

Property Manager Portal User Guide:

LAST UPDATED: MAY 12, 2026

BENEVATE, INC.
DBA NEIGHBORLY SOFTWARE



Neighborly Software

www.neighborlysoftware.com

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Accessing the Property Manager Portal

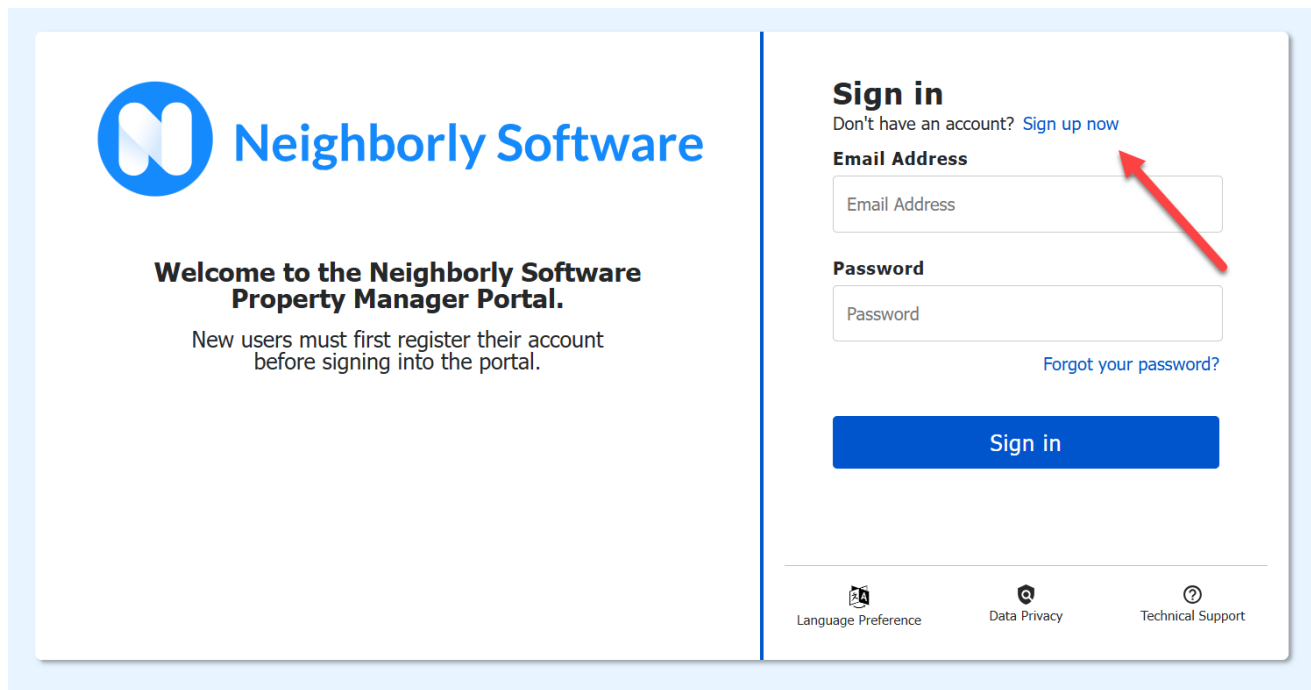
The Property Manager Portal is hosted by Neighborly Software and is accessible via any internet-connected device. The recommended browser is Google Chrome, but the portal will work in any modern web browser.

Property Manager Portal link: Contact the Program Administrator at the agency you work with to obtain your unique portal link.

