

Subrecipient User Guide: City of Spokane

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BENEVATE, INC.
DBA NEIGHBORLY SOFTWARE



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Accessing the Subrecipient Portal

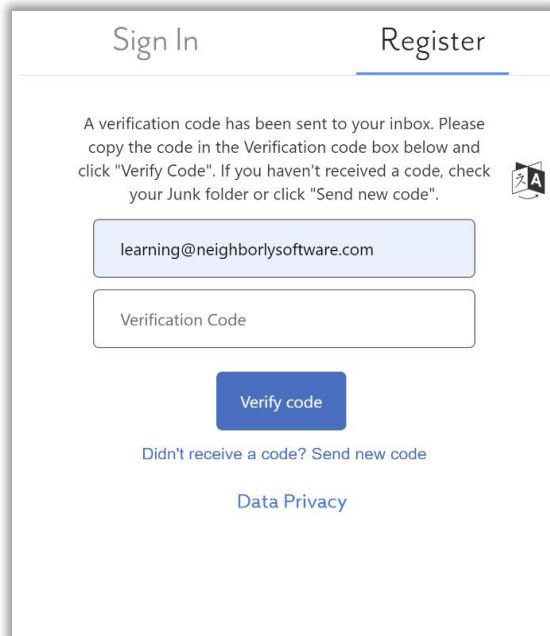
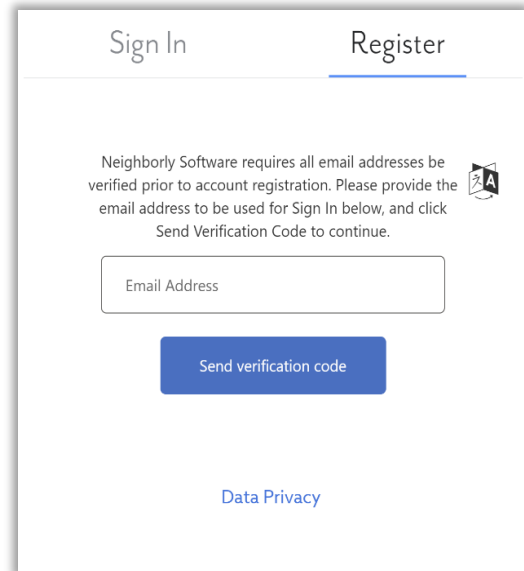
The Subrecipient Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser.

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

Registration

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



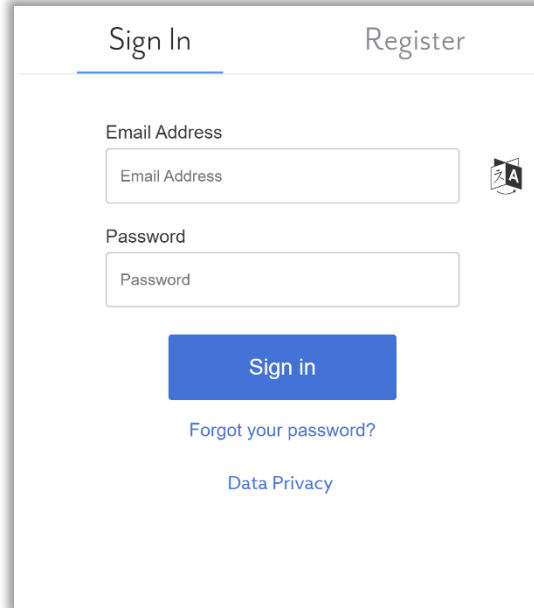
Enter the verification code into the text box and click "Verify Code."

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.



The screenshot shows the 'Sign In' page of the Neighborly Software interface. At the top, there are two tabs: 'Sign In' (which is selected and underlined) and 'Register'. Below the tabs, there are two input fields: 'Email Address' and 'Password'. The 'Email Address' field contains the placeholder text 'Email Address' and has a small icon to its right. The 'Password' field contains the placeholder text 'Password'. Below the input fields is a blue 'Sign in' button. Underneath the button are two links: 'Forgot your password?' and 'Data Privacy'.

