

# COMMUNITY DEVELOPMENT GRANTS ADMINISTRATION

## NEIGHBORLY PORTAL ACCESS INSTRUCTIONS

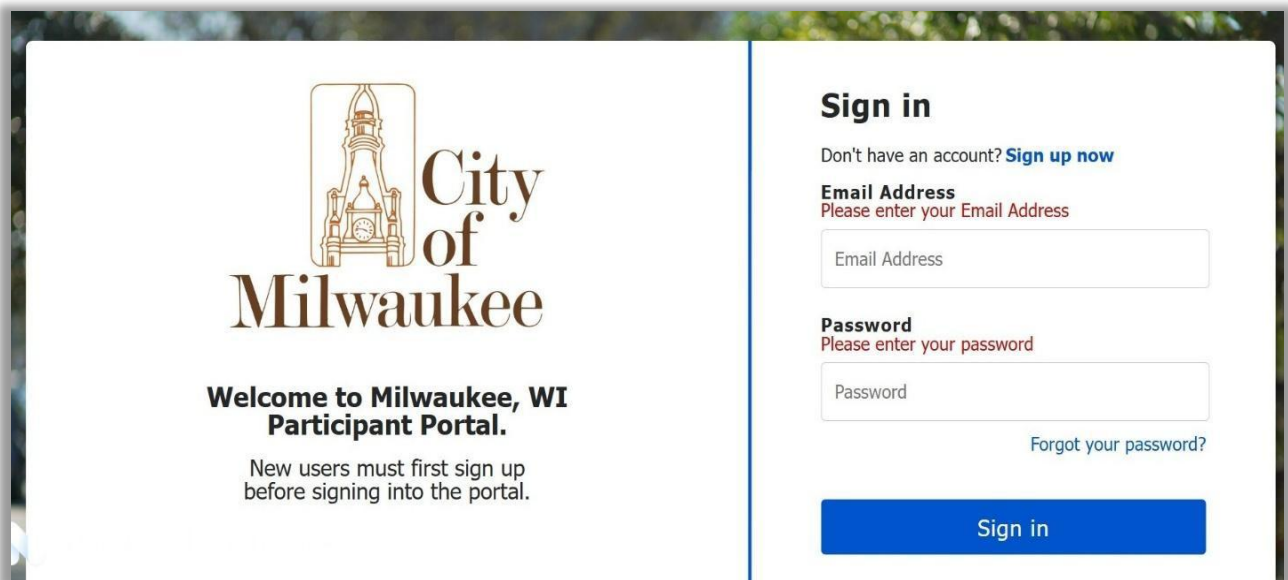
## Accessing the Neighborly Portal

### Signing In

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/CITYOFMILWAUKEE/Participant>



The screenshot shows the sign-in interface for the City of Milwaukee Participant Portal. On the left side, there is a large logo for the City of Milwaukee, featuring a stylized building icon. Below the logo, the text reads "Welcome to Milwaukee, WI Participant Portal." and "New users must first sign up before signing into the portal." On the right side, there is a "Sign in" section. It includes a link for "Don't have an account? Sign up now". Below this are two input fields: "Email Address" with the instruction "Please enter your Email Address" and "Password" with the instruction "Please enter your password". A link for "Forgot your password?" is located below the password field. At the bottom of the sign-in section is a blue button labeled "Sign in".

## Password Reset

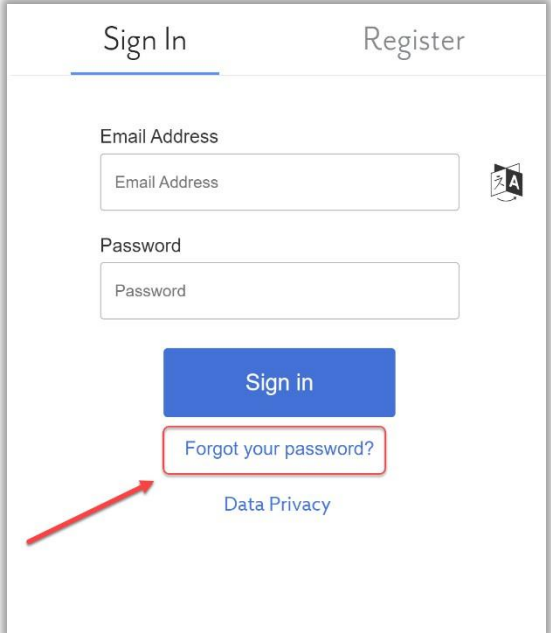
If you forget your password, select the link “Forgot your Password?” and follow the prompts to create a new password.

