

# Participant User Guide: City of Raleigh

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BENEVATE, INC.  
DBA NEIGHBORLY SOFTWARE



# Neighborly Software

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## Accessing the Participant Portal

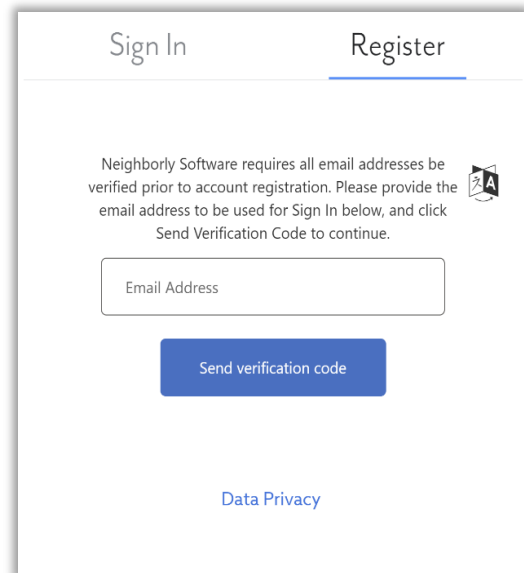
The Participant Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser.

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

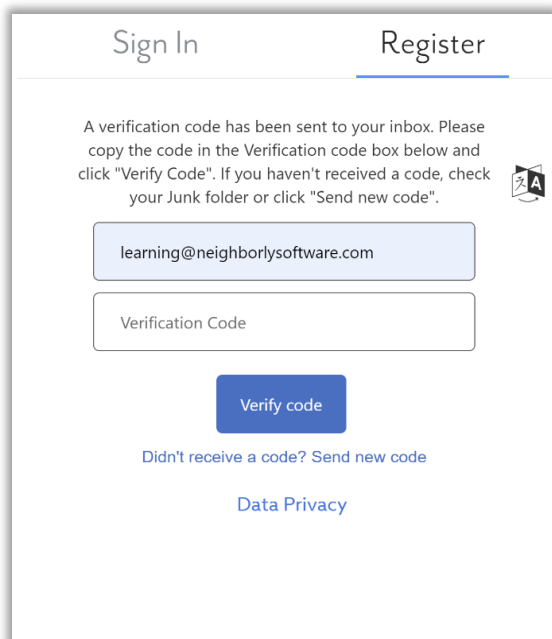
## Registration

To access the system, you'll need to create an account by first registering your email address. Select the Register tab 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.



The screenshot shows the 'Register' tab selected. The page has a header with 'Sign In' and 'Register' tabs. Below the tabs, there is a message: '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.' There is a text input field labeled 'Email Address' and a blue button labeled 'Send verification code'. At the bottom, there is a link for 'Data Privacy'.



The screenshot shows the 'Verify Code' page. The 'Register' tab is selected. The page has a header with 'Sign In' and 'Register' tabs. Below the tabs, there is a message: 'A verification code has been sent to your inbox. Please copy the code in the Verification code box below and click "Verify Code". If you haven't received a code, check your Junk folder or click "Send new code".' There is a text input field containing 'learning@neighborlysoftware.com', a text input field labeled 'Verification Code', and a blue button labeled 'Verify code'. Below the button, there is a link: 'Didn't receive a code? Send new code'. At the bottom, there is a link for 'Data Privacy'.

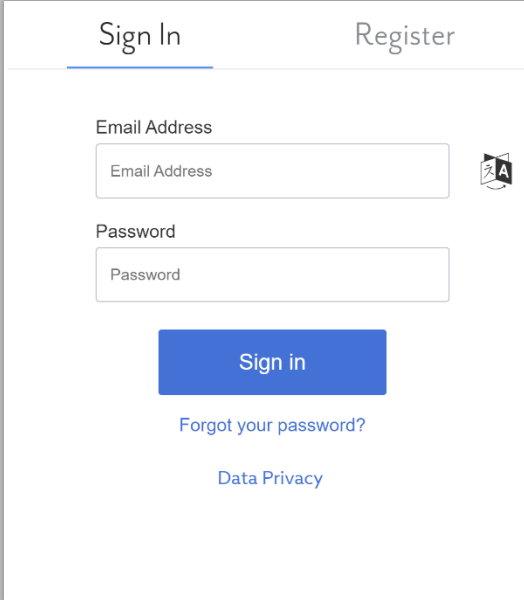
Enter the verification code into the text box and click "Verify Code."

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.



The screenshot shows the 'Sign In' page with two tabs: 'Sign In' (active) and 'Register'. Below the tabs are two input fields: 'Email Address' and 'Password'. A blue 'Sign in' button is centered below the fields. Below the button are two links: 'Forgot your password?' and 'Data Privacy'.

