UNOE Neighborhood Administrator Manual

For neighborhood leaders with assigned administrative access

Reviewed November 8 2026

This guide covers the website and supported app builds. Controls depend on permissions and installed version. Use https://unoe.app/manuals/ for the current edition, and use the website when an older app lacks a control.

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Website https://unoe.app/
Community map https://unoe.app/map/
Downloads https://unoe.app/download/

Use the step names as they appear in your version. A permission error should be investigated rather than bypassed. No passwords or private account data are included in this guide.

Authority and first checks

What this role controls

A neighborhood administrator manages assigned neighborhoods. Regional VPs manage their assigned sectors, while a UNOE global administrator manages the community. A public leadership title, Home Neighborhood membership or an invitation alone does not grant administrative access.

Start a session

Sign in at https://unoe.app/map/ or in the app. Select your assigned neighborhood and choose Administer Neighborhood. On the website, this control appears above the neighborhood name when your account is authorized. For broader management, use the available administrative navigation.

If a control is missing

Confirm the account you used, the selected neighborhood and whether your invitation was accepted. Ask a global administrator to review your active role and assignment. Do not create a second account to work around a permission problem. Use the website when your installed app lacks a newer control.

Working safely

Confirm the neighborhood name before saving. Review public changes in the profile afterward. Keep contact information private unless authorized for publication. Use inactivity for a dormant association; ask a global administrator before deleting a neighborhood or changing its sector.

Routine checks

Review pending invitations, member changes, event submissions, upcoming meetings and news. Check that public leadership contacts are current. Escalate boundary and sector issues rather than changing another neighborhood to work around them.

Profile and leadership

Update the neighborhood profile

Open Administer Neighborhood and locate the profile editor. Update the short name, membership status, leadership heading, description and website URL as appropriate. Save, reopen the public profile and confirm formatting and links. Imported About content may require a source-data correction if a local edit does not appear.

Profile image

Use the image upload control for a JPEG, PNG or WebP image within the 5 MB limit. Verify that you have permission to publish it. Check the result on a phone and computer. Remove the image when it is outdated or inappropriate.

Add a leader

Choose Add Leader and select an existing user in this neighborhood where the selector is offered. Review the name, title, email, phone and address. Set the display order and the Public and Active controls, then save. A leader contact entry does not itself assign an account permission.

Choose public contact fields

Use Display Email, Display Phone and Display Address independently. Leave a private residential address hidden unless publication is explicitly appropriate. Preview the profile as a guest after saving; being visible to administrators is not the same as being publicly displayed.

Inactive associations

The Association active setting controls neighborhood status. Inactive neighborhoods remain on the map but participation tools can be disabled. Authorized administration remains available. Discuss reactivation and outstanding events before changing status.

Members invitations and account editing

Find members

Open Neighborhood Members to see registered users whose confirmed Home Neighborhood is this neighborhood. Administrative columns can include email, physical address, last sign-in and last activity. The full User Management page is at https://unoe.app/admin/users/ and shows only the users your role permits.

Understand activity dates

Last sign-in records authentication. Last activity can include background authenticated requests and may be recorded at intervals of up to about five minutes. It is not proof that a person read a post. A missing historical value means not recorded, rather than never used.

Edit a member

Choose Manage User or Edit Profile next to the person. Review their position, permissions and managed neighborhoods. Change only the fields you are authorized to manage. For an address, search and select the exact result and preserve the unit. Save and check the resulting Home Neighborhood.

Invitations and pending accounts

Use Invite User where your role exposes it, or ask the global administrator to invite an account. Review the email and intended assignment before creating the invitation. Pending invitations appear as Pending Registration users; their permissions are not usable until they complete authentication and activation.

Permission appointments

The ordinary member appointment options are limited to the member home neighborhood and its sector. A global administrator controls Regional VP appointments. Being selected in a leadership display list does not substitute for these account assignments.

Reset and silence

Use the permitted profile password-reset action to email a reset code; you cannot read a password. Direct password setting and account deletion require a Global Administrator. Participation restrictions belong in the member editor. Record a reason, choose the appropriate restriction and review when it should be lifted.

