UNOE Website and App User Manual

For residents using the website and mobile apps

Reviewed November 8 2026

Use this guide on the UNOE website and supported app builds. Your account is shared between the website and app. Controls depend on permissions and the installed version. iPhone and iPad beta access uses TestFlight when available; an Android release does not automatically update iOS. The community map is https://unoe.app/map/.

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Read online https://unoe.app/manuals/
Community map https://unoe.app/map/
App downloads https://unoe.app/download/

Use My Profile for your Home Address. Use Search Address to explore a different address. Use Inbox for incoming messages; a new reply can be grouped under an existing conversation subject.

Create an account and sign in

Explore first

You can explore the public neighborhood map without an account. Sign in to save your Home Address, join your Home Neighborhood, RSVP, send private messages and use content limited to registered users. Registration supports Vanderburgh County, including areas without an organized neighborhood association.

Create and verify your account

Choose Create Account on the website or the registration option on the app sign-in screen. Enter your first and last names, email, password and confirmation. Passwords need at least 10 characters. Find your Home Address and select the matching result; include apartment or unit information separately. Enter the verification code sent to your email. Check spam before requesting a new code, and use the latest code.

Sign in on either interface

Use the same email and password on the website and app. A password eye icon reveals or hides what you typed where available. Remembered sign-in can expire and may require signing in again. Sign out on shared devices.

Forgot your password

Use the password-reset option on the sign-in screen and follow the email instructions. Never send your password or verification code in a bug report. A deleted account can be registered again after its email is released, but the new account does not inherit the old permissions or conversations.

My Profile and your Home Address

Set your residential address

Open My Profile and choose the Home Address or Change Home Address option. Search for the exact address, select the matching suggestion and save it. Preserve your apartment or unit details. A confirmed location inside a neighborhood boundary determines your Home Neighborhood. An address outside mapped neighborhoods can remain unassigned.

Keep searching separate from membership

The map Search Address field finds the neighborhood for an address you want to explore. It does not save that address as your home. Use My Profile to change where you live. Selecting or following a neighborhood also does not establish residential membership.

Check your map marker

After saving, return to the map and look for the Home Address marker. Your current GPS location and a meeting venue are separate markers. Hover over markers on a computer, or tap them on a touch device, to inspect the available location information.

Pickup schedules

Open My Profile and choose My Pickup Calendar on the website or app. Saving a new or changed Home Address queues an automatic Republic Services lookup. Previously registered accounts are included. Confirmed trash and recycling dates appear after verification; choose Refresh Pickup Calendar to reload them. You do not need to visit Republic. Uncertain results retry and do not remove county eligibility. Only dates verified for your exact address and unit are listed; do not assume a neighbor has the same schedule.

Explore the map and neighborhood profiles

Select a neighborhood

Tap or click a neighborhood boundary to open its preview. Check the name and sector before continuing. Open the full profile for About information, leadership, website and social links, news and calendars. A home highlight can differ from the neighborhood you are currently viewing.

