LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT

HOUSING
STABILIZATION
PROGRAM

Web Portal for Tenants & Landlords: Getting Started

Accessing the Participant Portal (Your Application)

Tenants and landlords can submit applications for assistance and access pending applications using the Housing Stabilization Program's web-based Participant Portal. The portal is hosted by Neighborly Software and is accessible via any internet connected device. The recommended browser is Google Chrome, but the portal will work with any modern web browser (such as Internet Explorer v10+, FireFox, or Safari).

Participant Portal Link:
https://portal.neighborlysoftware.com/ERAP-LEXINGTONKY/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) and password that will be used for future logins. To access a previously submitted application, you **must** register using the email address you provided when you submitted your initial application for assistance through covid19renterhelp.org. If you no longer have access to that email address, please email housingstabilization@lexingtonky.gov or call 859-280-8424 to update your email address in our records before registering.

For security purposes, the system will verify your identity by sending an email with a validation link to your registered email address. You will need to click on the validation link in that email to verify your identity before you will be able to log in to your account.

Note: If you do not receive the system email within a few minutes, check your spam or junk 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.

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Logging In

Once your account has been registered and your identity/email has been verified, you may login (using the same link above) by entering the email address and password used during registration on the sign-in screen.
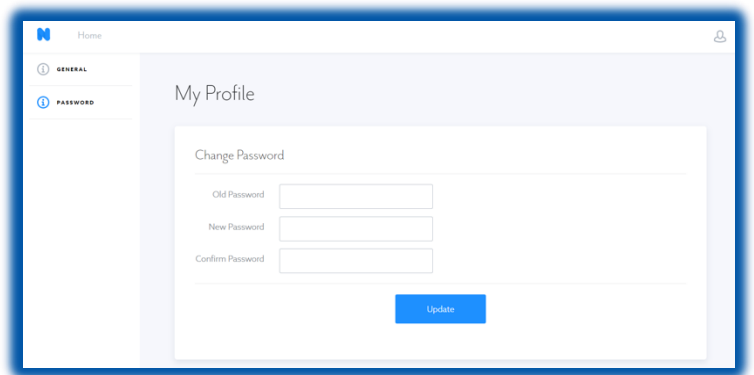
Forgot your password?

If you forget your password in the future, 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 portal using your current password.

Click on the ⛐ icon in 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 re-enter your old password before selecting a new password.

Signing Out

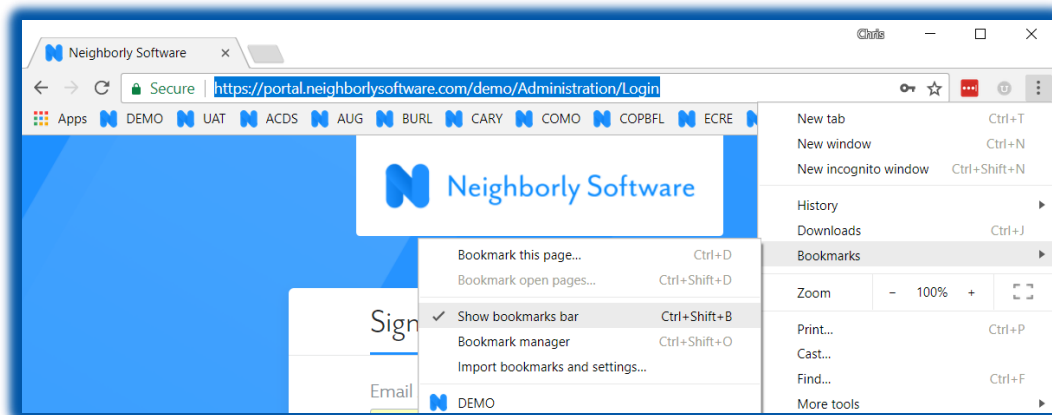Closing your browser will sign you out of the system, but you should manually sign out using the following procedure if you are using a public or shared computer. To sign out (aka log out) of the system, click on the ⛐ icon on the top right corner of the screen and select "Sign Out". The system will also automatically log a user out after extended inactivity.

