# The Unofficial Reference Guide to Nextdoor for Lead Users

**K. D. Burdick**

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# Acknowledgements

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# Chapter 1. Introduction

This chapter gives some basic information about the contents of this manual and how to use the manual.

## 1.1. About Nextdoor

Nextdoor.com ("Nextdoor") is a company that started in San Francisco in 2010. Nextdoor hosts your neighborhood's Nextdoor website for free. As of July 2014, more than 38,000 neighborhoods in all 50 states use Nextdoor.[1]

Nextdoor's Manifesto:

- We are for neighbors.

- For neighborhood barbecues. For multi-family garage sales. For trick-or-treating.

- We're for slowing down, children at play.

- We're for sharing a common hedge and an awesome babysitter.

- We're for neighborhood watch. Emergency response. And for just keeping an eye out for a lost cat.

- We believe waving hello to the new neighbor says, "Welcome" better than any doormat.

- We believe technology is a powerful tool for making neighborhoods stronger, safer places to call home.

- We're all about online chats that lead to more clothesline chats.

- We believe fences are sometimes necessary, but online privacy is always necessary.

- We believe strong neighborhoods not only improve our property value, they improve each one of our lives.

- We believe that amazing things can happen by just talking with the people next door.

- *We are Nextdoor. We are simply you and your neighbors, together.*

## 1.2. About This Manual

Pictures in this manual are from the "Nextdoor Alta Hill" website at http://demo.trynextdoor.com/vip. Nextdoor Alta Hill is an example website that Nextdoor made to use for tests and demonstrations.

This manual identifies information that is good to know or that will possibly help you do a task as a "note."

### Note

Here is an example of a note.

This manual identifies information that can help you prevent a problem or an error as a "caution."

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[1]Nextdoor, accessed July 9, 2014, https://nextdoor.com.

## Caution

Here is an example of a caution.

# 1.2.1. How to Use the Mouse

When this manual tells you to:

- "Click" an object (for example: "*Click* the **[Reply]** button"):

  1. Move the mouse cursor on top of the object.

  2. Press the left mouse button one time then release the button.

- "Right-click" an object (for example: "*Right-click* the link"):

  1. Move the mouse cursor on top of the object.

  2. Press the right mouse button one time then release the button.

- "Click and drag" an object (for example: "*Click and drag* the map marker to your street address"):

  1. Move the mouse cursor on top of the object.

  2. Press the left mouse button and hold the button down.

  3. Move the mouse cursor to the new location.

  4. Release the left mouse button.

- "Scroll up" or "scroll down" a page (for example: "Scroll down the page to see more messages"):

  - If your mouse has a small wheel between the left and right mouse buttons, you can use the wheel to scroll up and down. Pull the wheel towards you to scroll down the page. Push the wheel away from you to scroll up the page.

  - If a page contains more information than will fit on one screen, you will see a "scroll bar" at the right side of the page:
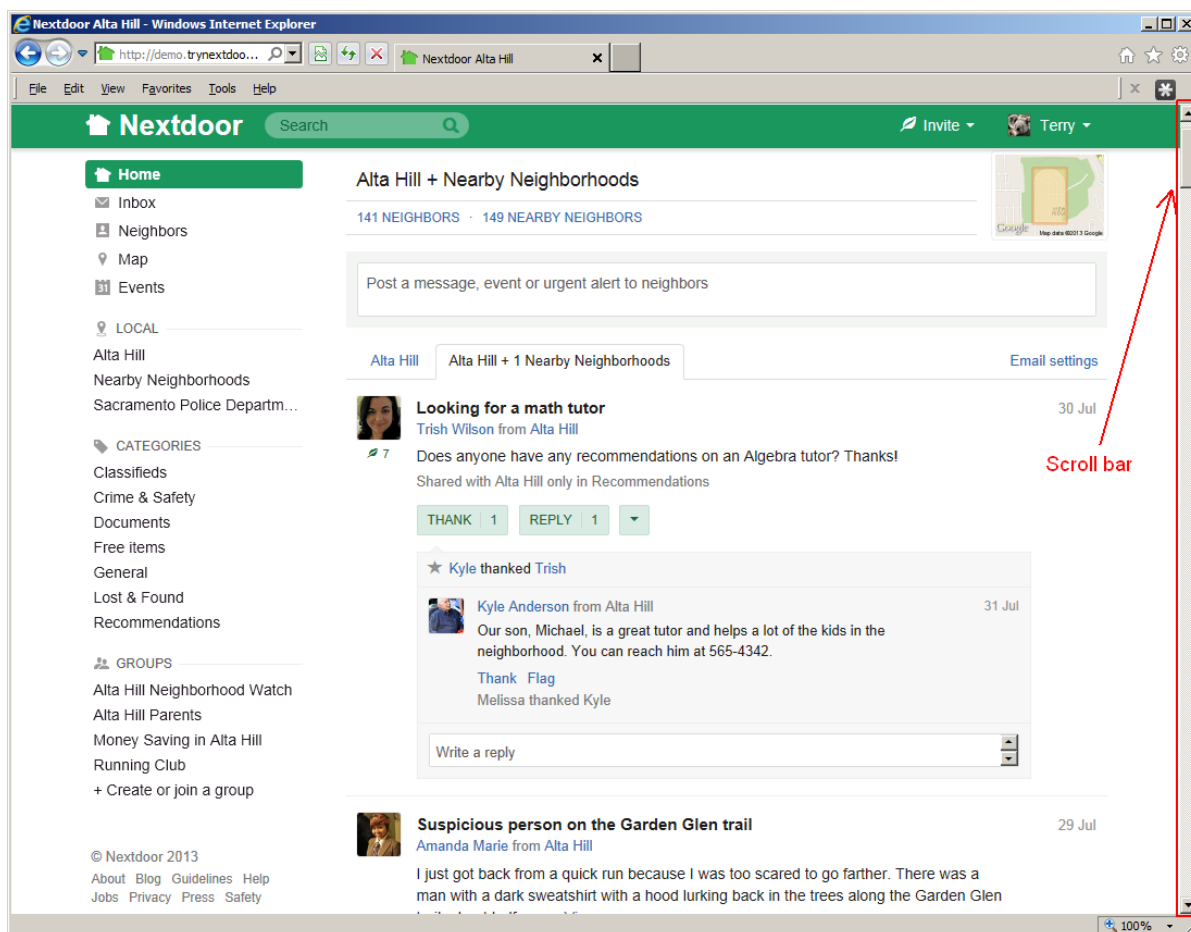
- To scroll the page up one line at a time, click the up-arrow symbol at the top of the scroll bar. To scroll down in the page one line at a time, click the down-arrow symbol at the bottom of the scroll bar.

- To scroll the page up one window at a time, click above the gray box on the scroll bar. To scroll down in the page one window at a time, click below the gray box on the scroll bar.

- You can also click and drag the gray box on the scroll bar to move quickly to a different position on the page.

To do some tasks, you will click buttons, links, or menus on the Nextdoor website:

- Buttons on the website will be shown in a special font. For example: **[POST]**, **[REPLY]**, **[THANK]**.

- Links on the website will be shown in a special font. For example: **Inbox**, **Neighbors**, **Map**.

- Menu names will be shown in a special font. For example: **Invite**, **Choose neighbors**.

  When you click a menu, a list of items will come into view. Click the item that you want to use.

  For example, you will see a menu with your first name (such as **Terry**) at the top right corner of each Nextdoor page. When you click this menu, a list of items will come into view. You can click these items to set up your profile and your Nextdoor settings. For help with your profile and settings, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.1, "Your Profile".

## 1.2.2. How to Use the Keyboard

This manual uses special symbols and standards to show you how to enter information:

• When you must press a key on the keyboard, this manual will show the name of the key between two angled brackets.

For example: **<A>**, **<B>**, **<C>**, **<Enter>**, **<Del>**, **<Backspace>**, **<Ctrl>**.

### Note

The names of the keys on your keyboard will possibly be different from the names shown in this manual.

For example: An alternative name for the **<Del>** key is **<Delete>**.

• If you must press more than one key to do a task, this manual will show a special symbol between the keys.

For example, if this manual tells you to "Press **<Ctrl>**+**<C>**", you will:

1. Press and hold down the **<Ctrl>** key.

2. Press and release the **<C>** key.

3. Release the **<Ctrl>** key.

• If you must type some information, this manual will show the information in a special font.

For example: "Type `74104` in the **ZIP** box."

# Chapter 2. How to Join Nextdoor

Before you can use Nextdoor, you must make a Nextdoor account.

## 2.1. Requirements

To join Nextdoor, you must:

• live or own property, or both, in the Nextdoor community that you want to join.

• be 13 years old or older. If you are a minor, get the approval of your parent or guardian before you use Nextdoor.

• use your real name. Nextdoor makes this mandatory because "Using your real name and real identity helps to build trust among neighbors."

  If more than one person lives at your address, Nextdoor recommends that each person has a Nextdoor account. This helps neighbors send messages to only one person.

You can read Nextdoor's full Member Agreement at https://nextdoor.com/member_agreement/.

## 2.2. How to Make a Nextdoor Account

### 2.2.1. Accept an Invitation

If you received an invitation to join Nextdoor, use this procedure to join:

1. • If you received the invitation by email, click the link or the green **[ACCEPT YOUR INVITATION]** button in the email.

   • If you received the invitation by text message on your iPhone or Android device, tap the link in the text message.

   • If you received the invitation by postcard or flyer, use your web browser (such as Internet Explorer, Chrome, Firefox, or Safari) to go to the web address shown on the postcard or flyer.

   > ### Note
   >
   > The term "flyer" includes business cards and door hangers.

   > ### Note
   >
   > If you received a flyer, you can do the procedure in Section 2.2.2, "Join Without an Invitation" as an alternative to this procedure. Nextdoor will let you enter the code from the flyer when you make your Nextdoor account.

2. If you received the invitation by flyer, a "Join the free, private social network for your neighborhood" page will come into view.

   1. If the **Invite code** box is empty, click in the **Invite code** box. Type the code from the flyer.

2.  Click in the **ZIP** box. Type your ZIP code.

3.  Click the green **[ACCEPT INVITATION >>]** button.

3.  A "Welcome! Please confirm your address in " page will come into view in your web browser.

4.  Click in the **Email address** box. Type your email address (such as `john.smith@gmail.com`).

5.  Click in the **Street address** box. Type your street address (such as `1234 E Main St`).

   ## Note

   Be sure to include the correct suffix, such as `Ave`, `Pl`, or `st` in your address.

6.  Click in the **ZIP** box. Type your ZIP code. (You will not need to type your ZIP code if you received the invitation by flyer.)

   ## Note

   After you type the ZIP code, boxes with city and state information will come into view above the ZIP box. Be sure that the location is correct.

7.  Click the green **[CONFIRM YOUR ADDRESS >>]** button.

8.  Do the procedure in Section 2.2.3, "Confirm Your Address".

# 2.2.2. Join Without an Invitation

If you meet the requirements to join Nextdoor, you do not have to wait for an invitation!

Use this procedure to join without an invitation:

1.  Use your web browser (such as Internet Explorer, Chrome, Firefox, or Safari) to go to https://nextdoor.com:
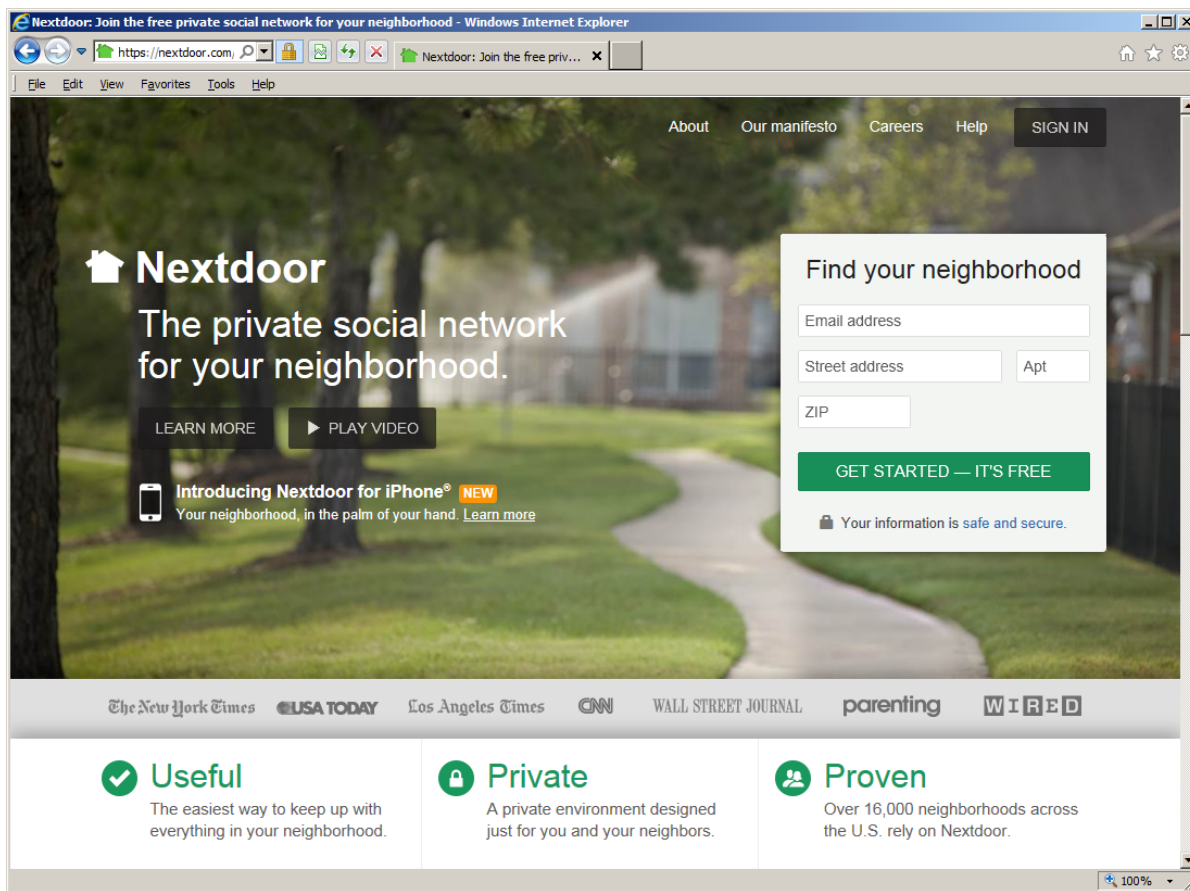
2.  Click in the **Email address** box. Type your email address (such as `john.smith@gmail.com`).

3.  Click in the **Street address** box. Type your street address (such as `1234 E Main St`).

    ## Note

    Be sure to include the correct suffix, such as `Ave`, `Pl`, or `St` in your address.

4.  Click in the **ZIP** box. Type your ZIP code.

    ## Note

    After you type the ZIP code, boxes with city and state information will come into view above the ZIP box. Be sure that the location is correct.

5.  Click the green **[GET STARTED — IT'S FREE]** button.

    ## Note

    If Nextdoor cannot find a street address that agrees with the address you typed:

    1.  A new page with the message `Help locate your exact address` will come into view. You will see a map with a green map marker below the message.

    2.  Click and drag the map marker to your street address.

3. A message will come into view: `Is this your residence?`

   - If the location is your address, click the **[YES, I LIVE HERE]** button.

   - If the location is not your address, click the **[START OVER]** button.

## Note

If a page with the message `Your address isn't within the borders of a Nextdoor neighborhood` comes into view, possibly you typed an address:

- that is in a neighborhood that does not have a Nextdoor site.

- that is an empty lot, a common area (such as a clubhouse), or some other address that cannot be used to join Nextdoor.

Use your web browser's "back" button to go back one page. Then type your information again. Be sure to type your street address correctly.

If you are sure that you typed your address correctly, click the **Help** link at the bottom right corner of the page. Nextdoor's "help" page will come into view. For more information on Nextdoor's help page, see Chapter 15, *How to Get Help*, Section 15.1, "Nextdoor's Help Page".

6. Do the procedure in Section 2.2.3, "Confirm Your Address".

## 2.2.3. Confirm Your Address

After you give Nextdoor your information, you will make your Nextdoor account and possibly confirm your address:

1. A page with the message `Good news! We found your address` will come into view:

- If you have a Facebook account and want to use it to make your Nextdoor account:

    1.  Click the blue **[SIGN UP WITH FACEBOOK]** button. A Facebook form will come into view:



    2.  Click in the **Email or Phone** box. Type the email address or phone number for your Facebook account.

3. Click in the **Password** box. Type your Facebook password.

4. Click the blue **[Log In]** button.

- If you do not have a Facebook account, or do not want to use your Facebook account to make your Nextdoor account:

  1. Click in the **First Name** box. Type your first name.

  2. Click in the **Last Name** box. Type your last name.

     ## Note

     You must use your real name (the name by which your friends, relatives, and neighbors know you) for your Nextdoor account.

  3. Click **Female** or **Male**.

  4. The **Email address** box will contain your email address. Be sure your email address is correct.

  5. Click in the **Choose a password** box. Type the password you want to use for Nextdoor.

  6. If a neighbor gave you a flyer that contains an invitation code:

     a. Click **Yes** to the right of **Have an invitation code?** An empty box will come into view below the word **Yes**.

     b. Click in the empty box. Type your invitation code.

        ## Note

        Invitation codes are not necessary to join Nextdoor. If you enter an invitation code when you make your Nextdoor account, the neighbor who invited you will get credit for the invitation.

  7. Click the **[CREATE MY ACCOUNT >>]** button.

2. Possibly a page with the message `Great! The next step is to verify your address` will come into view. This page lists procedures you can use to show Nextdoor that you live at the address you gave.

   ## Note

   You will possibly see a different list of items.

   Click one item on the list:

   - **Credit or debit card (instant and free)**: Click this to let Nextdoor verify your address with a credit or debit card. Click in the in the **Card number** box, then type your credit or debit card number.

     ## Note

     The billing address for your card must agree with the address you gave Nextdoor.

Click the **[VERIFY >>]** button.

- **Phone (instant and free)**: Click this to let Nextdoor verify your address with an automatic phone call to your home or mobile phone. Click in the **Phone number** box, then type your phone number .

  ## Note

  The billing address for your phone must agree with the address you gave Nextdoor.

  Click the **[VERIFY >>]** button.

- **Postcard (takes 3-5 days and free)**: Click this to tell Nextdoor to send a postcard to your home.

  When you receive the postcard:

  1. Use your web browser to go to https://www.nextdoor.com/postcard.

  2. Sign in to Nextdoor:

     - If you used Facebook to make your Nextdoor account:

       1. Click the blue **[SIGN IN WITH FACEBOOK]** button.

       2. Click in the **Email or Phone** box. Type the email address or phone number for your Facebook account.

       3. Click in the **Password** box. Type your Facebook password.

       4. Click the blue **[Log In]** button.

     - If you did not use Facebook to make your Nextdoor account:

       1. Click in the **Email address** box. Type your email address.

       2. Click in the **Password** box. Type your Nextdoor password.

       3. Click the green **[SIGN IN]** button.

  3. A page with the message `Verification by postcard` will come into view.

  4. Click in the **Postcard code** box. Type the code from your postcard.

  5. Click the **[VERIFY]** button.

3. After you make your account and confirm your address (if necessary), you will have full access to Nextdoor.

# Chapter 3. Rules for Nextdoor

Nextdoor has a set of guidelines that are recommended for all neighborhoods.

## 3.1. Nextdoor's Neighborhood Guidelines

Nextdoor's "Guidelines for Neighborly Behavior" are:

> Our mission is to use the power of technology to build stronger and safer communities everywhere. We hope to inspire each Nextdoor member to be a better neighbor. We challenge members to hold themselves, and each other, to the highest standard of neighborly behavior:
>
> - Treat everyone with respect:
>   - Assume good intentions in others and give them the benefit of the doubt.
>   - Disagree without being disagreeable; focus on issues and do not engage in personal attacks.
>   - Practice moderation and do not over post in a way that dominates conversations.
>   - Send private messages or post to a Group when a limited audience is more appropriate.
>   - Refrain from using profanity or posting messages that will be perceived as discriminatory.
> - Share helpful information:
>   - Answer fellow members' questions.
>   - Share information about crime and safety issues.
>   - Recommend local businesses and services (without spamming or inappropriate self-promotion).
>   - Sell, share, or give away personal items that you no longer want or need.
>   - Discuss community issues (but avoid campaigning).
>   - Spread the word about local events.
>   - Provide support to fellow members in need.
> - Honestly represent yourself:
>   - Use your real name, not an alias, pseudonym, or abbreviation.
>   - Join as an individual not as a couple, family, or organization.
>   - Take the time to add a photo and to fill out your profile.

# Chapter 4. How to Sign In and Out of the Nextdoor Website

To sign in to your Nextdoor account with a web browser (such as Internet Explorer, Chrome, Firefox, or Safari):

1.  Use your web browser to go to https://nextdoor.com and click the black **[SIGN IN]** button at the top right corner of the page:
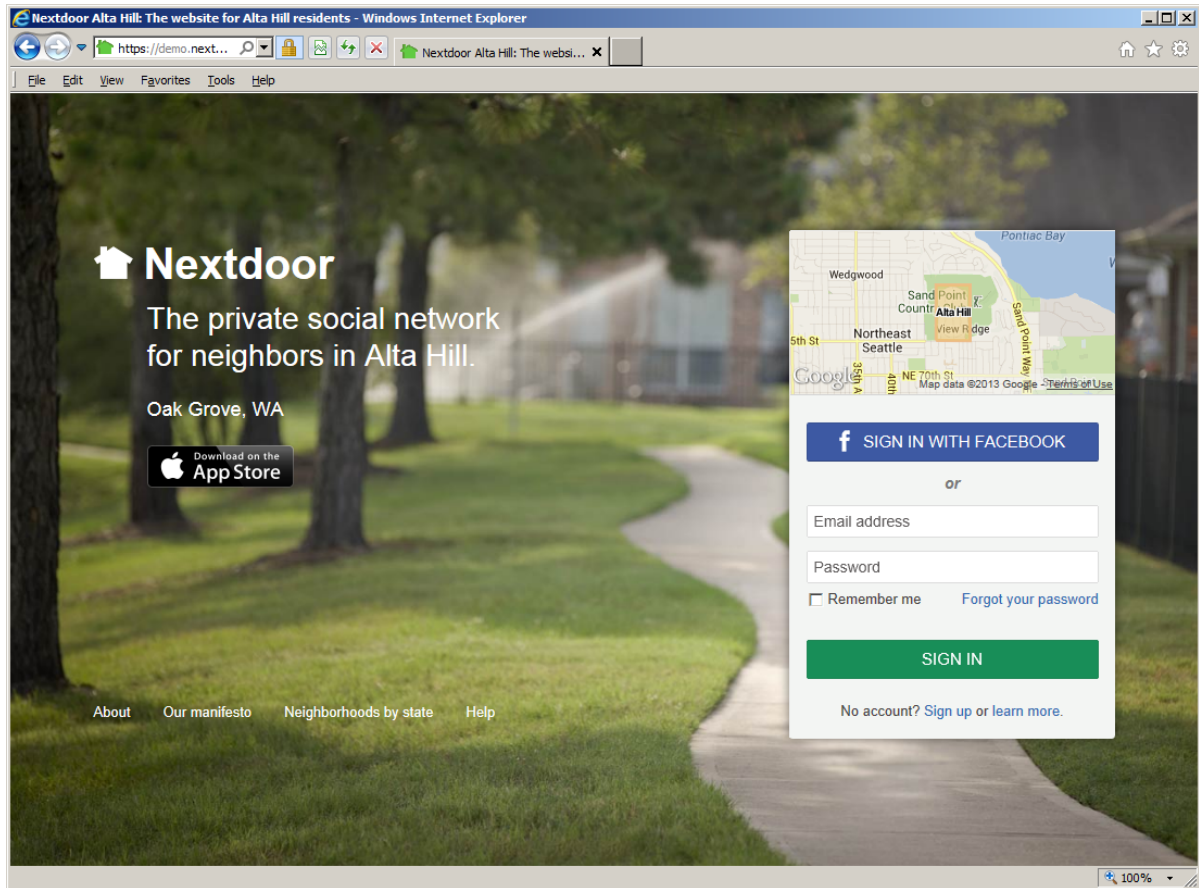


> ## Note
>
> Pictures in this manual are from the "Nextdoor Alta Hill" website. Nextdoor Alta Hill is an example website that Nextdoor made to use for tests and demonstrations. The information on Nextdoor Alta Hill is not real.

- If you used Facebook to make your Nextdoor account:

    1.  Click the blue **[SIGN IN WITH FACEBOOK]** button.

    2.  Click in the **Email or Phone** box. Type the email address or phone number for your Facebook account.

3. Click in the **Password** box. Type your Facebook password.

4. Click the blue **[Log In]** button.

- If you did not use Facebook to make your Nextdoor account:

    1. Click in the **Email address** box. Type your email address.

    2. Click in the **Password** box. Type your Nextdoor password.

    3. Click the green **[SIGN IN]** button.

2. The Nextdoor home page will come into view.

To sign out of Nextdoor:

1. Click your name near the top right corner of the home page.

2. On the menu that drops down, click **Sign out**.

# Chapter 5. The Nextdoor Home Page

After you sign in to Nextdoor, the home page will come into view:
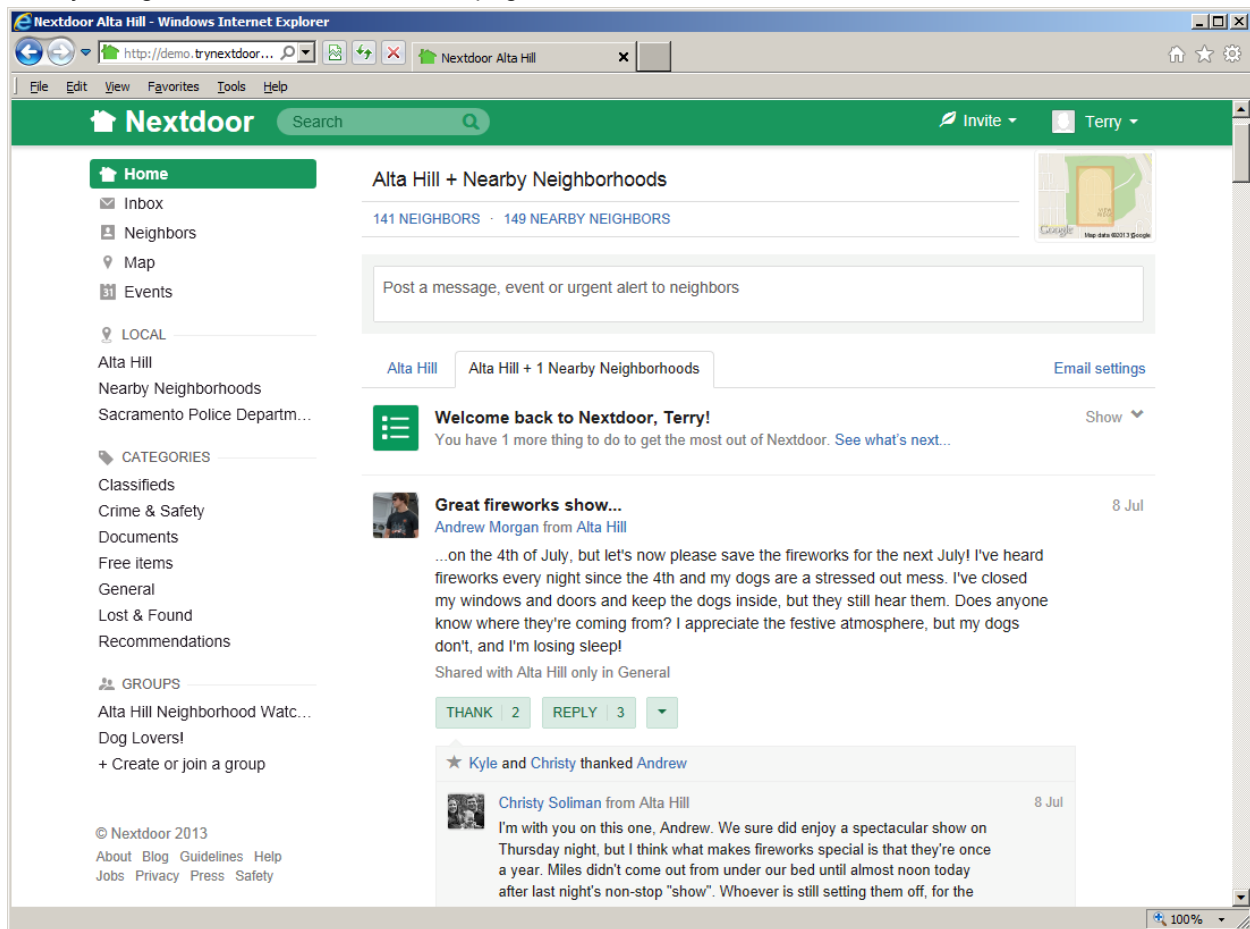


## Note

Nextdoor uses a website design method known as "responsive design." Websites that use responsive design adjust automatically to different devices, web browsers, and web browser window sizes.

The pictures of the "Nextdoor Alta Hill" website in this manual were made with a full-size web browser window on Microsoft Windows. If you use the Nextdoor website in a small web browser window, or on a smartphone or tablet computer, the website will look different. On devices with very small screens (such as smartphones), some functions will not be available. (For example, the **Lead features** menu option will not be available.)

You will see a ≡ symbol at the top left corner of a small web browser window. (If you see the ≡ symbol, the window is too small to show the list of links at the left side of the window. On some devices, if you turn the device to the right or left, possibly you will see the list of links.) Click or tap the ≡ symbol to see the links that are usually at the left side of the window.

Nextdoor's performance on a smartphone will possibly be better with a mobile app than with a mobile web browser. For more information on Nextdoor for iPhone, see Chapter 17, *Nextdoor for iPhone*. For more information on Nextdoor for Android, see Chapter 18, *Nextdoor for Android*.

From the home page, you can:

- use the **Search** box to find messages that contain specified words. For help with the **Search** box, see Chapter 8, *How to Read and Send Messages*, Section 8.4, "How to Search for Messages".

- use the menus at the top right corner of the page:

  - **Invite**: Click this menu to invite your neighbors to join Nextdoor. For help with invitations, see Chapter 13, *How to Invite Your Neighbors to Join Nextdoor*.

  - Click your name at the top right corner of the page to change your Nextdoor settings. For help with your Nextdoor settings, see Chapter 7, *How to Change Your Nextdoor Settings*.

- post new public messages. For help with public messages, see Chapter 8, *How to Read and Send Messages*, Section 8.1, "Public Messages".

- read messages that neighbors posted. For help with this, see Chapter 8, *How to Read and Send Messages*, Section 8.1, "Public Messages".

- thank neighbors for their messages, or reply to messages. For help with this, see Chapter 8, *How to Read and Send Messages*, Section 8.1.1, "How to Thank and Reply".

- move messages to different categories to help neighbors find information more easily. For help with this, see Chapter 8, *How to Read and Send Messages*, Section 8.1.2, "How to Change a Message's Category".

- "flag" messages that contain bad language, advertising, or other inappropriate information. For help with this, see Chapter 8, *How to Read and Send Messages*, Section 8.1.3, "How to Flag Messages".

- welcome new members to Nextdoor. For help with the **[WELCOME]** button, see Chapter 13, *How to Invite Your Neighbors to Join Nextdoor*, Section 13.5, "How to Welcome New Members".

- use links at the left side of the page to see different areas of the website:

  - **Home**: Click this link to go to the Nextdoor home page.

  - **Inbox**: Click this link to see private messages that you sent to other neighbors, or that other neighbors sent to you. For help with your inbox, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages".

  - **Neighbors**: Click this link to see a list of Nextdoor members in your neighborhood. For help with the neighbors list, see Chapter 10, *How to Find a Neighbor on Nextdoor*.

  - **Map**: Click this link to see a map of your neighborhood. For help with the neighborhood map, see Chapter 11, *How to Use the Neighborhood Map*.

  - **Events**: Click this link to see a calendar of future and past events. For help with events, see Chapter 12, *How to Use Events*.

  - A "LOCAL" section that includes:

    - `your neighborhood's name`: Click this link to see only messages from your neighborhood.

- **Nearby Neighborhoods**: Click this link to see messages from your neighborhood, and also residents of Nearby Neigborhoods. For help with Nearby Neighborhoods, see Chapter 6, *Nearby Neighborhoods*.

- If your city is a member of the Nextdoor City Program, a link to information from your city officials, police department, and/or fire department. For more information on the Nextdoor City Program, go to http://help.nextdoor.com/customer/portal/articles/1148541-what-is-the-nextdoor-city-program-?b_id=98.

- A "CATEGORIES" section that includes:

  - **Classifieds**: Click this link to see messages about items that neighbors want to sell or buy.

  - **Crime & Safety**: Click this link to see messages about crime and safety.

  - **Documents**: Click this link to see a list of files that neighbors share with other neighbors.

    Files can be in different formats, for example:

    - Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

    - Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

    - Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

    - Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

    To open files in the **Documents** section, you must have the necessary software installed on your computer. For example, to open a PDF file, you must have Adobe Reader (or some other software that can open PDF files) installed on your computer. To open a Microsoft Word document, you must have Microsoft Word (or some other software that can open Word files) installed on your computer.

  - **Free items**: Click this link to see messages about items that neighbors want to give away for free.

  - **General**: Click this link to see messages that do not fit into some other category.

  - **Lost & Found**: Click this link to see messages about lost or found pets or items.

  - **Recommendations**: Click this link to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services.

  For help with public messages, see Section 8.1, "Public Messages".

- A "YOUR GROUPS" section that shows links to the public and private groups of which you are a member, and a **Browse all # groups** link. For help with groups, see Chapter 9, *Groups*.

- A group of links to Nextdoor web pages, including:

  - **About**: Click this link to see information about Nextdoor.

  - **Guidelines**: Click this link to see the guidelines to use Nextdoor.

- **Help**: Click this link to go to Nextdoor's "help" page. For help with Nextdoor's "help" page, see Chapter 15, *How to Get Help*.

The list of links you see at the left side of the home page will also be on most other Nextdoor pages. Some pages do not have the links at the left side of the page. (For example, the "Map" page does not have the links at the left side of the page.) To go back to the home page, click the picture of a house or the word **Nextdoor** at the top left corner of the page:
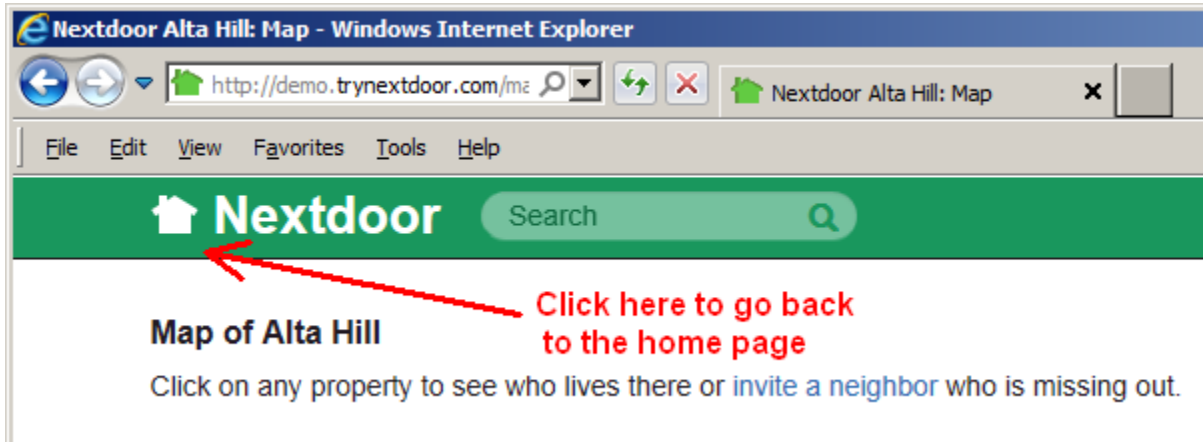
# Chapter 6. Nearby Neighborhoods

Nextdoor lets you meet other residents of your neighborhood online and share information with them. If you want, you can also share information with residents of other neighborhoods that are near your neighborhood. Nextdoor refers to these as "Nearby Neighborhoods."
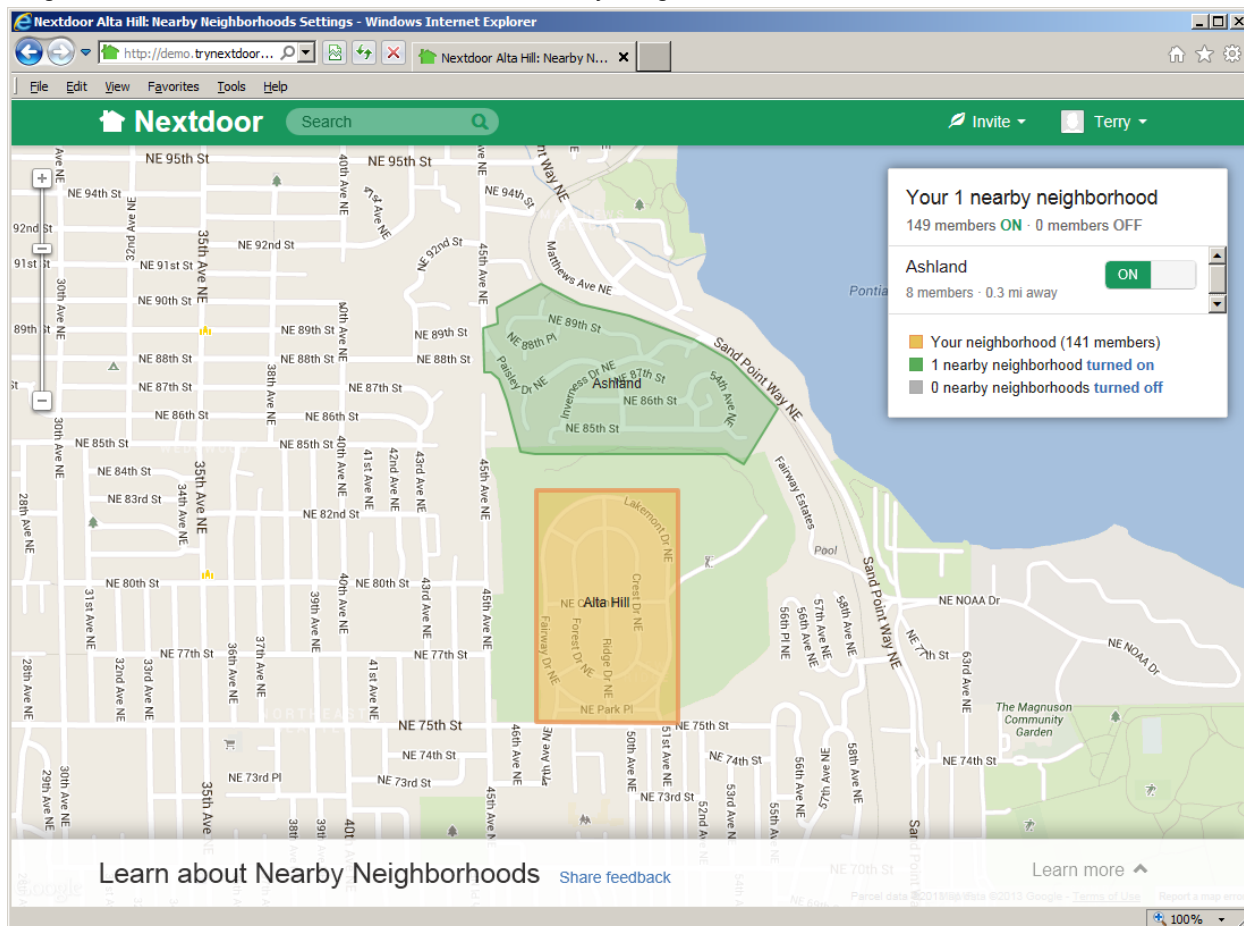


If you post a new public message on Nextdoor, you can share the message with residents of your neighborhood only. Or, you can share the message with your neighborhood *and* with some or all of the Nearby Neighborhoods. If you share messages with Nearby Neighborhoods or reply to shared messages, residents in those neighborhoods will see some information about you. You control how much of your information residents of Nearby Neighborhoods see.

## Note

If you do not post public messages to Nearby Neighborhoods, residents in those neighborhoods will not see your information at all.

Residents in Nearby Neighborhoods can share information with your neighborhood.

Information that is good to share with Nearby Neighborhoods includes:

• messages about crime and safety

- messages about lost and found pets and items

- messages about issues that are applicable to more than one neighborhood, such as street work

- invitations to garage sales, open houses, and other public events

- recommendations for companies and services

But if you do not want to see information from one or more Nearby Neighborhoods, you can "turn off" a Nearby Neighborhood.

For help with your Nearby Neighborhood settings, see Section 7.2.3, "Nearby Neighborhoods Settings".

# Chapter 7. How to Change Your Nextdoor Settings

You can change your Nextdoor profile to control the information that your neighbors see about you. You can change your Nextdoor settings to control the type of information that Nextdoor sends you, and when.

## 7.1. Your Profile

Your profile is the information that neighbors can see about you. Your profile must contain your real first and last name, and the name of your street. You can add other information to your profile if you want.

