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Accessing the Participant Portal

The Participant 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/winston-salem/participant
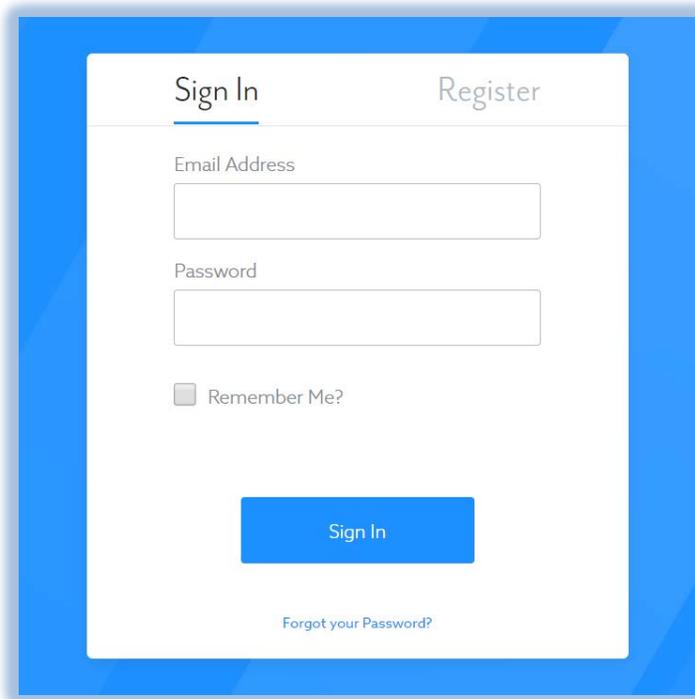
Registering your Account

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 work email address) and password that will be used for future logins. 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.
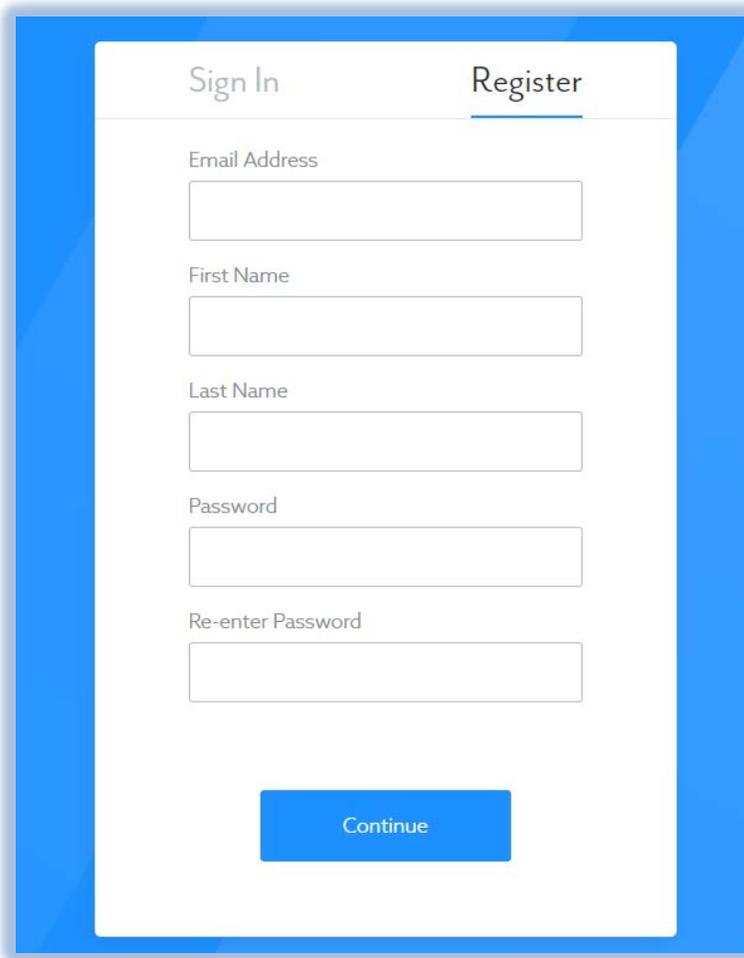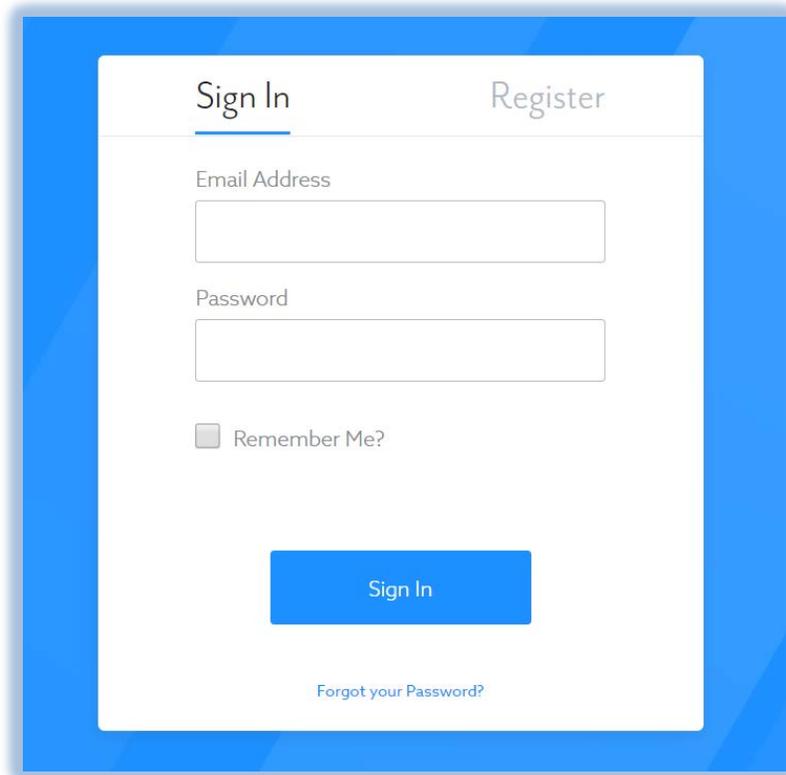
Logging In

