



Roseville’s Nextdoor “Did You Know” Tips

Prepared by Roseville’s Nextdoor Leads

Table of Contents

| | |
|--|---|
| DYK Tip # 1 – Too many emails? | 2 |
| DYK Tip #2 – Don’t want to get updates for a specific discussion?..... | 2 |
| DYK Tip #3 - How much do your neighbors know about you? | 2 |
| DYK Tip #4 - What does the City know? | 3 |
| DYK Tip #5 – Don’t want to hear from a specific person? | 3 |
| DYK Tip #6 – What are these “Nearby Neighborhoods”? | 3 |
| DYK Tip #7 – I started this topic and now it’s resolved/closed! | 4 |
| DYK Tip #8 – Got something to sell or donate? | 4 |
| DYK Tip #9 – See something you want to buy or get for free? | 5 |
| DYK Tip #10 – Can you recommend.... .. | 5 |
| DYK Tip #11 – Between you and me... .. | 5 |
| DYK Tip #12 – Creating groups within your neighborhood | 6 |
| DYK Tip #13 – How were Roseville Neighborhoods decided? | 6 |
| DYK Tip #14 – What is a Neighborhood Lead? | 7 |
| DYK Tip #15 – Nextdoor guidelines for neighborly behavior | 7 |
| DYK Tip #16 – Think a posting is really inappropriate? | 8 |
| DYK Tip #17 - Report a member to Nextdoor..... | 8 |
| DYK Tip #18 – Where is that posting?!..... | 8 |
| DYK Tip #19 – Never posted a message yourself? | 8 |
| DYK Tip #20 – Looking for a “document” referred to in a post?..... | 9 |

Roseville's Nextdoor "Did You Know" Tips 2015

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DYK Tip # 1 – Too many emails?

Did you know you have lots of control over the number of emails you receive? Maybe you love hearing from Nearby Neighborhoods - maybe you don't? Want to know when neighbors have things to see or donate – or maybe you have enough stuff? You have lots of choices under your personal Settings, including:

- Choose to get emails immediately, daily or none at all – by classifications
- Choose to see posts from your neighborhood only or to include Nearby Neighborhoods
- Choose the topics you want to see - Crime versus Classifieds, etc.
- Many more...

To update your settings, in the upper right hand corner, click on your name, then choose "Settings". You will be on the "Email" tab.

You can also make changes on the mobile versions, but you have more options by going online. See Nextdoor's page on [How to change your email settings](#).

DYK Tip #2 – Don't want to get updates for a specific discussion?

We've all been there. Enough already! I don't want to hear anymore about XYZ that others are *really* excited about. You can "Mute" any discussion. When you mute a discussion or post, the entire conversation is removed for you, and you won't get any more updates.

If you are online:

- Click on the arrow next to Reply
- Click Mute Discussion

On i-Phone or Android:

- Tap anywhere on the post.
- Scroll down to the bottom.
- Tap the three vertical squares or "... " icon at the bottom right of the post.
- Select Mute.

If you know of anyone who stopped using Nextdoor because of the volume of emails, please let them know that there are new features that can help.

See Nextdoor's page on [How to mute a discussion](#).

DYK Tip #3 - How much do your neighbors know about you?

Besides controlling how much email you receive, you can also control how much of your personal information is shared. Under Settings and Privacy you can choose to share:

- your house number, or just your street name.
- show your profile to just your neighborhood or with nearby neighborhoods.
- Nearby neighborhoods can see your name, neighborhood and profile photo if you post a message to those neighborhoods, but you can choose to share other sections of your profile with them as well.

Roseville's Nextdoor "Did You Know" Tips 2015

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To update your settings, in the upper right hand corner, click on your name, then choose "Settings", then the Privacy tab.

For i-Phone, click the More icon in the bottom right corner, then Settings, then Privacy.

For Android, tab Nextdoor in the top left corner, then the small gear icon next to your name, then Privacy.

For more information, go to <https://help.nextdoor.com/> and type "Privacy" in the Nextdoor search bar.

DYK Tip #4 - What does the City know?

This is a tool that is completely self-managed by residents. No one in the City can ever see any neighborhood postings *unless* they are also a resident of that neighborhood. If someone is a resident, that person can participate just like anyone else who lives in Roseville. Therefore it is very important to make sure that if you see a posting you think someone in the City should be aware of, remind members to contact the City through normal channels.

