

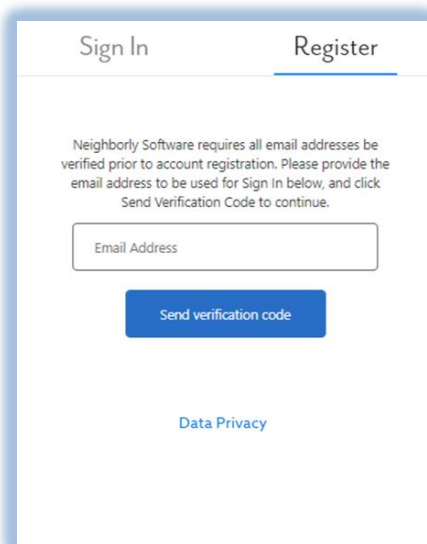
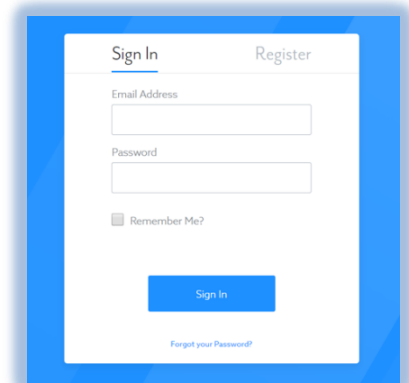
Getting Started

Accessing the Participant Portal

The PA HAF 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., Firefox, Safari).

Participant Portal Link:

<https://portal.neighborlysoftware.com/HAF-PA/Participant>



Registering your Account

When you access the Portal for the first time, you will need to Register your account by clicking on the Register link. The registration process will create a username (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”

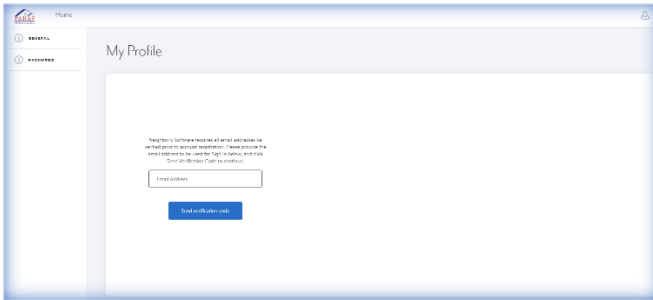
or “Not Spam” to ensure you receive any other system notifications.

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.


Forgot your Password

If you forget your password, click on the link at the bottom of the login screen 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 Participant 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

verify your Email Address before creating 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”. It is important to note that the system will automatically log a user out after 60 minutes of inactivity.

Dashboard

You can view and access an existing application via the Participant dashboard. Case statuses, funding, active tasks, and agency contact information can also be found on this screen.

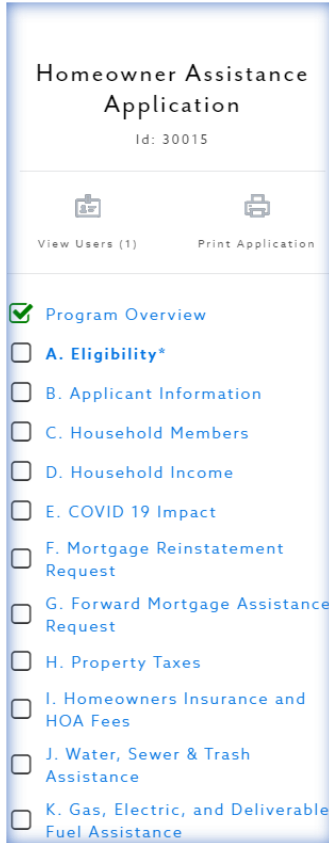
Viewing An Existing Application

If an administrator has started an application on your behalf, you can access your existing case upon logging into the Participant portal. Your dashboard screen will show your case in the View / Continue an Existing Application table, including your unique case ID, case name, and case status. To access your application, click the blue View / Edit button in the case row.

View / Continue an Existing Application

CASE ID	NAME	PROGRAM	YEAR	STATUS	EXPIRES	
30015	Mouse, Mickey	Homeowner Assistance	2022	Application in Progress	N/A	View / Edit

Case Navigation



Homeowner Assistance Application
Id: 30015

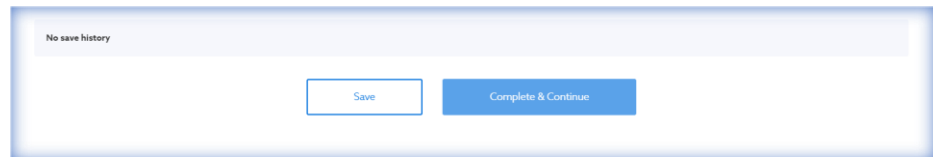
View Users (1) Print Application

- Program Overview
- A. Eligibility*
- B. Applicant Information
- C. Household Members
- D. Household Income
- E. COVID 19 Impact
- F. Mortgage Reinstatement Request
- G. Forward Mortgage Assistance Request
- H. Property Taxes
- I. Homeowners Insurance and HOA Fees
- J. Water, Sewer & Trash Assistance
- K. Gas, Electric, and Deliverable Fuel Assistance

Once you have accessed your case, you will see each step of the application in the left-hand menu to select.

