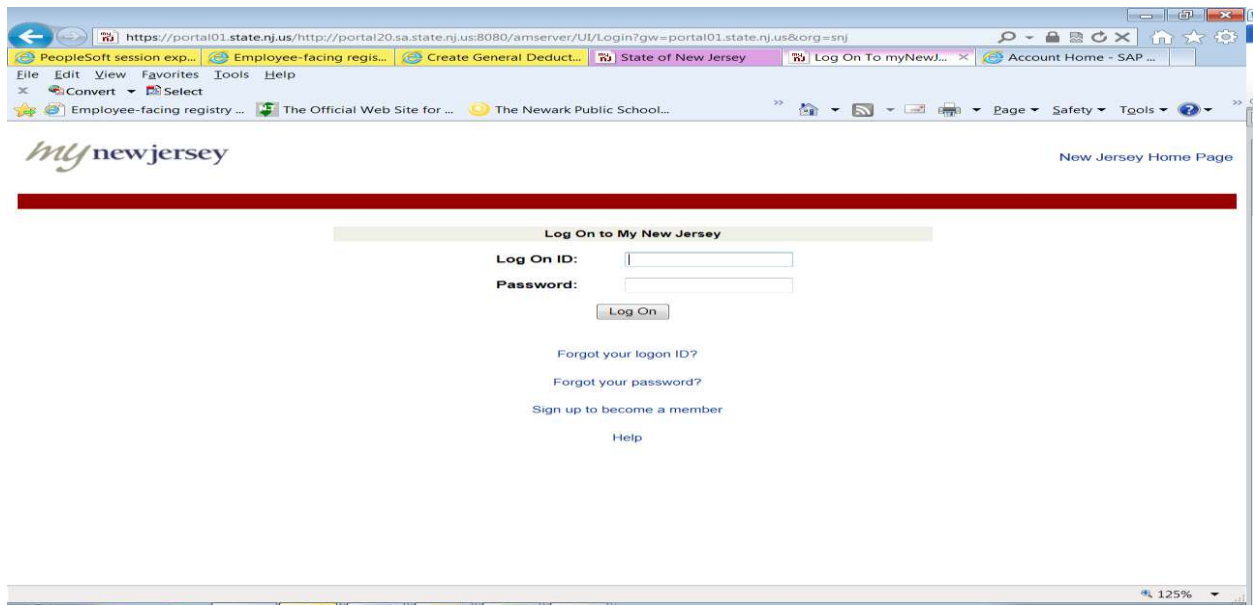


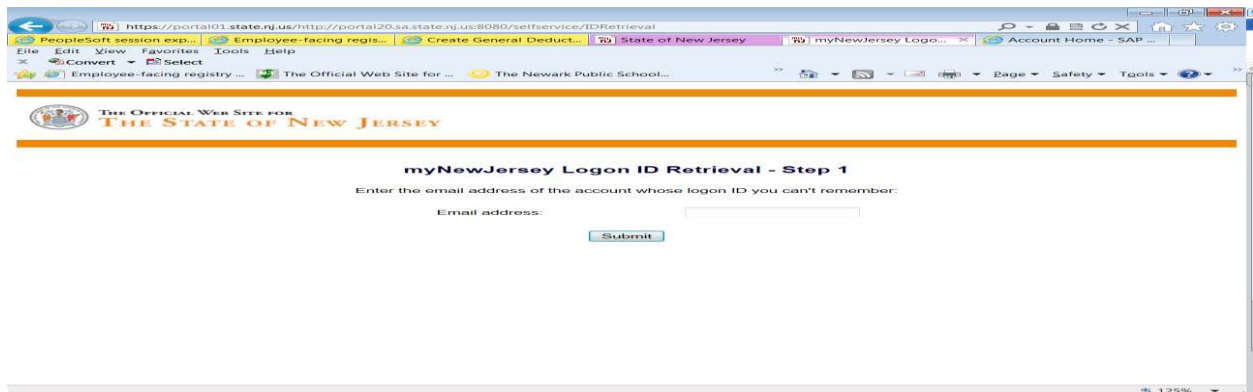
# FORGET MBOS LOGIN ACCESS GUIDE

Directions: If you have forgotten your log on and password, you must go to [www.state.nj.us](http://www.state.nj.us). You will be brought to the My New Jersey Website. Click on login and you will then see page found below. Click on the appropriate link. A challenge question will be asked that you personally created at the time of registration. If answered correctly they will generate to the email that you used when you registered yourself. If all else fails, you must contact **Client Services at (609) 292-7524**.



The screenshot shows a web browser window with the URL <https://portal01.state.nj.us/http://portal20.sa.state.nj.us:8080/amserver/UI/Login?gw=portal01.state.nj.us&org=snj>. The page features the "my new jersey" logo and the text "New Jersey Home Page". Below a red horizontal bar, there is a section titled "Log On to My New Jersey". This section contains two input fields: "Log On ID:" and "Password:". Below these fields is a "Log On" button. Further down, there are four links: "Forgot your login ID?", "Forgot your password?", "Sign up to become a member", and "Help". The browser's address bar and several open tabs are visible at the top.

Click on Forgot your login ID



The screenshot shows a web browser window with the URL <https://portal01.state.nj.us/http://portal20.sa.state.nj.us:8080/selfservice/IDRetrieval>. The page features the "THE OFFICIAL WEB SITE FOR THE STATE OF NEW JERSEY" logo. Below an orange horizontal bar, there is a section titled "myNewJersey Login ID Retrieval - Step 1". This section contains the text "Enter the email address of the account whose login ID you can't remember:" followed by an "Email address:" label and an input field. Below the input field is a "Submit" button. The browser's address bar and several open tabs are visible at the top.

Enter email address correctly, challenge question will appear according to your specific question chosen upon original registration:

The screenshot shows a web browser window with the URL <https://portal01.state.nj.us/http://portal20.sa.state.nj.us:8080/selfservice/IDRetrieval>. The page header includes the State of New Jersey logo and the text "THE OFFICIAL WEB SITE FOR THE STATE OF NEW JERSEY". The main heading is "myNewJersey Logon ID Retrieval - Step 2". The page contains the following text:

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: What is your favorite all time show?

Your answer:

If correctly answered, this will appear

The screenshot shows the same web browser window, but the page content has changed to indicate success. The main heading is "myNewJersey Logon ID Retrieval - Success". The page contains the following text:

Your logon ID has been successfully sent.

Your ID was sent to the email address you specified.

If you haven't received the email after five or ten minutes and you've tried more than once, there may be a problem with your mailbox or your mail provider.

[Return to the myNewJersey Logon Page](#)

[Contact us](#)

Email has been successfully sent and should come from the following example below



Your logon ID for the  
myNewJersey portal.n