

Continuum of Care (NOFO) FY26



Neighborly Participant Portal Training

Accessing the Neighborly® Participant Portal

Website Link: <https://portal.neighborlysoftware.com/tucsonaz/participant>

The screenshot shows the City of Tucson logo on the left, which includes a stylized building, a cactus, and a sun. Below the logo, the text reads: "Welcome to the Tucson, AZ Participant Portal. New users must first sign up before signing into the portal." On the right, there is a "Sign in" section with the following elements: a "Sign in" heading, a link "Don't have an account? Sign up now" (highlighted with a red arrow), an "Email Address" input field containing "testcotssoftware@gmail.com", a "Password" input field with masked characters, a "Forgot your password?" link, and a blue "Sign in" button. At the bottom of the page, there are three links: "Language Preference", "Data Privacy", and "Technical Support".

First-time users must sign up for an account before accessing the Participant portal with their username (email address) and password.




Click "Sign up now"

The "User Details" form is titled "User Details" and includes the instruction "Please provide the following details." It has an "Email Address" label, a red error message "Email Address is required.", and an input field containing "Email Address". Below the input field is a blue button labeled "Send verification code".

There is no cost associated with the use of the Neighborly® Participant portal.

Neighborly® Participant Dashboard

 **Start a New Application** Search Applications

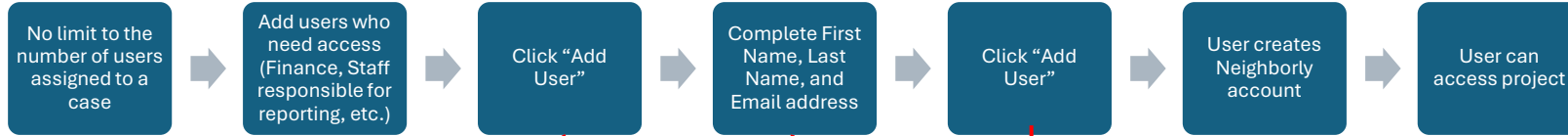
The “Continuum of Care” application is listed under the “Start a New Application” section.

Continuum of Care	2025	320 N. Commerce Park Loop Sentinel Tucson, AZ 85745	Start Application
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Click “Start Application”

Neighborly® Adding Users

*You must have access to a case before you can add users.



Program Continuum of Care - Sub-Award Grants
Id 32506
Status Application in Progress
Funding

Name CE SSO Participant Training
Address No Property Address

Users

USER ID	NAME	TITLE	ROLE	LANGUAGE
Add a User				

Add User to Case Close X

First Name Last Name

Email

Inform the user that they have been added and provide guidance for accessing the Neighborly® Participant portal

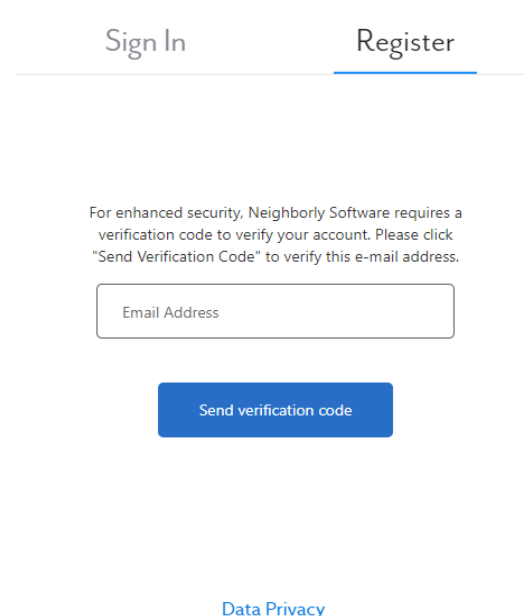
Neighborly® Registering Your Account

Participant Portal Link:

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

Registering your account

To register, go to the participant portal link, select the “Register” tab to complete the registration. Enter your email address and click “Send verification code” to receive an email with the verification code.



The screenshot shows a registration interface with two tabs: "Sign In" and "Register". The "Register" tab is selected, indicated by a blue underline. Below the tabs, there is a message: "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 message is a text input field labeled "Email Address". Below the input field is a blue button labeled "Send verification code". At the bottom of the form, there is a link labeled "Data Privacy".

Neighborly® Registering Your Account

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.

Sign In Register

E-mail address verified. You can now continue.

New Password

Confirm New Password

Create

[Data Privacy](#)

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 a user has created their password, the system will re-direct to the dashboard.

