



Neighborly Application Portal Instructions



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/HILLSBOROUGHCOUNTYFLECONDEV/Participant>

Sign In Register

Email Address

Password

Remember Me?

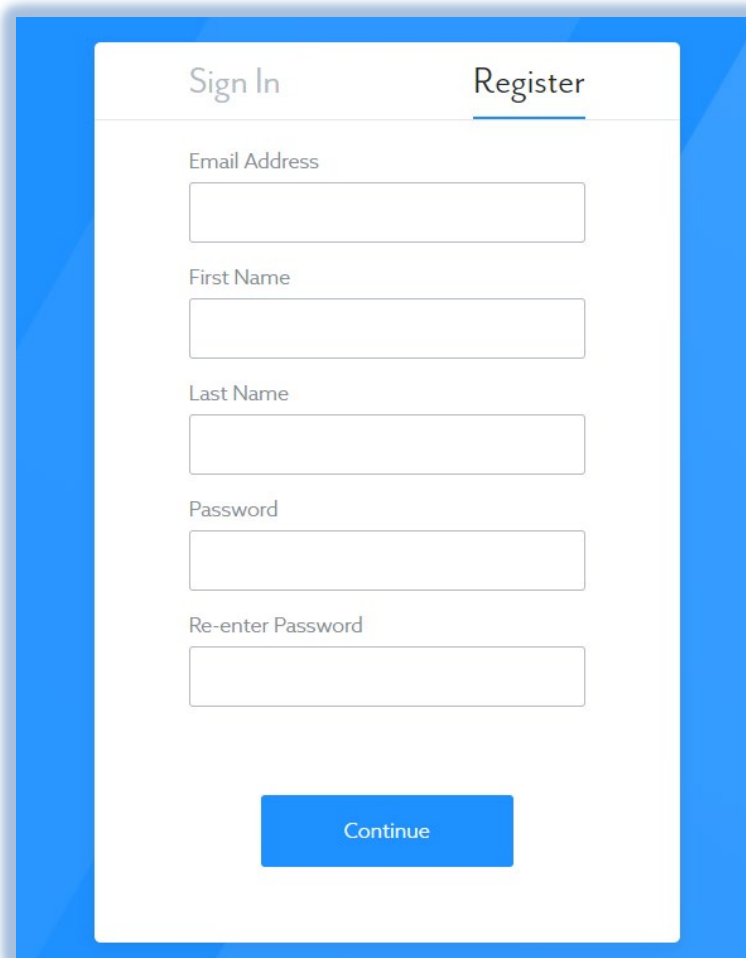
Sign In

[Forgot your Password?](#)

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.

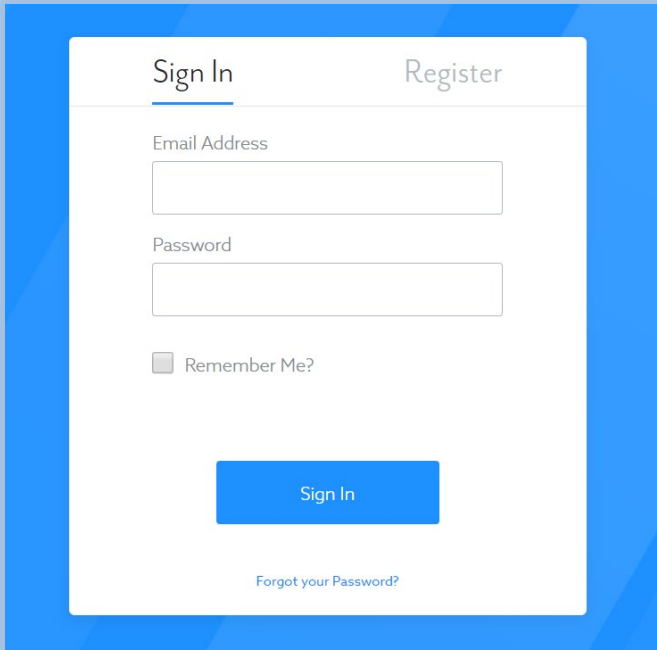


The image shows a registration form with a blue border. At the top, there are two tabs: "Sign In" and "Register". The "Register" tab is selected and underlined. Below the tabs are five input fields: "Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". At the bottom of the form is a blue "Continue" button.

