



# NJ Crash Frequently Asked Questions & Troubleshooting Guide

*Version 1.1*

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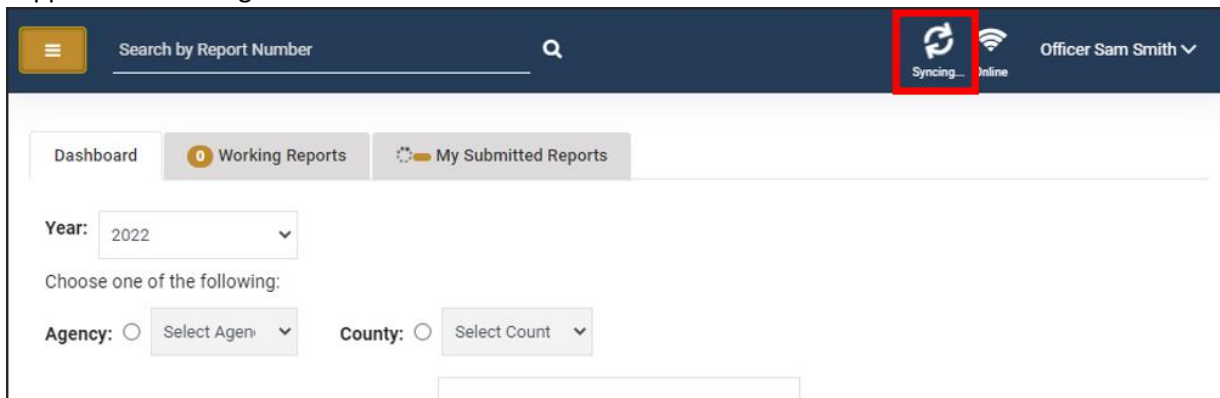
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### Q: Why is my report missing?

A: If you cannot find a previously created report, it may just be saved in offline mode on the computer you originally created it on. Start by logging into the computer (or mobile phone app) you first created the report on. If the report is there on your dashboard, make sure you have internet connectivity for that report to sync. This will allow the report to be pulled down on another computer. If you are still unable to locate the report, contact support for further guidance.

### Q: Why are the dropdowns blank in my crash form?

A: This issue is typically caused when your NJ Crash program is still syncing all the code values for your NJTR-1. To resolve the issue, close completely out of your browser. Restart the browser and login to NJ Crash again. Upon initial sign in, all of the field codes will be downloaded. Please allow the site to finish syncing before starting a report. A syncing icon will be displayed in the top right-hand corner of the screen. Once this icon is gone, you should be all set with your dropdowns. If the issue persists, contact support for further guidance.



### Q: How can I view the PDF of the NJTR-1

A: You can view the NJTR-1 PDF at any time during the creation or review process. There are two ways you can generate the NJTR-1

- You can view the NJTR-1 within the crash capturing wizard. At any point during the creation, or review of a record, a "Print" option is located in top right of the wizard. Select the print option

to view the record as a PDF.

The screenshot shows the NJTR1 form interface. The top navigation bar includes a menu icon, the text 'njtr1', and utility icons for Print, Scan, Home, and Online. A red arrow points to the Print icon. A dropdown menu is open, showing 'NJTR1 - Full' and 'NJTR1 - Redacted' options. The main form area is divided into sections: 'General Information' and 'Investigating Officer'. The 'General Information' section includes fields for Case Number (Box 1), Agency Post (Box 2), Agency Code (Box 2), Station/Precinct (Box 3), Date of Crash (Box 4), Time of Crash (Military Time), Reportable? (Yes/No), and Case Status (Box 149). The 'Investigating Officer' section includes fields for Officer Badge ID (Box 147), First Name, and Last Name. At the bottom, there are buttons for 'Next', 'Save', 'Save & Exit', 'Submit', and 'Cancel'.

- You can view the report as an NJTR-1 form through the quick actions icon. Select the Quick actions icon from the grid results. Navigate down to the “View” option. Here you can view the report.