To change your profile:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Your profile**. Your profile page will come into view.
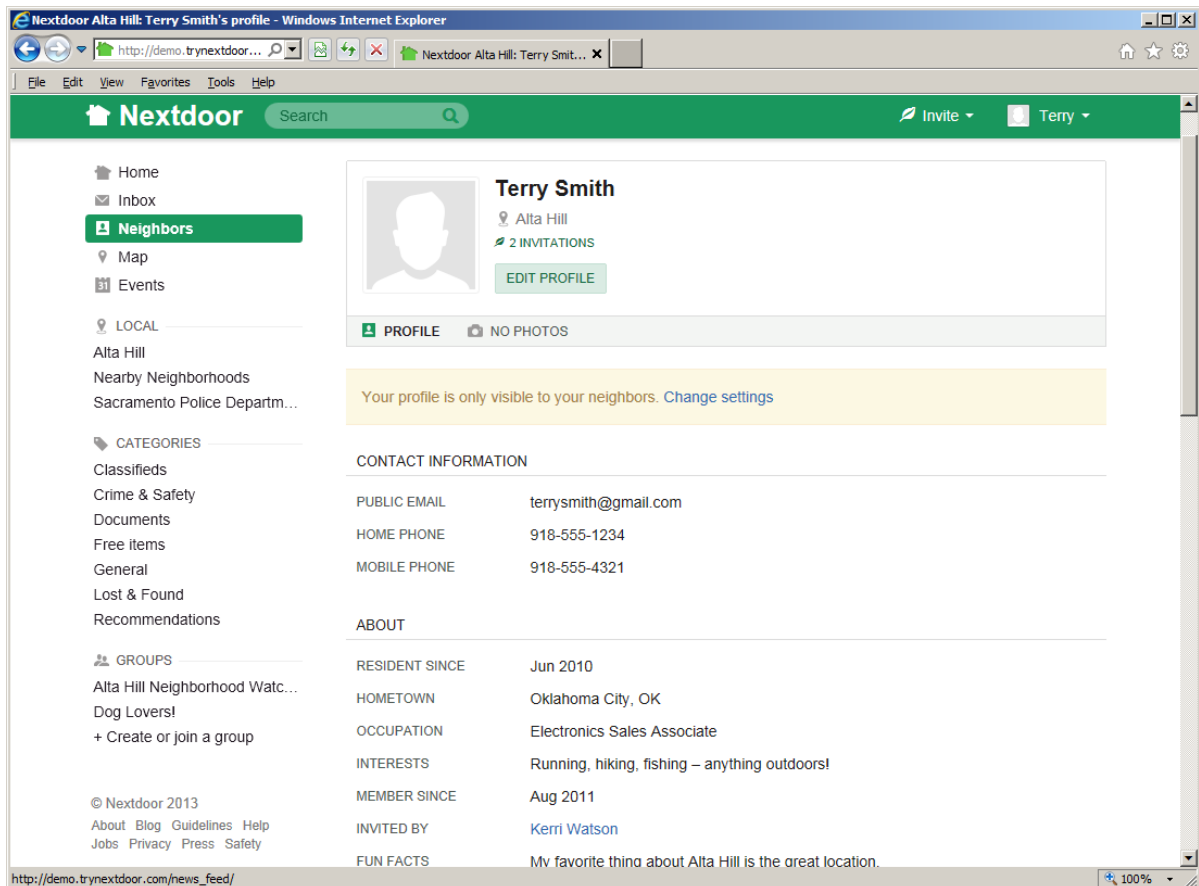


3.  Click the pale green **[EDIT PROFILE]** button below your name. An "Edit profile" page will come into view:

4.    Complete the boxes on the page:

## Note

You must use your real first and last name. The name of your street will be shown on your profile. All other information is optional.

• **BASIC INFORMATION**:

   • **NAME**: If your name is not correct, click in the first box and type your name. Click in the second box and type your last name.

   • **PROFILE PHOTO**: If you have a file that contains your photo on your computer, you can add the photo to your profile.

   To add your photo:

   1.    Click the **[Browse...]** button. A dialog box from your computer will come into view:
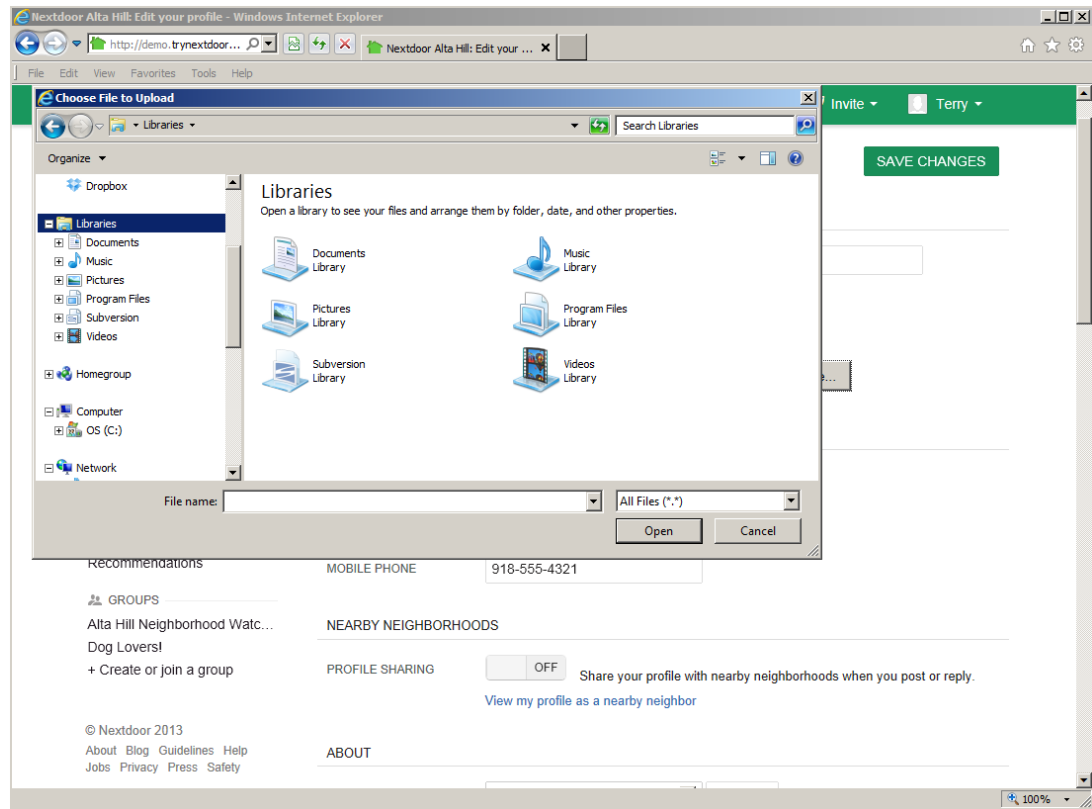
2. Use the dialog box to find the directory or folder on your computer that contains the photo file.

3. When you find the file, select it.

4. Your profile page will come back into view. You will see your photo on your profile after you save your changes.

- **CONTACT INFORMATION**:

   - **PUBLIC EMAIL**: It is not necessary for your neighbors to know your email address to send you private messages through Nextdoor. But if you want them to know your email address, click in the **PUBLIC EMAIL** box. Then type your email address.

   - **HOME PHONE**: If you want your neighbors to know your home phone number, click in the **HOME PHONE** box. Then type your home phone number.

   - **MOBILE PHONE**: If you want your neighbors to know your mobile (cell phone) number, click in the **MOBILE PHONE** box. Then type your cell phone number.

   - **MOBILE APPS**: If you use the Nextdoor for Android or Nextdoor for iPhone app, Nextdoor will show a message about that. For help with the Nextdoor for Android app, see Chapter 18, *Nextdoor for Android*. For help with the Nextdoor for iPhone app, see Chapter 17, *Nextdoor for iPhone*.

- **NEARBY NEIGHBORHOODS**: Nearby Neighborhoods are neighborhoods near your neighborhood that also use Nextdoor. When you post a public message on Nextdoor, you can post

the message to your neighborhood only, or to your neighborhood and Nearby Neighborhoods. After you post a message to Nearby Neighborhoods, residents in those neighborhoods can see some information on your profile. But you control how much information they can see.

## Note

If you do not post public messages to Nearby Neighborhoods, residents in those neighborhoods will not see your information at all.

• **PROFILE SHARING**: If **PROFILE SHARING** is set to OFF, residents in Nearby Neighborhoods will see only your name, your profile photo (if you have one), and your neighborhood's name. If **PROFILE SHARING** is set to ON, residents in Nearby Neighborhoods will see your full profile.

To see how your profile looks to residents in Nearby Neighborhoods, click the **View my profile as a nearby neighbor** link. A new window will open in your web browser to show your profile.

To change how your profile looks to residents in Nearby Neighborhoods, click and drag the **PROFILE SHARING** button. For example, if **PROFILE SHARING** is set to ON, Nearby Neighborhoods will see your full profile. But if you want Nearby Neighborhoods to see only your name, photo, and neighborhood name, click and drag the button to the OFF position.

• **ABOUT**: All the information in this section is optional. If you want your neighbors to know more about you, you can type information in the **RESIDENT SINCE**, **HOMETOWN**, **OCCUPATION**, **BIOGRAPHY**, **INTERESTS**, and/or **FUN FACTS** boxes.

• **FAMILY**: All the information in this section is optional.

• **SPOUSE/PARTNER**: If you want your neighbors to know the name of your spouse or partner, click in the **SPOUSE/PARTNER** box. Then type the name of your spouse or partner.

If your spouse/partner is not a member of Nextdoor, you can click in the **Email address** box. Then type their email address to invite them to join Nextdoor.

## Note

Nextdoor recommends that each person in a home has a Nextdoor account. This helps neighbors send messages to the person they want to speak to.

• **CHILDREN**: If you want your neighbors to know the name of your child(ren), click in one of the **Name** boxes. Then type the name of your child.

If you want your neighbors to know your child's age:

1. Click the down-button symbol at the right side of the **Month** box to the right of the child's name.

2. On the list that drops down, click the month in which the child was born.

3. Click in the **YYYY** box. Type the year the child was born (for example, 1996).

Do this step again for each of your children.

• **PETS**: If you want your neighbors to know about your pet(s):

1. Click in one of the **Name** boxes. Type the name of your pet.

2.  Click the down-button symbol at the right side of the **Select a type** box to the right of the pet's name.

3.  On the list that drops down, click **Dog**, **Cat**, **Bird**, **Fish**, or **Other**.

4.  Click in the **Breed** box. Type your pet's breed.

- **HOME**: You can tell Nextdoor to show your neighbors your full address, or only the name of your street.

   - **SHOW MY ADDRESS AS**: Click your full address or the name of your street.

5.  After you complete the changes, click the **[SAVE CHANGES]** button.

### Note

There are two **[SAVE CHANGES]** buttons: one near the top right corner of the page, and one at the bottom left corner of the page.

# 7.2. Your Settings

Your Nextdoor settings include:

- if and when Nextdoor sends you emails

- the mobile (cell phone) number that Nextdoor uses to send you urgent messages (if you turn this setting on)

- your settings for Nearby Neighborhoods:

   - which neighborhoods you want to see messages from

   - if and when Nextdoor sends you messages about Nearby Neighborhoods

   - how much information on your profile residents in Nearby Neighbhoods can see

   ### Note

   If you do not post public messages to Nearby Neighborhoods, residents in those neighborhoods will not see your information at all.

- the email address that Nextdoor uses to send you messages

- your Nextdoor password

- your street address

To change your Nextdoor settings:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Settings**. The "Settings" page will come into view:
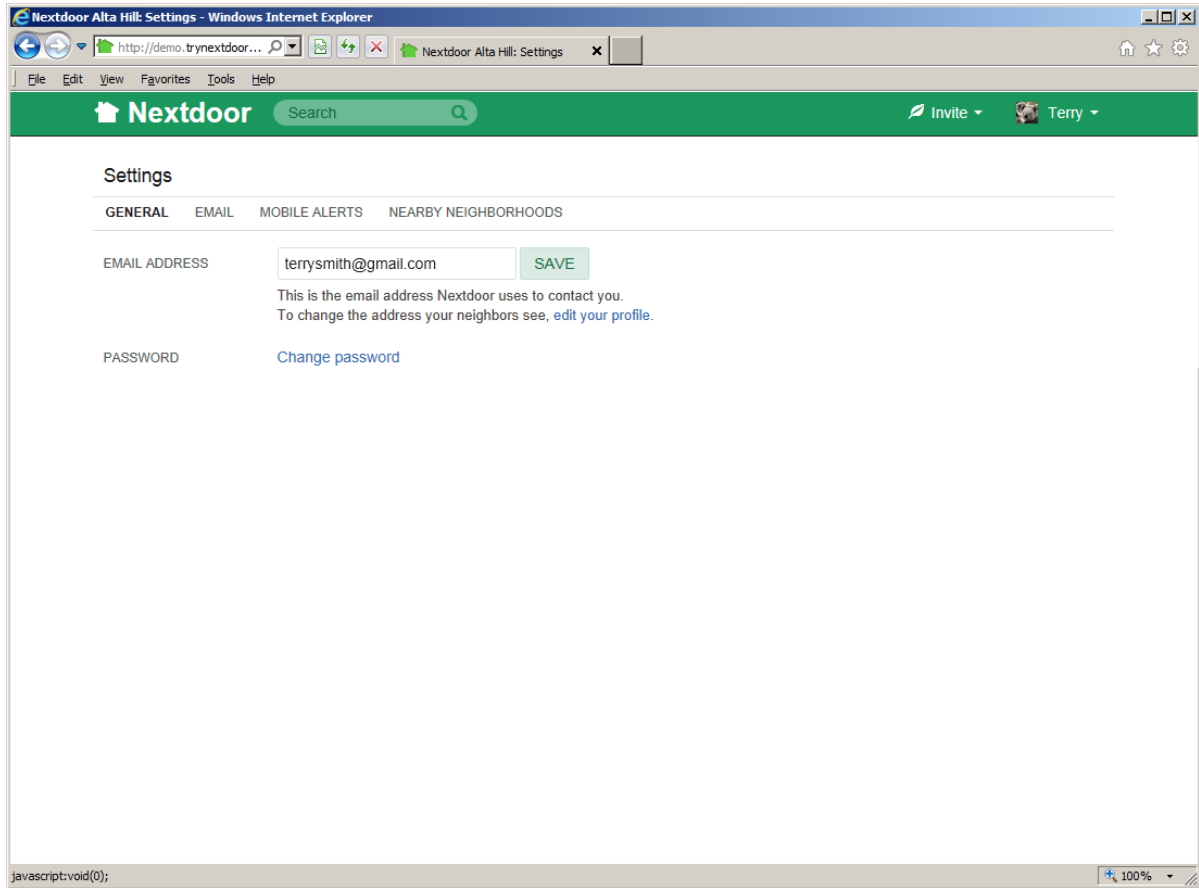
3.  The **EMAIL** settings page is selected automatically. (This page shows the email address that Nextdoor uses to send you messages, and lets you control when you want Nextdoor to send you emails. For help with email settings, see Section 7.2.1, "Email Settings".)

    If you want to change other settings, click:

    • **MOBILE ALERTS** to tell Nextdoor if you want to receive urgent messages on your mobile (cell) phone. If you do want to receive urgent messages, you use the Mobile Alerts page to tell Nextdoor your cell phone number. For help with Mobile Alerts settings, see Section 7.2.2, "Mobile Alerts Settings".

    • **NEARBY NEIGBHORHOODS** to control:

        • the Nearby Neighborhoods from which you see messages

        • when you get email from Nearby Neighborhoods

        • how much of your profile information residents in Nearby Neighbhoods can see

        For help with Nearby Neighborhoods settings, see Section 7.2.3, "Nearby Neighborhoods Settings".

    • **ACCOUNT** to change your email address, Nextdoor password, or street address. The page also includes a link to deactivate your Nextdoor account.

## 7.2.1. Email Settings

The **EMAIL** settings page shows the email address that Nextdoor uses to send you messages. You can also use this page to tell Nextdoor if and when to send you emails:
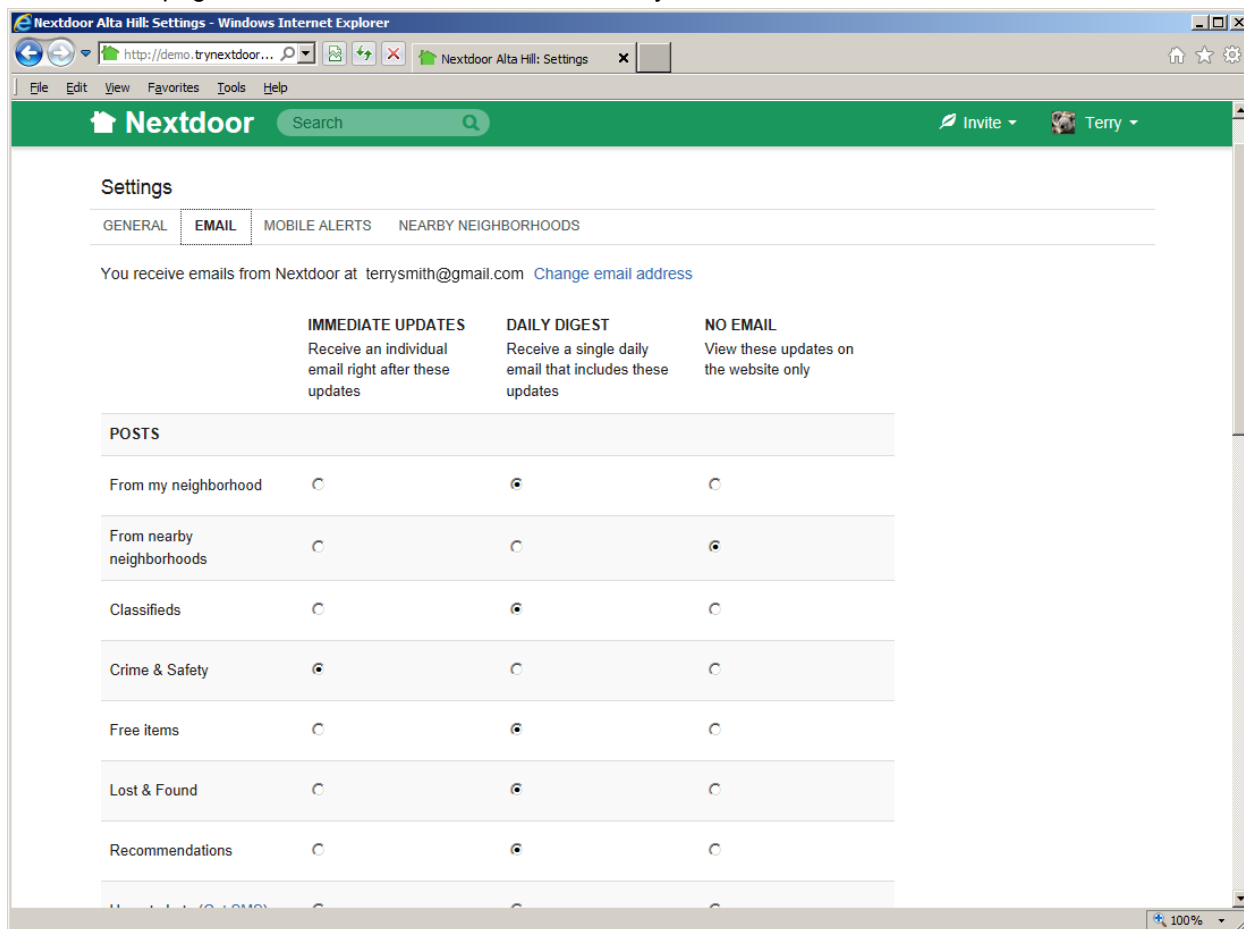


Look for **You receive emails from Nextdoor at** *your email address* near the top of the **EMAIL** settings page to see the email address that Nextdoor uses to send you messages.

To tell Nextdoor to use a different email address:

1.  Click the **Change email address** link. The **ACCOUNT** settings page will come into view.

2.  See Section 7.2.4, "Account Settings" for help to change your email address.

The **EMAIL** settings page also lets you control if and when you receive emails from Nextdoor as new information is added to the website.

For most of the categories below, you can select:

•  **IMMEDIATE UPDATES**: Nextdoor will send you an email immediately for each new message in this category.

•  **DAILY DIGEST**: Nextdoor will send you one email a day that includes all new messages in this category.

- **NO EMAIL**: Nextdoor will not send you emails about new messages in this category. To view information in this category, you must view the Nextdoor website.

For some categories, you can only turn emails on or off.

The categories are:

- **POSTS**:

  - **From my neighbohood**: If you want Nextdoor to send you an email when a resident of your neighborhood posts a public message, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **From nearby neighborhoods**: If you want Nextdoor to send you an email when a Nearby Neighborhood resident posts a public message, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Classifieds**: If you want Nextdoor to send you an email when a neighbor posts a new message in the Classifieds category, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Crime & Safety**: If you want Nextdoor to send you an email when a neighbor posts a new message in the Crime & Safety category, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Free items**: If you want Nextdoor to send you an email when a neighbor posts a new message in the Free Items category, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Lost & Found**: If you want Nextdoor to send you an email when a neighbor posts a new message in the Lost & Found category, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Recommendations**: If you want Nextdoor to send you an email when when a neighbor posts a new message in the Recommendations category, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Urgent Alerts**: If you want Nextdoor to send you an email when a neighbor posts an Urgent Alert, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

    ## Note

    If you want Nextdoor to send urgent alert messages to your cell phone, click the **Get SMS** link. For help with alerts, see Section 7.2.2, "Mobile Alerts Settings".

  - **Welcome posts**: If you want Nextdoor to send you an email when a neighbor welcomes you, click the **Send me notifications when someone welcomes me** box.

- **MEMBERS**:

  - **New member announcements**: If you want Nextdoor to send you an email when neighbors join Nextdoor, click the **Send me twice-weekly announcements** box.

- **Member changes**: If you want Nextdoor to send you an email when new neighbors join or when neighbors deactivate their Nextdoor accounts, click the **Notify me when new unverified neighbors join or existing neighbors deactivate their account** box.

- **PHOTOS**:

  - **New photos**: If you want Nextdoor to send you an email when when a neighbor posts a new photo, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

- **REPLIES/THANKS**:

  - **New replies from my neighborhood**: If you want Nextdoor to send you an email when a Nextdoor member in your neighborhood replies to a public message, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **New replies from nearby neighborhoods**: If you want Nextdoor to send you an email when a Nearby Neighborhood resident replies to a public message, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Replies to my activity**: If you want Nextdoor to send you an email when a neighbor replies to a message you posted (or to a message you clicked the **[THANKS]** button on), click the **Email me replies to my posts or on a post I replied to or thanked** box.

  - **Thanks to my activity**: If you want Nextdoor to send you an email when a neighbor clicks the **[THANKS]** button on a message you posted, click the **Email me "Thanks" to my posts** box.

- **EVENTS**:

  - **Invitations to events**: If you want Nextdoor to send you an email when a neighbor posts an event, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **RSVPs to my event**: If you want Nextdoor to send you an email when a neighbor accepts the invitation to your event, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

- **CITY UPDATES**: You will see this section if your city is a member of the Nextdoor City Program (a link to information from your city officials, police department, and/or fire department):

  - **Posts from city staff**: If you want Nextdoor to send you an email when a city staff member posts a message, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

  - **Replies to city posts**: If you want Nextdoor to send you an email when a city staff member replies to a city post you replied to or thanked, click **Email me replies to city posts I've replied or thanked**.

  - **Urgent alerts from city staff**: If you want Nextdoor to send you an email when a city staff member posts an urgent alert, click **IMMEDIATE UPDATES** or **DAILY DIGEST**. If you do not want Nextdoor to send you emails for this category, select **NO EMAIL.**

- **OTHER**:

  - **Nextdoor updates**: If you want Nextdoor to send you general information about Nextdoor, click the **Send me occasional updates** box.

## 7.2.2. Mobile Alerts Settings

You can use the **MOBILE ALERTS** settings page to tell Nextdoor if you want to receive urgent alerts on your mobile (cell) phone:
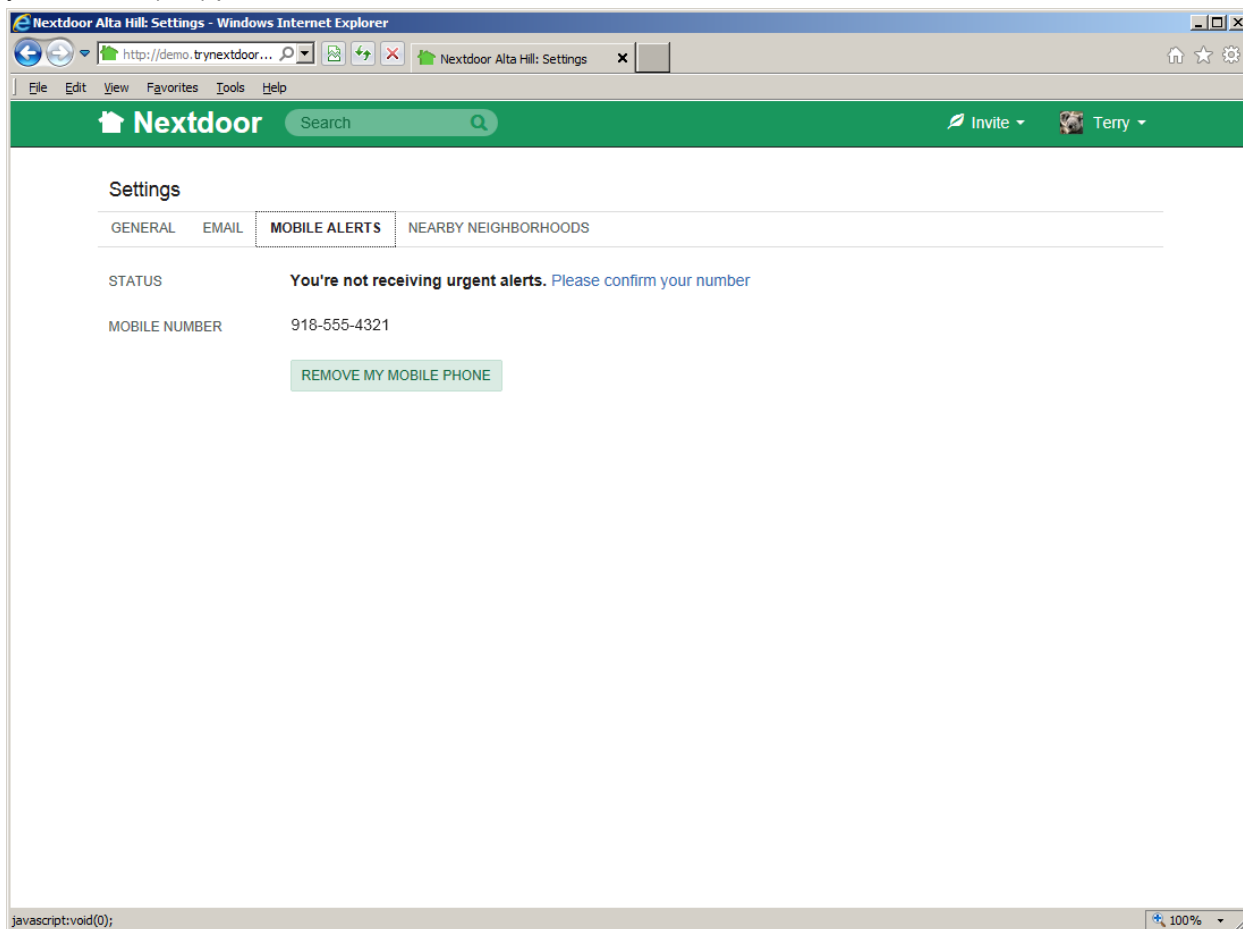


You and your neighbors can use urgent alerts to tell each other immediately about important crime and safety issues, such as:

• suspicious activity

• missing children

• fires, floods, or other disasters

• local evacuations

Nextdoor can send urgent alerts to you by email. But you will usually receive alerts faster if you tell Nextdoor to send them to your cell phone.

The **MOBILE ALERTS** settings page shows if you receive alerts on your cell phone:

• If Nextdoor does not know your cell phone number, you will see the message `Add your mobile phone number to receive urgent alerts from your neighborhood via text message (SMS)`.

• If Nextdoor knows your cell phone number and you receive mobile alerts, you will see the message `You're receiving urgent alerts via text message (SMS)` on the **STATUS** line.

## Note

If your city is a member of the Nextdoor City Program (a link to information from your city officials, police department, and/or fire department), you will see a **Send me urgent alerts from city staff** box. Check this box if you want to receive urgent text messages from city staff members.

You will see your cell phone number on the **MOBILE NUMBER** line.

• If Nextdoor cannot be sure that your cell phone number is correct, you will see the message `You're not receiving urgent alerts. Please confirm your number.`

### 7.2.2.1. How to Receive Mobile Alerts

If you want to receive mobile alerts:

1. Click the green **[ADD MOBILE PHONE NUMBER]** button. An "Add mobile phone number" form will come into view.

2. Type your 10-digit mobile (cell phone) number in the **MOBILE PHONE NUMBER** box.

    ## Note

    Be sure to include the area code. It is not necessary to type `+1` before your phone number.

3. Click the down-arrow button at the right side of the **Select carrier** box. On the list that drops down, click the name of your cell phone carrier (**Verizon**, **AT&T**, **Sprint**, **T-Mobile**, etc.).

4. Nextdoor must send a text message to your phone to make sure you typed the correct number. Click the green **[SEND CONFIRMATION CODE]** button to tell Nextdoor to send this text message.

    ## Note

    If you do not want to receive mobile alerts, click the **[CANCEL]** button.

5. The "Add mobile phone number" form will change. It will show a **CONFIRMATION CODE** box:
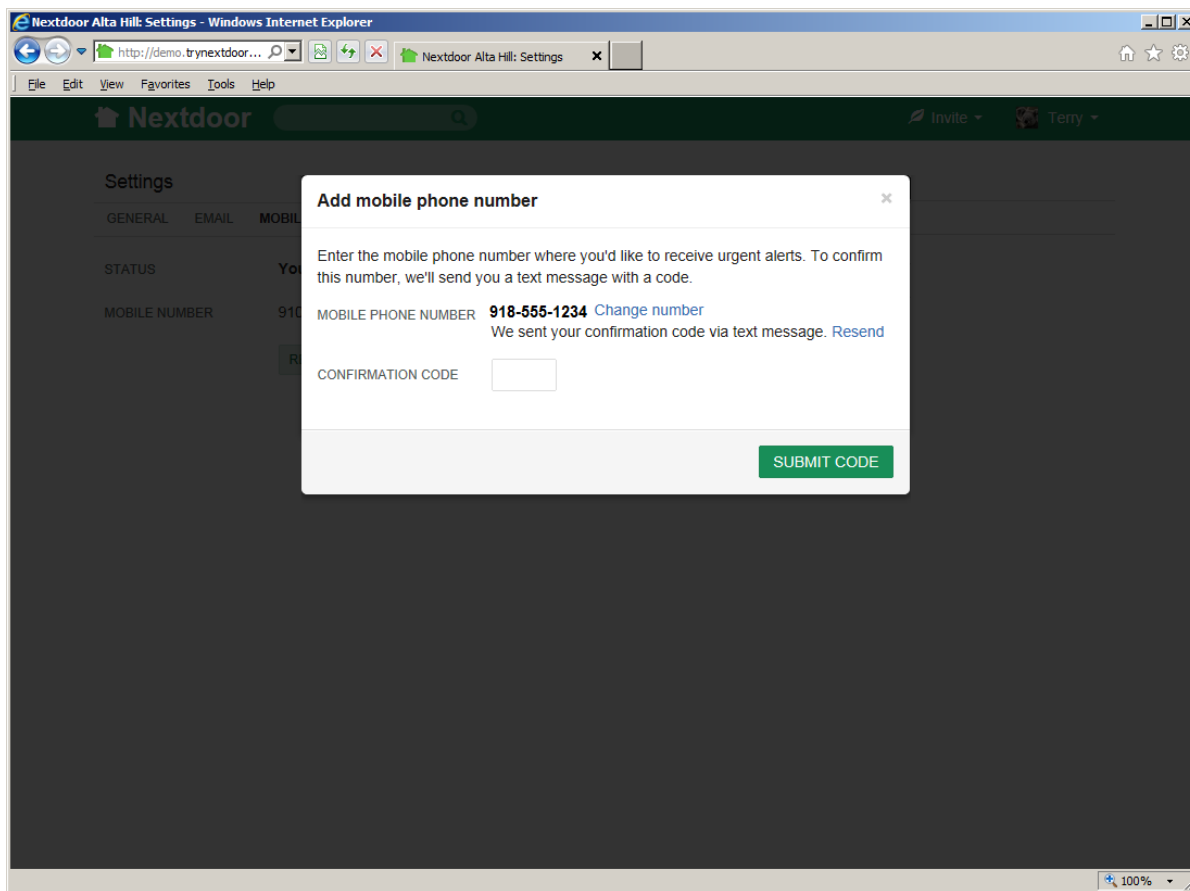
6. When you receive the message from Nextdoor on your cell phone, type the confirmation code from the message in the **CONFIRMATION CODE** box on the website.

7. Click the green **[SUBMIT CODE]** button.

8. You will see the message `You're receiving urgent alerts via text message (SMS)` on the **STATUS** line. You will see your cell phone number on the **MOBILE NUMBER** line.

## 7.2.2.2. How to Change Your Mobile Alerts Settings

If your cell phone number changes or you want to stop the mobile alerts, you can change your mobile alerts settings:

- To tell Nextdoor your new cell phone number, click the **Change** link below your old cell phone number. Then use the procedure in Section 7.2.2.1, "How to Receive Mobile Alerts" to set up your new phone number.

- To tell Nextdoor to not send alerts to your cell phone, click the **[STOP RECEIVING ALERTS]** button. The message `Add your mobile phone number to receive urgent alerts from your neighborhood via text message (SMS)` will come into view.

## 7.2.3. Nearby Neighborhoods Settings

### Note

For more information about Nearby Neighborhoods, see Chapter 6, *Nearby Neighborhoods*.

You can use the **NEARBY NEIGHBORHOODS** settings page to:

- tell Nextdoor which Nearby Neighborhoods you want to see messages from.

- tell Nextdoor if and when to send you emails when Nearby Neighborhood residents post messages.

- control how much of your profile information Nearby Neighborhood residents see if you share public messages with them or reply to a message shared with them

### Note

If you do not share messages with Nearby Neighborhoods or reply to shared messages, residents in those neighborhoods will not see your information at all.
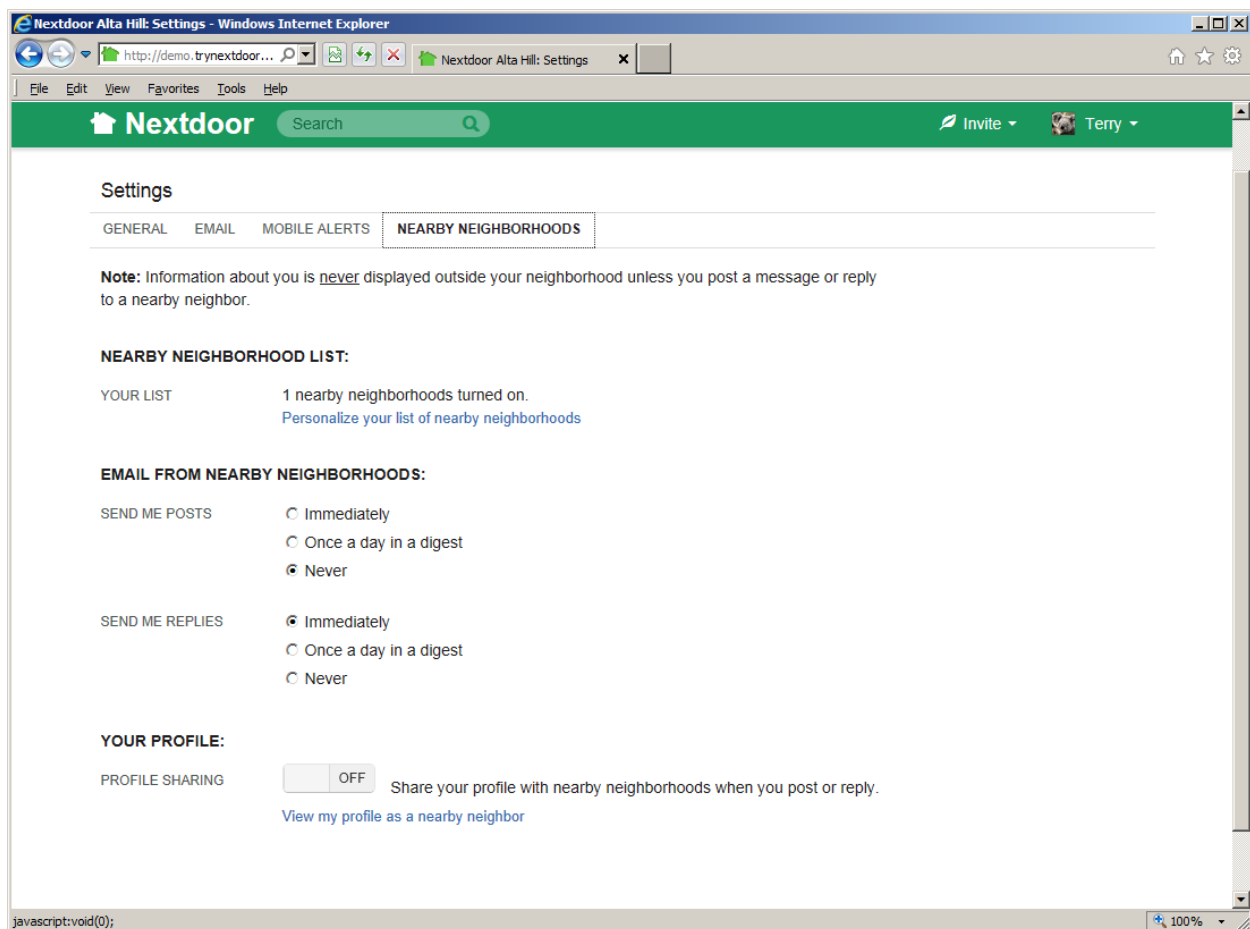


- The **NEARBY NEIGHBORHOOD LIST** section shows how many Nearby Neighborhoods you have turned on (0 or more). You will only see messages from Nearby Neighborhoods that you turn on. If you

post a public message on Nextdoor and share the message with Nearby Neighborhoods, it will only go to Nearby Neighborhoods that you turned on.

To change which Nearby Neighborhoods are turned on:

- Click the **Personalize your list of nearby neighborhoods** link. A map of your neighborhood and its Nearby Neighborhoods will come into view. You will see a list of Nearby Neighborhoods at the right side of the map.

- Use the **ON/OFF** button to the right of a Nearby Neighborhood's name to change the setting for that neighborhood. If a neighborhood's button is set to OFF, you can click and drag the button to the ON position to turn on that neighborhood. If a neighborhood's button is set to ON, you can click and drag the button to the OFF position turn off that neighborhood.

After you view or change your Nearby Neighborhood settings, you can go back to the home page or go back to the "Settings" page.

- The **EMAIL FROM NEARBY NEIGHBORHOODS** section let you tell Nextdoor if and when to send you emails if Nearby Neighborhood residents post messages:

  - If you want Nextdoor to send you an email when a Nearby Neighborhood resident posts a public message, click **Immediately** or **Once a day in a digest**.

    ## Note

    If you click **Once a day in a digest**, Nextdoor will send you one email a day that includes all new messages in this category.

    If you do not want to receive emails when Nearby Neighborhood residents post messages, click **Never**.

  - If you want Nextdoor to send you an email when a Nearby Neighborhood resident replies to a public message, click **Immediately** or **Once a day in a digest**.

    If you do not want to receive emails when Nearby Neighborhood residents reply to messages, click **Never**.

- (Lead users only) The **EMAIL FROM NEARBY LEADS GROUP** section lets you tell Nextdoor if you want to receive emails from the "Nearby Leads" group immediately.

  If your **EMAIL FROM NEARBY NEIGHBORHOODS/SEND ME POSTS** setting is set to Immediately, the **EMAIL FROM NEARBY LEADS GROUP** setting will automatically be set to OFF. You cannot change it because you already receive all messages from Nearby Neighborhoods immediately.

  If your **EMAIL FROM NEARBY NEIGHBORHOODS/SEND ME POSTS** setting is set to Once a day in a digest or Never, you can click and drag the **EMAIL FROM NEARBY LEADS GROUP/SEND ME POSTS** button to the ON position to receive these messages immediately.

- The **YOUR PROFILE** section lets you control how much of your profile information Nearby Neighborhood residents see if you post public messages.

  ## Note

  If you do not post public messages to Nearby Neighborhoods, residents in those neighborhoods will not see your information at all.

If **PROFILE SHARING** is set to OFF, residents in Nearby Neighborhoods will see only your name, your profile photo (if you have one), and your neighborhood's name. If **PROFILE SHARING** is set to ON, residents in Nearby Neighborhoods will see your full profile.

