

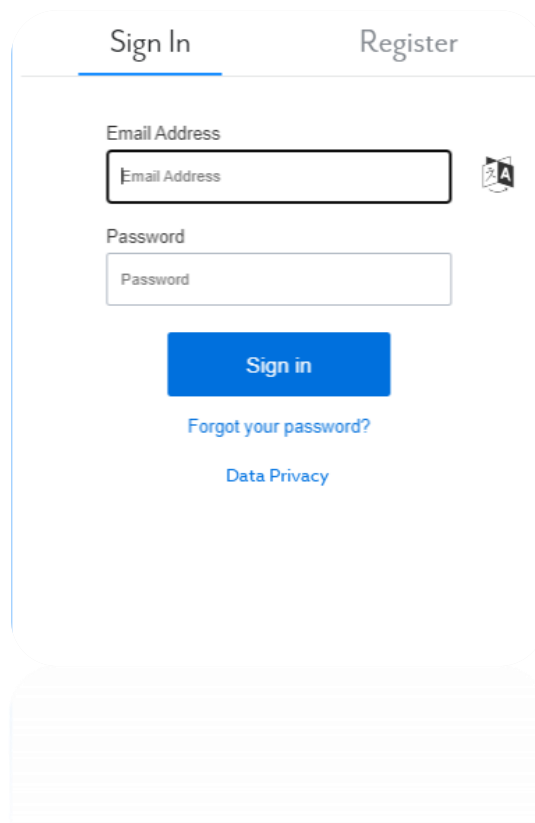
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## Accessing the Participant Portal

The Participant Portal is hosted by Neighborly Software and is accessible 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).

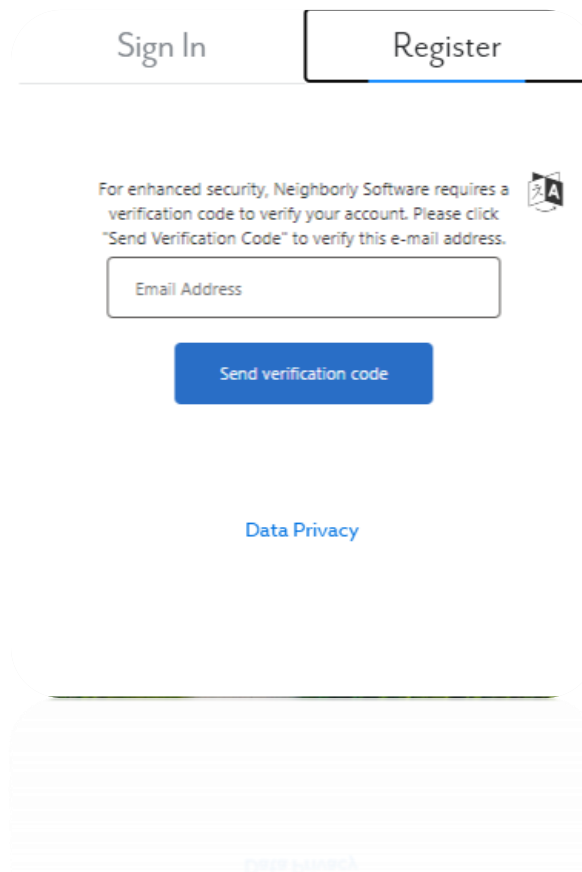
Application Portal Link: <https://portal.neighborlysoftware.com/jeffersoncounty/participant>



## 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 email address). 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 verification code. Once you have received the code, you will copy the code into the text box and click "Verify Code." If at any point the code is not accepted, please select "Send New Code" to have another one sent. Once you have verified your computer, you will be re-directed to create a password. Passwords should be twelve characters long, contain an uppercase and lowercase letters, number, and special character. Once you have created your password, the system will re-direct you to the participant dashboard.

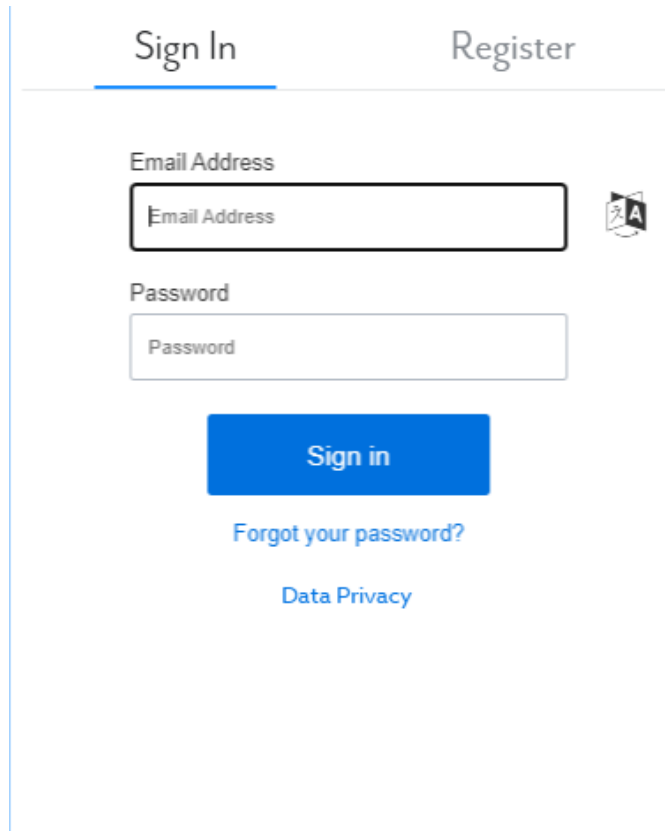
**Note:** If you do not receive the system email within 2 minutes, check your spam or bulk mail folder. If the email appears in that folder, you should right click on the email to indicate "Not Junk" or "Not Spam" to ensure you receive any other system notifications.



