



**ORANGE
COUNTY**
FLORIDA

Participant User Guide:

Orange County, Florida Application Portal for the Film Incentive Program

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Accessing the Participant Portal

The Subrecipient Portal is hosted by Neighborly Software and is accessible available via any internet connected device. The recommended browser is Google Chrome but will work with any modern web browser.

Participant Portal Link: <https://portal.neighborlysoftware.com/ORANGECOUNTYFLECONDEV/Participant>



Welcome to the Orange County, Florida Application Portal for the Film Incentive Program

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

Sign in

Don't have an account? [Sign up now](#)

Email Address

Password

[Forgot your password?](#)

Sign in



Language Preference



Data Privacy



Technical Support

Registration

To access the system, you'll need to create an account by first registering your email address. Select the Sign up now and enter your work email address. Select "Send verification code". To verify your email address, the system will send you an email with a verification code.

Note: If you do not receive the email within 2 minutes, check your spam or junk mail folders. If the email is in either folder, mark the message as "Not Junk" or "Not Spam" to ensure you receive all future system notifications.

Sign in

Don't have an account? [Sign up now](#)

Email Address

Password

[Forgot your password?](#)

Sign in



Language Preference



Data Privacy



Technical Support


User Details

Please provide the following details.

Email Address

Send verification code

 Data Privacy

 Technical Support

Enter your work email and a verification code will be sent to your inbox. Enter the verification code into the text box and click "Verify Code."

If the code is not accepted, you may generate a new code by selecting "Send new code." Another email with a new code will be sent to your inbox.

After verifying your email address, you'll be prompted to create a password. Passwords should be at least 12 characters long and include at least one UPPERCASE letter, lowercase letter, a number, and a special character (!@#\$\$%^).

Signing In

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

Sign in

Don't have an account? [Sign up now](#)

Email Address


Password

[Forgot your password?](#)

Sign in

 Language Preference

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Password Reset

If you forget your password, select the link “Forgot your Password?” and follow the prompts to create a new password.

Enter the email address that was used to register your account. Then select “Send Verification Code”

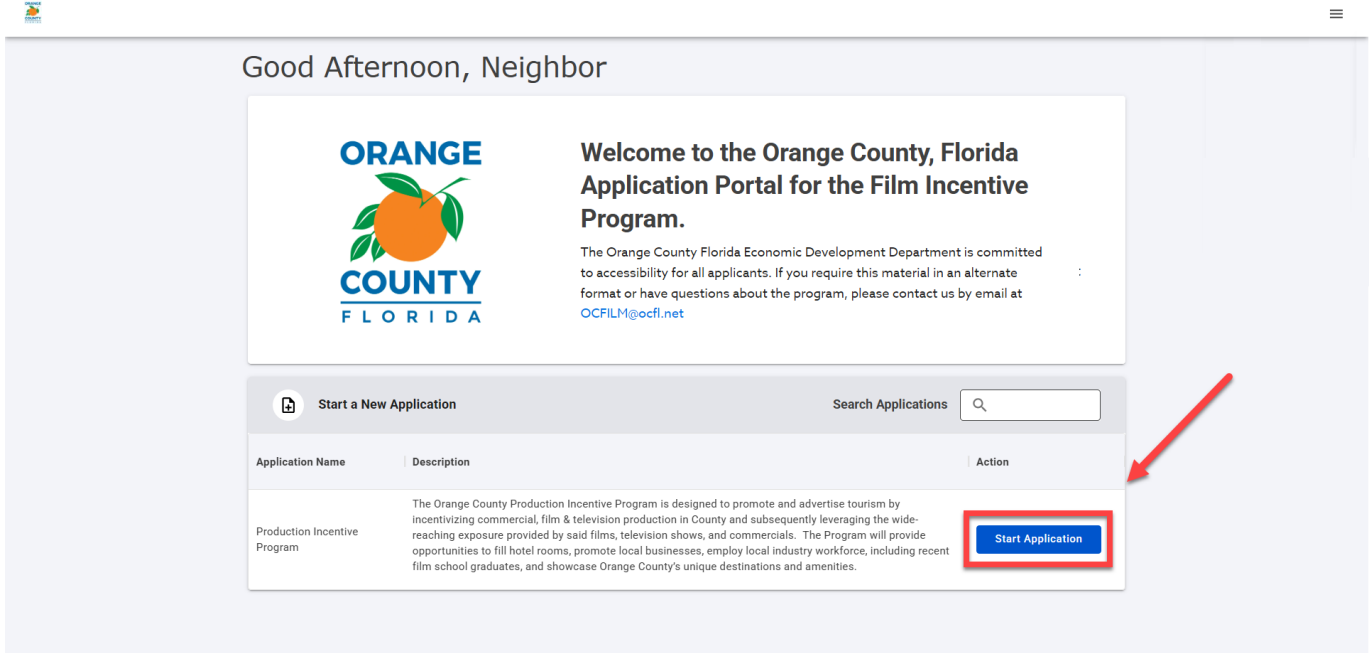
Within a few seconds, the system will send you an email containing a 6-digit code. Enter the code into the text field and select “Verify Code”

