

Frequently Asked Questions- NJ PIP Mobile

Q. How can I get to the new NJ PIP mobile site?

A. Just type www.gopipnj.com (or gopipnj.com) into your browser and you will go directly to the mobile site from any mobile device. Bookmark the site for easy access.

Q. How do I log-in?

A. Log-in with the same User name and Password that you use to log in to the portal.

Q. How do the Searches work?

A. From the Home Page of the Mobile Site, you can run a Quick Search by File Number, Case Number, or Claim Number. For more detailed searches click through to Advanced Search to access additional fields, including Status, Accident Date, Claimant, Respondent, Injured Party, DRP, Counsel, Proceeding Type, Due Dates, Filed and Initiated Dates or Total PIP Benefits Claimed

Q. What can I view on the Calendar?

A. The Mobile Home Page displays your Upcoming events for the next 24 hours and updates every half hour. You may access your Calendar by clicking on the icon with today's date. The Calendar shows your scheduled hearings by NJ number and case name. You may need to use the horizontal view to see the full case name on your phone. The Calendar provides a Day view and a Work Week and allows you to scroll forward to view future scheduled hearings.

Q. Why is there a small triangle icon next to my NJ number?

A. The triangle icon appears whenever a new document has been added to a case file within the last 24 hours.

Q. Is the data the same as in the Portal?

A. The data in NJ PIP Mobile is the same as in the Portal and is current.

Q. Are there actions reserved for the Portal?

Certain activities can be done only in the Portal, such as uploading documents and submitting payments.

Q. Can I see the Portal on my tablet or phone?

A. You can view the Portal by clicking on the link labeled "Full Site" and return to Mobile from the Portal using the "Go to Mobile Site" link.

Q. What if I need help?

A. You will find links to call or email the Forthright Office at the bottom of each page in the Mobile Site.