UNOE VP Sector Leader Manual

Regional Vice President operating guide

Reviewed November 8 2026

This manual is for Regional Vice Presidents who lead one or more assigned UNOE sectors. Use it to support neighborhood leaders, manage information and eligible member accounts within your sector, and coordinate sector communications. Your authority comes from your saved sector assignment; selecting a neighborhood on the map does not grant access.

Start each task by confirming your sector and the neighborhood involved. Refer community-wide decisions, VP appointments and permanent account deletion to a Global Administrator.

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Community map and sign-in https://unoe.app/map/
App downloads https://unoe.app/download/

Controls depend on your account and installed version. Updated guides can be read in the app menu or App Settings under Read the Manual, and at https://unoe.app/manuals/. Screenshots are examples; use live calendars for current event dates.

Your sector authority

A Regional VP administers neighborhoods assigned to their sector. A neighborhood leader administers specifically assigned neighborhoods. A Global Administrator manages the community as a whole. A public leadership title and an account permission are separate records.

Task	Regional VP responsibility
Profiles news and calendars	Manage neighborhoods within your assigned sector.
Member account support	View and manage eligible accounts in your sector. Keep contact and activity information private.
Neighborhood administrator appointments	Use the Home Neighborhood shown for the eligible member and its neighborhood-leader controls.
Regional VP appointments	Ask a Global Administrator to grant, change or remove sector authority.
Invitations	Invite standard users where offered. A Global Administrator handles invitations granting VP authority.
Sector broadcasts	Publish to an assigned sector. Community-wide broadcasts require a Global Administrator.
Permanent deletion and direct password setting	Refer to a Global Administrator. Use the permitted password-reset email workflow for account support.
Sector assignments and neighborhood restructuring	Coordinate sector moves, deletion and boundary changes with a Global Administrator.
Hosting databases and app store releases	Refer to the Global Administrator or designated operator.

Respect the assigned scope

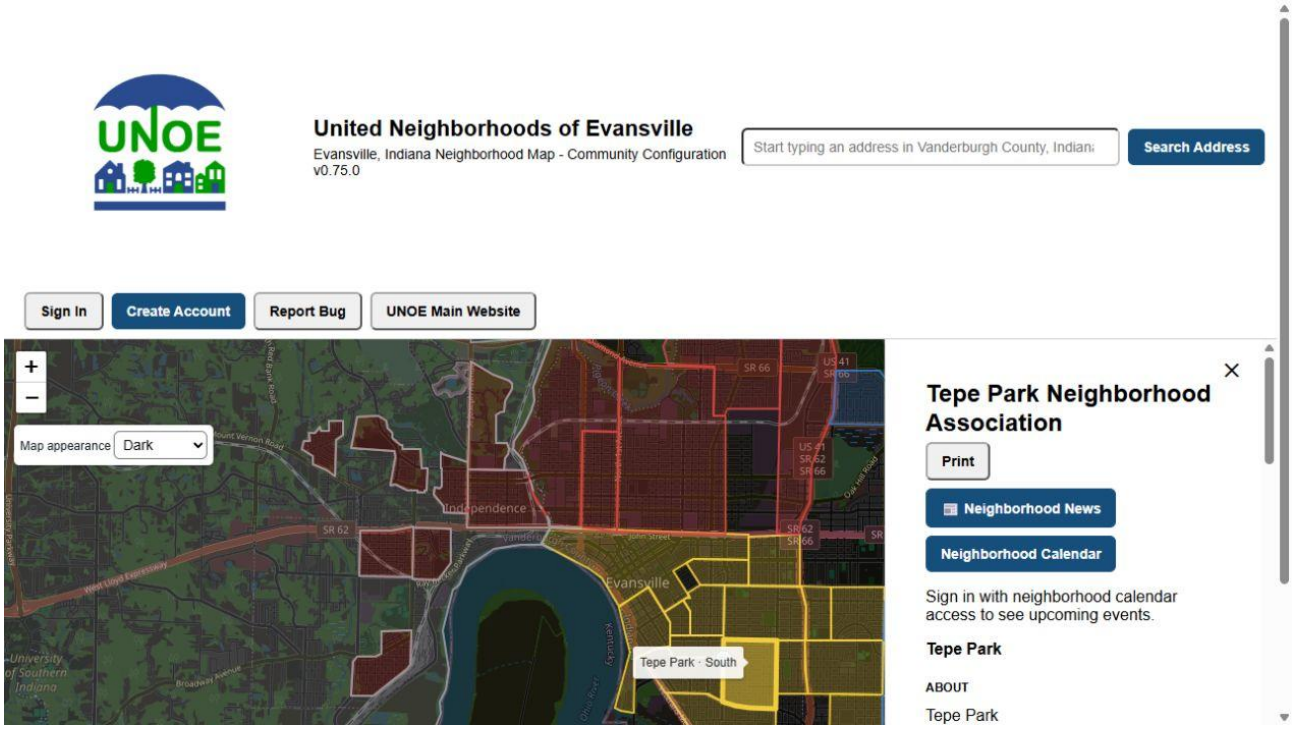
Work only in your assigned sector unless you hold an explicit additional assignment. Some beta geography tools may expose broader map-editing access. Their visibility is not approval to change another sector. Request Global Administrator review before boundary or structural changes.