To see how your profile looks to residents in Nearby Neighborhoods, click the **View my profile as a nearby neighbor** link. A new window will open in your web browser to show your profile.

To change how your profile looks to residents in Nearby Neighborhoods, click and drag the **PROFILE SHARING** button. For example, if **PROFILE SHARING** is set to ON, Nearby Neighborhoods will see your full profile. But if you want Nearby Neighborhoods to see only your name, photo, and neighborhood name, click and drag the button to the OFF position.

## 7.2.4. Account Settings

You can use the **ACCOUNT** settings page to:

• change the email address that Nextdoor uses to send you messages,

• change your password,

• change your street address, or

• deactivate your Nextdoor account.
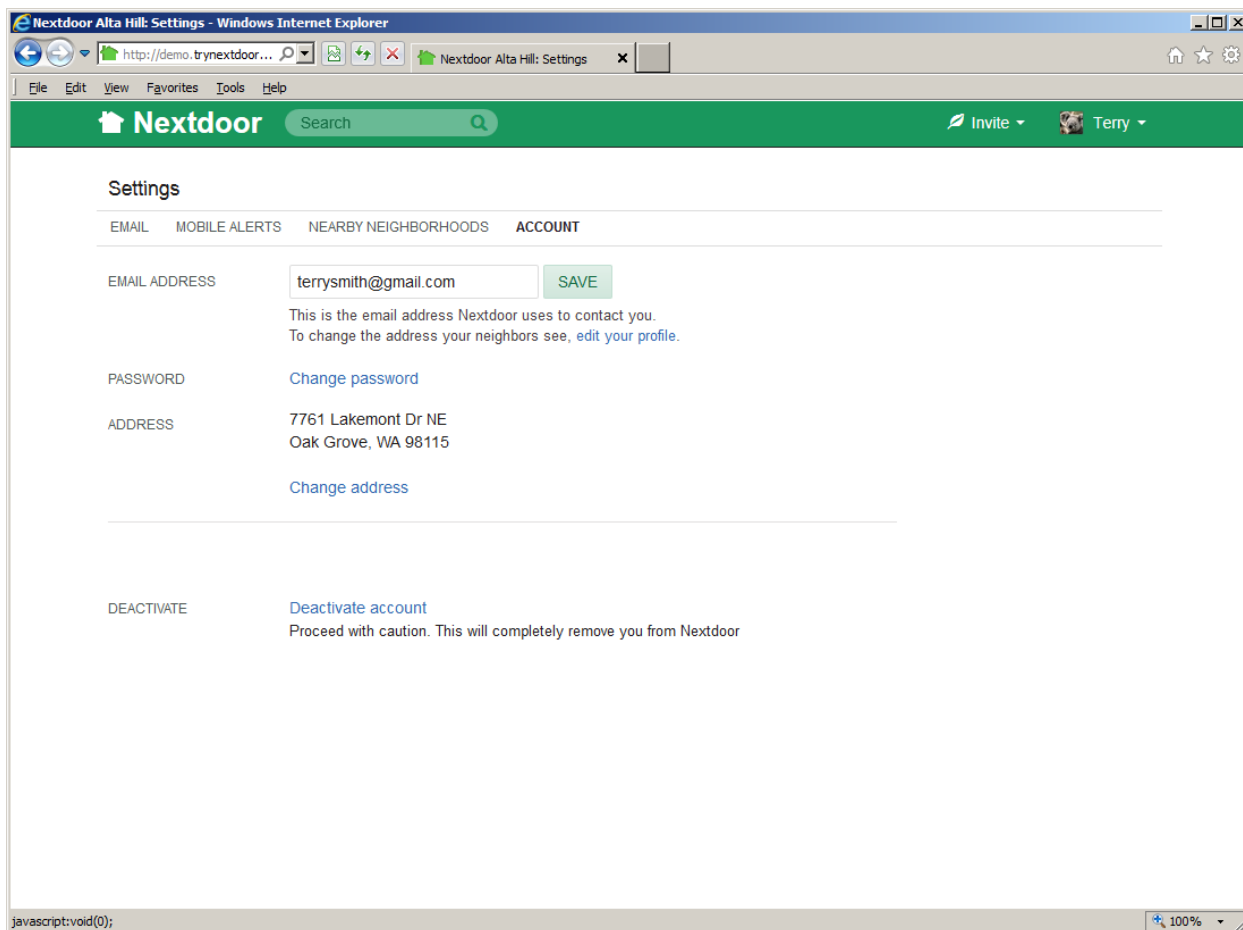
- To tell Nextdoor that your email address has changed:

  1. Type your new email address in the **EMAIL ADDRESS** box.

  2. Click the **[SAVE]** button.

- To change your Nextdoor password:

  1. Click the **Change password** link. A **Change Password** page will come into view.

  2. Click in the **Current password** box. Type your password (the password you used to sign in to Nextdoor).

  3. Click in the **New password** box. Type your new password.

  4. Click in the **Confirm new password** box. Type your new password again.

     ## Note

     Nextdoor does not show the password you typed. Nexdoor tells you to type your password two times to be sure that you know your new password.

     If the message `The two password fields didn't match` comes into view, start again at the second step.

  5. Click the **[Save]** button.

     ## Note

     If you do not want to change your password, click the **[Cancel]** button.

  6. The Nextdoor "home" page will come into view.

- To tell Nextdoor that your street address has changed:

  ## Caution

  If you change your street address, you must confirm your new address.

  If the new address is in the boundary of a different Nextdoor neighborhood:

  - You can no longer use your old neighborhood's Nextdoor site.

  - The members of your old neighborhood's Nextdoor site:

    - will continue to see the messages you posted there.

    - will not see your new address.

    - will see only your name (not your full profile) if they click your name or picture on a message you posted.

  Until you confirm your new address, you cannot use the Nextdoor website for your new neighborhood.

  1. Click the **Change address** link. A **Settings: Change Address** page will come into view.

2. In the "NEW ADDRESS" section, type your new street address, apartment/suite (if applicable), city, state, and ZIP code.

3. Click the green **[Change address]** button.

### Note

If you do not want to change your street address, click the **[Cancel]** button.

4. Confirm your new address. For help with this, see Chapter 2, *How to Join Nextdoor*, Section 2.2.3, "Confirm Your Address".

• To deactivate (remove) your Nextdoor account:

### Caution

If you deactivate your account, you can no longer use Nextdoor.

The members of your neighborhood's Nextdoor site:

- will continue to see the messages you posted there.

- will see only your name (not your full profile) if they click your name or picture on a message you posted.

1. Click the **Deactivate account** link. A **Deactivate account** page will come into view.

2. Click the down-button symbol at the right side of the **Reason for deactivation** box.

3. On the list that drops down, click a reason, such as `Moved or moving`, `Didn't find it useful`, `Privacy concerns`, `Received too much email`, `Duplicate account`, `Too many negative posts`, `Not enough neighbors`, or `Other reasons`.

   - Nextdoor will possibly show some some information that can help you. For example, if you click `Moved or moving`, Nextdoor will show the message, `If you are moving, deactivation is actually the wrong way to remove yourself from your neighborhood. Change your address instead.`

     If this information applies to you, you can click the link in the message to do something other than deactivate your account. For example, the message that Nextdoor shows when you click `Moved or moving` includes a link to **Change your address**.

4. If you want to give Nextdoor more information about your decision to deactivate your account or how to make Nextdoor better, type that in the **How can we improve Nextdoor?** box.

5. If you want the lead member(s) of your Nextdoor site to see the information you typed in the **How can we improve Nextdoor?** box, click the **Share this feedback with your neighborhood Lead(s)**.

6. Click the green **[CONFIRM DEACTIVATION]** button.

## Note

If you want to join Nextdoor again after you deactivate your account, you can reactivate your account:

1.  Sign in to Nextdoor with the same email address and password that you used before.

2.  Click the **[REACTIVATE]** button.

# Chapter 8. How to Read and Send Messages

You can use the Nextdoor website to:

- read and post public messages

- read and send urgent messages

- read and send private messages

- read and post messages in your groups

- search for public and group messages

### Note

For more information on groups, see Chapter 9, *Groups*.

- "mute" (turn off) messages from specified neighbors

If you tell Nextdoor to send you emails about messages posted on Nextdoor, you can read and reply to messages by email.

## 8.1. Public Messages

The right side of the home page shows public messages and messages posted to your groups.

If one or more Nearby Neighborhoods are turned on, you will see messages from your neighborhood and from Nearby Neighborhoods. (For help with Nearby Neighborhoods settings, see Section 7.2.3, "Nearby Neighborhoods Settings".) If you want to see only messages from your neighborhood's residents, click the `your neighborhood's name` link in the "LOCAL" section. To see messages from Nearby Neighborhoods, click the **Nearby Neighborhoods** link. To see messages from your neighborhood *and* Nearby Neighborhoods again, click the **Home** link near the top left corner of the page.

### Note

You can also click the `your neighborhood's name` tab below the "Post a message, event, or urgent alert to neighbors" box to see messages only from your neighborhood. You can click the `your neighborhood's name` **+ # Nearby Neighborhoods** tab to see messages from your neighborhood and Nearby Neighborhoods.

Nextdoor shows the first three or four lines of each message. If a message is longer than that, you can click the **View more** link at the bottom of the message to read the full message. Or, you can click the subject (description) at the top of the message to see the full message on a new page. Nextdoor shows the three newest replies to each public message. If there are more replies, you can click the **View all #** **replies** link to see all replies.

The list of messages is too long to fit on one screen. Use your mouse to scroll down to read more messages.

If you want to read messages from only a specified category, click the name of that category at the left side of the page.

The message categories are:

- **Classifieds**: Click this link to see messages about items that neighbors want to sell or buy.

- **Crime & Safety**: Click this link to see messages about crime and safety.

- **Documents**: Click this link to see a list of files that neighbors share with other neighbors.

  Files can be in different formats, for example:

  - Picture or photo files can have names that end with .GIF, .JPG, .JPEG, or .PNG.

  - Portable Document Format files have names that end with .PDF. You can open PDF files with software such as Adobe Reader.

  - Microsoft Word format files have names that end with .DOC or .DOCX. You can open these files with Microsoft Word.

  - Microsoft Excel format files have names that end with .XLS or .XLSX. You can open these files with Microsoft Excel.

  To open files in the **Documents** section, you must have the necessary software installed on your computer. For example, to open a PDF file, you must have Adobe Reader (or some other software that can open PDF files) installed on your computer. To open a Microsoft Word document, you must have Microsoft Word (or some other software that can open Word files) installed on your computer.

- **Free items**: Click this link to see messages about items that neighbors want to give away for free.

- **General**: Click this link to see messages that do not fit into some other category.

- **Lost & Found**: Click this link to see messages about lost or found pets or items.

- **Recommendations**: Click this link to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services

## 8.1.1. How to Thank and Reply

### Caution

When you click the **[THANK]** or **[REPLY]** button below a message, neighbors who can see the initial message can see your name. If you reply to a public message, neighbors who can see the initial message can also see your message.

If residents of Nearby Neighborhoods can see the initial message, they can see your name/message. They can also see some or all of your profile information.

For more information about Nearby Neighborhoods, see Chapter 6, *Nearby Neighborhoods*. For help with your Nearby Neighborhood settings, see Section 7.2.3, "Nearby Neighborhoods Settings".

If you agree with a message or think the information in the message is good, you can click the green **[THANK]** button below the message.

## Note

If there is no **[THANK]** button below the message, click the word **Thank** at the bottom of the message.

You will see the message `You thanked` *`neighbor's name`* below the message. The name of the button or link will change to **[THANKED]**.

## Note

If one or more neighbors click the **[THANK]** button below a message, you will see a number at the right side of the button. For example, you will see **[THANK|3]** if three neighbors clicked the **[THANK]** button.

## Note

If you clicked the **[THANK]** button or link by accident (and its name changed to **[THANKED]**), you can click the **[THANKED]** button or link again. The number on the **[THANK]** button will decrease by 1, and Nextdoor will remove the `You thanked` *`neighbor's name`* message.

If you click the **[THANK]** button or link, you do not need to reply to the message. But you can reply if you want to.

To reply to a public message:

1. Click the green **[REPLY]** button below the message.

   ## Note

   If one or more neighbors reply to the message before you do, you will see a number at the right side of the **[REPLY]** button. For example, you will see **[REPLY|2]** if two neighbors replied to the message.

2. An empty box will come into view below the message. Type your message into the empty box.

3. Click the green **[REPLY]** button below the message you typed:
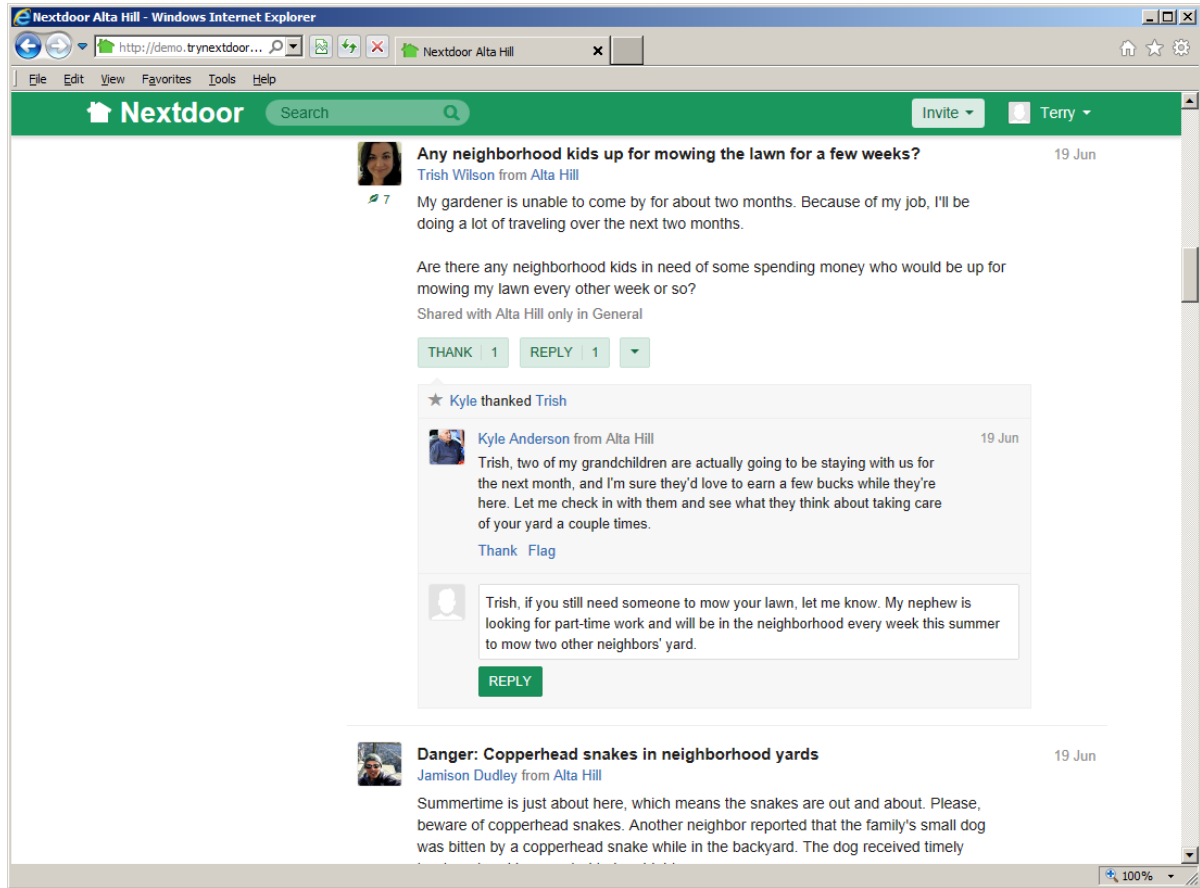
## 8.1.2. How to Change a Message's Category

You can move messages to different categories to help neighbors find information more easily. For example, if a neighbor posts a message about a lost pet in the "General" category, you can move the message to the "Lost & Found" category.

To change a message's category:

1. Click the down-arrow symbol below the message.

2. On the menu that drops down, click **Change category**. A "Choose category for this post" form will come into view.

3. Click the best category for the message:

   • **Classifieds**: Click this box if the message is about an item that a neighbor wants to sell or buy.

   • **Crime & Safety**: Click this box if the message is about a crime or safety subject.

   • **Free items**: Click this box if the message is about an item that a neighbor wants to give away for free.

   • **General**: Click this box if the message does not fit into some other category.

   • **Lost & Found**: Click this box if the message is about a lost or found pet or item.

- **Recommendations**: Click this box if this message is about a company or service a neighbor used.

- If you click **Recommendations**, you can scroll down the list and check one or more items to give more information about the company or service.

  The primary categories for recommendations include **Automotive**, **Classes and lessons**, **Family and parenting**, **Food and entertainment**, **Home and garden**, **Medical and dental**, **Other services and businesses**, **Personal care**, **Pet services**, **Professional services**, and **Wellness**. Each of these categories includes many sub-categories. You can check one or more sub-categories.

  For example, on a message about a veterinarian that also does dog grooming and supplies kennel services:

  - you could scroll down to the **Pet services** category, then

  - you could check the **Dog grooming**, **Kennel**, and **Veterinarian** sub-categories.

4. To save your changes, click the green **[SAVE]** button.

   ## Note

   To cancel your changes, click the pale green **[CANCEL]** button.

# 8.1.3. How to Flag Messages

If you see a public message that contains bad language, advertising, or other inappropriate information, you can "flag" the message. This tells the lead user(s) for your neighborhood that the message must be reviewed and possibly deleted.

To flag a message:

1. Click the down-arrow symbol below the message.

2. On the menu that drops down, click **Flag** .

   ## Note

   If there is no down-arrow symbol below the message, click the word **Flag** at the bottom of the message.

3. A "Flag this post for review" form will come into view.

   Click a reason:

   - Inappropriate

   - Abusive

   - Commercial

   - Posted in error

4. To flag the message, click the green **[FLAG]** button.

## Note

To not flag the message, click the pale green **[CANCEL]** button.

If you click the down-arrow symbol below the message again, you will see that the word **Flag** has changed to **Flagged**.

# 8.1.4. How to Post Public Messages

To post a new public message:

1.  Click in the **Post a message, event or urgent alert to neighbors** box near the top of the home page. A **MESSAGE** form will come into view:
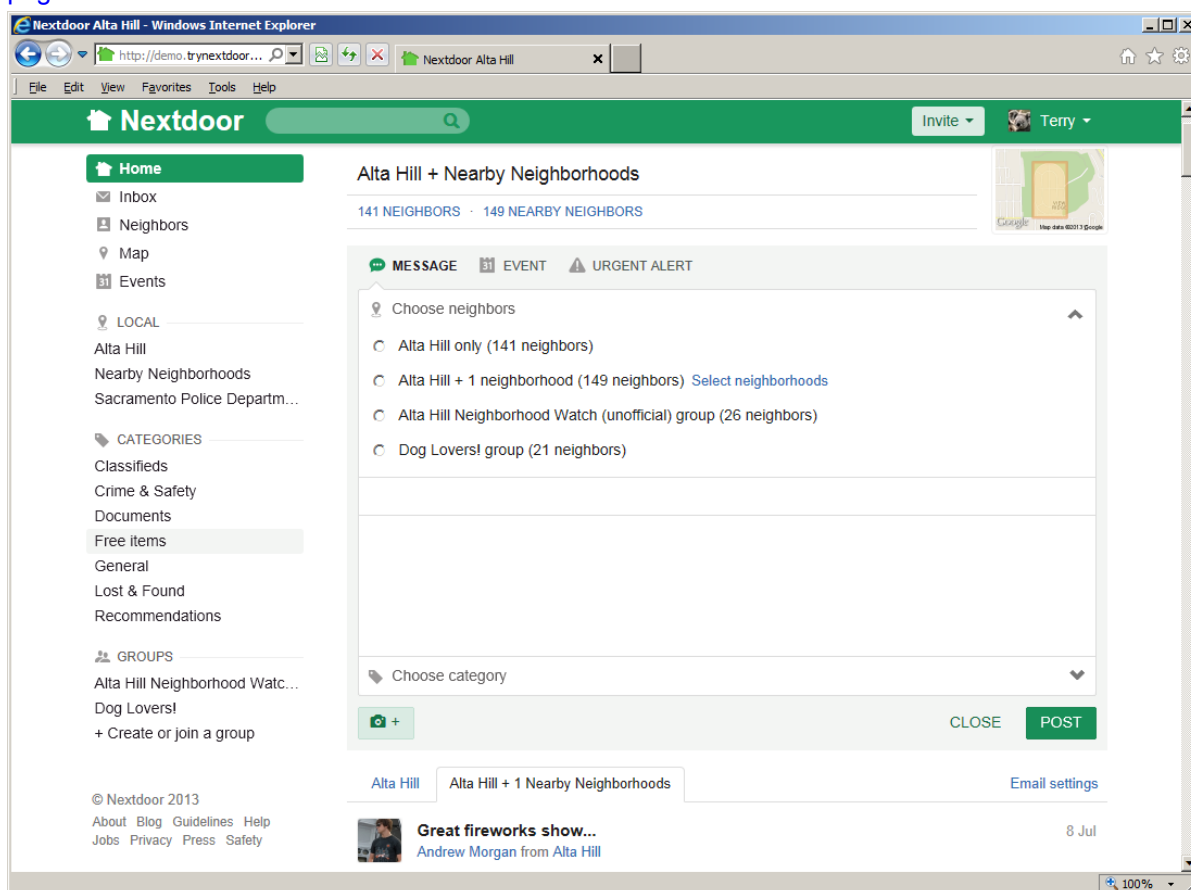


2.  Use the **Choose Neighbors** section to tell Nextdoor who can see your message:

    *   *your neighborhood's name* **only**: Click this if you want only your neighborhood's residents to see your message.

    *   *your neighborhood's name* **+ # neighborhoods**: Click this if you want Nearby Neighborhood residents to see your message.

    ## Note

    If no Nearby Neighborhoods are turned on, you will not see this.

If you want only residents in some Nearby Neighborhoods to see your message, click the **Select neighborhoods** link. A list of Nearby Neighborhoods that are turned on will come into view. You will see a small box to the left of each Nearby Neighborhood's name. If you do not want residents in a specified Nearby Neighborhood to see your message, click the box to the left of that neighborhood's name. Then click the green **[CONTINUE]** button.

- the names of your groups: If you are a member of one or more groups, you will see the groups' names on the list. Click a group name if you want only members of that group to see your message.

3.  Click in the **Add subject** box. Type a short description of your message.

4.  Click in the **Write message** box. Type your message.

5.  Click in the **Choose category** box. A list of categories will come into view: **Classifieds**, **Crime & Safety**, **Free items**, **Lost & Found**, **Recommendations**, and **General**. Click the category that best agrees with your message.

    If you click **Recommendations**, you will see a "Please select a category for your recommendation" form come into view:

    a.  Click in the "Select or search for a category (e.g., dry cleaner)" box.

    b.  Type a category name for the recommendation (such as `daycare` or `plumber`). As you type, a list of categories will drop down. (For example, if you type `care`, you will see categories that contain `care`, such as "Daycare" and "Eldercare," on the list that drops down.)

    c.  When you see the name of the appropriate category, click it.

    d.  Click the green **[CONTINUE]** button.

6.  To add a photo to your message:

    a.  Click the "camera" button below the **Choose category** box. A dialog box from your computer will come into view.

    b.  Use the dialog box to find the directory or folder on your computer that contains the photo file.

    c.  When you find the file, select it.

    d.  The home page will come back into view.

7.  To post your message, click the green **[POST]** button.

    ## Note

    To cancel the message, click the **[CLOSE]** button.

8.  If one or more Nearby Neighborhoods are included, a "Confirm your post to # neighbors form" will come into view. The form shows the message, `Your post will be seen by # neighbors in `*`your neighborhood's name`*` + # nearby neighborhoods. Please note these guidelines when posting to nearby neighborhoods: Content should be relevant and useful for all neighborhoods. Self-promotional messages and advertising are not permitted. Your name and photo will be visible to your nearby neighbors. If you wish to reduce the number of neighborhoods who will receive this post, please click REVISE below.`

## Note

Unless you turn this message off, you will see it each time you share a message with Nearby Neighborhoods. To turn the message off, click the **Don't show this message again** box before you click the **[POST MESSAGE]** button.

If you want to make changes to your message, click the pale green **[REVISE]** button. You can then change the message, and click the **[POST]** button again.

If you want to share the message with the Nearby Neighborhood(s), click the green **[POST MESSAGE]** button.

# 8.1.5. How to Post and Read Documents

You can attach files (such as photos) to all new messages that you post. But you can add files that are more important than others to the "Documents" category. Files in the "Documents" category are easy to find and refer to.

## Note

Only members of your own neighborhood can see messages and files in the "Documents" category.

Files can be in different formats, for example:

- Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

- Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

- Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

- Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

To add a file to the "Documents" category:

1. On the home page, click the **Documents** link in the "CATEGORIES" section at the left side of the page. A "Documents" page will come into view:
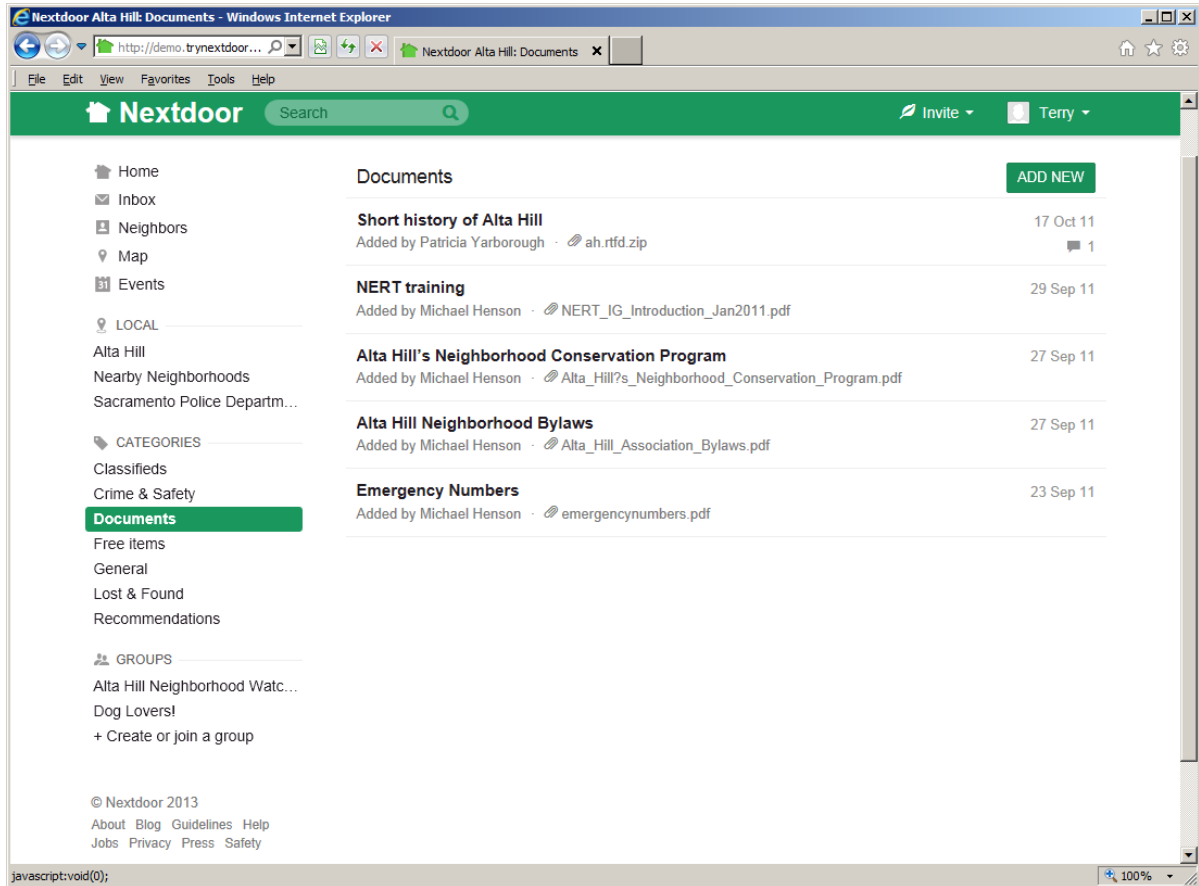
2.  Click the green **[ADD NEW]** button near the top right corner of the page.

3.  Click in the **Add subject** box. Type a short description of the document.

4.  Click in the **Describe the document you wish to share** box. Type a message about the document.

5.  To attach the document to your message:

    a.  Click the "camera" button below the **Describe the document you wish to share** box. A dialog box from your computer will come into view.

    b.  Use the dialog box to find the directory or folder on your computer that contains the document file.

    c.  When you find the file, select it.

    d.  The "Documents" page will come back into view.

6.  To post your message and the document, click the green **[POST]** button.

## Note

To cancel the message, click the **[CLOSE]** button.

To see a document:

1. On the home page, click the **Documents** link in the "CATEGORIES" section at the left side of the page. A "Documents" page will come into view.

2. Click the subject (description) of the document you want to see. (For example, to see the document about NERT training, click **NERT Training**.) A page with the message will come into view. At the bottom of the message, you will see a "paperclip" icon with a link to its right.

3. Click the link to the right of the "paperclip" icon to open the document. If you have the necessary software installed on your computer, the document will come into view.

4. To go back to the Nextdoor website, click the "back" button in your web browser.

## 8.1.6. How to Edit or Delete Your Public Messages

When you post a public message, you can make changes to that message for up to 30 days. You can also delete messages you posted.

To change a public message that you posted:

1. Find the message that you want to change.

2. Click the down-arrow symbol below the message.

3. On the menu that drops down, click **Edit**.

> ### Note
>
> If there is no down-arrow symbol below the message, click the word **Edit** at the bottom of the message.

> ### Note
>
> If the message is more than 30 days old, **Edit** will not be on the menu or at the bottom of the message. You cannot change messages that are more than 30 days old.

4. Type the changes to your message.

5. Click the green **[SAVE]** button.

> ### Note
>
> To not change the message, click the pale green **[CANCEL]** button.

6. The phrase **Edited just now** will come into view below the message to show that you changed it.

### Note

Nextdoor members can select to receive public messages by email. If you change a message more than two minutes after you post it, the Nextdoor website will show your changes. But some members will possibly receive a copy of the first version of the message (without your changes) by email.

To delete a public message that you posted:

1. Find the message that you want to delete.

2. Click the down-arrow symbol below the message.

3. On the menu that drops down, click **Delete**.

   ## Note

   If there is no down-arrow symbol below the message, click the word **Delete** at the bottom of the message.

4. A "Delete this post?" (or "Delete this reply?") form will come into view.

5. To delete the message, click the green **[DELETE]** button.

   ## Note

   To not delete the message, click the pale green **[CANCEL]** button.

## Note

If you delete a message less than two minutes after you post it, the message will not be sent to other Nextdoor members.

If you delete a message more than two minutes after you post it, it will be removed from the Nextdoor website. But some members will possibly receive a copy of the message by email.

# 8.2. Urgent Messages

You and your neighbors can use urgent alerts to tell each other immediately about important crime and safety issues, such as:

• suspicious activity

• missing children

• fires, floods, or other disasters

• local evacuations

Nextdoor sends urgent alerts by email, or by cell phone for members who tell Nextdoor they want to receive mobile alerts. For help with mobile alerts, see Section 7.2.2, "Mobile Alerts Settings".

## Caution

Only send urgent alerts for crime or safety issues that your neighbors must know about immediately. If applicable, call 911 before you send an urgent alert.

To send an urgent alert:

1. Click in the **Post a message, event or urgent alert to neighbors** box near the top of the home page. A **MESSAGE** field will come into view:

2.  Click **URGENT ALERT** at the top of the **MESSAGE** field. A "Send an urgent alert" form will come into view:
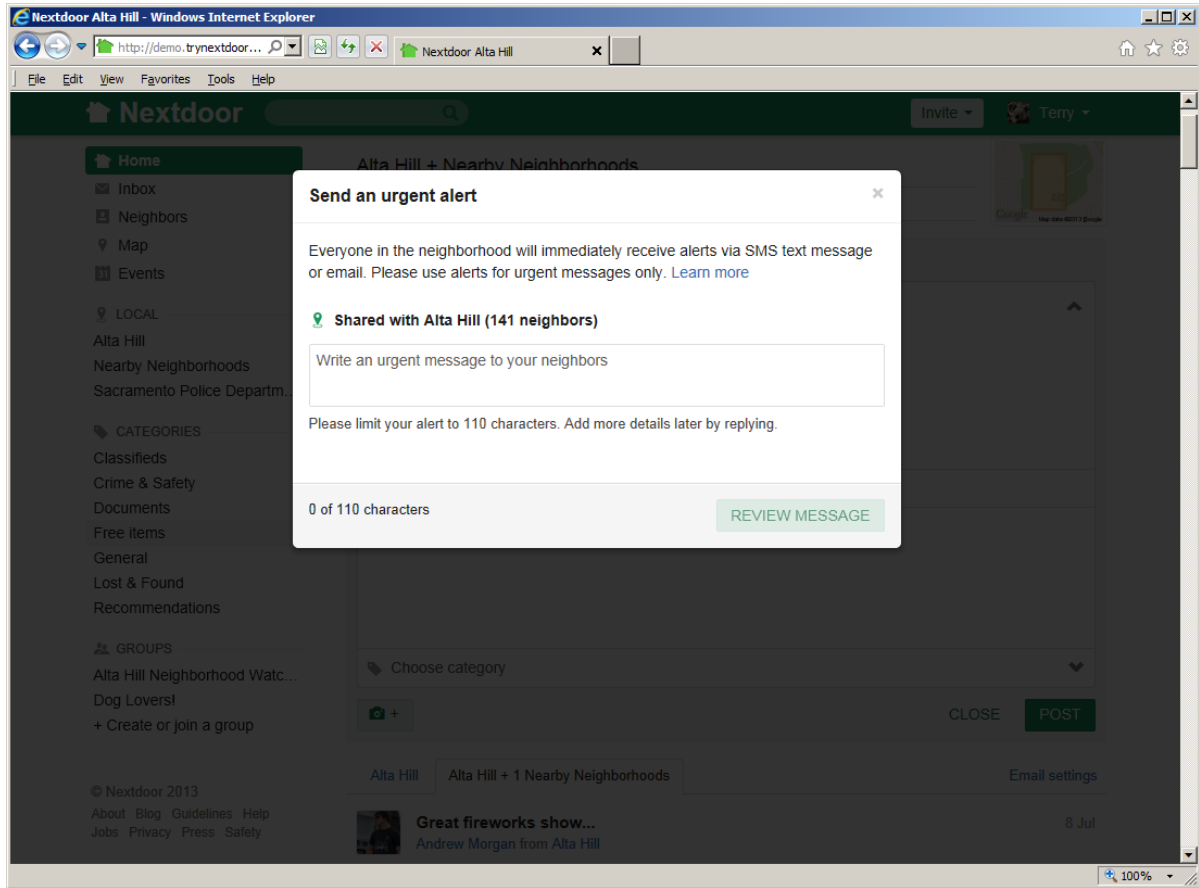
3.  Type a short message in the **Write an urgent message** to your neighbors box. The message can be no more than 110 characters long. (Nextdoor will not let you send the message if it is more than 110 characters long.)

4.  Click the green **[REVIEW MESSAGE]** button. A new form that shows your message will come into view.

5.  If you want to send the urgent alert, click the green **[SEND]** button.

    ## Note

    To cancel the message, click the **[CANCEL]** button. The "Send an urgent alert" form will come back into view. Click the **X** at the top right corner of this form to cancel the message.

6.  To add more information, you can reply to an urgent alert.

    ## Note

    If you reply to an urgent alert, Nextdoor will *not* send the information you add as an urgent alert.

# 8.3. Private Messages

If you reply to a public message, neighbors who can see the initial message will see the information you type. But you can send a private message to a neighbor.

To send a private message:

1. • If the neighbor posted a public message, you can click the neighbor's name or photo on that public message.

   ## Note

   You will see the neighbor's name below the subject of the message. If the neighbor has a profile photo, you will see their photo to the left of the message's subject. If the neighbor does not have a profile photo, you will see a standard picture of a "female" or "male" head.

   The neighbor's profile page will come into view. Click the pale green **[SEND MESSAGE]** button near the top of the profile page.

   • You can use the "Neighbors" page to find a neighbor in your neighborhood.

      1. To see the "Neighbors" page, click the **Neighbors** link at the left side of the home page.

      2. Scroll down the page until you see the neighbor you want to send a message to.

      3. Click the pale green **[MESSAGE]** button to the right of the neighbor's name.

   ## Note

   For more help with the "Neighbors" page, see Chapter 10, *How to Find a Neighbor on Nextdoor*.

2. A "Send a message to `neighbor's name`" form will come into view:
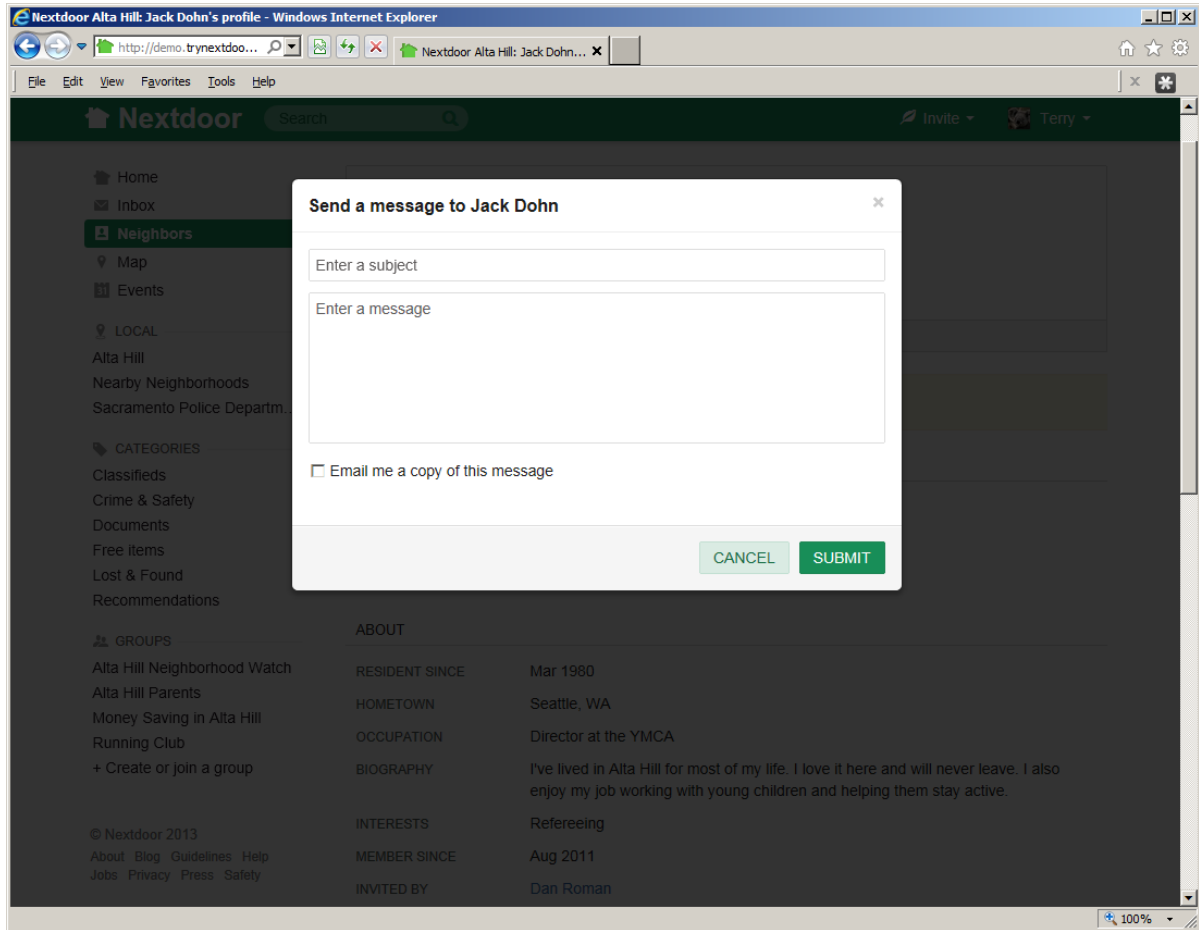
3.  Click in the **Enter a subject** box. Type a short description for your message.

4.  Click in the **Enter a message** box. Type your message.

5.  If you want Nextdoor to send you a copy of this message by email, click the **Email me a copy of this message** box.

6.  To send the message, click the green **[SUBMIT]** button.

    ## Note

    To cancel the message, click the pale green **[CANCEL]** button.

To read private messages:

1.  Click the **Inbox** link at the left side of the home page.

    ## Note

    If your Inbox contains messages you have not read, you will see a number to the right of **Inbox**. For example, if you see the number 2 to the right of **Inbox**, you have two new messages.

An "Inbox" page will come into view. Messages that you have read will have a gray background. New messages will have a white background.

### Note

Your Inbox shows only the 100 newest messages.

2.   To see a full message, click the subject (description) of the message.

If you want, you can move messages you have read out of your Inbox to the "Archive" area. This lets you keep your Inbox clean.

