# Jefferson County Emergency Rental Assistance

How to Re-open and Complete your Emergency Rental Assistance Application

Step 1. Enter the Portal

To sign into your account visit: https://portal.neighborlysoftware.com/erap-jeffersoncountyal/Participant
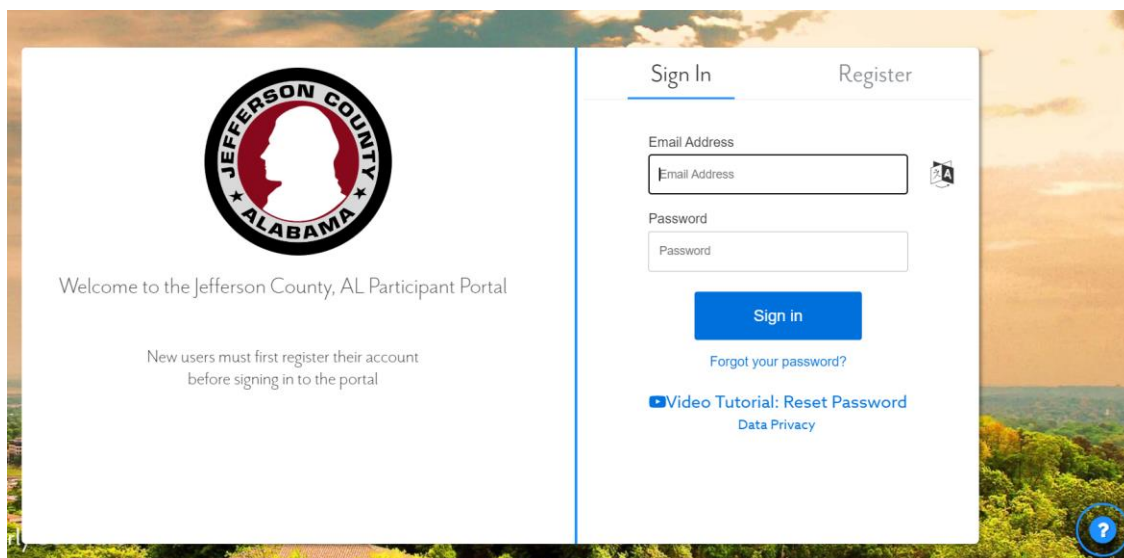
Enter your email address and password to enter the portal. Be sure to enter your information under the Sign In portal.
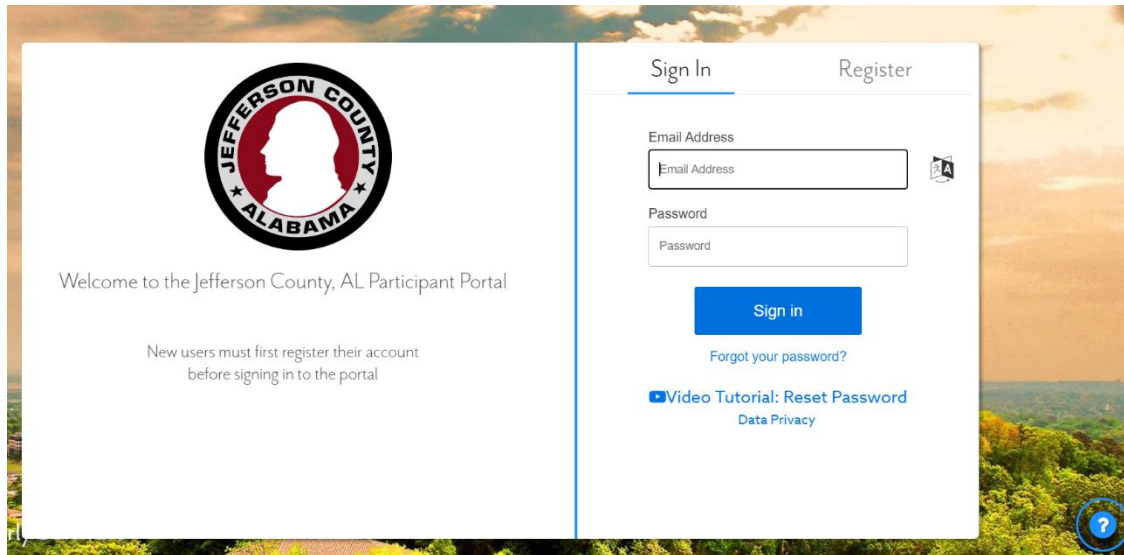

Step 1a. Reset a Password and Other Technical Issues

If you have forgotten your password, select **Forgot your password?**

You may also watch the **Video Tutorial** for additional guidance on resetting your password.