Start work and confirm your sector

1. Sign in with the email on your VP invitation or existing UNOE account. Complete email verification when requested. Keep passwords and verification codes private.

2. Open Administrative Menu. Review your position, assigned permissions and managed neighborhoods in User Management where available. Ask a Global Administrator to correct missing sector authority.

3. Select an in-sector neighborhood on the map and check its displayed sector. Open Administer Neighborhood. Confirm the neighborhood name again before saving a change.



Map orientation example. Select a neighborhood and check its profile and sector before opening administrative controls.

Separate your home from your authority

Your Home Address determines your residential neighborhood. A VP assignment determines the sector you administer. Searching an address, following a neighborhood or viewing a profile changes neither assignment.

If access is missing

Sign out and back in after a new permission assignment. Confirm the account and app version. If access is still missing, send the Global Administrator your account email, intended sector and neighborhood involved. Do not change your address to work around a permission problem.

Neighborhood leadership and member support

Maintain neighborhood information

Select the neighborhood, open Administer Neighborhood, and check the name and sector. Review About text, website links, the profile image, organization status and leadership. Make the smallest necessary change, save it, and check the public profile. Keep paragraphs readable and test external links.

Separate leadership display from access

Use Leadership and Add a Leader where offered. Prefer an existing user from the neighborhood. Confirm the name, position and permission to publish contact details. Set the phone, email and address display checkboxes independently. Adding a person to the public leadership list does not grant account permissions.

Appoint a neighborhood administrator

In User Management, choose Edit Profile for an eligible member. Confirm their saved Home Neighborhood, then use the neighborhood-leader permission option for that neighborhood. Review their managed areas after saving. The ordinary appointment workflow requires a confirmed Home Address inside the neighborhood. Refer missing membership, an unassigned sector or a VP appointment to a Global Administrator.

Support eligible member accounts

Your VP user list is scoped to your sector. Review the member role and Home Neighborhood before editing their name, email or address. Select an address search result and preserve apartment details. Address changes and role changes are separate actions. Refer Global Administrator and other Regional VP accounts to a Global Administrator.

Handle invitations passwords and privacy

Use Invite Someone or a standard invitation option where available. Confirm the email and message before sending. Pending users must complete activation or verification; an invitation does not automatically appoint a leader. Use Reset Password to send the permitted email. Never request a current password. Direct password setting and account deletion require a Global Administrator. Administrator deletion releases the email immediately; a new account receives no old permissions or conversations.

Member addresses and activity dates are administrative information. Last Activity can include background requests and is not a reading receipt. Keep private information out of public posts, screenshots and shared handouts. Update both account assignments and public leadership records when a leader departs.

