



Lender Guide for Downpayment Assistance Applications

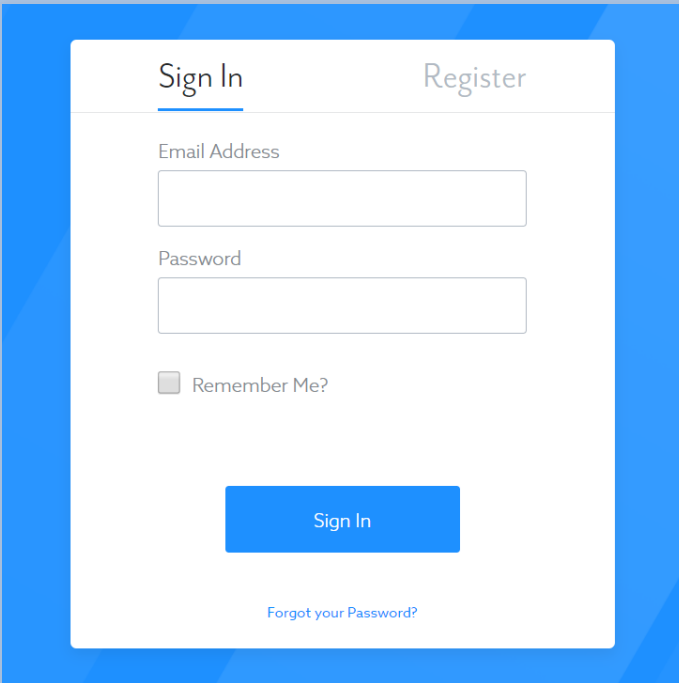
Table of Contents

| | |
|---------------------------------------|---|
| Accessing the Application Portal..... | 1 |
| Registering your Account..... | 2 |
| Logging In | 3 |
| Forgot your Password | 4 |
| Changing your Password | 5 |
| Signing Out..... | 5 |
| Creating a new Application | 6 |

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>

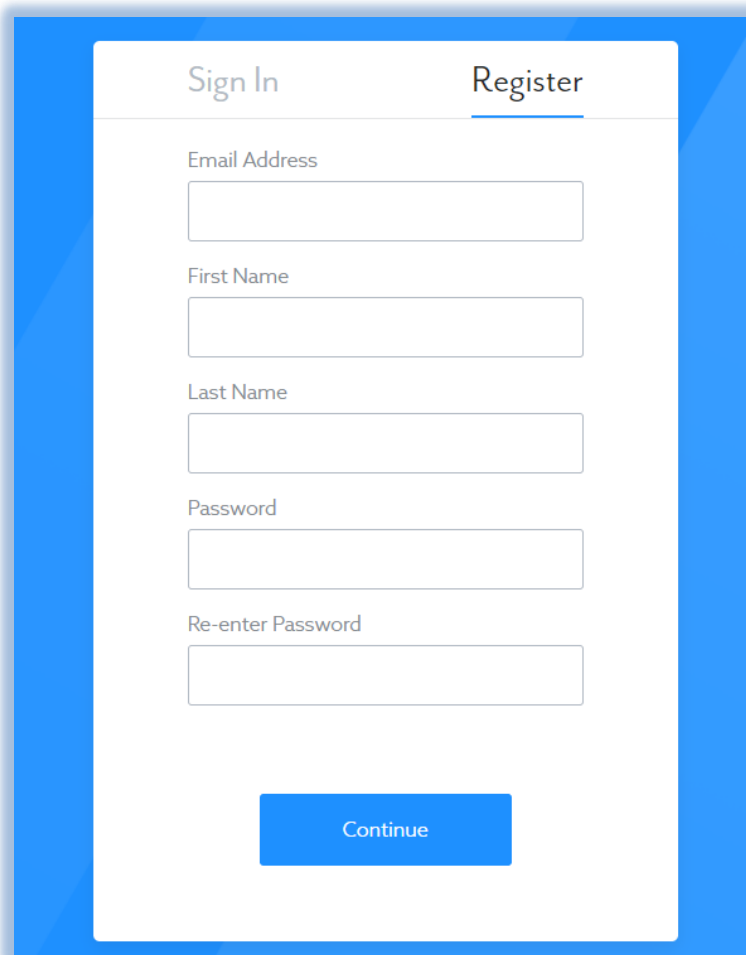


The image shows a screenshot of a web form for signing in or registering. The form is white with a blue border. At the top, there are two tabs: "Sign In" (which is underlined) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". Below the "Password" field, there is a checkbox labeled "Remember Me?". At the bottom of the form, there is a blue button labeled "Sign In" and a link labeled "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.