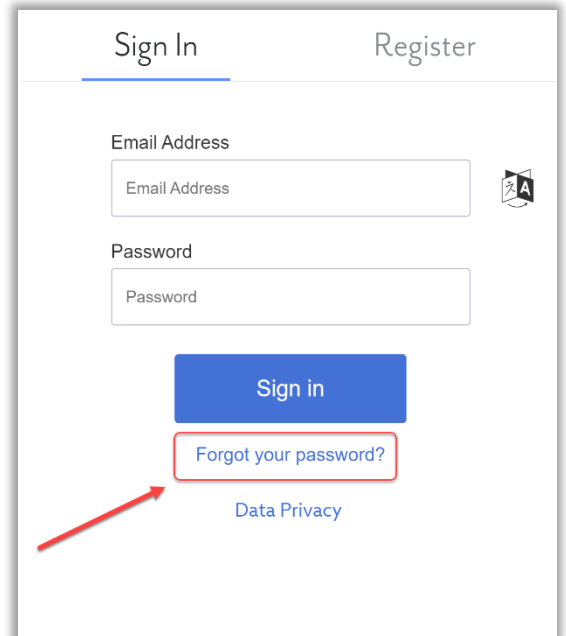
Password Reset

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.

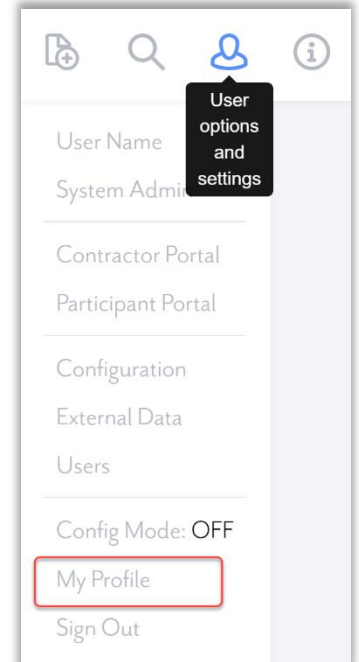
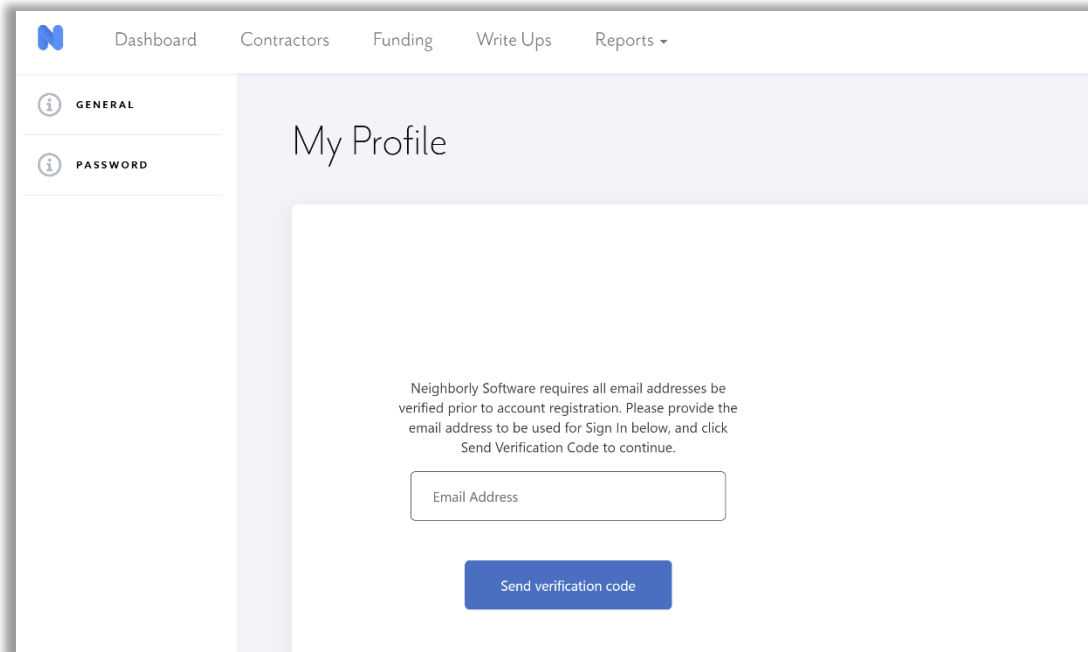
Be sure to check your spam and junk folders before requesting a new code. Sometimes users do not receive the code due to a simple typo when entering their email address. Verify that the email entered is indeed correct.




