

Participant User Guide:

Hennepin County

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DBA NEIGHBORLY SOFTWARE



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Accessing the Participant Portal

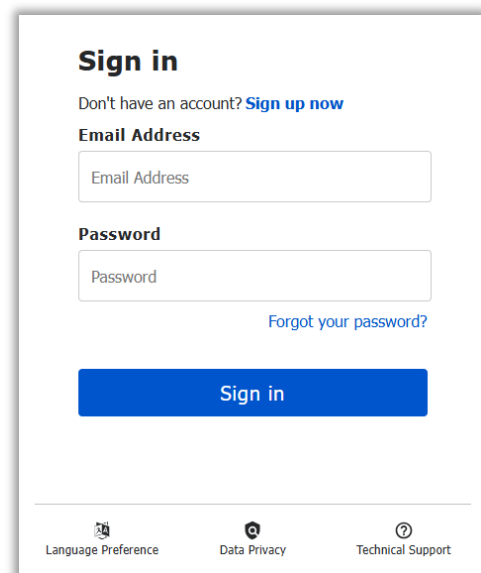
The Subrecipient Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser.

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

Registration

To access the system, you'll need to create an account by first registering your email address. Select the Sign up now and enter your work email address. Select "Send verification code". To verify your email address, the system will send you an email with a verification code.

Note: If you do not receive the email within 2 minutes, check your spam or junk mail folders. If the email is in either folder, mark the message as "Not Junk" or "Not Spam" to ensure you receive all future system notifications.



Sign in

Don't have an account? [Sign up now](#)

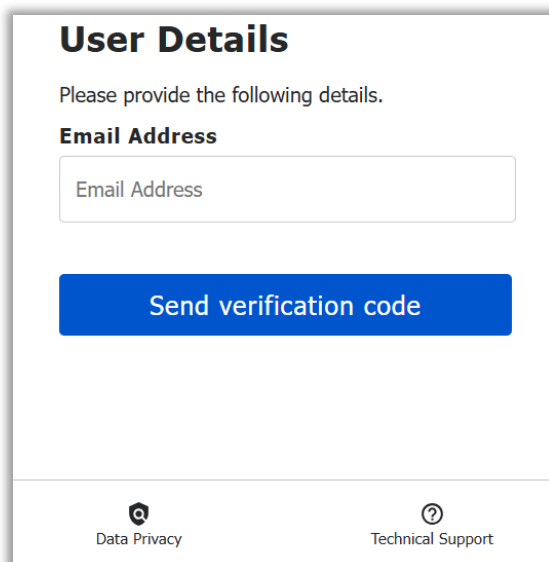
Email Address

Password

[Forgot your password?](#)

Sign in

[Language Preference](#) [Data Privacy](#) [Technical Support](#)



User Details

Please provide the following details.

Email Address

Send verification code

[Data Privacy](#) [Technical Support](#)

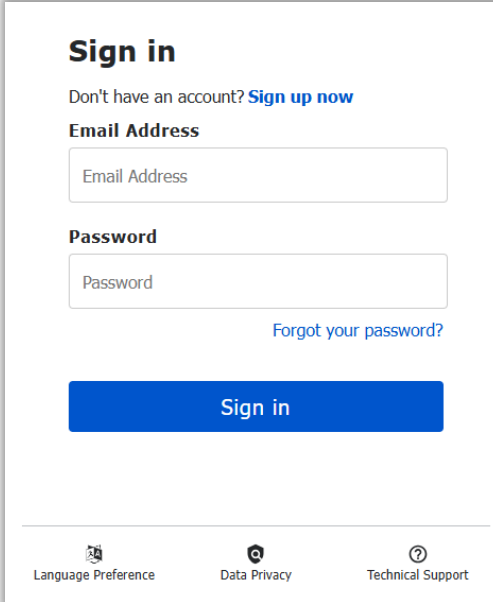
Enter your work email and a verification code will be sent to your inbox. Enter the verification code into the text box and click "Verify Code."

If the code is not accepted, you may generate a new code by selecting "Send new code." Another email with a new code will be sent to your inbox.