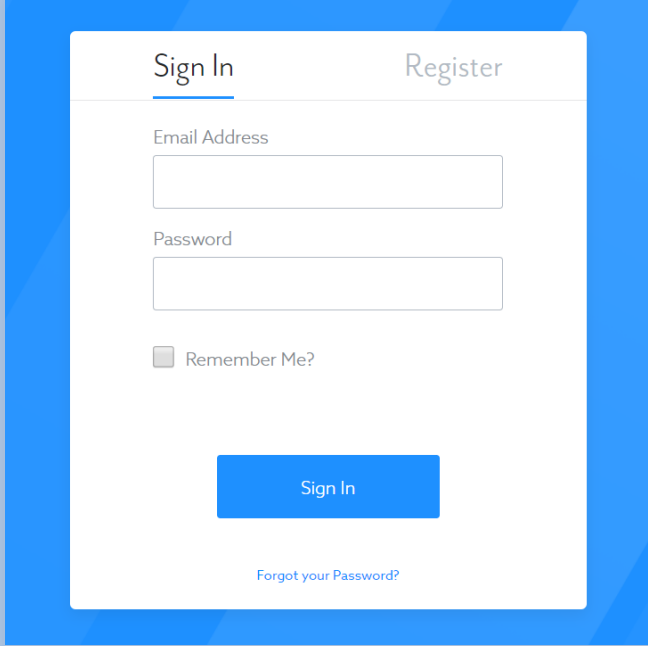
Note: If you do not receive the system email within 2 minutes, check your spam or bulk mail folder. If the email appears in that folder, you should right click on the email to indicate "Not Junk" or "Not Spam" to ensure you receive any other system notifications.



The image shows a registration form interface. At the top, there are two tabs: "Sign In" and "Register". The "Register" tab is selected and underlined. Below the tabs, there are five input fields: "Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". Each field is a simple rectangular box. At the bottom of the form, there is a blue button labeled "Continue". The entire form is set against a white background with a blue border.

Logging In

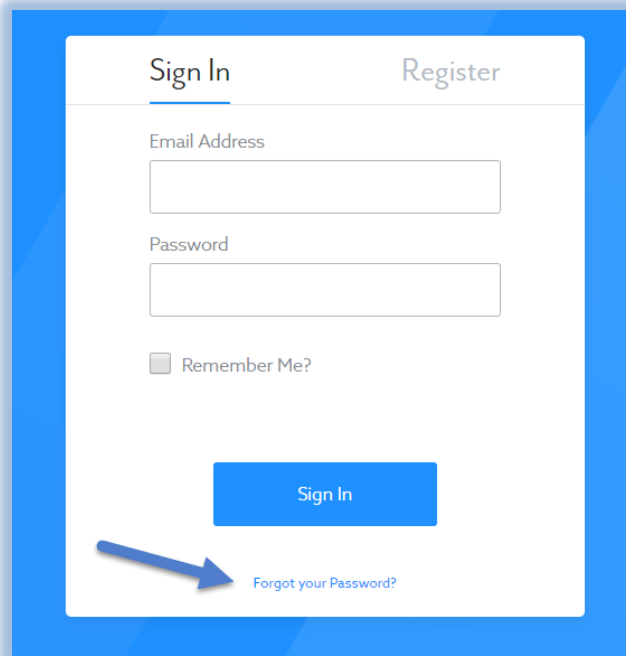
Once your account has been registered, you may login (using the same link above) by entering the email address and password used during registration.