Sign In	Register
Email Address	
<input type="text"/>	
First Name	
<input type="text"/>	
Last Name	
<input type="text"/>	
Password	
<input type="text"/>	
Re-enter Password	
<input type="text"/>	
<input type="button" value="Continue"/>	

Logging In

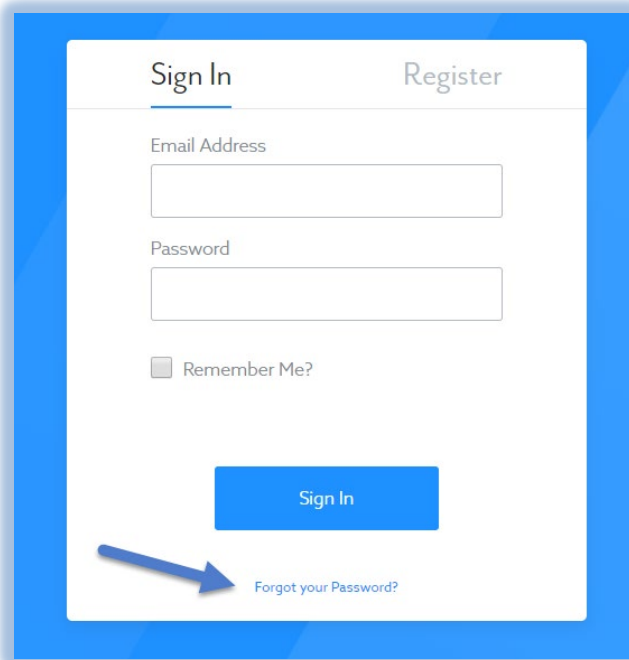
Once your account has been registered, you may login (using the same link above) by entering the email address and password used during registration.




The image shows a login form interface. At the top, there are two tabs: "Sign In" (which is underlined) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". Under the "Password" field, there is a checkbox labeled "Remember Me?". Below these fields is a blue button labeled "Sign In". At the bottom of the form, there is a link that says "Forgot your Password?".

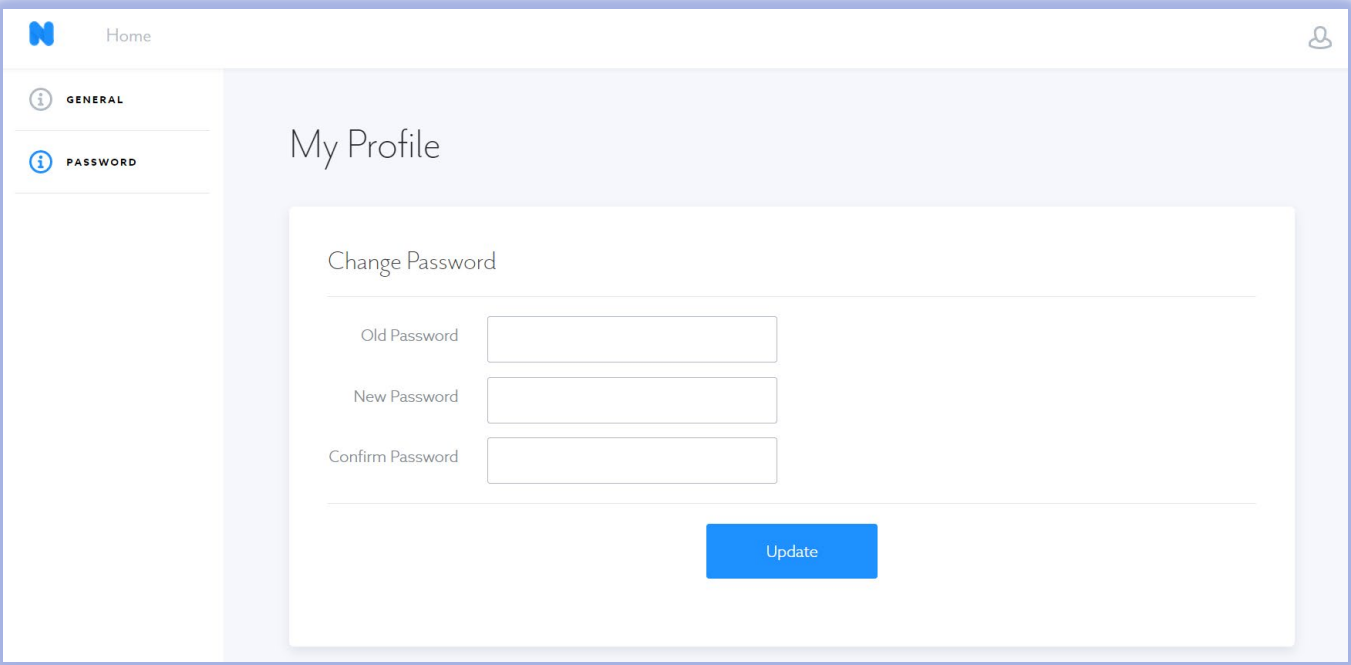
Forgot your Password

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.




Changing your Password

To change your password, log into the Application Portal. Click on the  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. On the left, there is a sidebar with two menu items: 'GENERAL' and 'PASSWORD'. The 'PASSWORD' item is selected and highlighted. The main content area is titled 'My Profile' and contains a 'Change Password' form. The form has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the input fields is a blue 'Update' button. The top of the page shows a 'Home' link and a user profile icon in the top right corner.

Signing Out

To sign out (aka log out) of the system, click on the  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.