KEY INFORMATION

tinyurl.com/Happ2025

HOW TO APPLY

Gwinnett / Walton
Habitat for Humanity®

Neighborly Software

Accessing the Participant 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.
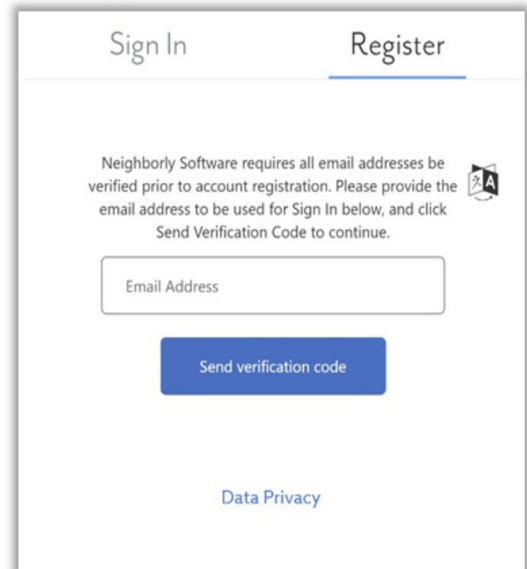
Participant Portal Link:
https://portal.neighborlysoftware.com/GWINNETTWALTONHABITATFORHUMANITY/Participant

Registration - You must register to access the application.

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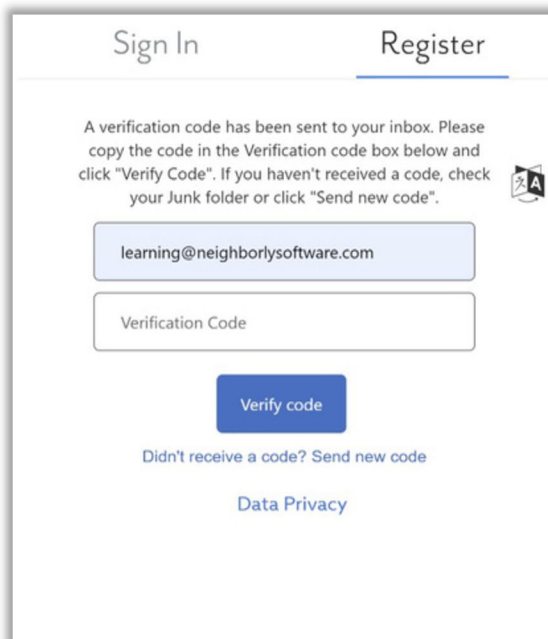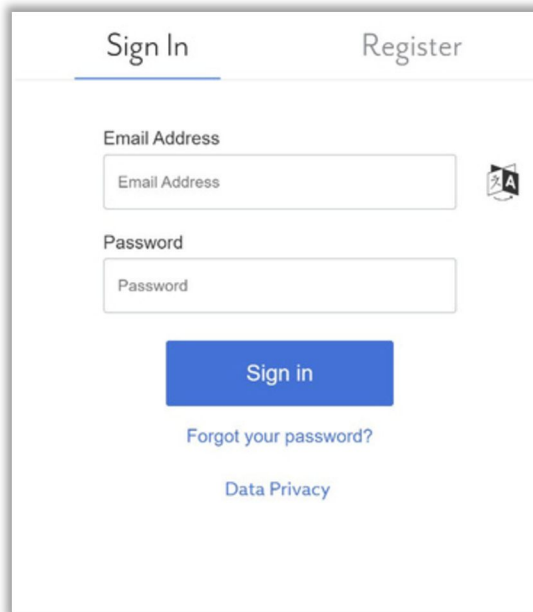
Enter the verification code into the text box and click "Verify Code."

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.
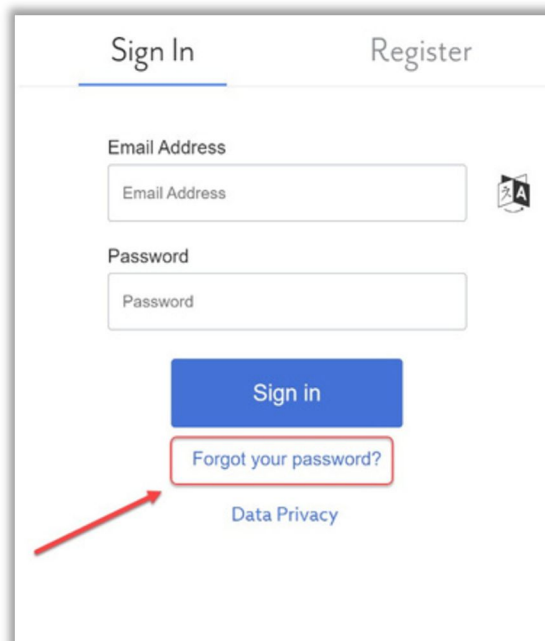