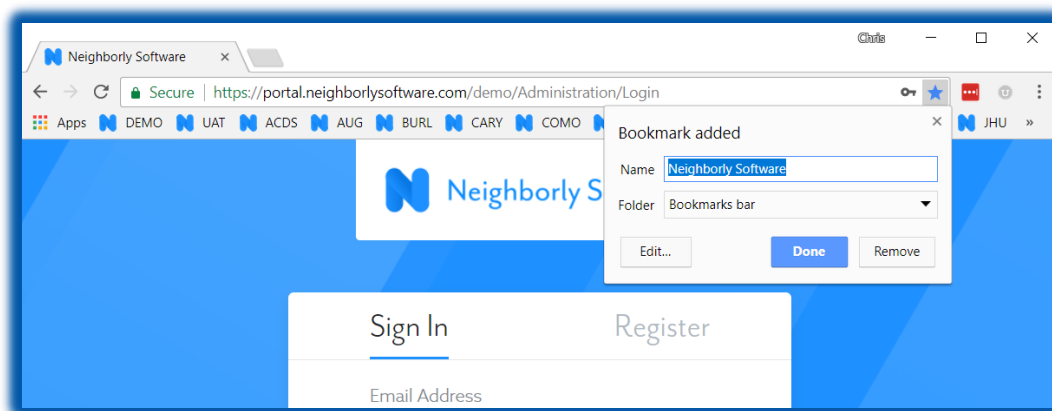**LEXINGTON**

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Bookmark the Participant Portal (with Google Chrome)

Creating a bookmark for the Participant Portal will allow you access the portal without needing to locate or type the link each time you want to log in. After you create the bookmark, you can simply open Google Chrome and click the bookmark icon for Neighborly Software to access the log in screen. To create a bookmark:

1. Launch Google Chrome (recommended browser for Neighborly Software).

2. Ensure your bookmarks bar is enabled: Click on the icon with the three vertical dots to the right of the navigation bar (see image below). Make sure "Show bookmarks bar" is checked.
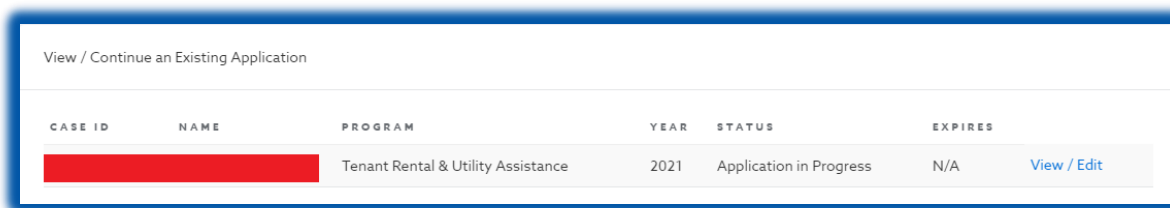
3. Copy and paste the Participant Portal link from the first page of this guide into the Google Chrome navigation bar and press enter.

4. From the Participant Portal log in screen, look to the right of the navigation bar and click the star icon to create a new bookmark. Ensure the "Folder" is "Bookmarks bar," then click "Done."

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Accessing & Completing an Existing Application: Tenants

If you are a tenant/renter and have already applied for assistance through covid19renterhelp.org, you should see your application listed near the middle of the page after logging into the Participant Portal. Click "View/Edit" to access your application.

CASE ID	NAME	PROGRAM	YEAR	STATUS	EXPIRES	
		Tenant Rental & Utility Assistance	2021	Application in Progress	N/A	View / Edit

If you applied for assistance through covid19renterhelp.org on or after January 1, 2021, and you do not see your application listed after logging into the portal, please email housingstabilization@lexingtonky.gov or call us at 859-280-8424. **Please do not submit a new application.** When you call or email us, we will link your existing application to your Participant Portal account so you do not have to start over with a new application.

Adding Additional Information & Documents to Your Application

In addition to the information you submitted through covid19renterhelp.org, we will need additional information and documents from you (and your landlord) to process your application for assistance. The web-based Participant Portal allows you to submit much of this information yourself and upload documents directly into your application file. While the portal is designed to help us process applications faster, we understand you may not be able to provide all of the information requested immediately and may need help completing some of the required information.

Follow the instructions below to complete as much of your application within the portal as possible. If you are not able to provide all of the information and documents requested, we will not deny your application as incomplete without contacting you to help you complete the application. We want you to accurately complete as much of the application as you can, so that we can help you with the rest.

