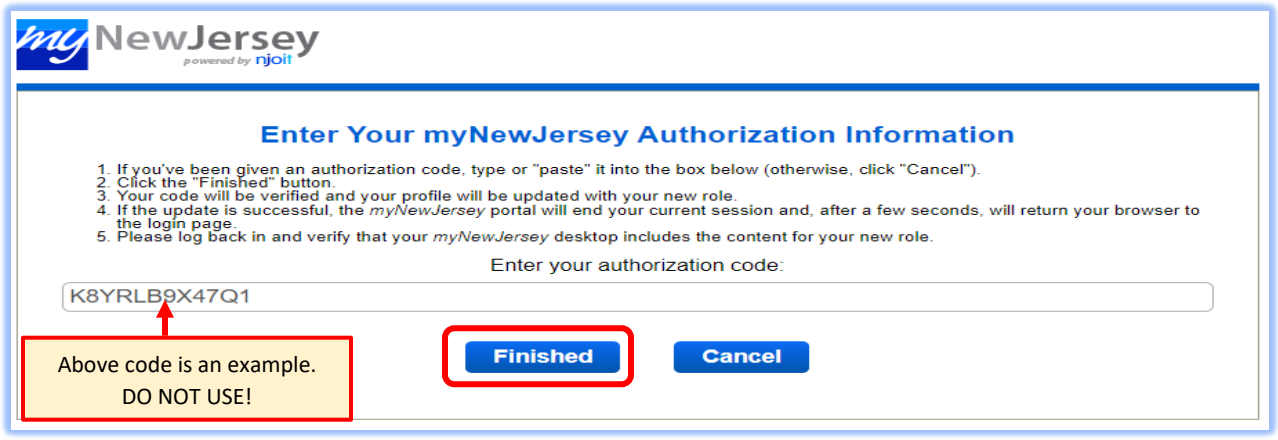


3. Once you are finished creating your account, click on the 'auth code' to the right of the Welcome message. **Please Note: You will receive the authorization code via email from ALiS-CLIS@doh.nj.gov with Subject Line: Authorization for DOH Lab Licensing.**

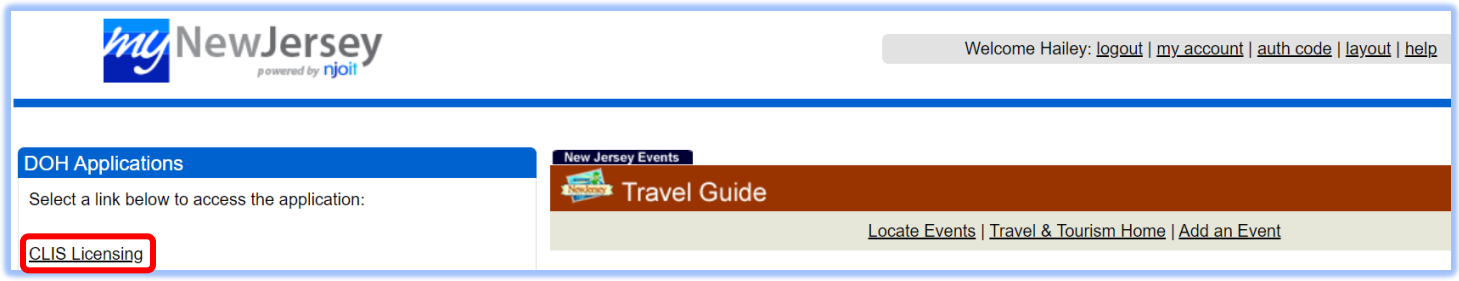
4. Copy the authorization code you received in the email entitled "Authorization for DOH Lab Licensing" and paste it into the box labeled "Enter your authorization code".



