

Participant User Guide: City of Memphis, TN

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BENEVATE, INC.
DBA NEIGHBORLY SOFTWARE



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Accessing the Participant Portal

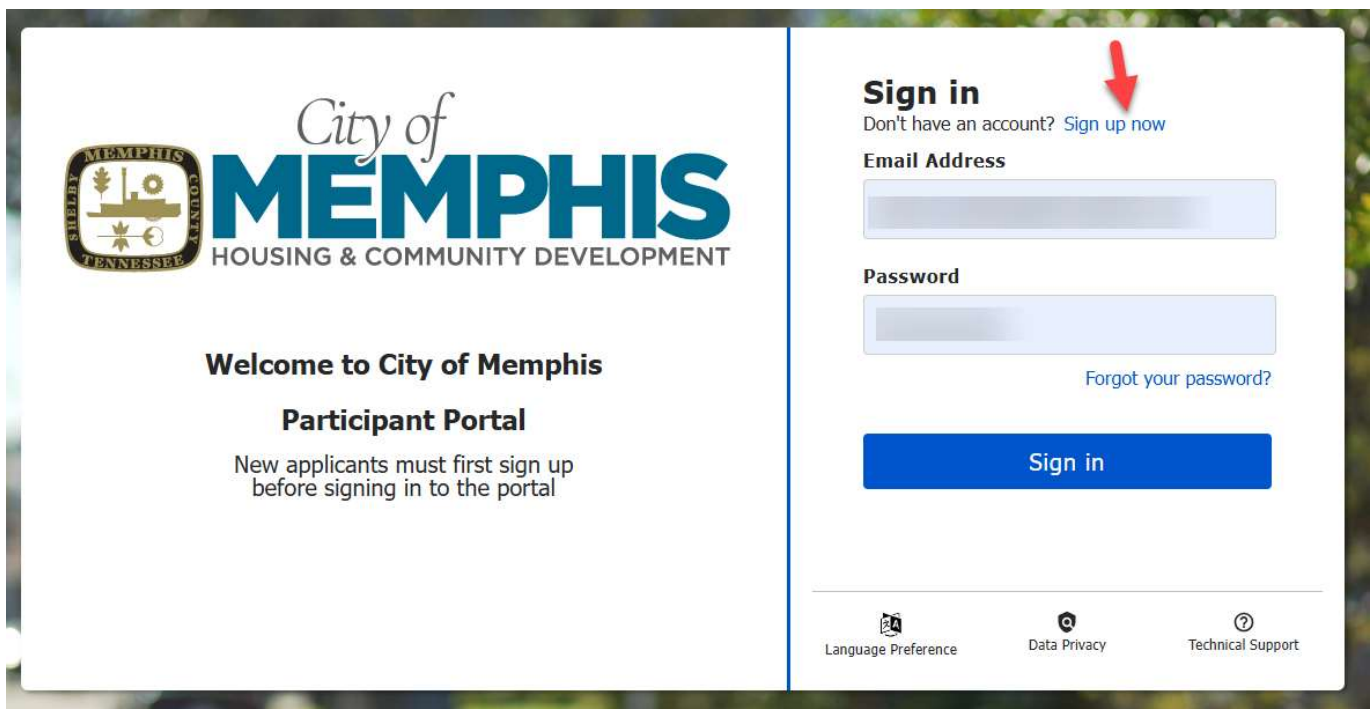
The Subrecipient Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser.

Participant Portal Link: <https://portal.neighborlysoftware.com/MEMPHISTN/participant>

Registration

To access the system, you'll need to create an account by first registering your email address. Select the Sign up now 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.

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.



City of MEMPHIS
HOUSING & COMMUNITY DEVELOPMENT

Welcome to City of Memphis
Participant Portal
New applicants must first sign up
before signing in to the portal

Sign in
Don't have an account? [Sign up now](#)


Email Address

Password

[Forgot your password?](#)

Sign in

[Language Preference](#) [Data Privacy](#) [Technical Support](#)



City of
MEMPHIS
HOUSING & COMMUNITY DEVELOPMENT

Welcome to City of Memphis

Participant Portal

New applicants must first sign up
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User Details

Please provide the following details.