News calendars and access settings

Publish neighborhood news

Open Neighborhood News for the selected in-sector neighborhood. Enter a clear title, description and appropriate attachment. Check the audience and dates, publish, and verify the post in that neighborhood. Label any authorized test post clearly.

Add or manage an event

Open Neighborhood Calendar and choose Add Event or Manage Events. Confirm the neighborhood. Enter the title, local date and time, venue, address, description and audience. Save, then open the event from the calendar to check it. Review both the date and month; a news post or private reply is not a calendar entry.

Review submissions and changes

Review pending submissions where Event Approvals is offered. Confirm the time and venue before approval. Edit changed events and mark cancellations so residents do not rely on outdated details. RSVPs indicate attendance intent; reminders also depend on preferences and device permissions.

Set access deliberately

Under Administer Neighborhood, open Bulletin Board Permissions or Calendar Permissions. Review View, Post, Comment and Search independently where offered. Audiences can include home members, abutting or nearby neighborhoods, sector neighborhoods and all signed-in UNOE users. Calendar editing remains an administrator permission; widening read access does not appoint event editors.

Choose the event audience

Neighbors Only and City Invited describe who an event is for. They work with the calendar access policy. Do not assume City Invited creates an anonymous public event link. Verify the intended audience with an appropriate account and keep private attachments within the permitted audience.

Verify the result

Check home-member access and an account outside the intended audience. Test direct event and attachment links as well as navigation. Recheck after sector or boundary changes. Use inactive status for a dormant association only after reviewing the effects; permanent deletion and disputed geography go to a Global Administrator.

Sector communications and private messages

Send an announcement across your sector

Use Message Multiple Neighborhoods from Administrative Menu where available. Select your assigned sector and review the included neighborhoods. Enter a clear title and message, preview the destination, then send once. This workflow publishes neighborhood news across the selected sector. Community-wide sending belongs to a Global Administrator.

Check publication and delivery separately

Confirm the announcement appears in the intended news sections. A count of neighborhoods differs from a count of people. Push delivery depends on subscriptions, blocks, device registration and personal settings. If a count looks wrong, record the sector and time and report the issue rather than repeatedly resending.

Find someone to message privately

Open My Messages and Find Neighbors. Search by name, view the profile if needed, and choose Message. The resident directory follows your Home Neighborhood. A VP sector assignment does not turn it into an unrestricted sector-wide private-contact directory. Use authorized member-management tools for sector support.

Read grouped conversations

Inbox and Sent Messages contain conversations, not one row per reply. Look for the other participant name, message count, latest preview and Unread badge. Choose Read new message to open the conversation. Sent Messages identifies the recipient. Current builds provide a Map control to leave My Messages and keep the reply controls accessible above the keyboard.

Understand notification controls

Under My Profile, open Notifications. Choose private-message alerts and a presentation setting. UNOE delivery and device permission must both allow alerts. On Samsung, Show as pop-up controls banners for the selected alert category. Silent mode and Do Not Disturb can affect sound or vibration. In-app unread markers help locate messages after a banner is dismissed.

Respect personal blocks

Blocking hides neighbor profiles and prevents direct messaging between the two users. It does not remove authorized administrative user-management access. A VP should handle a member issue through the appropriate administrative process rather than use personal messaging to work around a block.