This screenshot is identical to the one above, showing the 'Sign In' page. However, a red rectangular box highlights the 'Forgot your password?' link, and a red arrow points from the bottom left towards this link. The 'Sign in' button and 'Data Privacy' link are also visible.

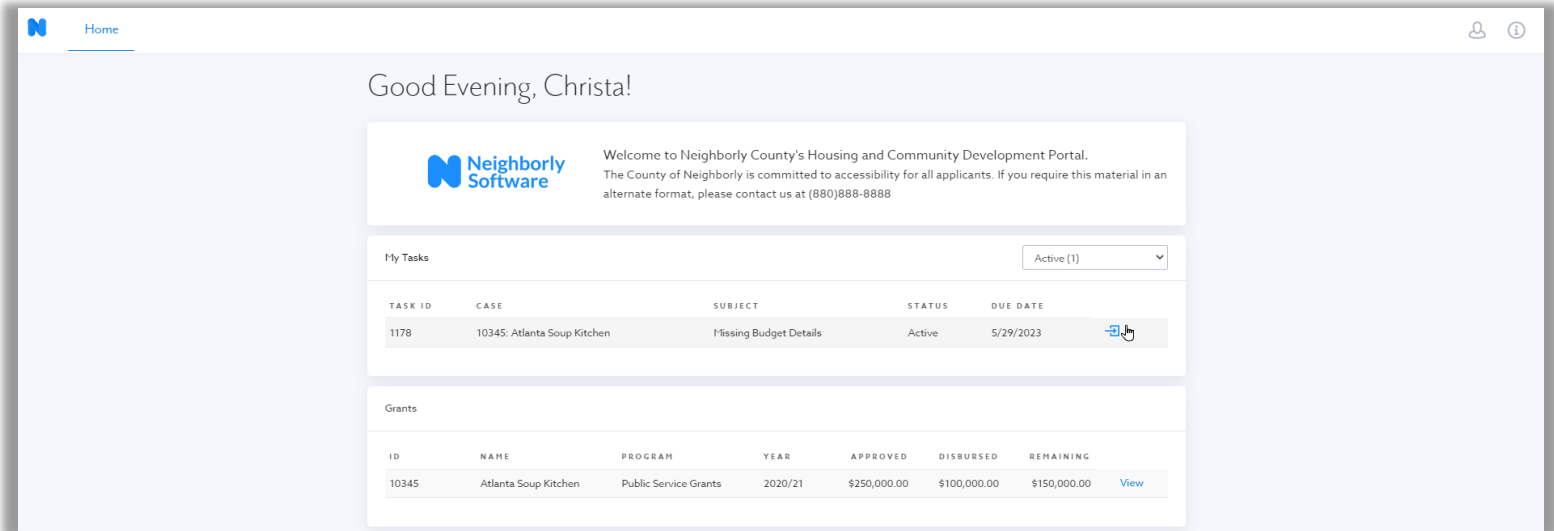
Changing your Password

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.



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.