The screenshot shows a registration interface with two buttons at the top: "Sign In" and "Register". The "Register" button is highlighted with a blue border. Below the buttons, there is a security notice: "For enhanced security, Neighborly Software requires a verification code to verify your account. Please click 'Send Verification Code' to verify this e-mail address." To the right of this text is a small icon of a document with a checkmark. Below the notice is a text input field labeled "Email Address". Underneath the input field is a blue button labeled "Send verification code". At the bottom of the form area, there is a link labeled "Data Privacy".

## 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.




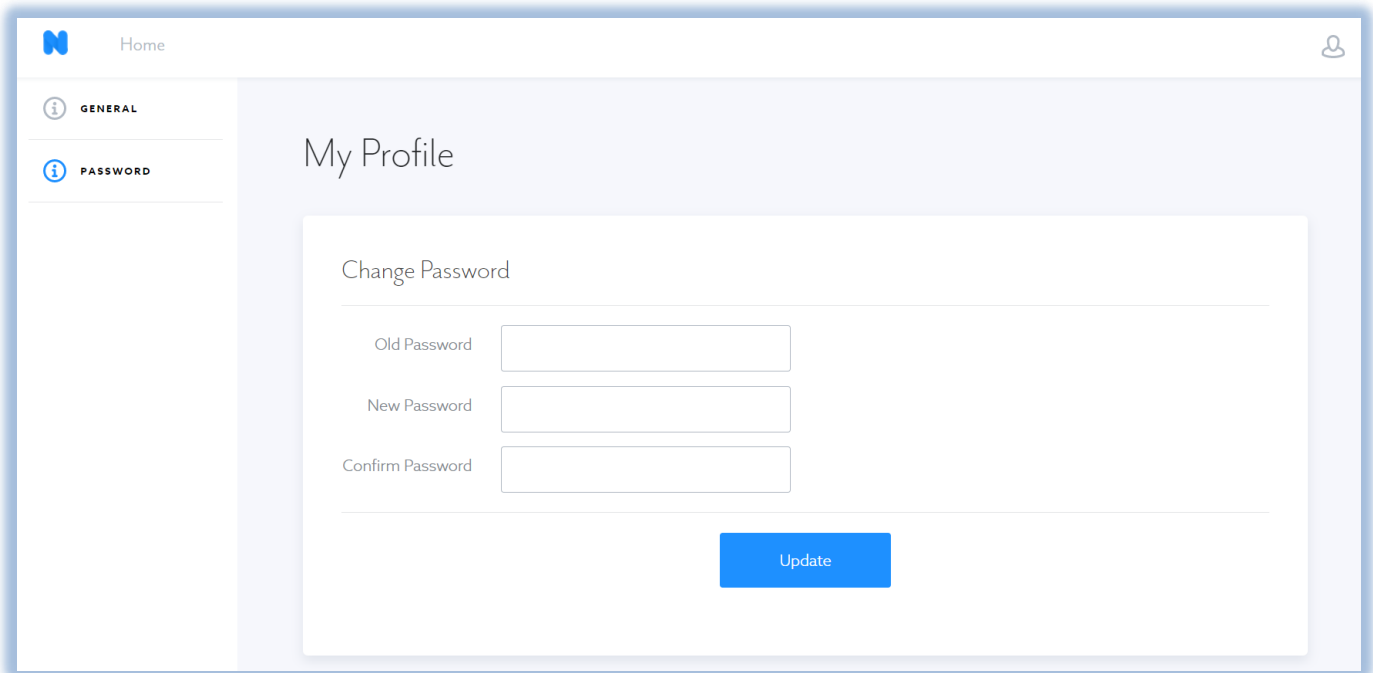
The screenshot shows a login interface with two tabs: "Sign In" (active) and "Register". Below the tabs are two input fields: "Email Address" and "Password". The "Email Address" field contains the placeholder text "Email Address" and has a small icon to its right. Below the "Password" field is a blue "Sign in" button. Underneath the button are two links: "Forgot your password?" and "Data Privacy".

## 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.



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 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 (log out) of the system, click on the  icon on the top right corner of the screen and select “Sign Out.”