After verifying your email address, you'll be prompted to create a password. Passwords should be at least 12 characters long and include at least one UPPERCASE letter, lowercase letter, a number, and a special character (!@#%\$%^).

Signing 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.

A screenshot of a web form titled "Sign in". At the top, it says "Don't have an account? [Sign up now](#)". Below this is a section labeled "Email Address" with a text input field containing the placeholder "Email Address". Underneath is a section labeled "Password" with a text input field containing the placeholder "Password". To the right of the password field is a link that says "Forgot your password?". Below the input fields is a large blue button with the text "Sign in". At the bottom of the form, there are three links: "Language Preference" with a globe icon, "Data Privacy" with a lock icon, and "Technical Support" with a question mark icon.

Password Reset

If you forget your password, select the link "Forgot your Password?" and follow the prompts to create a new password.


Enter the email address that was used to register your account. Then select "Send Verification Code"

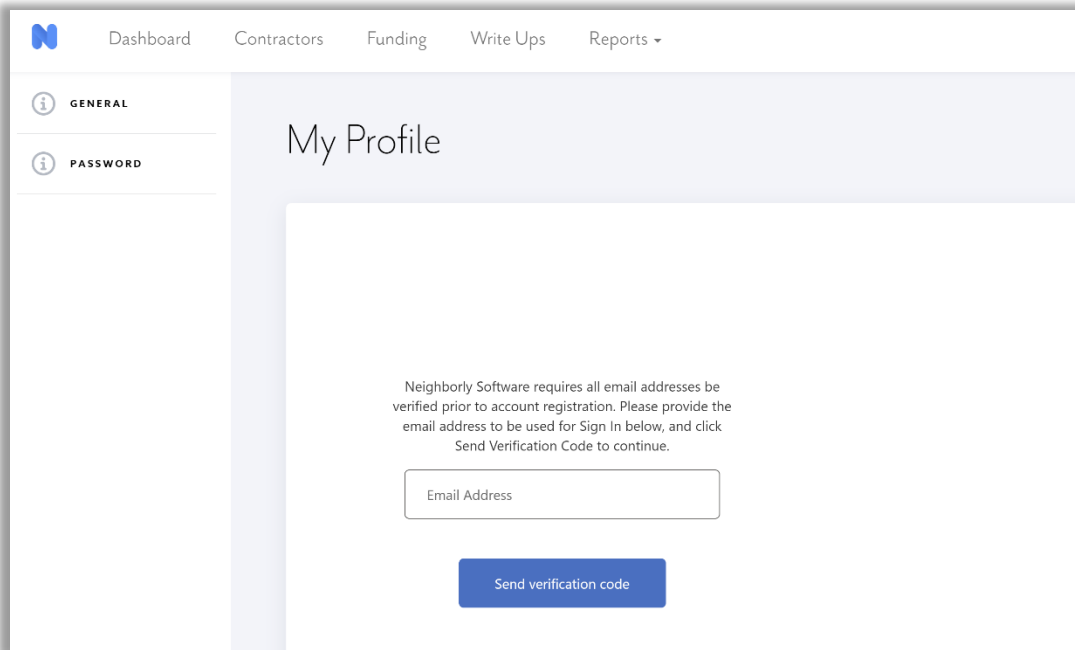
Within a few seconds, the system will send you an email containing a 6-digit code. Enter the code into the text field and select "Verify Code"

If after 2 minutes you have not received a code, you may repeat these steps to generate another code.

Be sure to check your spam and junk folders before requesting a new code. Sometimes users do not receive the code due to a simple typo when entering their email address. Verify that the email entered is indeed correct.

Changing your Password

To change your password, log into the Participant Portal. Select the  icon on the top right corner of the screen and select “My Profile”. Next, select the “Password” option on the left side of the screen. For security purposes, you will be required to enter your email address, the system will then send you a verification code. Enter the code and follow the prompts to create a new password.