The image shows a login form with a white background and a blue border. 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". Below the "Password" field, there is a checkbox labeled "Remember Me?". At the bottom of the form, there is a blue button labeled "Sign In" and a link labeled "Forgot your Password?".


Forgot your Password

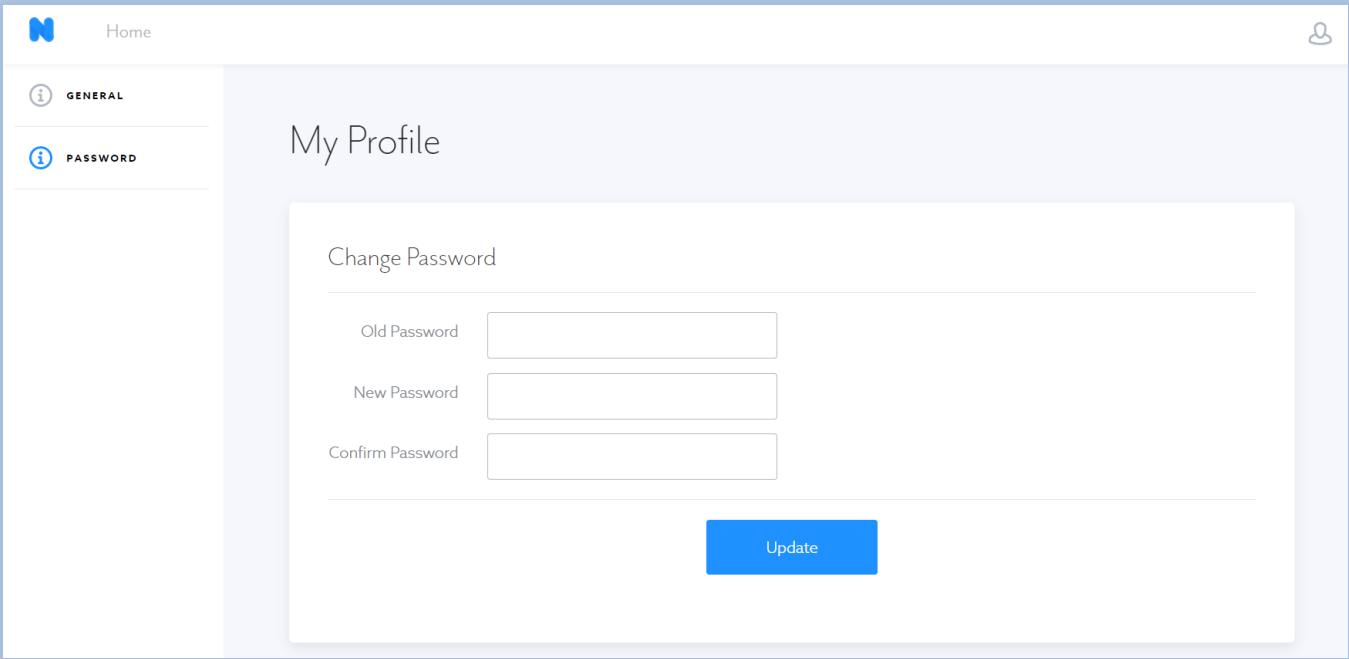
If you forget your password, click on the link that says “Forgot your Password?” and follow the prompts to create a new password. For security purposes, the system will send an email to the registered email address with a link to reset your password.



The image shows a login interface with a blue border. At the top, there are two tabs: "Sign In" (active) and "Register". Below the tabs are two input fields: "Email Address" and "Password". Under the "Password" field is a checkbox labeled "Remember Me?". A blue "Sign In" button is centered below the fields. At the bottom right, there is a blue link labeled "Forgot your Password?". A blue arrow points from the left towards this link.


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.