When working on an application step, the name will be bolded and starred. In addition, a green check will appear in the corresponding checkbox when it is complete.

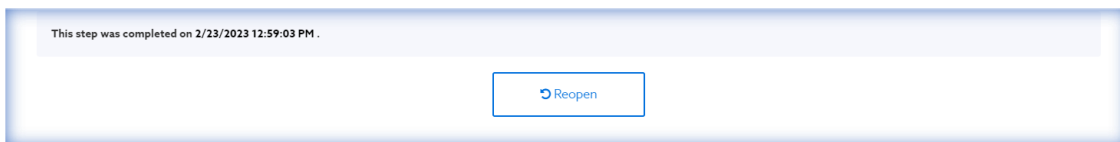
At the bottom of each step, you will see a Save button and a Complete & Continue button. If you need to come back to complete your application later, click the Save button to maintain all the information entered. Once a step is complete with all the required information, click the Complete & Continue button to go to the next step.



No save history

Save Complete & Continue

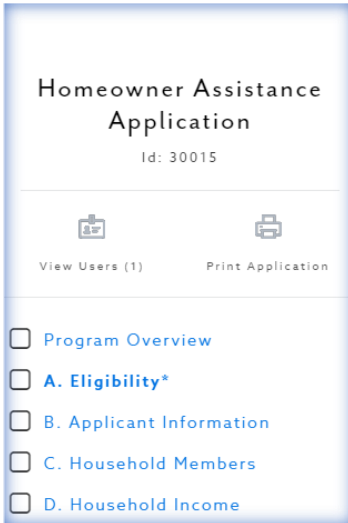
Prior to submitting an application, you may edit previously completed steps by clicking the "Re-Open" button at the bottom of the application step. Once an application is submitted, steps can only be "Re-opened" by an Administrator.



This step was completed on 2/23/2023 12:59:03 PM.

Reopen

Adding a User & Printing an Application

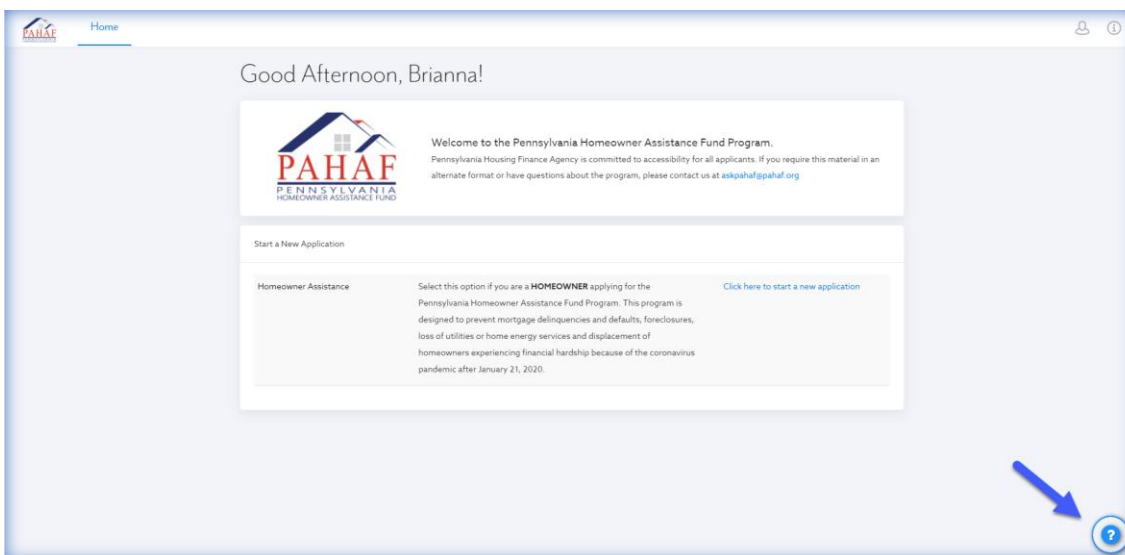


If a household / family member is assisting you in completing your application and you want to add them as a user, navigate to the left menu within your case and select ‘View Users,’ then click ‘Add a User’ to enter their email address. The individual or entity associated with that email address will then need to register in the portal with that email address to access it from their dashboard.

You can also select ‘Print Application’ to download a copy of your application for your records.

Requesting Technical Support

If you’re experiencing technical issues, you can request assistance by selecting the blue question mark icon from the bottom right of any screen. The requestor email will auto populate based on the logged in user, but you can add any additional email addresses that need to be copied on the request and its progress. Provide a detailed description, referencing specific case IDs where applicable and upload any documentation or screenshots to support your request. Once you click submit, someone from our support staff will follow up and begin working on your request.



Help

Other

Requestor Email christa.driscoll@neighborlysoftware.com

Additional Emails

Subject

Detailed Description

Attachment

