



## Homeowner Guide for Housing Rehabilitation Applications

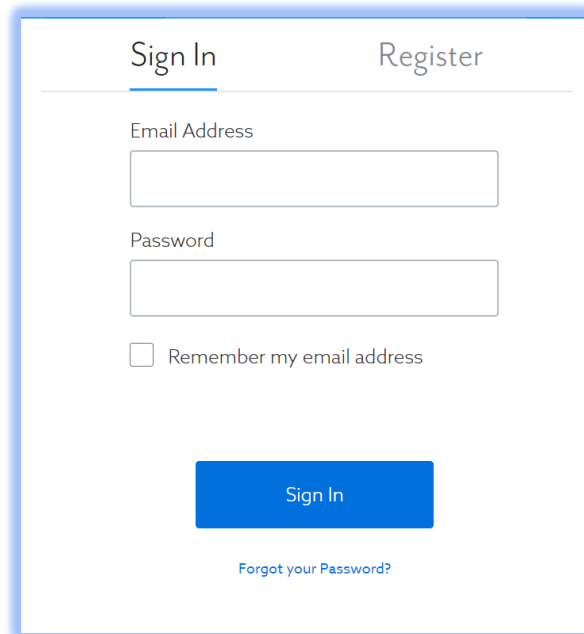
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## **Accessing the Application Portal**

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>



Sign In Register

Email Address

Password

Remember my email address

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.

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

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Email Address

Password

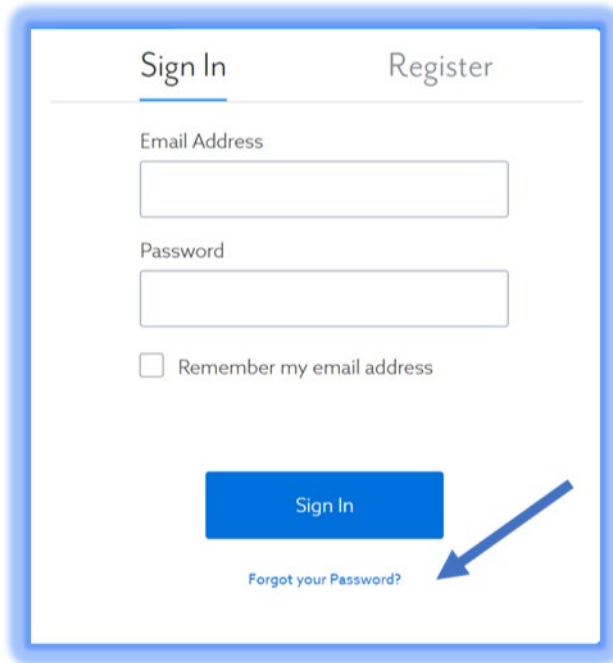
Remember my email address

Sign In

[Forgot your Password?](#)

## Forgot your Password

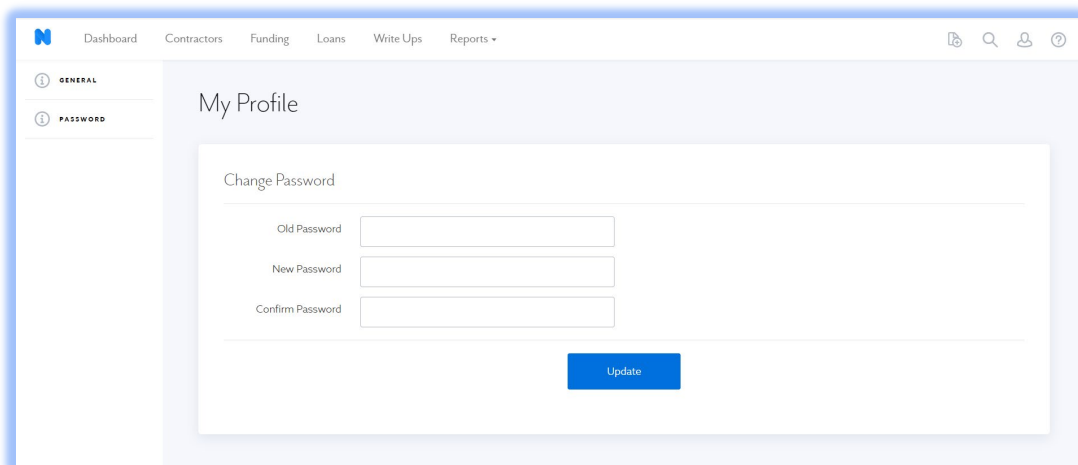
If you forget your password, click on the link that says “Forgot your Password?” and follow the prompts to create a new password. For security purposes, the system will send an email to the registered email address with a link to reset your password.



