

NJMCdirect Frequently Asked Questions

Traffic Tickets

What tickets can be paid through NJMCdirect.com?	<p>In order for a ticket to be eligible for payment through NJMCdirect.com, it must meet the following criteria:</p> <ul style="list-style-type: none">• The violation is a payable violation and; the officer who issued the ticket did not indicate a court appearance was required.• No warrants have been issued for the ticket.• The ticket may be on a Time Payment Order.
If I received a traffic ticket today will it be available to be viewed or paid today?	A traffic ticket is usually available to view on NJMCdirect.com between 1 to 4 days after it is issued. If a ticket is not available, please try again later or contact the court.
What do I need to search for my traffic ticket and Time Payment Order?	To search for a traffic ticket or Time Payment Order, enter the Court ID, Ticket Prefix (if applicable), Ticket Number and License Plate Number. The license plate number entered must match the ticket in order to proceed.
Can NJMCdirect.com give information about the New Jersey Point System?	Yes, there is a link available on NJMCdirect.com that provides the most updated New Jersey Point System.
What if I already paid my ticket?	NJMCdirect.com will allow you to view a paid traffic ticket. Traffic tickets paid over 90 days prior may not be available on NJMCdirect.com. Contact the court for specific ticket information.

Complaints

What do I need to search for a complaint?	To search for a Complaint, enter the Court ID, Prefix (if applicable), Year, Complaint Number, and an Additional Search Criteria. The Additional Search Criteria may be the Last Name/Business Name or Defendant Zip Code.
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What complaints can be paid through NJMCdirect.com?	In order for a complaint to be eligible for payment through NJMCdirect.com, the complaint must be on a Time Payment Order.
If I received a complaint today will it be available to be viewed or paid today?	A complaint is usually available to view on NJMCdirect.com within 1 - 4 days. If a complaint is not available, please try again later or contact the court.
What if I already paid my Complaint Time Payment Order?	NJMCdirect.com will allow you to view a paid complaint or the remaining balance (if applicable). Contact the court for specific complaint information.
What if I have more than one offense on my complaint?	If there are multiple offenses on a complaint, NJMCdirect.com will only display the first offense listed on the complaint. The penalty due will be for the complaint.
What amount do I need to pay on my Complaint Time Payment Order?	To make a payment on your Complaint Time Payment Order, you may pay the Total Outstanding Balance or enter another Payment Amount.

General

What is NJMCdirect.com?	NJMCdirect.com is the New Jersey Municipal Court Internet case information and payment website.
What if I have a specific question or concern about my ticket or complaint?	Call the Municipal Court where the case was issued. This information is located on the ticket or complaint, and on the Welcome Screen after the case information is successfully entered.
Will I still need to contact the court to resolve my traffic ticket or complaint?	NJMCdirect.com updates the Municipal Court records directly. Once you submit your payment and the credit card is authorized, a receipt page is provided. The receipt indicates the payment has been successfully received.
What if I do not know my ticket or complaint number?	There is a link available on NJMCdirect.com to perform a case search.



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<p>What if I don't have a credit card?</p>	<p>NJMCdirect.com requires a credit card to use the payment option. Please refer to the back of the traffic ticket or contact the Municipal Court for alternate payment options.</p>
<p>What if I only want to view my ticket or complaint?</p>	<p>NJMCdirect.com will allow you to view your ticket or complaint on-line, without making a payment.</p>
<p>Will there be an additional charge for using NJMCdirect.com?</p>	<p>Yes, a service fee is added to the penalty amount, for processing a payment through NJMCdirect.com. The fee is based on the penalty amount of the ticket or time payment order. The service fee information is available on the Welcome page and displayed on the payment page of NJMCdirect.com. Service fee information may be viewed prior to paying the ticket or complaint.</p>
<p>What is the Service Fee?</p>	<p>The Service Fee is 3% of the total amount due. Consistent with N.J.S.A. 2b:12-30, the money for traffic tickets is deposited in the Administrative Office of the Courts Automated Traffic System Fund.</p>
<p>Can a payment be made at any time?</p>	<p>The payment option hours are as follows: Mon - Thurs 4:30am - 11:15pm Fri 4:30am - 10:15pm Sat 4:30am - 3:15pm Sun 1:00pm - 11:15pm Eastern Daylight Time Inquiry of traffic tickets or Time Payment Orders can be made anytime that NJMCdirect.com is available.</p>
<p>Will I get a receipt for a payment made through NJMCdirect.com?</p>	<p>Yes, if a payment is made successfully through NJMCdirect.com, a printable receipt page is available.</p>
<p>What is the Refund Policy?</p>	<p>Contact the Court if you wish to obtain a refund and to have your matter heard by a Judge in that Court.</p>
<p>What should I do if the Continue button is not responding?</p>	<p>If the Continue button does not respond, please click Refresh and try again.</p>



NJMCdirect Frequently Asked Questions

Login Page – Reset Password

How to reset password from the Registration Page?

1. Click on the Reset Password link on the top right.
2. Enter User ID.
3. Click Next.
4. The Security Questions screen will display, enter the answers to the security questions that were chosen during the registration process.
5. Click Next.
6. The Change Password screen will display, enter New password and Confirm new password.
7. Click Submit.
8. The password change confirmation screen will display. Click Close to close the screen.
9. Click [here](#) to go back to the login screen.

How to reset password from the Login Page?

1. Click on the Reset Password link on the top right or bottom of the page.
2. Enter User ID.
3. Click Next.
4. The Security Questions screen will display, enter the answers to the security questions that were chosen during the registration process.
5. Click Next.
6. The Change Password screen will display, enter New password and Confirm new password.
7. Click Submit.
8. The password change confirmation screen will display. Click Close to close the screen.
9. Click [here](#) to go back to the login screen.

How to cancel password reset process?

During the password reset process, clicking on Cancel will end the reset password process.



NJMCdirect Frequently Asked Questions

Web Browser - Clearing Cache

How to clear cache - Internet Explorer 11?

1. Close All open IE browser sessions.
2. Open a new IE browser session.
3. Click on Tools, select Internet Options.
4. Under Browsing history, select delete browsing history on exit checkbox.
5. Click on Delete.
6. Delete Browsing History window will open, click on all the checkboxes.
7. Click on Delete.
8. Click on OK.
9. Close browser.
10. Open a new IE browser.
11. Click on File.
12. Click on New Session.

How to clear cache -Chrome Browser?

1. Close All Chrome browser sessions.
2. Open a new Chrome browser session.
3. From top corner, click on 3 dots.
4. Select History, click on History or on your keyboard press Ctrl key + letter H.
5. Click on Clear browsing data. New window will open.
6. Select all the check boxes.
7. Click on Clear data.
8. Close Chrome browser.
9. Open new Chrome browser.

How to clear cache - Firefox browser?

1. Close All Firefox browser sessions.
2. Open a new Firefox browser session.
3. Click on history and clear all data.
4. Close browser.
5. Open new Firefox browser.



NJMCdirect Frequently Asked Questions

How to clear cache – Safari browser?

1. Close All Safari browser sessions.
2. Launch the Safari browser.
3. Select on the Safari option available at the upper left corner and select Preferences.
4. In the Preferences, switch to Privacy tab.
5. Next under Cookies and Website data, click on the Remove All Website Data button.
6. Next dialog box will appear asking for the confirmation, click Remove now button.
7. Once done, close the browser and relaunch it.