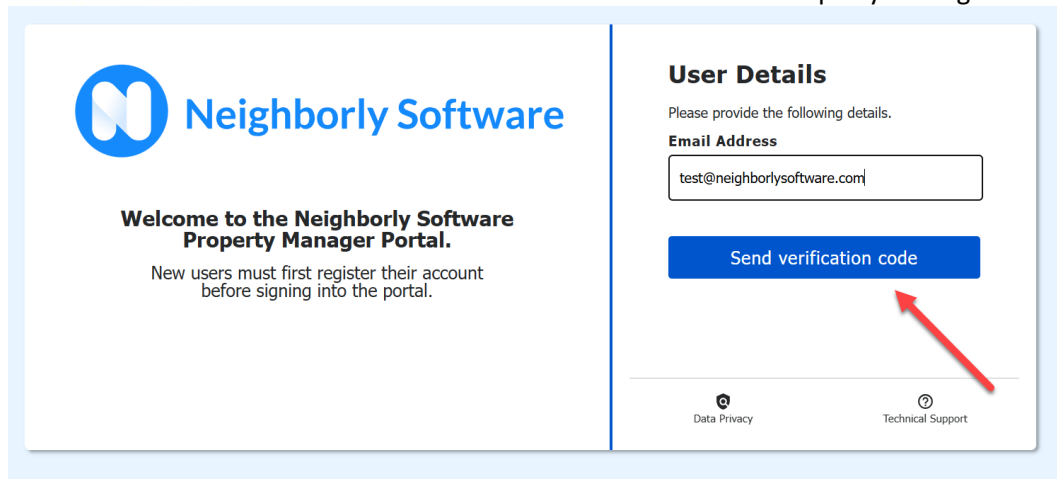
Registration

Use this section to create your portal account, verify your email address, and set your password.

1. Open your agency's Property Manager Portal link.
2. Select **Sign up now**.
3. Enter your work email address.
4. Select **Send verification code**. The system will email you a verification code.



*Registration screen (select **Sign up now** and **Send verification code**).*



Neighborly Software

Welcome to the Neighborly Software Property Manager Portal.

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

User Details

Please provide the following details.

Email Address

test@neighborlysoftware.com

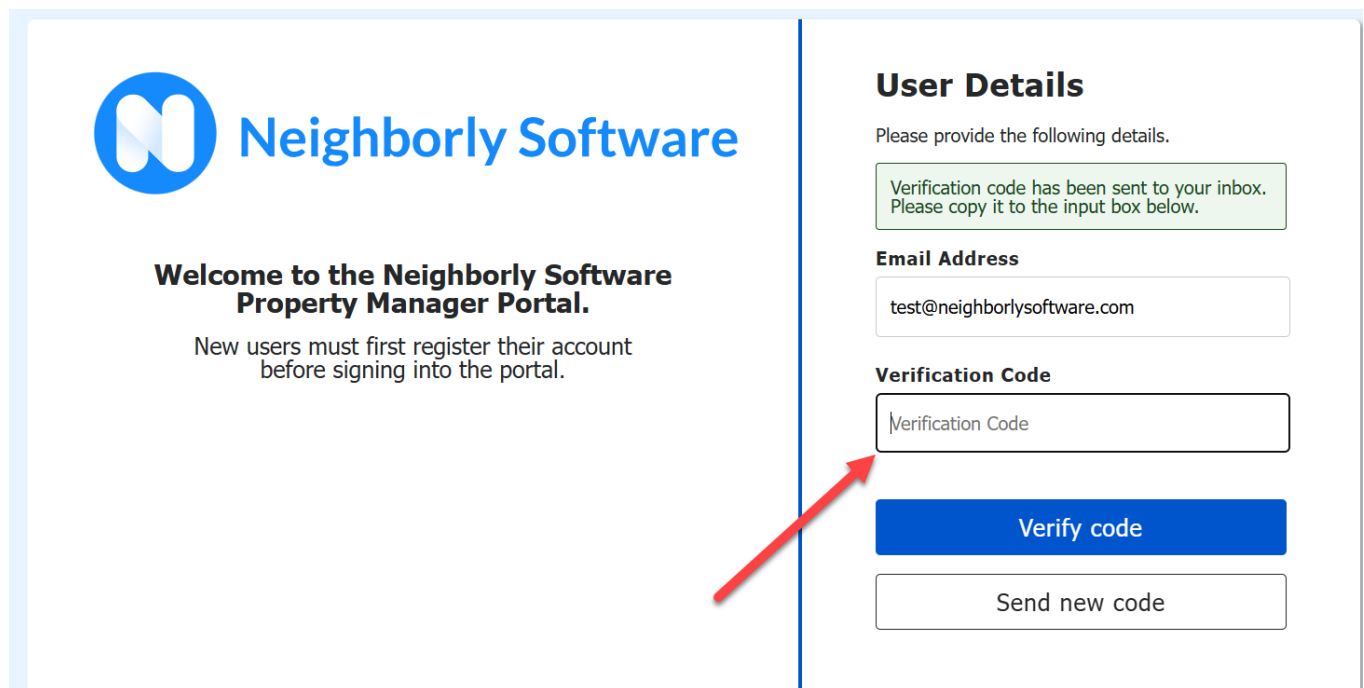
Send verification code

[Data Privacy](#) [Technical Support](#)

Verification email example (use the code shown in the message).

