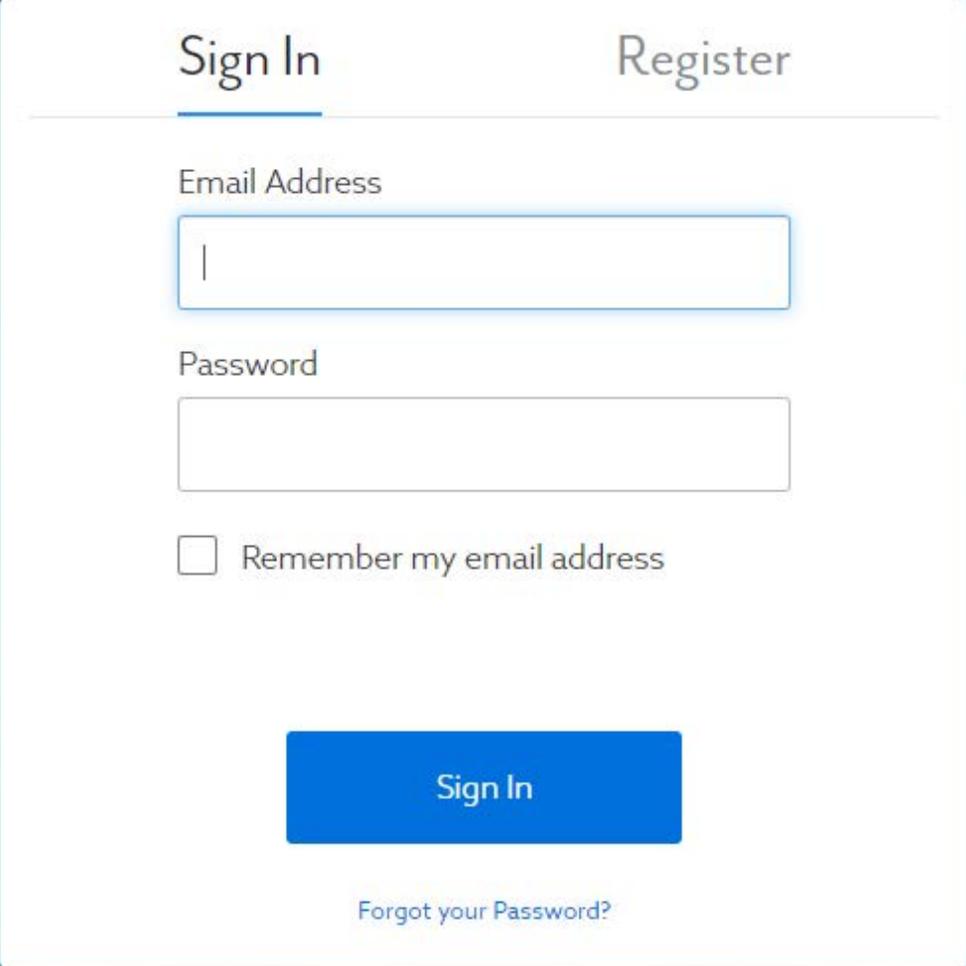


## Accessing the Application Portal

The Thomasville CARES application 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).



The image shows a login and registration form on a dark blue background. The form is white and contains two tabs: 'Sign In' (which is selected and underlined) and 'Register'. Below the tabs are two input fields: 'Email Address' and 'Password'. The 'Email Address' field contains a vertical cursor. Below the password field is a checkbox labeled 'Remember my email address'. At the bottom of the form is a blue 'Sign In' button and a link for 'Forgot your Password?'.