Dashboard Contractors Funding Write Ups Reports ▾

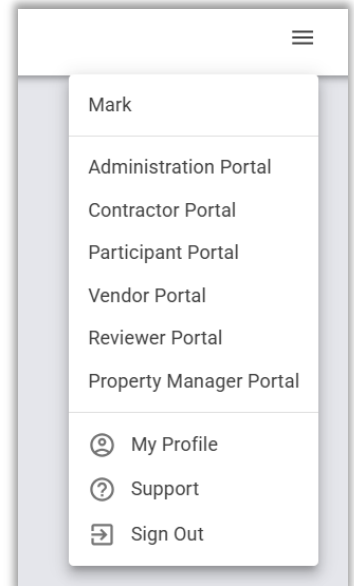
GENERAL

PASSWORD

My Profile


Neighborly Software requires all email addresses be verified prior to account registration. Please provide the email address to be used for Sign In below, and click Send Verification Code to continue.


Send verification code



Starting a New Application


Upon logging in, the participant dashboard will become visible. Any programs available to the user to create a new application, or any previously created application, will be listed in the card as shown below. Click “Start Application” or “View”.


Dashboard



Welcome to the Neighborly Software Demonstration Participant Portal

Neighborly Software is committed to accessibility for all applicants. If you require this material in an alternate format, please contact us at (880)888-8888



Start a New Application

Search Applications

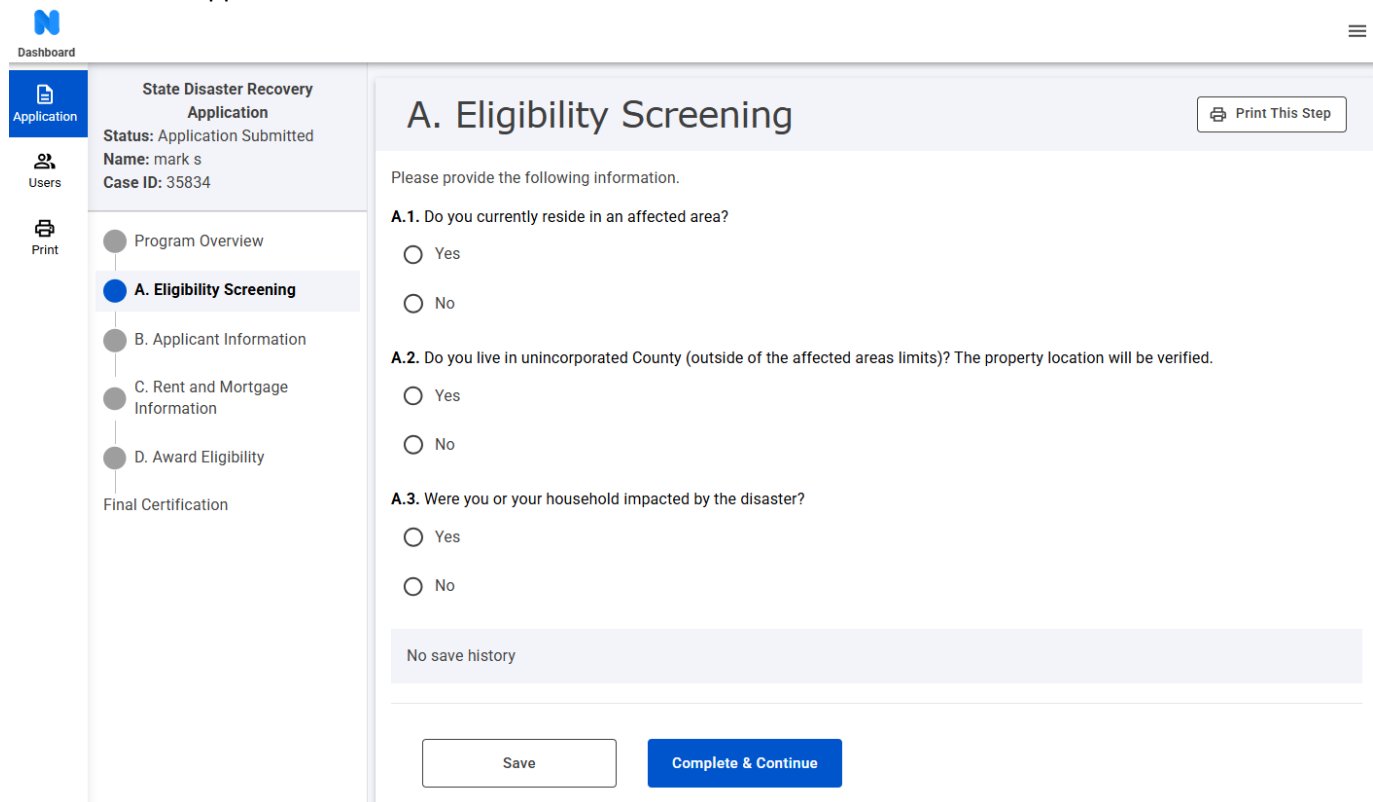
Application Name	Description	Expiration Date	Action
ESG	Select this option if you are a non-profit applying for federal funds to assist individuals and families who are homeless or at risk of homelessness and meet HUD's definition of homeless.	4/30/2025 12:00 PM	Start Application
Housing Rehab/Repair	Select this option if you are the owner of a single family home applying for housing repairs.		Start Application
Down Payment Assistance	Select this option if you are a homebuyer applying for Down Payment Assistance .		Start Application