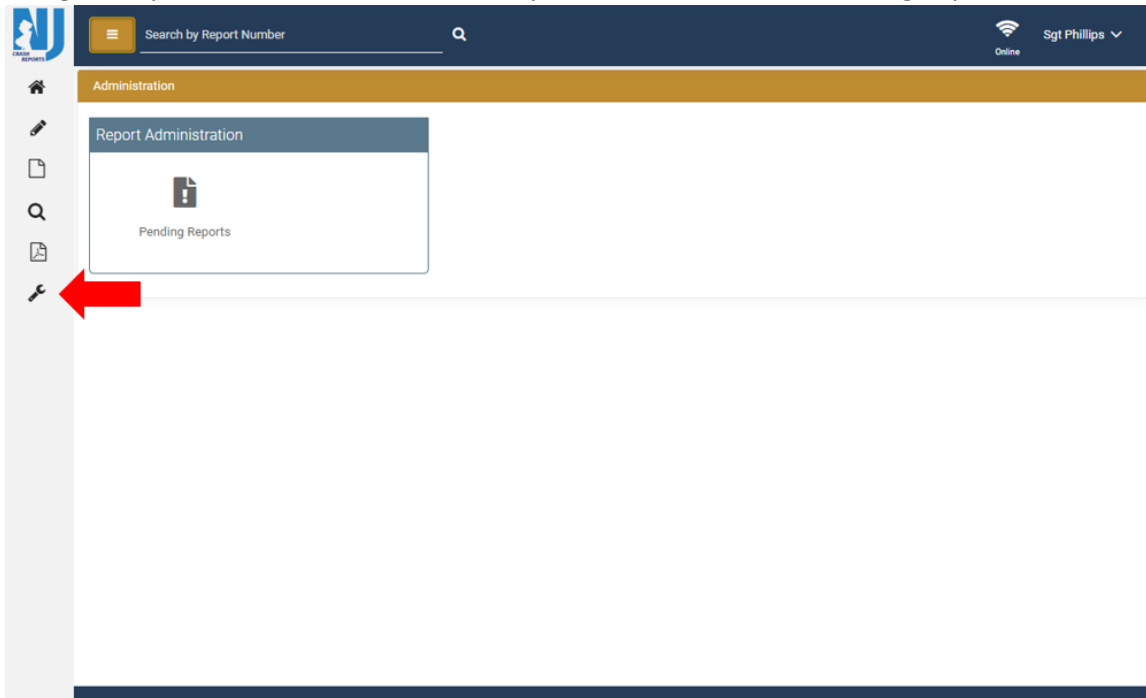
The screenshot shows the NEW JERSEY Crash Records Portal. The top navigation bar includes a search bar, a menu icon, and utility icons for Online and Officer Sam Smith. The main area features a dashboard with 'Working Reports' (6) and 'My Submitted Reports' (27). A table displays a list of reports with columns for Actions, Status, Case Number, Date of Crash, Municipality, Crash Location, and Submitting Officer. A red arrow points to the 'View' option in a dropdown menu for a report entry.

Actions	Status	Case Number	Date of Crash	Municipality	Crash Location	Submitting Officer
...	Draft	12-1111000	2022-01-13 1130	Trenton City	MONTGOMERY ST at OLIVE ST	Officer One
...	Rejected	31-082021	2021-08-31 1050	Trenton City	US 1 SECONDARY at PERRY ST	Officer Sam Smith
...	...	udson123	2022-02-17	Trenton City	US 1 at E STATE ST	Officer Sam Smith
...	...	mobile-hudson	2022-02-17 0842	Trenton City	CENTER ST at FERRY ST	Officer Sam Smith
...	Rejected	Oceanport Demo	2021-06-25 0825	Mount Holly Twp	SOUTH AVE at BURLINGTON COUNTY 612	Officer Sam Smith
...	Draft	ReviewTest2	2021-09-20 0800	Absecon City	US 9 at ATLANTIC COUNTY 651	Officer Sam Smith

