

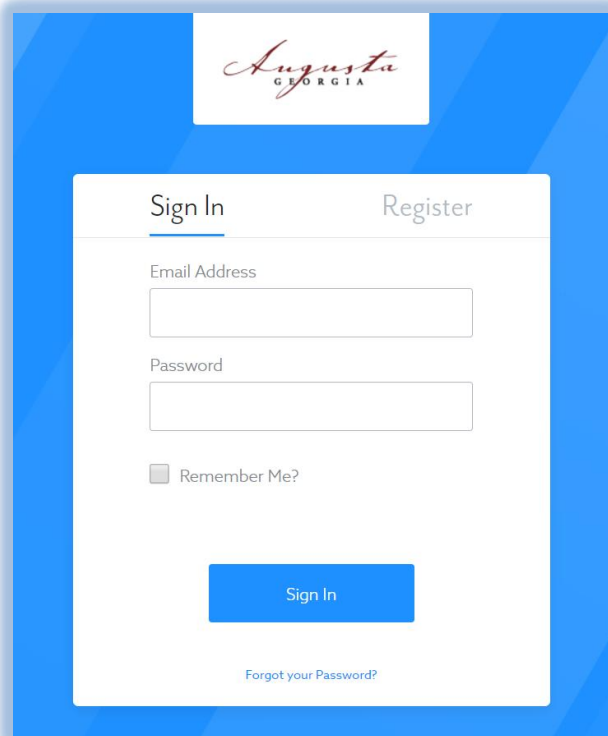
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## Accessing the Application Portal

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).

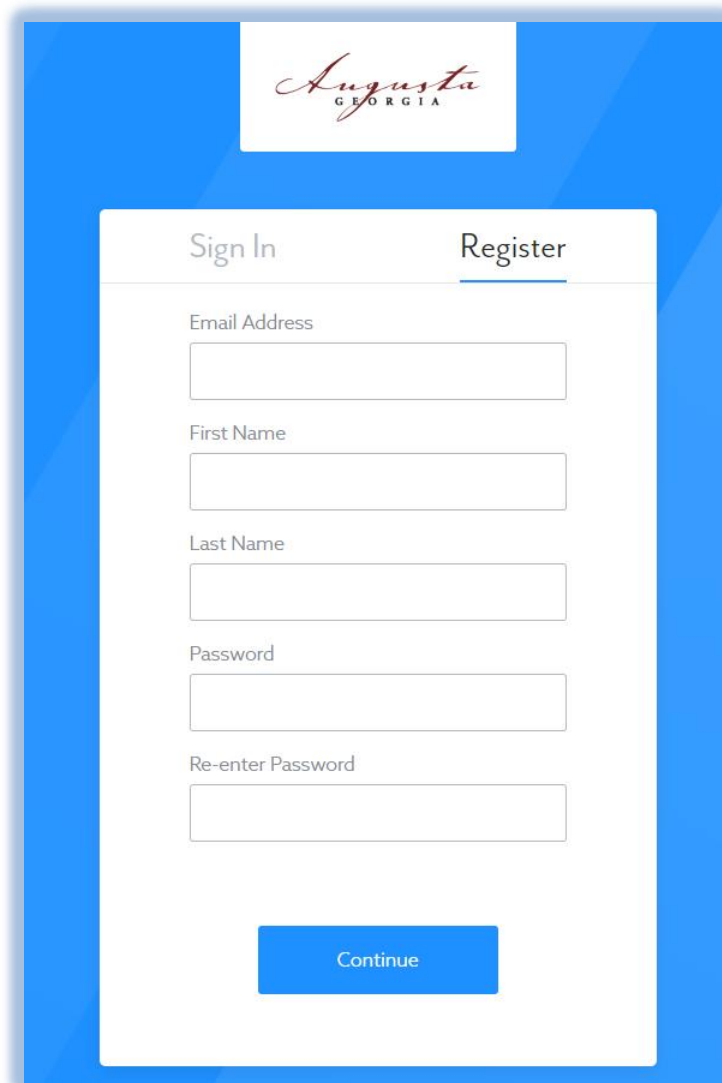
Application Portal Link: <https://portal.neighborlysoftware.com/augusta/participant>