Note: If you don't receive the email within 2 minutes, check your spam or junk folder. If you find it there, mark it as "Not Junk"/"Not Spam" to ensure you receive future system notifications.

1. Enter the verification code in the text box.
2. Select **Verify Code**.



Neighborly Software

Welcome to the Neighborly Software Property Manager Portal.

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

User Details

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

test@neighborlysoftware.com

Verification Code

Verification Code

Verify code

Send new code

*Enter the emailed code, then select **Verify Code**.*

If the code isn't accepted, select **Send new code** to generate a new code and email.

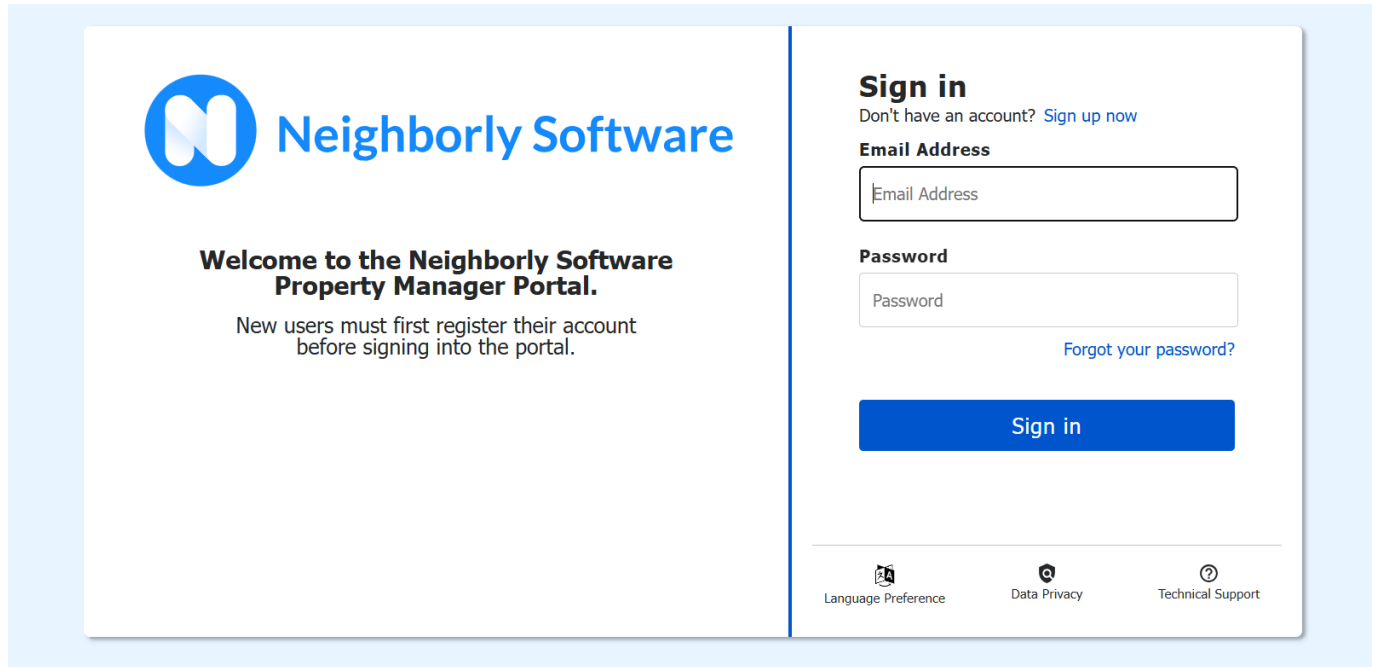
Create your password when prompted.

Passwords must be at least 12 characters and include at least one uppercase letter, one lowercase letter, one number, and one special character (for example: ! @ # \$ % ^).

Signing In

Use this section to sign in after you've registered your account.

Once your account has been registered, you can log in (using the same link above) by entering the email address and password you used during registration.



Example of Login Screen

Password Reset

Use this section if you've forgotten your password and need to set a new one.