Email Address

Send verification code

[Data Privacy](#) [Technical Support](#)



City of
MEMPHIS
HOUSING & COMMUNITY DEVELOPMENT

Welcome to City of Memphis

Participant Portal

New applicants must first sign up
before signing in to the portal

User Details

Please provide the following details.

Verification code has been sent to your inbox.
Please copy it to the input box below.

Email Address

Verification Code

Verify code

Send new code

[Data Privacy](#) [Technical Support](#)

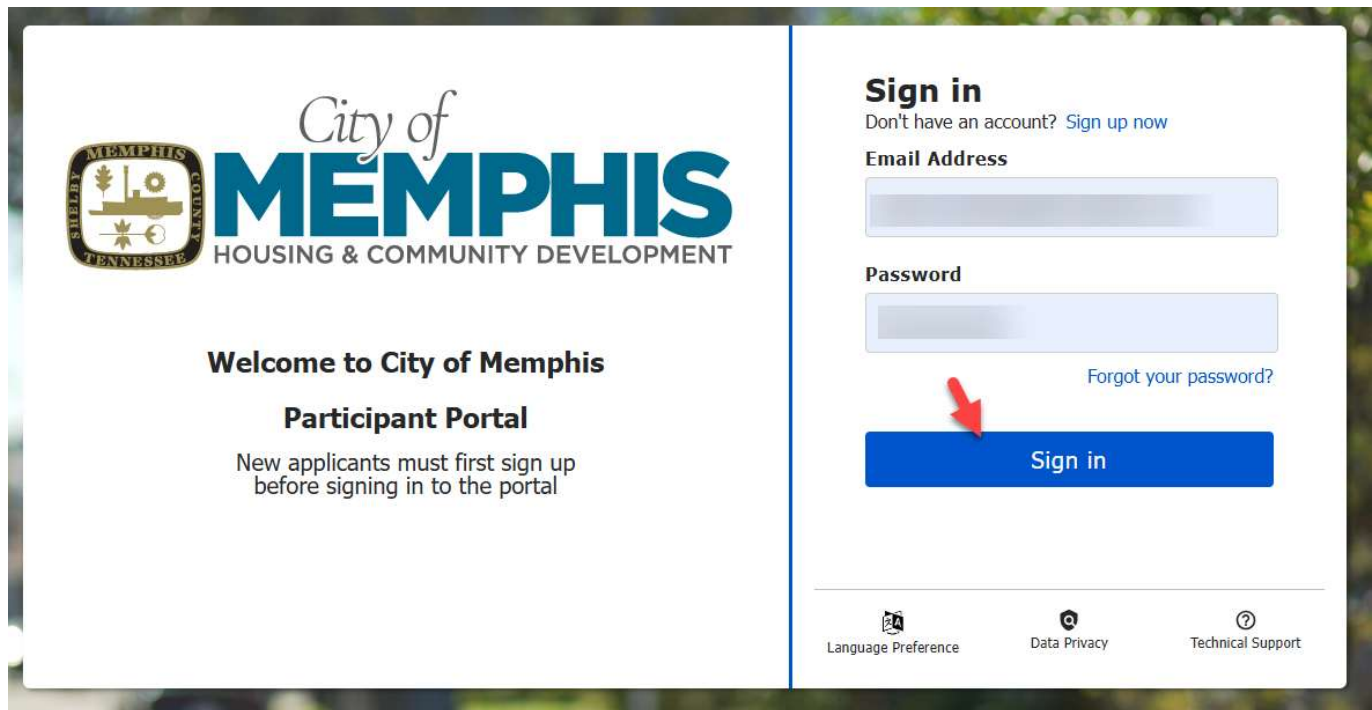
Enter your work email and a verification code will be sent to your inbox. Enter the verification code into the text box and click "Verify Code."

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 (!@#\$%^).

Signing 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.



