



# Starting an Application in the Neighborly Portal

*Homebuying HERO Program*

# How to Access Portal

- After clicking the link under the *Neighborly Application Portal* tab, you will be directed to the Participant Portal. If you have not already, click “Register”.



Welcome to the City of Fayetteville, North Carolina  
Participant Portal.

New users must first register their account  
before signing in to the portal.

Sign In

Register



Neighborly Software requires all email addresses be verified prior to account registration. Please provide the email address to be used for Sign In below, and click Send Verification Code to continue.

Send verification code

- If new to the system, you will have to enter and validate an email address before completing an application. Once your email has been validated, the system will issue a code, which you will then proceed back to the portal and submit. Please check your spam if you do not receive in two (2) minutes.

Sign In Register

A required field is missing. Please fill out all required fields and try again.

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".

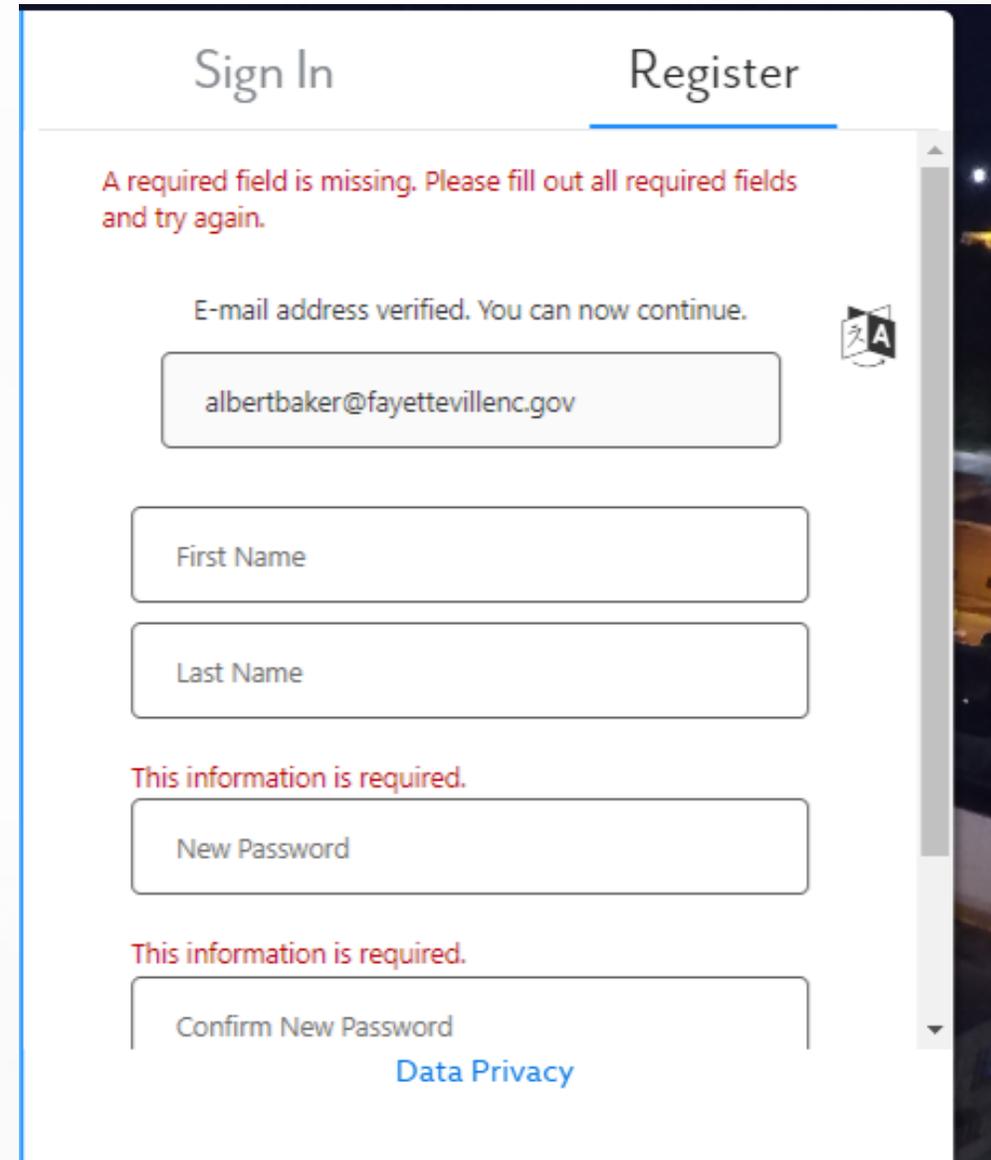
albertbaker@fayettevillenc.gov

Verification Code

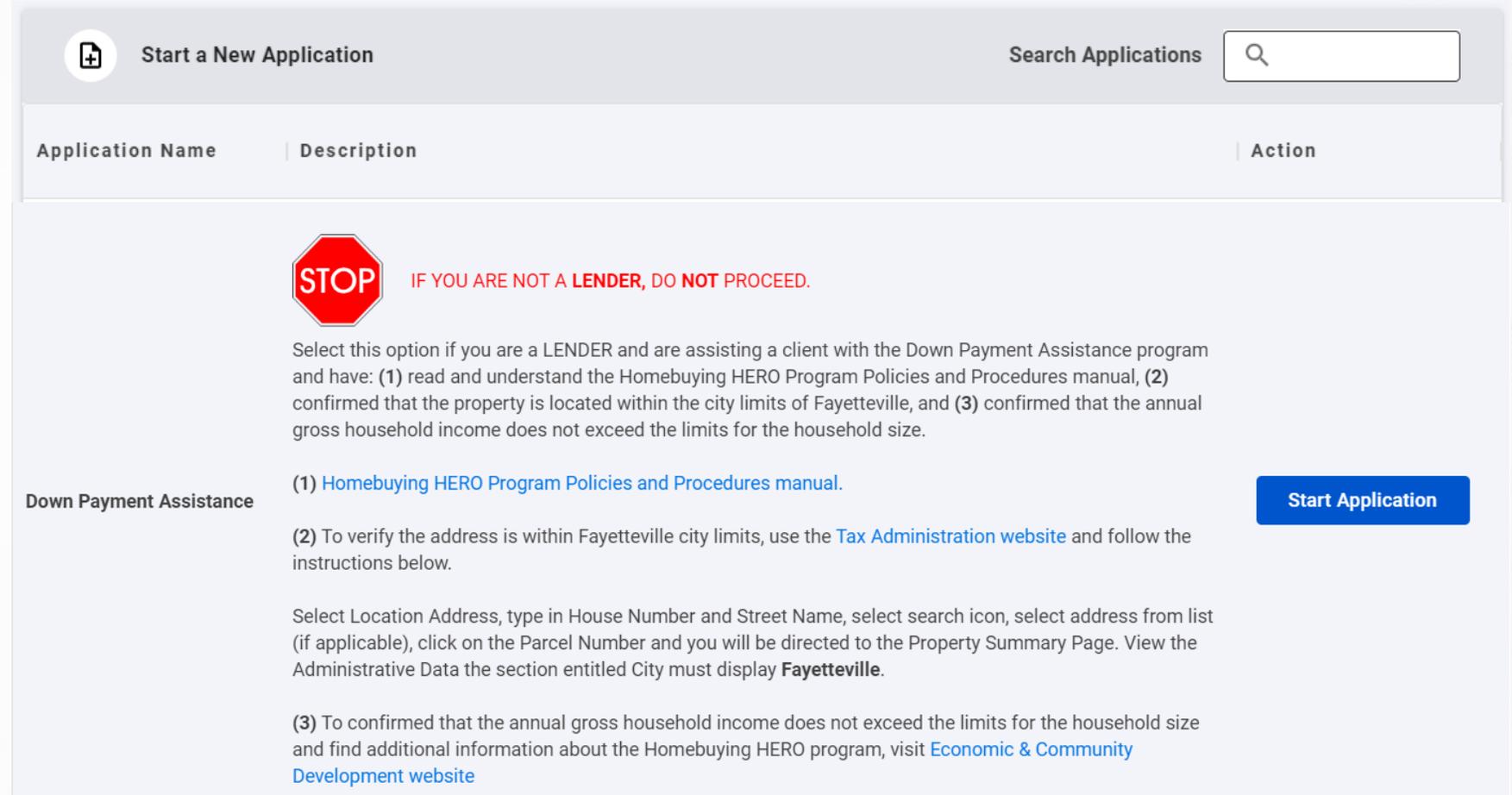
Verify code

Didn't receive a code? [Send new code](#)

