



Getting Started

Accessing the Participant Portal

The Participant Portal is hosted by Neighborly Software and is accessible 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).

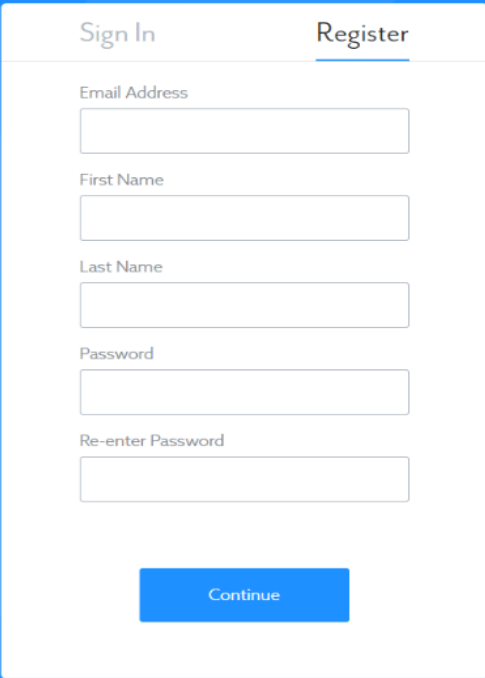
Application portal link: <https://portal.neighborlysoftware.com/pinellascountyfl/Participant>

A screenshot of the Sign In page for the Participant Portal. The page has a white background with a blue border. At the top, there are two tabs: "Sign In" (which is underlined) and "Register". Below the tabs are two input fields: "Email Address" and "Password". Below the "Password" field is a checkbox labeled "Remember Me?". At the bottom of the form is a blue button labeled "Sign In". Below the button is a link that says "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. Occasionally, for new clients, we may need to work with the IT/Email Administrator to ensure spam filtering does not inadvertently block valid system messaging.



The image shows a registration form with a blue border. At the top, there are two tabs: "Sign In" and "Register", with "Register" being the active tab. 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 button labeled "Continue".


Logging In

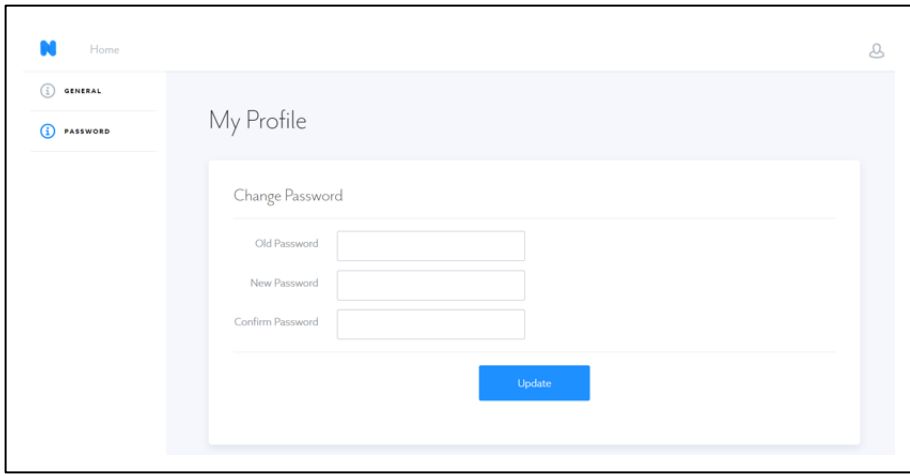
Once your account has been registered, you may login (using the same link above) by entering the email address and password used during registration.

Forgot your Password


If you forget your password, click on the link at the bottom of the login screen 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 Administrator 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.



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". It is important to note that the system will automatically log a user out after 30 or 60 minutes of inactivity.