Search and current location

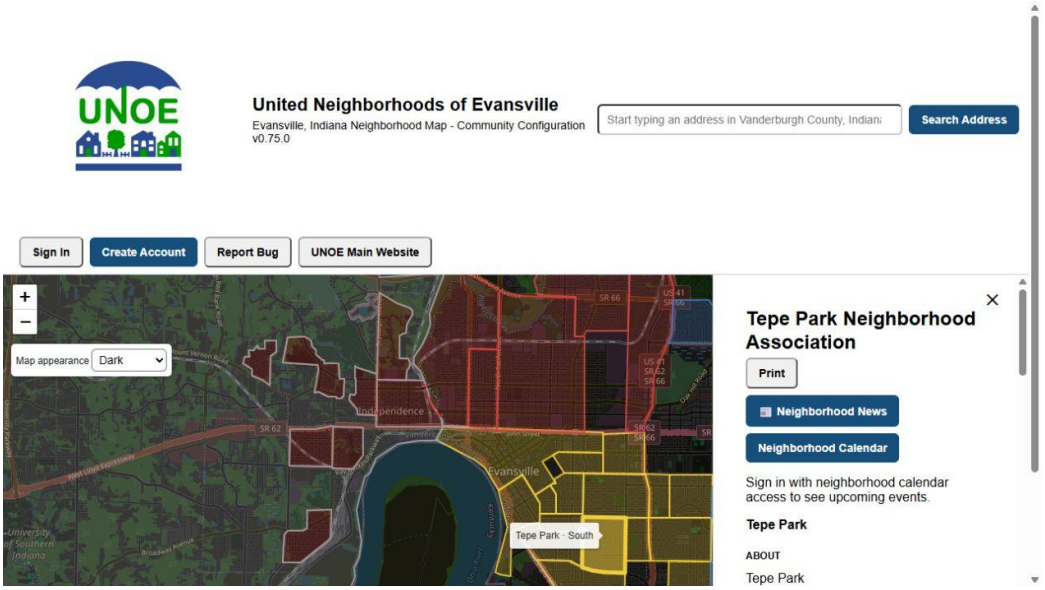
Search an address to locate it and identify its neighborhood when a boundary contains it. Use Current Location in supported app builds to center on the device location after granting permission. Location can be inaccurate indoors and does not change your Home Address.

Map appearance

Use App Settings or the map appearance control to choose Automatic, Light or Dark where offered. The app also offers supported base-map choices. Device capabilities and the community default can affect what is available.

Read news and print a profile

Use Neighborhood News to read posts your account is permitted to access. Comment only where allowed. On the website, select a neighborhood and choose Print to open the profile and neighborhood map, then use the browser print dialog. Inactive associations may have fewer participation controls. An administrative button appears only when your account has the required authority.



Website map example. Select a neighborhood to open its profile. Names and controls can differ by account and version.

Calendars events and RSVPs

Find and open an event

Open Neighborhood Calendar under the neighborhood name or from My Neighborhood. Check the month and use Previous or Next as needed. The website can open to the next event month when no upcoming event remains this month. Tap a calendar event to open its details and confirm the date, local time, venue and address.

RSVP and reminders

Sign in and choose RSVP when you intend to attend. Reopen the event to withdraw an RSVP if your plans change. An RSVP indicates attendance intent; it is not a guarantee. Reminders depend on event eligibility, your notification preferences and device permission.

Add Event

Guests need an account and sign-in before posting. Direct calendar publishing requires administrator rights for that neighborhood. The Add Event explanation identifies a neighborhood administrator to contact, or a Regional VP when no neighborhood administrator is assigned. Eligible residents may use Submit a Neighborhood Event where available; submissions need approval before appearing on the calendar.

Event audiences

Neighbors Only and City Invited work with the neighborhood calendar access policy. A City Invited label should not be assumed to make every event accessible to anonymous visitors. Ask the listed leader when access or event details are unclear.

Find neighbors and read private messages

Find someone to message

Open My Messages and choose Find Neighbors. Search by name, view a profile if needed, and choose Message. The resident directory follows your saved Home Neighborhood. Enter a subject and message, then send. These are private messages inside UNOE, not SMS texts to phone numbers.

Understand the conversation list

Inbox and Sent Messages are separate folders. Each row represents a conversation and can contain multiple replies under the same subject. Current screens show the other person, message count, latest preview and unread information. Look for the Unread badge or Read new message action. A reply to an old conversation does not create a new subject.

Reply and leave the screen

Open the conversation and type in Write a reply. Send Reply should remain accessible with the keyboard open in current builds. Opening a conversation marks it read. Use Map to leave My Messages where offered. Use Refresh if the latest reply is missing, and check that you are in Inbox rather than Sent Messages.

Block or unblock

Find Neighbors offers Block and a Blocked Users list with Unblock. Blocking hides neighbor profiles and prevents direct messaging between those users. It does not remove an authorized administrator's separate user-management access. Do not include sensitive personal information in private messages unnecessarily.