If after 2 minutes you have not received a code, you may repeat these steps to generate another code.


Be sure to check your spam and junk folders before requesting a new code. Sometimes users do not receive the code due to a simple typo when entering their email address. Verify that the email entered is indeed correct.

Starting a New Application

Upon logging in, the participant dashboard will become visible. Any programs available to the user to create a new application, or any previously created application, will be listed in the card as shown below. Click “Start Application” or “View”.



Good Afternoon, Neighbor



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The Orange County Florida Economic Development Department is committed to accessibility for all applicants. If you require this material in an alternate format or have questions about the program, please contact us by email at OCFILM@ocfl.net

Start a New Application Search Applications

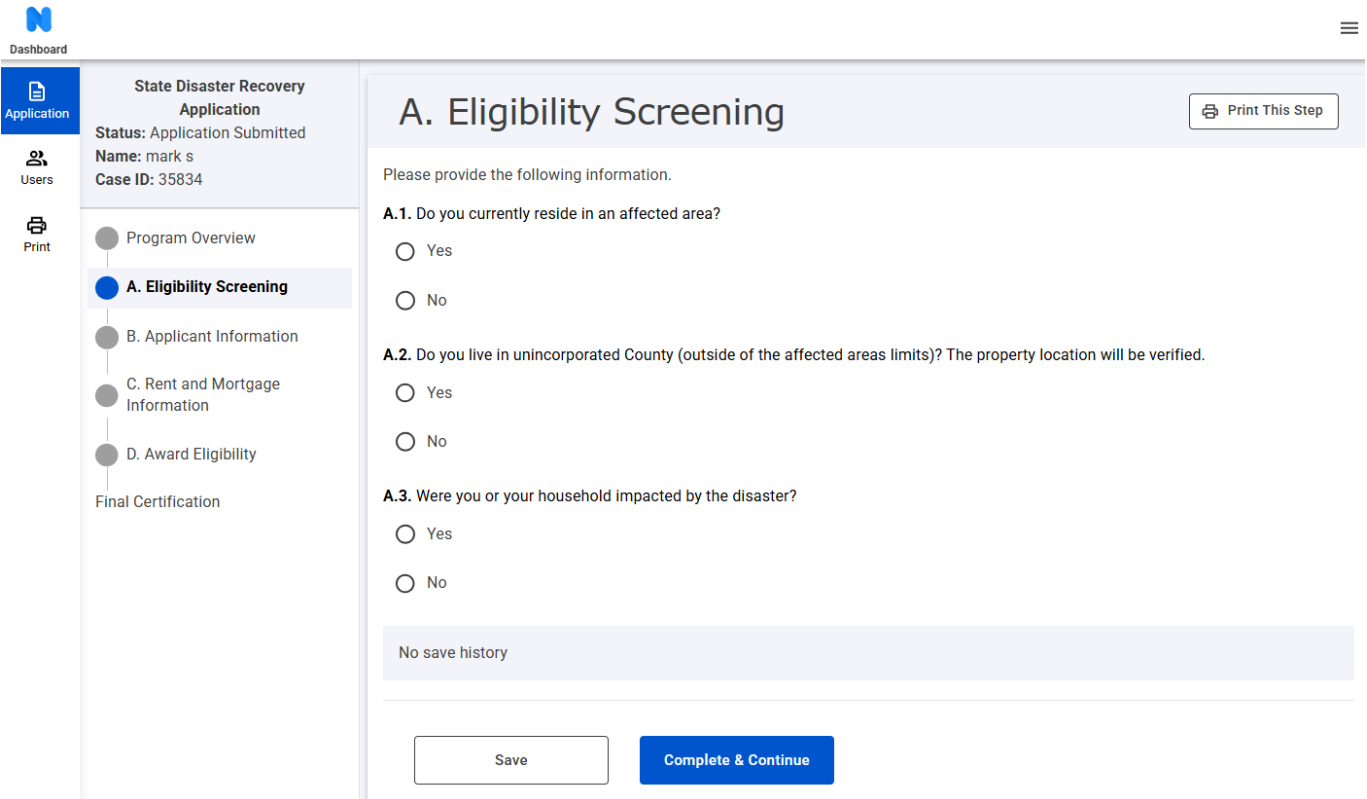
Application Name	Description	Action
Production Incentive Program	The Orange County Production Incentive Program is designed to promote and advertise tourism by incentivizing commercial, film & television production in County and subsequently leveraging the wide-reaching exposure provided by said films, television shows, and commercials. The Program will provide opportunities to fill hotel rooms, promote local businesses, employ local industry workforce, including recent film school graduates, and showcase Orange County's unique destinations and amenities.	Start Application