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 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.
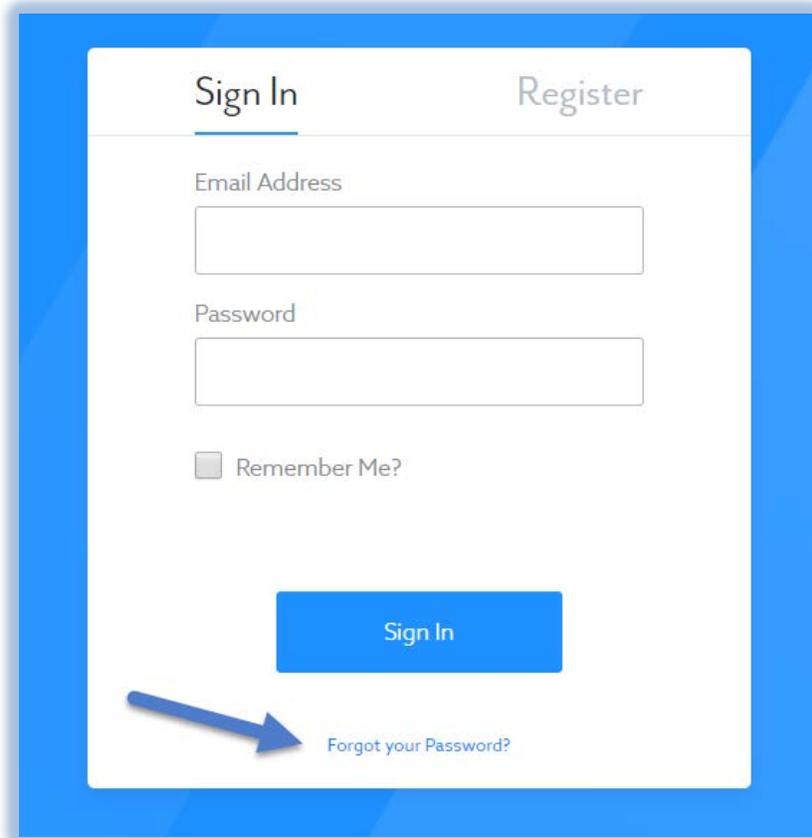
Changing your Password

To change your password, log into the 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.
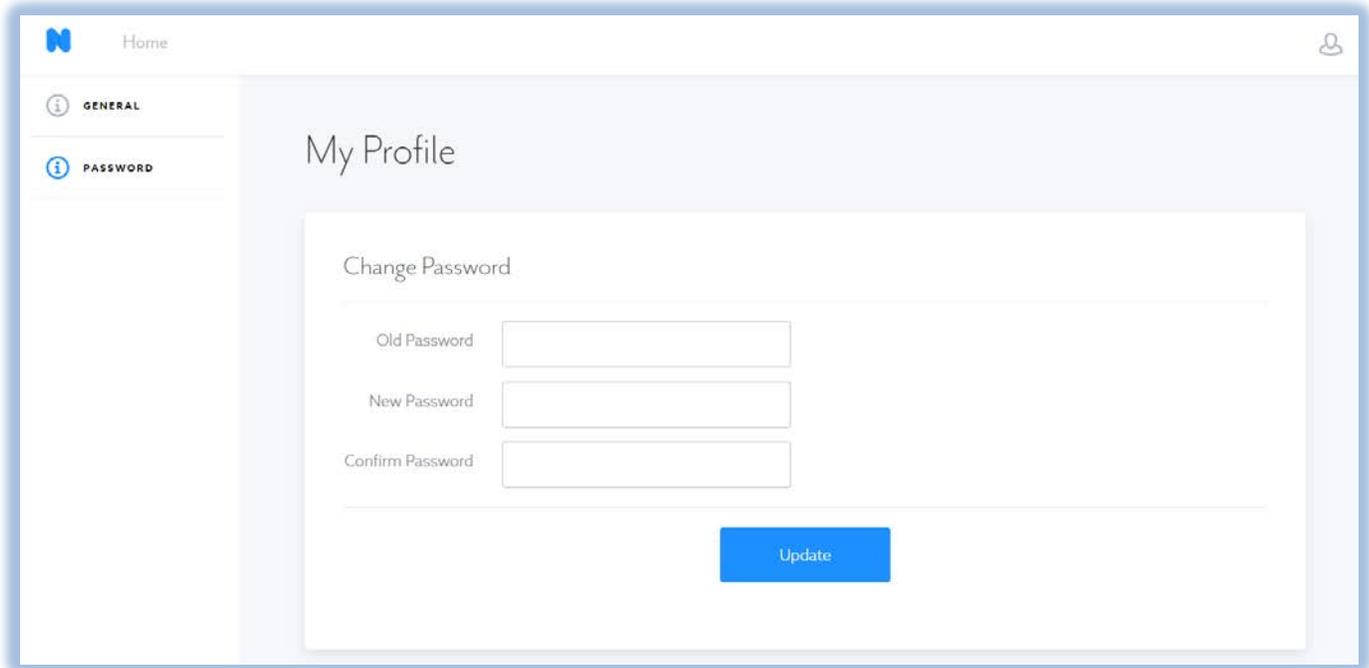
Signing Out

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". Please note that the system will automatically log you out after thirty minutes of inactivity.

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