News and access controls

Publish and moderate

Open Neighborhood News, create the post using the available editor, review its neighborhood and save or publish. Open existing posts for permitted edits or moderation. Label test content clearly and remove it when testing ends. Do not assume a forum post also sends an email to every member.

Separate permissions

Under Administer Neighborhood, open Bulletin Board Permissions and Calendar Permissions. Board View, Create Posts, Comment or React, and Search are separate controls. Calendar viewing and searching are separate from the administrator authority needed to publish events.

Audience choices

Available groups include Home Neighborhood Members, Abutting Neighborhoods, Nearby Neighborhoods, All Sector Neighborhoods and All Signed-in UNOE Users. The last choice means authenticated community users, not anonymous visitors. Multiple matching grants can broaden access.

Geographic groups

Abutting and nearby lists are calculated from stored boundaries. Nearby distance is configurable where offered. Sector membership uses the assigned sector. Review the actual lists before expanding access, especially after a boundary or sector change.

A practical policy

To allow neighbors to participate while nearby residents only read, grant home members the desired posting and commenting rights and grant the nearby group View only. Review Search separately. Confirm the result with an ordinary member and a user from the additional group; your own administrator account retains broader rights.

Privacy check

Before broadening access, review existing posts, attachments and event audiences. A private resource should not be made broadly readable merely to fix one user account. Escalate suspected unauthorized access to a global administrator.

Calendar administration and handover

Add an event

Open Neighborhood Calendar and choose Add Event where available. Enter title, description, start and end times, venue name and address. Review the audience and save. Open the saved event from its calendar entry and confirm the time, location and description.

Manage an event

Open its details and use the available edit or cancellation control. Communicate important changes to attendees. Verify the cancellation or new time on the calendar. Your account can manage only neighborhoods within its administrative scope.

Audience and approvals

Choose neighbors-only or citywide as appropriate. Citywide does not override restricted calendar read access. Review submitted event proposals in Approvals when your role provides that queue. An ordinary signed-in user does not gain publication rights by submitting a proposal.

RSVP and reminders

Attendees can RSVP to eligible upcoming events and withdraw later. Names may be visible to authorized viewers. Notification preferences, device permissions and platform support affect reminders; confirm critical notices through an appropriate additional channel.