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. Below the button is a blue link labeled "Forgot your Password?". A blue arrow points from the bottom right towards the "Forgot your Password?" 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.



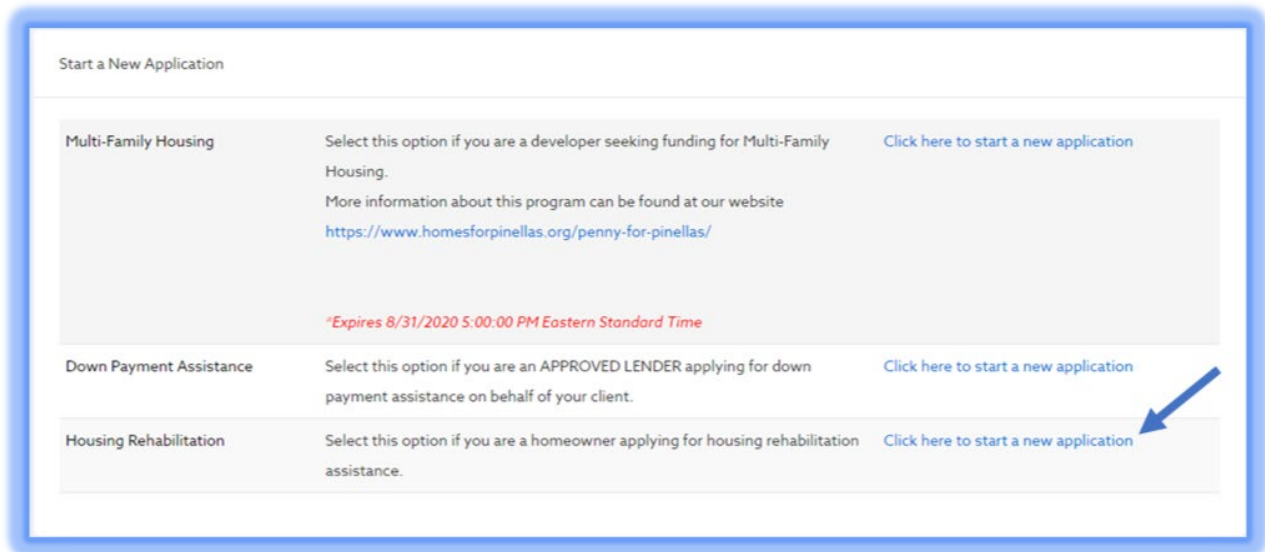
The screenshot shows the "My Profile" page in an application portal. The top navigation bar includes "Dashboard", "Contractors", "Funding", "Loans", "Write Ups", and "Reports". The left sidebar has "GENERAL" and "PASSWORD" options. The main content area is titled "My Profile" and contains a "Change Password" form. The form has three input fields: "Old Password", "New Password", and "Confirm Password". 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 for Housing Rehabilitation, click on “Click here to start a new application” next to Housing Rehabilitation. 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.<br>More information about this program can be found at our website<br><a href="https://www.homesforpinellas.org/penny-for-pinellas/">https://www.homesforpinellas.org/penny-for-pinellas/</a> | <a href="#">Click here to start a new application</a> |
| <i>*Expires 8/31/2020 5:00:00 PM Eastern Standard Time</i> |   |   |
| Down Payment Assistance                                    | Select this option if you are an APPROVED LENDER applying for down payment assistance on behalf of your client.   | <a href="#">Click here to start a new application</a> |
| Housing Rehabilitation                                     | Select this option if you are a homeowner applying for housing rehabilitation assistance.   | <a href="#">Click here to start a new application</a> |