Password Reset

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"
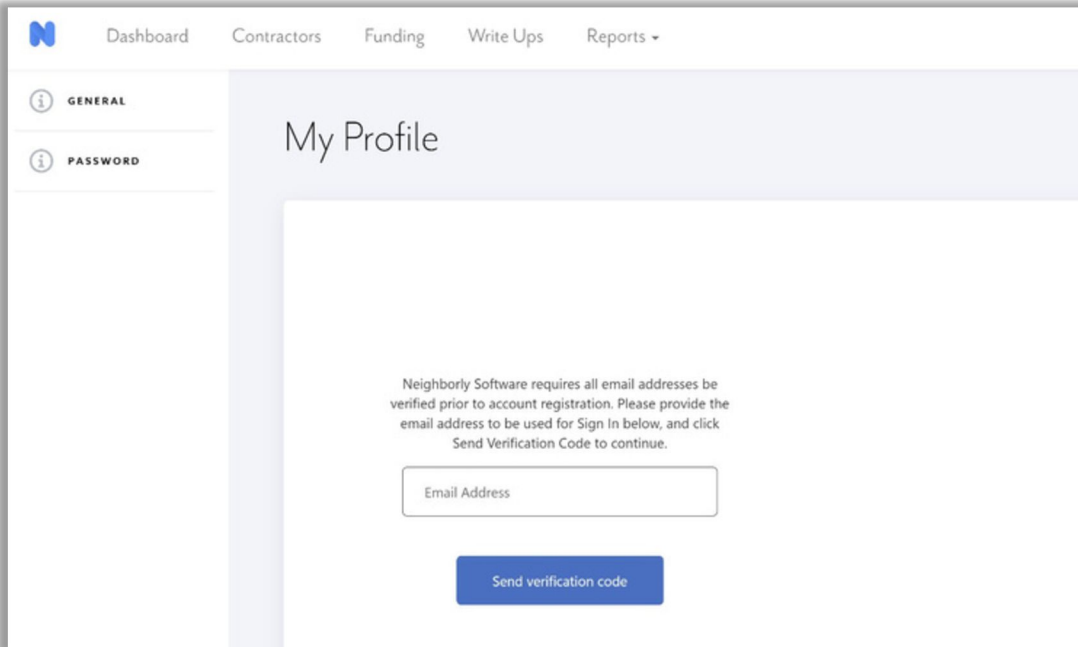
If after 2 minutes you have not received a code, you may repeat these steps to generate another code.

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.

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.
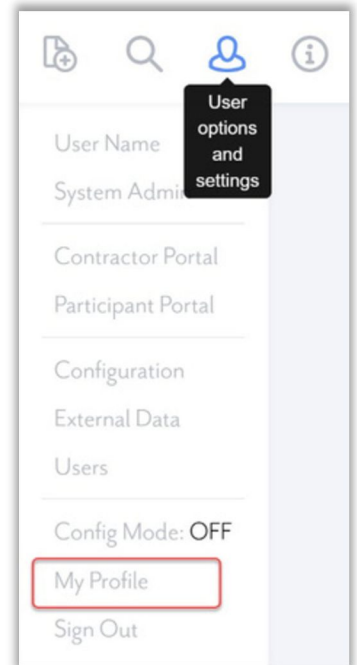
Once you register and log in, you'll be on your Dashboard. Make sure you are in the correct program year –
2025 and **Homeownership Program**
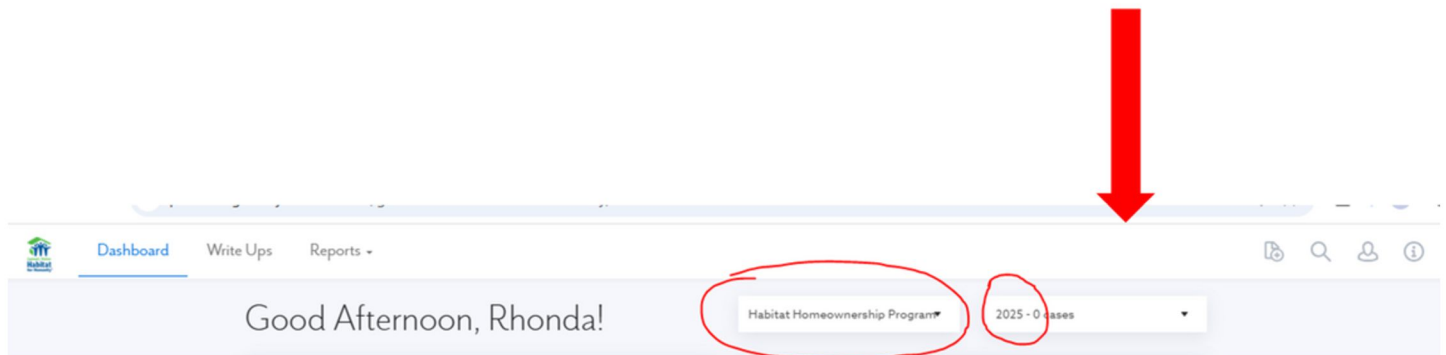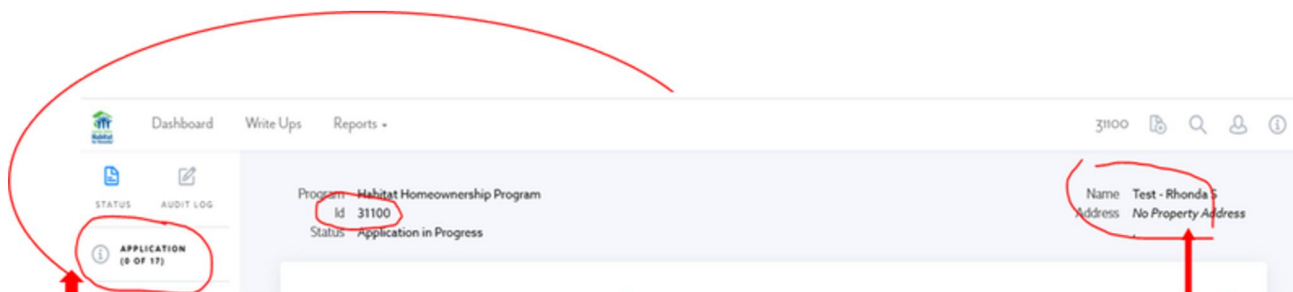
On this page your should see your name and address in the upper right hand corner.