To move a message from your Inbox to the Archive:

1.   Click the **Inbox** link at the left side of the home page to view a list of messages in your Inbox.

2.   Click the **Archive** link at the right side of the message that you want to move. The message will be immediately moved.

To view archived messages:

1.   Click the **Inbox** link at the left side of the home page to view a list of messages in your Inbox.

2.   Click the **View Archive** link near the top right corner of the page. An "Archive" page will come into view.

3.   To move an archived message back to the Inbox, click the **Move to Inbox** link at the right side of the message.

# 8.4. How to Search for Messages

The list of messages on the home page is very long. To find a message that a neighbor posted more than a week or two ago, you can scroll far down the home page. As an alternative, you can look at messages in a specified category or group. You can also search for messages.

To look at messages in a specified category or group, click the category or group's link at the left side of the home page:

•   **Classifieds**: Click this link to see messages about items that neighbors want to sell or buy.

•   **Crime & Safety**: Click this link to see messages about crime and safety.

•   **Documents**: Click this link to see a list of files that neighbors share with other neighbors.

   Files can be in different formats, for example:

   •   Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

   •   Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

   •   Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

- Microsoft Excel format files have names that end with .XLS or .XLSX. You can open these files with Microsoft Excel.

- **Free items**: Click this link to see messages about items that neighbors want to give away for free.

- **General**: Click this link to see messages that do not fit into some other category.

- **Lost & Found**: Click this link to see messages about lost or found pets or items.

- **Recommendations**: Click this link to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services.

- The "GROUPS" section shows links to the public and private groups of which you are a member. Click a group's name to see messages in that group.

To search for messages that contain one or more specified words:

1. Click in the **Search** box near the top left corner of the page:
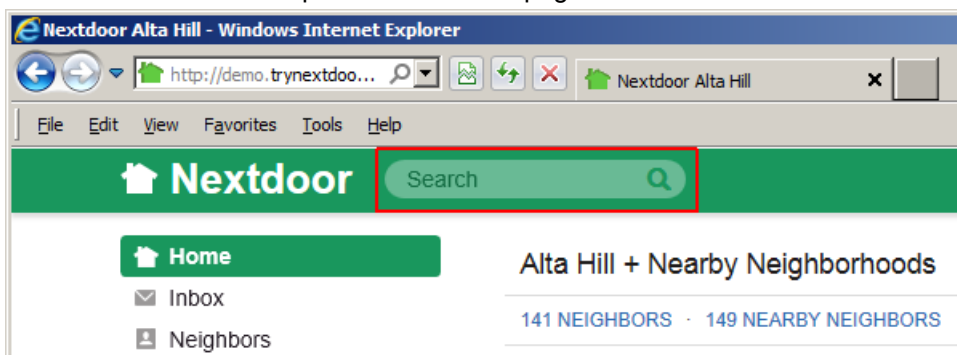


2. Type one or more words:

   - If you type one word, Nextdoor will find messages that contain that word.

   - If you type more than one word, Nextdoor will find messages that contain all the words you typed. For example, if you type dog cat, Nextdoor will find messages that include the word dog *and* the word cat.

   - If you type a minus sign (-) in front of a word, Nextdoor will find messages that do *not* contain that word. For example, if you type dog -cat, Nextdoor will find message that include the word dog but not the word cat.

3. Press **<Enter>** on the keyboard or click the "magnifiying glass" symbol at the right side of the **Search** box. A "Search results for '*your word(s)*'" page will come into view:
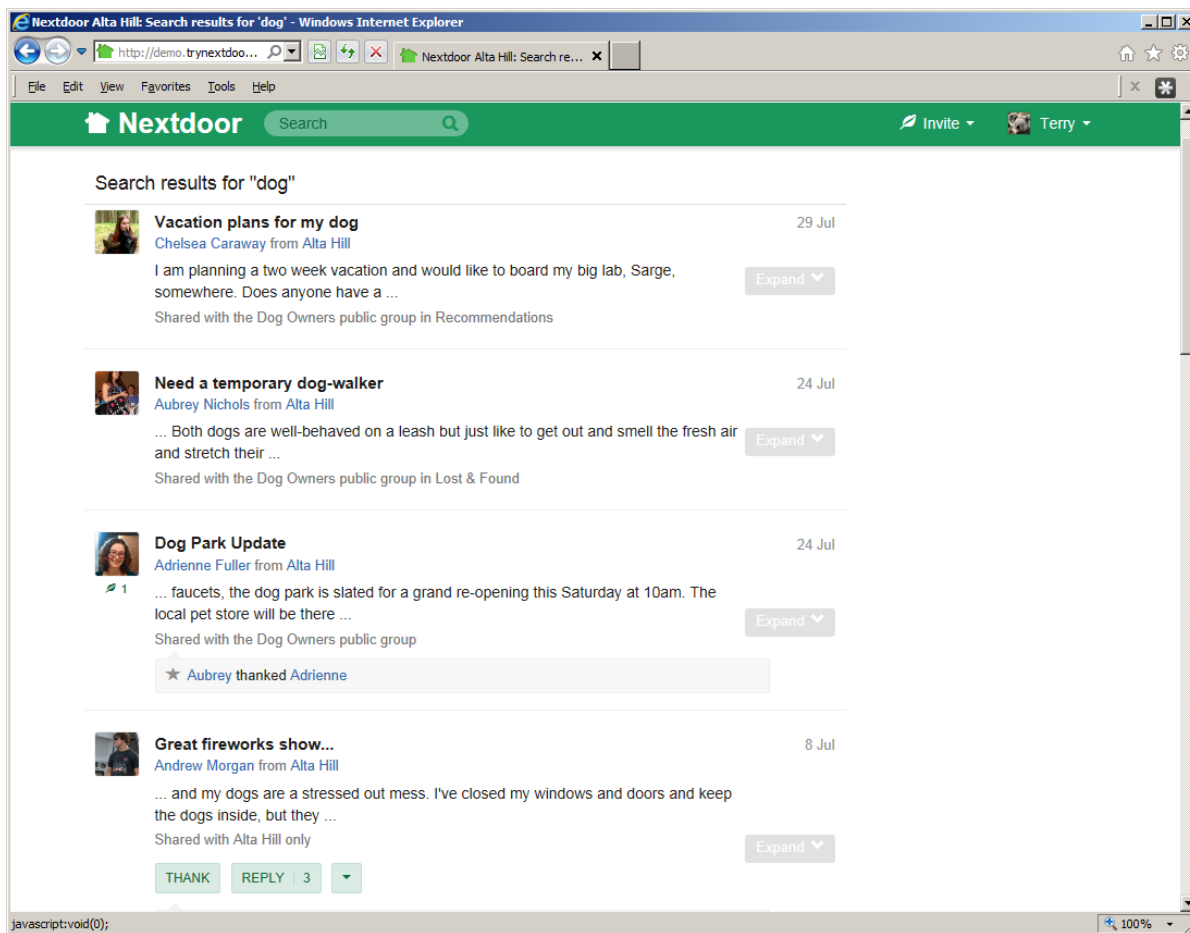
4.  The "Search results for '*your word(s)*'" page shows a list of messages and events that contain your word or words. To see a full message, click the subject (description) of the message. For example, to see the full message about the dog park, click **Dog Park Update**.

# 8.5. How to Mute a Neighbor

Most neighbors post good information on Nextdoor. But possibly some neighbors will post messages that you do not agree with, or messages that contain incorrect information. If you do not want to see messages from a specified neighbor, Nextdoor lets you "mute" (turn off messages from) that neighbor.

### Note

The neighbor will *not* know that you muted him or her.

If you mute a neighbor:

• You will not see messages posted by that neighbor on the Nextdoor website.

• You will see the message `This comment has been muted` on the website if that neighbor replies to a message.

• You will not receive emails from Nextdoor when that neighbor posts or replies to messages.

- You *will* receive private messages that the neighbor sends to you.

- You *will* receive urgent alerts sent by that neighbor, to make sure that you know about emergencies.

To mute a neighbor:

1. Look at the neighbor's profile page:

   - If the neighbor posted a public message, you can click the neighbor's name or photo on that public message.

     ## Note

     You will see the neighbor's name below the subject (description) of the message. If the neighbor has a profile photo, you will see their photo to the left of the message's subject. If the neighbor does not have a profile photo, you will see a standard picture of a "female" or "male" head.

   - You can use the "Neighbors" page to find a neighbor in your neighborhood.

     1. To see the "Neighbors" page, click the **Neighbors** link at the left side of the home page.

     2. Scroll down the page until you see the neighbor you want to send a message to.

     3. Click the neighbor's name or photo.

     ## Note

     For more help with the "Neighbors" page, see Chapter 10, *How to Find a Neighbor on Nextdoor*.

2. The neighbor's profile page will come into view.

3. Click the pale green **[MUTE]** button near the top of the profile page. A "Mute *neighbor's name*?" form will come into view.

4. If you want to mute this neighbor, click the red **[MUTE]** button.

   ## Note

   To not mute the neighbor, click the pale green **[CANCEL]** button.

5. The neighbor's profile page will come back into view. You will see the message `You've muted` `neighbor's name` at the top of the page. The name of the **[MUTE]** button will change to **[UNMUTE]**.

   ## Note

   After you mute a neighbor, you will see a small "speaker" icon (◀×) to the right of that neighbor's name on the "Neighbors" page.

You can un-mute a neighbor (turn on their messages again) if you want. To un-mute a neighbor, do the above procedure again and click the **[UNMUTE]** button.

# Chapter 9. Groups

A group is an area of Nextdoor where neighbors can share messages about a specified subject. Only members of the group can see messages posted in the group, or add new messages to the group. A group is a good location for messages that most neighbors do not want to read. For example, if you want to share messages about politics or sports, you can make a group for that subject.

A group can be public or private. When a neighbor makes a new group, that neighbor makes the group a public group or a private group. If the group is private, only the neighbors invited to join the group can be members. All neighborhood residents can join public groups.

### Note

Residents of Nearby Neighborhoods cannot see public or private groups in your neighborhood (other than the "Nearby Leads" group, which you and leads in your Nearby Neighborhoods can see).

## 9.1. How to Join or Leave a Group

To see a list of public groups and join a a group:

1. Click the **Browse all # groups** link in the "GROUPS" section near the bottom left corner of the home page. A "Groups in " page will come into view.

2. Click the name of the group that you want to join. A page with more information about the group will come into view.

3. To join the group, click the green **[JOIN GROUP]** button.

After you join a group, you will see the name of the group in the "GROUPS" section.

You will not see private groups when you click the **Browse all # groups** link. To join a private group, you must be added to the group by the person who made the private group.

If you do not want to be a member in a group, you can leave the group.

To leave a group:

1. Click the group's name in the "GROUPS" section near the bottom left corner of the home page. The group's page will come into view.

2. Click the green **[ACTIONS]** button at the top right corner of the page. A list of items will drop down.

3. Click **Leave group** on the list that drops down. An "Are you sure you want to leave this group?" form will come into view.

4. If you are sure that you do not want to be a member of the group, click the green **[YES]** button. (If you want to stay in the group, click the pale green **[NO]** button.)

## 9.2. How to Read and Post Messages in a Group

After you join a group, you will see messages from that group on the home page, along with public messages. To look at only messages from a group, click that group's name in the "GROUPS" section near the bottom left corner of the home page. The group's page will come into view.

You can use one of two procedures to start a new message in a group:

• Do the procedure in Chapter 8, *How to Read and Send Messages*, Section 8.1.4, "How to Post Public Messages" to post a new message on the home page. In step #2, click the name of the group in the **Choose Neighbors** section. Then do steps #3 thru #7.

• Click the name of the group in the "GROUPS" section on the home page. The group's home page will come into view. Click in the **Post a message, event or urgent alert to neighbors** box near the top of the group's page. Then do steps #3 thru #7 in Chapter 8, *How to Read and Send Messages*, Section 8.1.4, "How to Post Public Messages".

# 9.3. How to See the Group's Member List

To see a list of group members:

1.  Click the group's name in the "GROUPS" section on the home page. The group's page will come into view.

2.  Click the **# MEMBER** link near the top of the group's page, below the group's name. A list of the group's members will come into view.

To close the member list and see messages in the group, click the **UPDATES** link (to the left of the **# MEMBER** link).

# 9.4. How to Make and Manage a Group

If you want to share messages about a specified subject, and there is no group for that subject, you can make a new group. If you make a new group, you will be the "moderator" (manager) of the group.

As moderator, you can

• delete messages from the group

• add members to the group

• delete members from the group

• change the name and description of the group

• delete the group, if it contains no messages or only messages that you posted

• add other moderators to the group

To make a new group:

1.  Click the **Browse all # groups** link in the "GROUPS" section near the bottom left corner of the home page. A "Groups in " page will come into view.

2.  Click the green **[ADD NEW]** button near the top right corner of the page. A "Create a new group" form will come into view.

3.  Click in the **NAME** box. Type a short name for the new group. For example, `Game Exchange` or `Exercise Buddies`.

4.  Click in the **DESCRIPTION** box. Type more information about the group. This will help neighbors know if they want to join the group. For example, `If you want to borrow or lend PS, Wii, or XBox games, this is the group for you!`

5. To make the group a private group, click **Private**.

6. Click the green **[CREATE]** button. A page for the new group will come into view.

> ## Note
>
> To not make the group, click the pale green **[CANCEL]** button.

7. If the group is private, be sure to add some members to the group.

> ## Note
>
> If the group is public, neighbors can join the group if they want to.

To add a member to a private group:

1. Click the green **[ACTIONS]** button at the top right corner of the group's page.

2. On the menu that drops down, click **Add members**.

3. Click the **Enter a neighbor's name to add them to the group** box.

4. Type the name (or part of a name) of a neighbor you want to add to the group. As you type, a list of names will drop down. (For example, if you type `john`, you will see names that contain `john`, such as "Jim Johnson," "John Smith," or "Terry Johnston," on the list that drops down.) When you see the name of the neighbor, click it.

As the moderator of the group, you can manage the group and its members. For example, you can delete messages from the group.

To delete a message from the group:

1. Click the down-arrow button below the message you want to delete. A list of items will drop down.

2. Click **Delete** on the list of items. A "Delete this post?" form will come into view.

3. To delete the message, click the green **[DELETE]** button.

> ## Note
>
> To not delete the message, click the pale green **[CANCEL]** button.

At the top right corner of the group's page, you will see a green **[ACTIONS]** button. When you click the **[ACTIONS]** button, a list of items will drop down:

• **Add members**: Click this item to add members to the group.

> ## Note
>
> If the group is private, only neighbors that you add to the group can be members. If the group is public, neighbors can join the group if they want. It is not necessary for you to add members to a public group.

Click the **Enter a neighbor's name to add them to the group** box. Type the name (or part of a name) of a neighbor you want to add to the group. As you type, a list of names will drop down. (For example,

if you type `john`, you will see names that contain `john`, such as "Jim Johnson," "John Smith," or "Terry Johnston," on the list that drops down.) When you see the name of the neighbor, click it.

- **Leave group**: Click this item if you no longer want to be a member of the group. An "Are you sure you want to leave this group?" form will come into view.

  If you are sure that you do not want to be a member of the group, click the green **[YES]** button.

  ## Caution

  The group must have a moderator. If you are the only moderator, you cannot leave the group until you make some other member a moderator. (For help with the **Make moderator** function, see below.)

  If the group contains no messages or only messages that you posted, you can delete the group. For help with the **Delete group** function, see below.

  If you want to stay in the group, click the pale green **[NO]** button.

- **Edit group**: Click this item to change the name or description of the group, or to add a photo to the group's page.

  An "Edit group" form will come into view.

  - To change the group name or description, type the new information into the **NAME** or **DESCRIPTION** box.

  - To add a photo to the group:

    1. Click the **[Browse...]** button. A dialog box from your computer will come into view.

    2. Use the dialog box to find the directory or folder on your computer that contains the photo file.

    3. When you find the file, select it.

  To save your changes to the group, click the green **[SAVE]** button.

  ## Note

  To not save your changes to the group, click the pale green **[CANCEL]** button.

- **Delete group**: Click this item to delete the group.

  ## Note

  You can delete the group only if it contains no messages, or only messages that you posted.

  If you delete the group, all messages in the group will be deleted.

  A "Really delete *group name*?" form will come into view. Click the green **[DELETE]** button to delete the group. To not delete the group, click the pale green **[CANCEL]** button.

To the right of each group member's name, you will see a down-arrow button.

When you click the down-arrow button to the right of a member's name, a list of items will drop down:

- **Make moderator**: Click this item to make this member a moderator of the group. An "Add *member name* as a moderator of this group?" form will come into view. To make the member a moderator, click the green **[CONFIRM]** button.

## Note

You will see the word **MODERATOR** to the right of that member's name on the group's member list.

To not make the member a moderator, click the pale green **[CANCEL]** button.

- **Remove from group**: Click this item to delete this member from the group. A "Remove *member name* from group?" form will come into view.

Nextdoor will send the neighbor a message to tell him or her that he or she is no longer a group member. If you want, you can also add a brief message. To do that, click in the **Optional: include a brief explanation with the notification** box and type a short message.

To delete the member from the group, click the green **[CONFIRM]** button. To not delete the member, click the pale green **[CANCEL]** button.

# Chapter 10. How to Find a Neighbor on Nextdoor

If a neighbor posts a public message on Nextdoor, you will see that neighbor's name to the left of the message. (If the neighbor has a profile photo, you will also see their photo.)

Some neighbors do not post public messages, but you can use the "Neighbors" list to find them. To see the "Neighbors" list, click the **Neighbors** link near the top left corner of the home page:
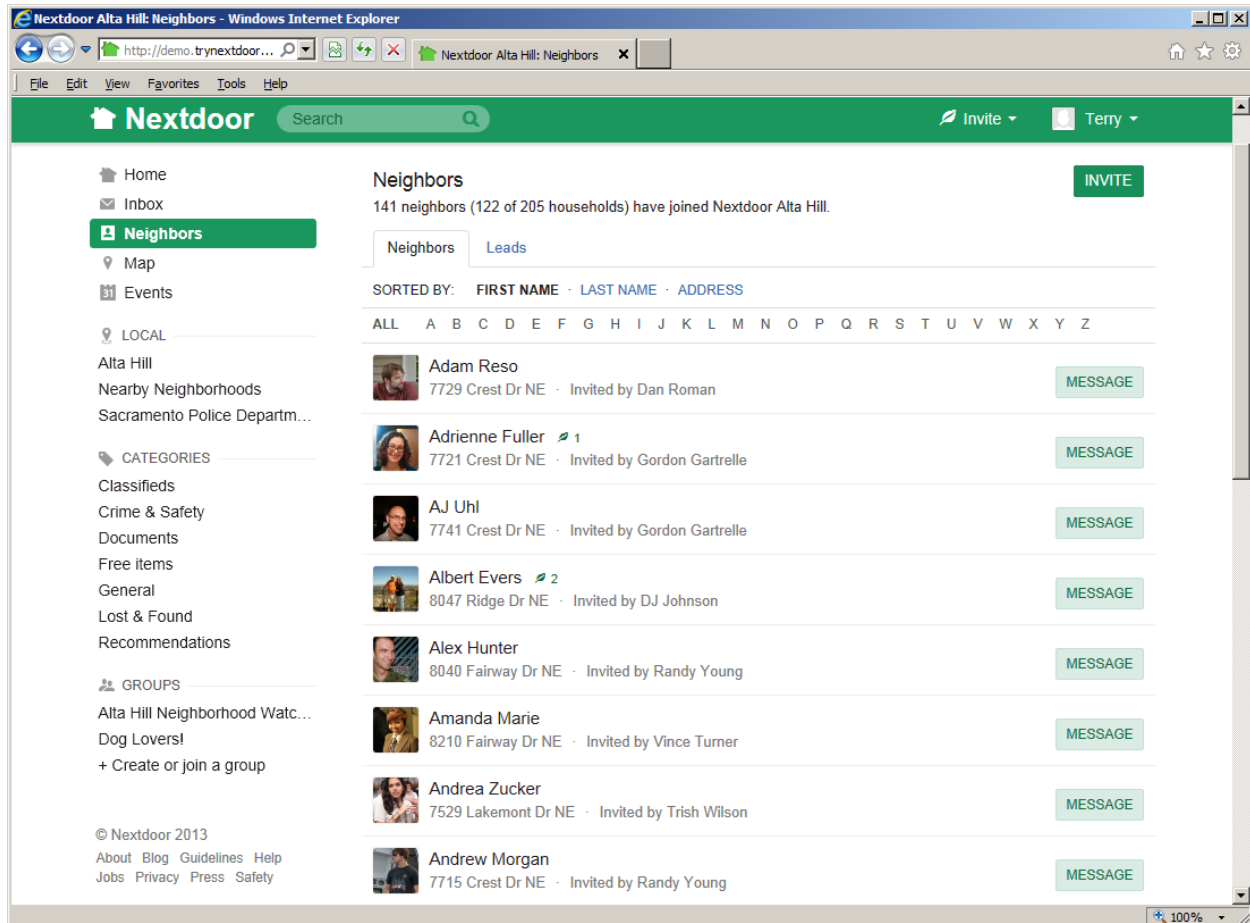


Here are some important items to know about the "Neighbors" list:

- The list only shows Nextdoor members in your neighborhood, not Nearby Neighborhoods.

- The list only shows 20 names at a time. To see more names, scroll down the page.

- The list is shown in sequence by neighbors' first names. (For example, you will see a name such as "Alan Zellner" before a name such as "Zoe Adams".) But you can click the **LAST NAME** link at the top of the list to see it in sequence by neighbors' last names. (Then you will see "Zoe Adams" before "Alan Zellner.")

- To see the list in sequence by street names (or numbers) and house numbers, click the **ADDRESS** link at the top of the list.

## Note

Neighbors who let Nextdoor show their full address (with house numbers) are at the top of the list. The list is shown in sequence by their street names (or numbers) and house numbers. Neighbors who do not let Nextdoor show their full address are at the bottom of the list.

If you do not let Nextdoor show your full address, you will be near the bottom of the list. To change your address settings, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.1, "Your Profile".

To see only neighbors who live on a specified street:

1. Click the **FILTER BY STREET NAME** button at the top of the list. A list of street numbers and names will drop down.

2. Click a street number or name on the list. You will see a list of neighbors who live on that street.

• To see the list in sequence by when neighbors joined Nextdoor, click the **NEWEST** link at the top of the list.

To see a neighbor's profile, click the neighbor's name on the list. (For more information about profiles, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.1, "Your Profile".)

To send the neighbor a private message, click the pale green **[MESSAGE]** button to the right of the neighbor's name. (For help with private messages, see Section 8.3, "Private Messages".)

To find out which neighbor lives at a specified address, you can use the neighborhood map. For help with the map, see Chapter 11, *How to Use the Neighborhood Map*.

# Chapter 11. How to Use the Neighborhood Map

To see a map of your neighborhood, click the **Map** link near the top left corner of the home page:
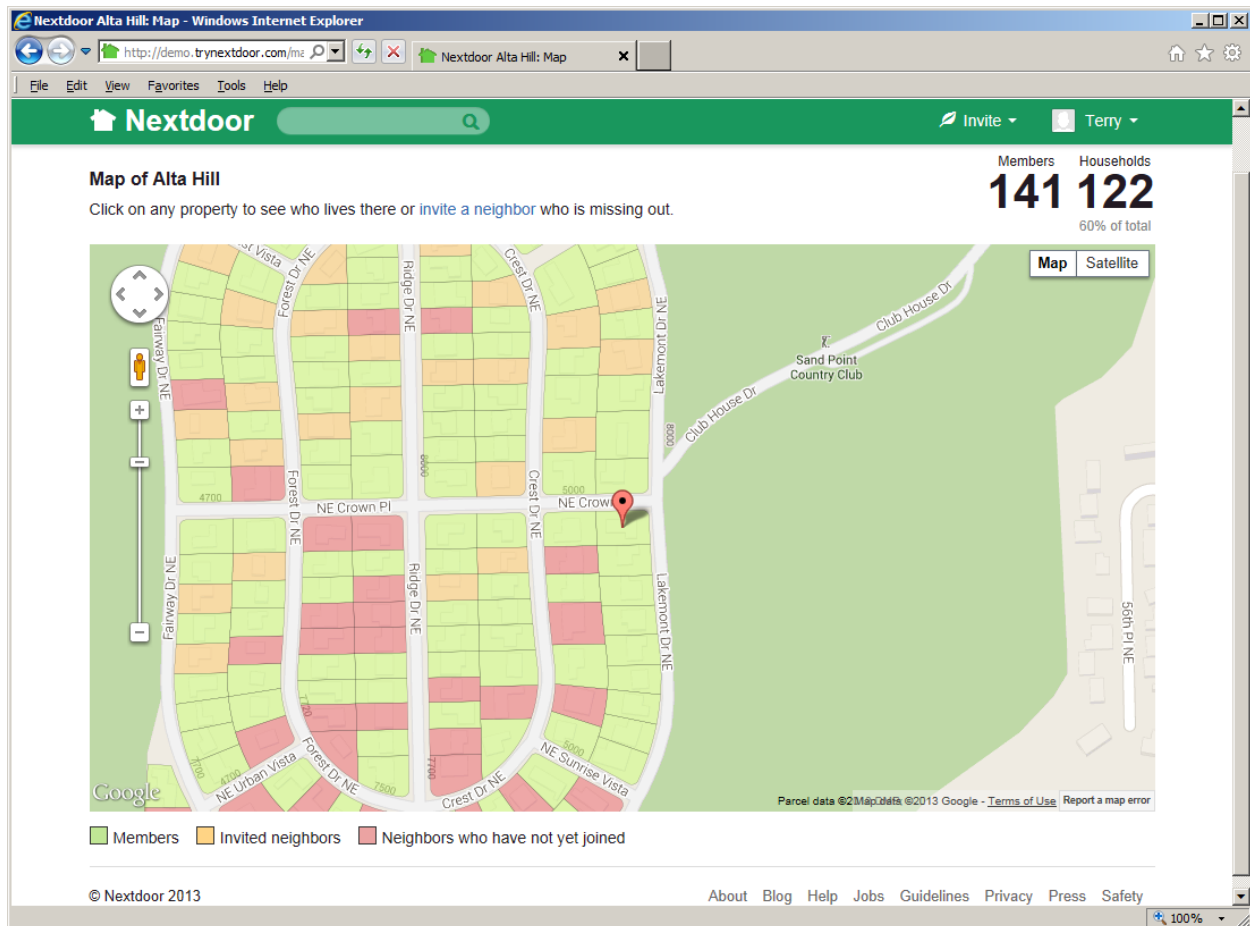


## Note

Pictures in this manual are from the "Nextdoor Alta Hill" website. Nextdoor Alta Hill is an example website that Nextdoor made to use for tests and demonstrations. The information on Nextdoor Alta Hill is not real.

You will see your house at the middle of the map.

The map uses different colors to show which neighbors are Nextdoor members:

• Addresses shown in green are where Nextdoor members live.

• Addresses shown in red have no Nextdoor members.

• Addresses shown in pale orange have no Nextdoor members but were sent an invitation to join Nextdoor.

You can use one of two procedures to move around on the map:

- Click the symbols in the circle near the top left corner of the map. Click **<** to move left (west), **>** to move right (east), **^** to move up (north), or **v** to move down (south).

- Click and drag the map from side to side, or up or down.

To make a section of the map smaller (to see more of the neighborhood), click the minus sign ( – ) at the left side of the map. To make a section of the map larger (to see less of the neighborhood), click the plus sign ( + ) at the left side of the map.

To see a "street view" of a specified address:

1. Click the yellow "person" icon at the left side of the map (above the + sign) and drag it to an address. A "street view" of that approximate address will come into view.

2. You can move around in the "street view" as you do on the map. (Click the symbols in the circle near the top left corner of the map, or click and drag on the map.) If you see white arrow symbols on a street, you can click an arrow to move the "street view" in the direction of the arrow.

3. To close the "street view" and go back to the map, click the white **X** at the top right corner of the "street view."

You can use the map to see which Nextdoor member lives at an address, or to invite a neighbor to join Nextdoor.

To see which Nextdoor member lives at an address, click an address shown in green. A form that shows the member(s) at that address will come into view:
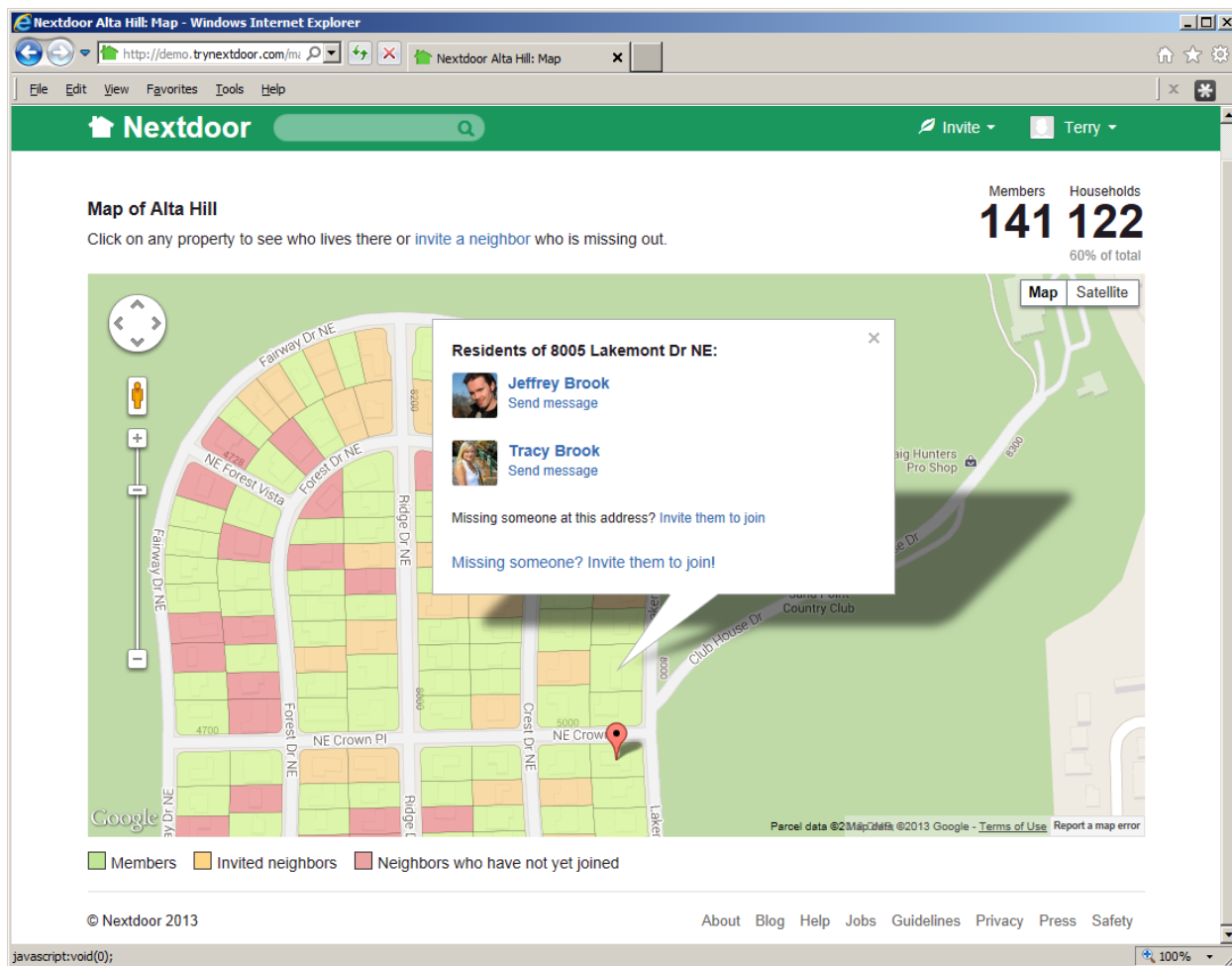
You can click the **Send message** link below a member's name to send them a private message. (For help with private messages, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages".)

## Note

To close the form that shows members at that address, click the **X** at the top right corner of the form.

You can also use the map to invite a neighbor to join Nextdoor:

1. Click an address on the map.

   • If you click a green address, a form that shows members at that address will come into view. If more neighbors live at that address, click the **Missing someone? Invite them to join!** link at the bottom of the form.

2. An "Invite a neighbor" form will come into view.

3. Click in the **Email** box. Type the neighbor's email address.

## Note

To use the map to invite a neighbor, you must type the neighbor's email address. If you do not know the neighbor's email address, you can invite them by postcard or flyer.

4.  If you want to include a message for the neighbor, click in the **Message (optional)** box. Type a message.

5.  To invite the neighbor, click the green **[Submit]** button.

## Note

If you do not want to invite the neighbor to join Nextdoor, click the **[Cancel]** button.

6.  Nextdoor will send an invitation to the neighbor by email. If the neighbor accepts the invitation, you will get credit for the invitation.

## Note

For more help with invitations, see Chapter 13, *How to Invite Your Neighbors to Join Nextdoor*.

# Chapter 12. How to Use Events

To see a list of scheduled events, click the **Events** link near the top left corner of the home page.

### Note

If there are events scheduled for the future, you will see a number to the left of **Events**. For example, if you see the number 2 to the left of **Events**, there are two events scheduled.

The "Events" page will come into view:
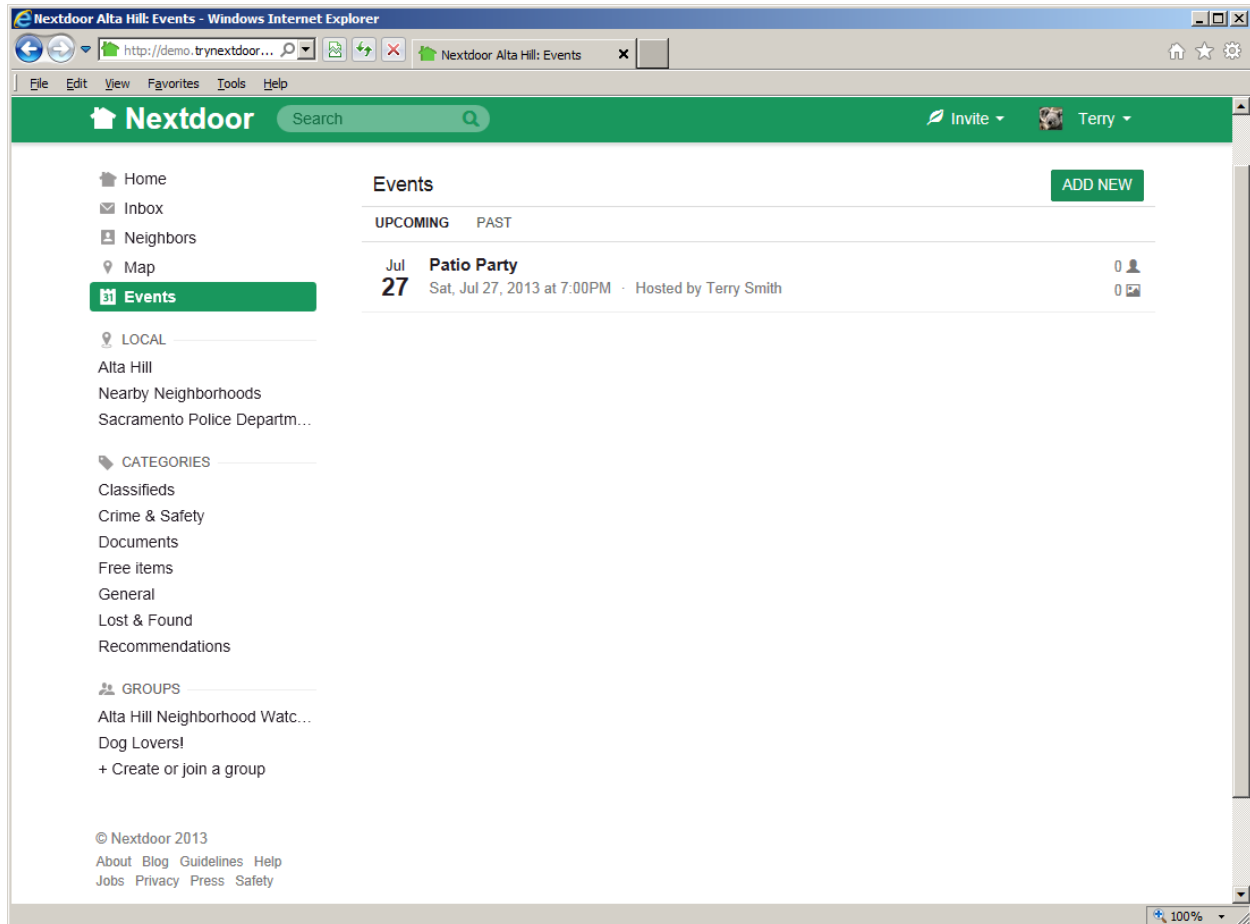


Initially, the "Events" page shows future events. To see events that occurred in the past, click the **PAST** link.

## 12.1. How to See and Reply to Events

If one or more future events are scheduled, you will see information about each event:

• the date and time of the event

• a short description of the event (such as "Patio Party")

• the name of the person or organization that will host the event

- at the right side of the page, numbers that show:

  - how many neighbors will be at the event

  - how many photos of the event are posted

To see more information about an event, click the event description. A page with more information will come into view:
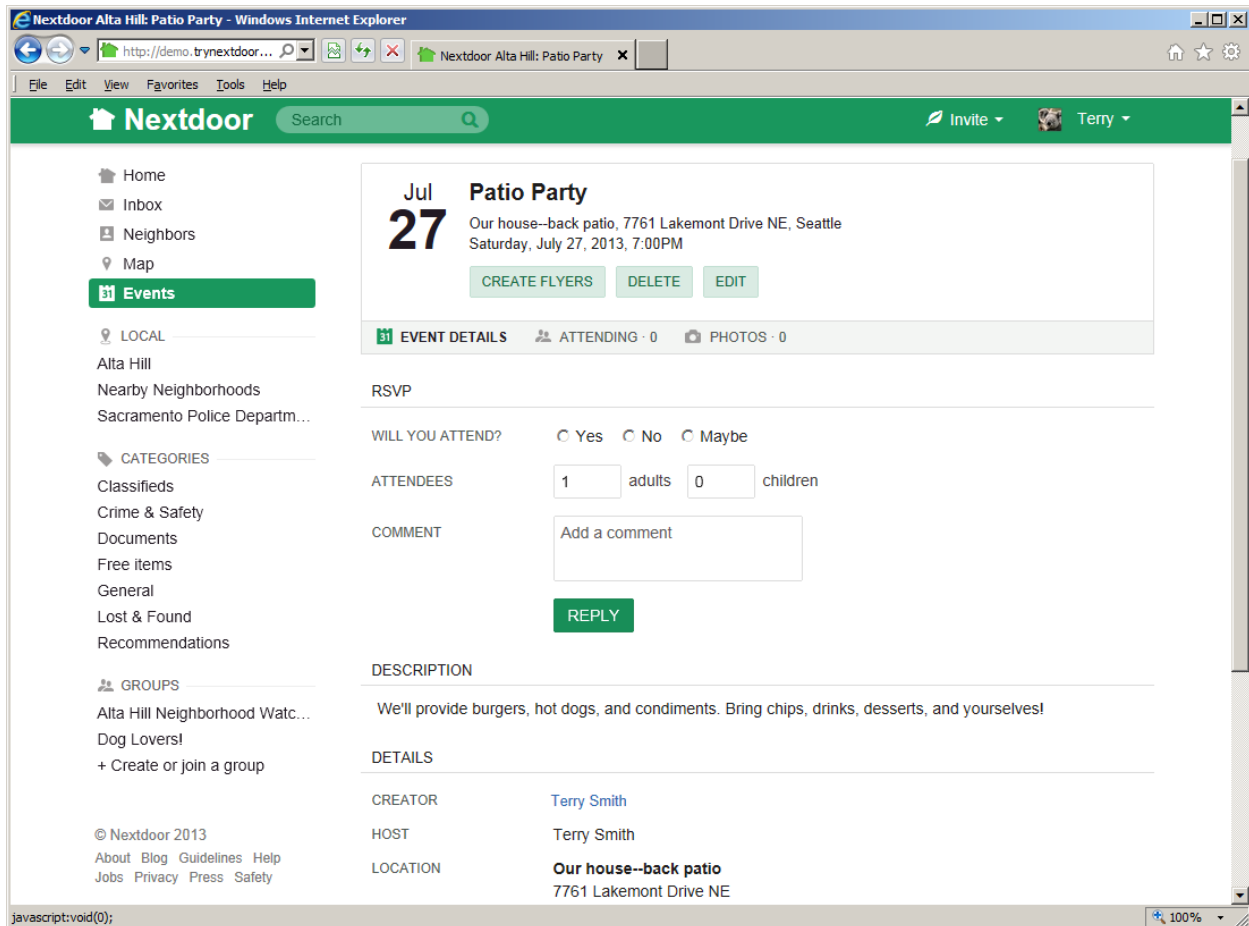


Use the links below the event description to see more information about the event:

- **EVENT DETAILS**: Click the **EVENT DETAILS** link to see full information about the event.

- **ATTENDING**: Click the **ATTENDING** link to see a list of neighbors who will be at the event.