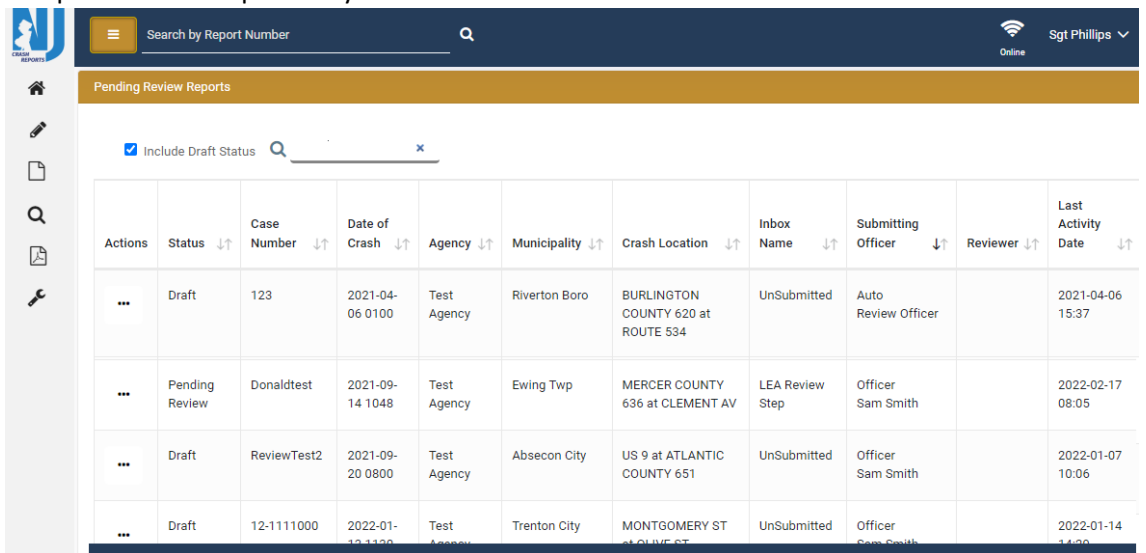
Q: How can I see other reports in progress at my agency?

A: NJ Crash provides authorized users the ability to see all records that have been created for their agency. Keep in mind, access to this tool is limited to authorized users only at your agency. If you do not have permissions to this feature and would like access, please contact your NJ Crash administrator.

- Navigate to your Administrative tools. Here you will have access to “Pending Reports” inbox



- Here you will be able to see any reports that are currently in progress. Note you will ONLY be able to see draft reports if the report has been synced to the server. If the officer has created the report on a NJ Crash client, and doesn't have internet connectivity for the report to sync, it will not be displayed here. The officer will need to establish internet connectivity on the computer for the report to sync and be available.



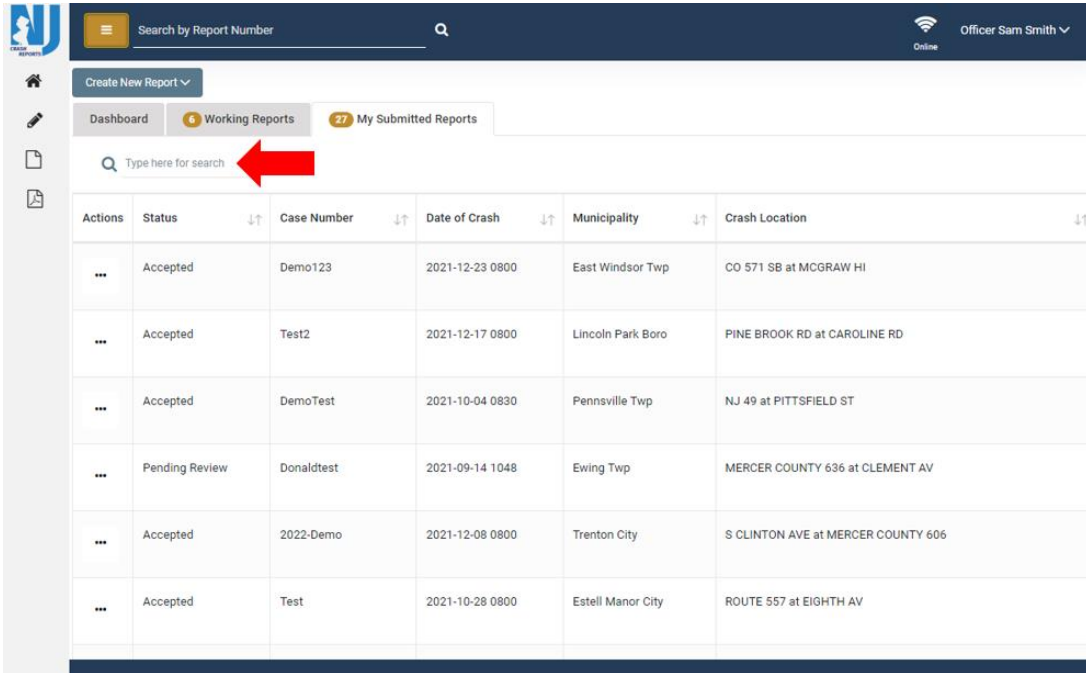
Q: How can I reset my expired password?