## 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 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.



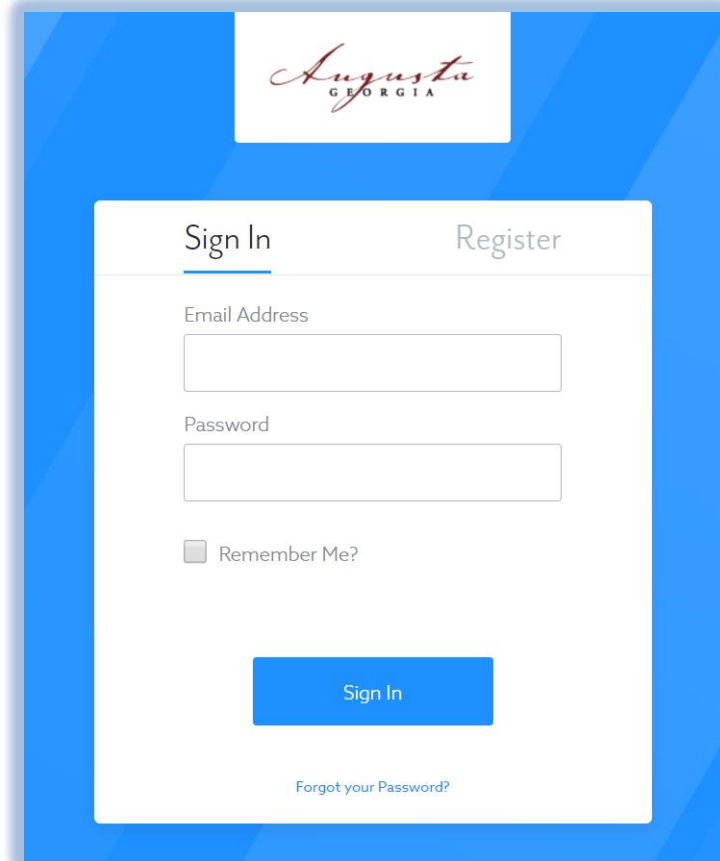
The image shows a registration form for Augusta Georgia. At the top, there is a logo for Augusta Georgia. Below the logo, there are two tabs: "Sign In" and "Register". The "Register" tab is selected. The form contains the following fields:

- Email Address
- First Name
- Last Name
- Password
- Re-enter Password

At the bottom of the form, there is a blue button labeled "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 Me?”, your web browser will remember your email address for future logins (depending on browser and security settings).

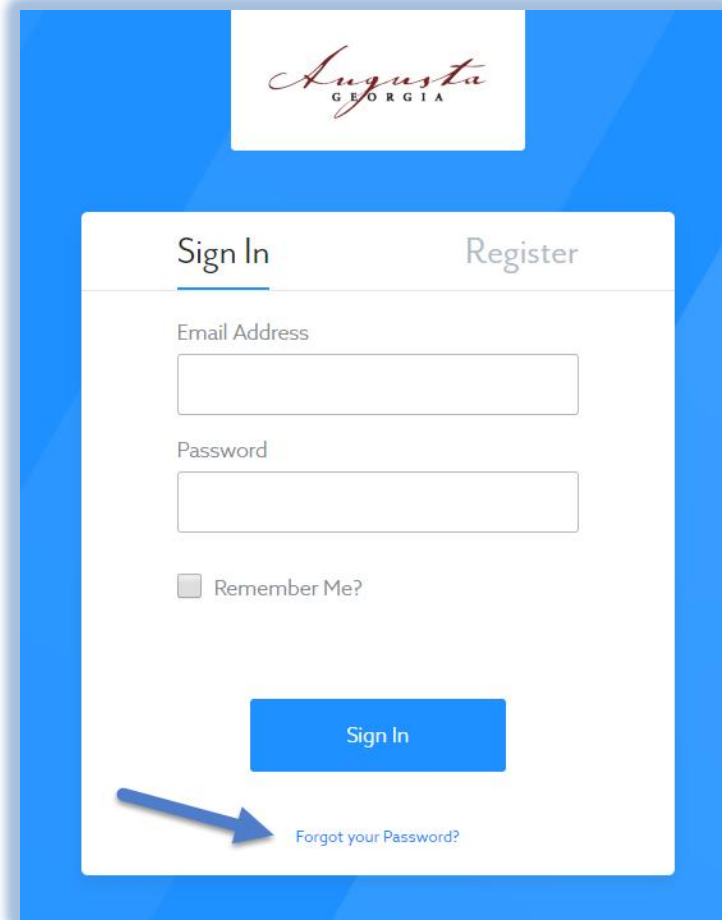


The screenshot shows a login interface for Augusta Georgia. At the top center is the Augusta Georgia logo. Below it are two tabs: "Sign In" (which is selected and underlined) and "Register". The "Sign In" section contains the following elements:

- An "Email Address" label above a text input field.
- A "Password" label above a text input field.
- A checkbox labeled "Remember Me?".
- A blue "Sign In" button.
- A link labeled "Forgot your Password?" below the button.