Once you have logged in and clicked "View/Edit" to access your application, you will see the sections of your application listed on the left side of the screen. If any of these sections have been completed, they will be marked with a green check.

Click on "Click here to continue" to proceed to the first section of your application. You may also click on the section headings in the list on the left side of your screen to navigate between sections of the application at any time (see image below).

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Within each section of the application, provide as much of the requested information as you can accurately fill in. Remember, if you are not sure how to answer some questions, or cannot immediately provide some of the documents requested, you can leave those fields blank for now. We will contact you when we review your application to help you complete any missing information.

At the bottom of each section of the application, you will see two buttons: "Save" and "Complete & Continue." If you are able to complete all required information within a section of the application, you should click "Complete & Continue" to mark that section as completed. If you are not able to complete all required information within a section of the application, you should click "Save" before clicking on the link for the next section of the application in the list on the left side of your screen.

IMPORTANT: You must click either "Save" or "Complete & Continue" to save any new information you have entered before moving to another section of the application.

Information You Will Need to Complete Your Application

- Names, birth dates, and basic demographic information for all members of your household.
- Documents verifying the income of all adults in your household. There are three ways to prove your household's total income. You only need to provide one of these:

> Option 1 - Upload a complete, signed copy of your 2020 federal tax return.
>
> OR
>
> Option 2 - Upload a benefit letter or other program documentation showing you are eligible to receive assistance through the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), or Social Security Income (SSI).
>
> OR
>
> Option 3 - Provide current income information and supporting documents for each adult in the household. The application includes detailed instructions for this option, including how to certify a household member has no current income, document a household member's current income received from unemployment benefits, or use recent paystubs to calculate annual income.

- Information about how the COVID-19 pandemic has affected your household income, including any documents you may have that demonstrate you have lost income or applied for or received unemployment benefits.
- You landlord/property management company's name, phone number, and email address.
- If you have them, copies of your lease and your most recent rent statement showing any past due rent. If you do not have these, we will contact your landlord to obtain them.
- If applicable, any notices or court documents you have received regarding your past due rent or a potential eviction (forcible detainer).
- If you are requesting assistance paying your utilities, copies of your most recent electricity, gas, water, and sewer bills.
- If applicable, information and supporting documents showing any monthly federal housing subsidy or voucher you receive.
- If applicable, information and supporting documents showing any other financial assistance you have applied for or received to help you pay rent or utilities since March 2020.
- Copies/photos of a driver's license or other photo ID for each adult household member, unless the household member does not have a photo ID.

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After You Complete Your Application: Submit or Save

Once you have accurately filled in as much information as you can and uploaded any documents requested within each section of the application, we will review your application and contact you to obtain any additional information needed. We will also contact your landlord to verify their payment information and finalize an agreement to settle your past due rent.

If you have completed all information required by the system, you will be able to proceed to the "Submit" section of the application. You should carefully read the statements regarding the accuracy of your application and other terms and conditions of the Housing Stabilization Program before electronically signing your application, then click "Complete & Submit."

If you have filled in as much information as you can, but are not currently able to provide all information required by the system, you will not be able to view the "Submit" section of the application. <u>Please don't worry if you can't reach the "Submit" page</u>. We will still review your application and contact you to help you complete the rest of your application. Before you sign out or close your browser, check each section of the application again to ensure that you have clicked "Save" or "Complete & Continue" at the bottom of each section. Remember, you must click either "Save" or "Complete & Continue" to save any new information you have entered before moving to another section of the application.

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Information for Landlords & Property Managers

When we review a tenant's application for assistance, we will search our records to determine whether the landlord has an account set up in our system. If so, we will link the landlord's profile to the tenant's application and contact the landlord. Typically, once a tenant has been determined to be eligible for assistance, we will need a current statement confirming any past due rent owed, records of any other financial assistance that has been paid on the tenant's behalf (using a form we will provide), and the landlord's signature on our standard settlement agreement (which we will also provide). If the tenant has not provided a copy of their current lease, we will ask the landlord to provide a copy.

If we review a tenant's application for assistance, and the landlord does not have an account set up in our system, we will email the landlord an invitation to register using the program's Participant Portal. If you receive an invitation to submit a landlord application, please use the link in the email or the link below to submit your information.