Components of an Application

Enter the information needed for of your application. This screen will be different depending on the program and application requirements. You can access the Case ID and required steps of the application on the left hand side of the screen.

When a step is completed successfully by answering all required questions and clicking “Complete & Continue”, a  will appear next to the step name in the application navigation panel to signify that the step and all questions are answered.

Additionally, you can invite separate users to assist or review your application. Once all steps are completed, you can submit the application and review the Case Status on the left hand side of the screen.



The screenshot displays the Neighborly Software application interface. On the left, a sidebar contains a 'Dashboard' link and a navigation menu for the 'State Disaster Recovery Application'. The menu items are: 'Application' (selected), 'Users', 'Print', 'Program Overview', 'A. Eligibility Screening' (highlighted with a blue circle), 'B. Applicant Information', 'C. Rent and Mortgage Information', 'D. Award Eligibility', and 'Final Certification'. The main content area is titled 'A. Eligibility Screening' and includes a 'Print This Step' button. Below the title, it asks the user to provide information and lists three questions: 'A.1. Do you currently reside in an affected area?', 'A.2. Do you live in unincorporated County (outside of the affected areas limits)? The property location will be verified.', and 'A.3. Were you or your household impacted by the disaster?'. Each question has radio button options for 'Yes' and 'No'. At the bottom, there are 'Save' and 'Complete & Continue' buttons. A 'No save history' message is displayed in a light blue box.

Dashboard

Application

Users

Print

State Disaster Recovery Application

Status: Application Submitted

Name: mark s

Case ID: 35834

Program Overview

A. Eligibility Screening

B. Applicant Information

C. Rent and Mortgage Information

D. Award Eligibility

Final Certification

A. Eligibility Screening

Print This Step

Please provide the following information.

A.1. Do you currently reside in an affected area?

☐ Yes

☐ No

A.2. Do you live in unincorporated County (outside of the affected areas limits)? The property location will be verified.

☐ Yes

☐ No

A.3. Were you or your household impacted by the disaster?