A: If your password has expired, or you are having issues with your password, simply select the “Forgot Password” link under the sign in options on the NJ Crash Software application. This will allow you to reset your password, even if it has expired.

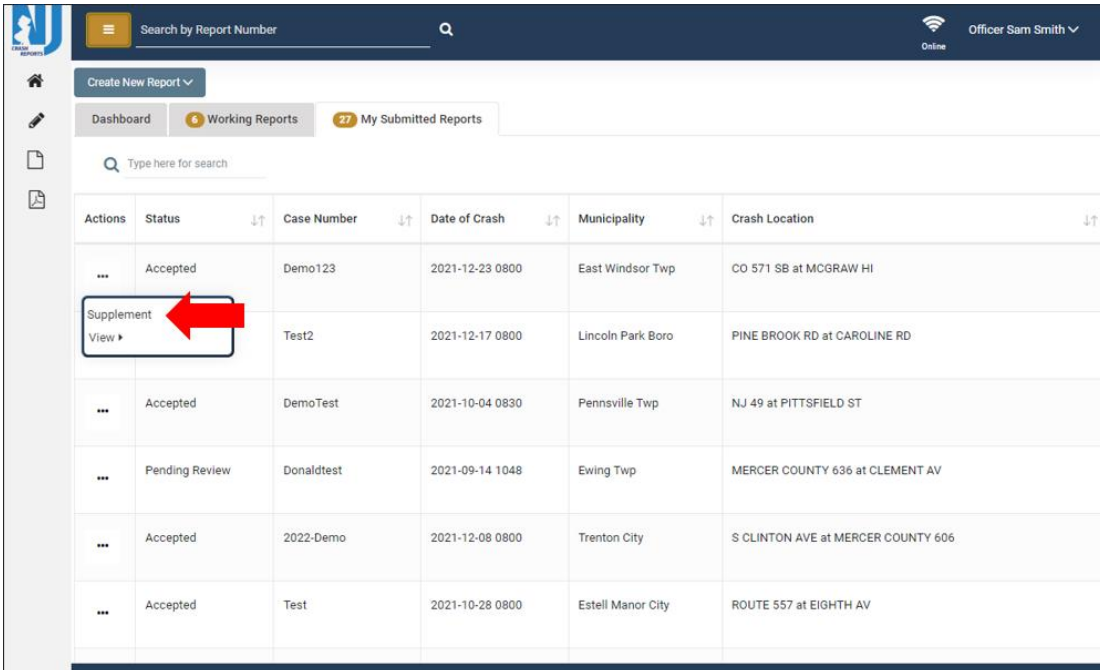
Q: How do I fix or update a report?

A: If you need to provide additional information on a report, or make corrections to a previously submitted report, you can do that through the Supplemental feature of NJ Crash.

- Login to your NJ Crash account.
- Navigate to “My Submitted Reports”
- Use the filter to locate the report requiring attention



- Select the “Quick Actions” icon to access the Supplement feature.



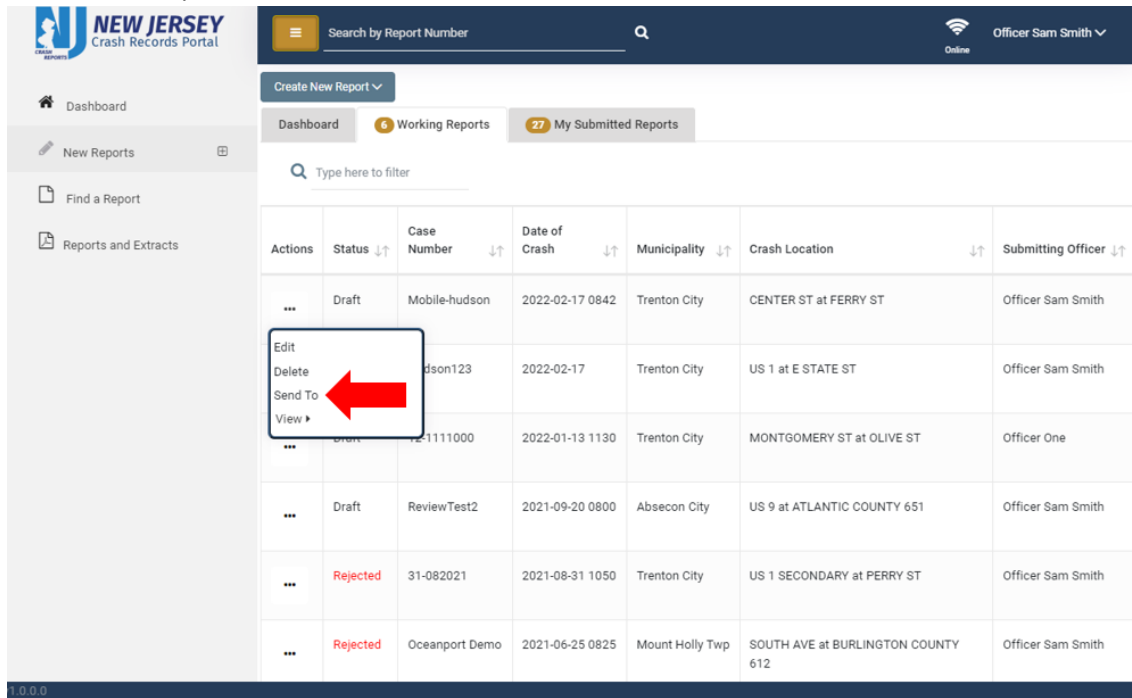
- This will launch the report editing wizard and download the report to your working reports inbox so you can make further edits to the report. Once revisions are completed, select the “Submit” button to send the report on for final review and approval.