In the upper left hand corner you will see the program name – make sure it says Habitat Homeownership Program

Under that will be your case ID which is how you will identify your individual application.
In the far left you will see the first step in filling out the application labeled Application – 0 of 17

Click on Application to begin the process.

**APPLICATION
(0 OF 17)**

- Program Overview
- A. General Information
- B. Military Service
- C. Household
- D. Employment Information
- E. Income
- F. Expenses
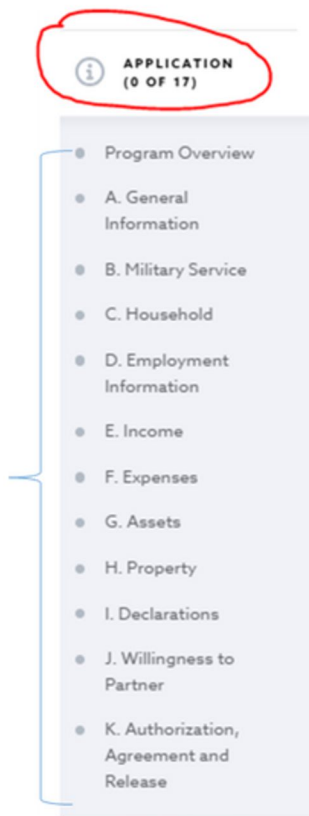- G. Assets
- H. Property
- I. Declarations
- J. Willingness to Partner
- K. Authorization, Agreement and Release

This is where you begin to fill out the application.
You will start with **Program Overview and continue to Section O.**

At the end of each section make sure you **Save then Complete and Continue.** This allows you to save as you go and pause if needed without losing any data. Steps can be reopened by selecting the "reopen" button AS LONG AS YOU DON'T SUBMIT.

Be aware that you will be asked to electronically sign several sections of this application.

No save history

Save   Complete & Continue
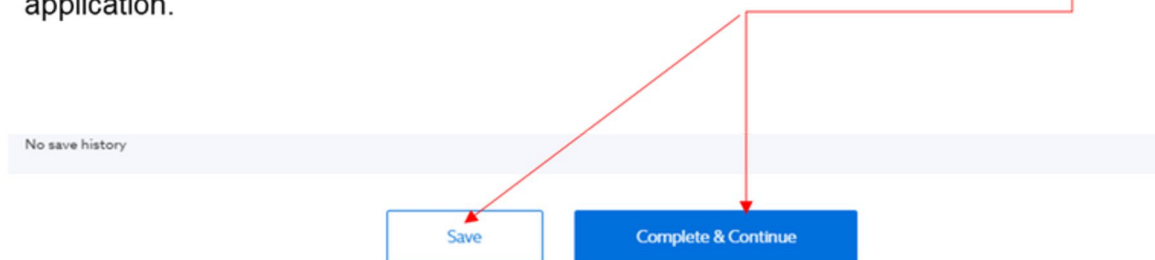
PLEASE NOTE – IF YOU HIT SUBMIT BEFORE COMPLETING THE ENTIRE APPLICATION, YOU WILL NOT BE ABLE TO GO BACK AND FILL IN THE MISSING DATA. SAVE SUBMIT UNTIL THE VERY LAST STEP OF THE APPLICATION PROCESS, ONCE ALL DOCUMENTS ARE UPLOADED AND ALL SECTIONS ARE COMPLETED.