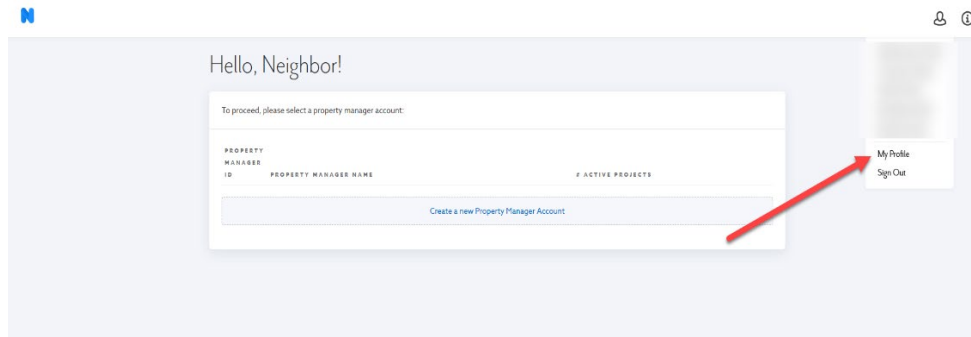
1. Select **Forgot your password?**
2. Enter the email address you used to register.
3. Select **Send verification code.**
4. Enter the 6-digit code from the email, then select **Verify Code.**
5. Follow the prompts to create a new password.

Note: If you don't receive the code within 2 minutes, check your spam/junk folder and confirm your email address is entered correctly. You can then repeat the steps to generate a new code.

Changing your Password

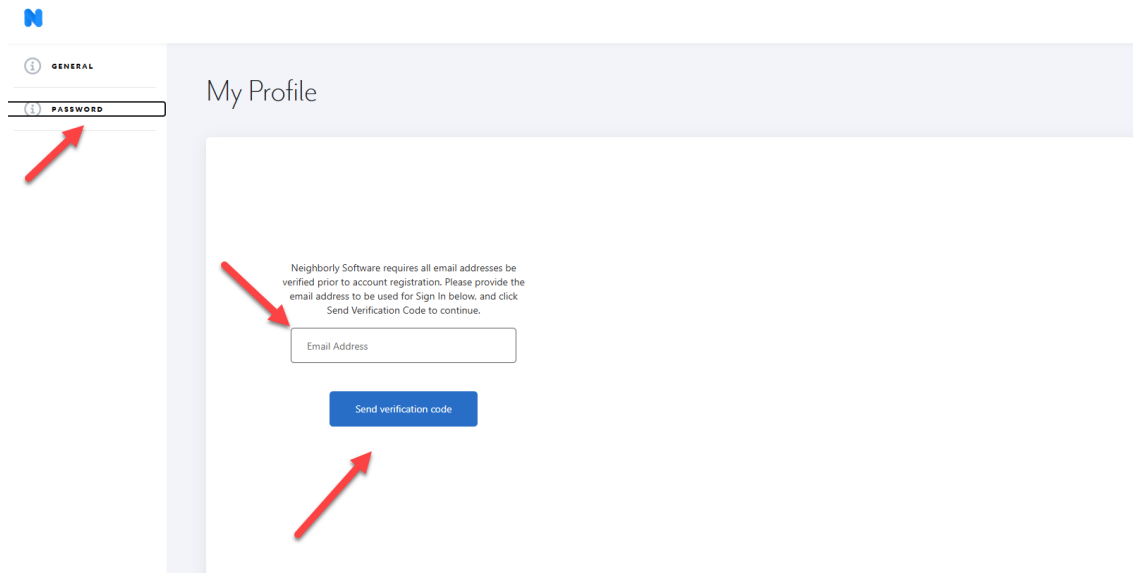
Use this section to update your password after you've signed in.

If you feel your password may have been compromised, you can change it after logging in. Select the icon in the top-right corner of the screen, then select **My Profile**.



Accessing My Profile

Next, select **Password** on the left side of the screen. For security purposes, you'll be asked to re-enter your email address. The system will send a verification code—enter the code and follow the prompts to create a new password.



Example of how to update password

Property Manager Information

Use this section to enter and maintain your company details and manage users associated with your Property Manager account.