Components of an Application

Enter the information needed for of your application. This screen will be different depending on the program and application requirements. You can access the Case ID and required steps of the application on the left hand side of the screen.

When a step is completed successfully by answering all required questions and clicking “Complete & Continue”, a  will appear next to the step name in the application navigation panel to signify that the step and all questions are answered.

Additionally, you can invite separate users to assist or review your application. Once all steps are completed, you can submit the application and review the Case Status on the left hand side of the screen.



The screenshot displays the 'State Disaster Recovery Application' interface. On the left, a navigation panel includes a 'Dashboard' link, an 'Application' section with a document icon, 'Users' with a person icon, and a 'Print' icon. Below these are five steps: 'Program Overview', 'A. Eligibility Screening' (highlighted with a blue circle), 'B. Applicant Information', 'C. Rent and Mortgage Information', and 'D. Award Eligibility', followed by 'Final Certification'. The main content area is titled 'A. Eligibility Screening' and contains a 'Print This Step' button. Below the title, it asks the user to provide information and lists three questions (A.1, A.2, A.3) with radio button options for 'Yes' and 'No'. A 'No save history' message is shown in a light blue box. At the bottom, there are 'Save' and 'Complete & Continue' buttons.

Dashboard

Application

Users

Print

State Disaster Recovery Application

Status: Application Submitted

Name: mark s

Case ID: 35834

Program Overview

A. Eligibility Screening

B. Applicant Information

C. Rent and Mortgage Information

D. Award Eligibility

Final Certification

A. Eligibility Screening

Print This Step

Please provide the following information.

A.1. Do you currently reside in an affected area?

Yes

No

A.2. Do you live in unincorporated County (outside of the affected areas limits)? The property location will be verified.

Yes

No

A.3. Were you or your household impacted by the disaster?

