

## Participant Portal Link:

<https://portal.neighborlysoftware.com/irvingtx/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). 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 12 characters long, contain an uppercase and lowercase, number and special character. Once you have created your password, the system will re-direct you to the 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. Occasionally, for new clients, we may need to work with the IT/Email Administrator to ensure spam filtering does not inadvertently block valid system messaging.

## 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 Administrator 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.