☐ Yes


☐ No

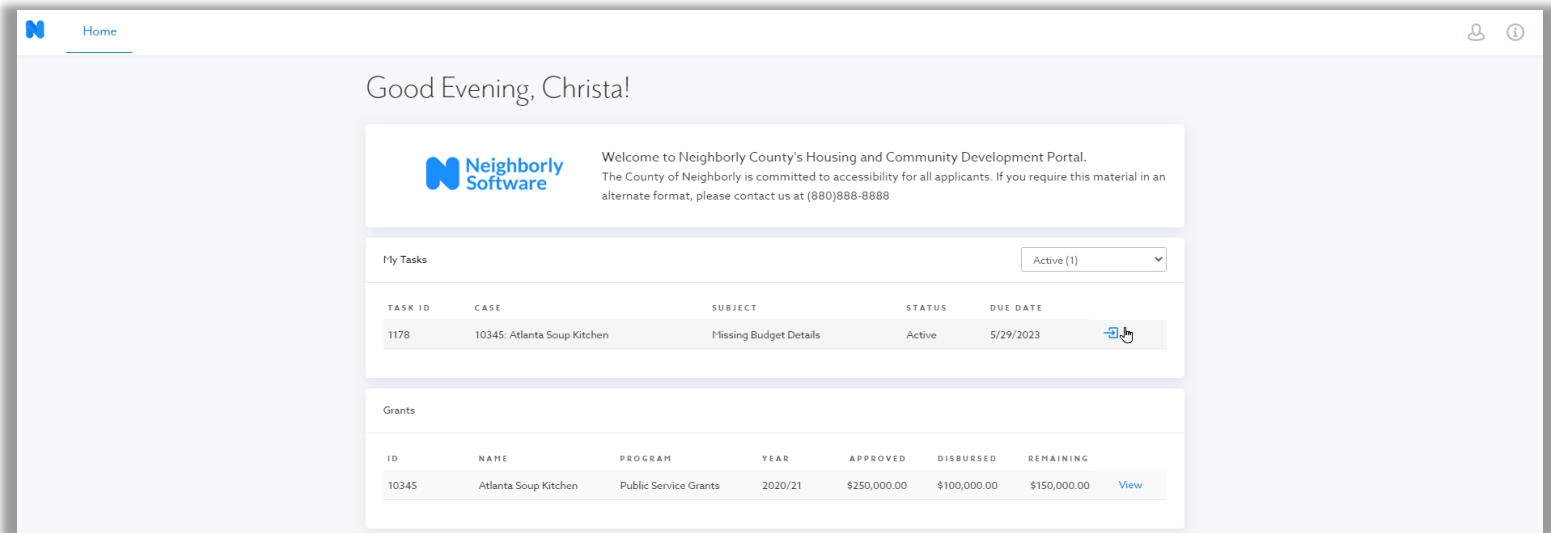
No save history

Save

Complete & Continue

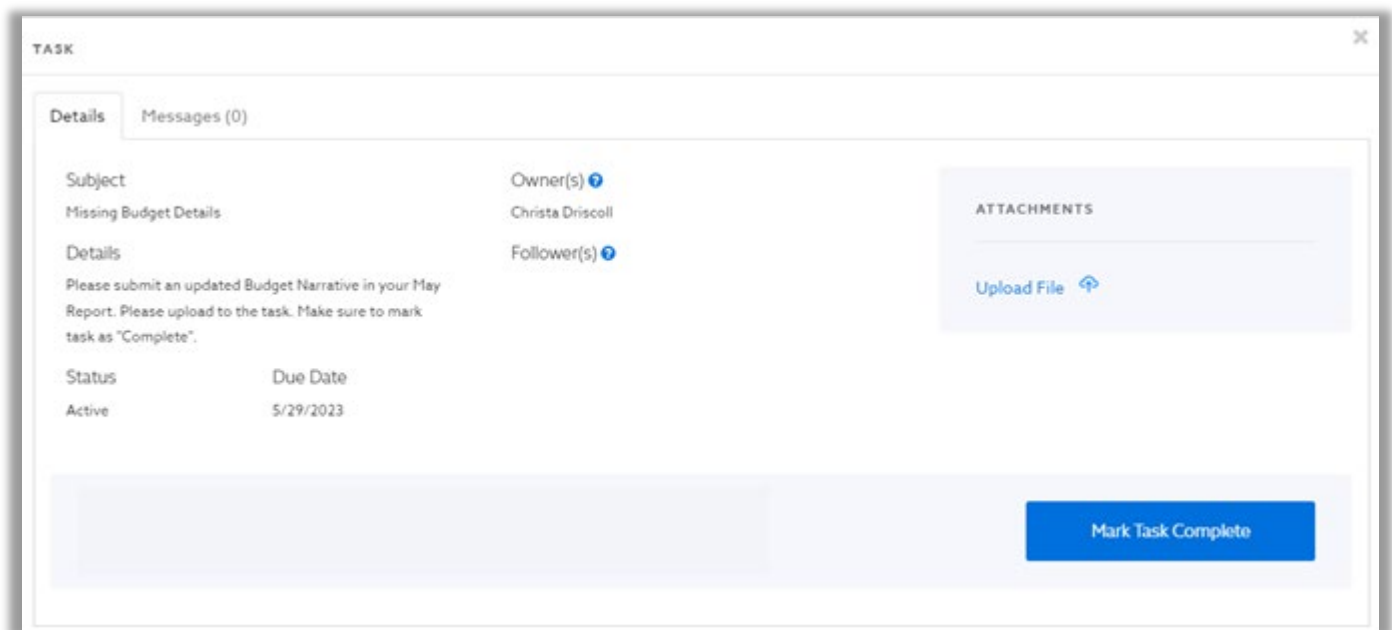
Tasks

You may be assigned a task by a Program Administrator. Tasks will be displayed on the Portal Dashboard. To open a task, select the  to the right of the task.




The screenshot shows the Neighborly Software Portal Dashboard. At the top, it says "Good Evening, Christa!". Below this is a welcome message from Neighborly Software. The main section is titled "My Tasks" and shows a table of tasks. The first task is "Missing Budget Details" with a status of "Active" and a due date of "5/29/2023". To the right of this task is a blue icon with a plus sign and a cursor, which is the "task icon" mentioned in the text. Below the tasks table is a "Grants" table with columns for ID, NAME, PROGRAM, YEAR, APPROVED, DISBURSED, and REMAINING. The first row shows a grant for "Atlanta Soup Kitchen" with a remaining amount of "\$150,000.00".

Once inside the task, view the details and complete the request. You may upload any supporting files by selecting the "Upload File" hyperlink.



The screenshot shows the "TASK" details page. It has two tabs: "Details" and "Messages (0)". The "Details" tab is active. The page displays the task subject "Missing Budget Details" and the owner "Christa Driscoll". Below this, it says "Please submit an updated Budget Narrative in your May Report. Please upload to the task. Make sure to mark task as 'Complete'." The status is "Active" and the due date is "5/29/2023". On the right side, there is an "ATTACHMENTS" section with a link to "Upload File" and a plus icon. At the bottom right, there is a blue button labeled "Mark Task Complete".