## 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.

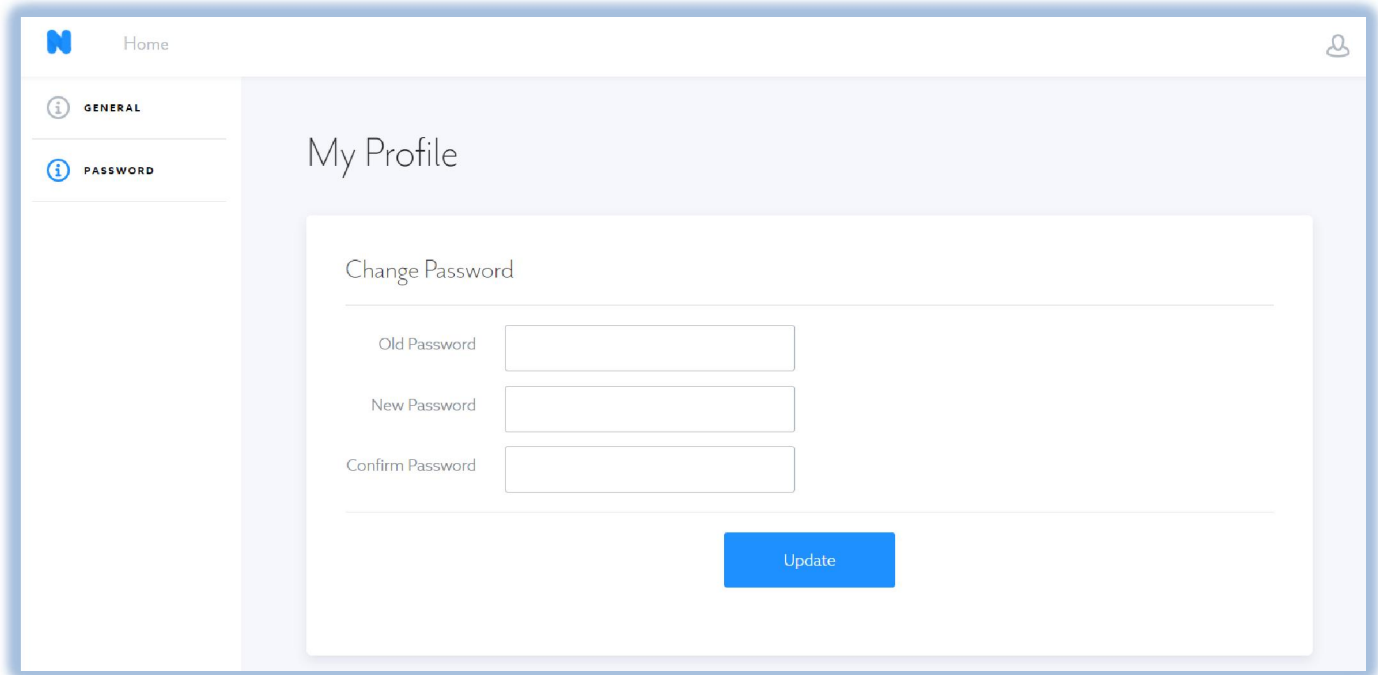


The image shows a screenshot of the Augusta Georgia login page. At the top, the Augusta Georgia logo is displayed. Below the logo, there are two tabs: "Sign In" and "Register". The "Sign In" tab is selected. The form contains the following elements:

- Email Address input field
- Password input field
- Remember Me?
- Sign In button
- [Forgot your Password?](#) link, highlighted by a blue arrow pointing to it from the left.