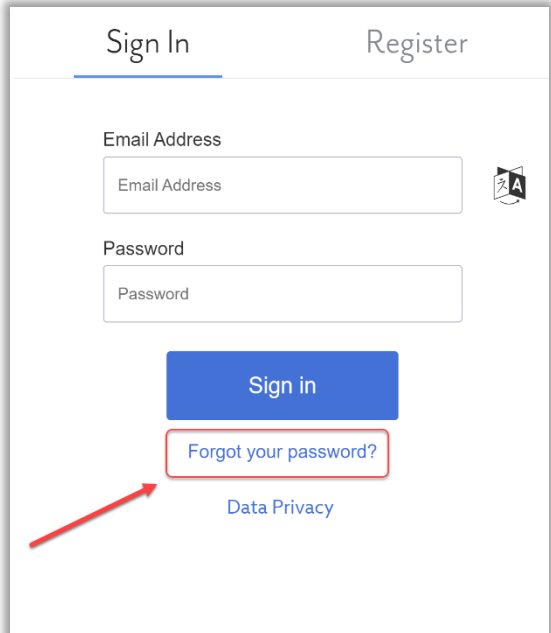
## Password Reset

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.

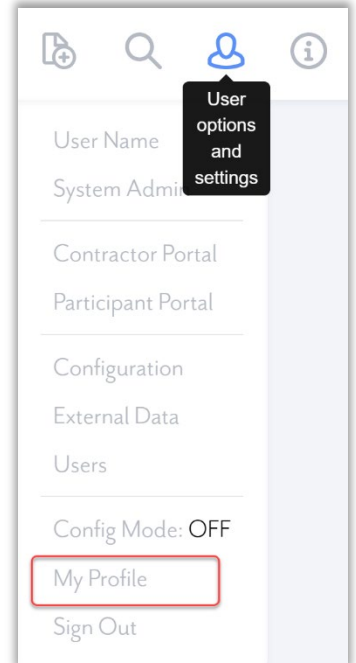
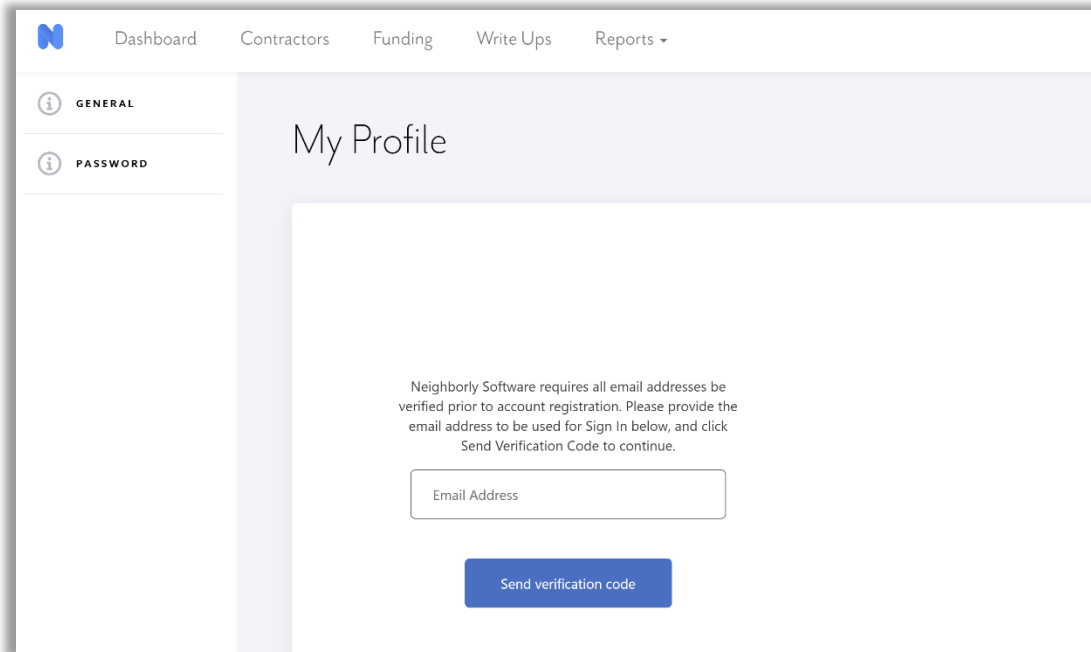
Be sure to check your spam and junk folders before requesting a new code. Sometimes users do not receive the code due to a simple typo when entering their email address. Verify that the email entered is indeed correct.



This screenshot is identical to the one above, but with a red box around the 'Forgot your password?' link and a red arrow pointing to it from the bottom left.

## 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.



## Managing your Participant Portal Account

Upon logging in, the participant dashboard will become visible. You can apply by clicking the “start application” next to the program for which you are applying.

| Start a New Application              |   |                                   |
|--------------------------------------|---|-----------------------------------|
| Application Name                     | Description   | Action                            |
| <b>Substantial Rehab (Homeowner)</b> | Select this option if you are interested in applying for homeowner rehab and repair programs designed to help homeowners address needed home repairs. These programs cover problems such as leaking roofs, faulty plumbing, electrical or heating systems, broken windows, flooring, and lead paint removal.  | <a href="#">Start Application</a> |
| <b>Limited Rehab</b>                 | Select this option if you are the Limited Repair Program is for repairs to one or more faulty systems such as roof, heating and cooling systems, electrical, plumbing or structural problems. These systems, left untended are a threat to the life, safety or health of the occupants. The Limited Repair Program is for repairs to one or more faulty systems such as roof, heating and cooling systems, electrical, plumbing or structural problems. | <a href="#">Start Application</a> |

## 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.