Sign In Register

Email Address

Password

Remember my email address

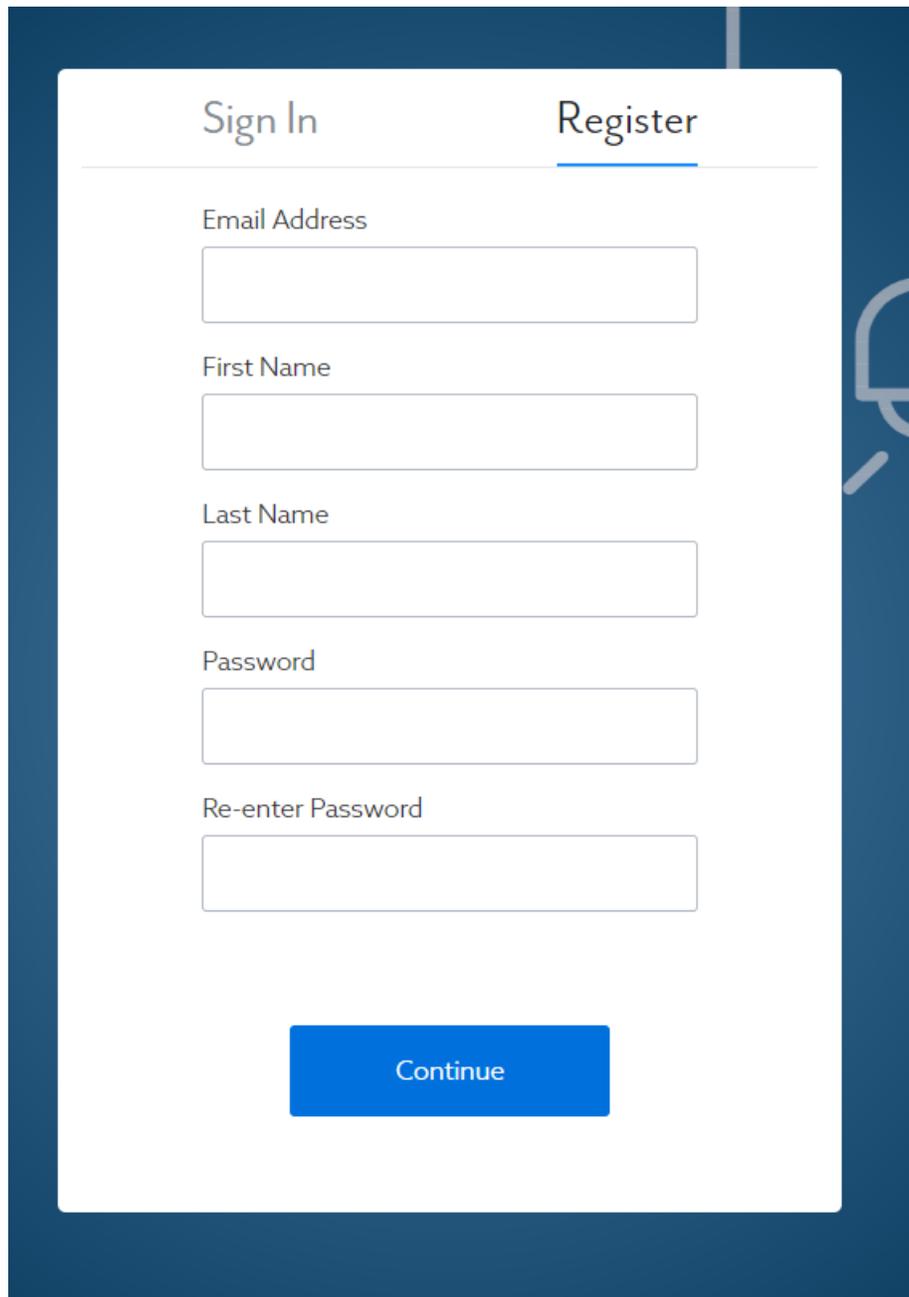
Sign In

[Forgot your Password?](#)

## 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. The email address you choose will also be used for system emails/notifications. For security purposes, the system will validate that you own the registered email address by sending an email with a validation link.

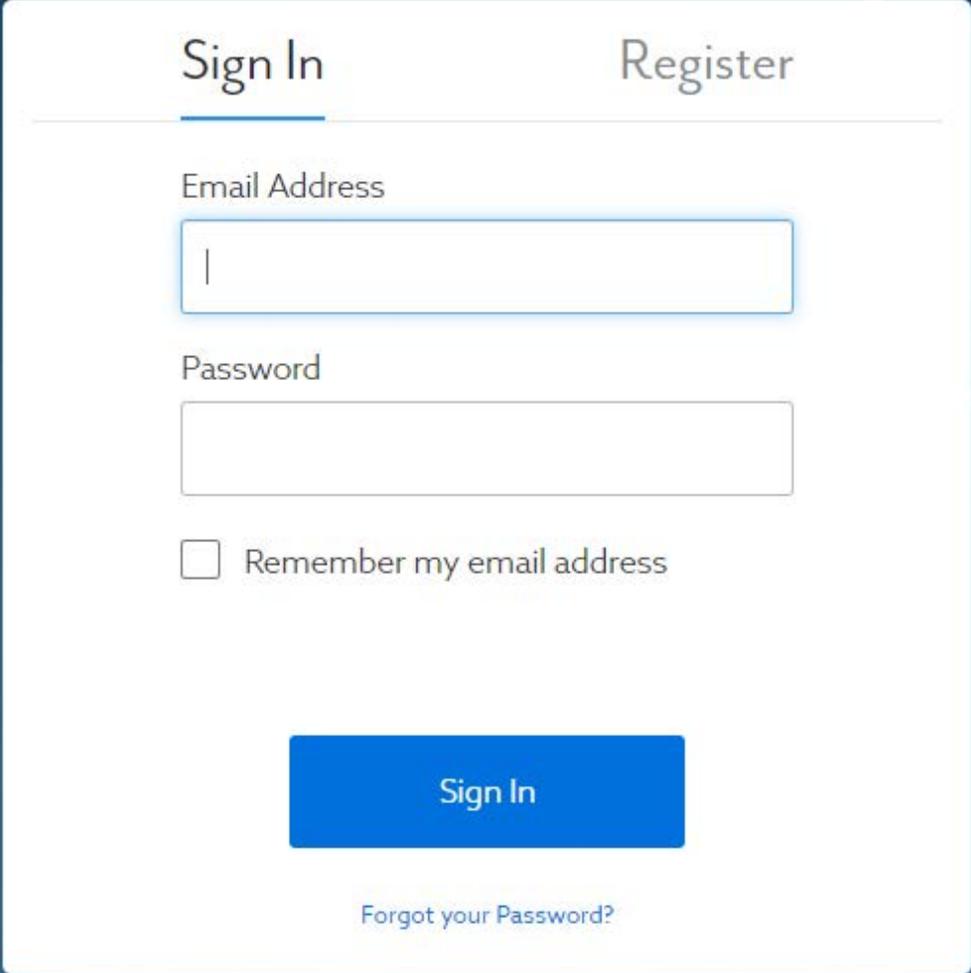
*Note: If you do not receive the system email within 2 minutes, check your spam or bulk mail folder. If the email appears in that folder, you should right click on the email to indicate "Not Junk" or "Not Spam" to ensure you receive any other system notifications.*