## 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.



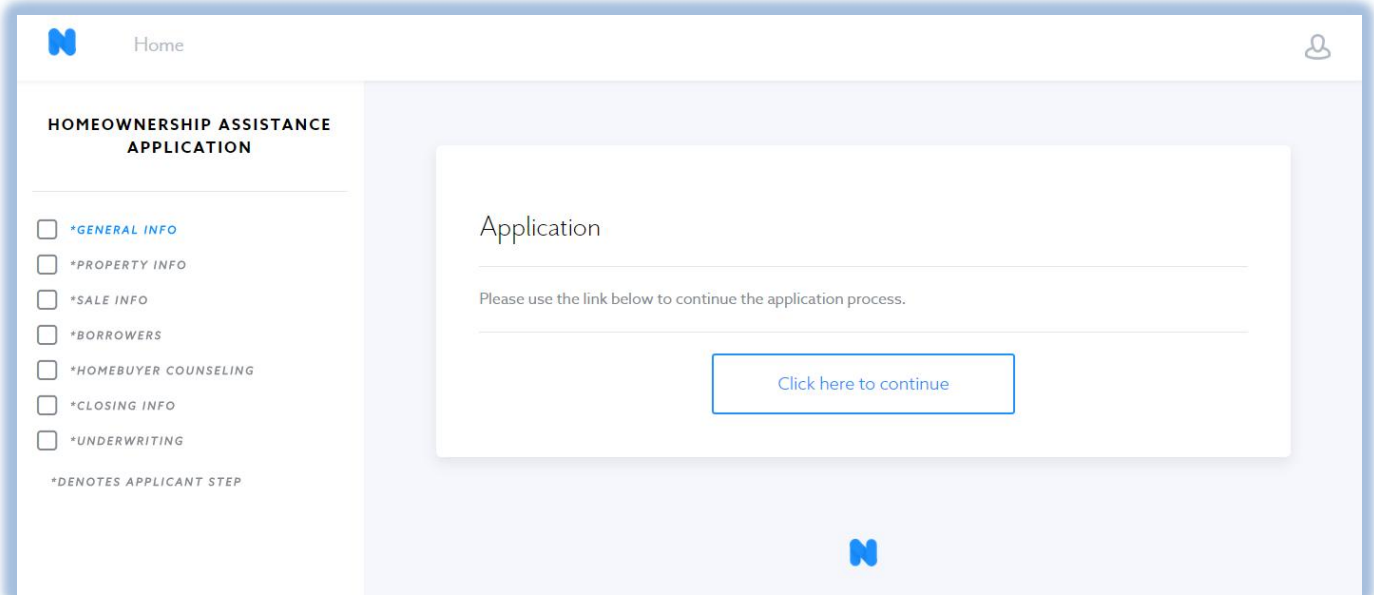
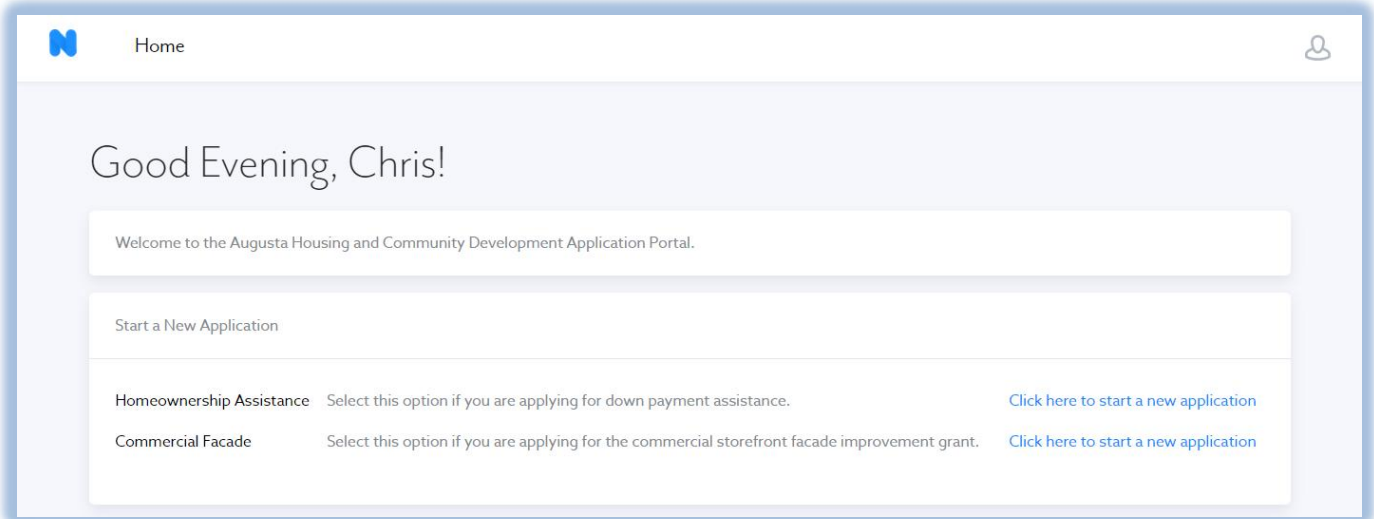
The screenshot displays the 'My Profile' section of the application portal. On the left, there is a navigation menu with 'GENERAL' and 'PASSWORD' options. The 'PASSWORD' option is selected. The main content area is titled 'My Profile' and contains a 'Change Password' form. The form has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the form is a blue 'Update' button. The top right corner of the page features a user profile icon.