Home User Profile

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

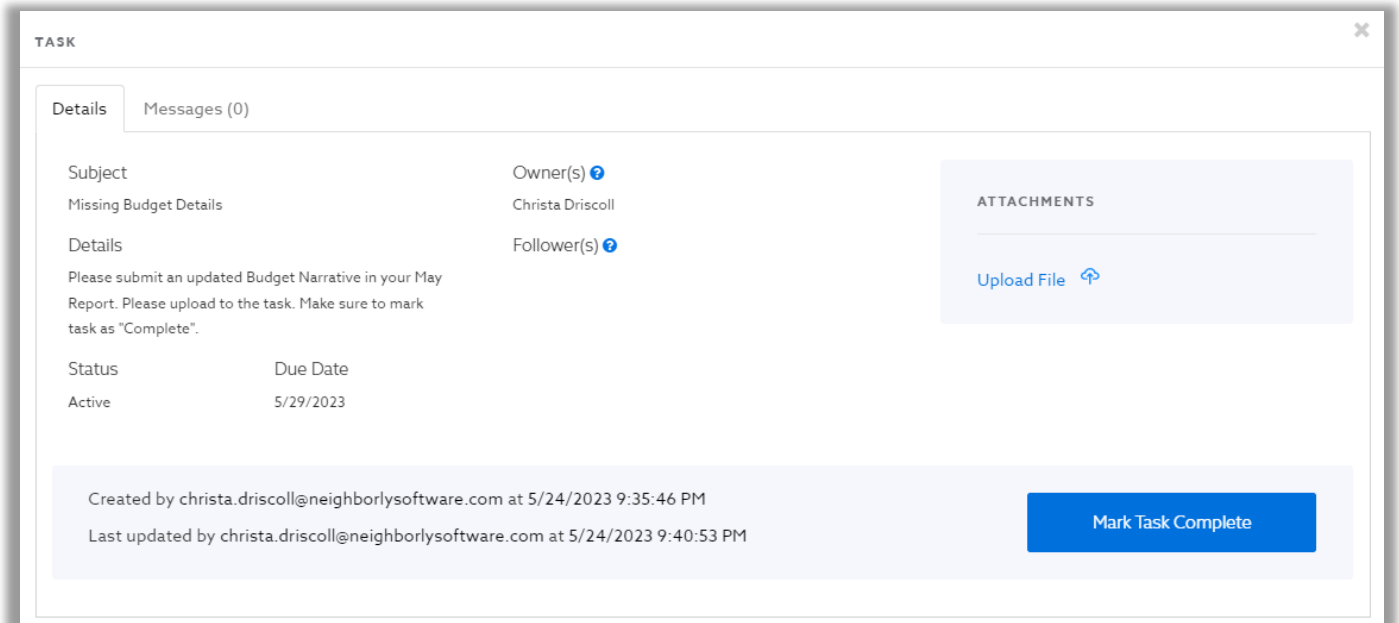
My Tasks Active (1)

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 Close

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".

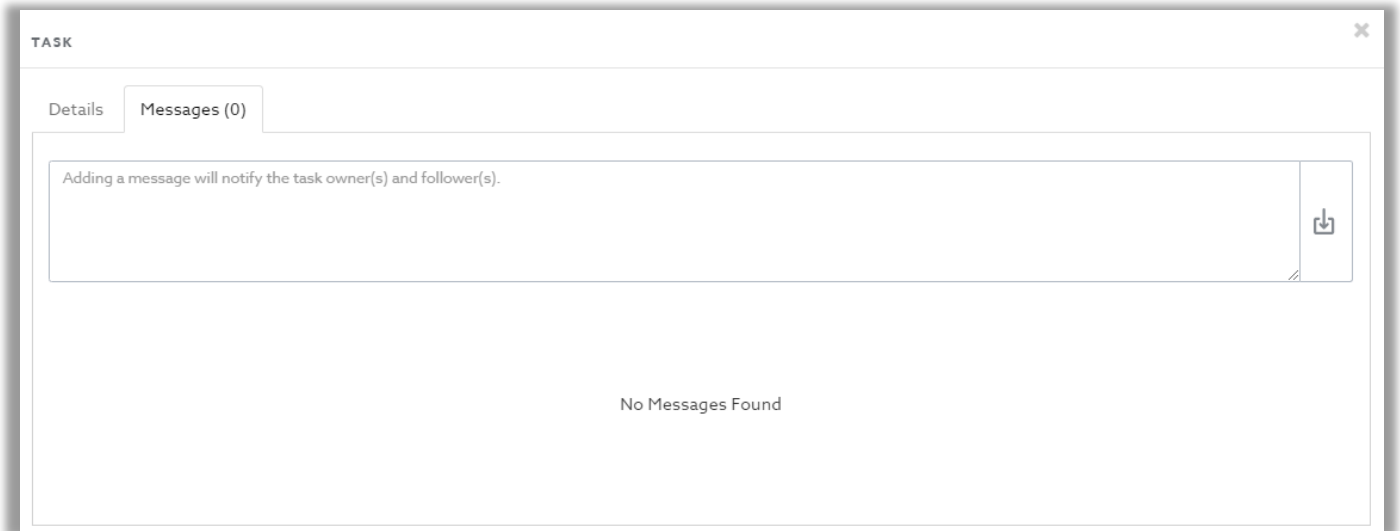
ATTACHMENTS
[Upload File](#)

Status **Due Date**
Active 5/29/2023

Created by christa.driscoll@neighborlysoftware.com at 5/24/2023 9:35:46 PM
Last updated by christa.driscoll@neighborlysoftware.com at 5/24/2023 9:40:53 PM

[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.