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Password

[Forgot your password?](#)

Sign in

[Language Preference](#) [Data Privacy](#) [Technical Support](#)

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”

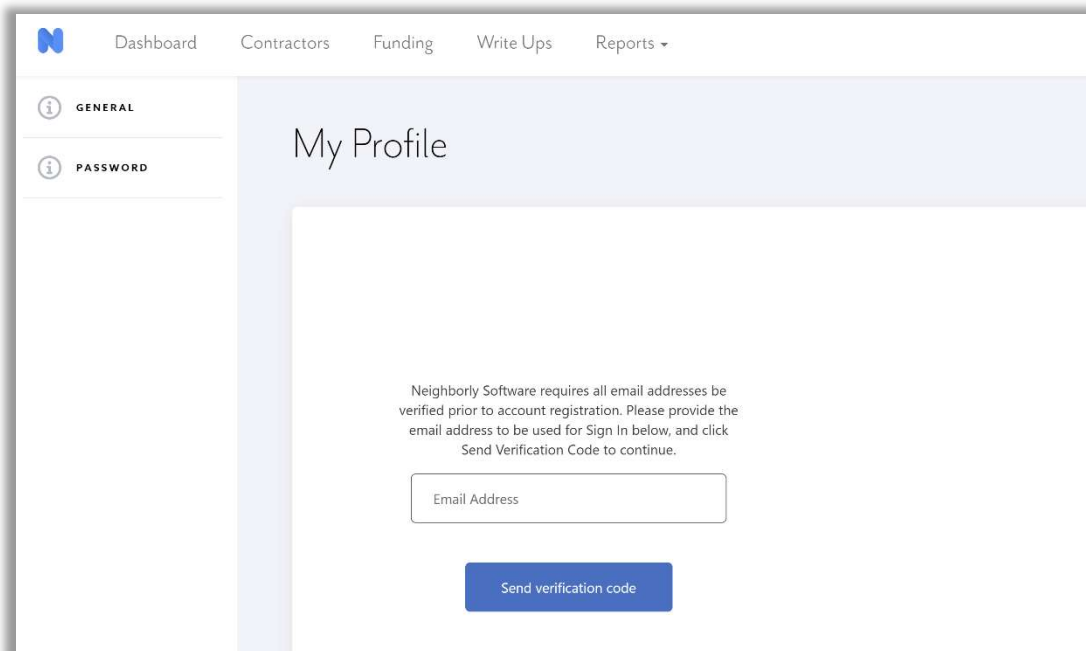
Within a few seconds, the system will send you an email containing a 6-digit code. Enter the code into the text field and select “Verify Code”

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.

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.



Dashboard Contractors Funding Write Ups Reports

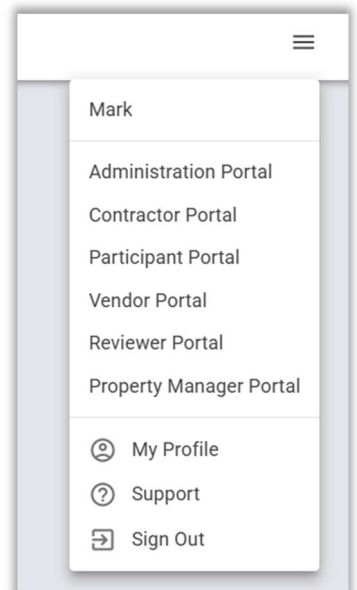
GENERAL

PASSWORD

My Profile

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.

Send verification code




Starting a New Application

Upon logging in, the participant dashboard will become visible. Any programs available to the user to create a new application, or any previously created application, will be listed in the card as shown below. Click “Start Application” or “View”.

MEMPHIS

Good Afternoon, [blurred]




Welcome to the Memphis, TN Participant Portal

Memphis, TN is committed to accessibility for all applicants. If you require this material in an alternate format, please contact us at (901) 636-7300.