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.

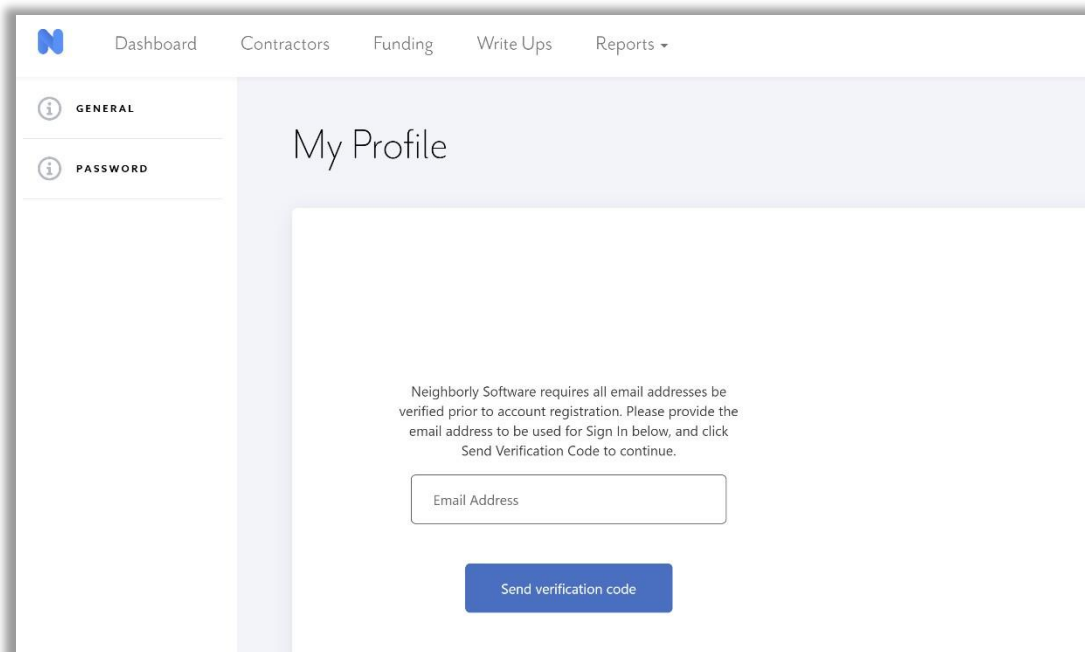
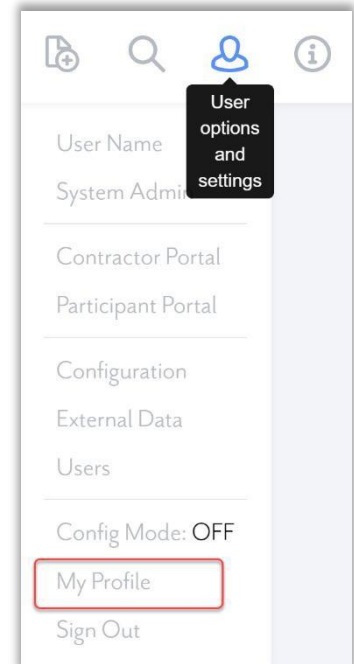


The screenshot shows a login interface with two tabs: "Sign In" (selected) and "Register". Below the tabs are two input fields: "Email Address" and "Password". A blue "Sign in" button is positioned below the password field. A red box highlights the "Forgot your password?" link, which is located below the "Sign in" button. A red arrow points from the bottom left towards the "Forgot your password?" link. Below the link is a "Data Privacy" link.

