

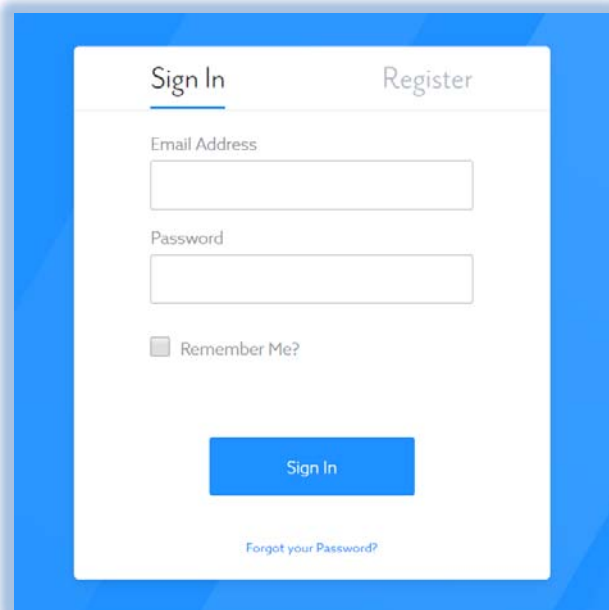
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## Accessing the Subrecipient Portal

The Subrecipient Portal is hosted by Neighborly Software and is accessible via any internet connected device. The recommended browser is Google Chrome, but it will work with any modern web browser (i.e. Internet Explorer v10+, FireFox, Safari).

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

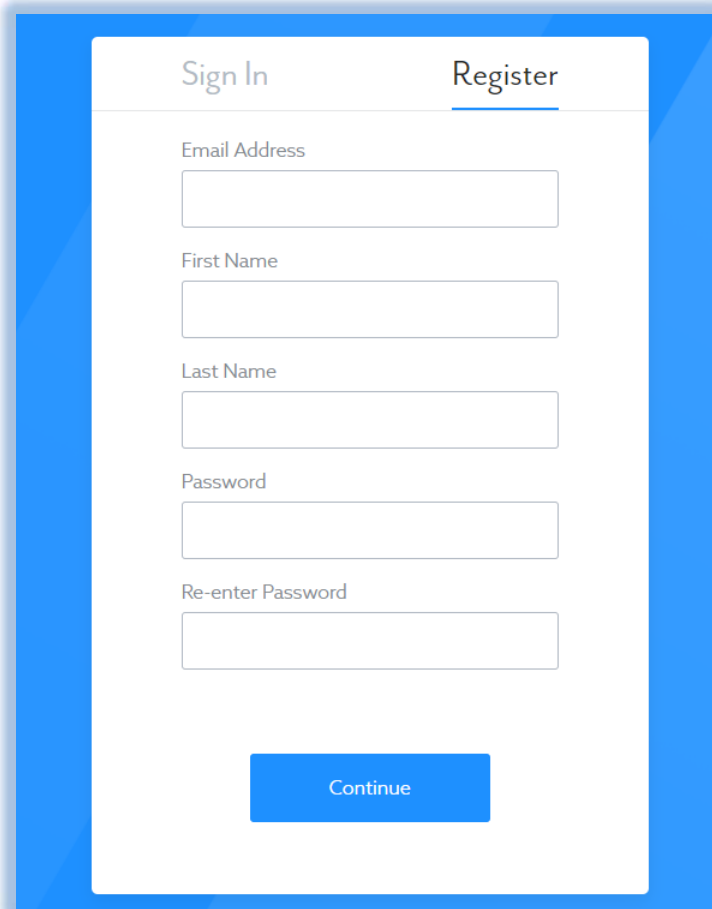


The screenshot shows a web form for signing in or registering. At the top, there are two tabs: "Sign In" (which is underlined) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". Below the "Password" field, there is a checkbox labeled "Remember Me?". At the bottom of the form, there is a blue button labeled "Sign In". Below the button, there 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 username (which is your work email address) and password that will be used for future logins. The email address you choose will also be used for system emails/notifications. 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/junk 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.

A screenshot of a web registration form. The form is titled "Sign In" and "Register", with "Register" being the active tab. It contains five input fields: "Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". A blue "Continue" button is located at the bottom of the form.