Continue an Existing Application


Case ID	Name	Program	Year	Status	Expires	Action
35387	Test NBLY-JR	HOPE	2026	Application in Progress	N/A	View Application

Start a New Application Search Applications

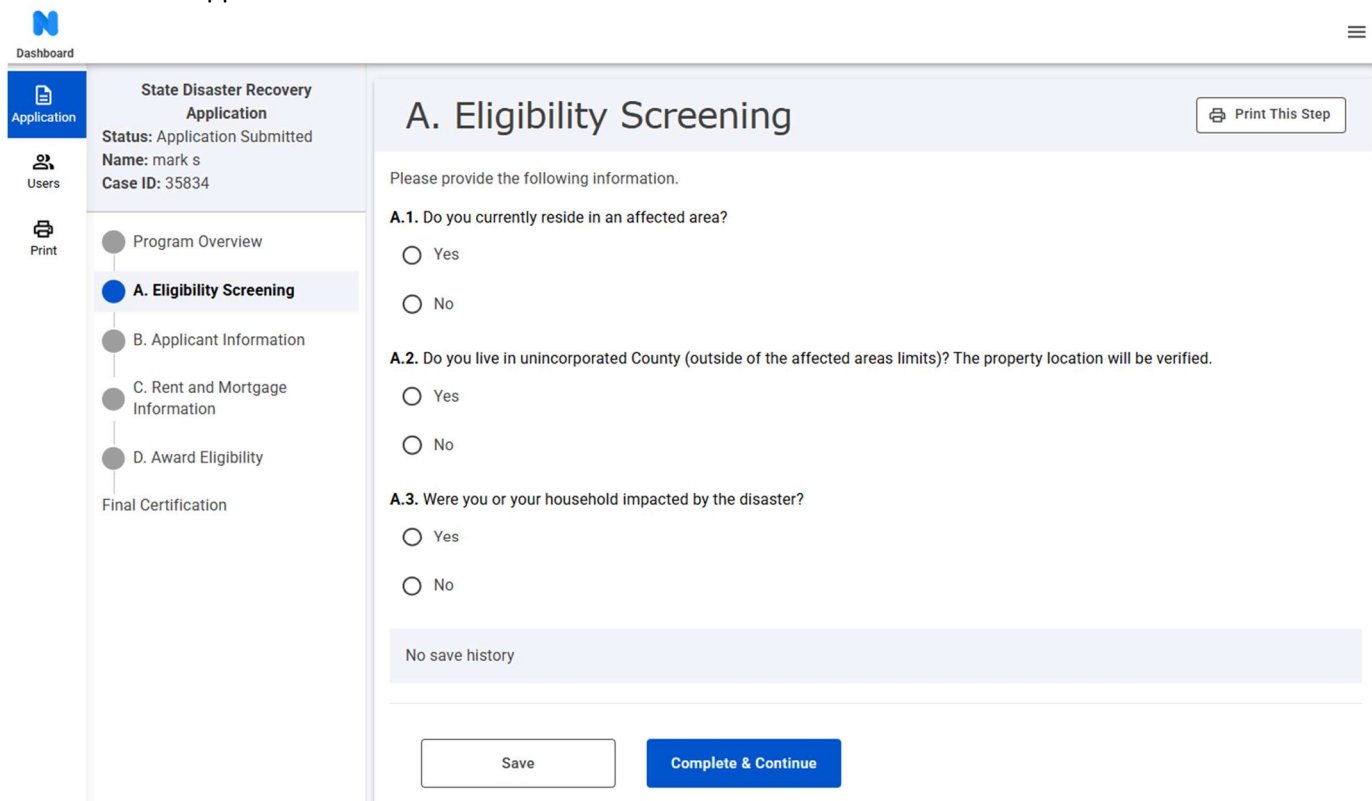
Application Name	Description	Expiration Date	Action
Residential Repair and Rehab Assistance	The City of Memphis – Housing and Community Development (HCD) Healthy Homes Program is designed to assist low-to moderate-income homeowners in securing and maintaining safe, sanitary, and decent housing. The program's main objective is to provide families or individuals located within the city limits, who have insufficient resources or who cannot obtain necessary credit at affordable costs, an opportunity to repair their homes. This program is funded by the U.S. Department of Housing and Urban Development (HUD). Federal guidelines are set annually and must be adhered to fund these programs. This funding is structured as a forgivable loan. This means that for the affordability period,		 Start Application

Components of an Application

Enter the information needed for of your application. This screen will be different depending on the program and application requirements. You can access the Case ID and required steps of the application on the left hand side of the screen.