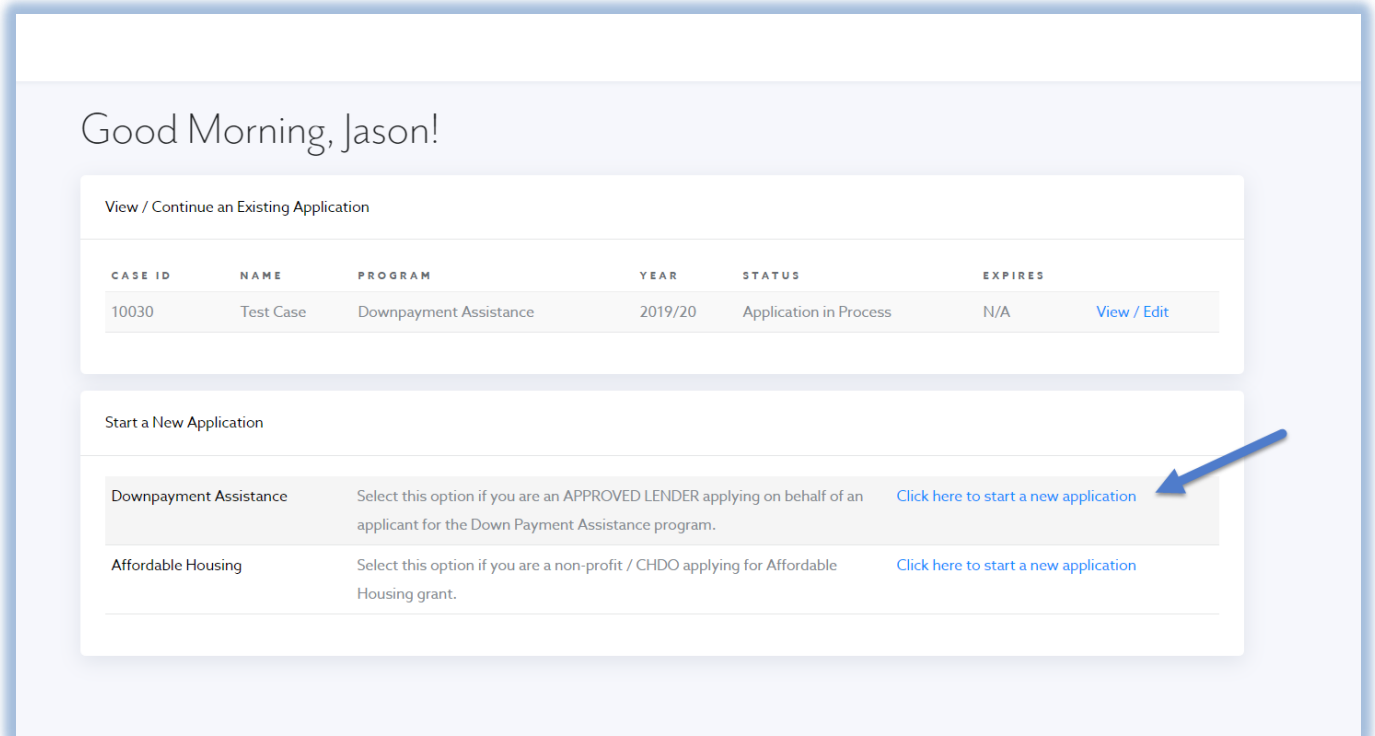
The screenshot shows a web application interface. At the top left, there is a blue 'N' logo and the word 'Home'. At the top right, there is a user profile icon. On the left side, there is a navigation menu with two options: 'GENERAL' and 'PASSWORD', both with information icons. The 'PASSWORD' option is selected. 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 form is a blue 'Update' button.

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.

Creating a new Application

To create a new application for Downpayment Assistance, click on “Click here to start a new application” next to Downpayment Assistance. 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.



Good Morning, Jason!

View / Continue an Existing Application

| CASE ID | NAME | PROGRAM | YEAR | STATUS | EXPIRES |
|---------|-----------|------------------------|---------|------------------------|---------------------------------|
| 10030 | Test Case | Downpayment Assistance | 2019/20 | Application in Process | N/A View / Edit |

Start a New Application

| | | |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Downpayment Assistance | Select this option if you are an APPROVED LENDER applying on behalf of an applicant for the Down Payment Assistance program. | Click here to start a new application |
| Affordable Housing | Select this option if you are a non-profit / CHDO applying for Affordable Housing grant. | Click here to start a new application |