If you are unable to reset your password or are having technical difficulties, such as a locked account, select the **question mark** in the bottom right of the screen.
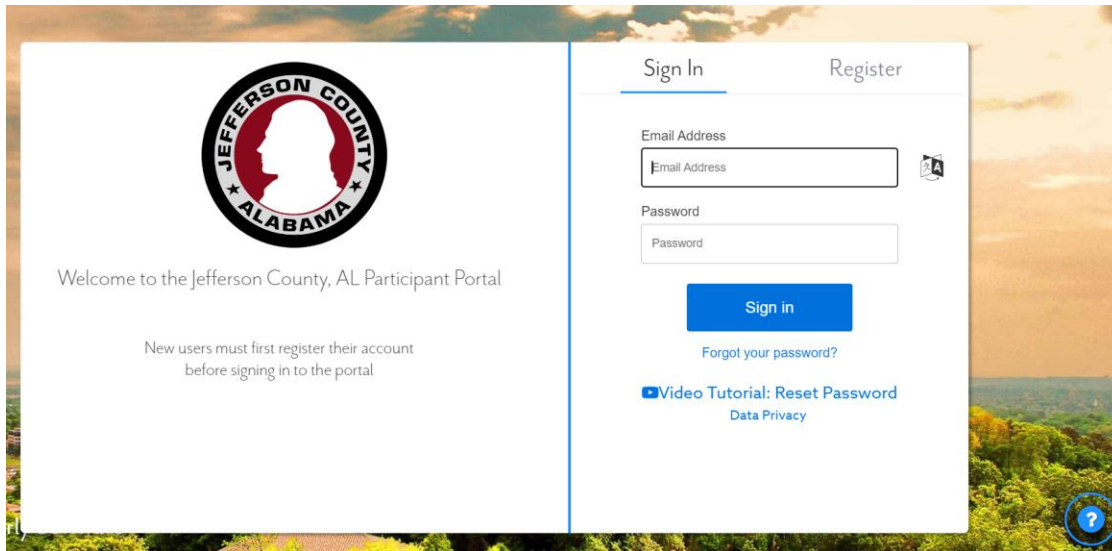
When you select the question mark you will see the following screen. To proceed, select the issue you are experiencing.
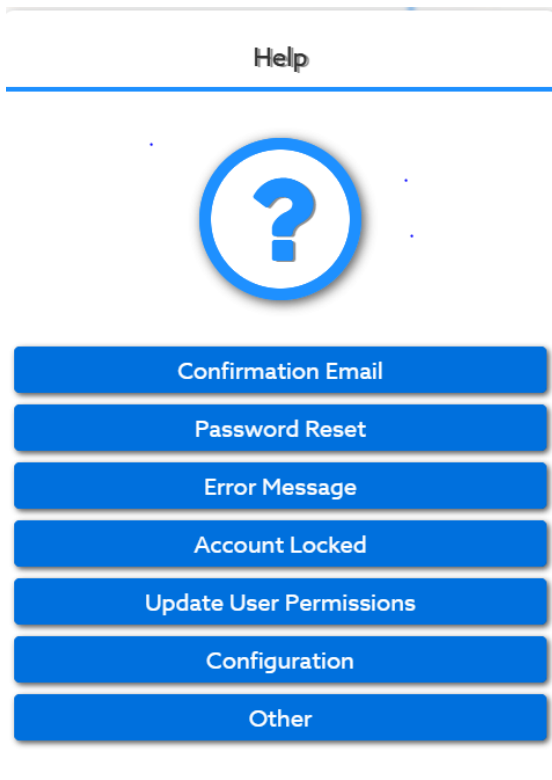
When you choose your issue from the Help box, you will receive this prompt. Please enter your email address and a description of the issue you are experiencing. You may also attach a screenshot. Press **submit** to send your help request to Neighborly.

Help

Account Locked

Requestor Email

Detailed Description
Please leave a detailed description of your issue (at least 10 characters in length)

Attachment
+

Submit

Step 2. Select Your Application

Once you sign into the portal, you will see the following screen.

Your application should appear on the bottom of the screen under **Continue an Existing Application**.

On the bottom right, see **Action**.

Welcome to the Jefferson County, AL Application Portal

Jefferson County is committed to accessibility for all applicants. If you require this material in an alternate format, please contact us at (205)326-0162.

At this time, the Jefferson County Emergency Rental Assistance Program is temporarily paused. During this pause, the program will not be taking any new applications.

Continue an Existing Application

Case ID	Name	Program	Year	Status	Expires	Action

Under **Action**, select the option to **View Application**.

Action

View Application

Step 3. Complete Application

On the left hand side of the screen, you will see your application progress. A green check means you have completed this section of the application.

☑ Program Overview

☑ A. Initial Questions

☑ B. COVID-19 Impact

☑ C. Applicant Information

☑ D. Household Members

☑ E. Income Verification

☑ F. Rent Assistance Requested

☑ G. Utility Assistance Requested

☑ H. Utility Assistance Requested Continued

☑ I. Prior Assistance

☐ J. Required Documents

☐ Submit

On the right hand side of the screen, you will see the following message. Select **Click here to continue** to open your application.

Application

Please use the link below to continue the application process.

For all questions related to your application (such as inquiries about eligibility, required documents, etc.) please contact (205)326-0162.

<div style="border:1px solid blue; text-align:center;">Click here to continue</div>

Your application will open where you left off. If you have completed all sections up to **Required Documents**, you will be automatically brought to the required documents section.

J. Required Documents

Print Step

Please upload the following documents:

Instructions

Rent Statement: Documentation showing the rental costs for which I have requested assistance. Documentation must show the amount due for each month. For outstanding payments due, documentation must show the months that are outstanding and the amount due for each month for which there is an outstanding balance. (e.g. evidence of rent payments made to the landlord through copies of checks or receipts of rent paid, bank statements, eviction notice issued to the household or notice of Demand for Payment that lists amounts due by month including fees, written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit with sufficient monthly detail, landlord ledger establishing past-due amount including dates of service for which there is an outstanding balance, or other documentation that reasonably established a pattern of paying rent and amounts due)

Step 4. Submit Your Completed Application

Once you have completed each section of the application, submit your application. An application specialist will reach out once they have begun processing your application.