Thru the Nextdoor "City Program", the City of Roseville facilitated the establishment of neighborhoods in Roseville to ensure that everyone can be part of a neighborhood. This also gives the city the ability to send out messages to all or to select neighborhoods. The City has been very cautious to limit the number of postings they make. This is always a one way communication unless you choose to respond to a city post. If an individual responds to a City post, the City will in this particular instance, be able to see it.

The City can also get statistics on the number of members in each neighborhood, how many new members are added each month, and the number of postings in a neighborhood in the past 30 days. Since Nextdoor is self-managed by residents, we sometimes ask for this information when we are promoting Nextdoor in Roseville.

DYK Tip #5 - Don't want to hear from a specific person?

Mute 'em! If you mute someone, you (and only you) won't see their posts or comments anymore, and their content will be removed from your views. And the best part - they won't even know you did it!

To do it:

- Click on the person's name - which opens his/her profile
- Click on the three dots ... under his/her name. Note on Android phones, click three vertical squares.
- Click MUTE in the pop-up window to confirm.

See more on Nextdoor's page on [How to mute a person you don't want to hear from.](#)

DYK Tip #6 - What are these "Nearby Neighborhoods"?

Initially you could only connect with your neighborhood, but there were many reasons why members wanted to connect with a larger community, so Nextdoor added the Nearby Neighborhoods feature. With it, you can connect with other neighborhoods that are closest to you geographically.

But you may not want to connect with that many people! Under Settings you can:

- Restrict the list of neighborhoods you want include
- Specify how often you want to receive emails from Nearby Neighborhoods.

Roseville's Nextdoor "Did You Know" Tips 2015

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Also anytime you post a message you choose whether you want to include Nearby Neighborhoods. Please be considerate in posting to Nearby Neighborhoods. Is your post relevant to everyone in all the neighborhoods? Only some? Due to the potential that some posts to nearby neighborhoods can reach over a thousand people, Nextdoor has a pop-up that allows you to reconsider and modify your selection before sending. Please take a moment and consider this option before posting.

To update your Settings:

- in the upper right hand corner, click on your name
- choose "Settings"
- click on Nearby Neighborhoods tab.
- You will see the email settings immediately or you can click on Personalize your list of nearby neighborhoods. On mobile devices there are a limited number of settings available.

For more information, go to <https://help.nextdoor.com/> and type "Nearby Neighborhoods" in the Nextdoor search bar.

DYK Tip #7 – I started this topic and now it's resolved/closed!

If you created a post and you got the answer to your original question, offered something for sale that's no longer available, found your cat, or just started a discussion that has gone off topic...Good news! As the poster (or a lead) you can close a discussion to prevent further comments. Your fellow members will thank you!

If you are online:

1. Click on the arrow next to Reply
2. Click Close Discussion

On i-Phone or Android:

3. Tap anywhere on the post.
4. Scroll down to the bottom.
5. Tap the three vertical squares or "... " icon at the bottom right of the post.
6. Select Close.

DYK Tip #8 – Got something to sell or donate?

It's great to be able to sell and donate things to your neighbors instead of the whole world on a site like Craig's List. It might be hard to believe, but not everyone is interested in the details! Here are few tips if you are selling/donating:

- #1 - Pick a Category when you post (Classified or Free Items). This is important because under "Settings" members can choose if they want to see these postings or how often.
- # 2 - Tell people to use Private Message to respond to your post so everyone does not have to see the back and forth. This is a pet peeve for many so the more we can encourage and assist neighbors in getting familiar with this feature, the better.
- #3 - When done, Close the post so people can no longer reply.

Roseville's Nextdoor "Did You Know" Tips 2015

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DYK Tip #9 – See something you want to buy or get for free?

It's very exciting to find the perfect item for sale or free, isn't it? However, most of your neighbors aren't interested! Here are a couple of tips when you find an item that you might just have to have:

- # 1 – Do NOT reply! Use "Private Message" to get information about the item and work out details.
- # 2 – We hope the seller will Close the post, but if you notice people are still responding and you know you got the item, please do reply and let them know it found a good home.

DYK Tip #10 – Can you recommend....

Knowing who your neighbors recommend is my favorite use of Nextdoor. Sometimes I see a recommendation I want to remember for later, and there are lots of options here...