Yes

No

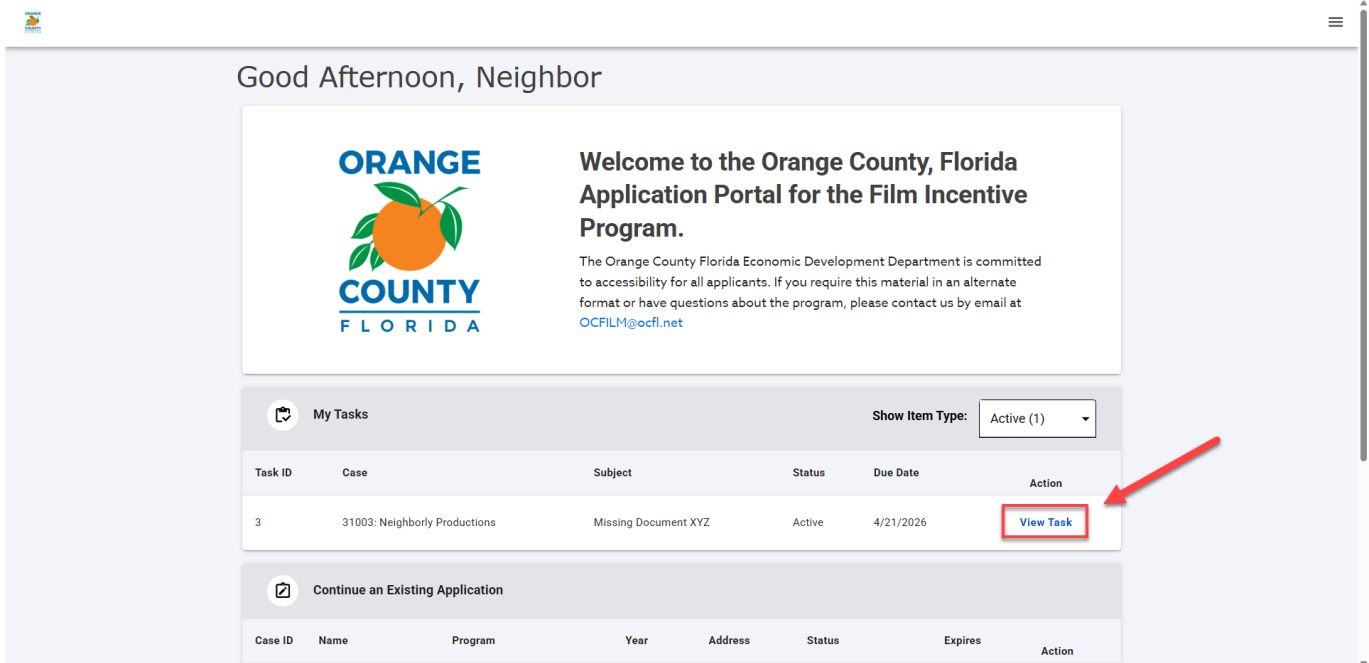
No save history

Save


Complete & Continue

Tasks

You may be assigned a task by a Program Administrator. Tasks will be displayed on the Portal Dashboard. To open a task, select the View Task button to the right of the task.



