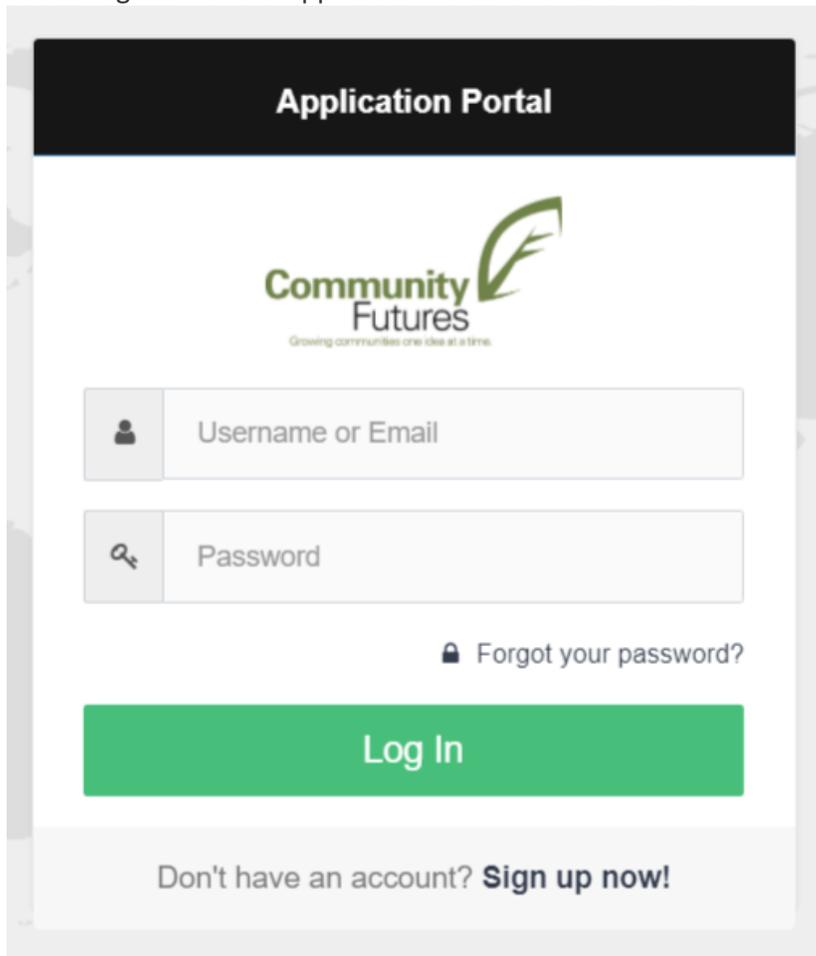


## Application Portal: Client Login Process and Troubleshooting Tips

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### Process for a New Client to Sign Up and Access an Application Portal:

1. From the Application Portal Login screen, click the **Sign-Up Now!** button.
2. When the 'Create Your Account' screen opens, enter the email address you would like to use to register for the Application Portal then click **Next**.



The screenshot shows the login interface for the 'Application Portal'. At the top, there is a black header with the text 'Application Portal' in white. Below the header is the 'Community Futures' logo, which includes a green leaf icon and the tagline 'Growing communities one idea at a time'. The login form consists of two input fields: 'Username or Email' with a person icon and 'Password' with a key icon. Below these fields is a link that says 'Forgot your password?' with a lock icon. A large green button labeled 'Log In' is positioned below the password field. At the bottom of the form, there is a link that says 'Don't have an account? Sign up now!'.

3. A Verification Email will then be sent to the email address you entered. You must open the email and copy the Verification Code from the email into the 'Verify Your Email Address' screen then click Verify. Note: If you don't receive the Verification email, it was likely filtered into a Spam or Junk mail folder. Refer to the below steps to search for the email



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## CommonGoals Software - Application Portal!

Verify this email is yours

[christine@msn.com](mailto:christine@msn.com)

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This email address was recently entered to verify your email address.

You can use this code to verify that this email belongs to you.

**274193**

If this wasn't you, someone may have mistyped their email address. Keep this code to yourself, and no other action is needed at this moment.

Sincerely,

4. In the next 'Account Setup' screen, enter your **Name**, create an account **Password** for yourself and select the **I Accept the Terms and Conditions** check-box then click the **Sign Me Up :)** button to login.

  
**Complete your free account setup**  
 christine@msn.com

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**First Name** 
**Last Name**

**Password** 
**Confirm Password**

I accept Terms and Conditions

Sign me up :)

[Already have an account?](#)

5. When the next screen opens, advising that 'Your Account was Created Successfully', click the **Back to Login** button. Note: an automatic email will also be sent confirming that your account has been successfully Verified. That email also contains a link to the Application Portal login screen that you can use to login in the future.

### **Trouble Shooting: If You Don't Receive the Verification Code Email:**

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#### **Outlook.com - How to Search in Junk and 'Other' Email:**

1. Login to your email account through a web browser.
2. On the left Pane, select your **Inbox**.
3. Click the **Other** tab located above your list of emails.
4. If you don't find the email there, click the **Junk** Folder on the left side of the screen.

#### **Outlook.com - How to Add Application Portal Emails to your 'Safe Senders List':**

1. Login to your email account through a web browser.
2. From the top, right side of the screen, click the gear icon to access **Settings**.
3. From the bottom, click **View all Outlook Settings**.
4. From the left side, click **Mail**, then click **Junk Email**.
5. From the **Safe Senders and Domain** section, click **+ Add** button.
6. Enter **commongoalsapp.com** then click **Enter**.

7. Click **Save** then click **Close**.

#### **Outlook Desktop - How to Search in Junk and 'Other' Email:**

1. On the left Pane, select your **Inbox**.
2. Click the **Other** tab located above your list of emails.
3. If you don't find the email there, click the **Junk** Folder on the left side of the screen.

#### **Outlook Desktop - How to Add Application Portal Emails to your 'Safe Senders List':**

1. Highlight the Verification Email from the Application Portal then click the **Home** Tab in Outlook.
2. From the Delete group, select the **Junk** drop-down menu then click **Never Block Sender**.
3. A prompt box will pop out to remind you the selected address has been added to the safe senders list. Click **OK**.

#### **Gmail - How to Search in Junk and Flag Future Application Portal Emails as 'Not Spam':**

1. Open Gmail in any internet browser.
2. From the list of folders on the left, scroll down and click the **More** option.
3. Click on the **Spam** folder. (This will be labeled with an exclamation point icon)
4. Highlight the Application Portal Verification Email then click the **Not Spam** button at the top of the page. This will teach Gmail not to mark messages from the Application Portal as spam in the future.