General Info

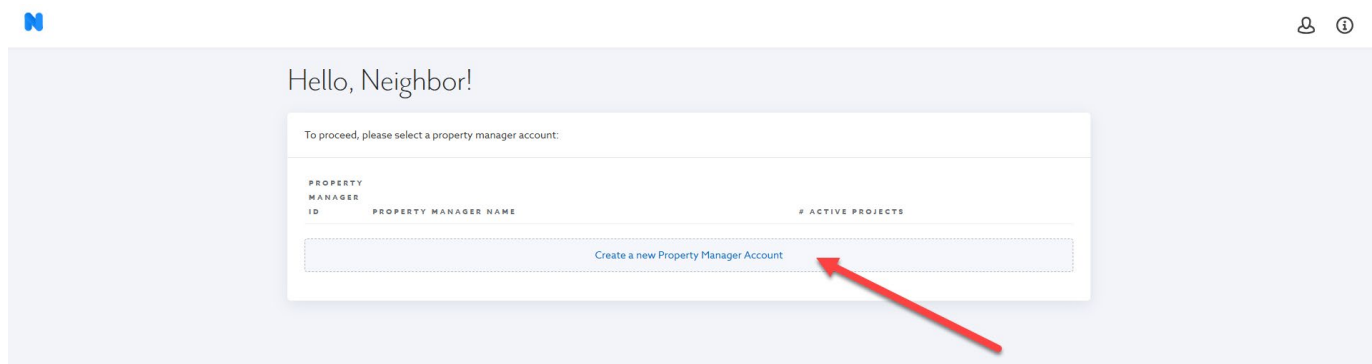
Use this page to submit your company information and required documentation for Program Administrator review.

The Property Manager Information page is the primary place to manage details for your Property Manager company. Here you'll enter contact information, your website, and SSN and/or TIN, and upload required documents (such as a W-9 and proof of ownership).

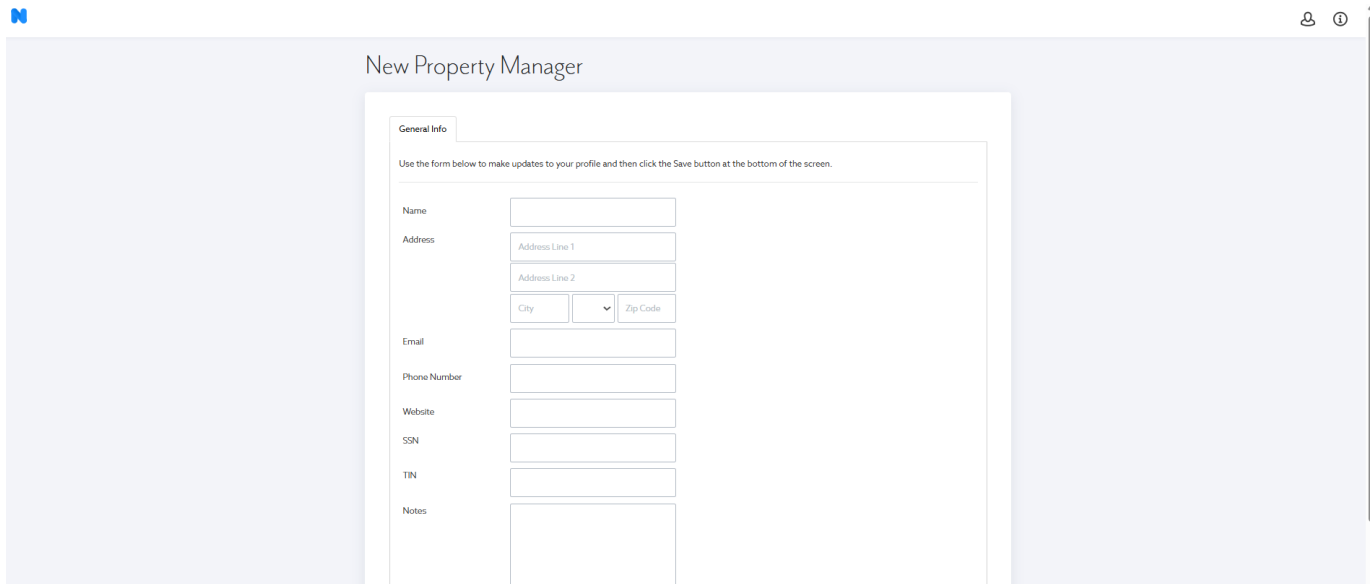
Before you begin, have these ready (as applicable):

- Company contact information
- Website (if applicable)
- SSN and/or TIN
- W-9
- Proof of ownership documentation

What happens next: Your Program Administrator will review the information and uploaded files. Uploaded files can only be edited by a Program Administrator.