Boundary and sector requests

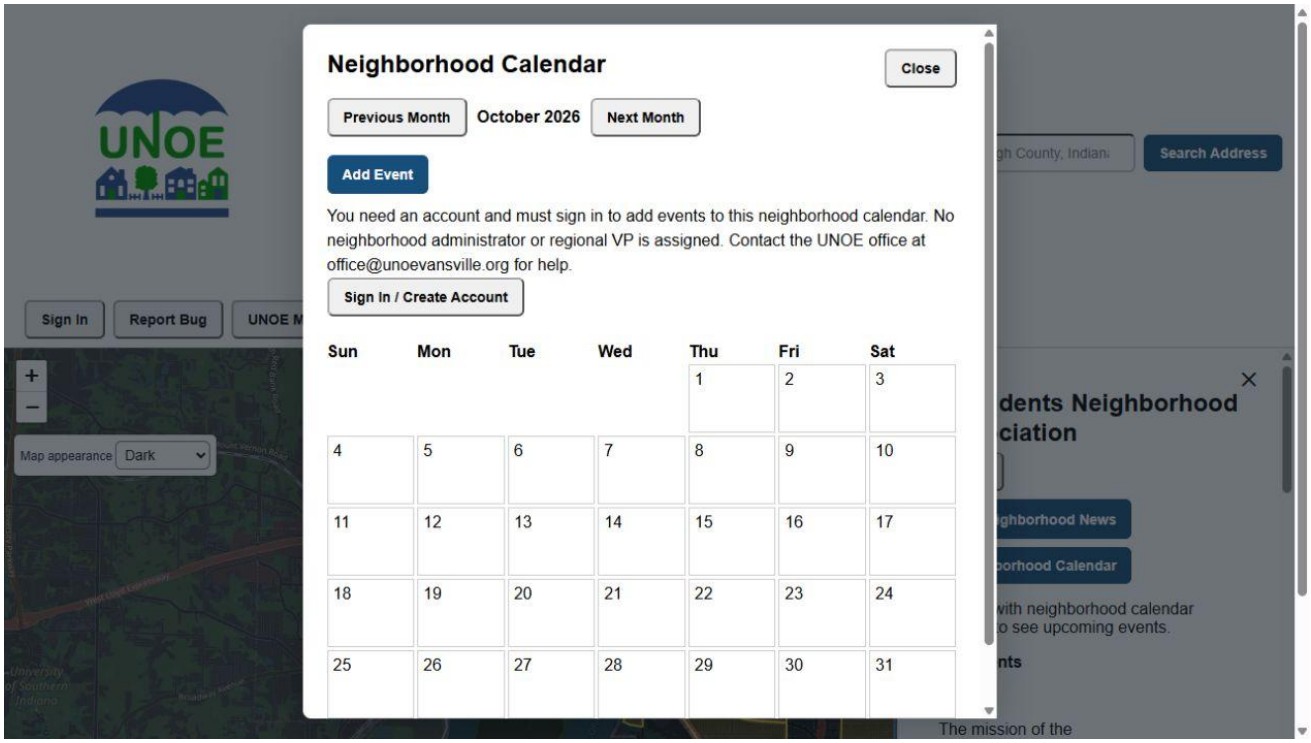
Ask a global administrator to change the sector, create or delete a neighborhood, or review problematic boundaries. Include the neighborhood name, intended change and supporting map. Changing boundaries can assign previously unassigned users, but does not automatically move every existing member.

Handover checklist

Verify the incoming leader account and permissions, update public leadership contacts, review pending invitations and events, and ask a global administrator to remove obsolete authority. Keep passwords and verification codes out of handover documents. Report software problems through Report Bug; global administrators receive those reports.