The image shows a registration form interface. At the top, there are two tabs: "Sign In" and "Register". The "Register" tab is selected, indicated by a blue underline. Below the tabs, there are five input fields, each with a label above it: "Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". Each field is a simple rectangular box. At the bottom of the form, there is a blue button with the text "Continue" in white.

## Logging In

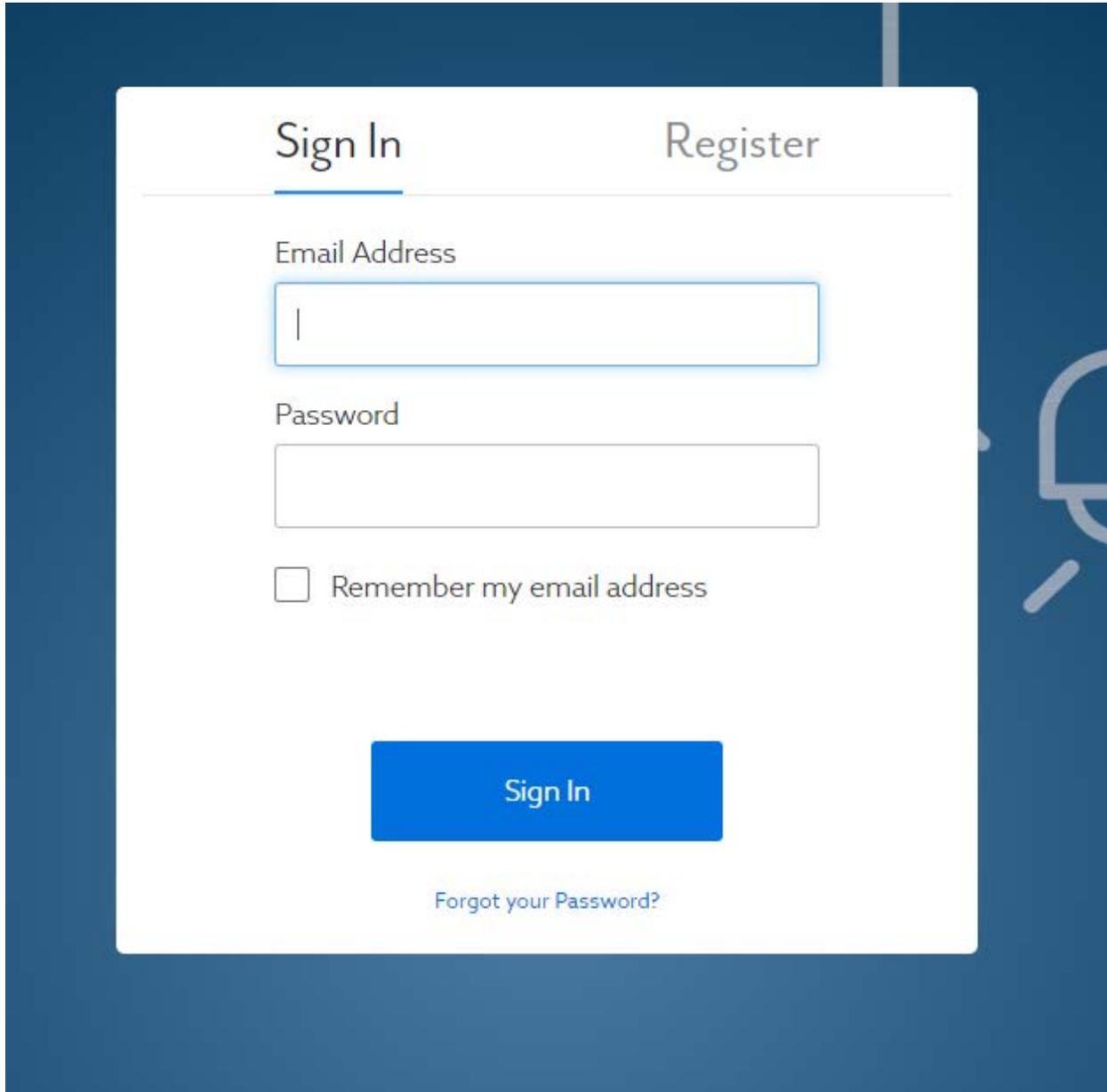
Once your account has been registered, you may login (using the same link above) by entering the email address and password used during registration. By checking "Remember Me?", your web browser will remember your email address for future logins (depending on browser and security settings).