When a step is completed successfully by answering all required questions and clicking “Complete & Continue”, a  will appear next to the step name in the application navigation panel to signify that the step and all questions are answered.

Additionally, you can invite separate users to assist or review your application. Once all steps are completed, you can submit the application and review the Case Status on the left hand side of the screen.



The screenshot displays the 'State Disaster Recovery Application' interface. On the left, a navigation panel shows the application status as 'Submitted' with Case ID 35834. The navigation steps are: Program Overview, A. Eligibility Screening (current step, marked with a checkmark), B. Applicant Information, C. Rent and Mortgage Information, D. Award Eligibility, and Final Certification. The main content area is titled 'A. Eligibility Screening' and contains three questions with radio button options for 'Yes' and 'No'. A 'Print This Step' button is located in the top right of the main content area. At the bottom, there are 'Save' and 'Complete & Continue' buttons.

Dashboard

Application

Users

Print

State Disaster Recovery Application

Status: Application Submitted

Name: mark s

Case ID: 35834

Program Overview

A. Eligibility Screening

B. Applicant Information

C. Rent and Mortgage Information

D. Award Eligibility

Final Certification

A. Eligibility Screening

Print This Step

Please provide the following information.

A.1. Do you currently reside in an affected area?

Yes

No

A.2. Do you live in unincorporated County (outside of the affected areas limits)? The property location will be verified.

Yes

No

A.3. Were you or your household impacted by the disaster?

