



To: Local Educational Agency Leads, Directors of Nonpublic Schools  
Route to: Principals, School Nurses, Staff Involved with Community Outreach, Students, Guardians and Parents  
From: Sanford Starr, Assistant Commissioner  
New Jersey Department of Children and Families  
Date: January 31, 2024  
Subject: **NJ4S Tier 2 and Tier 3 Services/Increased School Access to NJ4S Information System**

Dear colleague,

In response to feedback from schools requesting the ability to add more staff to submit applications for Tier 2 and Tier 3 services, the NJ4S portal is now accepting the registration of **up to eight** school representatives. It is recommended that they are assigned judiciously and that they coordinate with each other to avoid confusion and duplication. To gain access to the NJ4S Portal, new school representatives are required to fill out the survey monkey ([New User Contact Survey](#)).

New users can expect an email with the authorization code to access the NJ4S portal within 7-10 business days after submitting the survey. If it is not received, be sure to check junk and spam inboxes.

*Please note that the district representative role remains restricted to one person and has limited capabilities. District representatives cannot create and submit NJ4S applications.*

#### **Frequently Asked Questions:**

**What will happen to my NJ4S account while I am away for an extended amount of time or on summer vacation?** NJ4S accounts that have been inactive for 80 days will receive a notification stating they are approaching 90 days of inactive use and the user will need to login within 10 days to maintain active status. *After 90 days of inactivity, an account will be frozen.*

**What can I do if my account is frozen, but I still want access to the NJ4S system?** If you are looking to unfreeze your account, please reach out to your local NJ4S hub to assist with submitting a request.

**Deactivated Accounts:** After 120 days, inactive accounts will be fully deactivated. Individuals with deactivated accounts will need to start over by creating a new account through the survey monkey ([New User Contact Survey](#)).

For other questions, please reach out to [NJ4Sfeedback@dcf.nj.gov](mailto:NJ4Sfeedback@dcf.nj.gov).