5. Click on the Finished button and myNJ will log you out.

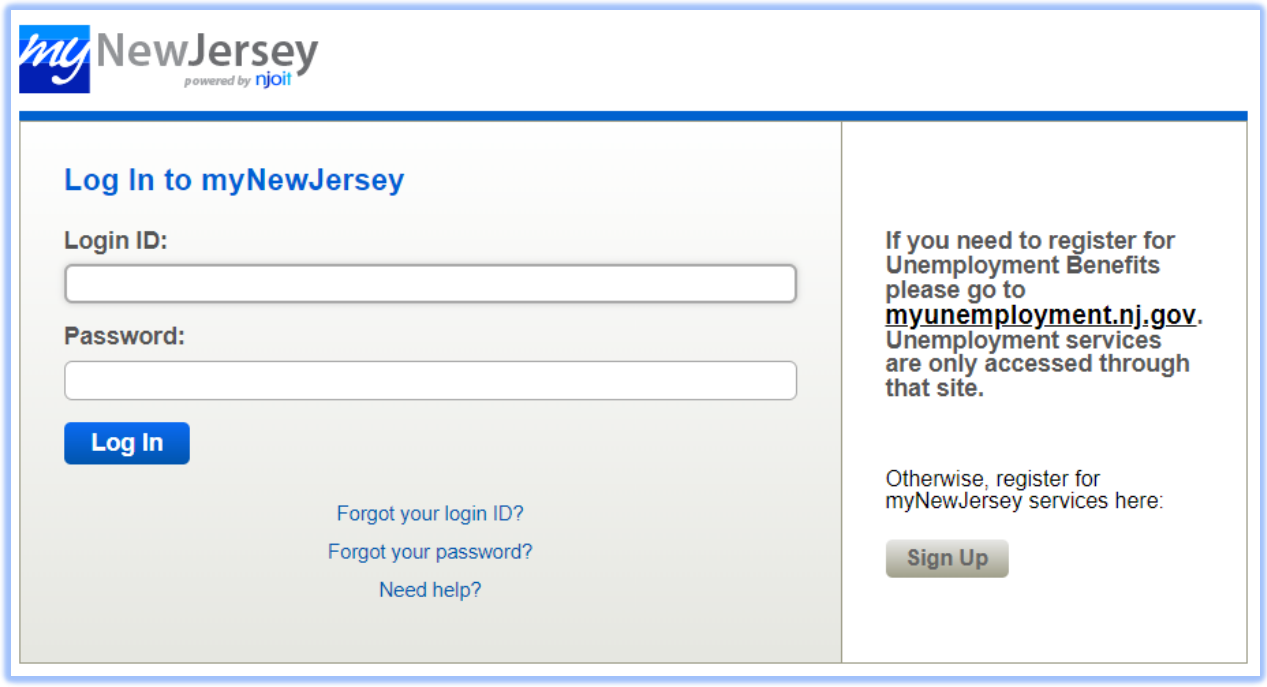


6. Log back into your account. The DOH Lab Licensing link will be on your myNJ page now.



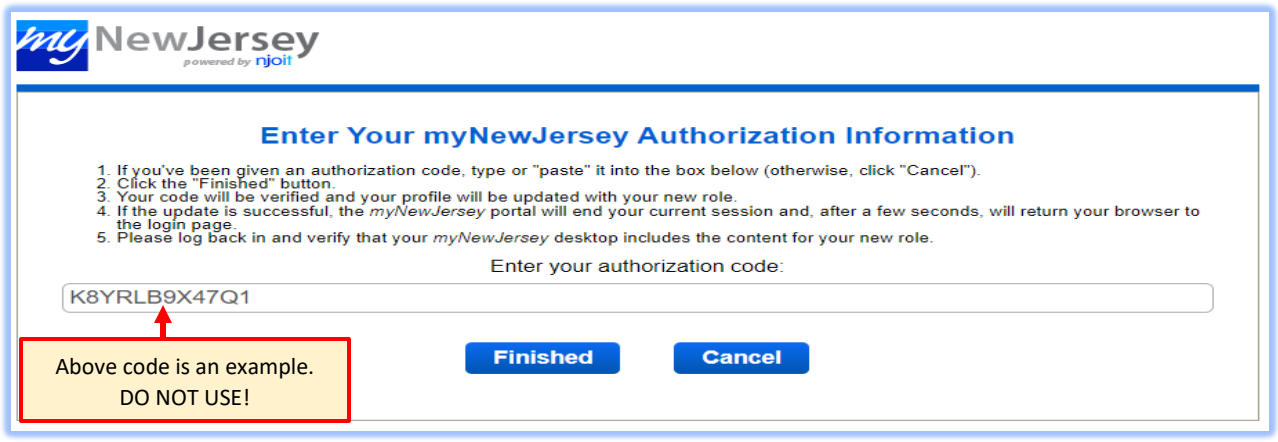
If You Already Have a myNJ Account:

1. Log in to your account using the following link: https://my.state.nj.us/aui/Login.

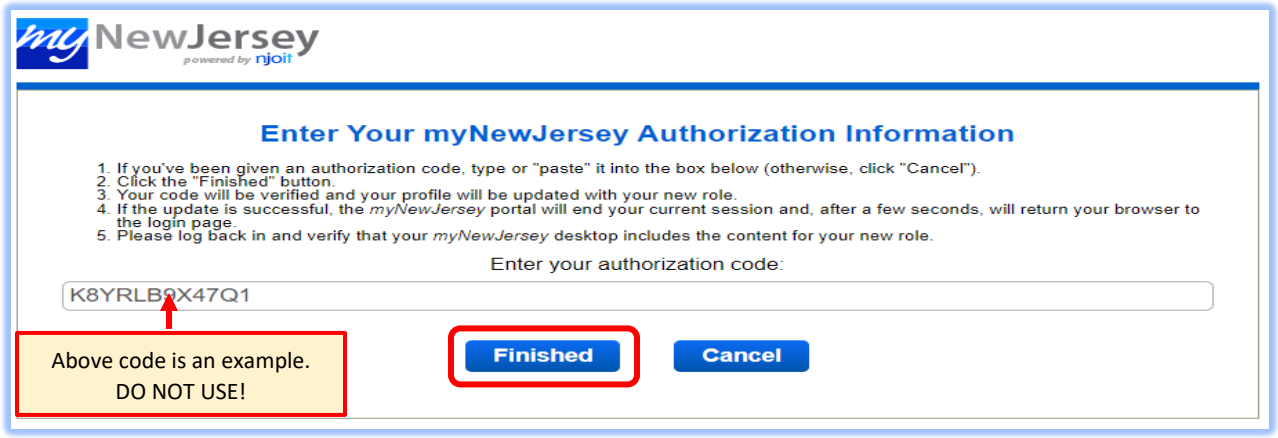


2. Click on the 'auth code' to the right of the Welcome message. **Please Note: You will receive the authorization code via email from DOH Lab Licensing with Subject Line: Authorization for DOH Lab Licensing.**

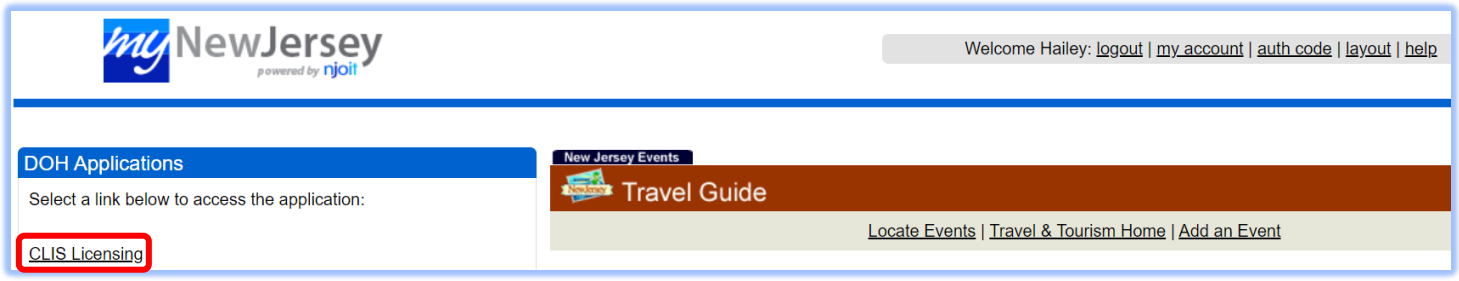
3. Copy the authorization code you received in the email entitled 'Authorization for DOH Lab Licensing' and paste it into the box labeled 'Enter your authorization code'.



4. Click on the Finished button and the myNJ system will then log you out.



5. Log back into your account. The DOH Lab Licensing link will be on your myNJ page now.



FAQs

Forgot My Logon ID

Do not create a new logon ID. Any services you had are linked to your existing logon ID. A new one will not have any services available, and there is no automatic way to move services from your existing account to a new one.

Instead, if your *myNewJersey* account has a valid email address,

1. Go to the New Jersey home page and click the Login button or type https://my.state.nj.us/aui/Login.
2. On the Login page, click the link that says, "Forgot your logon ID?"
3. Follow the instructions on the screen and a message with your logon ID will be sent to your email address.

If you are certain your *myNewJersey* account does not have a valid email address, follow the directions below to contact us.

Forgot My Password

If your *myNewJersey* account has a valid email address,

1. Go to the New Jersey Home Page and click the Login button.
2. On the Login page, click the link that says, "Forgot your password?"
3. Follow the instructions on the screen and a new password will be sent to your email address.
4. Follow the instructions that come with your new password.

If you are certain your *myNewJersey* account does not have a valid email address, follow the directions below to contact us.

Answered My Challenge Question but Never Received My ID or My New Password

Allow a few minutes for the email message with your logon ID or your new password to arrive. If you have waited and the message still has not arrived, your email service may have placed the message in a separate folder, such as Junk, Spam, Bulk or something similar. Check these folders for the message.

