



Neighborly Software Application Guide

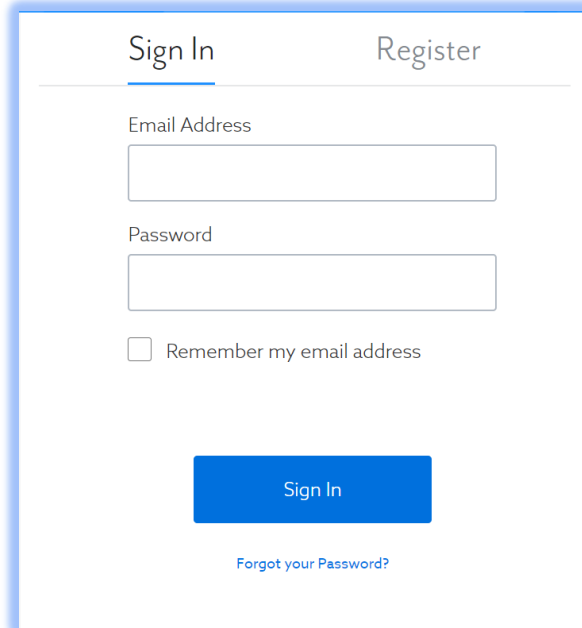
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Accessing the Application Portal

The Application Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser (i.e. Internet Explorer v10+, FireFox, Safari).

Application Portal Link: <https://portal.neighborlysoftware.com/pinellascountyfl/Participant>



The screenshot shows a web form for signing in. At the top, there are two tabs: "Sign In" (which is selected and underlined) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". Below the "Password" field, there is a checkbox labeled "Remember my email address". At the bottom of the form, there is a blue button labeled "Sign In" and a link labeled "Forgot your Password?" below it.

Registering your Account

When you access the Portal for the first time, you'll need to Register your account by clicking on the Register link. The registration process will create a user name (which is your email address) and password that will be used for future logins. The email address you choose will also be used for system emails/notifications, so it is recommended to use your work email address. For security purposes, the system will validate that you own the registered email address by sending an email with a validation link.

Note: If you do not receive the system email within 2 minutes, check your spam or bulk mail folder. If the email appears in that folder, you should right click on the email to indicate "Not Junk" or "Not Spam" to ensure you receive any other system notifications.

Sign In Register

Email Address

First Name

Last Name

Password

Re-enter Password

[Continue](#)

Logging In

Once your account has been registered, you may login (using the same link above) by entering the email address and password used during registration.

Sign In Register

Email Address

Password

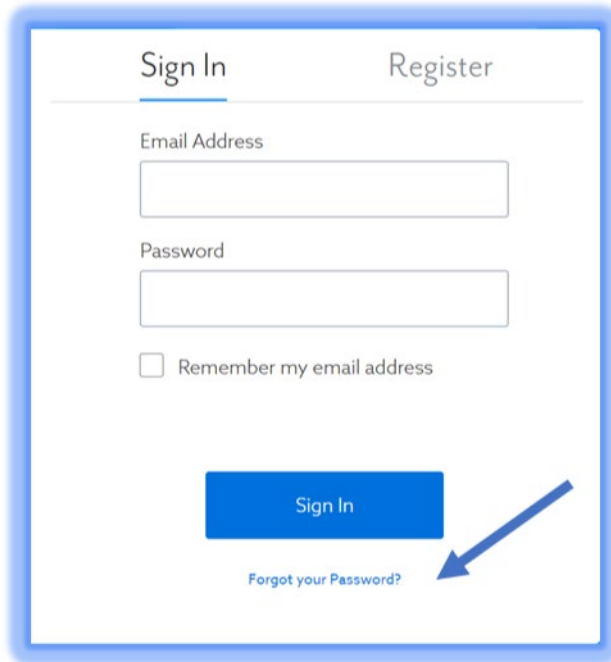
Remember my email address

[Sign In](#)

[Forgot your Password?](#)

Forgot your Password

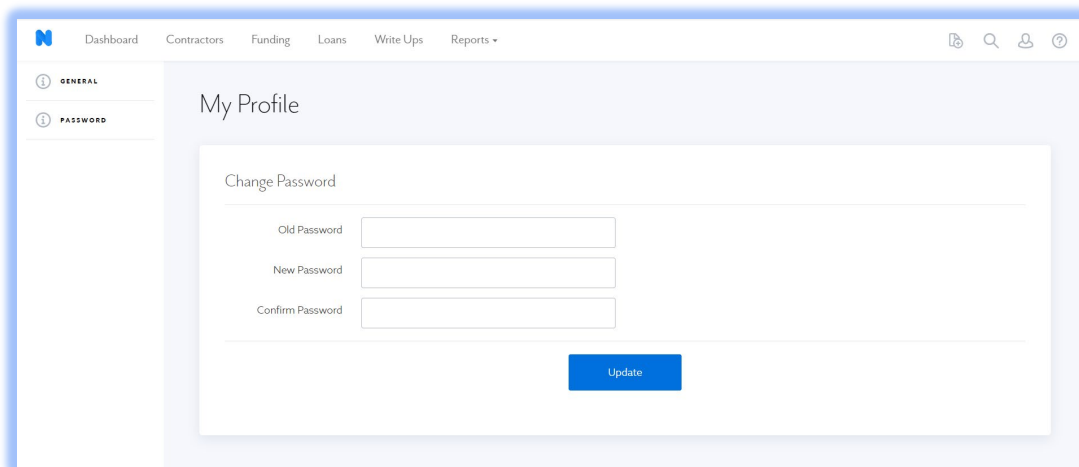
If you forget your password, click on the link that says “Forgot your Password?” and follow the prompts to create a new password. For security purposes, the system will send an email to the registered email address with a link to reset your password.