## 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”.

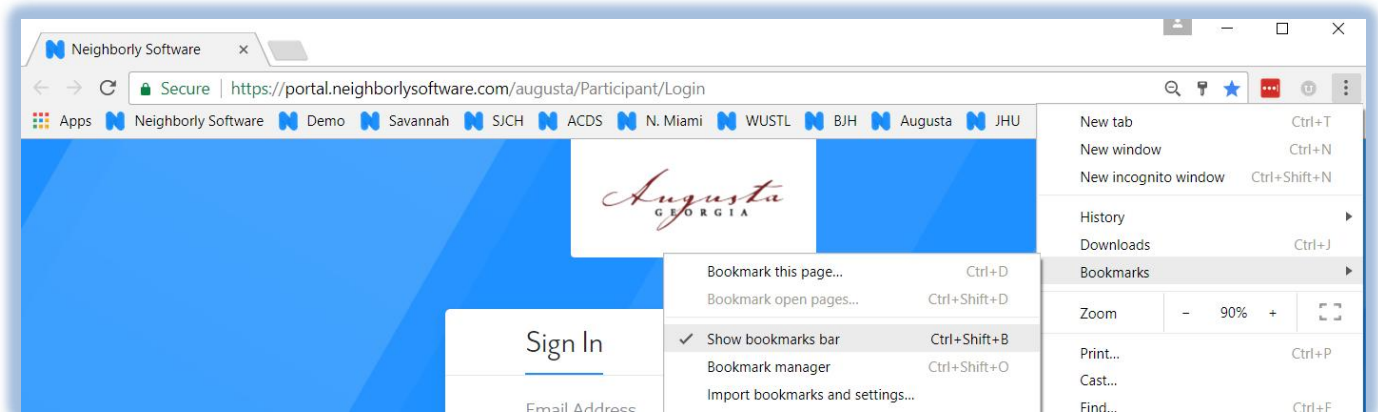
## Creating a new Application

To create a new application for Homeownership Assistance, click on “Click here to start a new application” next to Homeownership Assistance. Follow the prompts to complete all steps of the Application process.