Sign In

Register

Email Address

First Name

Last Name

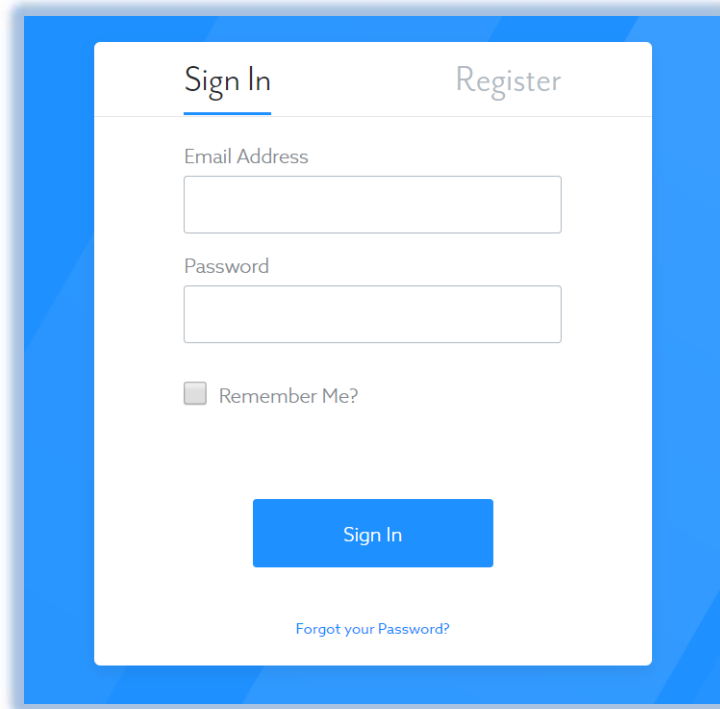
Password

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. By checking “Remember my email address”, your web browser will remember your email address for future logins (depending on browser and security settings).

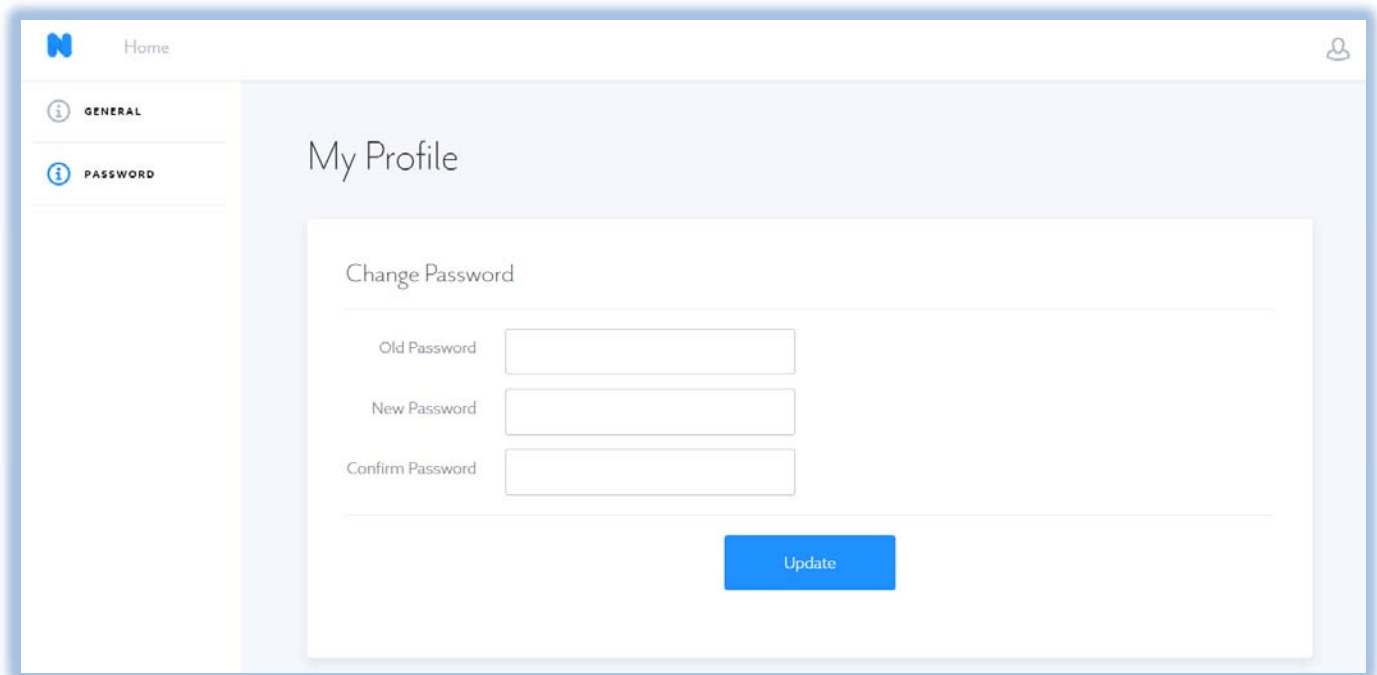
A screenshot of a web form for logging in or registering. The form has two tabs at the top: "Sign In" (which is underlined) and "Register". Below the tabs are two input fields: "Email Address" and "Password". Below the "Password" field is a checkbox labeled "Remember Me?". At the bottom of the form is a blue button labeled "Sign In". Below the button is a link that says "Forgot your Password?". The entire form is set against a white background with a blue border.

## 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.

## 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.



## 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”.