Good Afternoon, Neighbor



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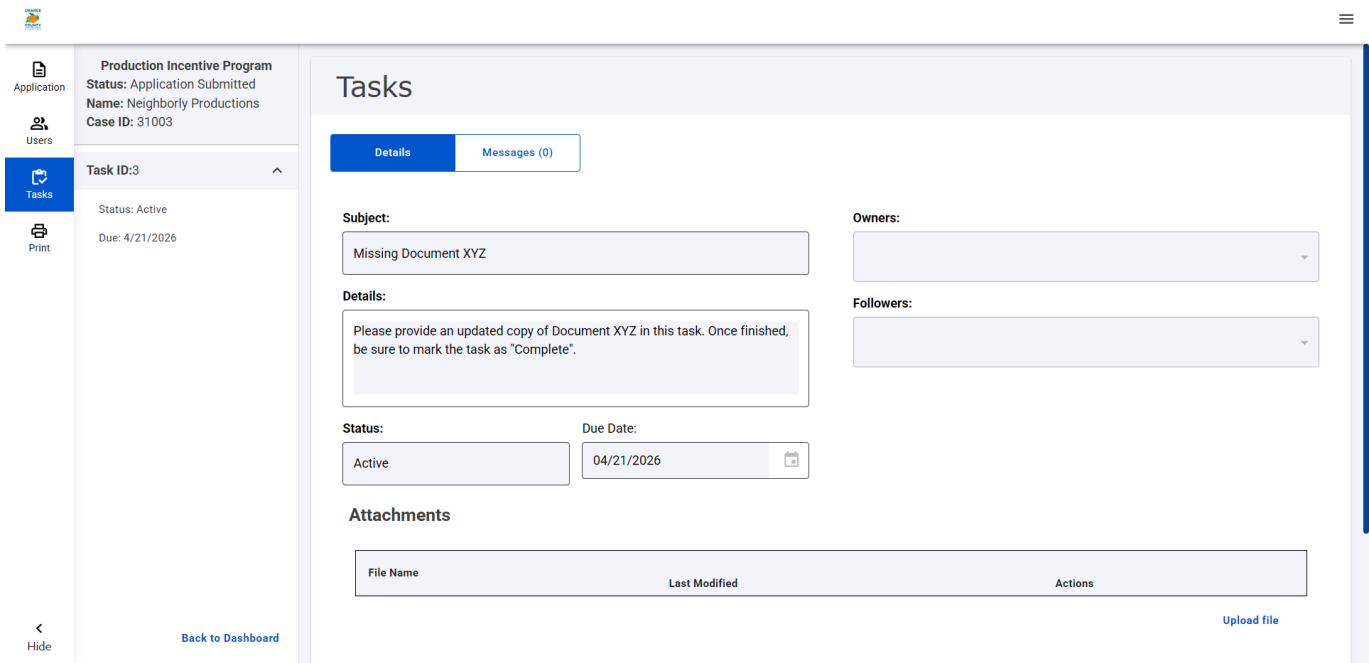
My Tasks Show Item Type: Active (1) ▾

Task ID	Case	Subject	Status	Due Date	Action
3	31003: Neighborly Productions	Missing Document XYZ	Active	4/21/2026	View Task

Continue an Existing Application

Case ID	Name	Program	Year	Address	Status	Expires	Action

Once inside the task, view the details and complete the request. You may upload any supporting files by selecting the “Upload File” hyperlink.



Application

Production Incentive Program

Status: Application Submitted

Name: Neighborly Productions

Case ID: 31003

Task ID: 3

Status: Active

Due: 4/21/2026

Tasks

Details
Messages (0)

Subject:

Missing Document XYZ

Details:

Please provide an updated copy of Document XYZ in this task. Once finished, be sure to mark the task as "Complete".

Status:

Active

Due Date:

04/21/2026

Attachments

File Name	Last Modified	Actions

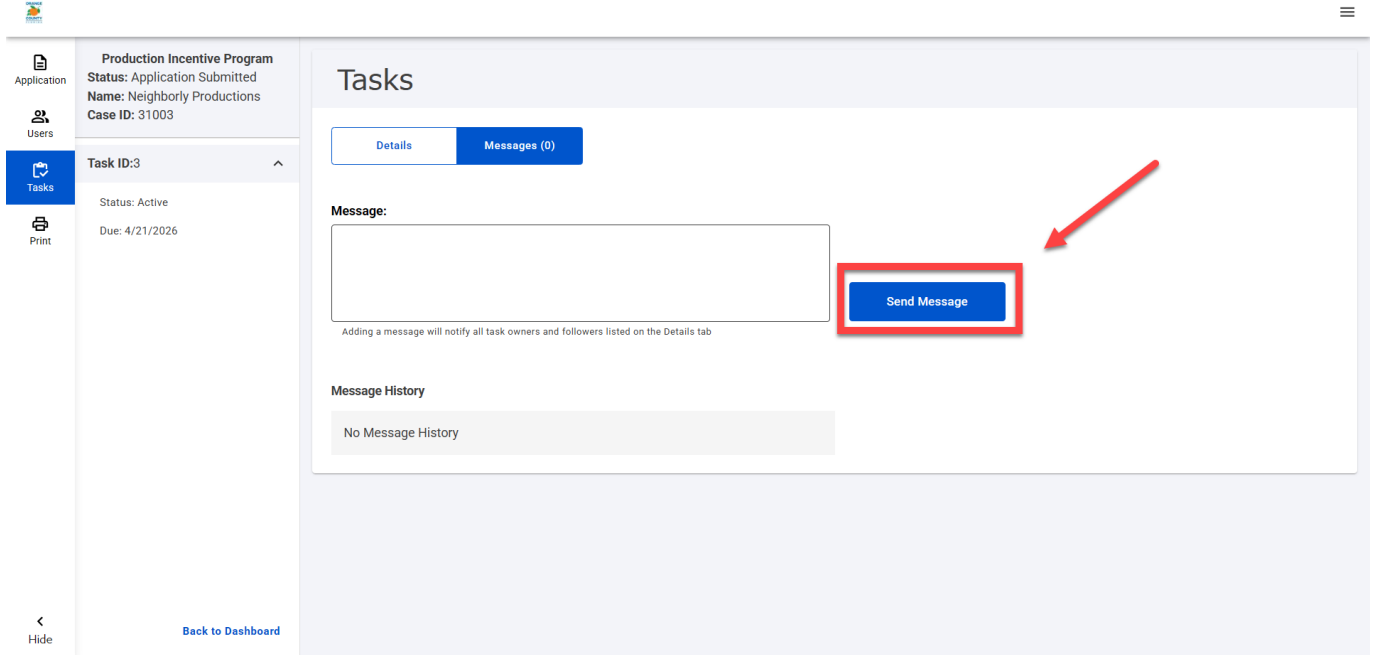
[Upload file](#)

Owners:

Followers:

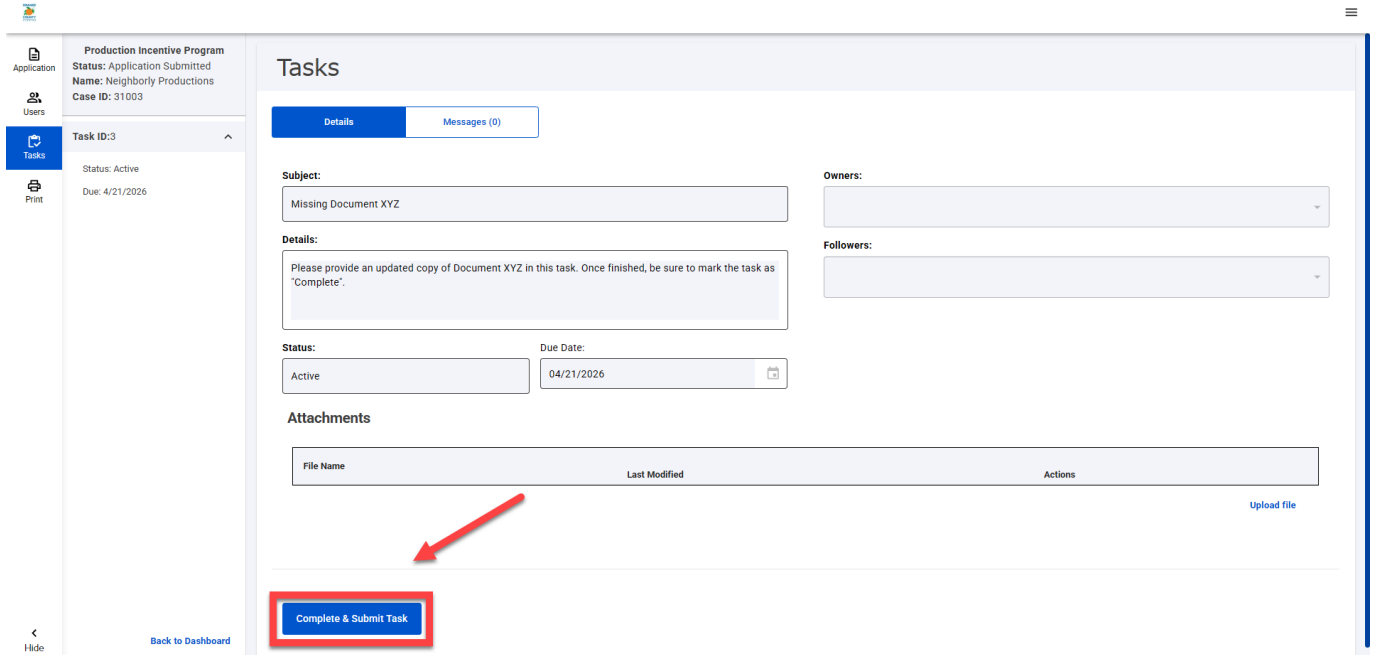
< Hide
[Back to Dashboard](#)