- **PHOTOS**: Click the **PHOTOS** link to see photos related to the event.

To tell the neighbor who scheduled the event if you will be there, complete the "RSVP" section of the page:

1. To the right of **WILL YOU ATTEND?**, click **Yes**, **No**, or **Maybe**.

   - If you click **Yes** or **Maybe**, you can tell the neighbor how many people from your address will be at the event. Click the the **adults** box and type a number. If one or more children will be at the event, click in the **children** box and type a number.

2.  If you want, you can add a short message (such as `We will bring chairs!`) that the neighbor will see. Click in the **Add a comment** box, then type your message.

3.  Click the green **[REPLY]** button.

### Note

To change your reply, you can click the **Change your reply** link in the "RSVP" section of the event page.

# 12.2. How to Schedule and Manage an Event

### Note

You can use the "Events" page to schedule events for all neighborhood residents. If your event is not open to all neighborhood residents, do not add it to the "Events" page. To schedule an event that is open to only some neighborhood residents, you can use private messages or a private group. (For help with private messages, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages". For help with private groups, see Chapter 9, *Groups*.)

To add a new event:

1.  Click the green **[ADD NEW]** button near the top right corner of the "Events" page. A "Create an event" form will come into view:



2.  Complete the "Create an event" form:

1. Click in the **TITLE** box. Type a short description for the event, such as `Backyard BBQ.`

2. If you want to add a photo to the event, click the **Add a photo** link.

   a. Click the gray **[Browse...]** button. A dialog box from your computer will come into view.

   b. Use the dialog box to find the directory or folder on your computer that contains the photo file.

   c. When you find the file, select it.

3. Click in the **DATE AND TIME** box. A calendar will come into view. The calendar shows today's date. To move to a different month and/or year, click the right-arrow symbol to the right of the month and year. When the calendar shows the correct month and year, click the number for the day of the event. You will see the date you chose in the **DATE AND TIME** box.

4. If the event does not start at noon, set the event start time with the three boxes to the right of the date box:

   • Click the down-arrow symbol to the right of the **12**. A list of hours (**1** thru **12**) will drop down. Click the hour that the event starts.

   • If the event starts at 5 minutes or more after the hour, click the down-arrow symbol to the right of the **00**. A list of minutes (**05** thru **55**) will drop down. Click the minute that the event starts.

   • If the event starts before noon, click the down-arrow symbol to the right of **PM**. A list that includes **AM** and **PM** will drop down. Click **AM**.

5. If you want to add an end time, click the **Add an end time** link. An **END TIME** line will come into view. Do the step above again to set the end time.

6. The **HOSTS** line shows your name. If you are not the host of the event, click in the **HOSTS** box, then use the **<Delete>** and/or **<Backspace>** keys to delete your name. Type the name of the person or organization that will host the event.

7. Click in the **LOCATION NAME** box. Type a description for the location of the event, such as `My back yard.`

   If you want, you can add an address to the event.

   ## Note

   If you add an address, Nextdoor can display a map of the address when neighbors click the event.

   To add an address and/or phone number to the location, click the **Add address or phone number** link. **ADDRESS**, **CITY**, and **PHONE** lines will come into view. Click in the **ADDRESS**, **CITY**, and/or **PHONE** box, then type the information.

8. Click in the **DESCRIPTION** box. Type a longer description for the event, such as `We'll provide meat, bread, and BBQ sauce. You bring chips, dessert, beverages, and your appetites!`

9. If you want neighbors to let you know if they will be at the event, click the **Allow RSVPs for this event** box.

10. To schedule the event, click the green **[SAVE]** button.

## Note

To not schedule the event, click the pale green **[CANCEL]** button.

11. A page with full information about the event will come into view.

After you schedule an event, you can make changes to the event and see more information about the event.

Use the buttons below the event description to make flyers or change information about the event:

• **[CREATE FLYERS]**: If you want, Nextdoor can help you make flyers for your event. Nextdoor will make a PDF (Portable Document Format) file which contains information about your event. You can open and print the file with PDF software such as Adobe Reader.

## Note

To download Adobe Reader, go to http://get.adobe.com/reader/.

To make flyers:

1. Click the green **[CREATE FLYERS]** button. A "Print event flyers" page will come into view.

2. Click the green **[CREATE]** button. A "Your printable invitation is ready!" page will come into view.

3. Click the green **[Download printables]** button. If your web browser asks if you want to "open or save" (or "download") the file, click the "save" or "download" selection.

4. Possibly a dialog box from your computer will come into view. Use the dialog box to find the directory or folder on your computer where you want to save the file.

5. Use software such as Adobe Reader to open and print the file.

## Note

The flyers contain a website address that neighbors can use to RSVP for the event. Neighbors who are not Nextdoor members can use the website address to join Nextdoor.

• **[DELETE]**: If you want to delete your event, click the green **[DELETE]** button. A "Delete this event?" form will come into view. To delete the event, click the green **[DELETE]** button. To not delete the event, click the pale green **[CANCEL]** button.

• **[EDIT]**: To make changes to your event, click the **[EDIT]** button. The "Create an event" form will come into view. Make the necessary changes to the event information, then click the green **[SAVE]** button. (To discard your changes, click the pale green **[CANCEL]** button.)

# Chapter 13. How to Invite Your Neighbors to Join Nextdoor

Nextdoor works best when all your neighbors are members! As a member, you can invite other neighborhood residents to join.

## Note

You can also invite people who do not live in your neighborhood to join Nextdoor. When they make their Nextdoor account, they will give Nextdoor their street address. Their account will be automatically added to their neighborhood's Nextdoor site, if it has one. If their neighborhood does not have a Nextdoor site, Nextdoor will invite them to start a site for their neighborhood.

You can invite neighbors to join Nextdoor:

- by email

- by postcard

- with a flyer

## Note

If you use Nextdoor for iPhone or Android, you can also invite neighbors by text message. For help with this, see Chapter 17, *Nextdoor for iPhone*, Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone" or Chapter 18, *Nextdoor for Android*, Section 18.10, "How to Invite Your Neighbors to Join with Nextdoor for Android".

There is no cost to invite neighbors to join.

If a neighbor accepts your invitation, you will get credit for the invitation. Nextdoor will show a "leaf" symbol and the number of accepted invitations near your name on messages you post and on the "Neighbors" list.

To see which Nextdoor members have the most accepted invitations:

1. Click **Invite** near the top right corner of the home page.

2. On the menu that drops down, click **Top inviters**. A "Top Inviters from `your neighborhood's name`" page will come into view.

3. The "Top Inviters" page includes a list of each Nextdoor member who has one or more accepted invitations. Members are shown in sequence by the number of accepted invitations they have.

   You will see the number **1** to the left of the name of the member with the most accepted invitations. You will see a **2** to the left of the name of the member with the next highest number, etc. A **T** after a number shows that there is a tie between two or more members.

# 13.1. Invite Neighbors By Email

If you know a neighbor's email address, you can use it to invite them to join Nextdoor.

To invite neighbors by email:

1. Click **Invite** near the top right corner of the home page.

2. On the menu that drops down, click **Email**. An "Invite your neighbors and friends to Nextdoor" page will come into view.
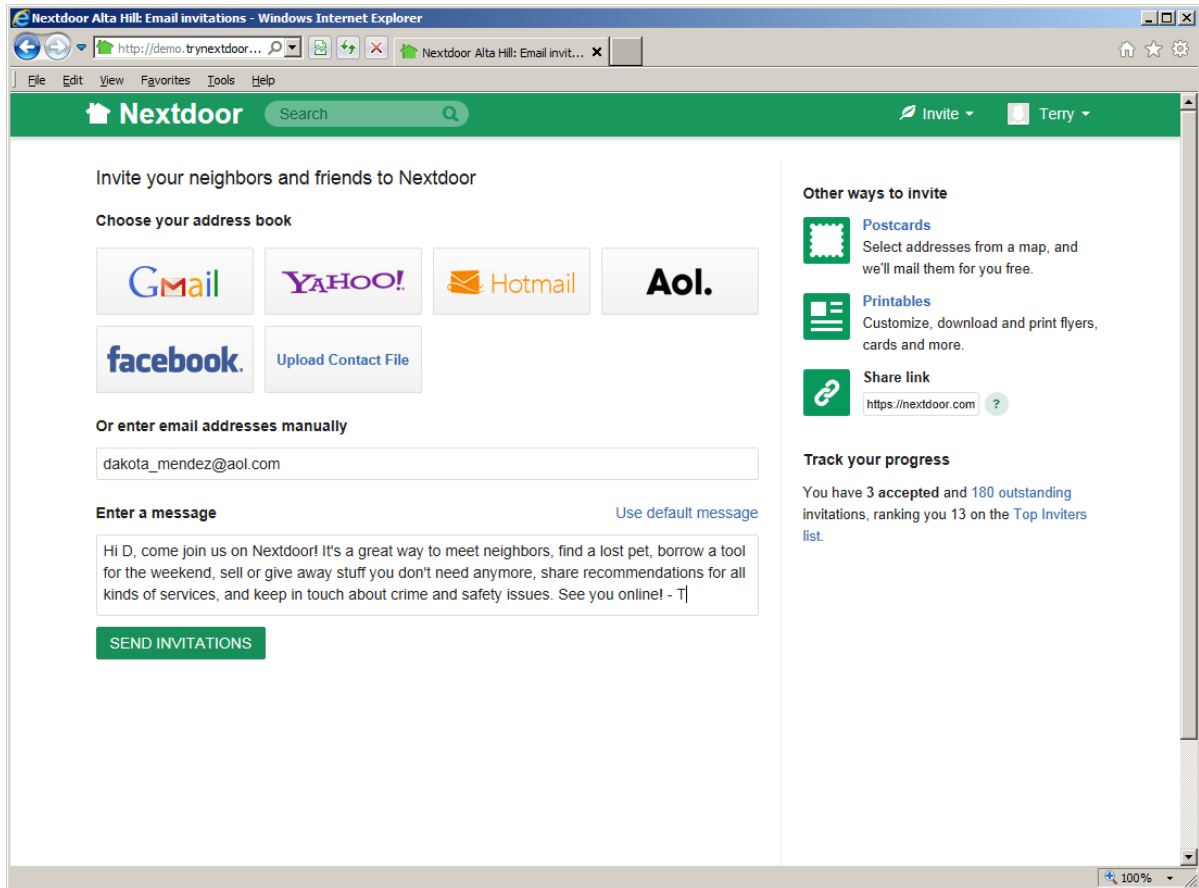


3. Select a procedure to enter one or more email addresses:

   • You can let Nextdoor read your contact list from an online account. Nextdoor can read contact information from a Gmail, Yahoo!, Hotmail, AOL, or Facebook account.

   To let Nextdoor read contact information from an online account:

   1. Click the button in the "Choose your address book" section for the account you want to use. For example, if you want to let Nextdoor read contact information from your Yahoo! account, click the **[YAHOO!]** button.

   2. After you click the button, one or more new windows will possibly come into view. Read the procedures in the windows carefully, then do the procedures. These procedures will help you sign in to the online account that you chose and let Nextdoor read contact information from that account.

   3. If Nextdoor can read the contact information, a list of names and email addresses will come into view. Above the list, you will see **Select ## contact**, where ## is the number of names and addresses that Nextdoor read from your account.

## Caution

Initially, *all* the names and email addresses from your online account will be selected. Unless you want to invite *all* these people to join Nextdoor, click the box to the left of **Select ## contact**. Then you can select only the names and addresses of people you want to invite to join Nextdoor.

4. To invite a person to join Nextdoor, make sure that the box to the left of their name is checked. If you do not want to invite a person to join, make sure their box is not checked.

   ## Note

   You can scroll up and down in the list of names and addresses. If the list of is long, you can use the **Search** box to look for a specified name. Click in the **Search** box, then type all or part of the name or address you want to find. (For example: **bob** or **gmail**.) The list will change to show only names or addresses that agree with the information you typed.

• You can tell Nextdoor to read the contact list from email software such as Outlook, the Mac OS X address book, LinkedIn, the Windows address book, Windows Mail, or Palm Desktop.

  To tell Nextdoor to read contact information from your email software:

  1. Click the **[Upload Contact File]** button in the "Choose your address book" section. An "Upload contact file" form will come into view. The "Upload contact file" form shows a list of email software.

  2. Click the name of the email software that you use. A procedure to make a file that contains contact information will come into view.

  3. Do the procedure for your email software.

  4. After you make the file that contains contact information, click the green **[CHOOSE FILE]** button. A dialog box from your computer will come into view.

  5. Use the dialog box to find the directory or folder on your computer that contains the contact information file.

  6. When you find the file, select it.

  7. If Nextdoor can read the contact information, a list of names and email addresses will come into view. Above the list, you will see **Select ## contact**, where *##* is the number of names and addresses that Nextdoor read from the file.

     ## Caution

     Initially, *all* the names and email addresses from the file will be selected. Unless you want to invite *all* these people to join Nextdoor, click the box to the left of **Select ## contact**. Then you can select only the names and addresses of people you want to invite to join Nextdoor.

  8. To invite a person to join Nextdoor, make sure that the box to the left of their name is checked. If you do not want to invite a person to join, make sure their box is not checked.

## Note

You can scroll up and down in the list of names and addresses. If the list of is long, you can use the **Search** box to look for a specified name. Click in the **Search** box, then type all or part of the name or address you want to find. (For example: `bob` or `gmail`.) The list will change to show only names or addresses that agree with the information you typed.

- You can type one or more email addresses manually:

    1. Click in the **Type or paste emails. Include one per line or separate with commas.** box.

    2. To type more than one address, press the **<Enter>** key or the comma (**<,>**) key on the keyboard after each email address.

4. Read the message in the **Enter a message** box.

    If you want, you can change the message:

    - Click in the **Enter a message** box, then use the **<Delete>** and/or **<Backspace>** keys to delete text. Type the message you want to use.

    - To use a message that Nextdoor wrote, click the **Use default message** link at the right side of the **Enter a message** box.

5. To send the invitations, click the green **[SEND INVITATIONS]** button.

    ## Note

    To not send invitations, go back to the home page.

Nextdoor will send invitations to the email address or addresses you gave them. Invitations include your name (but not your email address) and the message from the **Enter a message** box. If a person who receives an invitation wants to join Nextdoor, they can click the green **[ACCEPT YOUR INVITATION]** button in the email.

## Note

If the person does not accept the first invitation, Nextdoor will send them up to four reminder emails. If the person does not want to receive more emails about your invitation, they can click the "unsubscribe" link at the bottom of the email.

If you do not want to use the above procedure, you can send your neighbor an invitation link with your usual email software:

1. Find and copy your invitation link:

    a. Click **Invite** near the top right corner of the home page.

    b. On the menu that drops down, click **Link**. An "Sharable invitation link" page will come into view.

    c. Click the green **[COPY TO CLIPBOARD]** button to copy the link to your computer's memory. The message `Link copied to clipboard` will come into view above the **[COPY TO CLIPBOARD]** button for a short time.

2. Start your email software.

3. Start a new email.

4. Enter the address or addresses of the people you want to invite as usual.

5. Type a short description of your message in the **Subject** line of the email. For example: `Come join your neighbors on Nextdoor`

6. Use the "paste" function in your email software or your computer's operating system to paste your invitation link in the body of the email.

   For example, if your email software has an **Edit** menu, you can click **Edit**, then **Paste**.

   On a Windows computer, you can use one of two procedures to paste the link:

   • Right-click in the body of the email. On the menu that comes into view, click **Paste**.

   • Click in the body of the email, then press **<Ctrl>**+**<V>**.

7. If you want to include a message to your neighbor, press **<Enter>** one or two times to make some empty space. Then type your message.

8. Send the email as usual.

# 13.2. Invite Neighbors By Postcard
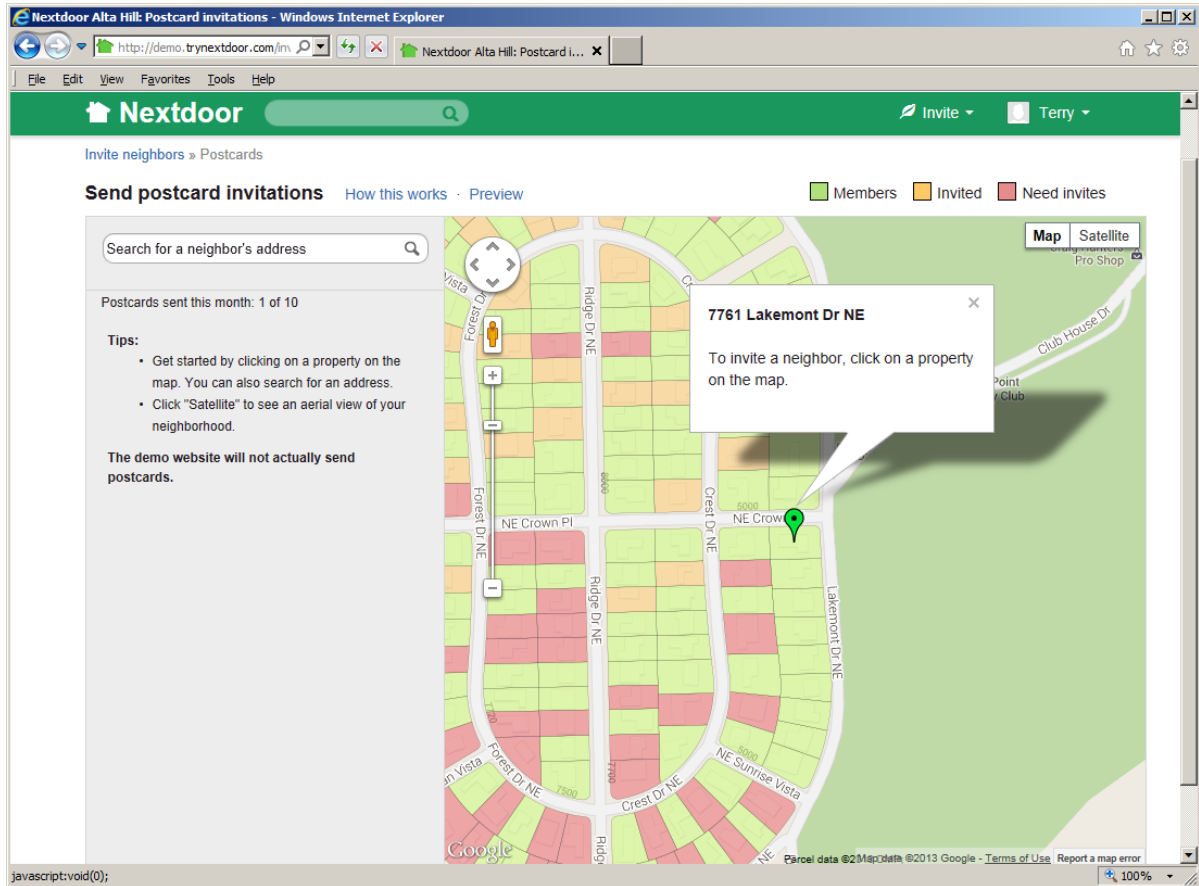
If you do not know a neighbor's email address, you can ask Nextdoor to send them a postcard through the U.S. Mail. Nextdoor lets you send up to five postcards each month.

To invite neighbors by postcard:

1. Click **Invite** near the top right corner of the home page.

2. On the menu that drops down, click **Postcards**. A "Send postcard invitations" page will come into view:

The page includes a map of the neighborhood.

The map uses different colors to show which neighbors are Nextdoor members:

• Addresses shown in green are where Nextdoor members live.

• Addresses shown in red have no Nextdoor members.

• Addresses shown in pale orange have no Nextdoor members but were sent an invitation to join Nextdoor.

3. Make a list of the addresses where you want Nextdoor to send postcard invitations:

• If you click an address shown in red, Nextdoor will add that address to the list.

• If you click an address shown in pale orange, Nextdoor will show:

   • the street address you clicked

   • which Nextdoor member sent an invitation to that address

   • the date when the Nextdoor member sent an invitation to that address

   • an **Invite them to join** link

• If you click an address shown in green, Nextdoor will show:

- the Nextdoor member or members who live at that address

- an **Invite them to join** link

- You can type all or part of an address in the **Search for a neighbor's address** box near the top left corner of the page. If the information you type agrees with an address in your neighborhood, a list of addresses will drop down. Click the address that you want.

  If that address is not shown in red on the map, Nextdoor will show some information about the address.

If you see a form that contains an **Invite them to join** link, a Nextdoor member has sent an invitation to that address. Or one or more people at that address are members of Nextdoor. You do not need to send an invitation to this address, but you can if you want to.

## Note

If you sent a postcard invitation to this address in the last 60 days, Nextdoor will not let you send a second invitation.

If you want to send a second postcard invitation to the address:

1. Click the **Invite them to join** link. A form that shows the address, a **Name** box, and a **Unit** box will come into view.

2. If you know the name of a neighbor at that address, click in the **Name** box. Then type the neighbor's name.

3. Click the gray **[Invite]** button.

## Note

To remove an address from the list, move the mouse cursor on top of the address on the list. A gray **X** will come into view to the right of the address. Click the **X**.

4. Read the message in the **Enter a message** box.

   If you want, you can change the message:

- Click in the **Enter a message** box, then use the **<Delete>** and/or **<Backspace>** keys to delete the message. Type the message you want to use.

- To use a message that Nextdoor wrote, click the **Use default message** link at the right side of the **Enter a message** box.

- If you sent invitations in the past, you can click the **Use message from last time** link to use the same message again.

5. To send the invitations, click the green **[SEND INVITATIONS]** button.

## Note

To not send invitations, go back to the home page.

6. Nextdoor will send an invitation to the neighbor by postcard. It is typical for neighbors to receive their postcard three to five days after you send the invitation.

# 13.3. Invite Neighbors With Flyers

You can print flyers to give to neighbors in person, to put on neighbors' doors, or to post in a public place. Nextdoor will save the information for your flyer in a PDF (Portable Document Format) file. You can open and print the file with PDF software such as Adobe Reader.

### Note

To download Adobe Reader, go to http://get.adobe.com/reader/.

To invite neighbors with flyers:

1. Click **Invite** near the top right corner of the home page.

2. On the menu that drops down, click **Flyers**. A "Printable invitation gallery" page will come into view:
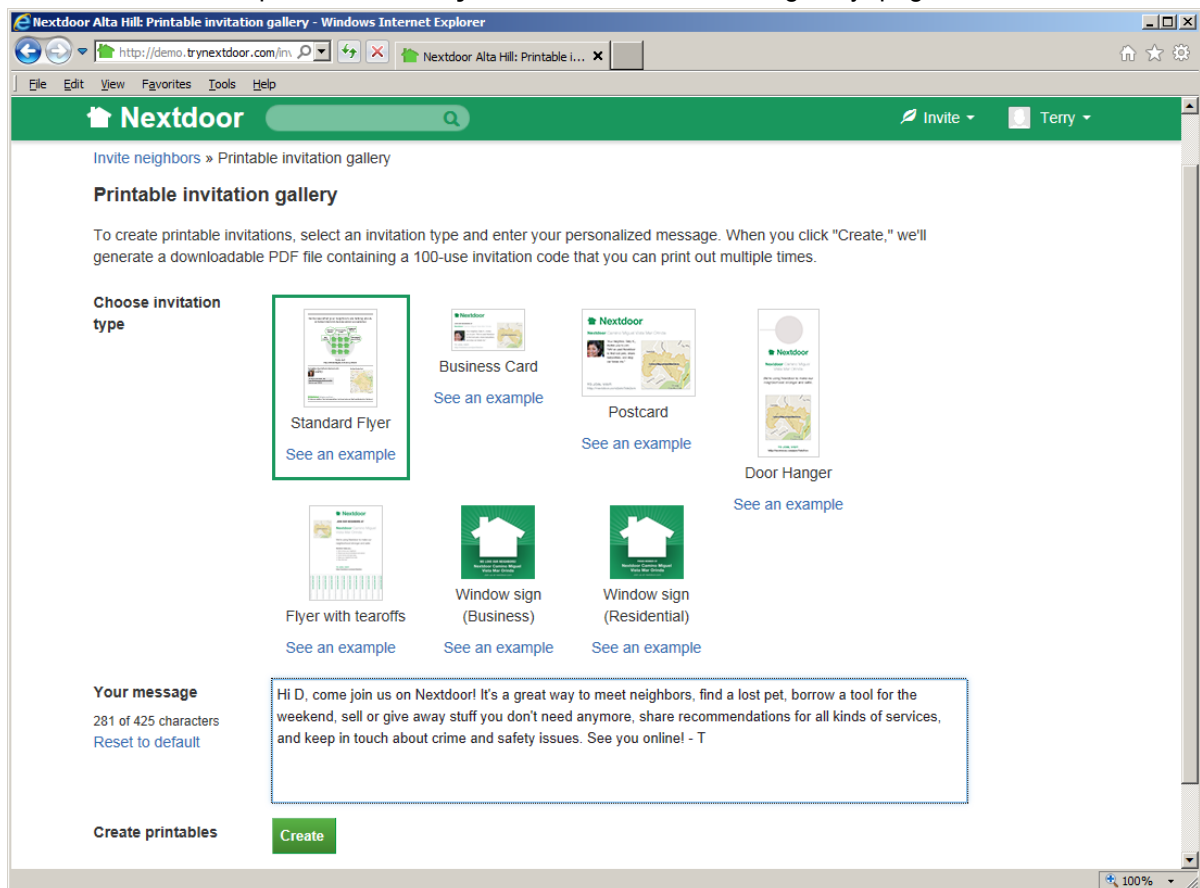


The page shows small pictures of different flyers:

• Standard Flyer

• Business Card

• Postcard

### Note

Nextdoor will send up to five postcard invitations for you each month at no cost. (For help with postcard invitations, see Section 13.2, "Invite Neighbors By Postcard".) But you can print postcards if you want to send more than five postcards a month, or to have more control of the postcards. For example, you can print postcards on different colors of paper.

- Door Hanger

- Flyer with tearoffs

- Window sign (Business)

- Window sign (Residential)

To see a larger picture of a flyer, click the **See an example** link below the name of the flyer. To close the larger picture, click the **(X)** at the top right corner of the picture.

3. Click the small picture of the flyer you want to use.

4. If you did not select "Window sign (Business)" or "Window sign (Residential)," you can add a message to the flyer. Click in the **Your message** box near the bottom of the page. Type the message that you want to include on the flyer.

### Note

There is a limit to the length of the message you can type. If you select "Standard Flyer," you can type up to 425 characters. If you select "Flyer with tearoffs," you can type up to 175 characters. If you select "Business Card," "Postcard," or "Door Hanger," you can type up to 140 characters. You cannot add a message to "Window sign (Business)" or "Window sign (Residential)" flyers.

To use a message that Nextdoor wrote, click the **Reset to default** link at the left side of the **Your message** box.

5. Click the green **[Create]** button. A "Your printable invitation is ready!" page will come into view.

6. Read the "Printing Instructions" section of the page for information about how to print and use the flyer.

7. Click the green **[Download printables]** button.

8. If your web browser asks if you want to "open or save" (or "download") the file, click the "save" or "download" selection.

9. Possibly a dialog box from your computer will come into view. Use the dialog box to find the directory or folder on your computer where you want to save the file.

10. Use software such as Adobe Reader to open and print the file.

# 13.4. How to Monitor Your Invitations

To see a list of invitations you sent, and which were accepted:

1. Click **Invite** near the top right corner of the home page.

2. On the menu that drops down, click **Your invitations**. A "Your invitations" page will come into view.

   The page shows you:

   • how many of your invitations were accepted

   • your number on the "Top Inviters" list

   • the number of emails and postcards you sent, and the acceptance rate for each

   To show only invitations sent by a specified method, click one or more boxes in the **INVITATION TYPES** section at the left side of the window. For example, to see only invitations sent by email, click the **Email** box.

3. The **# Accepted** page is shown automatically. This page shows a list of neighbors who accepted your invitation.

4. To see invitations you sent, click the **# Sent** tab.

   • When you invite a person by email and they do not accept the first invitation, Nextdoor will send them up to four reminder emails. You can click the **Cancel** link in the **Status** column to tell Nextdoor to not send more emails.

# 13.5. How to Welcome New Members

When a neighbor joins Nextdoor, you will see the message *neighbor's name* **joined** *your neighborhood's name* on the home page. If you want to, you can welcome the new neighbor to the website, and/or add a public message.

## Note

When you click the **[WELCOME]** button below a message about a new neighbor, Nextdoor members in your neighborhood can see your name. If you click the **[REPLY]** button, Nextdoor members in your neighborhood can see your message.

To welcome a new neighbor, click the green **[WELCOME]** button below the message about the new neighbor.

## Note

If one or more neighbors welcome the new neighbor before you do, you will see a number at the right side of the **[WELCOME]** button. For example, you will see **[WELCOME|2]** if two neighbors welcomed the new neighbor.

To send a public message to the neighbor:

1. Click the green **[REPLY]** button below the message about the new neighbor.

   ## Note

   If one or more neighbors reply to the message before you do, you will see a number at the right side of the **[REPLY]** button. For example, you will see **[REPLY|2]** if two neighbors replied to the message.

2.   An empty box will come into view below the message. Type your message into the empty box.

3.   Click the green **[REPLY]** button below the message you typed.

# Chapter 14. How to Use Nextdoor By Email

You must use the Nextdoor website to do some functions.

For example, you must use the website to:

- change your Nextdoor profile or settings

- schedule an event

- post a public message in a specified category and/or add a photo to the message

But you can read and reply to public and private messages by email.

## Note

If you want to read and reply to messages by email, you must let Nextdoor send you emails. For help with your email settings, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.2.4, "Account Settings" and Section 7.2.1, "Email Settings".

## Caution

Read emails from Nextdoor carefully to find out if the message is public or private. If you reply to a public message, all Nextdoor members who can see the initial message can also see your reply.

For help with public messages, see Chapter 8, *How to Read and Send Messages*, Section 8.1, "Public Messages". For help with private messages, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages".

## Note

Usually, Nextdoor will send you some emails each week. If you receive no emails from Nextdoor for a week or more, possibly Nextdoor does not have your correct email address. Sign in to the Nextdoor website and make sure your email settings are correct. For help with your email settings, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.2.4, "Account Settings" and Section 7.2.1, "Email Settings".

If none of the emails Nextdoor sends to you can be delivered, Nextdoor will stop sending you email. If Nextdoor stops sending you email, you will see a message about this on the home page when you sign in to the Nextdoor website.

## 14.1. How to Read and Reply to Public Messages by Email

When Nextdoor sends you an email about a public message posted by a neighbor:

- for new messages, the subject of the email is `neighbor's name` said "`message description`" (for example, `Terry Smith said "Free tomatoes and zucchini!"`).

- for replies, the subject of the email is *neighbor's name* `replied to` *neighbor's name* `post re:` `"`*message description*`" (for example,` `Mary Jones replied to Terry Smith's post re: Free` `tomatoes and zucchini!`)

- the first line of the email is *neighbor's name* `from` *neighborhood name* `said:`.

   ### Note

   If the neighbor uses the [iPhone app](#), the first line of the email will be *neighbor's name* `from` *neighborhood name* `said via Nextdoor for iPhone:`.

   ### Note

   If the neighbor included a photo with the message, the first line of the email will be *neighbor's* *name* `from` *neighborhood name* `added a photo and said:`.

- the line below the message shows how many neighborhoods the initial message is shared with:

   - If the neighbor shared the message with your neighborhood only, the line is `Shared with` *your* *neighborhood's name* `only`.

   - If the neighbor shared the message with one or more Nearby Neighborhoods, the line is `Shared` `with` *your neighborhood's name* `and # nearby neighborhoods`, where `#` is the number of Nearby Neighborhoods.

- if the neighbor selected a category other than "General" for the message, the line below the message shows the category name.

To reply to a public message by email:

   ### Caution

   If you reply to a public message, each Nextdoor member who can see the initial message can also see your reply.

   ### Caution

   Some email software lets you automatically add personal information (your email address, your phone number, etc.) at the bottom of emails. If your email software adds personal information to your emails, Nextdoor members who can see your message will also see this personal information.

1. Use the "reply" function in your email software to start a reply.

2. Type your message in the body of the email. (If your email software shows the initial message, type your message above the initial message.)

3. Send the message as usual.

# 14.2. How to Use Links in Emails from Nextdoor

When Nextdoor sends you an email about a public message posted by a neighbor, you will see links at the bottom of the email. If you click one of these links, a new page will open in your web browser.

You will see these links:

- **View or reply**: Click this link to see the message (and replies to the message) in your web browser.

- **Thank**: Click this link to thank the neighbor for their message. A new page that shows the message will open in your web browser. You will see the message `You thanked` *`neighbor's name`* below the message.

- **Private message**: Click this link to send a private message to the neighbor who posted the message. The message will come into view in your web browser for a short time. Then a "Send a message to *`neighbor's name`*" form will come into view. For help with private messages, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages".

Nextdoor can also send you emails when new members join Nextdoor. You can click the green **[Welcome** *`neighbor's name`***]** button at the bottom of these emails to welcome new neighbors to the site. A new page that shows the message about the new neighbor will open in your web browser. You will see the message

# 14.3. How to Read and Reply to Private Messages by Email

When Nextdoor sends you an email about a private message from a neighbor:

- the subject of the email is *`neighbor's name`* `sent you a message Re:` *`message description`* (for example, `Terry Smith sent you a message Re: Can you babysit tonight?`)

- the first line of the message is *`neighbor's name`* `just sent you a message:`.

## Note

A message that includes the phrase `You just sent the following message to` *`neighbor name`* is a copy of a private message you sent to a neighbor.

To reply to a private message by email:

1. Use the "reply" function in your email software to start a reply.

2. Type your message in the body of the email. (If your email software shows the initial message, type your message above the initial message.)

3. Send the message as usual.

# Chapter 15. How to Get Help

If you have a question or problem and cannot find the answer in this manual, help is available!

## 15.1. Nextdoor's Help Page

If you have a question or problem related to Nextdoor:

1.  Use your web browser to go to Nextdoor's "help" page at https://help.nextdoor.com/.

    ### Note

    To go to the help page from the Nextdoor website:

    *   Click your name at the top right corner of the Nextdoor home page. On the menu that drops down, click **Help**. Or,

    *   Click the Help **link** near the bottom left corner of the Nextdoor home page.

    The help page will come into view.

    The help page has a list of categories, such as "The Basics," "Account and Settings," and "Nextdoor for iPhone." Below each category name is a list of articles. Click the name of an article to see the full article.

    ### Note

    Some categories have too many articles to fit on the help page. These categories have links to **View All ## Articles**. Click a **View All ## Articles** link to see all articles for that category.

2.  If you do not see an article with the information you want, you can use the "search" box at the top of the help page. Type a word or phrase (such as `password`) into the "search" box then click the **[Search]** button. A list of articles that contain your word or phrase will come into view.

3.  If you cannot find an article with the information you want, you can send a message to Nextdoor's technical support department.

    To send a message to Nextdoor's technical support department:

    1.  Click the **send us an email** link at the bottom of the help page. An "Email Us" page will come into view.

    2.  The **Your name (required)** box will contain your name, and the **Your email address (used on Nextdoor) (required)** box will contain your email address. Be sure your email address is correct.

    3.  Click the down-arrow button at the right side of the **Inquiry type (required)** box. A list of items will drop down.

    4.  Click the item on the list that best agrees with your question or problem. For example, if you have a question or problem related to an invitation, click **Invitation**.

    5.  Possibly a new box will come into view. For example, if you clicked **Invitation**, a **Type of Invitation (required)** box will come into view.

If a new box comes into view:

a. Click the down-arrow button at the right side of that box. A list of items will drop down.

b. Click the item on that list that best agrees with your question or problem. For example, if your problem or question is related to an invitation you sent by postcard, click **Postcard**.

6. In the **Subject (required)** box, type a short message about your question or problem, for example, `Neighbor did not receive postcard invitation.`

7. In the **Message (required)** box, type a full message about your question or problem, for example, `I sent my neighbor at 1234 E. Main St. a postcard invitation 12 days ago. She did not receive the postcard. Our mail carrier said he has not seen any postcards from Nextdoor for more than a month.`

8. Click the **[Send Email]** button.

9. When Nextdoor receives your message, they will send you a "Confirmation of your Nextdoor help request" message by email. If more information is necessary to answer your question or repair your problem, Nextdoor will send you more messages.

# 15.2. Lead Users

Lead users, or "leads," are Nextdoor members who help other members, and who help the website operate correctly. For example, leads can remove messages that contain bad language.

One of your neighborhood's leads will try to help if you have a question or problem:

• related a neighbor

• related to a message posted on Nextdoor

• that Nextdoor's technical support department could not help you with

To see a list of leads for your neighborhood:

1. Click the **Neighbors** link on the home page. The "Neighbors" page will come into view.

2. Click the **Leads** tab at the top of the "Neighbors" page. A list of your neighborhood's leads will come into view.

3. To send a private message to a lead, click the **[MESSAGE]** button to the right of the lead's name. For help with private messages, see Chapter 8, *How to Read and Send Messages*, Section 8.3, "Private Messages".

# Chapter 16. Help for Lead Users

Lead users, or "leads," are Nextdoor members who help the website operate correctly. The person who starts a neighborhood's Nextdoor website becomes that neighborhood's "Founding Member," and is automatically made a lead. Nextdoor members who invite many other neighbors to join a new Nextdoor will possibly be made leads automatically . And a lead can manually make a Nextdoor member into a lead.

### Note

When there is more than one lead in a neighborhood, it is best if leads speak to each other regularly. The website operates most smoothly when leads agree on standards and procedures.

Leads have a special setting on the "Settings" page. They can click the **Notify me when new unverified neighbors join or existing neighbors deactivate their account** box to have Nextdoor send them an email when there are unverified neighbors or neighbors delete their Nextdoor accounts.

Leads can remove messages that are inappropriate for your neighborhood.

Leads also have a special menu that lets them:

- view and post messages in the national Leads Forum.

- view a list of messages flagged by Nextdoor members due to possibly inappropriate material. These messages need to be read and possibly deleted.

- verify neighbors.

- change the "About" information at at https://nextdoor.com/neighborhood_feed/about/.

- change the "Resources" information in the "Crime & Safety" category.

- make a Nextdoor member a new lead.

- adjust the boundary of your neighborhood's Nextdoor site.

Leads are automatically made members of the private "Nearby Leads" group, which lets leads from Nearby Neighborhoods share information with each other.

## 16.1. How to Remove Messages

Leads can remove messages that are inappropriate for Nextdoor.

### Note

If you remove a message that has one or more replies, all the replies to the message will also be removed.

To remove a message:

1.  Click the down-arrow symbol below the message.

2.  On the menu that drops down, click **Remove**.

### Note

If there is no down-arrow symbol below the message, click the word **Remove** at the bottom of the message.

3. A "Remove this post?" form will come into view. Click the reason that you want to remove the post: **Inappropriate**, **Abusive**, **Commercial**, or **Posted in error**.

### Note

The reason you select has no effect on the neighbor who posted the message. If none of the reasons is accurate, you can select **Posted in error**.

4. To remove the message, click the green **[REMOVE]** button.

### Note

To not remove the message, click the pale green **[CANCEL]** button.

5. If appropriate, send a private message to the neighbor who posted the message you removed. Tell the neighbor that you removed the message. Make sure the neighbor knows the rules for Nextdoor.

# 16.2. The National Leads Forum

Nextdoor's National Leads Forum lets leads from neighborhoods across the United States share information with each other. Some Nextdoor personnel also read and reply to messages posted on the the Leads Forum.

The National Leads Forum can help leads find out about and share information on:

• how to use Nextdoor

• how to get more neighbors to use Nextdoor

• problems and solutions for neighborhoods and Nextdoor

• future changes to Nextdoor

To see the Nextdoor National Leads Forum:

1. Click your name near the top right corner of the home page.

2. On the menu that drops down, click **Lead features**, then **Leads Forum**. A "Nextdoor National Leads Forum" page will come into view.

3. To go back to your neighborhood's Nextdoor site, click the gray **[Back to Nextdoor]** button near the top right corner of the page.

### Note

The Nextdoor National Leads Forum uses the Vanilla Forums software. This manual does not tell you how to use the Vanilla Forums software or the National Leads Forum.

# 16.3. How to Manage Flagged Messages

Messages that are flagged by neighbors must be reviewed. When a member flags a message, Nextdoor will send you an email. You can also see flagged messages on the Nextdoor website.

If a flagged message is appropriate for, you can remove the flag. If the message is inappropriate, you can delete the message.

To manage flagged messages:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Lead features**, then **Review flagged content**. A "Review flagged content" page will come into view.

3.  a.  If you see the message `The `*`your neighborhood's name`*` Leads team has resolved all flagged content cases at this time`, there are no flagged messages.

    b.  If one or more messages are flagged, the "Review flagged content" page shows each flagged message and the reason that a member flagged it. If the flagged message is inappropriate for your neighborhood, use the procedure on the "Review flagged content" page to delete the message.

        ### Note

        If you remove a message that has one or more replies, all the replies to the message will also be removed.

        ### Note

        If the flagged message is from a Nearby Neighborhood, you can remove it from your neighborhood's Nextdoor site. But you cannot remove it from the Nextdoor site where it was first posted, or from other Nearby Neighborhoods' sites.