1. When you make a request, select the Category of Recommendation. Then everyone can find the posting under Recommendations on the left menu under Categories.
2. Bookmark the posting, so you can find it later.
 - a. On the post, next to "Reply", click on [...]. Choose Bookmark.
 - b. You can find all your Bookmarks by clicking your name in upper right corner.
3. Use Search Feature. At the very top in the Search box, type "handyman", "accountant" or anything else, and all related postings will display.

For more information, see Nextdoor's pages on [Recommendations](#) and [Bookmarks](#).

DYK Tip #11 – Between you and me...

Did you know you don't have to reply to everyone? You can send a private message to one person. This is especially important if you are sharing any personal information to arrange for a babysitter or to pick up an item for sale, etc. If you send a private message, the member will receive it as an email. To send a private message:

If you are online:

1. Click on the arrow next to Reply
2. Click Close Discussion

On i-Phone or Android:

3. Tap anywhere on the post.
4. Scroll down to the bottom.
5. Tap the three vertical squares or "... " icon at the bottom right of the post.
6. Select Close.

You can also send a message to someone anytime by clicking on his/her name. That opens the person's profile, and there is an option to "Send a Private Message".

https://help.nextdoor.com/customer/portal/articles/970177-how-to-send-a-private-message?b_id=98

Roseville's Nextdoor "Did You Know" Tips 2015

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DYK Tip #12 – Creating groups within your neighborhood

Anyone can create a group of neighbors for those who share the same interest so you can exchange messages with just the group members (instead of the whole neighborhood or nearby neighborhoods). Examples of groups might include neighborhood watch volunteers, book club members, residents of a specific block, cyclists, seniors, HOA members, bridge players, wine enthusiasts, or parents of toddlers. Some neighborhoods even use this for pet registries for use if a pet is lost. Your group can be public or private. Here are the differences between the two types:

Public groups:

- Are open to anyone in the neighborhood.
- Allow any neighbor to join the group immediately, without waiting for approval.
- Allow any neighbor to read the group's messages or comment, whether or not they have joined.
- Have public member lists.

Private groups:

- Are limited to just the moderator adds or approves people a.
- Have messages which are only viewable by the members of the group.
- Have private member lists (except for the moderators who are always listed).

On the left hand side of the page towards the bottom, you will see an option for Groups. That is where you go to create a group. There's lots of information about Groups on the Nextdoor Support Site. Go to <https://help.nextdoor.com/>, and type "Groups" for more information.

***IMPORTANT NOTE ON GROUPS: Currently groups can only include members from your neighborhood. They cannot cross neighborhoods. According to the Nextdoor Leads Forum, they have plans to add cross neighborhood groups in the future (no date given).

DYK Tip #13 – How were Roseville Neighborhoods decided?

Ever wonder how the neighborhood borders were decided? Nextdoor has a "City Program". When the City of Roseville decided they wanted to facilitate neighborhood connections, they worked with Nextdoor to create the neighborhoods. Nextdoor had recommendations on the size (best between 750 & 1000 households), and boundaries (major streets). These criteria lined up with the Roseville Parks constellation boundaries and the fifteen (15) Roseville Neighborhoods were formed!

One major advantage to having the city decide the boundaries was that everyone in Roseville is in a neighborhood. As you can imagine, everyone has an opinion. Changes to boundaries of established neighborhoods, though possible, would be fraught with opinions. The good news is that in the time since the Roseville Neighborhoods were created, Nextdoor has added - and continues to add - new features to make it possible for people to connect within and outside of the neighborhood boundaries (e.g. public/private groups and Nearby Neighborhoods). Yes, for those asking, according to their National Leads Forum, they say they will add cross neighborhood groups at some point.

Interesting fact: As of September 2014, Nextdoor had over 49,000 neighborhoods!

Roseville's Nextdoor "Did You Know" Tips 2015

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The Nextdoor logo consists of a green square with a white house icon and the word "Nextdoor" in white text to its right.

DYK Tip #14 – What is a Neighborhood Lead?

Each Roseville Nextdoor neighborhood has 1 or more Leads. Most of the leads in Roseville were initially assigned automatically by Nextdoor because they were the most active inviters in each of the neighborhoods when the Nextdoor was launched by the City in 2012. Since that time, an existing lead may add other members of their neighborhoods as an additional Lead in their neighborhood. Nextdoor may also grant Lead status to members who request lead status based on the fact that they hold what Nextdoor describes as real-world leadership positions within the neighborhood (e.g. Neighborhood Association or Homeowners Associations leaders, Neighborhood Watch Captains, CERT leaders).