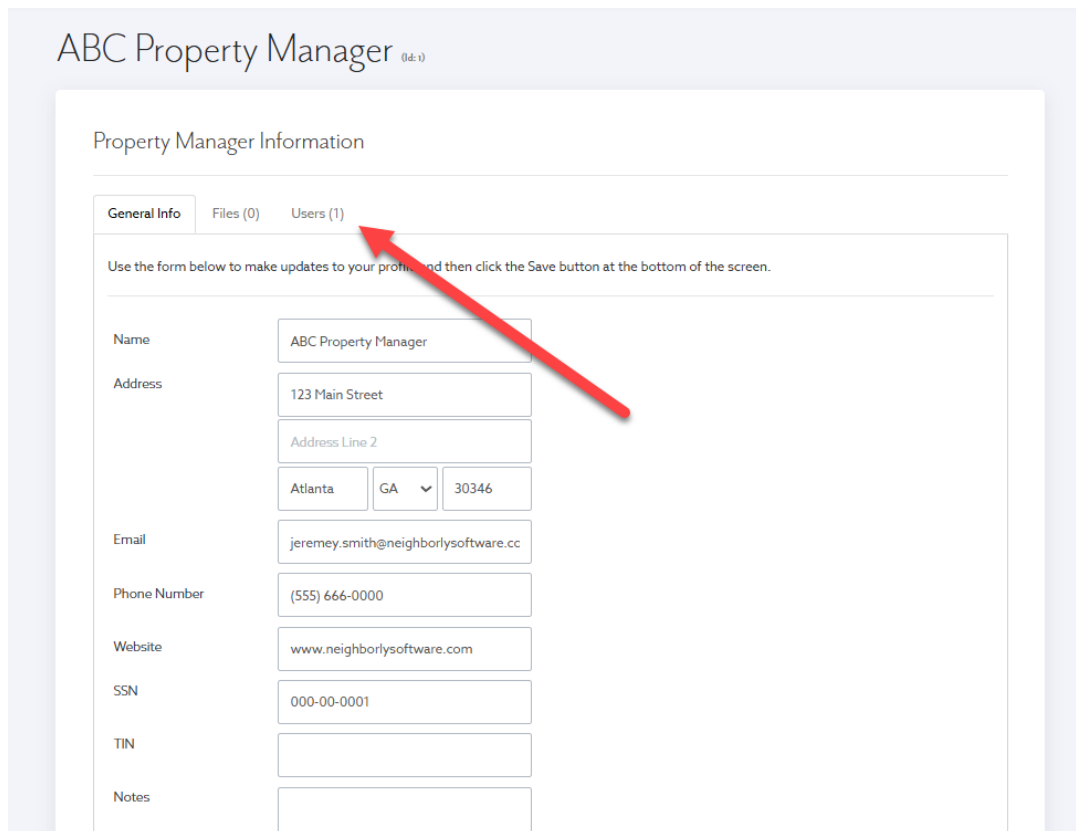


Example of how to create Property Manager Account



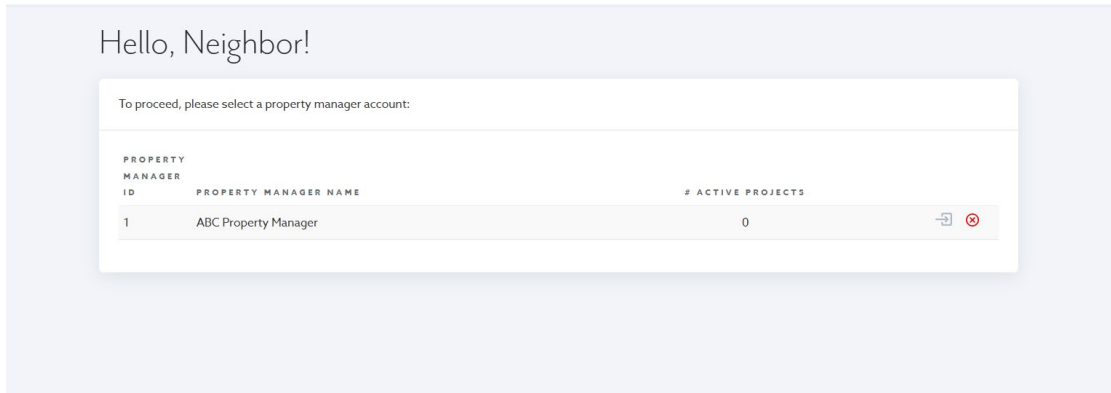
General Info page (enter your company details and upload required documents).