        ### Note

        If the message `Sorry, this content is not available` comes into view when you click **View Comment**, possibly the flagged message is in a private group of which you are not a member.

# 16.4. When and How to Verify Neighbors

Most neighbors can use one of Nextdoor's procedures to confirm their street addresses. But some neighbors do not confirm their addresses. Possibly they do not have a listed telephone number, and they do not want to give Nextdoor a credit card number. Possibly they told Nextdoor to send them a postcard to confirm their address, but they did not receive the postcard.

Leads can manually verify that a neighbor lives at the address they gave Nextdoor. Manually verify a neighbor *only* if you are sure that the neighbor lives at that address.

To see a list of neighbors who have not confirmed their addresses:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Lead features**, then **Verify neighbors**. A "Help verify your neighbors" page will come into view.

    The page shows a list of neighbors who want to join your neighborhood's Nextdoor site. For each neighbor, the list shows:

    • the neighbor's name

    • a **message** link

    • the neighbor's street address

    • the date the neighbor was added to the "Help verify your neighbors" page

    • a green **[Verify]** button

    • a **Hide** link

3.  If you do not know the neighbor, check one or more of these sources:

    • one or more neighbors who live on the same street. You can send them private messages to find out if they know the neighbor.

    • the office or website of the property assessor in your area

    • your homeowners association (HOA) or neighborhood association

    • the White Pages online telephone directory (http://www.whitepages.com/). If you click the neighbor's address on the "Help verify your neighbors" page, Nextdoor will search the directory by the neighbor's name, city, and state.

      You can also go to http://www.whitepages.com/ with your web browser, click the **Reverse Address** link at the top of the page, and enter the street address.

    • the ElectProtect app (which lets you search voter registration records) for iPhone, iPod touch, or iPad. Tap the **Lookup** icon, then enter the neighbor's **First** and **Last** name, **Street Address**, **City**, **State**, and **Zip Code**. Tap the **[NEXT]** button. A "My Profile" page will come into view. If the neighbor is registered to vote from that address, their **Registration Status** will be `active`.

    ### Note

    As of July 2014, the ElectProtect app does not operate correctly.

4.  If you know the neighbor (or confirmed the neighbor's address with one or more sources), click the green **[Verify]** button. A "Verify `neighbor's name`?" form will come into view.

5.  If you are sure you want to verify the neighbor, click the green **[Verify]** button. The message `Thanks!` `Neighbor's name` `is now a verified member` will come into view for a short time at the top of the page.

    ### Note

    To not verify the neighbor, click the gray **[Cancel]** button.

After you verify a neighbor, the neighbor will have full access to Nextdoor.

**Note**

If you know that you will not verify a person on the "Help verify your neighbors" page, you can remove their name from the page.

For example, you will not verify people who:

- do not live or own a home in your neighborhood

- made their Nextdoor account with a name that you are sure is incorrect (such as "Mickey Mouse")

To remove a person's name from the page, click the **Hide** link to the right of the green **[Verify]** button.

# 16.5. How to Change the "About" Information

The "About" page shows some general information about your neighborhood.

To see the "About" page:

1.  On the home page, in the "LOCAL" section, click your neighborhood's name.

2.  Click the **ABOUT** link (near the top of the page, below your neighborhood's name).

    **Note**

    Or use your web browser to go to https://nextdoor.com/neighborhood_feed/about/.

To change the information on the "About" page:

1.  Click the pale green **[EDIT]** button. You will see the text of the "About" page in a box, and **[SAVE]** and **[CANCEL]** buttons will come into view.

2.  Click in the text box. Use the arrow keys on your keyboard to move the mouse cursor in the text box, and the **<Delete>** and/or **<Backspace>** keys to delete text. Type the new text.

3.  Click the green **[SAVE]** button to save your changes.

    **Note**

    To cancel your changes, click the pale green **[CANCEL]** button.

# 16.6. How to Change the "Resources" Information

The "Resources" page shows some general information about crime and safety resources.

To see the "Resources" page:

1.  On the home page, in the "CATEGORIES" section, click **Crime & Safety**.

2.  Click the **RESOURCES** link (near the top of the page, below **Crime & Safety**).

### Note

Or use your web browser to go to https://nextdoor.com/crime_and_safety/about/.

To change the information on the "Resources" page:

1.  Click the pale green **[EDIT]** button. You will see the text of the "About" page in a box, and **[SAVE]** and **[CANCEL]** buttons will come into view.

2.  Click in the text box. Use the arrow keys on your keyboard to move the mouse cursor in the text box, and the **<Delete>** and/or **<Backspace>** keys to delete text. Type the new text.

3.  Click the green **[SAVE]** button to save your changes.

### Note

To cancel your changes, click the pale green **[CANCEL]** button.

# 16.7. How to Make a New Lead

It will possibly be necessary to add new leads if:

*   one or more leads cannot continue to be leads

*   one or more leads move out of your neighborhood

*   your neighborhood's Nextdoor site adds many new members, and more leads are necessary to help the site operate smoothly

### Note

If there is more than one lead, it is best if all leads agree on which neighbor is made a new lead.

To add a new lead:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Lead features**, then **Add a new Lead**. An "Add a new Nextdoor Lead" page will come into view.

3.  Click in the **Enter a neighbor's name** box near the bottom of the page. Start to type the name of the neighbor who will be the new lead. If the name you type agrees with the name of a Nextdoor member, a list of names will drop down. Click the name that you want.

# 16.8. How to Change Your Neighborhood's Boundary

It will possibly be necessary to change the boundary (map) of your neighborhood. For example, if new houses are added to your neighborhood, it will be necessary to add those address in Nextdoor.

To change the neighborhood boundary:

1.  Click your name near the top right corner of the home page.

2.  On the menu that drops down, click **Lead features**, then **Adjust the neighborhood boundary**. An "Adjust your neighborhood boundary" form will come into view.

3. To continue to change the boundary, click the green **[Fine-Tune]** button. An "Adjust your neighborhood boundary" page will come into view. The "Adjust your neighborhood boundary" page includes a map of your neighborhood and the adjacent area. For help to move around in and change the view of the map, see Chapter 11, *How to Use the Neighborhood Map*.

4. • Areas shown in red on the map are included in other Nextdoor neighborhoods. If a red area is in your neighborhood, you must get help from Nextdoor 's technical support department to add that area to your neighborhood.

   • Areas shown in gray are not part of a Nextdoor neighborhood. To see more information about a gray area, move the mouse cursor on top of that area. An "information bubble" will come into view. The information bubble shows the address or addresses and number of households in that area.

   ### Note

   If no information bubble comes into view, you cannot add that area to your neighborhood.

   ### Note

   An area on the map can include one or more addresses.

   To add a gray area to your neighborhood, click it. The area will turn green.

   • Areas shown in green are part of your neighborhood. To see more information about a green area, move the mouse cursor on top of that area. An information bubble will come into view.

   To remove a green area from your neighborhood, click it. The area will turn gray.

5. To save your changes, click the green **[Update boundary]** button near the bottom right corner of the page.

   ### Note

   To cancel your changes but stay on the "Adjust your neighborhood boundary" page, click the gray **[Start over]** button.

   To cancel your changes and go back to the home page, click the **Don't make changes** link at the bottom right corner of the page.

# 16.9. The "Nearby Leads" Private Group

Leads are automatically made members of the private "Nearby Leads" group. This group lets leads and founding members of Nearby Neighborhoods share information with each other.

To see messages in the "Nearby Leads" group, click **Nearby Leads** in the "LOCAL" section at the left of the home page. The "Nearby Leads Group" page will come into view.

The "Nearby Leads" group operates the same as all other private groups. For help with groups, see Chapter 9, *Groups*.

### Note

The **NEARBY NEIGHBORHOODS** setting page shows a special setting for lead users: **EMAIL FROM NEARBY LEADS GROUP**.

If your **EMAIL FROM NEARBY NEIGHBORHOODS/SEND ME POSTS** setting is set to `Immediately`, the **EMAIL FROM NEARBY LEADS GROUP** setting will automatically be set to `OFF`. You cannot change it because you already receive all messages from Nearby Neighborhoods immediately.

If your **EMAIL FROM NEARBY NEIGHBORHOODS/SEND ME POSTS** setting is set to `Once a day in a digest` or `Never`, you can click and drag the **EMAIL FROM NEARBY LEADS GROUP/SEND ME POSTS** button to the `ON` position to receive these messages immediately.

For help with the **NEARBY NEIGHBORHOODS** setting page, see Chapter 7, *How to Change Your Nextdoor Settings*, Section 7.2.3, "Nearby Neighborhoods Settings".

# Chapter 17. Nextdoor for iPhone

The Nextdoor app for iPhone is free, and lets you do most of the same functions as the Nextdoor website.

## Note

Nextdoor for iPhone also works on iPod touch and iPad devices.

Nextdoor for iPhone is available in two different versions: Version 1 for iOS 6, and Version 2 for iOS 7. To see help for Version 1, see Section 17.1, "Nextdoor for iPhone Version 1 (for iOS 6)".

## Note

This manual does not include information about Nextdoor for iPhone Version 2. Information about Nextdoor for iPhone Version 2 will be included in a subsequent version of this manual.

## 17.1. Nextdoor for iPhone Version 1 (for iOS 6)

### 17.1.1. How to Install Nextdoor for iPhone

You can use one of two different procedures to install Nextdoor for iPhone directly from your device:

- With a web browser:

  1.  Start the web browser (such as Safari) on your iPhone.

  2.  Go to http://nextdoor.com/mobile. A "Get Nextdoor Mobile" page will come into view. You will see the green and white Nextdoor icon at the top of the page, and **[VIEW]** at the top right corner of the page:
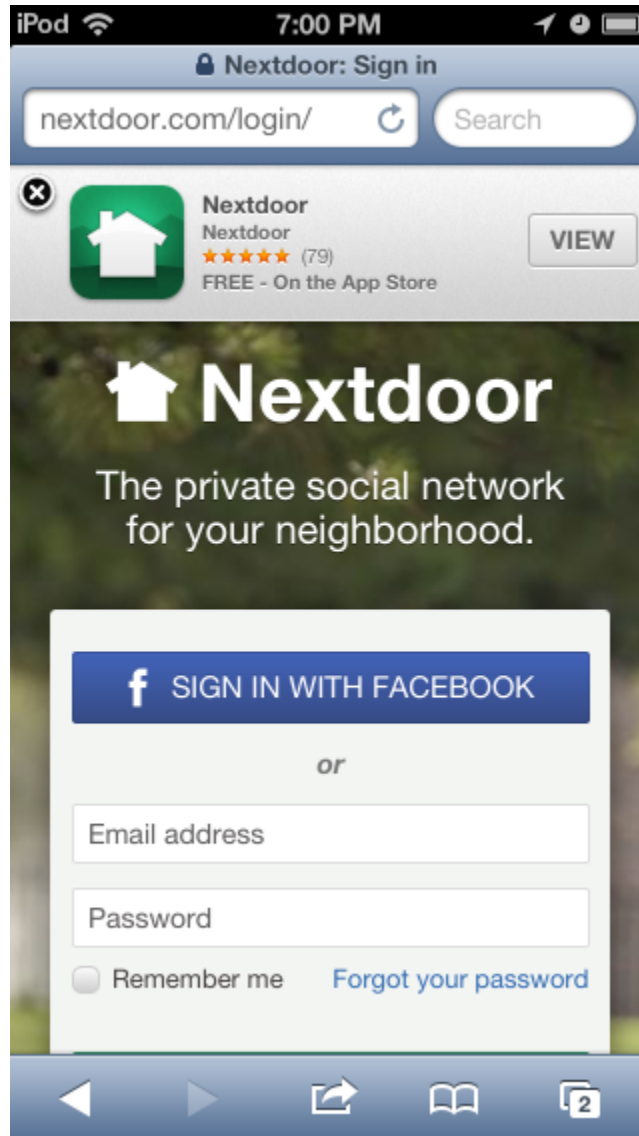
3. Tap **[VIEW]**. The App Store page for the Nextdoor for iPhone will come into view.

4. Tap **[FREE]**. The button's name will change to **[INSTALL APP]**.

5. Tap **[INSTALL APP]** to download and install Nextdoor for iPhone.

### Note

If an "Apple ID Password" form comes into view, use the onscreen keyboard to type your Apple password. Then tap **[OK]**.

- With the App Store app:

1. Tap the App Store icon on your iPhone.

2. Tap **[Search]** near the bottom left corner of the screen.

3.
   Look to the right of 🔍 at the top left corner of the screen.

   • If you see the word **Search** to the right of 🔍, tap **Search**.

   • If you see something other than the word **Search**, tap **(X)** at the top right corner of the screen.

4. Use the onscreen keyboard to type `nextdoor`. A list of apps will come into view:
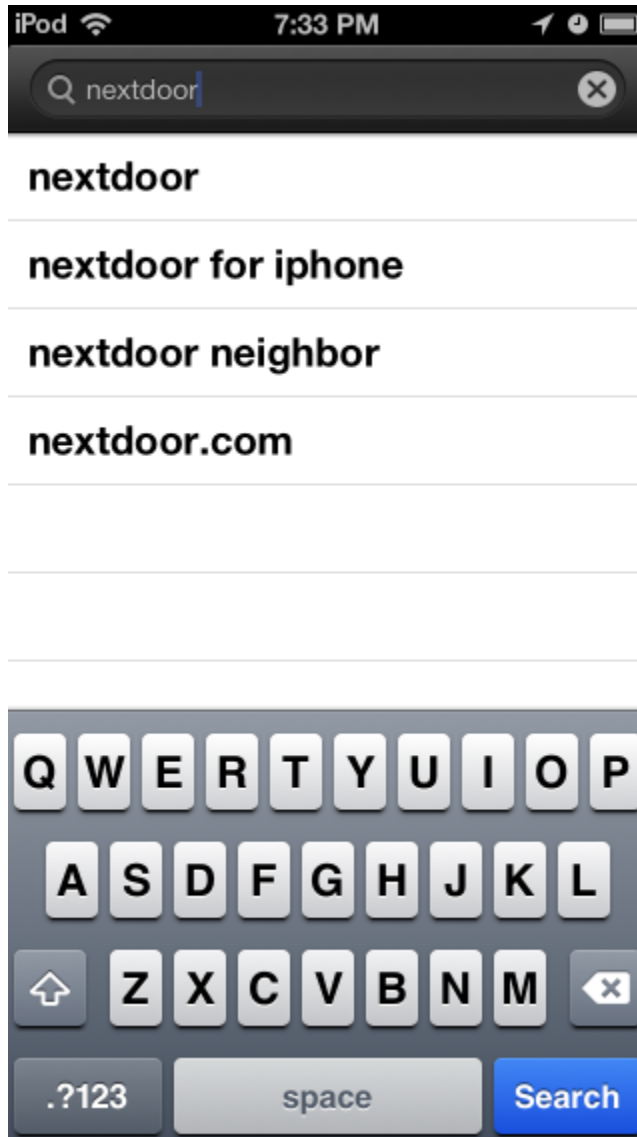


5. Tap `nextdoor for iphone`. The App Store page for Nextdoor for iPhone will come into view:
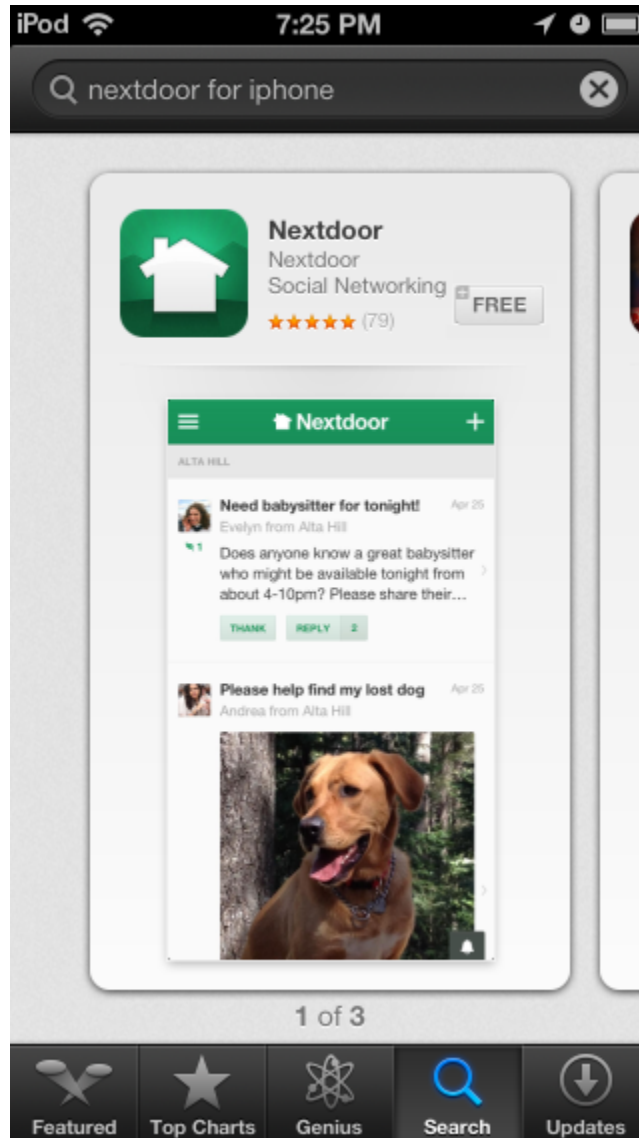
6.   Tap **[FREE]**. The button's name will change to **[INSTALL APP]**.

7.   Tap **[INSTALL APP]** to download and install Nextdoor for iPhone.

### Note

If an "Apple ID Password" form comes into view, use the onscreen keyboard to type your Apple password. Then tap **[OK]**.

### Note

You can also use the iTunes software for Windows or Mac to download Nextdoor for iPhone and install it on your device. For help with iTunes, see the **Help** menu in iTunes or the user guide for your device.

## 17.1.2. How to Start Nextdoor for iPhone and Sign In

Tap the Nextdoor icon to start Nextdoor. The first time you use Nextdoor for iPhone, you must sign in to your Nextdoor account.

To sign in to your Nextdoor account:

1.   Tap **[SIGN IN]** at the bottom left corner of the screen:
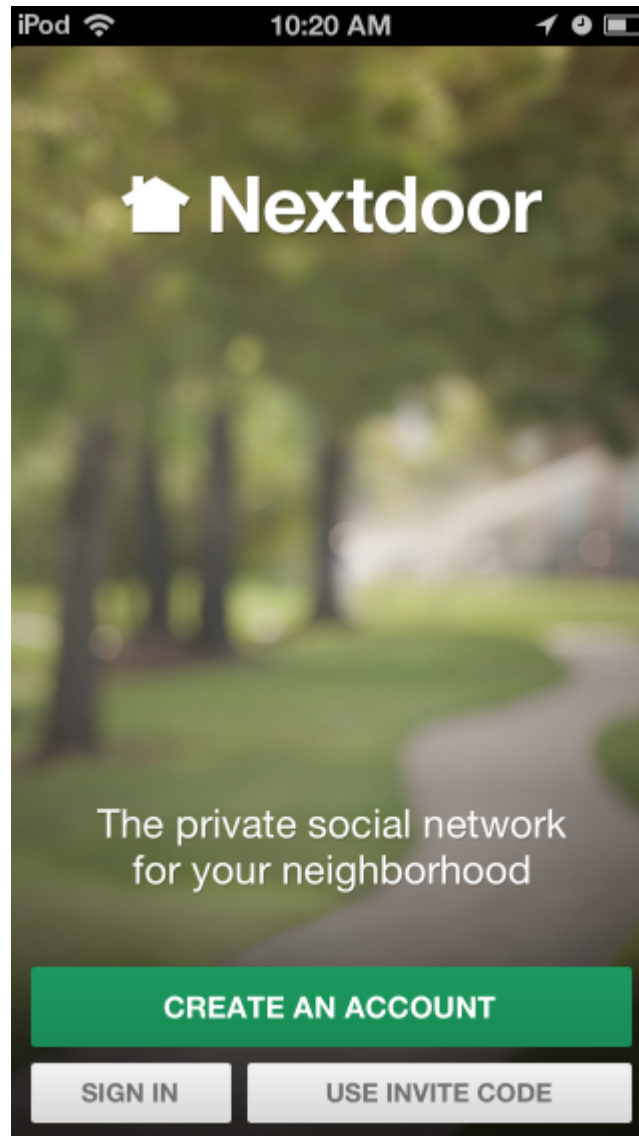


A "SIGN IN" screen will come into view:
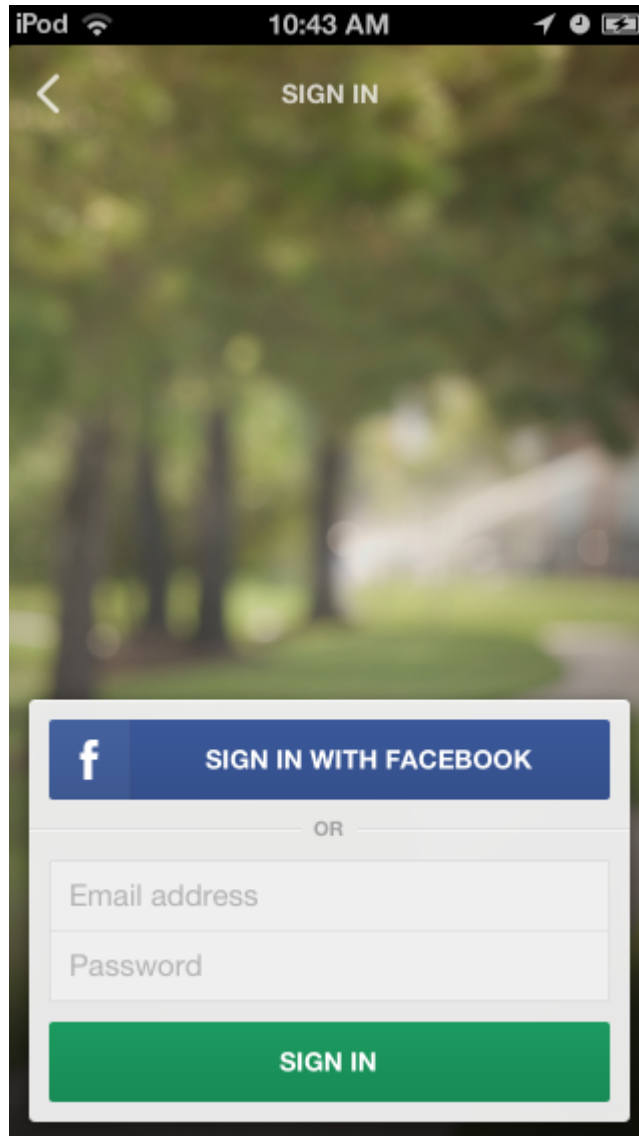
- If you used Facebook to make your Nextdoor account:

  1.  Tap **[SIGN IN WITH FACEBOOK]**. A Facebook screen will come into view:
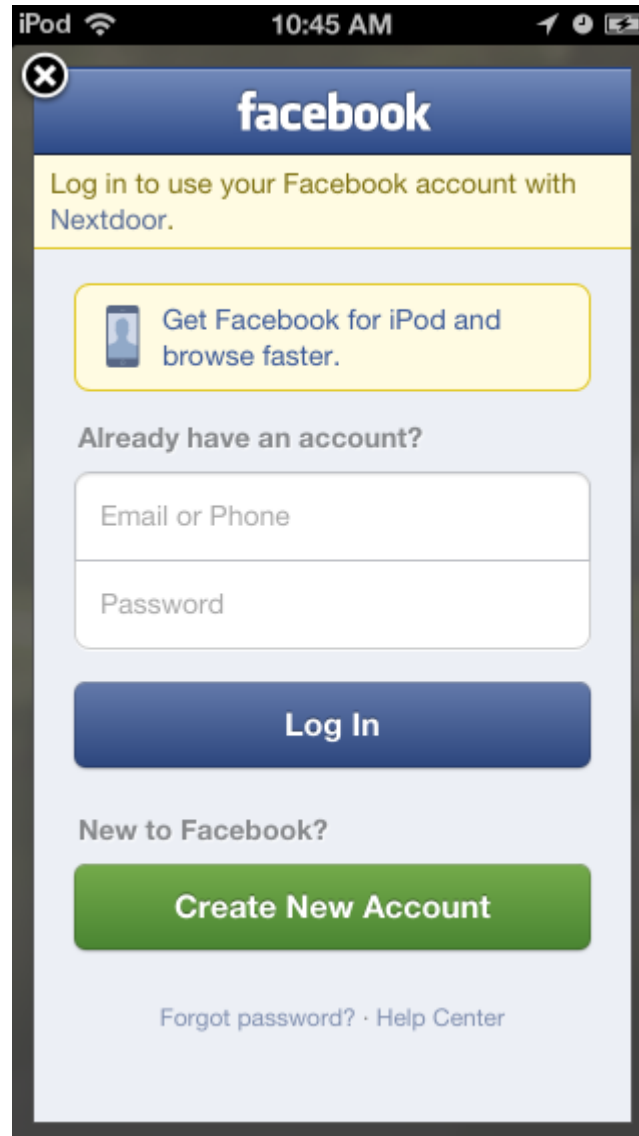
2. Tap **Email or Phone**. Use the onscreen keyboard to type the email address or phone number for your Facebook account.

3. Tap **Password**. Use the onscreen keyboard to type your Facebook password.

4. Tap **[Log In]**.

• If you did not use Facebook to make your Nextdoor account:

1. Tap **Email address**. Use the onscreen keyboard to type your email address.

2. Tap **Password**. Use the onscreen keyboard to type your Nextdoor password.

3. Tap **[SIGN IN]**.

2. The home screen for Nextdoor for iPhone will come into view:

## Note

Pictures in this manual are from the "Nextdoor Alta Hill" website. Nextdoor Alta Hill is an example website that Nextdoor made to use for tests and demonstrations. The information on Nextdoor Alta Hill is not real.

Most people stay signed in to Nextdoor for iPhone. It is usually not necessary to sign out of Nextdoor for iPhone. But if you want to sign out, you can do that from the "Settings" screen. For help with this, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

# 17.1.3. The Home Screen on Nextdoor for iPhone

After you sign in to Nextdoor for iPhone, the home screen will come into view:
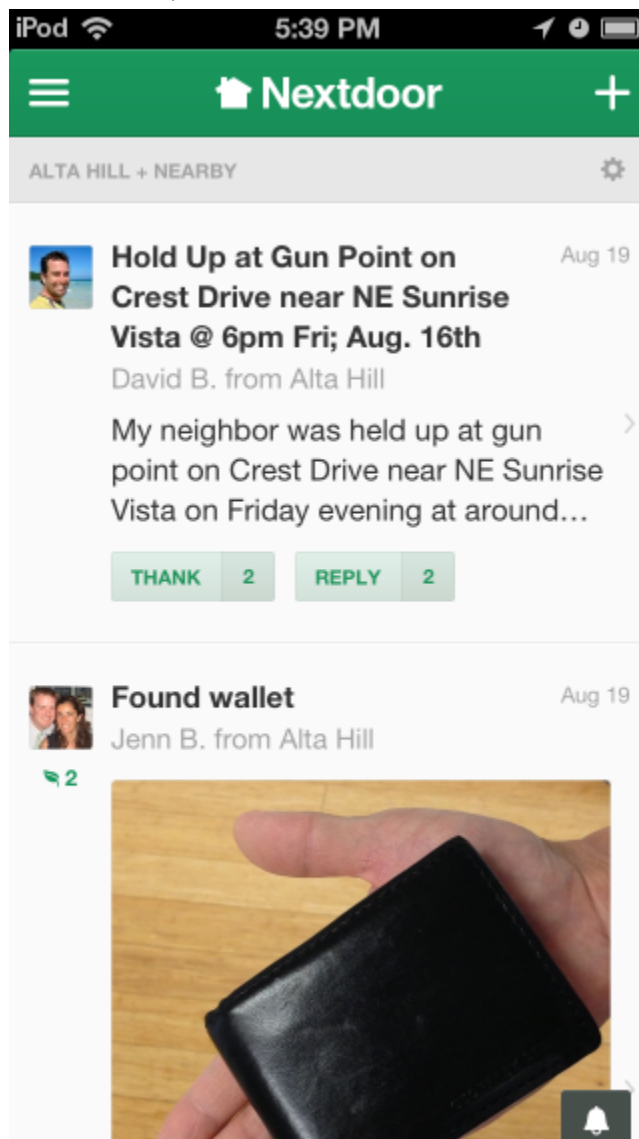


From the home screen, you can:

• see notifications of new activity on Nextdoor

- read messages, reply to messages, or thank neighbors for their messages. For help with this, see Section 17.1.5, "How to Read Messages with Nextdoor for iPhone".

- post new messages. For help with this, see Section 17.1.6, "How to Post Public Messages with Nextdoor for iPhone".

- welcome new members to Nextdoor. For help with this, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

- tap ≡ at the top left corner of the screen to see items in different categories:

  - **Home**: Tap **Home** to see the home screen.

  - **Inbox**: Tap **Inbox** to see private messages that you sent to other neighbors, or that other neighbors sent to you. For help with your inbox, see Section 17.1.7, "How to Send and Read Private Messages with Nextdoor for iPhone".

  - **Neighbors**: Tap **Neighbors** to see a list of Nextdoor members in your neighborhood. For help with the neighbors list, see Section 17.1.9, "How to Find a Neighbor with Nextdoor for iPhone".

  - **Invite Neighbors**: Tap **Invite Neighbors** to invite people to join Nextdoor. For help with invitations, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

  - **Settings**: Tap **Settings** to change your Nextdoor settings. For help with your Nextdoor settings, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

  - A "LOCAL" section that includes:

    - *your neighborhood's name*: Tap *your neighborhood's name* to see only messages from your neighborhood.

    - **Nearby Neighborhoods**: Tap **Nearby Neighborhoods** to see messages from your neighborhood, and also residents of Nearby Neigborhoods. For help with Nearby Neighborhoods settings, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

    - **Nearby Leads**: If you are a lead user, you can tap **Nearby Leads** to see messages in this private group. The "Nearby Leads" group includes leads from your neighborhood and all Nearby Neighborhoods that have completed the "pilot" stage (with 10 or more verified members). For help with the "Nearby Leads" group, see Chapter 16, *Help for Lead Users*, Section 16.9, "The "Nearby Leads" Private Group".

    - If your city is a member of the Nextdoor City Program, a link to information from your city officials, police department, and/or fire department. For more information on the Nextdoor City Program, go to http://help.nextdoor.com/customer/portal/articles/1148541-what-is-the-nextdoor-city-program-?b_id=98.

  - A "CATEGORIES" section that includes:

    - **Classifieds**: Tap **Classifieds** to see messages about items that neighbors want to sell or buy.

    - **Crime & Safety**: Tap **Crime & Safety** to see messages about crime and safety.

    - **Documents**: Tap **Documents** to see a list of files that neighbors share with other neighbors.

      Files can be in different formats, for example:

- Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

- Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

- Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

- Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

  Nextdoor for iPhone can open files in the above formats. If a neighbor shares a file in a different format, Nextdoor for iPhone possibly will not open the file.

- **Free items**: Tap **Free items** to see messages about items that neighbors want to give away for free.

- **General**: Tap **General** to see messages that do not fit into some other category.

- **Lost & Found**: Tap **Lost & Found** to see messages about lost or found pets or items.

- **Recommendations**: Tap **Recommendations** to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services.

- A "GROUPS" section that shows a list of the public and private groups of which you are a member. For help with groups, see Section 17.1.8, "How to Use Groups on Nextdoor for iPhone".

- An "Info" section that includes:

  - **Share This App**: Tap **Share This App** to send an email to a person about Nextdoor. The email includes a link to download Nextdoor for iPhone. For more help, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

  - **Contact Us**: Tap **Contact Us** to send a message to Nextdoor. For more help, see Section 17.1.12, "How to Get Help for Nextdoor for iPhone".

  - **Help**: Tap **Help** to go to Nextdoor's "help" page. For help with Nextdoor's "help" page, see Section 17.1.12, "How to Get Help for Nextdoor for iPhone".

  - **About Us**: Tap **About Us** to see information about Nextdoor.

    The **About Us** information includes:

    - the version number of the Nextdoor for iPhone app

    - buttons to let you see Nextdoor's Privacy Policy and Member Agreement

    - Nextdoor's Manifesto

To refresh the information on the home screen (to see new messages), drag down with your finger from the top of the screen.

## 17.1.4. Notifications on Nextdoor for iPhone

Notifications are short messages about the newest information posted on Nextdoor, or about private messages that neighbors sent to you.

To see a list of notifications:

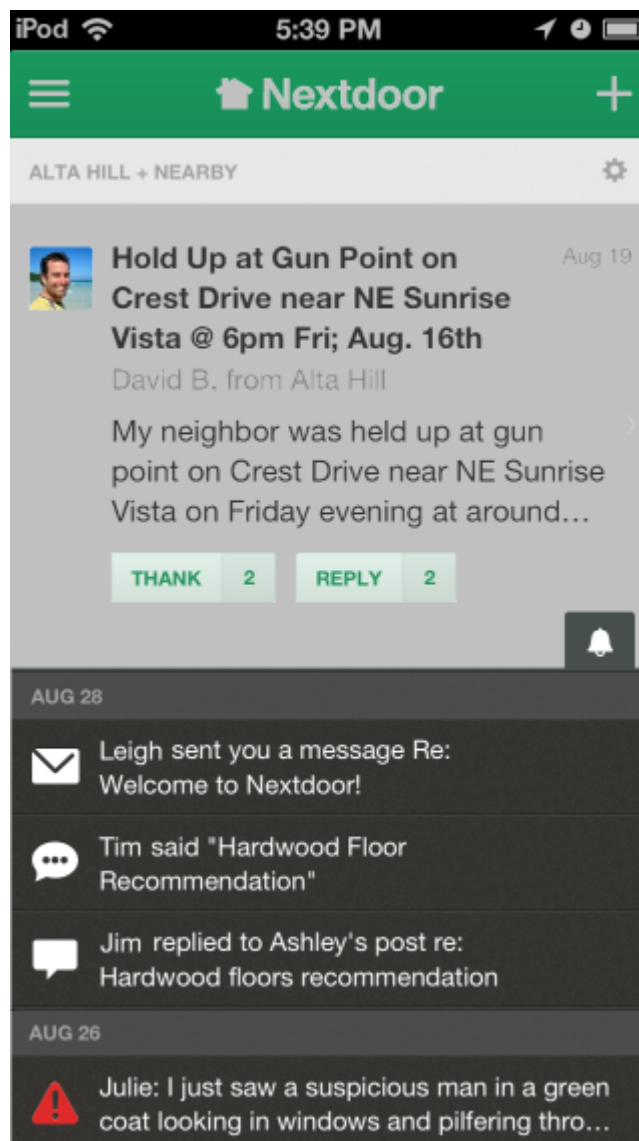1.  Tap ![bell] at the bottom right corner of the home screen:
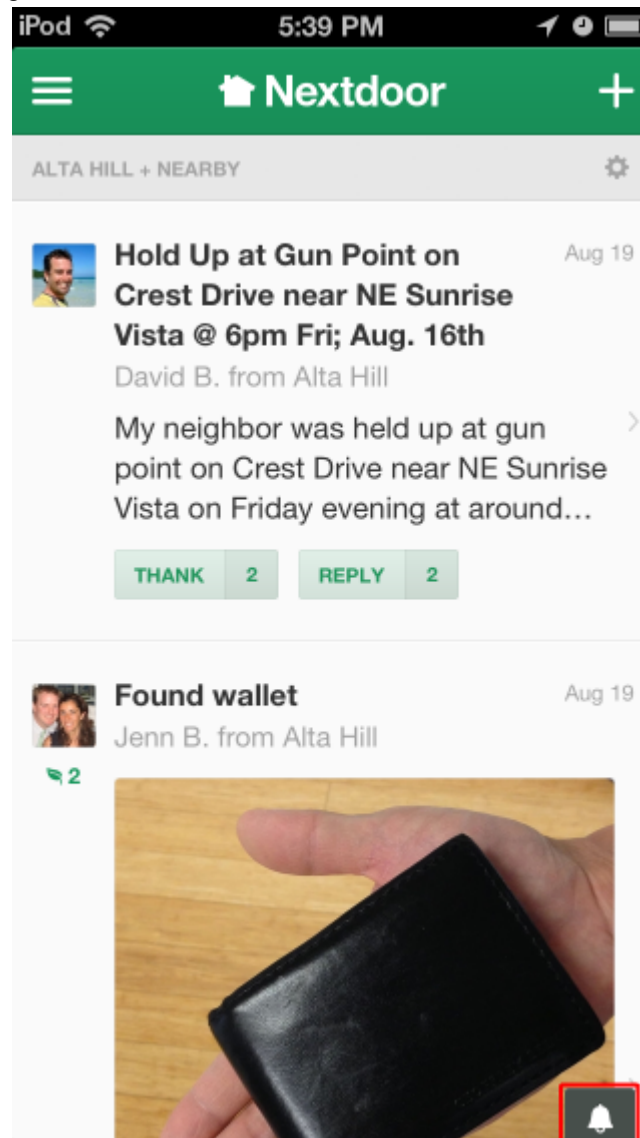


> ### Note
>
> If you see a number to the right of ![bell 1], it shows how many notifications you have not read.
>
> If ![bell 1 red] is red, it shows that there is an urgent alert.

2.  A list of message descriptions will come into view at the bottom of the screen:

3.  Tap on a message description to see the full message, or tap ![bell icon] again to close the notifications list.

You can also see notifications from Nextdoor for iPhone in the iPhone Notification Center. To see the Notification Center, swipe down from the top of the screen. You can use your finger to drag up or down to scroll through the list of notifications.

## Note

If you do not see notifications from Nextdoor for iPhone in the Notification Center:

1.  Tap **Settings**, **Notifications**. A list of apps will come into view.

2.  Scroll through the list of apps until you see **Nextdoor**.

3.  Tap **Nextdoor**. The notification settings for Nextdoor will come into view.

4.  Make sure that **Notification Center** is set to ON.

You can also set:

- how many notifications to show for Nextdoor for iPhone.

- the **Alert Style**.

- if the **Badge App Icon** is ON or OFF. If it is is ON, the number of notifications will show on the Nextdoor icon.

- if **Sounds** are ON or OFF.

- if **View in Lock Screen** is ON or OFF. If it is ON, Nextdoor for iPhone notifications will show when the iPhone is locked.

## 17.1.5. How to Read Messages with Nextdoor for iPhone

The home screen shows public messages and messages posted to your groups. Nextdoor for iPhone shows the first three lines of each message. If a message is longer than that, you can tap the subject (description) at the top of the message to see the full message:

If there are one or more replies to the message, you will see those when you see the full message. To go back to the home screen after you read the message, tap **<** at the top left corner of the screen.

The list of messages is too long to fit on one screen. But you can use your finger to drag up or down to scroll.

To read only messages in a specified category, tap **≡** at the top left corner of the screen then tap the category:

• **Home**: Tap **Home** to see the home screen.

• **Inbox**: Tap **Inbox** to see private messages that you sent to other neighbors, or that other neighbors sent to you. For help with private messages, see Section 17.1.7, "How to Send and Read Private Messages with Nextdoor for iPhone".

• **Neighbors**: Tap **Neighbors** to see a list of Nextdoor members in your neighborhood. For help with the neighbors list, see Section 17.1.9, "How to Find a Neighbor with Nextdoor for iPhone".

- **Invite Neighbors**: Tap **Invite Neighbors** to invite people to join Nextdoor. For help with invitations, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

- **Settings**: Tap **Settings** to change your Nextdoor settings. For help with your Nextdoor settings, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

- A "LOCAL" section that includes:

  - *your neighborhood's name*: Tap *your neighborhood's name* to see only messages from your neighborhood.

  - **Nearby Neighborhoods**: Tap **Nearby Neighborhoods** to see messages from your neighborhood, and also residents of Nearby Neigborhoods. For help with Nearby Neighborhoods settings, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

  - **Nearby Leads**: If you are a lead user, you can tap **Nearby Leads** to see messages in this private group. The "Nearby Leads" group includes leads from your neighborhood and all Nearby Neighborhoods that have completed the "pilot" stage (with 10 or more verified members). For help with the "Nearby Leads" group, see Chapter 16, *Help for Lead Users*, Section 16.9, "The "Nearby Leads" Private Group".

  - If your city is a member of the Nextdoor City Program, a link to information from your city officials, police department, and/or fire department. For more information on the Nextdoor City Program, go to http://help.nextdoor.com/customer/portal/articles/1148541-what-is-the-nextdoor-city-program-?b_id=98.

- A "CATEGORIES" section that includes:

  - **Classifieds**: Tap **Classifieds** to see messages about items that neighbors want to sell or buy.

  - **Crime & Safety**: Tap **Crime & Safety** to see messages about crime and safety.

  - **Documents**: Tap **Documents** to see a list of files that neighbors share with other neighbors.

    Files can be in different formats, for example:

    - Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

    - Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

    - Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

    - Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

    Nextdoor for iPhone can open files in the above formats. If a neighbor shares a file in a different format, Nextdoor for iPhone possibly will not open the file.

  - **Free items**: Tap **Free items** to see messages about items that neighbors want to give away for free.

  - **General**: Tap **General** to see messages that do not fit into some other category.