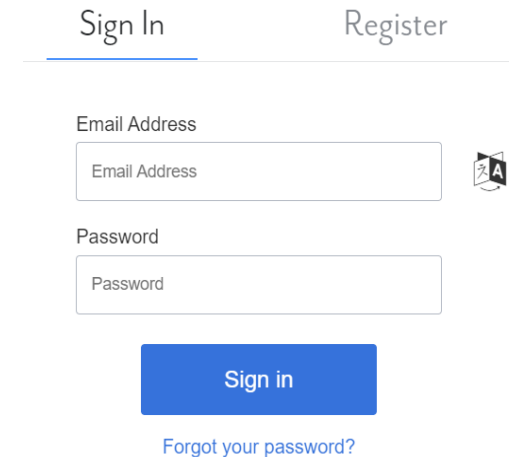
Neighborly® Registering Your Account

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.




The screenshot shows a login and registration interface. At the top, there are two tabs: "Sign In" (which is underlined) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". The "Email Address" field has a placeholder text "Email Address" and a small icon of a document with a checkmark. The "Password" field has a placeholder text "Password". Below the input fields, there is a blue button labeled "Sign in". At the bottom of the form, there is a link labeled "Forgot your password?".

Neighborly® Registering Your Account


Changing your Password

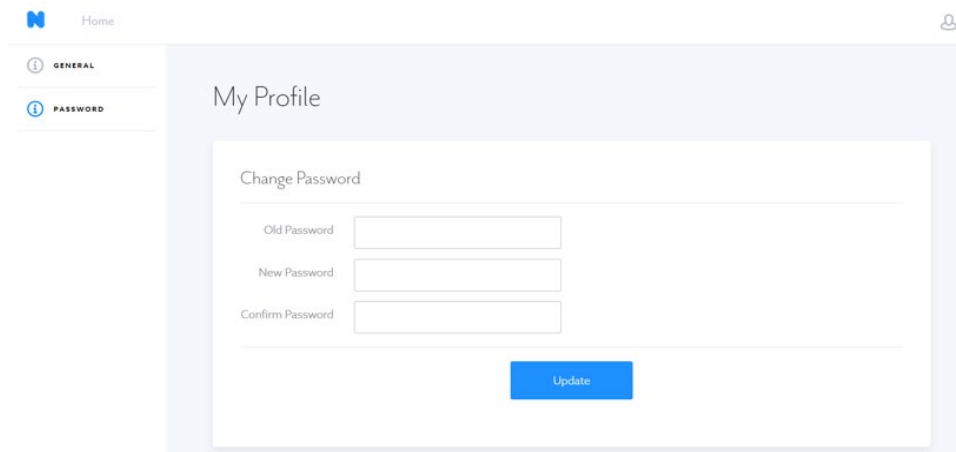
To change your password, log into the Administrator Portal.

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.

Passwords should be 12 characters long, contain an uppercase and lowercase, number and special character. Once a user has created their password, the system will re-direct to the dashboard.

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”. It is important to note that the system will automatically log a user out after 30 or 60 minutes of inactivity.



The screenshot displays the 'My Profile' page in the Administrator Portal. The page has a light blue header with a 'Home' link and a user profile icon. A left sidebar contains two menu items: 'GENERAL' and 'PASSWORD', with 'PASSWORD' selected. The main content area is titled 'My Profile' and contains a 'Change Password' form. The form has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the fields is a blue 'Update' button.

Neighborly® Registering Your Account

Once the user has received the code, the user 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 the dashboard.

[Sign In](#) [Register](#)

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".


[Verify code](#) [Send new code](#)

[Data Privacy](#)

Neighborly® Continuum of Care Application

Complete each section of the application:

- Click on the section starting with “Organization Information.”
- Once the information in the section has been completed, click “Complete and Continue.”
- Once sections A thru C are completed, the Certifications section will open.
- When all certifications are checked, click “Submit.”



Continuum of Care
Status: Application in Progress
Name: Test CoC 2025
Case ID: 32501

A. Organization Information

B. Project Details

C. Required Documents

Certifications

Neighborly[®] Continuum of Care Application

- The CoC Lead will receive an email notification once your application has been submitted. They will review your application to confirm all information is complete.
- Your application will be under “Review” status until which time the application is processed.
- All users associated with the case will receive a notification once the application is approved.
- You will be notified if your application requires corrections.

Questions???

Contact:

TPCH NOFO – tpch-nofo@tucsonaz.gov