The screenshot shows a login interface with two tabs: "Sign In" (active) and "Register". Below the tabs are two input fields: "Email Address" and "Password". A checkbox labeled "Remember my email address" is positioned below the password field. A blue "Sign In" button is centered below the form. At the bottom of the form, there is a blue link labeled "Forgot your Password?". A blue arrow points from the right side of the image towards this link.

Changing your Password

To change your password, log into the Application Portal. Click on the “User Options and Settings” icon on the top right corner of the screen and select “My Profile”. Then select the Password option on the left side of the screen. For security purposes, you will be required to enter your Old Password before selecting a New Password.



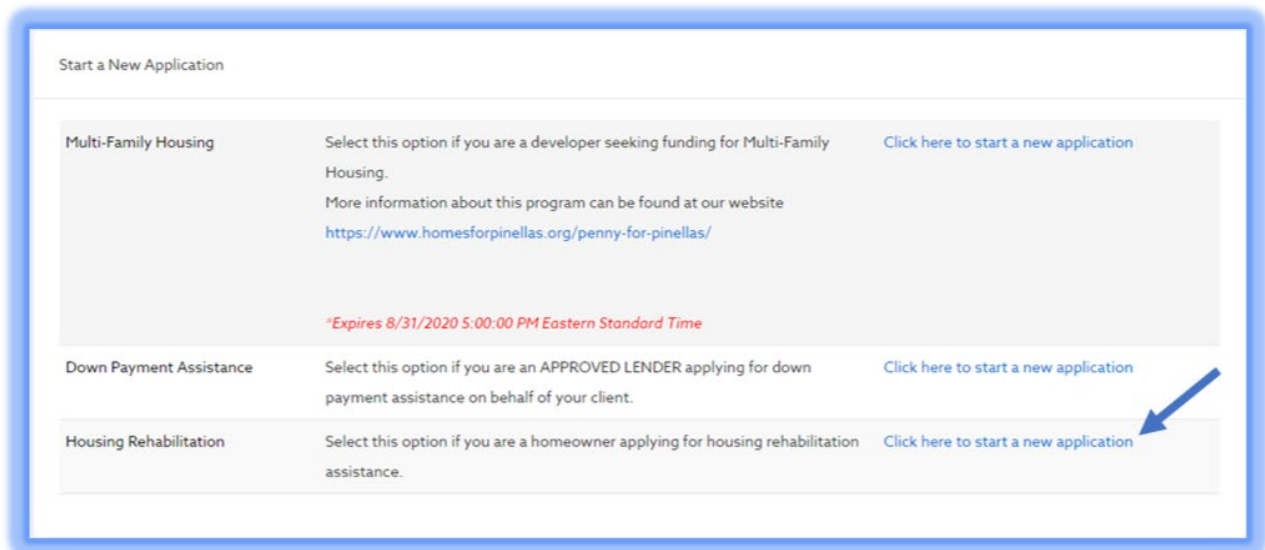
The screenshot displays the "My Profile" page within an application portal. The top navigation bar includes "Dashboard", "Contractors", "Funding", "Loans", "Write Ups", and "Reports". On the left, a sidebar menu has "GENERAL" and "PASSWORD" options. The main content area is titled "My Profile" and contains a "Change Password" form. This form has three input fields: "Old Password", "New Password", and "Confirm Password". A blue "Update" button is located at the bottom right of the form.

Signing Out

To sign out (aka log out) of the system, click on the “User Options and Settings” icon on the top right corner of the screen and select “Sign Out”. Please note that the system will automatically log you out after thirty minutes of inactivity.

Creating a new Application

To create a new application, click on “Click here to start a new application” next to Program for which you want to apply. Follow the prompts to complete all steps of the Application process. As a reminder, you may save an application and return later to complete/submit the application. To access a saved application, select the appropriate application in the “View/Continue and Existing Application” box from the Home screen.



Start a New Application

Multi-Family Housing	Select this option if you are a developer seeking funding for Multi-Family Housing. More information about this program can be found at our website https://www.homesforpinellas.org/penny-for-pinellas/ <i>*Expires 8/31/2020 5:00:00 PM Eastern Standard Time</i>	Click here to start a new application
Down Payment Assistance	Select this option if you are an APPROVED LENDER applying for down payment assistance on behalf of your client.	Click here to start a new application
Housing Rehabilitation	Select this option if you are a homeowner applying for housing rehabilitation assistance.	Click here to start a new application