Yes


No

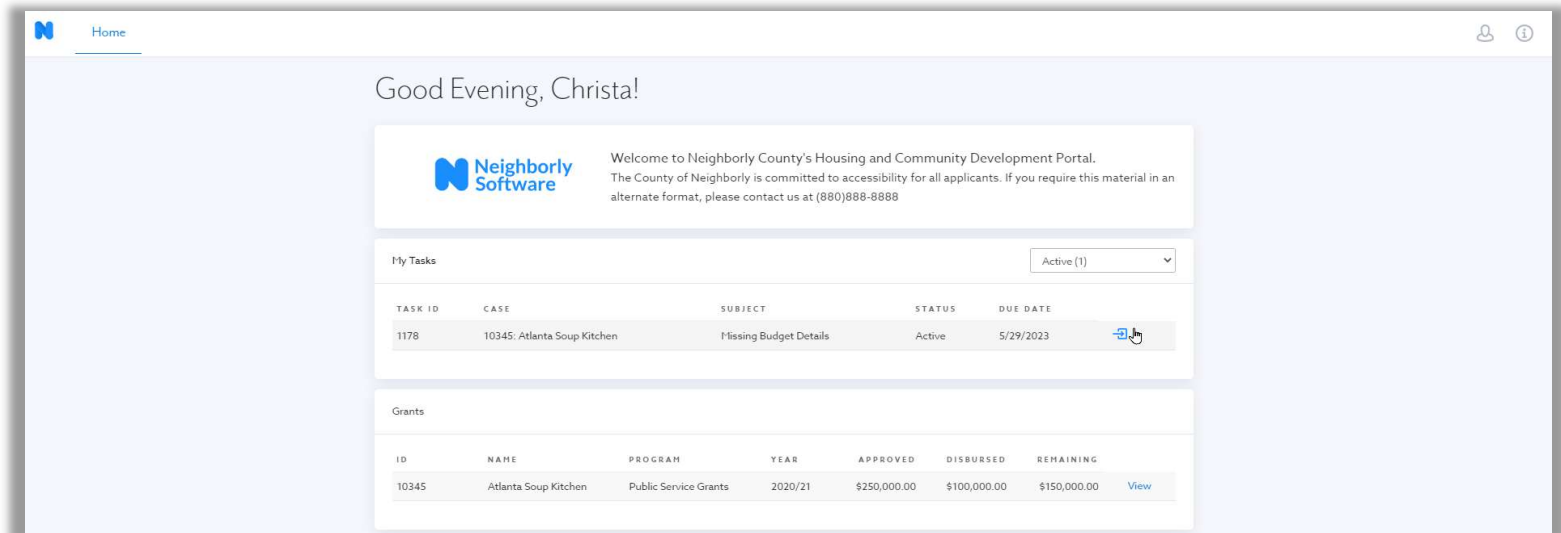
No save history

Save

Complete & Continue

Tasks


You may be assigned a task by a Program Administrator. Tasks will be displayed on the Portal Dashboard. To open a task, select the  to the right of the task.



Good Evening, Christa!

Welcome to Neighborly County's Housing and Community Development Portal.
The County of Neighborly is committed to accessibility for all applicants. If you require this material in an alternate format, please contact us at (880)888-8888

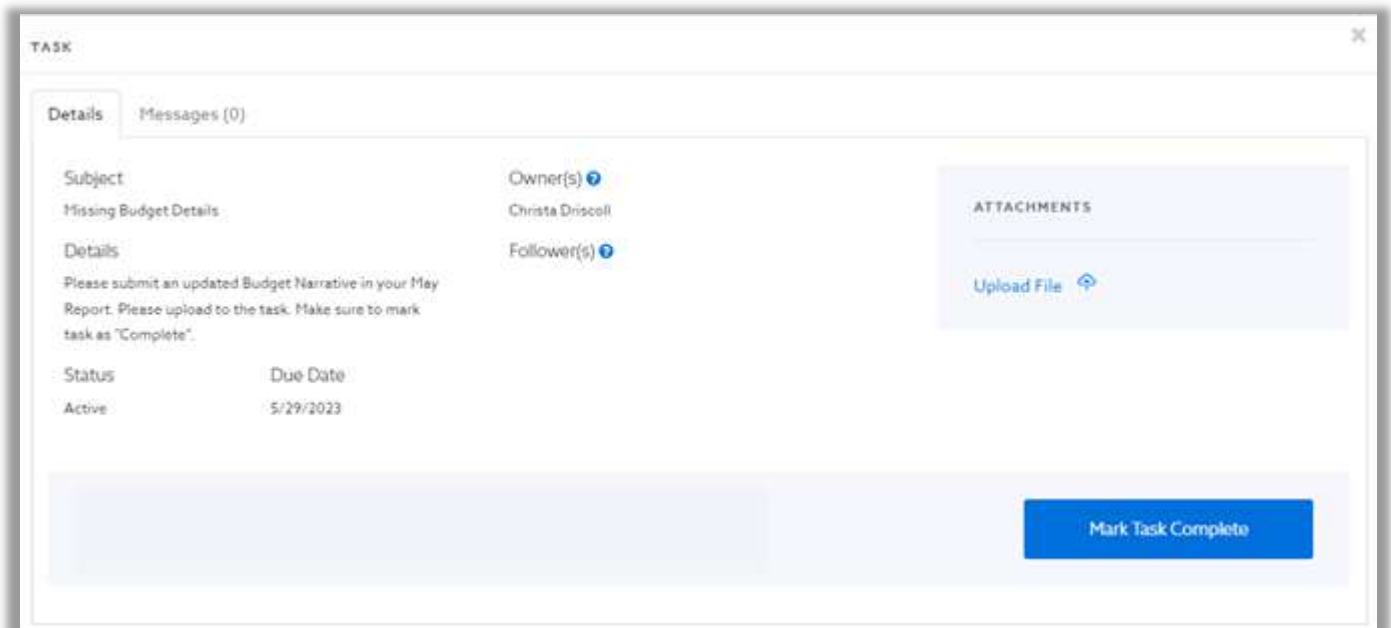
My Tasks Active (1)

TASK ID	CASE	SUBJECT	STATUS	DUE DATE	
1178	10345: Atlanta Soup Kitchen	Missing Budget Details	Active	5/29/2023	

Grants

ID	NAME	PROGRAM	YEAR	APPROVED	DISBURSED	REMAINING	
10345	Atlanta Soup Kitchen	Public Service Grants	2020/21	\$250,000.00	\$100,000.00	\$150,000.00	View

Once inside the task, view the details and complete the request. You may upload any supporting files by selecting the "Upload File" hyperlink.



