

If you see a blank page when you try to access <https://railclaims.njtransit.com>, please clear out browsing history by following the steps below, based on the browser you are using i.e. Google Chrome , Edge , or Safari .

1. How to Clear browsing data on PCs:

1.1 Chrome

- 1) Open google chrome browser.
- 2) Click on the 3 dots in the upper right corner of the browser.
- 3) Hover over the More Tools option then click **Clear Browsing Data...**
- 4) Choose Time range = **All Time**
- 5) Select the items you want to clear (i.e. Browsing history, Download history, Cached images and files, Cookies and other site data).
- 6) Click on **Clear Data**.
- 7) Close and reopen the browser.
- 8) Type in <https://railclaims.njtransit.com> in the address bar to access the form.

1.2 Edge

- 1) Open Edge Browser.
- 2) Click on the 3 dots in the upper right corner of the browser.
- 3) Choose **Settings**.
- 4) On left menu, click on **Privacy, Search and services**.
- 5) Scroll down to Clear Browsing Data.
- 6) Click **Choose What To Clear**.
- 7) Select **All time** under the Time Range
- 8) Select the items to clear (i.e. Browsing History, Cookies and Cached Data and Files, Downloaded History and Form Data).
- 9) Click on **Clear**.
- 10) Close and reopen the browser.
- 11) Type in <https://railclaims.njtransit.com> in the address bar to access the form.

1.3 How to Clear browsing data on Safari for iPhone/MVD & iPad

1.3.1 To clear cache and cookies:

- 1) From the home screen, Select **Settings > Safari**.
- 2) At the bottom of Safari's settings screen, Select **Clear cookies and data** or **Clear Cookies and Clear Cache**.
- 3) Confirm when prompted.

1.3.2 To clear history:

- 1) From the home screen, tap **Safari**.
- 2) At the bottom of the screen, tap the **Bookmarks** icon.
- 3) In the lower left, tap **Clear**.
- 4) Tap **Clear History**.

1.4 How to Clear browsing data on Android cell phones

- 1) Open google chrome browser.
- 2) Click on the 3 dots in the upper right corner of the browser.
- 3) Click on History.
- 4) Click on **Clear browsing data...**
- 5) Choose Time range = **All Time**
- 6) Click on **Clear Data.**
- 7) Close and reopen the browser.
- 8) Type in <https://railclaims.njtransit.com> in the address bar to access the form.

Note: If you are still unable to access the time card after following the instructions above, please submit a helpdesk ticket by calling 973-491-4357 or by emailing to helpdesk@njtransit.com.