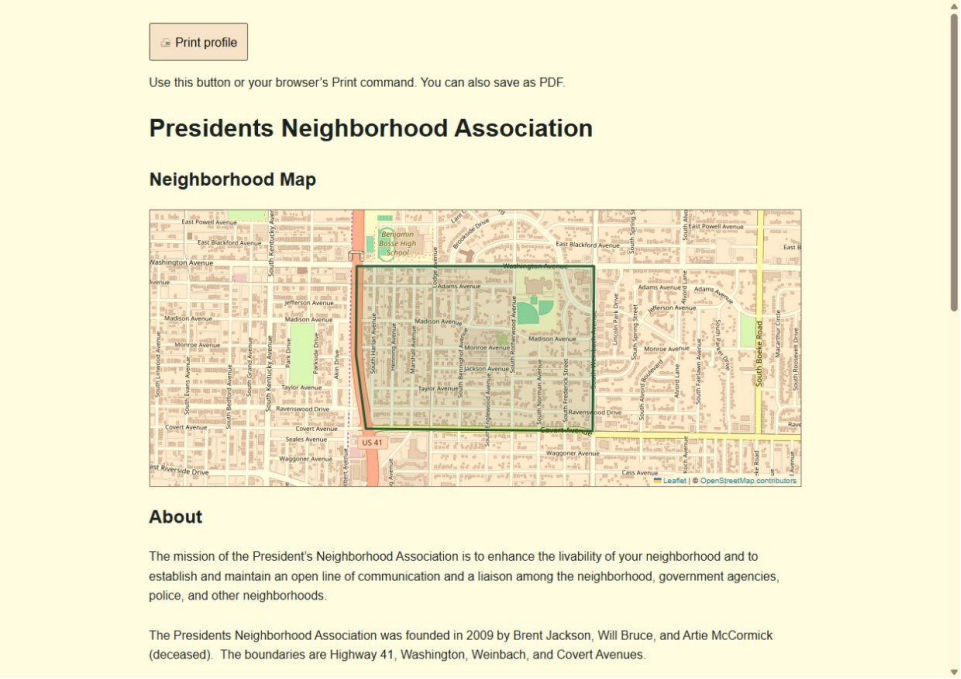
Your routine and printed profiles

At each working session

Review pending member or event requests, unread messages and the next meeting for active neighborhoods in your sector. Follow up with neighborhood leaders when a contact, venue or date is unclear. Keep a short work log with the neighborhood, issue, action owner and next review date.

During your regular sector review

Review public leadership contacts and display choices, calendars, unanswered submissions and important news. Confirm associations are assigned to the intended sector. Request Global Administrator review for structural changes rather than moving boundaries as a workaround.



Printed-profile example. Check the neighborhood name, map and description before printing or sharing.

Print a profile for a meeting

On the website map, select the neighborhood and choose Print. Review the neighborhood map and profile, then use the browser print dialog to print or save a PDF. Keep member addresses and administrative account records out of public handouts.

Troubleshooting and escalation

A sector or neighborhood is missing

Confirm the account and sector assignment with a Global Administrator. Request correction if a neighborhood is unassigned or belongs to another sector. Selecting it on the map does not change your authority. Include the neighborhood name and intended sector in the request.

A member is missing

Check the exact account email and whether registration is pending. Review the saved Home Neighborhood and address selection. The person may be outside your sector, outside a mapped boundary or using a different account. Escalate cases you cannot access.

A new message seems missing

Open Inbox rather than Sent Messages. Check the unread marker on an existing conversation; a reply can retain the old subject. Use Refresh if needed. If a notification opens the wrong screen, record the app version, time and steps without unnecessarily copying private message content.

A control is absent or covered

Check for a newer app version and use the website when necessary. Use Report Bug with notes, incident time and a safe screenshot. Identify the device make and model, expected result and actual result. Review attachments for private information before submitting. Permission errors should be investigated rather than bypassed.

Escalate with useful details

Send the Global Administrator the neighborhood and sector, attempted task, exact error, time and any safe screenshot. For an appointment, provide the account email and requested role privately. Never include passwords, verification codes, database credentials or signing keys.

Useful locations

Community map and sign-in https://unoe.app/map/
App downloads https://unoe.app/download/
UNOE office office@unoevansville.org
Technical bug-report contact brent@bdjackson.com

Use the in-app Report Bug workflow for diagnostic submissions. Contact emergency services directly for emergencies; UNOE private messages and sector news are not an emergency dispatch service.

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.