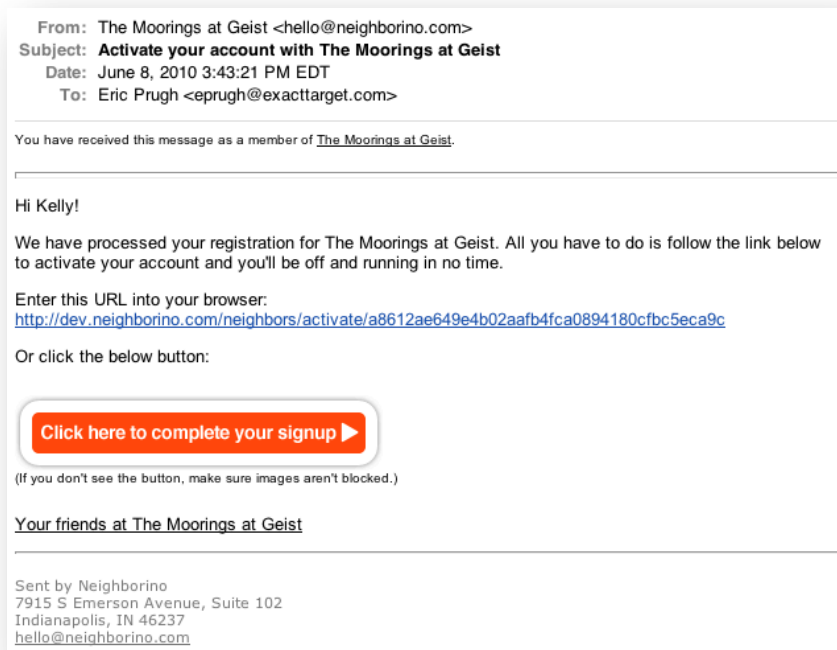


Activating your account for your website

If you are having trouble logging into your account with your community website, you can try a number of things to ensure you've followed the right steps for signing up:

1. After signing up, you should receive an activation email prompting you to click a link to finalize your activation. A screenshot of the email is below:



2. By clicking the link in the above email, your account will automatically be activated and you'll be logged in.
3. If you cannot see the email in your Inbox, try the "Junk", "Spam", or "Bulk" folder in your email client or email tool.
4. If you still cannot find the email, please add "hello@neighborino.com" to your safe sender list. This email address is who the email will be coming from. Here's a link on how to update your safe sender list: <http://www.safesenderslist.com/>
5. If you have still not been able to get your account activated, please contact support@neighborino.com and include the following information:
 - a. The website you're trying to sign up for
 - b. Your user name
6. Someone with Neighborino support will follow up with you once we've successfully activated your account.