## 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.



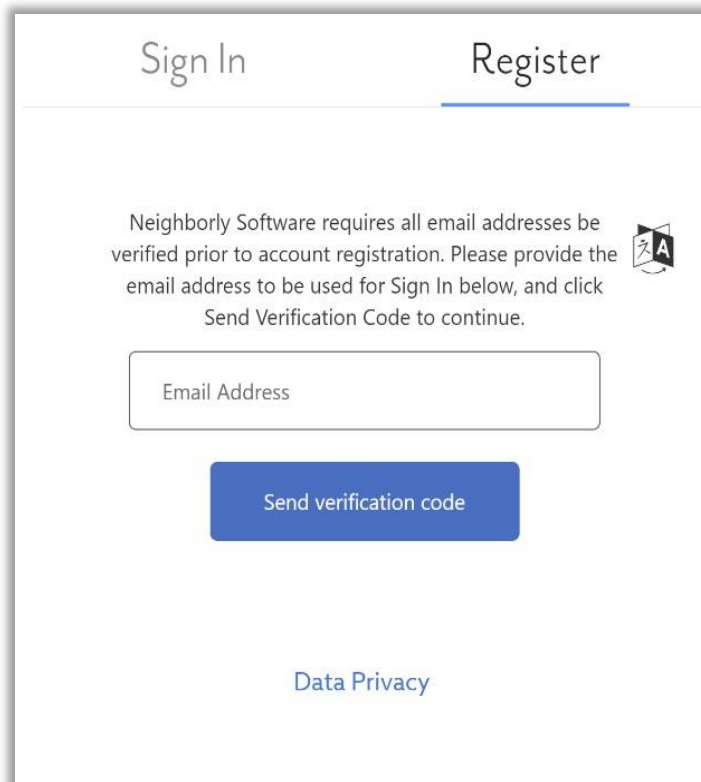
## Registration

### New users to Neighborly platform

To access the system, you'll need to create an account by first accessing the

#### Participant Portal Link:

<https://portal.neighborlysoftware.com/CITYOFMILWAUKEE/Participant> to register 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.



Sign In Register

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.

Email Address

Send verification code

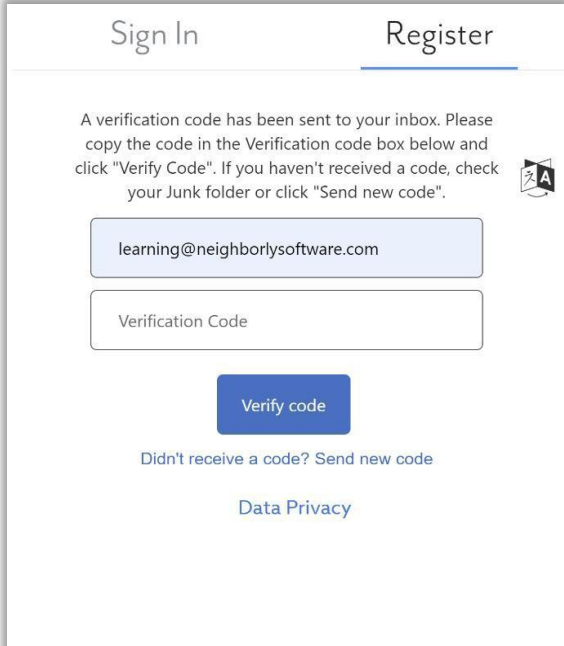
Data Privacy

**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.

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 (!@#%\$%^).



The screenshot shows a web interface for registration. At the top, there are two tabs: "Sign In" and "Register", with "Register" being the active tab. Below the tabs, a message states: "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 small icon of an envelope with a checkmark. Below the message, there are two input fields: the first contains the email address "learning@neighborlysoftware.com" and the second is labeled "Verification Code". A blue button labeled "Verify code" is positioned below the input fields. Underneath the button, there is a link that says "Didn't receive a code? Send new code". At the bottom of the form, there is a link for "Data Privacy".