Control notifications on your device

Choose what UNOE sends

Open My Profile and Notifications. Choose optional categories such as Private messages, neighborhood news and meeting reminders, then save the preferences where required. Alert style, sound and temporary mute controls may also be available. A message can remain in UNOE even if its push alert is disabled.

Turn this device on or off

Current app builds provide a UNOE push-notifications switch for this device and a device-permission status. Both UNOE delivery and the operating-system permission must allow alerts. Open Device Notification Settings to review permission, sounds, banners and lock-screen options. The app cannot override a device-level block.

Sound vibration and pop-ups

Choose the offered sound and alert style. Device volume, silent mode, Do Not Disturb and notification categories affect the result. On Samsung phones, Show as pop-up may need enabling for banners. On iPhone and iPad, review Settings, Notifications, UNOE. Platform support varies; enabling a preference does not guarantee every device will vibrate. Amazon Fire delivery must be confirmed separately.

Screen off and dismissed banners

A permitted push can arrive while the screen is off or the app is in the background. Android Force Stop can prevent delivery until you reopen UNOE. A dismissed banner does not remove the message: open Inbox and look for the unread conversation. Floating chat bubbles and app-icon badges are controlled separately and should not be relied on to locate a message.

Updates help and reading this manual

Get app updates

For a Google Play beta, open the UNOE listing with the enrolled tester account and choose Update when available. Check for Updates is also in Android App Settings; Google Play must recognize the installation and tester account. A USB-installed APK can fail that check. A submitted release is not available until Google publishes it. Direct APK and Amazon builds can require a different download. On iPhone and iPad use TestFlight for an invited beta or the App Store after public release. Check for Updates does not currently perform an iOS store update.

Read the Manual

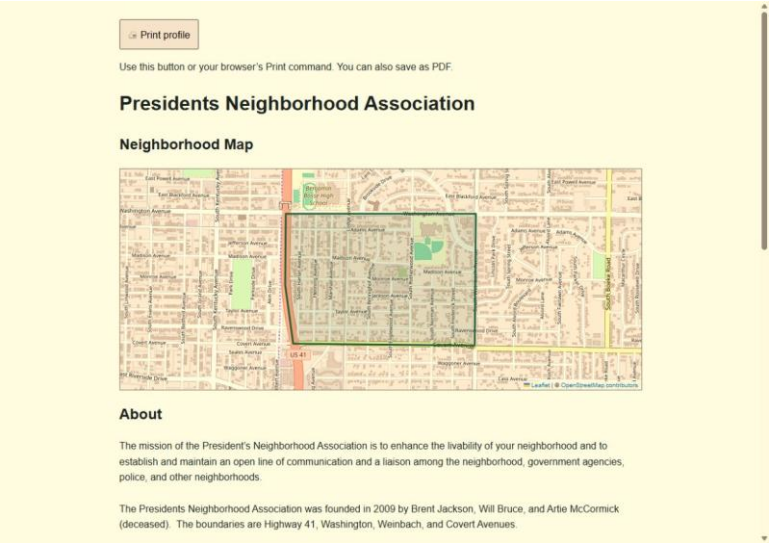
Use Read the Manual in the app menu or App Settings, or visit https://unoe.app/manuals/. The app has an offline resident guide and can load a newer edition online. Download the PDF to print or send to another person. Neighborhood administrators and Regional VPs have separate guides. The Global Administrator guide requires an authorized website sign-in. Send each recipient the guide for their role; reading a manual does not grant permissions.

Report a problem

Choose Report Bug. Explain the steps, expected result, actual result and incident date and time. Include screenshots or photos where useful. Device and app information can help diagnosis. Review attachments for private information and never include passwords or verification codes. Bug reports currently notify brent@bdjackson.com.

Where to ask for help

Contact the UNOE office at office@unoevansville.org for organizational questions. Contact the listed neighborhood leader for local information and posting access. UNOE messaging is not an emergency dispatch service; contact emergency services directly for emergencies.



The website Print view includes the neighborhood map and profile. This manual is also available as a printable PDF.