

# Homebuyer Assistance

## Online Application Instructions

### Before you start your application

Recommended web browsers: Chrome, Firefox or Edge

You need an email address to proceed.

### Accessing the Online Application Portal (Neighborly Software)

1. You need to register for an account with Neighborly Software.

- Click the following link to access, complete, and submit the [ONLINE APPLICATION](#)
- Enter your email address, first and last name, and set up a password.

2. For security purposes, the system will validate your email address by sending you an email with a validation link. **You must validate your email address to proceed.**

3. “Log in” by entering the email address and password you set up during registration.

4. Complete the application.

5. You will receive an email from City staff.

*If you need assistance in setting up your account or completing the pre-application, please see the instructions below.*

Having difficulty accessing the online application?

Call 779-348-7162 or email [NDHousing@rockfordil.gov](mailto:NDHousing@rockfordil.gov).

Para información en Español favor de comunicarse a uno de estos números  
779.348.7439/779.348.7441.