  - **Lost & Found**: Tap **Lost & Found** to see messages about lost or found pets or items.

- **Recommendations**: Tap **Recommendations** to see messages about companies or services
  neighbors used, and if the neighbors recommend those companies or services.

- A "GROUPS" section that shows a list of the public and private groups of which you are a member. For
  help with groups, see Section 17.1.8, "How to Use Groups on Nextdoor for iPhone".

### 17.1.5.1. How to Thank and Reply

## Caution

When you tap **[THANK]** or **[REPLY]**, neighbors who can see the initial message can see your
name. If you reply to a public message, neighbors who can see the initial message can also see
your message.

If residents of Nearby Neighborhoods can see the initial message, they can see your name/
message. They can also see some or all of your profile information.

For more information about Nearby Neighborhoods, see Chapter 6, *Nearby Neighborhoods*. For
help with your Nearby Neighborhood settings in Nextdoor for iPhone, see Section 17.1.11, "How
to Change Your Settings with Nextdoor for iPhone".

If you agree with a message or think the information in the message is good, you can tap **[THANK]**.
**[THANK]** will change to **[THANKED]**, and the message `Thanked by you` will come into view below the
message.

## Note

If one or more neighbors tap **[THANK]**, you will see a number at the right side of **[THANK]**. For
example, you will see **[THANK|3]** if three neighbors tapped **[THANK]**.

## Note

If you tapped **[THANK]** by accident (and **[THANK]** changed to **[THANKED]**), you can tap
**[THANKED]**. The number at the right side of **[THANK]** will decrease by 1, and Nextdoor will
remove your name from the `Thanked by...` message.

If you tap **[THANK]**, you do not need to reply to the message. (But you can reply if you want to.)

To reply to a public message:

1. Tap **[REPLY]**.

   ## Note

   If one or more neighbors reply to the message before you do, you will see a number at the
   right side of **[REPLY]** button. For example, you will see **[REPLY|2]** if two neighbors replied to
   the message.

2. An "Add a reply" box will come into view. Use the onscreen keyboard to type your message.

3. Tap **[SEND]** at the top right corner of the screen to send your reply.

   ## Note

   To not send a reply, tap **[CANCEL]** at the top left corner of the screen.

### 17.1.5.2. How to Flag Messages

If you see a public message that contains bad language, advertising, or other inappropriate information, you can "flag" the message. This tells the lead user(s) for your neighborhood that the message must be reviewed and possibly deleted.

To flag a message:

1.  Tap the subject (description) at the top of the message to see the full message.

2.  Tap **[...]** below the message.

3.  Tap **[Flag Post]**.

4.  A "Please select a reason" form will come into view.

    Tap a reason:

    - **[Inappropriate]**

    - **[Abusive]**

    - **[Commercial]**

    - **[Posted in error]**

        ### Note

        To not flag the message, tap **[CANCEL]**.

If you tap **[...]** again, you will see the message **Post flagged**.

## 17.1.6. How to Post Public Messages with Nextdoor for iPhone

To post a new public message:

1.  Tap **+** at the top right corner of the screen. **+** will change to **X**.

    ### Note

    To not post a new message, tap **X**.

2.  - To post a new public message:

    1.  Tap **[POST]**. A "CHOOSE NEIGHBORS" screen will come into view.

    2.  Select who can see your message:

        - *your neighborhood's name* **only**: Tap this if you want only your neighborhood's residents to see your message.

        - *your neighborhood's name* **+ Nearby**: Click this if you want Nearby Neighborhood residents to see your message.

            ### Note

            If no Nearby Neighborhoods are turned on, you will not see this.

After you tap *your neighborhood's name* **+ Nearby**, a list of your Nearby Neighborhoods will come into view. To not send the message to one or more Nearby Neighborhoods, tap ✅ to the right of that neighborhood's name.

- the names of your groups: If you are a member of one or more groups, you will see the groups' names on the list. Click a group name if you want only members of that group to see your message.

3. Tap **[NEXT]** at the top right corner of the screen.

4. Use the onscreen keyboard to type a subject (description) of the message.

5. Tap in the "Write a message" box. Use the onscreen keyboard to type your message.

6. To add a photo to your message:

   a. Tap 📷 at the bottom right corner of the "Write a message" box.

   b. To take a new photo, tap 📷. To select a photo from your iPhone, tap 🖼.

   ### Note

   To not add a photo to your message, tap **X** at the top left corner of the screen.

   The photo you take or select will come into view.

   c. To use this photo, tap **[USE THIS PHOTO]**. To take or select a new photo, tap 📷 at the top left corner of the screen to go back one screen.

7. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE A CATEGORY" screen will come into view.

8. Tap ○ to the right of the best category for your message (**Classifieds**, **Crime & Safety**, **Free Items**, **General**, **Lost & Found**, or **Recommendations**).

9. To post the message, tap **[POST]** at the top right corner of the screen.

   ### Note

   To cancel the message, tap **[BACK]** two times, then **[CANCEL]**, then **[DISCARD]**.

- To post a photo:

   1. Tap **[PHOTO]**.

   2. To take a new photo, tap 📷. To select a photo from your iPhone, tap 🖼.

   ### Note

   To not add a photo to your message, tap **X** at the top left corner of the screen.

The photo you take or select will come into view.

3. To use this photo, tap **[USE THIS PHOTO]**. To take or select a new photo, tap 📷 at the top left corner of the screen to go back one screen.

4. A "WRITE A MESSAGE" screen will come into view.

5. Tap in the "Add a subject" box. Use the onscreen keyboard to type a subject (description) of the photo.

6. Tap in the "Write a message" box. Use the onscreen keyboard to type a message about the photo.

7. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE NEIGHBORS" screen will come into view.

8. Select who can see your photo:

   - *your neighborhood's name* **only**: Tap this if you want only your neighborhood's residents to see your photo.

   - *your neighborhood's name* **+ Nearby**: Click this if you want Nearby Neighborhood residents to see your photo.

     ## Note

     If no Nearby Neighborhoods are turned on, you will not see this.

     After you tap *your neighborhood's name* **+ Nearby**, a list of your Nearby Neighborhoods will come into view. To not send the photo to one or more Nearby Neighborhoods, tap ✅ to the right of that neighborhood's name.

   - the names of your groups: If you are a member of one or more groups, you will see the groups' names on the list. Click a group name if you want only members of that group to see your photo.

9. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE A CATEGORY" screen will come into view.

10. Tap ○ to the right of the best category for your photo (**Classifieds**, **Crime & Safety**, **Free Items**, **General**, **Lost & Found**, or **Recommendations**).

11. To post the photo, tap **[POST]** at the top right corner of the screen.

    ## Note

    To cancel the message, tap **[BACK]** two times, then **[CANCEL]**, then **[DISCARD]**.

- To send an urgent alert:

## Caution

Only send urgent alerts for crime or safety issues that your neighbors must know about immediately. If applicable, call 911 before you send an urgent alert.

1. Tap **[ALERT]**.

2. Use the onscreen keyboard to type your message.

### Note

The message can be no more than 110 characters long. Nextdoor for iPhone shows the number of available characters at the bottom right corner of the "Write a message" box. If you type more than 110 characters, the number will be red.

3. To post the message, tap **[POST]** at the top right corner of the screen.

### Note

To cancel the message, tap **[CANCEL]**.

• To send an invitation to join Nextdoor, tap **[INVITATION]**. For help with invitations, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

### 17.1.6.1. How to Delete Your Public Messages

When you post a public message, you cannot make changes to that message. But you can delete the message.

To delete a public message that you posted:

1. Find the message that you want to delete.

2. Tap the subject (description) of the message to see the full message.

3. Tap **[...]** below the message.

4. Tap **Delete Post**.

5. Tap **[Yes, Delete]** button.

### Note

To not delete the message, tap **[CANCEL]**.

## 17.1.7. How to Send and Read Private Messages with Nextdoor for iPhone

When you tap **[REPLY]** on a message posted by a neighbor, neighbors who can see the initial message can see your name and message. If you do not want other neighbors to see your information, you can send a private reply.

To send a private reply to a public message:

1. Tap the subject (description) of the message to see the full message.

2.   Tap **[...]** below the message.

3.   Tap **[Send Private Message]**.

4.   Use the onscreen keyboard to type your message.

5.   To send your message, tap **[SEND]** at the top right corner of the screen.

### Note

To not send the message, tap **[CANCEL]** at the top left corner of the screen.

You can also send a private message that is not a reply to a public message. For help with this, see Section 17.1.9, "How to Find a Neighbor with Nextdoor for iPhone".

Nextdoor keeps copies of your private messages in your Inbox.

To read messages in your Inbox:

1.   Tap ☰ at the top left corner of the screen.

2.   Tap **Inbox**. A list of messages in your Inbox will come into view. You can use your finger to drag up or down to scroll through the list.

3.   To see a full message, tap the subject (description) of the message.

To send a private reply to a message in your Inbox:

1.   While you can see the full message, tap in the "Add a reply..." box at the bottom of the message.

2.   Use the onscreen keyboard to type your reply.

3.   To send your reply, tap **[SEND]** at the top right corner of the screen.

### Note

To not send the reply, tap **[CANCEL]** at the top left corner of the screen. Tap **<** at the top left corner of the screen to go back to your Inbox.

## 17.1.8. How to Use Groups on Nextdoor for iPhone

You can use Nextdoor for iPhone to read and post messages in groups of which you are a member.

### Note

To see a list of all public groups, to join a group, or to make a new group, use the Nextdoor website. For help with groups on the website, see Chapter 9, *Groups*.

To read messages in a specified group:

1.   Tap ☰ at the top left corner of the screen.

2.   Tap the group's name in the "GROUPS" section. A list of messages in that group will come into view.

To post a message in a group:

1.   Tap **+** at the top right corner of the screen to start a new message.

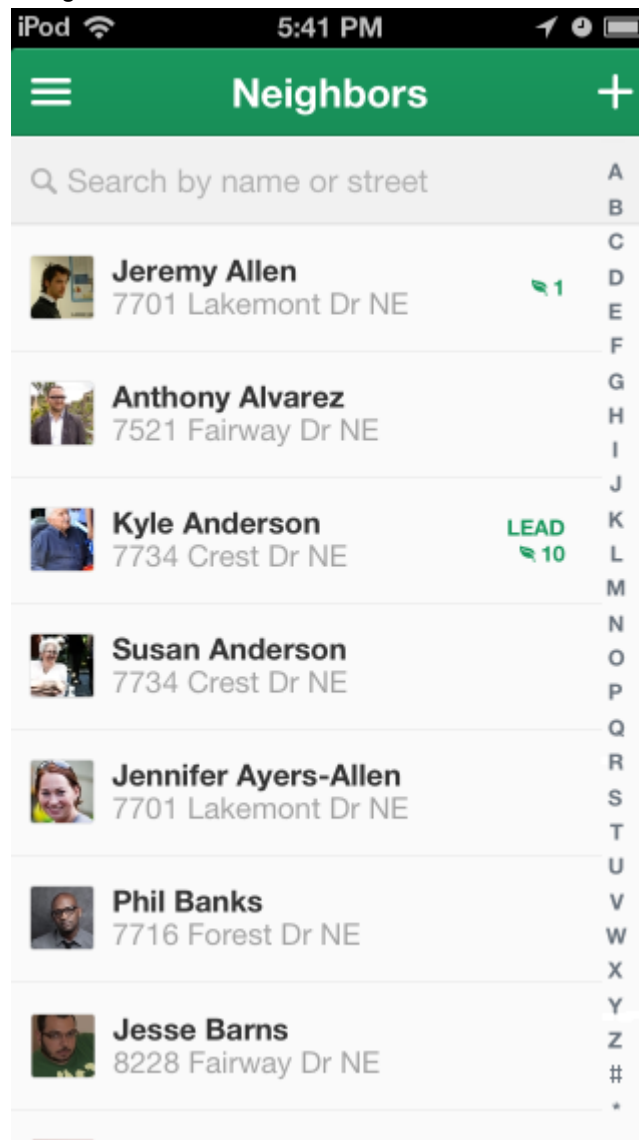2.   Tap **[POST]**. A "CHOOSE NEIGHBORS" screen will come into view.

3.    Tap ○ to the right of the group's name.

4.    Finish and send the message as usual.

> ## Note
>
> For help with this, see Section 17.1.6, "How to Post Public Messages with Nextdoor for iPhone".
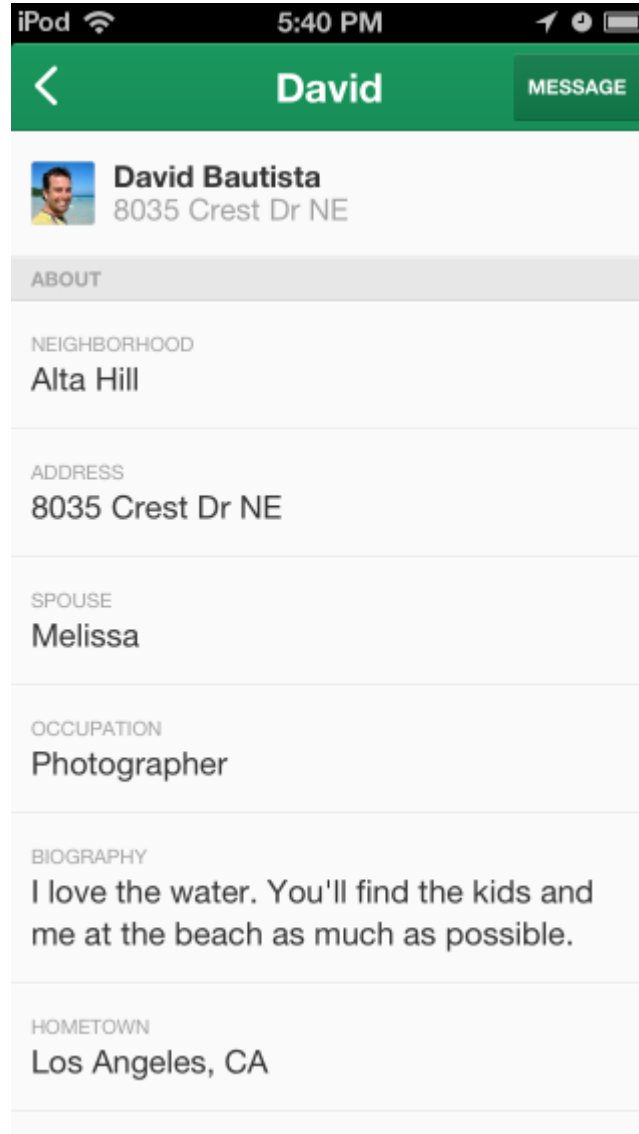
## 17.1.9. How to Find a Neighbor with Nextdoor for iPhone

1.    Tap ☰ at the top left corner of the screen.

2.    Tap **Neighbors**. A list of neighborhood residents will come into view:



3.    You can use your finger to drag up or down to scroll through the list. Or you can search for a neighbor by their name or street name:

a. Tap **Search by name or street** at the top of the screen.

b. Type part or all of the neighbor's first or last name, or street name. Results will come into view as you type.

4. When you see the neighbor's name, tap the name. The neighbor's profile screen will come into view:



You can send a neighbor a private message from their profile page.

To send a neighbor a private message:

1. Tap **[MESSAGE]** at the top right corner of their profile page. A new screen will come into view:

2.  Tap in the "Add a subject" box. Type a subject (description) for the message.

3.  Tap in the "Write a message" box. Type your message.

4.  To send your message, Tap **[SEND]** at the top right corner of the screen.

### Note

To not send the message, tap **[CANCEL]** at the top left corner of the screen.

## 17.1.10. How to Invite Your Neighbors to Join with Nextdoor for iPhone

Nextdoor works best when all your neighbors are members! As a member, you can invite other neighborhood residents to join.

## Note

You can also invite people who do not live in your neighborhood to join Nextdoor. When they make their Nextdoor account, they will give Nextdoor their street address. Their account will be automatically added to their neighborhood's Nextdoor site, if it has one. If their neighborhood does not have a Nextdoor site, Nextdoor will invite them to start a site for their neighborhood.

If you know a neighbor's email address, you can use it to invite them to join Nextdoor. This is the fastest procedure to let your neighbor join Nextdoor.

To send an invitation by email:

1.  Tap ≡ at the top left corner of the screen, then tap **Invite Neighbors**.

    ## Note

    Or tap **+** at the top right corner of the home screen, then tap **[INVITATION]**.

2.  The "ALL CONTACTS" list, which shows information from your iPhone's Contacts list, will come into view. You can use your finger to drag up or down to scroll through the list. Or you can search for a neighbor by their name or email address:

    a.  Tap in the "Add an email or search by name" box near the top of the screen.

    b.  Use the onscreen keyboard to type part or all of the neighbor's name. Results will come into view as you type.

    c.  Tap ○ to the left of the names of the persons you want to send invitations to.

    To send an invitation to an email address that is not on the "ALL CONTACTS" list:

    1.  Tap in the "Add an email or search by name" box near the top of the screen.

    2.  Use the onscreen keyboard to type the email address.

    3.  Tap **[ADD `email address`]**.

    ## Note

    If you want to send an invitation to *all* the people on your Contacts list, tap **[SELECT ALL]** at the bottom left corner of the screen.

    To change all the email addresses you have selected to not selected, tap **[SELECT NONE]** at the bottom right corner of the screen.

3.  If you want, repeat the step above to select more email addresses.

4.  Tap **[NEXT]** at the top right corner of the screen. An "Invitation" screen will come into view. The `Inviting # person/people` message near the top of the screen shows how many email addresses you selected.

5.  You will see this message:

    `My neighborhood is using a private online network called Nextdoor`*`your`*
    *`neighborhood's name`*`. On our Nextdoor site, neighbors share community`

```
events, recommendations, items for sale, crime reports, ideas about how to
improve our neighborhood and more. I think you and your neighborhood could
benefit too.
```

If you want, use the onscreen keyboard to change the message.

6. When the message is satisfactory, tap **[SEND]** at the top right corner of the screen to send the invitation.

## Note

To not send the invitation, tap **<** at the top left corner of the screen, then tap **[CANCEL]**.

You can also use **Share This App** to send a person an email about Nextdoor. The email includes a link to download Nextdoor for iPhone.

To use **Share This App**:

1. Tap ☰ at the top left corner of the screen.

2. Tap **Share This App**.

3. Tap the **Mail** icon. A "New Message" screen will come into view.

4. Tap in the "To" box. Use the onscreen keyboard to type an email address.

## Note

Or, to select an email address from your iPhone Contact list, tap ⊕ at the right side of the "To" box.

5. Tap in the "Subject" box. Use the onscreen keyboard to type a subject (description) of the message.

6. You will see the message:

```
Join @Nextdoor, the private social network for neighborhoods, and start
connecting with your neighbors.
```

The message includes a link to download Nextdoor for iPhone. If you want, use the onscreen keyboard to change the message. But if you want to include the link to download Nextdoor for iPhone, make sure not to delete or change the link.

7. When the message is satisfactory, tap **[Send]** at the top right corner of the screen to send the message.

## Note

To not send the message, tap **[Cancel]** at the top left corner of the screen. Then tap **[Delete Draft]** to discard the message.

## 17.1.10.1. How to Welcome New Members

When a neighbor joins Nextdoor, you will see the message *neighbor's name* **joined** on the home screen. If you want to, you can welcome the new neighbor to Nextdoor, and/or add a public message.

## Caution

When you tap **[WELCOME]** below a message about a new neighbor, Nextdoor members in your neighborhood can see your name. If you tap **[REPLY]**, Nextdoor members in your neighborhood can see your message.

To welcome a new neighbor, tap **[WELCOME]** below the message about the new neighbor.

## Note

If one or more neighbors welcome the new neighbor before you do, you will see a number at the right side of **[WELCOME]**. For example, you will see **[WELCOME|2]** if two neighbors welcomed the new neighbor.

To send a public message to the neighbor:

1. Tap **[REPLY]** below the message about the new neighbor.

   ### Note

   If one or more neighbors reply to the message before you do, you will see a number at the right side of **[REPLY]**. For example, you will see **[REPLY|2]** if two neighbors replied to the message.

2. An "Add a reply" box will come into view. Use the onscreen keyboard to type your message.

3. To send your reply, tap **[SEND]** at the top right corner of the screen.

   ### Note

   To not send a reply, tap **[CANCEL]** at the top left corner of the screen.

# 17.1.11. How to Change Your Settings with Nextdoor for iPhone

To change your Nextdoor settings with Nextdoor for iPhone:

1. Tap ☰ at the top left corner of the screen.

2. Tap **Settings**. A "Settings" screen will come into view:

3. You can use the "Settings" screen to:

- sign out of Nextdoor. To sign out, tap **[SIGN OUT]**. The message `Are you sure you want to sign out of the app?` will come into view. If you want to sign out, tap **[Sign Out]**.

   ## Note

   If you do not want to sign out, tap **[Cancel]**.

- tell Nextdoor to show your full address or only your street name to your neighbors. To show your full address, make sure **Show my full address** is set to `ON`. To show only your street name, make sure **Show my full address** is set to `OFF`.

- change your profile photo.

   To change your profile photo:

1. Tap **CHANGE PROFILE PHOTO**.

2. • To take a new photo with your iPhone, or to select a photo from your iPhone:

   1. Tap **[Take or Choose Photo]**.

   2. To take a new photo, tap  . To select a photo from your iPhone, tap  .

      ## Note

      To not change your profile photo, tap **X** at the top left corner of the screen.

      The photo you take or select will come into view.

   • To use your Facebook profile photo as your Nextdoor profile photo

   1. Tap **[Use Facebook Photo]**.

   2. If you are not signed in to your Facebook account, use the onscreen keyboard to type your email address or phone number and password. Tap **[Log In]**.

• change your Nearby Neighborhood settings:

   • If you want to see messages from Nearby Neighborhoods, make sure **Show posts from nearby neighborhoods** is set to ON. If you do not want to see messages from Nearby Neighborhoods, make sure **Show posts from nearby neighborhoods** is set to OFF.

   • To change which Nearby Neighborhoods are turned on:

   1. Tap **Customize nearby neighborhoods**. A map of your neighborhood and its Nearby Neighborhoods will come into view. You will see a list of Nearby Neighborhoods at the right side of the map.

   2. To see messages from a specified neighborhood, make sure the **ON**/**OFF** button to the right of its name is set to ON. If you do not want to see messages from a specified neighborhood, make sure the **ON**/**OFF** button to the right of its name is set to OFF.

   3. When your Nearby Neighborhoods settings are correct, tap **<** at the top left corner of the screen.

   • To see more information about Nearby Neighborhoods, tap **LEARN MORE**.

• tell Nextdoor if you want to receive mobile notifications (with Nextdoor for iPhone) or email notifications for different message categories.

   You can receive notifications with Nextdoor for iPhone, email, or both, for these categories:

   • **Replies to my posts**

   • **Thanks to my posts**

   • **Neighbors welcoming me**

   • **Urgent post alerts**

- **New neighbors joining**

- **Crime & Safety posts**

- **Classifieds posts**

- **Free items posts**

- **Lost & Found posts**

- **Recommendations posts**

- **Neighbor posts**

- **Nearby neighbor posts**

- **Neighbor replies**

- **Nearby neighbor replies**

You can receive notifications with Nextdoor for iPhone for these categories:

- **Private messages**

- **Daily activity summary**

If the mobile (📱) or email (✉) icon to the right of a category is green, notifications are on for that mode and category. If the icon is gray, notifications are off for that mode and category. To change the notification setting for a category, tap 📱 or ✉.

## 17.1.12. How to Get Help for Nextdoor for iPhone

If you have a question or problem related to Nextdoor:

1.  Tap ≡ at the top left corner of the screen.

2.  Tap **Help**. A "Nextdoor | FAQ" (Frequently Asked Questions) screen will come into view:
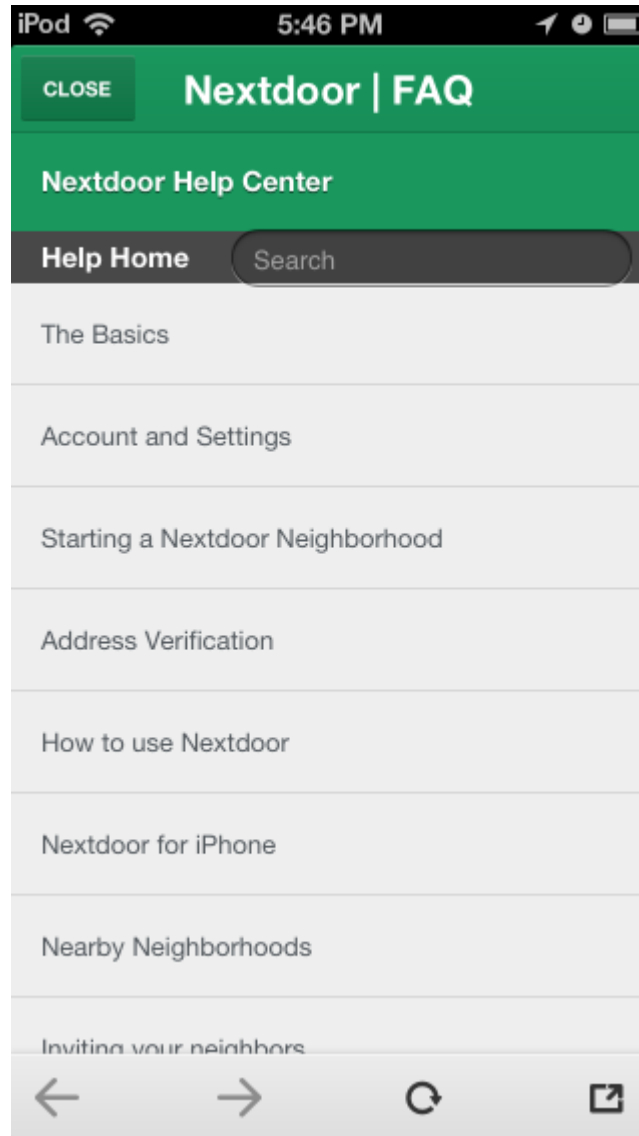
The "Nextdoor | FAQ" screen has a list of categories, such as "The Basics," "Account and Settings," and "Nextdoor for iPhone."

3.  You can use your finger to drag up or down to scroll through the list of categories on the "Nextdoor | FAQ" screen. To see more information about a category, tap the category's name. A list of articles in that category will come into view. Tap an article's name to see the full article.

4.  If you do not see an article with the information you want, tap in the "Search" box at the top of the screen. Use the onscreen keyboard to type a word or phrase (such as **password**). Then tap **[Go]** at the bottom right corner of the screen. A list of articles that contain your word or phrase will come into view.

5.  To close the "Nextdoor | FAQ" screen, tap **[CLOSE]** at the top left corner of the screen.

You can send a message to Nextdoor's technical support department:

• if you cannot find the information you want on the "Nextdoor | FAQ" screen.

- if you have a problem or see an error message more than one time in Nextdoor for iPhone.

### Note

Before you send a message about a problem or error message, sign out of Nextdoor for iPhone, then sign back in. This will possibly repair the problem.

- to tell Nextdoor about a change that you want in Nextdoor for iPhone.

To send a message to Nextdoor's technical support department:

1. Tap ☰ at the top left corner of the screen.

2. Tap **Contact Us**.

3. • To tell Nextdoor about a problem or error message, tap **[Report a Problem]**.

   • To tell Nextdoor about a change that you want in Nextdoor for iPhone, tap **[Submit Feedback]**.

4. Nextdoor for iPhone will start a new email message. The "To," "From," and "Subject" boxes will be completed for you. The body of the message will contain `I found this issue:` or `I have this feedback:`.

5. Tap in the body of the message, below `I found this issue:` or `I have this feedback:`. Use the onscreen keyboard to type a message about the problem or the change that you want.

6. To send your message, tap **[Send]** at the top right corner of the screen.

### Note

To not send the message, tap **[Cancel]** at the top left corner of the screen. Then tap **[Delete Draft]** to discard the message.

## 17.2. Nextdoor for iPhone Version 2 (for iOS 7)

*Coming soon!*

You can install Nextdoor for iPhone Version 2 if your Apple device has iOS 7 on it.

These devices can use iOS 7:[1]

- iPhone 4 and 4s

- iPhone 5, 5c, and 5s

- iPod touch 5th generation

- iPad 2

- iPad with Retina display

- iPad Air

- iPad mini

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[1]Apple, accessed July 9, 2014, https://www.apple.com/ios/features/.

- iPad mini with Retina display

# Chapter 18. Nextdoor for Android

The Nextdoor app for Android is free, and lets you do most of the same functions as the Nextdoor website.

## Note

The instructions and pictures in this manual were made with a phone that uses Android version 4.3. If your Android device uses a different version of Android, screens will possibly look different than the pictures shown in this manual. Possibly you will need to change the instructions for your Android device.

## 18.1. How to Install Nextdoor for Android

To install Nextdoor for Android:

1.  Tap the Play Store icon on your Android device.

2.  Tap  near the top of the screen.

3.  Use the onscreen keyboard to type `nextdoor`. A menu with a list of apps will drop down.

4.  Tap `nextdoor`. A list of apps will come into view.

5.  Tap **Nextdoor**.

6.  Tap **[INSTALL]** to download and install Nextdoor for Android.

## 18.2. How to Start Nextdoor for Android and Sign In

Tap the Nextdoor icon to start Nextdoor. The first time you use Nextdoor for Android, you must sign in to your Nextdoor account.

To sign in to your Nextdoor account:

1.  Tap **Email address**. Use the onscreen keyboard to type your email address.

2.  Tap **Password**. Use the onscreen keyboard to type your Nextdoor password.

3.  Tap **[SIGN IN]**.

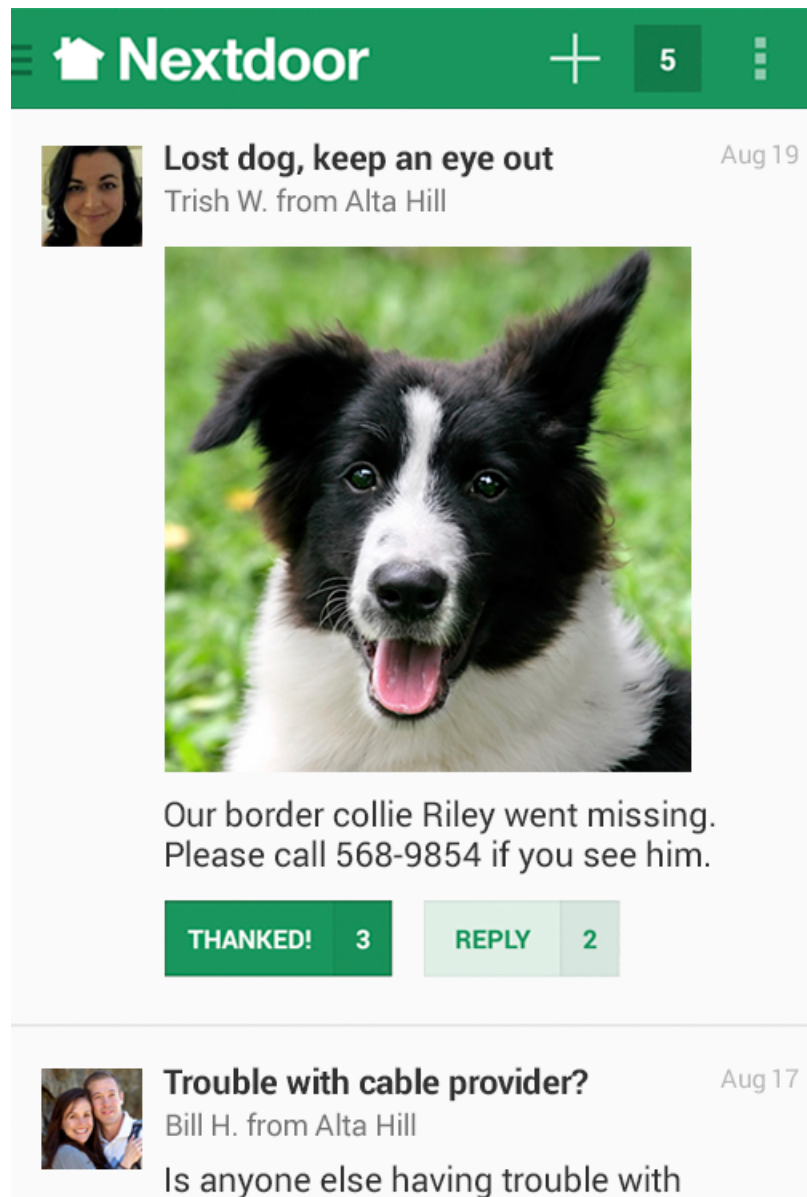4.  The home screen for Nextdoor for Android will come into view:

    ### Note

    Pictures in this manual are from the "Nextdoor Alta Hill" website. Nextdoor Alta Hill is an example website that Nextdoor made to use for tests and demonstrations. The information on Nextdoor Alta Hill is not real.

Most people stay signed in to Nextdoor for Android. It is usually not necessary to sign out of Nextdoor for Android. But if you want to sign out, you can do that from the "Settings" screen. For help with this, see Section 18.11, "How to Change Your Settings with Nextdoor for Android".

## 18.3. The Home Screen on Nextdoor for Android

After you sign in to Nextdoor for Android, the home screen will come into view:



From the home screen, you can:

- read messages, reply to messages, or thank neighbors for their messages. For help with this, see Section 18.5, "How to Read Messages with Nextdoor for Android".

- welcome new members to Nextdoor. For help with this, see Section 18.10, "How to Invite Your Neighbors to Join with Nextdoor for Android".

- tap ≡ at the top left corner of the screen to see items in different categories:

  - **Home**: Tap **Home** to see the home screen.

- **Inbox**: Tap **Inbox** to see private messages that you sent to other neighbors, or that other neighbors sent to you. For help with your inbox, see Section 18.7, "How to Send and Read Private Messages with Nextdoor for Android".

- **Neighbors**: Tap **Neighbors** to see a list of Nextdoor members in your neighborhood. For help with the neighbors list, see Section 18.9, "How to Find a Neighbor with Nextdoor for Android".

- **Invite Neighbors**: Tap **Invite Neighbors** to invite people to join Nextdoor. For help with invitations, see Section 18.10, "How to Invite Your Neighbors to Join with Nextdoor for Android".

- A "LOCAL" section that includes:

  - `your neighborhood's name`: Tap `your neighborhood's name` to see only messages from your neighborhood.

  - **Nearby Neighborhoods**: Tap **Nearby Neighborhoods** to see messages from your neighborhood, and also residents of Nearby Neigborhoods. For help with Nearby Neighborhoods settings, see Section 18.11, "How to Change Your Settings with Nextdoor for Android".

  - **Nearby Leads**: If you are a lead user, you can tap **Nearby Leads** to see messages in this private group. The "Nearby Leads" group includes leads from your neighborhood and all Nearby Neighborhoods that have completed the "pilot" stage (with 10 or more verified members). For help with the "Nearby Leads" group, see Chapter 16, *Help for Lead Users*, Section 16.9, "The "Nearby Leads" Private Group".

  - If your city is a member of the Nextdoor City Program, a link to information from your city officials, police department, and/or fire department. For more information on the Nextdoor City Program, go to http://help.nextdoor.com/customer/portal/articles/1148541-what-is-the-nextdoor-city-program-?b_id=98.

- A "CATEGORIES" section that includes:

  - **Classifieds**: Tap **Classifieds** to see messages about items that neighbors want to sell or buy.

  - **Crime & Safety**: Tap **Crime & Safety** to see messages about crime and safety.

  - **Documents**: Tap **Documents** to see a list of files that neighbors share with other neighbors.

    Files can be in different formats, for example:

    - Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

    - Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

    - Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

    - Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

    Nextdoor for Android can open files in the above formats. If a neighbor shares a file in a different format, Nextdoor for Android possibly will not open the file.

- **Free items**: Tap **Free items** to see messages about items that neighbors want to give away for free.

- **General**: Tap **General** to see messages that do not fit into some other category.

- **Lost & Found**: Tap **Lost & Found** to see messages about lost or found pets or items.

- **Recommendations**: Tap **Recommendations** to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services.

- A "GROUPS" section that shows a list of the public and private groups of which you are a member. For help with groups, see Section 18.8, "How to Use Groups on Nextdoor for Android".

- post new messages. For help with this, see Section 18.6, "How to Post Public Messages with Nextdoor for Android".

- see notifications of new activity on Nextdoor

- tap the # symbol at the top right corner of the screen to see these items:

  - **INVITE NEIGHBORS**: Tap **INVITE NEIGHBORS** to invite neighbors to join Nextdoor. For more help, see Section 18.10, "How to Invite Your Neighbors to Join with Nextdoor for Android".

  - **REFRESH**: Tap **REFRESH** to update the home screen (to see if new messages were posted).

    ## Note

    You can also drag down with your finger from the top of the screen to refresh the screen.

  - **SETTINGS**: Tap **SETTINGS** to change your Nextdoor for Android settings. For help with your Nextdoor for Android settings, see Section 18.11, "How to Change Your Settings with Nextdoor for Android".

  - **ABOUT**: Tap **ABOUT** to see information about Nextdoor.

    The **ABOUT** information includes:

    - the version number of the Nextdoor for Android app

    - Nextdoor's Manifesto

    - buttons to let you see Nextdoor's Privacy Policy and Member Agreement

  - **HELP**: Tap **HELP** to go to Nextdoor's "help" page. For help with Nextdoor's "help" page, see Section 18.12, "How to Get Help for Nextdoor for Android".

  - **CONTACT US**: Tap **CONTACT US** to send a message to Nextdoor. For more help, see Section 18.12, "How to Get Help for Nextdoor for Android".

# 18.4. Notifications on Nextdoor for Android

Notifications are short messages about the newest information posted on Nextdoor, or about private messages that neighbors sent to you.
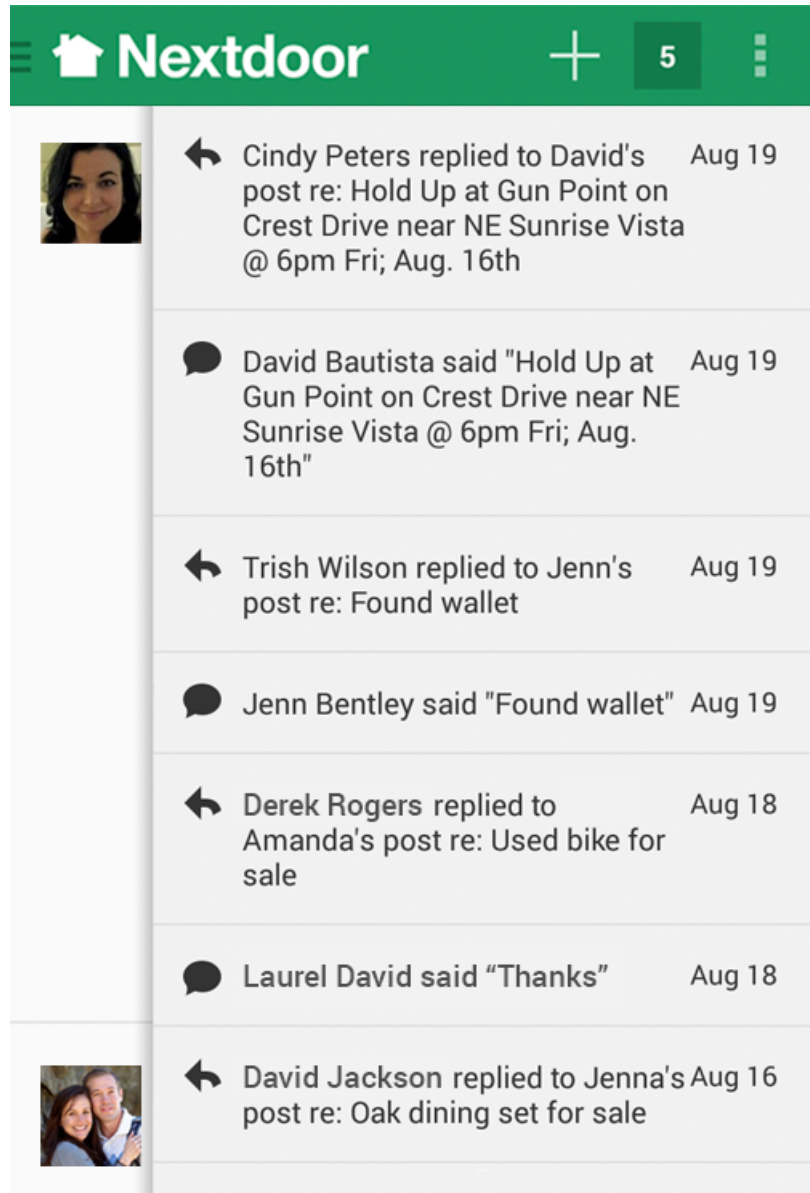
To see a list of notifications:

1. Tap the square near the top right right corner of the home screen:
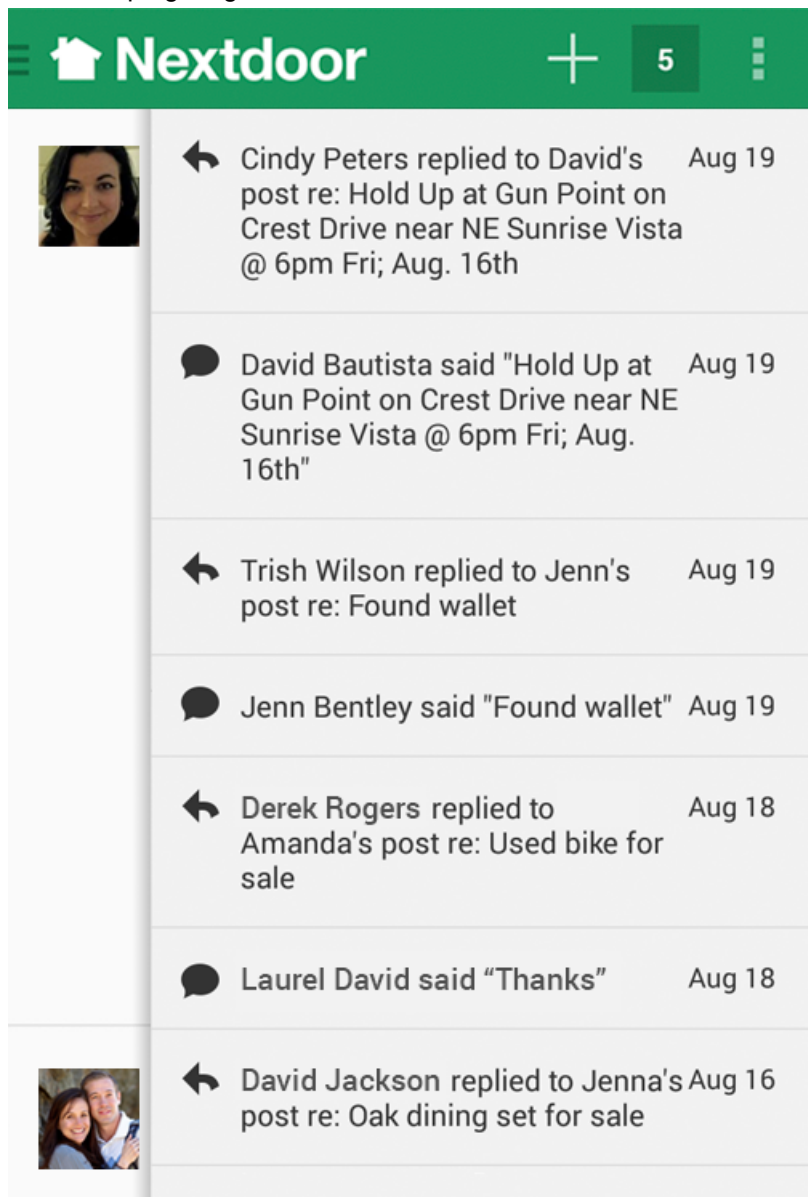


## Note

If you see a number in the square, it shows how many notifications you have not read.

