

1. Go to the website www.councilbluffs-ia.gov/2418 from your computer or mobile device.
2. Click the Direct Financial Assistance Application link, which will open the Participant Portal. You can also go directly to the application from this link: <https://portal.neighborlysoftware.com/COUNCILBLUFFSIA/participant>
3. New users must first register their account before signing in to the portal. Click “Register” here.

The screenshot shows the login page for the City of Council Bluffs, IA Participant Portal. On the left, there is a logo and a welcome message: "Welcome to the City of Council Bluffs, IA Participant Portal". Below this, it says "New users must first register their account before signing in to the portal" and provides a technical issues email: support@neighborlysoftware.com. On the right, there are two tabs: "Sign In" and "Register". The "Register" tab is circled in red. Below the tabs are input fields for "Email Address" and "Password", a checked checkbox for "Remember my email address", a blue "Sign In" button, and a link for "Forgot your Password?".

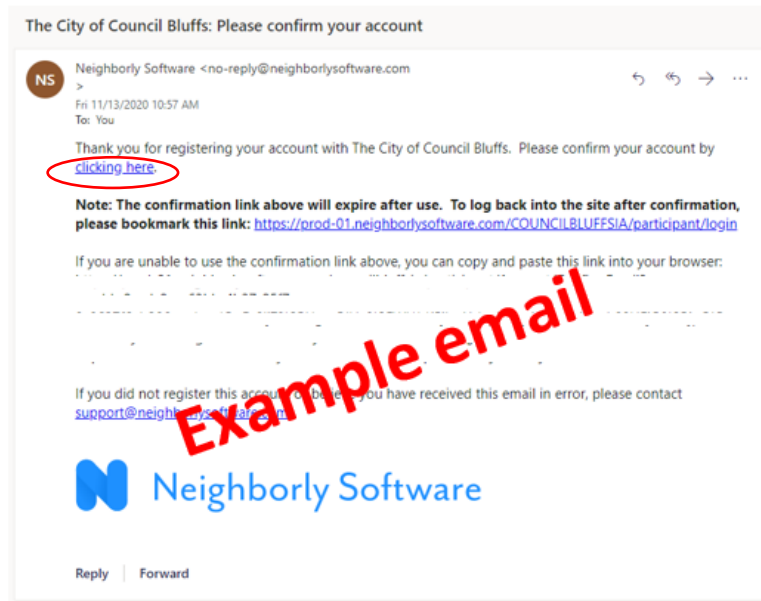
4. Complete the form to register your new account and click “Continue” to create a new account. Keep the email address and password you used to register so you can “Sign In” again in the future.

The screenshot shows the registration form on the same portal. The "Register" tab is now selected. The form includes input fields for "Email Address", "Re-enter Email Address", "First Name", "Last Name", "Password", and "Re-enter Password". At the bottom of the form is a blue "Continue" button.

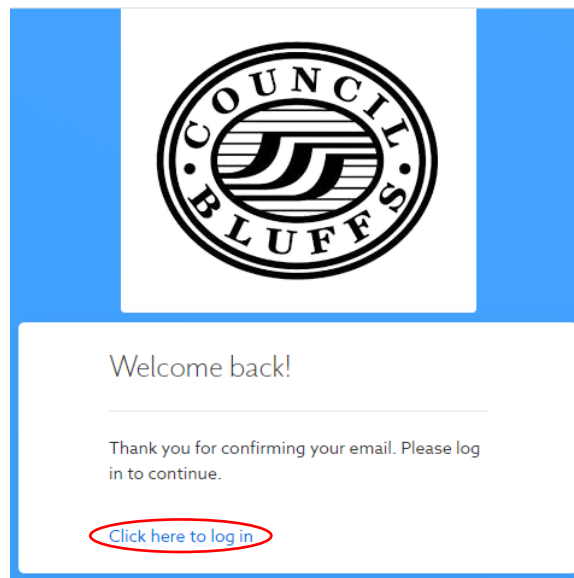
5. Close the browser window. Check your personal email account for a confirmation email from Neighborly Software. If you do not receive the email within 5 minutes, check your Spam or Junk Mail folder.