If you have checked these folders and cannot find the message, the email address in your *myNewJersey* account may be different from the one you are checking. If you remember using a different email address when you created or last updated your *myNewJersey* account, check that email account.

If you still cannot find the message, contact us and include your challenge question and answer in addition to the other requested information.

Changing My Password

1. Log in to your *myNewJersey* account.
2. Click the "my account" link to the right of the Welcome message.
3. Enter the password your account has now in the Current Password box. Passwords are case sensitive.
4. Enter your new password in the New Password and Confirm New Password boxes. Passwords are case sensitive.
5. Click the Update button to change your password.

Changing My Email Address

1. Log in to your *myNewJersey* account.
2. Click the "my account" link to the right of the Welcome message.
3. Enter the email address you want to use in the Email Address box.
4. Click the Update button to save the change.
5. You must notify the NJDOH ALiS Implementation Team at ALisHelpDesk@doh.nj.gov when you update your email address in your *myNewJersey* account.

What's an Authorization Code?

This is a one-time-use sequence of characters and numbers that permits us to link some services to your *myNewJersey* account.

For services using authorization codes, a code will be sent to you when the service is first offered.

Do not use an authorization code as a logon ID when you create your account.

Do not use an authorization code as a password.

If you receive an authorization code, it will come with instructions for how to use it. Once you have used it, the code is inactivated.

Service Linking Error

Only one person's information for the service can be linked to a given myNewJersey account, which has already occurred. **myNewJersey accounts should never be shared with another person**. You need to link the service for this second person's information to a different myNewJersey logon ID.

Missing Information after Logging into myNJ Portal Account

There are two common reasons why hyperlinks, windows, or other content that you used are now missing:

1. You clicked the **X** button in the blue bar above the link or window in an earlier version of myNewJersey, causing that section of content to be "removed":

   To get it back, click the "layout" link to the right of the Welcome message after you log in, then find the name of the content in the bottom list, labeled "Content you don't want displayed". Select the content name and then click or tap the + (plus-sign button). The content will be moved to the end of the left-column or center-column list, depending on its width. Then you can use the arrow buttons to move it to a different position. Finally, click the Finished button to save your changes.

   or

2. You used the "layout" link to customize your page and used one of the **X** buttons to move the content to the list of content you do not want displayed. Follow the instructions in Step 1 above.

   or

3. You created more than one *myNewJersey* account, and you added the service to one of those accounts, but you are logged in to a different account:

   You need to log in to the correct account to access the service you linked to that account. If you created more than one account and you cannot remember the logon ID for the one you need, contact us for help.

Changing Web Page Display

After you log in, you can use the layout link to the right of the Welcome message to change how the page looks. It lets you pick whether specific content is displayed or not, and where it appears on your page.

Changing Web Page Font Size

In the menu bar near the top of your web browser, click View, then Text Size (or Text Zoom, if the Text Size option is unavailable), and then pick a size.

Tips for using *myNewJersey*

Getting to *myNewJersey*: You should be able to log in to *myNewJersey* from anywhere by going to www.state.nj.us and clicking the Login button. Be careful if you decide to use a public computer.

Use one account: Use the same *myNewJersey* account for all authorization codes you may receive from the State of New Jersey.

Use your correct email address: Please keep the email address in your *myNewJersey* account accurate and up to date. It is the only way can receive a new password if your password is forgotten. You can update your email address any time you are logged in to *myNewJersey* by using the "my account" link to the right of the Welcome message.

Customize your *myNewJersey* page: If you have a lot of services on your *myNewJersey* page, you might want to arrange them, so the most frequently used ones are at the top. After you log in, you can use the layout link to the right of the Welcome message to pick whether specific content is displayed or not, and where it appears on your page.

Getting more help: Some of the information on your *myNewJersey* page may have additional help, indicated by a "button" with a question mark on it that you can click. Please review the Frequently Asked Questions (FAQs) section to see if your issues are addressed there.

If none of these solves the problem, please see the next section about contacting *myNewJersey* support.

Contacting NJDOH ALiS Implementation Team for Support

If the question or problem is related to a service (i.e., CLIS Licensing) you added to your account by using an authorization code, please contact the "role manager" at ALisHelpDesk@doh.nj.gov for that service.

Be sure to include that the inquiry is for Blood Bank with the Facility Name and BB Code in the email subject line or Clinical Laboratory Licensing with the Facility Name and CLIS ID # in the email subject line.

Contacting *myNewJersey* Support

If you are unable to resolve your issue by following the FAQs and Tips above, please request assistance using the following link: https://my.state.nj.us/mynjhelp/HelpRequest?page=start.