2. A list of message descriptions will come into view at the top right corner of the screen:
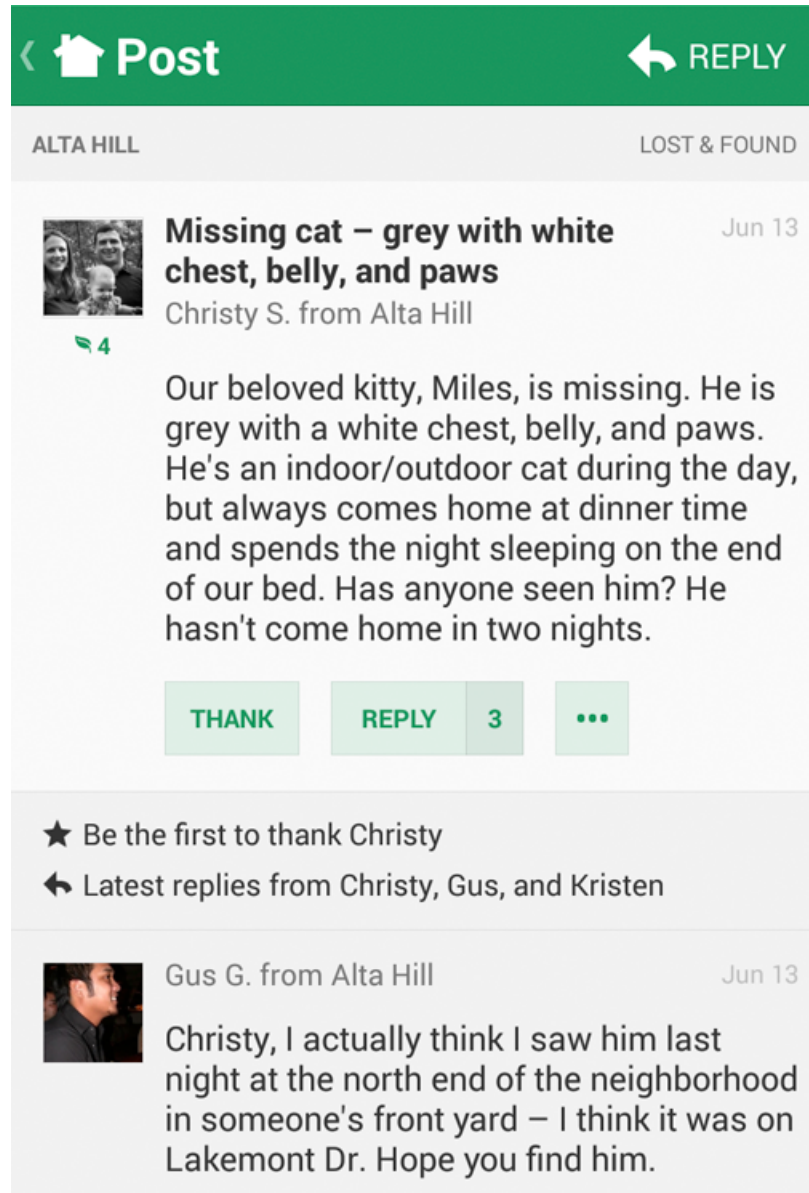
3. Tap on a message description to see the full message, or tap the square again to close the notifications list.

You can also see notifications from Nextdoor for Android in the Android notifications list. To see a list of notifications, swipe down from the top left corner of the screen. You can use your finger to drag up or down to scroll through the list.

# 18.5. How to Read Messages with Nextdoor for Android

The home screen shows public messages and messages posted to your groups. Nextdoor for Android shows the first three lines of each message. If a message is longer than that, you can tap the subject (description) at the top of the message to see the full message:

If there are one or more replies to the message, you will see those when you see the full message. To go back to the home screen after you read the message, tap **<** at the top left corner of the screen.

The list of messages is too long to fit on one screen. But you can use your finger to drag up or down to scroll.

To read only messages in a specified category, tap **☰** at the top left corner of the screen then tap the category:

• **Home**: Tap **Home** to see the home screen.

• **Inbox**: Tap **Inbox** to see private messages that you sent to other neighbors, or that other neighbors sent to you. For help with private messages, see Section 17.1.7, "How to Send and Read Private Messages with Nextdoor for iPhone".

- **Neighbors**: Tap **Neighbors** to see a list of Nextdoor members in your neighborhood. For help with the neighbors list, see Section 17.1.9, "How to Find a Neighbor with Nextdoor for iPhone".

- A "LOCAL" section that includes:

  - *your neighborhood's name*: Tap *your neighborhood's name* to see only messages from your neighborhood.

  - **Nearby Neighborhoods**: Tap **Nearby Neighborhoods** to see messages from your neighborhood, and also residents of Nearby Neigborhoods. For help with Nearby Neighborhoods settings, see Section 17.1.11, "How to Change Your Settings with Nextdoor for iPhone".

  - **Nearby Leads**: If you are a lead user, you can tap **Nearby Leads** to see messages in this private group. The "Nearby Leads" group includes leads from your neighborhood and all Nearby Neighborhoods that have completed the "pilot" stage (with 10 or more verified members). For help with the "Nearby Leads" group, see Chapter 16, *Help for Lead Users*, Section 16.9, "The "Nearby Leads" Private Group".

  - If your city is a member of the Nextdoor City Program, a link to information from your city officials, police department, and/or fire department. For more information on the Nextdoor City Program, go to http://help.nextdoor.com/customer/portal/articles/1148541-what-is-the-nextdoor-city-program-?b_id=98.

- A "CATEGORIES" section that includes:

  - **Classifieds**: Tap **Classifieds** to see messages about items that neighbors want to sell or buy.

  - **Crime & Safety**: Tap **Crime & Safety** to see messages about crime and safety.

  - **Documents**: Tap **Documents** to see a list of files that neighbors share with other neighbors.

    Files can be in different formats, for example:

    - Picture or photo files can have names that end with `.GIF`, `.JPG`, `.JPEG`, or `.PNG`.

    - Portable Document Format files have names that end with `.PDF`. You can open PDF files with software such as Adobe Reader.

    - Microsoft Word format files have names that end with `.DOC` or `.DOCX`. You can open these files with Microsoft Word.

    - Microsoft Excel format files have names that end with `.XLS` or `.XLSX`. You can open these files with Microsoft Excel.

    Nextdoor for Android can open files in the above formats. If a neighbor shares a file in a different format, Nextdoor for Android possibly will not open the file.

  - **Free items**: Tap **Free items** to see messages about items that neighbors want to give away for free.

  - **General**: Tap **General** to see messages that do not fit into some other category.

  - **Lost & Found**: Tap **Lost & Found** to see messages about lost or found pets or items.

  - **Recommendations**: Tap **Recommendations** to see messages about companies or services neighbors used, and if the neighbors recommend those companies or services.

- A "GROUPS" section that shows a list of the public and private groups of which you are a member. For help with groups, see Section 17.1.8, "How to Use Groups on Nextdoor for iPhone".

## 18.5.1. How to Thank and Reply

### Caution

When you tap **[THANK]** or **[REPLY]**, neighbors who can see the initial message can see your name. If you reply to a public message, neighbors who can see the initial message can also see your message.

If residents of Nearby Neighborhoods can see the initial message, they can see your name/ message. They can also see some or all of your profile information.

For more information about Nearby Neighborhoods, see Chapter 6, *Nearby Neighborhoods*. For help with your Nearby Neighborhood settings in Nextdoor for Android, see Section 18.11, "How to Change Your Settings with Nextdoor for Android".

If you agree with a message or think the information in the message is good, you can tap **[THANK]**. **[THANK]** will change to **[THANKED]**, and the message `Thanked by you` will come into view below the message.

### Note

If one or more neighbors tap **[THANK]**, you will see a number at the right side of **[THANK]**. For example, you will see **[THANK|3]** if three neighbors tapped **[THANK]**.

### Note

If you tapped **[THANK]** by accident (and **[THANK]** changed to **[THANKED]**), you can tap **[THANKED]**. The number at the right side of **[THANK]** will decrease by 1, and Nextdoor will remove your name from the `Thanked by...` message.

If you tap **[THANK]**, you do not need to reply to the message. (But you can reply if you want to.)

To reply to a public message:

1. Tap **[REPLY]**.

   ### Note

   If one or more neighbors reply to the message before you do, you will see a number at the right side of **[REPLY]** button. For example, you will see **[REPLY|2]** if two neighbors replied to the message.

2. An "Add a reply" box will come into view. Use the onscreen keyboard to type your message.

3. Tap **[SEND]** at the top right corner of the screen to send your reply.

   ### Note

   To not send a reply, tap **[CANCEL]** at the top left corner of the screen.

## 18.5.2. How to Flag Messages

If you see a public message that contains bad language, advertising, or other inappropriate information, you can "flag" the message. This tells the lead user(s) for your neighborhood that the message must be reviewed and possibly deleted.

To flag a message:

1. Tap the subject (description) at the top of the message to see the full message.

2. Tap **[...]** below the message.

3. Tap **[Flag Post]**.

4. A "Please select a reason" form will come into view.

   Tap a reason:

   • **[Inappropriate]**

   • **[Abusive]**

   • **[Commercial]**

   • **[Posted in error]**

If you tap **[...]** again, you will see the message **Post flagged**.

# 18.6. How to Post Public Messages with Nextdoor for Android

To post a new public message:

1. Tap **+** at the top right corner of the screen.

2. • To post a new public message:

   1. Tap **[POST]**. A "CHOOSE NEIGHBORS" screen will come into view.

   2. Select who can see your message:

      • *your neighborhood's name* **only**: Tap this if you want only your neighborhood's residents to see your message.

      • *your neighborhood's name* **+ Nearby**: Click this if you want Nearby Neighborhood residents to see your message.

      ### Note

         If no Nearby Neighborhoods are turned on, you will not see this.

      After you tap *your neighborhood's name* **+ Nearby**, a list of your Nearby Neighborhoods will come into view. To not send the message to one or more Nearby Neighborhoods, tap ✅ to the right of that neighborhood's name.

- the names of your groups: If you are a member of one or more groups, you will see the groups' names on the list. Click a group name if you want only members of that group to see your message.

3. Tap **[NEXT]** at the top right corner of the screen.

4. Use the onscreen keyboard to type a subject (description) of the message.

5. Tap in the "Message" box. Use the onscreen keyboard to type your message.

6. To add a photo to your message:

   a. Tap 📷 at the bottom right corner of the "Write a message" box.

   b. To select a photo from your Android device, tap **Choose Photo from Gallery**, then select a photo. To take a new photo, tap **Take a Photo**.

      ## Note

      To not add a photo to your message, tap **Cancel**.

7. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE A CATEGORY" screen will come into view.

8. Tap ○ to the right of the best category for your message (**Classifieds**, **Crime & Safety**, **Free Items**, **General**, **Lost & Found**, or **Recommendations**).

9. To post the message, tap **[SEND]** at the top right corner of the screen.

   ## Note

   To cancel the message, tap **[BACK]** two times, then **[CANCEL]**.

- To post a photo:

  1. Tap **[PHOTO]**.

  2. To take a new photo, tap 📷. To select a photo from your Android, tap 🖼.

     ## Note

     To not add a photo to your message, tap **X** at the top left corner of the screen.

     The photo you take or select will come into view.

  3. To use this photo, tap **[USE THIS PHOTO]**. To take or select a new photo, tap 📷 at the top left corner of the screen to go back one screen.

  4. A "WRITE A MESSAGE" screen will come into view.

  5. Tap in the "Add a subject" box. Use the onscreen keyboard to type a subject (description) of the photo.

6. Tap in the "Write a message" box. Use the onscreen keyboard to type a message about the photo.

7. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE NEIGHBORS" screen will come into view.

8. Select who can see your photo:

    - *your neighborhood's name* **only**: Tap this if you want only your neighborhood's residents to see your photo.

    - *your neighborhood's name* **+ Nearby**: Click this if you want Nearby Neighborhood residents to see your photo.

      ## Note

      If no Nearby Neighborhoods are turned on, you will not see this.

      After you tap *your neighborhood's name* **+ Nearby**, a list of your Nearby Neighborhoods will come into view. To not send the photo to one or more Nearby Neighborhoods, tap ✅ to the right of that neighborhood's name.

    - the names of your groups: If you are a member of one or more groups, you will see the groups' names on the list. Click a group name if you want only members of that group to see your photo.

9. Tap **[NEXT]** at the top right corner of the screen. A "CHOOSE A CATEGORY" screen will come into view.

10. Tap ○ to the right of the best category for your photo (**Classifieds**, **Crime & Safety**, **Free Items**, **General**, **Lost & Found**, or **Recommendations**).

11. To post the photo, tap **[POST]** at the top right corner of the screen.

    ## Note

    To cancel the message, tap **[BACK]** two times, then **[CANCEL]**, then **[DISCARD]**.

- To send an urgent alert:

  ## Caution

  Only send urgent alerts for crime or safety issues that your neighbors must know about immediately. If applicable, call 911 before you send an urgent alert.

  1. Tap **[ALERT]**.

  2. Use the onscreen keyboard to type your message.

### Note

The message can be no more than 110 characters long. Nextdoor for Android shows the number of available characters at the bottom right corner of the "Write a message" box. If you type more than 110 characters, the number will be red.

3. To post the message, tap **[POST]** at the top right corner of the screen.

### Note

To cancel the message, tap **[CANCEL]**.

- To send an invitation to join Nextdoor, tap **[INVITATION]**. For help with invitations, see Section 17.1.10, "How to Invite Your Neighbors to Join with Nextdoor for iPhone".

## 18.6.1. How to Delete Your Public Messages

When you post a public message, you cannot make changes to that message. But you can delete the message.

To delete a public message that you posted:

1. Find the message that you want to delete.

2. Tap the subject (description) of the message to see the full message.

3. Tap **[...]** below the message.

4. Tap **Delete Post**.

5. Tap **[Yes, Delete]** button.

### Note

To not delete the message, tap **[CANCEL]**.

# 18.7. How to Send and Read Private Messages with Nextdoor for Android

When you tap **[REPLY]** on a message posted by a neighbor, neighbors who can see the initial message can see your name and message. If you do not want other neighbors to see your information, you can send a private reply.

To send a private reply to a public message:

1. Tap the subject (description) of the message to see the full message.

2. Tap **[...]** below the message.

3. Tap **[Send Private Message]**.

4. Use the onscreen keyboard to type your message.

5. To send your message, tap **[SEND]** at the top right corner of the screen.

### Note

To not send the message, tap **[CANCEL]** at the top left corner of the screen.

You can also send a private message that is not a reply to a public message. For help with this, see Section 17.1.9, "How to Find a Neighbor with Nextdoor for iPhone".

Nextdoor keeps copies of your private messages in your Inbox.

To read messages in your Inbox:

1.    Tap ☰ at the top left corner of the screen.

2.    Tap **Inbox**. A list of messages in your Inbox will come into view. You can use your finger to drag up or down to scroll through the list.

3.    To see a full message, tap the subject (description) of the message.

To send a private reply to a message in your Inbox:

1.    While you can see the full message, tap in the "Add a reply..." box at the bottom of the message.

2.    Use the onscreen keyboard to type your reply.

3.    To send your reply, tap **[SEND]** at the top right corner of the screen.

### Note

To not send the reply, tap **[CANCEL]** at the top left corner of the screen. Tap **<** at the top left corner of the screen to go back to your Inbox.

# 18.8. How to Use Groups on Nextdoor for Android

You can use Nextdoor for Android to read and post messages in groups of which you are a member.

### Note

To see a list of all public groups, to join a group, or to make a new group, use the Nextdoor website. For help with groups on the website, see Chapter 9, *Groups*.

To read messages in a specified group:

1.    Tap ☰ at the top left corner of the screen.

2.    Tap the group's name in the "GROUPS" section. A list of messages in that group will come into view.
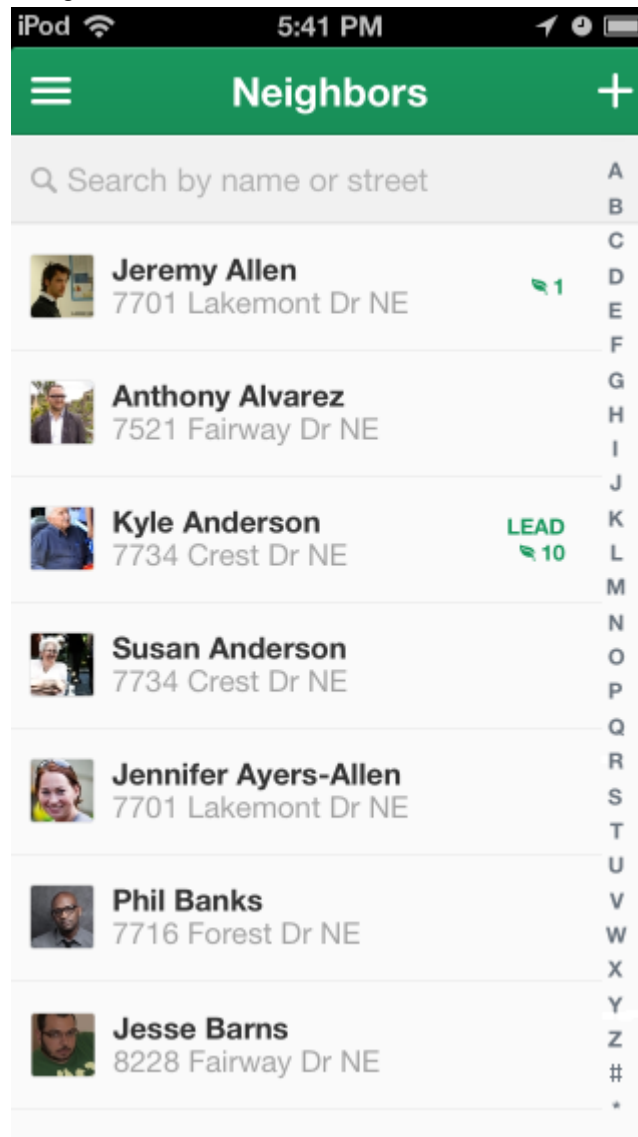
To post a message in a group:

1.    Tap **+** at the top right corner of the screen to start a new message.

2.    Tap **[POST]**. A "CHOOSE NEIGHBORS" screen will come into view.

3.    Tap ○ to the right of the group's name.

4.    Finish and send the message as usual.

**Note**

For help with this, see Section 17.1.6, "How to Post Public Messages with Nextdoor for iPhone".
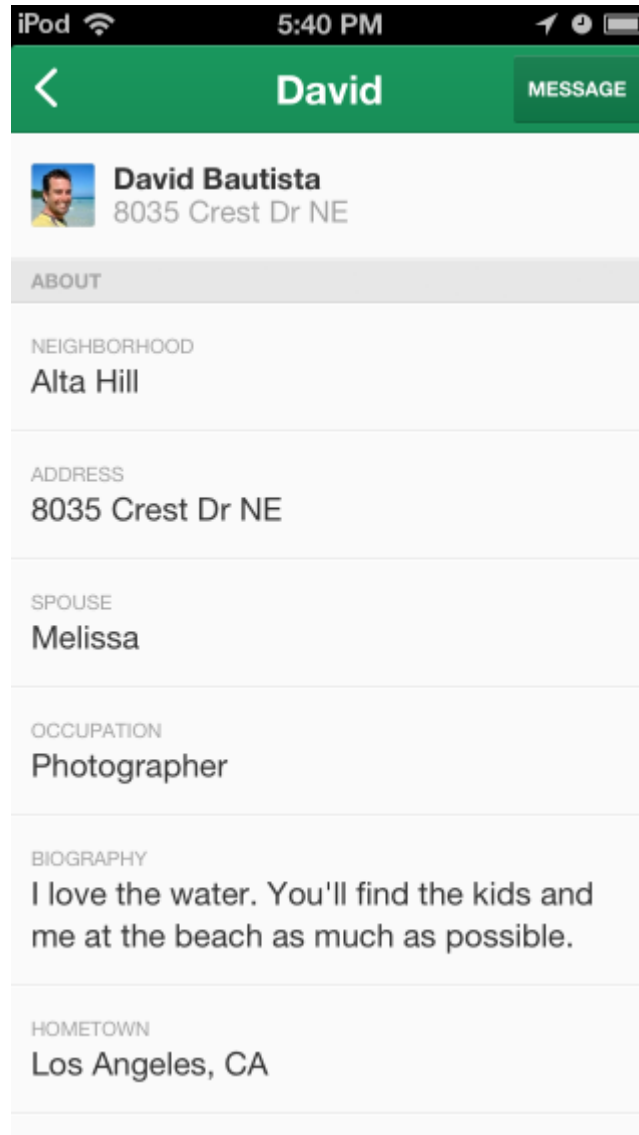
# 18.9. How to Find a Neighbor with Nextdoor for Android

1. Tap ≡ at the top left corner of the screen.

2. Tap **Neighbors**. A list of neighborhood residents will come into view:



3. You can use your finger to drag up or down to scroll through the list. Or you can search for a neighbor by their name or street name:

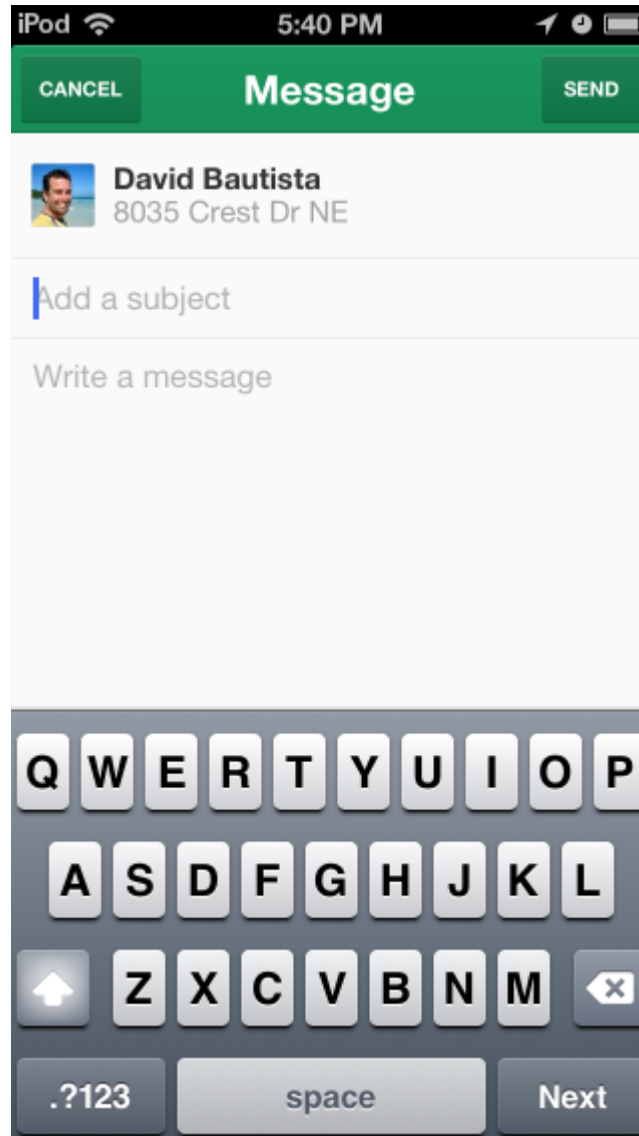   a. Tap **Search by name or street** at the top of the screen.

b. Type part or all of the neighbor's first or last name, or street name. Results will come into view as you type.

4. When you see the neighbor's name, tap the name. The neighbor's profile screen will come into view:



You can send a neighbor a private message from their profile page.

To send a neighbor a private message:

1. Tap **[MESSAGE]** at the top right corner of their profile page. A new screen will come into view:

2. Tap in the "Add a subject" box. Type a subject (description) for the message.

3. Tap in the "Write a message" box. Type your message.

4. To send your message, Tap **[SEND]** at the top right corner of the screen.

### Note

To not send the message, tap **[CANCEL]** at the top left corner of the screen.

## 18.10. How to Invite Your Neighbors to Join with Nextdoor for Android

Nextdoor works best when all your neighbors are members! As a member, you can invite other neighborhood residents to join.

## Note

You can also invite people who do not live in your neighborhood to join Nextdoor. When they make their Nextdoor account, they will give Nextdoor their street address. Their account will be automatically added to their neighborhood's Nextdoor site, if it has one. If their neighborhood does not have a Nextdoor site, Nextdoor will invite them to start a site for their neighborhood.

If you know a neighbor's email address, you can use it to invite them to join Nextdoor. This is the fastest procedure to let your neighbor join Nextdoor.

To send an invitation by email:

1.  Tap ☰ at the top left corner of the screen, then tap **Invite Neighbors**.

    ## Note

    Or tap **+** at the top right corner of the home screen, then tap **[INVITATION]**.

2.  The "ALL CONTACTS" list, which shows information from your Android's Contacts list, will come into view. You can use your finger to drag up or down to scroll through the list. Or you can search for a neighbor by their name or email address:

    a.  Tap in the "Add an email or search by name" box near the top of the screen.

    b.  Use the onscreen keyboard to type part or all of the neighbor's name. Results will come into view as you type.

    c.  Tap ○ to the left of the names of the persons you want to send invitations to.

    To send an invitation to an email address that is not on the "ALL CONTACTS" list:

    1.  Tap in the "Add an email or search by name" box near the top of the screen.

    2.  Use the onscreen keyboard to type the email address.

    3.  Tap **[ADD** `email address`**]**.

    ## Note

    If you want to send an invitation to *all* the people on your Contacts list, tap **[SELECT ALL]** at the bottom left corner of the screen.

    To change all the email addresses you have selected to not selected, tap **[SELECT NONE]** at the bottom right corner of the screen.

3.  If you want, repeat the step above to select more email addresses.

4.  Tap **[NEXT]** at the top right corner of the screen. An "Invitation" screen will come into view. The `Inviting # person/people` message near the top of the screen shows how many email addresses you selected.

5.  You will see this message:

    > `My neighborhood is using a private online network called Nextdoor`*your*
    > *neighborhood's name*`. On our Nextdoor site, neighbors share community`

```
events, recommendations, items for sale, crime reports, ideas about how to
improve our neighborhood and more. I think you and your neighborhood could
benefit too.
```

If you want, use the onscreen keyboard to change the message.

6. When the message is satisfactory, tap **[SEND]** at the top right corner of the screen to send the invitation.

## Note

To not send the invitation, tap **<** at the top left corner of the screen, then tap **[CANCEL]**.

You can also use **Share This App** to send a person an email about Nextdoor. The email includes a link to download Nextdoor for Android.

To use **Share This App**:

1. Tap **≡** at the top left corner of the screen.

2. Tap **Share This App**.

3. Tap the **Mail** icon. A "New Message" screen will come into view.

4. Tap in the "To" box. Use the onscreen keyboard to type an email address.

## Note

Or, to select an email address from your Android Contact list, tap ⊕ at the right side of the "To" box.

5. Tap in the "Subject" box. Use the onscreen keyboard to type a subject (description) of the message.

6. You will see the message:

```
Join @Nextdoor, the private social network for neighborhoods, and start
connecting with your neighbors.
```

The message includes a link to download Nextdoor for Android. If you want, use the onscreen keyboard to change the message. But if you want to include the link to download Nextdoor for Android, make sure not to delete or change the link.

7. When the message is satisfactory, tap **[Send]** at the top right corner of the screen to send the message.

## Note

To not send the message, tap **[Cancel]** at the top left corner of the screen. Then tap **[Delete Draft]** to discard the message.

## 18.10.1. How to Welcome New Members

When a neighbor joins Nextdoor, you will see the message `neighbor's name` **joined** on the home screen. If you want to, you can welcome the new neighbor to Nextdoor, and/or add a public message.

## Caution

When you tap **[WELCOME]** below a message about a new neighbor, Nextdoor members in your neighborhood can see your name. If you tap **[REPLY]**, Nextdoor members in your neighborhood can see your message.

To welcome a new neighbor, tap **[WELCOME]** below the message about the new neighbor.

## Note

If one or more neighbors welcome the new neighbor before you do, you will see a number at the right side of **[WELCOME]**. For example, you will see **[WELCOME|2]** if two neighbors welcomed the new neighbor.

To send a public message to the neighbor:

1.  Tap **[REPLY]** below the message about the new neighbor.

    ### Note

    If one or more neighbors reply to the message before you do, you will see a number at the right side of **[REPLY]**. For example, you will see **[REPLY|2]** if two neighbors replied to the message.

2.  An "Add a reply" box will come into view. Use the onscreen keyboard to type your message.

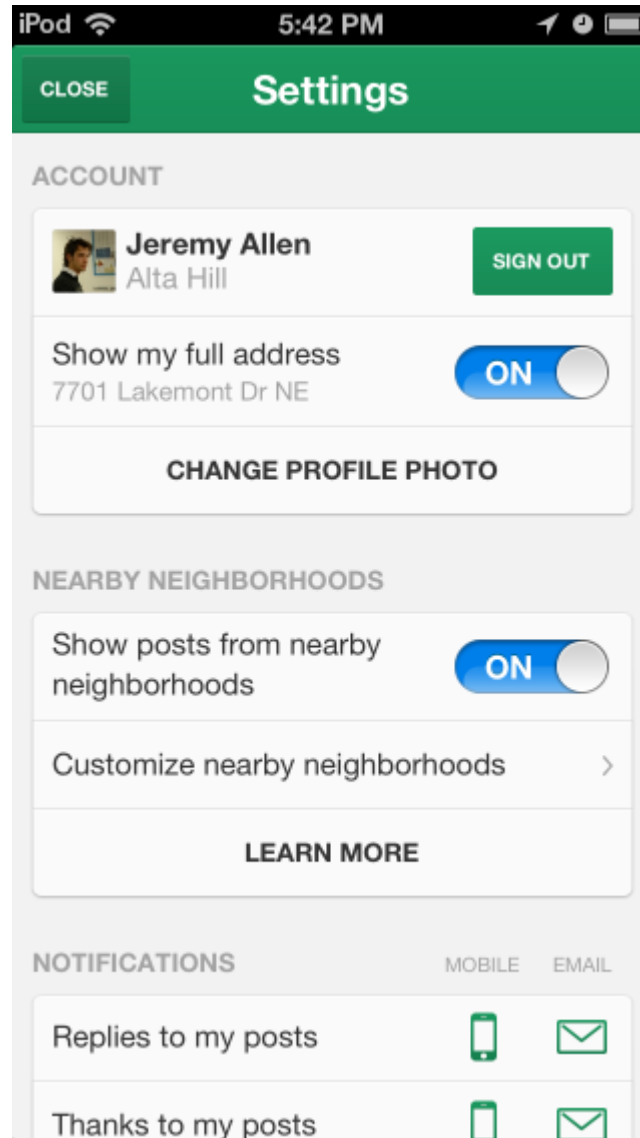3.  To send your reply, tap **[SEND]** at the top right corner of the screen.

    ### Note

    To not send a reply, tap **[CANCEL]** at the top left corner of the screen.

# 18.11. How to Change Your Settings with Nextdoor for Android

To change your Nextdoor settings with Nextdoor for Android:

1.  Tap ≡ at the top left corner of the screen.

2.  Tap **Settings**. A "Settings" screen will come into view:

3.  You can use the "Settings" screen to:

    • sign out of Nextdoor. To sign out, tap **[SIGN OUT]**. The message `Are you sure you want to sign out of the app?` will come into view. If you want to sign out, tap **[Sign Out]**.

    ## Note

    > If you do not want to sign out, tap **[Cancel]**.

    • tell Nextdoor to show your full address or only your street name to your neighbors. To show your full address, make sure **Show my full address** is set to `ON`. To show only your street name, make sure **Show my full address** is set to `OFF`.

    • change your profile photo.

    To change your profile photo:

1. Tap **CHANGE PROFILE PHOTO**.

2. • To take a new photo with your Android, or to select a photo from your Android:

   1. Tap **[Take or Choose Photo]**.

   2. To take a new photo, tap . To select a photo from your Android, tap .

   ### Note

   To not change your profile photo, tap **X** at the top left corner of the screen.

   The photo you take or select will come into view.

   • To use your Facebook profile photo as your Nextdoor profile photo

   1. Tap **[Use Facebook Photo]**.

   2. If you are not signed in to your Facebook account, use the onscreen keyboard to type your email address or phone number and password. Tap **[Log In]**.

• change your Nearby Neighborhood settings:

  • If you want to see messages from Nearby Neighborhoods, make sure **Show posts from nearby neighborhoods** is set to ON. If you do not want to see messages from Nearby Neighborhoods, make sure **Show posts from nearby neighborhoods** is set to OFF.

  • To change which Nearby Neighborhoods are turned on:

    1. Tap **Customize nearby neighborhoods**. A map of your neighborhood and its Nearby Neighborhoods will come into view. You will see a list of Nearby Neighborhoods at the right side of the map.

    2. To see messages from a specified neighborhood, make sure the **ON**/**OFF** button to the right of its name is set to ON. If you do not want to see messages from a specified neighborhood, make sure the **ON**/**OFF** button to the right of its name is set to OFF.

    3. When your Nearby Neighborhoods settings are correct, tap **<** at the top left corner of the screen.

  • To see more information about Nearby Neighborhoods, tap **LEARN MORE**.

• tell Nextdoor if you want to receive mobile notifications (with Nextdoor for Android) or email notifications for different message categories.

  You can receive notifications with Nextdoor for Android, email, or both, for these categories:

  • **Replies to my posts**

  • **Thanks to my posts**

  • **Neighbors welcoming me**

  • **Urgent post alerts**

- **New neighbors joining**

- **Crime & Safety posts**

- **Classifieds posts**

- **Free items posts**

- **Lost & Found posts**

- **Recommendations posts**

- **Neighbor posts**

- **Nearby neighbor posts**

- **Neighbor replies**

- **Nearby neighbor replies**

You can receive notifications with Nextdoor for Android for these categories:

- **Private messages**

- **Daily activity summary**

If the mobile ( ) or email ( ) icon to the right of a category is green, notifications are on for that mode and category. If the icon is gray, notifications are off for that mode and category. To change the notification setting for a category, tap or .

# 18.12. How to Get Help for Nextdoor for Android

If you have a question or problem related to Nextdoor:

1. Tap ☰ at the top left corner of the screen.

2. Tap **Help**. A "Nextdoor | FAQ" (Frequently Asked Questions) screen will come into view:
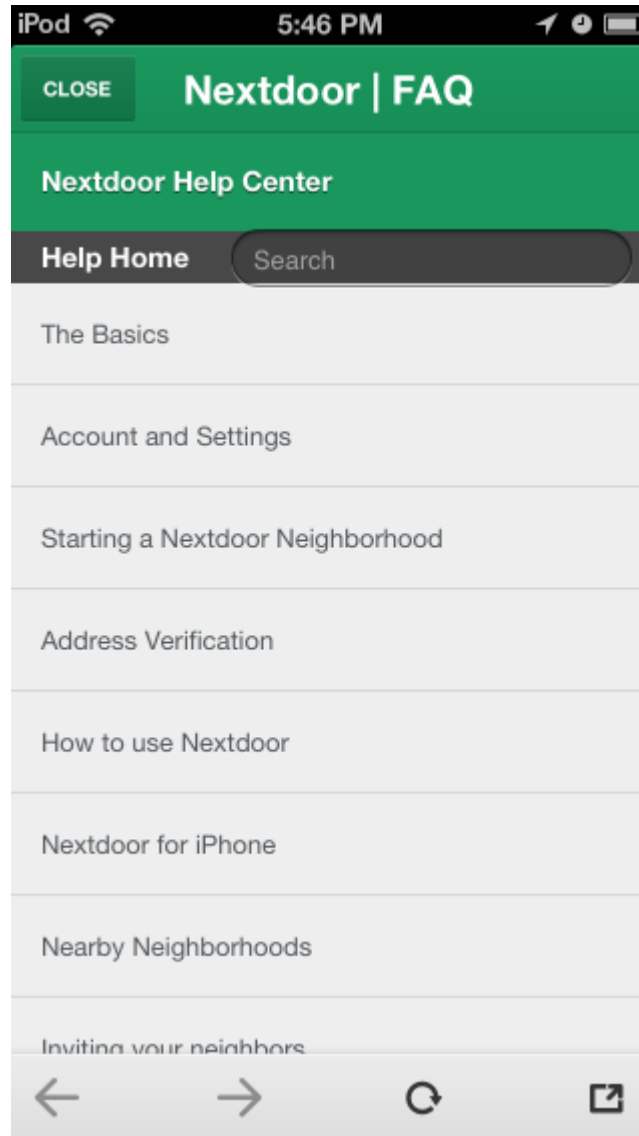
The "Nextdoor | FAQ" screen has a list of categories, such as "The Basics," "Account and Settings," and "Nextdoor for Android."

3. You can use your finger to drag up or down to scroll through the list of categories on the "Nextdoor | FAQ" screen. To see more information about a category, tap the category's name. A list of articles in that category will come into view. Tap an article's name to see the full article.

4. If you do not see an article with the information you want, tap in the "Search" box at the top of the screen. Use the onscreen keyboard to type a word or phrase (such as `password`). Then tap **[Go]** at the bottom right corner of the screen. A list of articles that contain your word or phrase will come into view.

5. To close the "Nextdoor | FAQ" screen, tap **[CLOSE]** at the top left corner of the screen.

You can send a message to Nextdoor's technical support department:

• if you cannot find the information you want on the "Nextdoor | FAQ" screen.

- if you have a problem or see an error message more than one time in Nextdoor for Android.

## Note

Before you send a message about a problem or error message, sign out of Nextdoor for Android, then sign back in. This will possibly repair the problem.

- to tell Nextdoor about a change that you want in Nextdoor for Android.

To send a message to Nextdoor's technical support department:

1. Tap ≡ at the top left corner of the screen.

2. Tap **Contact Us**.

3. • To tell Nextdoor about a problem or error message, tap **[Report a Problem]**.

   • To tell Nextdoor about a change that you want in Nextdoor for Android, tap **[Submit Feedback]**.

4. Nextdoor for Android will start a new email message. The "To," "From," and "Subject" boxes will be completed for you. The body of the message will contain `I found this issue:` or `I have this feedback:`.

5. Tap in the body of the message, below `I found this issue:` or `I have this feedback:`. Use the onscreen keyboard to type a message about the problem or the change that you want.

6. To send your message, tap **[Send]** at the top right corner of the screen.

## Note

To not send the message, tap **[Cancel]** at the top left corner of the screen. Then tap **[Delete Draft]** to discard the message.