The screenshot shows the confirmation page after registration. The "Register" tab is selected. The page displays the following text: "Thank you, a confirmation email has been sent to". Below this, it says: "To continue, please close this browser window and use the link contained in the email." It then provides instructions: "If you do not receive the email within 5 minutes, please check your Spam or Junk Mail folder, or contact" and "If the email has been moved to Spam/Junk Mail, you can improve delivery of future emails by right-clicking on the email and indicating 'Not Spam', 'Not Junk' or 'Never Block Sender'."

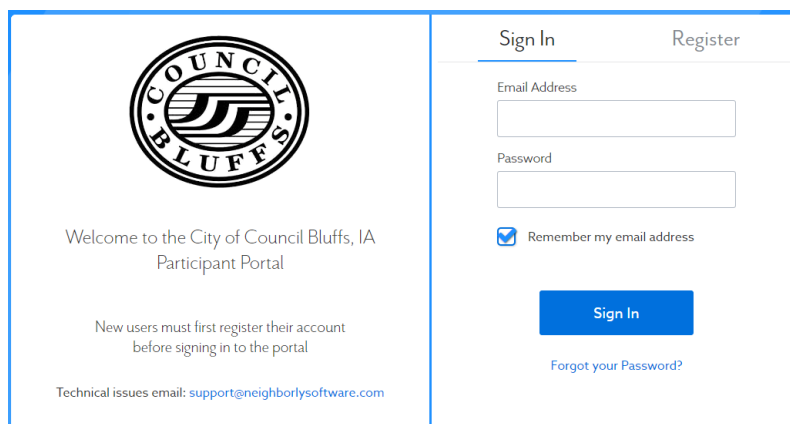
- In your personal email account, open the email from Neighborly Software with the subject line “The City of Council Bluffs: Please confirm your account.” In that email click on the hyperlink in the sentence, “Please confirm your account by [clicking here.](#)”




- A new browser window will open again. Click the link “Click here to log in”



- Sign In using the email address and password you registered with.



9. To apply for Direct Financial Assistance to help with your rent/mortgage and/or utility bills, click here to start a new application:



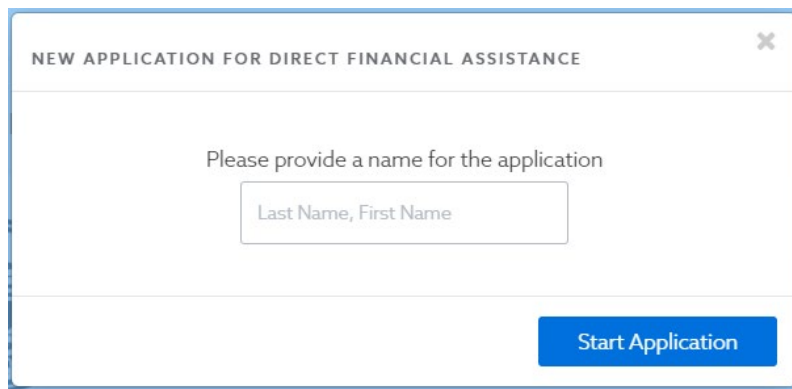
Welcome to the City of Council Bluffs, IA Portal

The City of Council Bluffs, IA is committed to accessibility for all applicants. If you require this material in an alternate format or if you have questions regarding the program, please contact Dessie Redmond at the City of Council Bluffs, IA at dredmond@councilbluffs-ia.gov or (712) 890-5352 .

Start a New Application

Direct Financial Assistance	Select this option if you are applying for the City of Council Bluffs Direct Financial Assistance Program.	Click here to start a new application
Business Assistance	Please select this option if you are a Small Business applying for assistance.	Click here to start a new application

10. Enter your name and click the “Start Application” button.



11. Complete each step in the application. Requests for assistance will not be considered until every step of the application has been completed accurately including necessary documentation. If you have any questions regarding this application, please contact Amy Kistler at akistler@newvisionshs.org or (712) 256-3940.