Neighborhood calendar

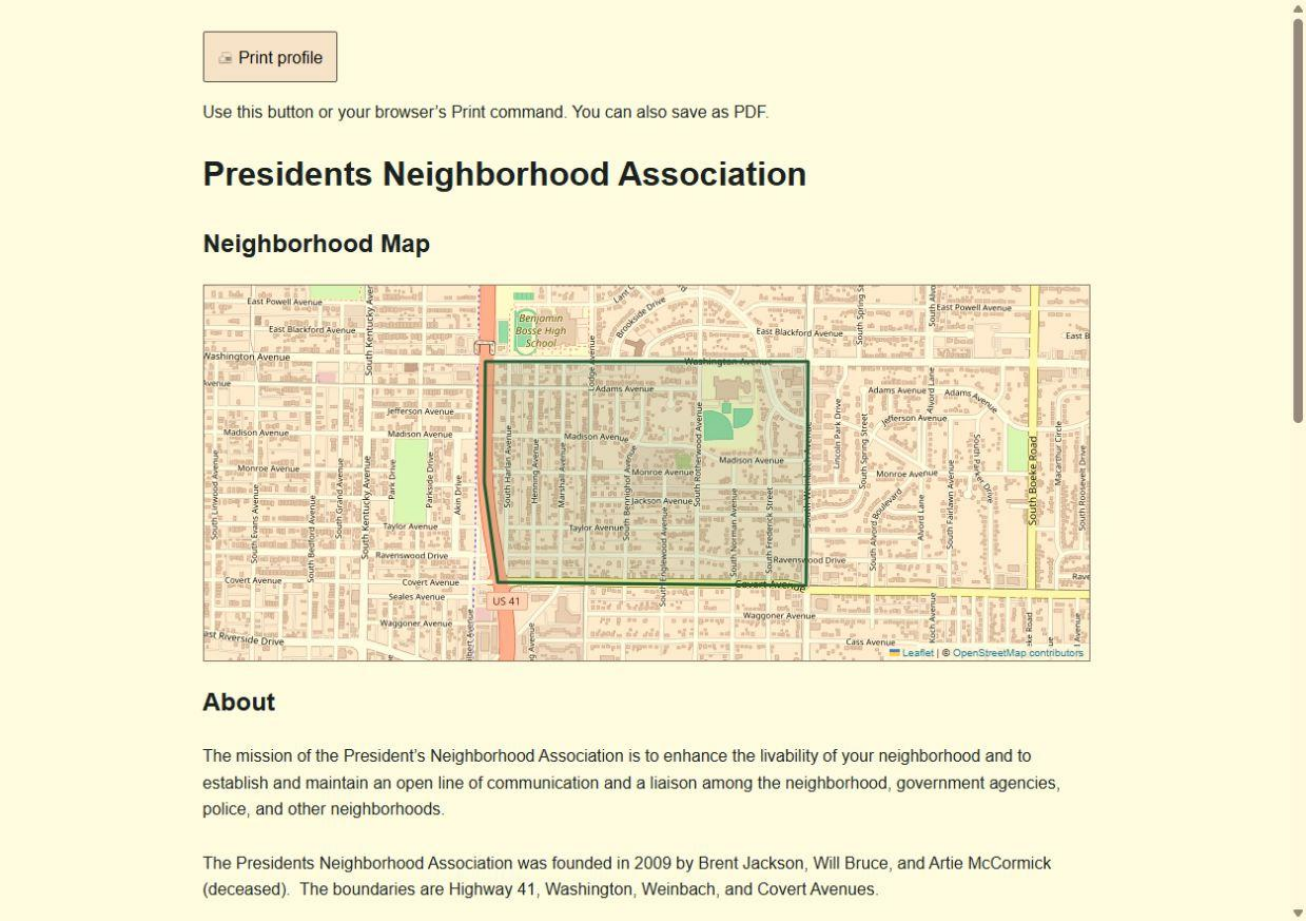
The calendar includes Add Event. This guest example explains the sign-in and administrator requirements; an authorized administrator receives event editing controls.



Screenshot reference. Appearance may differ with account permissions, device and installed version.

Printable neighborhood profile

Print includes the neighborhood map and profile. Review public information and map placement before sharing the printed profile.



Screenshot reference. Appearance may differ with account permissions, device and installed version.

Current website and app guidance

Share the correct guide

Send the Website and App User Manual to residents, the Neighborhood Administrator Manual to local leaders, and the VP Sector Leader Manual to sector leaders. These PDFs contain no passwords or private signing keys. A manual explains a role; the account must still be granted that role by an authorized administrator.

Read the current edition

Choose Read the Manual in the supported app menu or App Settings, or visit https://unoe.app/manuals/. The resident guide can load newer online guidance and has an offline bundled copy. Reopening an online guide can reveal newer instructions without installing a new app, but new app controls still require a compatible build.

Home Address and pickup schedules

Use My Profile to save the exact Home Address, retaining apartment details. My Pickup Calendar on the website and supported app builds shows verified Republic Services trash and recycling dates. New, changed and existing complete addresses are queued for automatic lookup. Lookups can take time and uncertain results retry; residents do not need to visit Republic. County registration eligibility is preserved when a lookup has no confirmed result. Do not manually promise dates from a nearby address.

Messaging and notification support

Open My Messages, then Find Neighbors. Inbox groups replies into conversations and Sent Messages identifies recipients. Check unread indicators on existing subjects before reporting a missing reply. Notifications require both the UNOE device switch and operating-system permission. A message can remain in Inbox while alerts are off. Sound, vibration and banners require testing on the actual platform. Keep personal contact information out of shared screenshots.

Store versions and reporting problems

Google Play beta updates require the enrolled Google account and a published release. Direct APK installs can fail the Play update check. iPhone and iPad beta updates use TestFlight when available; the Android update checker is not an iOS updater. Treat Fire support separately. Report Bug accepts reproduction notes, incident time and selected photos. Check event details rather than relying on an old imported Next Meeting label. Avoid passwords and verification codes in reports.