The image shows a login form on a dark blue background. At the top, there are two tabs: "Sign In" (which is active, indicated by a blue underline) and "Register". Below the tabs, there are two input fields: "Email Address" and "Password". The "Email Address" field contains a vertical cursor. Below the "Password" field is a checkbox labeled "Remember my email address". At the bottom of the form is a large blue button labeled "Sign In". Below the button is a link that says "Forgot your Password?".

## 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.



Sign In Register

Email Address

Password

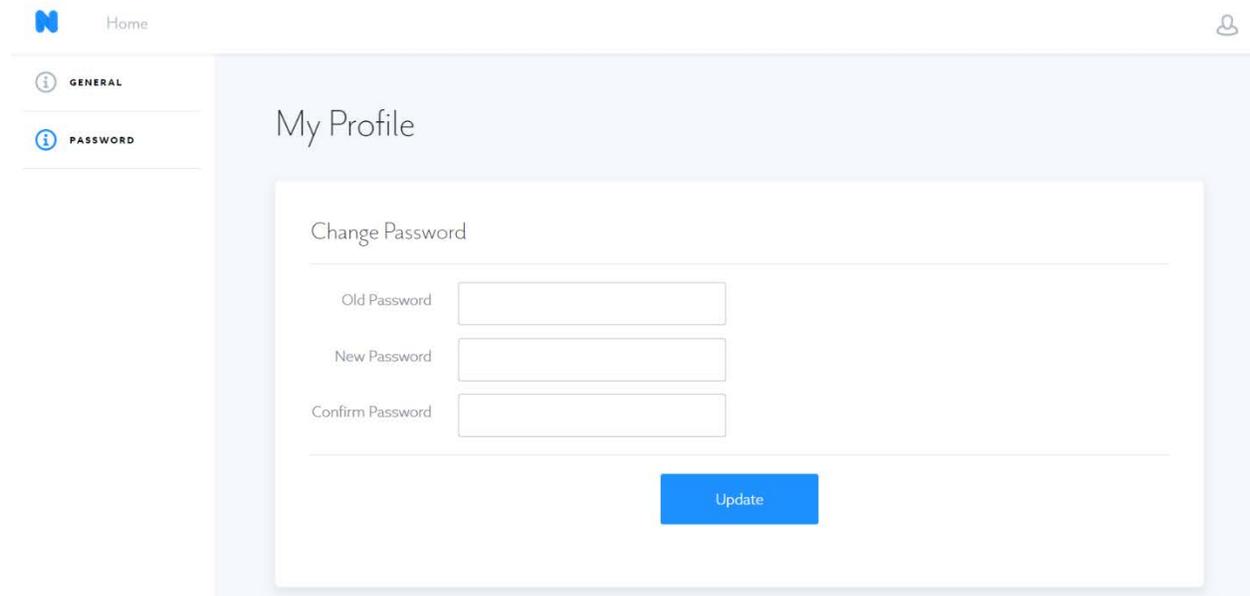
Remember my email address

Sign In

[Forgot 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.



The screenshot displays the 'My Profile' page in the Application Portal. The page has a light blue header with a logo and 'Home' text on the left, and a user profile icon on the right. 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.

Home

GENERAL

PASSWORD

### My Profile

#### Change Password

Old Password

New Password

Confirm Password

Update

## 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".