Additionally, if there are follow up questions regarding the task, you may send a message in the task to the Program Administrator who originally assigned the task. Select the Messages Tab, enter a detailed message in the

text area, then select the  icon to post the message. You will be notified via email once a response has been posted. Once the task has been completed, select the “Mark Task Complete” button.

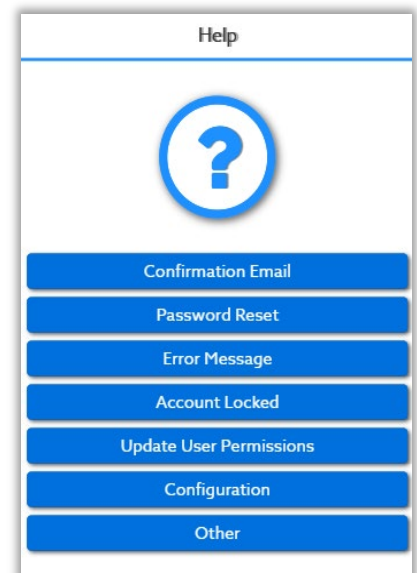


The screenshot shows a window titled "TASK" with a close button in the top right corner. Inside, there are two tabs: "Details" and "Messages (0)". The "Messages (0)" tab is active. Below the tabs is a text area with the placeholder text "Adding a message will notify the task owner(s) and follower(s)." and a "post" icon (a square with a downward arrow) on the right side. Below the text area, it says "No Messages Found".

Technical Difficulties

If at any point you run into technical difficulties with the software, use the help icon located in the bottom right corner of your screen to contact our Support Team. Support is available Monday – Friday from 8am to 7pm Eastern Time.

For all questions related to the application/program (eligibility, status updates, required documents etc.), please contact the Program Administrator directly. Contact information may be found on the portal dashboard or program overview section of the application.



The screenshot shows a "Help" menu with a large question mark icon at the top. Below the icon are seven blue buttons with white text: "Confirmation Email", "Password Reset", "Error Message", "Account Locked", "Update User Permissions", "Configuration", and "Other".