After you save, you can add additional users to the Property Manager account from the top of the screen.



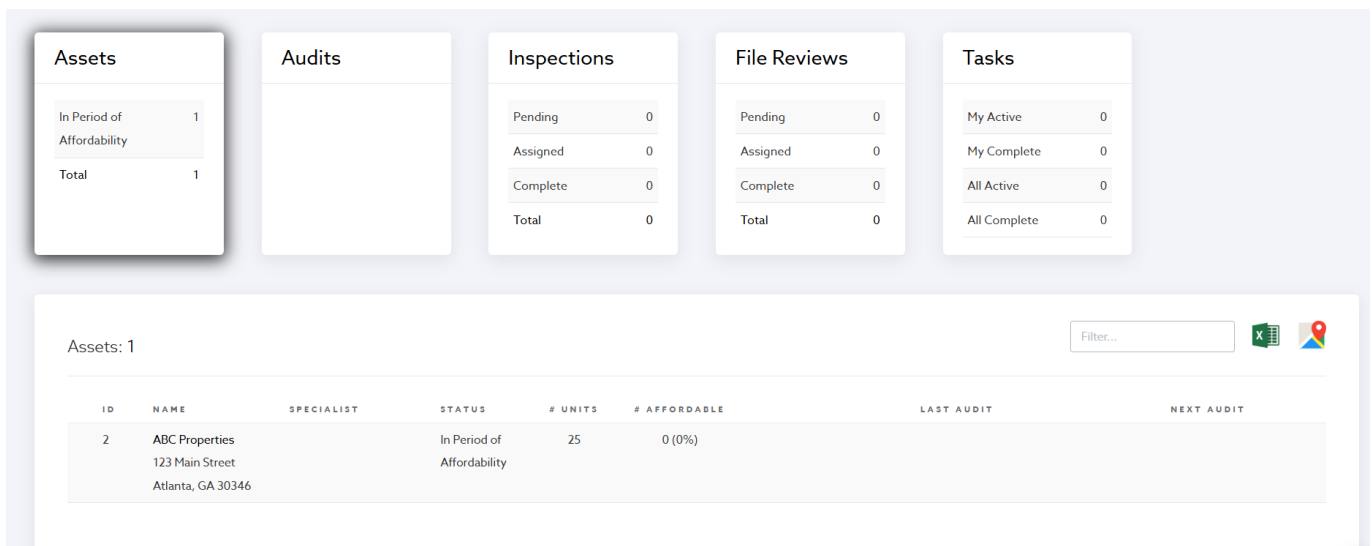
Finding Users in Property Manager Information

After entering your information and saving, you will see your account on the landing page.