NOTE: Section C is a section where many applicants make errors that cause them to not be eligible. Pay special attention to this section. Everyone living in your current household including all children, should be included in this section. You should be the **PRIMARY HOUSEHOLD MEMBER**.

O. Required Documents

Please provide the following information.

If there is a Co-Applicant please also upload here:

Documentation

Make sure you upload **ALL** documents that Section O is asking for. If you fail to upload all required documents your application will be considered incomplete. There is an **Upload File** button for you to upload jpg, pdf or png files.

○ Credit Report for both applicant and co-applicant. Equifax, TransUnion or Experian ONLY: Attach a written explanation of ALL balances that are not current. A credit report from one of the 3 credit bureaus can be received FREE by calling 1-877-322-8228 or going online to www.annualcreditreport.com *Required

Upload File ⏏

○ 3 Months Bank Statements *Required

Upload File ⏏

○ Pay stubs: Copies of the last 3 months for both applicant and co-applicant *Required

Upload File ⏏

○ Proof of Child Support: Copy of court order or copies of checks

Upload File ⏏

○ Federal Income Tax Return: Copy of last 2 years returns with W2's and/or 1099's *Required

Upload File ⏏

You will need to upload a credit report to your application

How do you access a credit report?

Applicants can access reports for free at:

www.annualcreditreport.com

or call 877-322-8228

Equifax
P O Box 740241
Atlanta, GA 30374-0241
www.Equifax.com

TransUnion
P O Box 390
Springfield, PA 19064-0390
www.tuc.com

Experian
P O Box 2104
Allen, TX 75013-2104
www.Experian.com

WE DO NOT ACCEPT CREDIT REPORTS FROM CREDIT KARMA
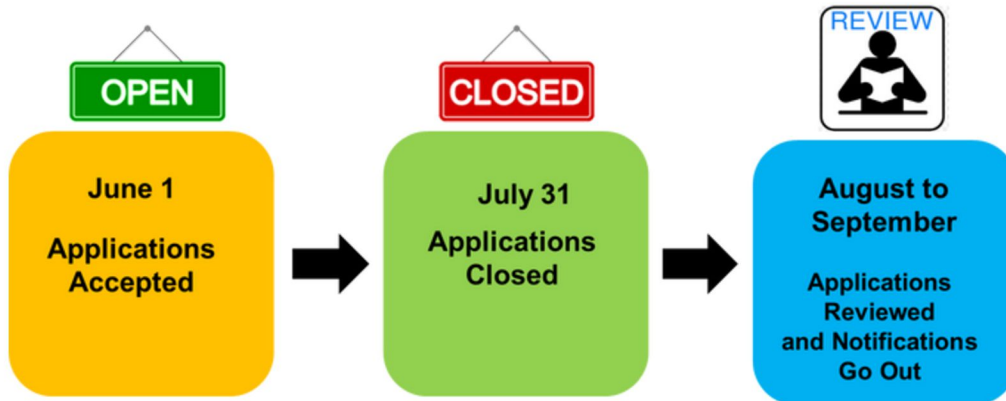ONLY ONE OF THE 3 AGENCIES LISTED ABOVE

Gwinnett/Walton
Habitat
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A Final Word on Completing Your Online Application

Make sure:

1. All information the application is asking for is provided otherwise, your application will be considered incomplete.
2. All sections - Sections A - O are filled out
3. All required documents are uploaded in section O
4. Make sure you hit "SAVE" and "COMPLETE AND CONTINUE" on bottome of page as you go. [Save] [Complete & Continue]
5. **ONLY HIT SUBMIT WHEN ALL SECTIONS HAVE BEEN COMPLETED.** If you submit before completong the application is locked and you will not be able to go back and fill in any missing data.

APPLICATION TIMELINE

OPEN

June 1

Applications
Accepted

→

CLOSED

July 31

Applications
Closed

→

REVIEW

**August to
September**

Applications
Reviewed
and Notifications
Go Out

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.

For all questions related to the application/program (eligibility, status updates, required documents etc.), please contact the Program Administrator directly. Contact information may be found on the portal dashboard or program overview section of the application.

Help

?

Confirmation Email

Password Reset

Error Message

Account Locked

Update User Permissions

Configuration

Other