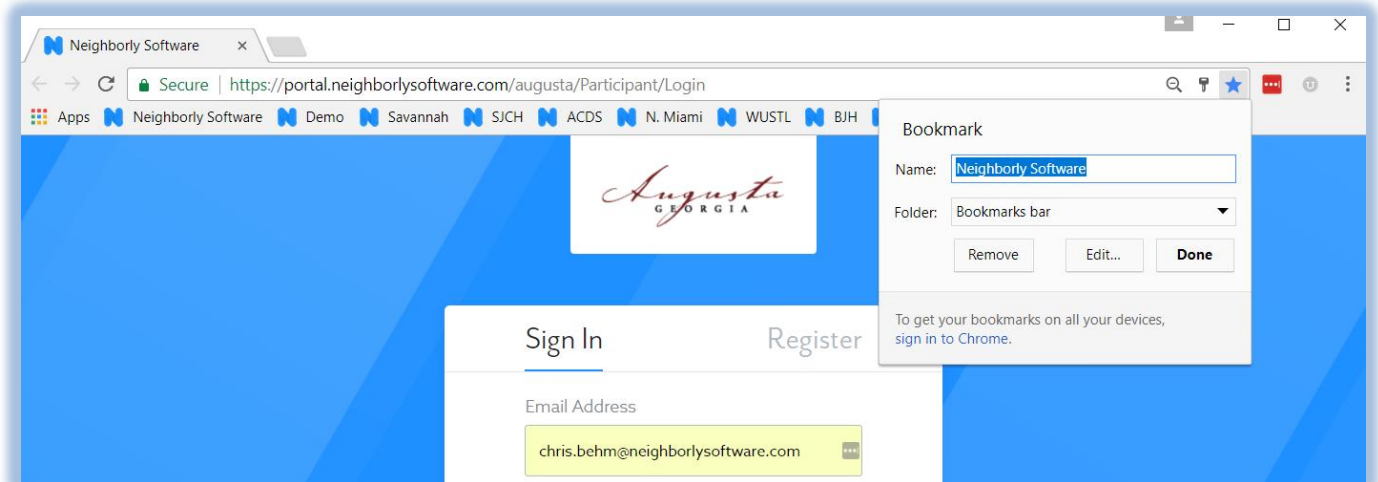


## Creating a Desktop Link (with Google Chrome)

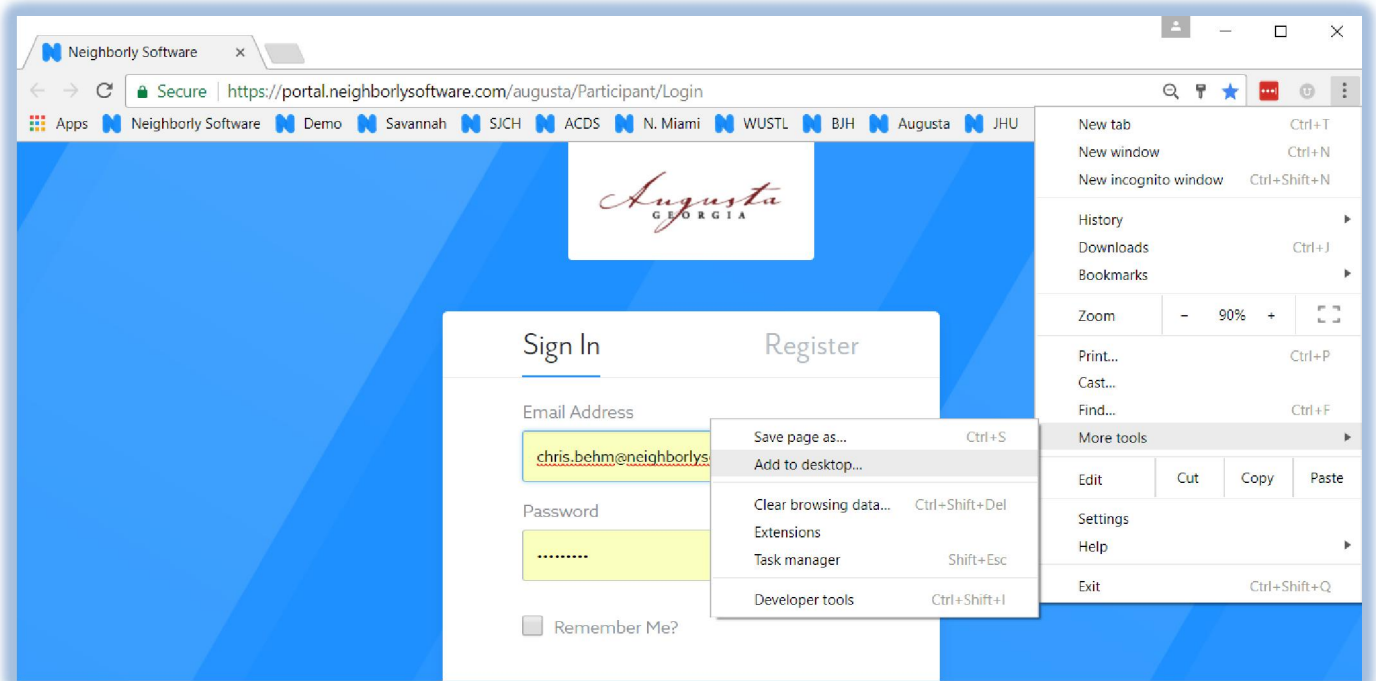
1. Launch Google Chrome (recommended browser for Neighborly Software)
2. Copy and Paste the following link into the Google Chrome navigation bar: <https://portal.neighborlysoftware.com/augusta/participant>
3. Create a bookmark on the bookmarks bar
  - a. First, ensure your bookmarks bar is enabled: Click on the icon with the three vertical dots to the right of the navigation bar (see image below). Make sure Show bookmarks bar is checked.



- b. Next, we'll create the bookmark: To the right of the navigation bar, click the star icon to create a new bookmark. Ensure the "Folder:" is Bookmarks bar.



4. Now we can create a desktop icon link to the application. Click again on the icon with the three vertical dots, but this time, highlight More tools and then Add to desktop:



5. You should see a popup box similar to below. Create a shortcut name and click Add. Once complete, the icon should appear on your desktop.