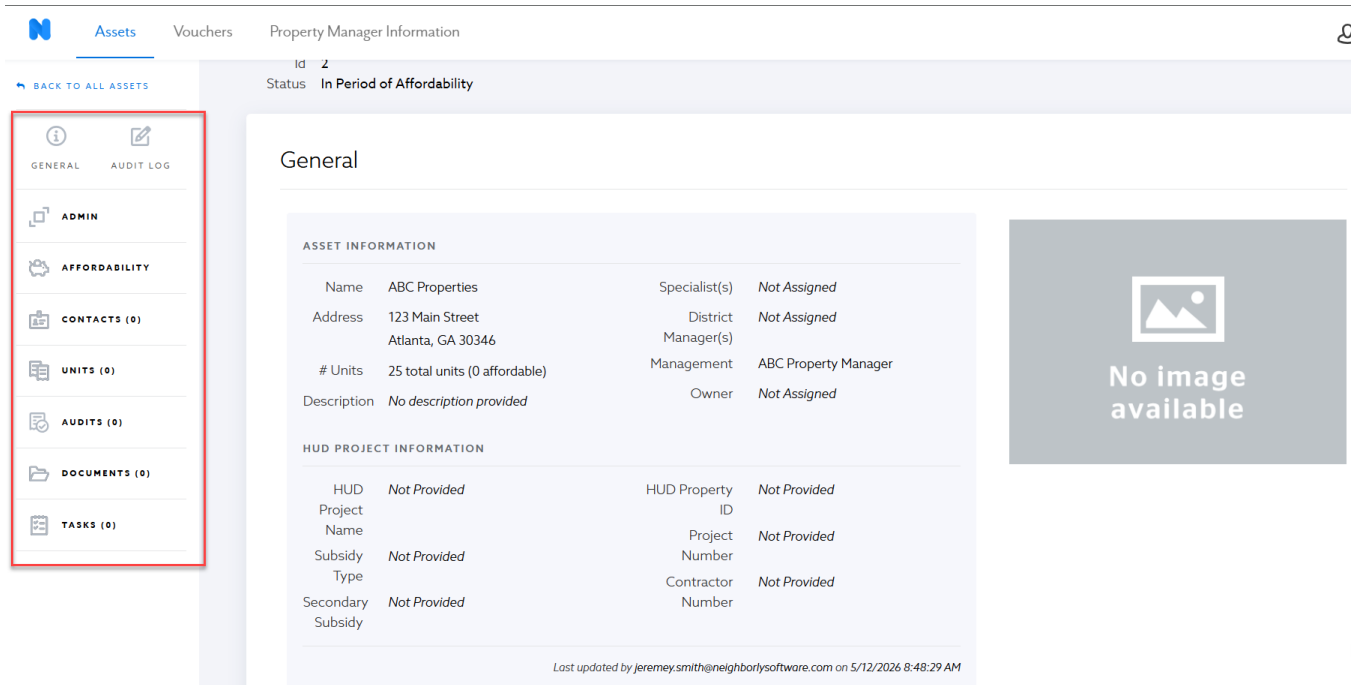
Landing page showing your Property Manager account tile.

Select your account to open the Assets dashboard, where you'll see the Assets assigned to you. If no Assets are assigned yet, contact your Program Administrator.



Assets dashboard (shows all Assets assigned to your account).

Select an Asset to review details and add additional information. Let's take a closer look at each of these on the next page.



The screenshot displays the 'Assets' section of the Property Manager Portal. The left sidebar contains a navigation menu with tabs for GENERAL, AUDIT LOG, ADMIN, AFFORDABILITY, CONTACTS (0), UNITS (0), AUDITS (0), DOCUMENTS (0), and TASKS (0). The main content area shows the 'General' tab for Asset ID 2, which is in the 'In Period of Affordability' status. The asset information includes:

ASSET INFORMATION			
Name	ABC Properties	Specialist(s)	Not Assigned
Address	123 Main Street Atlanta, GA 30346	District Manager(s)	Not Assigned
# Units	25 total units (0 affordable)	Management	ABC Property Manager
Description	No description provided	Owner	Not Assigned

HUD PROJECT INFORMATION			
HUD Project Name	Not Provided	HUD Property ID	Not Provided
Subsidy Type	Not Provided	Project Number	Not Provided
Secondary Subsidy	Not Provided	Contractor Number	Not Provided

A placeholder for an image is shown on the right with the text 'No image available'. At the bottom, a timestamp reads: 'Last updated by jeremey.smith@neighborlysoftware.com on 5/12/2026 8:48:29 AM'.

Asset details view (tabs for General, Audit Log, Admin, and more).



GENERAL



AUDIT LOG



ADMIN



AFFORDABILITY



CONTACTS (0)



UNITS (0)



AUDITS (0)



DOCUMENTS (0)



TASKS (0)

General

Review basic Asset Information like name, address, # of units.

Audit Log

Find any updates or changes to your assets here.

Admin

Explore additional Asset Information like IDIS, and close out information.

Affordability

Enter or review information about the affordability period and Required Set Aside.

Contacts

Add additional contacts to your assets.

Units

Review all units associated with this Asset.

Audits

Available information here includes Audit info, Rents, Desk Review, Rent Roll, Inspections, File Reviews and more.

Documents

Any attachments associated with this Asset can be found here.

Tasks

Collaborate with the Neighborly Software Administrator using Tasks to complete work.

Technical Difficulties

If at any point you run into technical difficulties with Neighborly 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 8pm Eastern Time.