- After verifying your email, you will have to register with the system. Please write your information down somewhere as you will need your password and information to access your application later.
- Verified Email
- Name – can be organization name
- Password

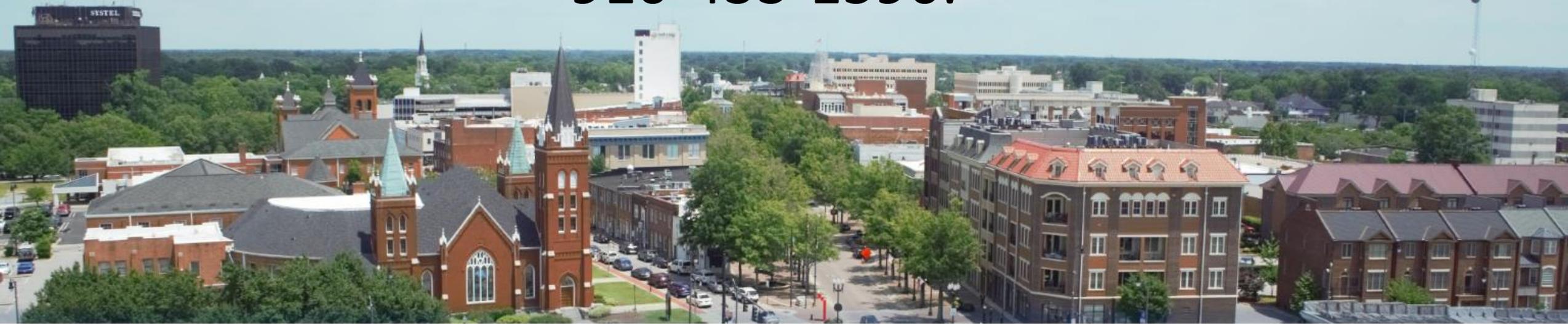
A screenshot of a web registration form. At the top, there are two tabs: "Sign In" and "Register", with "Register" being the active tab. Below the tabs, a red error message reads: "A required field is missing. Please fill out all required fields and try again." Below this, a message states "E-mail address verified. You can now continue." followed by a small icon of a document with an 'A'. The email address "albertbaker@fayettevillenc.gov" is displayed in a text box. Below the email box are three more text boxes labeled "First Name", "Last Name", and "New Password". A red error message "This information is required." is positioned above the "New Password" box. Below the "New Password" box is another text box labeled "Confirm New Password", also with a red error message "This information is required." above it. At the bottom right of the form, there is a blue link labeled "Data Privacy".

- After creating an identity, the portal will open to allow a new application to be created. After locating the application you are attempting to complete, click “Start Application”.

A screenshot of a web application interface. At the top, there is a navigation bar with a plus icon and the text "Start a New Application" on the left, and "Search Applications" with a search input field on the right. Below this is a table with three columns: "Application Name", "Description", and "Action". The table contains one row for "Down Payment Assistance". To the right of the table is a blue button labeled "Start Application".

Application Name	Description	Action
Down Payment Assistance	<p> <b>IF YOU ARE NOT A LENDER, DO NOT PROCEED.</b></p> <p>Select this option if you are a LENDER and are assisting a client with the Down Payment Assistance program and have: (1) read and understand the Homebuying HERO Program Policies and Procedures manual, (2) confirmed that the property is located within the city limits of Fayetteville, and (3) confirmed that the annual gross household income does not exceed the limits for the household size.</p> <p>(1) <a href="#">Homebuying HERO Program Policies and Procedures manual.</a></p> <p>(2) To verify the address is within Fayetteville city limits, use the <a href="#">Tax Administration website</a> and follow the instructions below.</p> <p>Select Location Address, type in House Number and Street Name, select search icon, select address from list (if applicable), click on the Parcel Number and you will be directed to the Property Summary Page. View the Administrative Data the section entitled City must display <b>Fayetteville</b>.</p> <p>(3) To confirmed that the annual gross household income does not exceed the limits for the household size and find additional information about the Homebuying HERO program, visit <a href="#">Economic &amp; Community Development website</a></p>	<a href="#">Start Application</a>

For additional assistance, please call  
910-433-1590.



[FayettevilleNC.gov](http://FayettevilleNC.gov)