TASK

Details Messages (0)

Subject: Missing Budget Details

Owner(s): Christa Driscoll


Details: Please submit an updated Budget Narrative in your May Report. Please upload to the task. Make sure to mark task as "Complete".

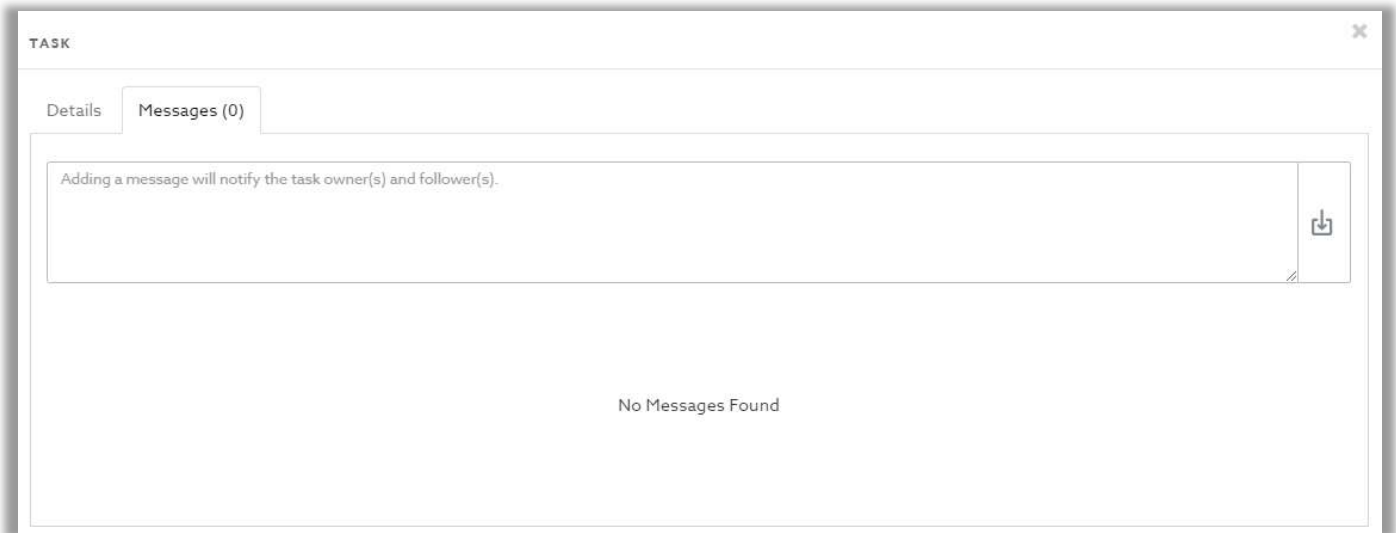
Status: Active Due Date: 5/29/2023

ATTACHMENTS

[Upload File](#)

[Mark Task Complete](#)

Additionally, if there are follow up questions regarding the task, you may send a message in the task to the Program Administrator who originally assigned the task. Select the Messages Tab, enter a detailed message in the text area, then select the  icon to post the message. You will be notified via email once a response has been posted. Once the task has been completed, select the “Mark Task Complete” button.



Technical Difficulties

If at any point you run into technical difficulties with the software, use the help icon located in the bottom right corner of your screen to contact our Support Team. Support is available Monday – Friday from 8am to 7pm Eastern Time.

For all questions related to the application/program (eligibility, status updates, required documents etc.), please contact the Program Administrator directly. Contact information may be found on the portal dashboard or program overview section of the application.

