

HOW TO ACCESS THE APPLICANT PORTAL



GETTING STARTED

Access the Participant Portal Link:

<https://portal.neighborlysoftware.com/triad/Participant>

Registering your account:

- Select “REGISTER”
- Enter your email address and click the “Send Verification Code” button.
- You will receive an email with your verification code.

A screenshot of the registration page. At the top, there are two tabs: "Sign In" and "Register". The "Register" tab is selected and circled in red. Below the tabs, there is a text block: "For enhanced security, Neighborly Software requires a verification code to verify your account. Please click 'Send Verification Code' to verify this e-mail address." Below this text is an input field labeled "Email Address" and a blue button labeled "Send verification code".A screenshot of the verification page. At the top, there are two tabs: "Sign In" and "Register". Below the tabs, there is a text block: "A verification code has been sent to your inbox. Please copy the code in the Verification code box below and click 'Verify Code'. If you haven't received a code, check your Junk folder or click 'Send new code'." Below this text are two input fields: one for the verification code and another labeled "Verification Code". At the bottom, there are two blue buttons: "Verify code" (circled in red) and "Send new code".

- Once you receive the code, paste it into the verification code 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 the dashboard.



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- Note: The verification email will come from Microsoft on behalf of Neighborly Software: msonlineserviceteam@microsoftonline.com.
- Please ensure this email address is in your safe sender list to ensure the timely delivery of verification emails.
- Enter your six-digit verification code and click the “Submit code” button.

A screenshot of a web registration form. At the top, there are two tabs: "Sign In" and "Register", with "Register" being the active tab. Below the tabs, a message reads "E-mail address verified. You can now continue." followed by an empty input field. Below that is another empty input field labeled "New Password". Underneath is a third empty input field labeled "Confirm New Password". At the bottom of the form is a blue button labeled "Create".

Once you have submitted this code, please set up a complex 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 to the dashboard.

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.

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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.

A screenshot of a web application's login interface. At the top, there are two tabs: "Sign In" (which is active) and "Register". Below the tabs are two input fields: "Email Address" and "Password". A blue "Sign in" button is positioned below the password field. At the bottom of the form, there is a blue link that says "Forgot your password?", which is circled in red. A small icon is visible to the right of the email address field.

Once the new password has been created, the system will re-direct you to the dashboard. 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 to the dashboard.