IMPORTANT: You will only need to submit a landlord application (create your landlord profile) one time, unless you own or manage more than one corporate entity that will receive rental assistance payments through the program. If you have other tenants who have applied or who apply for assistance in the future, we will link those tenants' application to your existing profile.

> Participant Portal Link:
> https://portal.neighborlysoftware.com/ERAP-LEXINGTONKY/Participant

If you need more information about accessing the portal for the first time, registering your user name and password, or managing your account in the system, please review the Getting Started section at the beginning of this guide.

Submitting Your Landlord Application

As stated above, you will only need to submit a landlord application (create your landlord profile) one time, unless you own or manage more than one corporate entity that will receive rental assistance payments through the program. If you have other tenants who have applied or who apply for assistance in the future, we will link those tenants' application to your existing profile.

After logging into the participant portal, if you have started or completed a landlord application, you will see your existing profile near the middle of the screen. Click the "View/Edit" link to view or continue your application (see image below).

If you have not previously started or completed a landlord application, locate the Landlord Rental Assistance option at the bottom of the screen and select "Click here to start a new application" (see image below).

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Once you have logged in and opened your landlord application, you will see the sections of your application listed on the left side of the screen. If any of these sections have been completed, they will be marked with a green check.

Click on "Click here to continue" to proceed to the first section of your application. You may also click on the section headings in the list on the left side of your screen to navigate between sections of the application at any time.
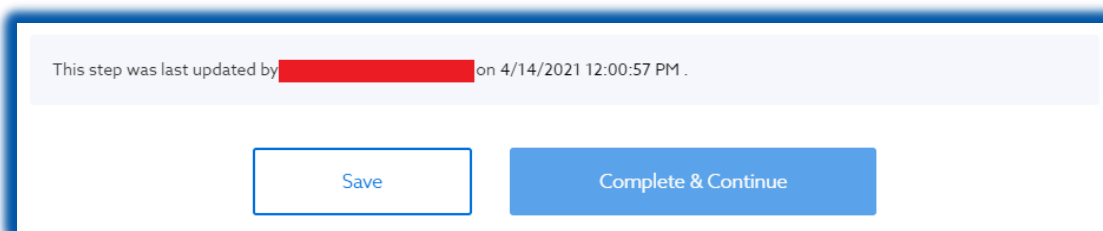

Within each section of the application, provide as much of the requested information as you can accurately fill in. If you are not sure how to answer some questions, or cannot immediately provide some of the information/documents requested, you can leave those fields blank for now. We will contact you when we review your tenant's application to help you complete any missing information.

At the bottom of each section of the application, you will see two buttons: "Save" and "Complete & Continue." If you are able to complete all required information within a section of the landlord application, you should click "Complete & Continue" to mark that section as completed. If you are not able to complete all required information within a section of the

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application, you should click "Save" before clicking on the link for the next section of the application in the list on the left side of your screen.

IMPORTANT: You must click either "Save" or "Complete & Continue" to save any new information you have entered before moving to another section of the application.

This step was last updated by ▮▮▮▮▮▮ on 4/14/2021 12:00:57 PM .

Save   Complete & Continue

Entering Tenant Information (Section B)

The system will require that you enter at least one tenant in Section B before you will be able to complete and submit your landlord application. If you are submitting your application in response to an email invitation linked to an existing tenant application, you should enter that tenant's information in this section.

You may enter additional tenants residing at your property that owe past due rent and may be in need of financial assistance, whether or not those tenants have previously applied for assistance or not. If we have received an application from a tenant you enter in Section B, the system will not send an invitation to that tenant, and we will link their existing application to your landlord profile. If we have not received an application from a tenant you enter in Section B, the system will email an invitation to that tenant to submit an application for rental assistance through the Participant Portal.

If you need to enter a large number of tenants who have applied or may be in need of rental assistance, you can download an Excel template using the link in the instructions at the top of Section B, fill in your tenants' information in the Excel spreadsheet, then upload your completed spreadsheet by selecting the "Import Tenants" button.

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Questions? No access to a computer? Need help?

Contact the Housing Stabilization Program via email at housingstabilization@lexingtonky.gov or by phone at 859-280-8424.