Additionally, if there are follow up questions regarding the task, you may send a message in the task to the Program Administrator who originally assigned the task. Select the Messages Tab, enter a detailed message in the text area, then select “Send Message” to post the message. You will be notified via email once a response has been posted.



The screenshot shows the 'Tasks' interface for a 'Production Incentive Program' with 'Status: Application Submitted', 'Name: Neighborly Productions', and 'Case ID: 31003'. The task is 'Task ID:3' with 'Status: Active' and 'Due: 4/21/2026'. The 'Messages' tab is selected, showing a text input field for a message and a 'Send Message' button highlighted with a red box and a red arrow. Below the input field is a note: 'Adding a message will notify all task owners and followers listed on the Details tab'. The 'Message History' section shows 'No Message History'. A 'Back to Dashboard' link is at the bottom left.


Once the task has been completed, select the “Complete & Submit Task” button.

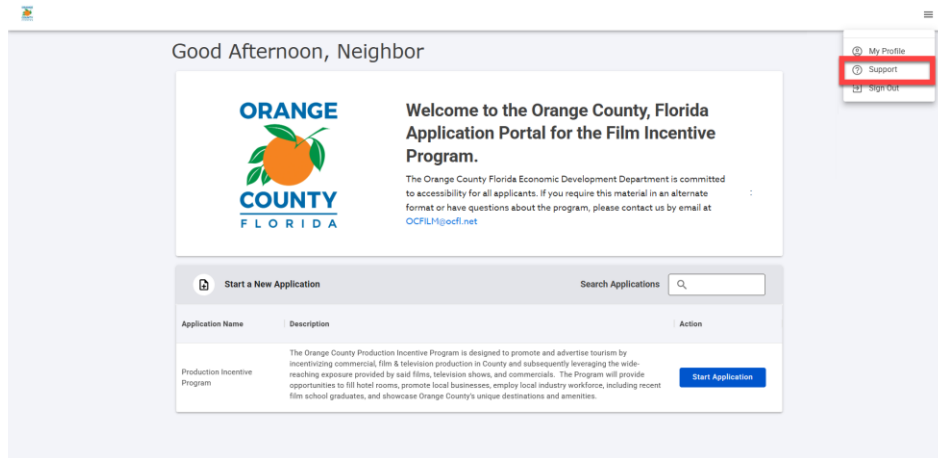


The screenshot shows the 'Tasks' interface for the same 'Production Incentive Program'. The 'Details' tab is selected, showing a 'Subject' field with 'Missing Document XYZ', 'Owners' and 'Followers' dropdown menus, a 'Details' text area with the instruction 'Please provide an updated copy of Document XYZ in this task. Once finished, be sure to mark the task as "Complete".', 'Status' set to 'Active', and 'Due Date' set to '04/21/2026'. An 'Attachments' table is shown with columns for 'File Name', 'Last Modified', and 'Actions', and an 'Upload file' link. The 'Complete & Submit Task' button is highlighted with a red box and a red arrow. A 'Back to Dashboard' link is at the bottom left.

Technical Difficulties

If at any point you run into technical difficulties with the software, use the help icon located in the top right

corner of your screen () to contact our Support Team. Support is available Monday – Friday from 8am to 7pm Eastern Time.



For all questions related to the application/program (eligibility, status updates, required documents etc.), please contact the Program Administrator directly. Contact information may be found on the portal dashboard or program overview section of the application.