The purpose of having leads is to have someone in each neighborhood who can verify that a request to join actually is from a resident living in the neighborhood, help with how-to questions, clarify notifications members receive or to advise on resolving disputes occurring in your Nextdoor neighborhood.

Don't know who the Leads are in your neighborhood? Go to the list of neighbors, and there is a tab labeled "Leads" and it also says "Lead" next to the person's name on the neighbor list.

Leads receive access to additional features and functionality in Nextdoor. For a tour of the features, click this link: https://nextdoor.com/news_feed/?tour=leads

DYK Tip #15 – Nextdoor guidelines for neighborly behavior

Guidelines are just that, but with 49,000 neighborhoods, Nextdoor has a lot of experience with what neighborly behavior looks like. Nextdoor says their mission is to use the power of technology to build stronger and safer communities everywhere. They hope to inspire each Nextdoor member to be a better neighbor. They challenge members to hold themselves, and each other, to the highest standard of neighborly behavior with these guidelines:

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

Roseville's Nextdoor "Did You Know" Tips 2015

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DYK Tip #16 – Think a posting is really inappropriate?

Luckily we have had very little of this in Roseville - but just in case - you can flag a message, and your Neighborhood Lead can review the message, and if he/she decides it does not meet the Nextdoor Guidelines, the Lead can remove the message completely. The person will be told someone flagged his message, but not who flagged it.

To do it:

- Click on the arrow next to Reply
- Click Flag

There is more detail on Flagging a post under Nextdoor Help:

https://help.nextdoor.com/customer/portal/articles/1153496-flagging-a-post-or-reply?b_id=98

DYK Tip #17 - Report a member to Nextdoor

To help ensure neighborhood security, if someone in your neighborhood is using a fake name, has duplicate accounts, or does not live at the address they've listed on their profile, or if it is a business or organization, we encourage you to report that member so Nextdoor can work with them to get their account updated. Currently all reports will be sent directly to Nextdoor Support for evaluation and resolution.

- Click on his/her name
- Click on the three dots ... under his/her name (which gives you option of Report).
- Click REPORT
- Select a reason and provide additional details
- Click Report again.

See more information on [how and when to report a member on Nextdoor](#).

DYK Tip #18 – Where is that posting?!

Like finding your car keys, sometimes you just can't find something in Nextdoor that you know is there! It might be a posting about the ever popular handyman, or a post from a particular person, etc. Use Search! On the top of the page, in the Search box, enter a word or name, and voila! There you go!

As far as I can tell, this feature is currently only available in the web browser version, not the mobile versions, but Nextdoor keeps adding new features, so you may see it in the future.

DYK Tip #19 – Never posted a message yourself?

After all these tips, are you ready to post your first message? It is very easy to do.

At the top of your newsfeed, click in the box which says "Post a message, event or urgent alert to neighbors". It opens a window:

Roseville's Nextdoor "Did You Know" Tips 2015

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--"Choose your neighbors" by clicking on the down arrow. Here you can choose just your neighborhood, or you can choose your neighborhood and nearby neighborhoods. You can even choose 'Select Neighborhoods' if you want to pick specific neighborhoods. The great thing is it tells you how many members will receive your message.

--'Subject' – Use this to let members quickly know what the posting is about. Instead of 'Cat', try 'Lost Cat', 'Found Cat', 'Free Cat', or 'Cat for Sale' so members immediately know what the posting is about.

--'Write Message'. This is the text of the message. Encourage members to respond via "Private Message" when arranging for buying and selling items or exchanging details and contacts for things like babysitters.

--'Choose Category'. Very important! Members choose what categories of messages they want to see and how often. This also helps members find the message later.

--'Attachments'. Click on the camera in the lower left corner and you can attach pictures. You can even attach documents.

DYK Tip #20 – Looking for a “document” referred to in a post?

The [Documents](#) category is a place where neighbors can add, store, and access important files, including PDFs, documents, and images. Members use this area to upload things like:

- Various city agendas and/or minutes,
- Development proposals/plans
- Maps
- Other?

To access Documents on a **web browser**:

1. Visit [your neighborhood newsfeed](#).
2. Select **Documents** in the left column, under "CATEGORIES."

NOTE: Documents uploaded are visible only to your primary neighborhood. They are not visible to nearby neighborhoods so if you want a document to be visible to a posting to nearby neighborhoods – it should be attached to the post rather than uploaded to documents.