Q: Can I send my report to another officer?

A: There are two different ways that you can send a report to another officer to complete. Keep in mind this function will reassign the report’s submitting officer.

**NOTE:** This function is NOT intended for routing a report for supervisor review. To submit a report for supervisor review, follow the crash wizard workflow.

- Under your working reports tab on your dashboard, select the “Quick Actions” icon. Here you will have the option to “Send to”



- An Agency Admin or Reviewer can also reassign one of your reports to another officer. This can be done through the “Pending Reports” Inbox, located under the administrative functions of NJ

Crash. Here the administrator can reassign the report to another officer for completion

The screenshot shows a web application interface for managing reports. At the top, there is a search bar labeled 'Search by Report Number' and a user profile for 'Sgt Phillips'. Below the search bar is a section titled 'Pending Review Reports'. There is a search input field with the placeholder text 'Type here for search' and a checkbox for 'Include Draft Status'. The main content is a table with the following columns: Actions, Status, Case Number, Date of Crash, Agency, Municipality, Crash Location, Inbox Name, Submitting Officer, Reviewer, and Last Activity Date. The table contains several rows of data, with the second row highlighted. A red arrow points to the 'Reassign' button in the 'Actions' column of this row.

Actions	Status	Case Number	Date of Crash	Agency	Municipality	Crash Location	Inbox Name	Submitting Officer	Reviewer	Last Activity Date
...	Pending Review	Demo123	2021-12-23 0800	Test Agency	East Windsor Twp	CO 571 SB at MCGRAW HI	LEA Review Step	Officer Sam Smith		2022-02-18 16:42
Reassign View		thortest	2022-02-11 0815	Test Agency	Jersey City	YORK ST at MARIN BLVD	LEA Review Step	Officer Patrol		2022-02-17 10:57
...	Rejected	Mobile trial	2021-09-13 1502	Test Agency	Hamilton Twp	NJ 50 SECONDARY at HOLLY ST	UnSubmitted	Officer Patrol		2022-02-03 11:22
...	Rejected	20220121ELEC2	2022-01-21 1450	Test Agency	Absecon City	US 9 at ATLANTIC COUNTY 601	UnSubmitted	Officer Patrol		2022-01-21 15:53
...	Pending Review	D01012345	2022-01-13 2115	Test Agency	Cranbury Twp	I-95, N.J. TURNPIKE EXPRESS	LEA Review Step	Michael Rizol		2022-02-17 12:58
...	Rejected	DiagramTest3	2022-01-12 0850	Test Agency	Mullica Twp	US 30 at ATLANTIC	UnSubmitted	Officer Patrol		2022-02-15 16:14

Q: The officer says he/she submitted a report, but I can't find it?

A: If you cannot find a previously created report, it may just be saved in offline mode on the computer the officer originally created it on. Advise the officer to login to the computer (or mobile phone app) they first created the report on. If the report is there on their dashboard, make sure they have internet connectivity for that report to sync. This will allow the report to be pulled down on another computer. If you are still unable to locate the report, contact support for further guidance.