

What is Nextdoor?

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Nextdoor is the neighborhood hub for trusted connections and the exchange of helpful information, goods, and services. We believe that by bringing neighbors together, we can cultivate a kinder world where everyone has a neighborhood they can rely on.

Nextdoor's purpose is to cultivate a kinder world where everyone has a neighborhood they can rely on, and our mission is to be the neighborhood hub for trusted connections and the exchange of helpful information, goods, and services.

How is Nextdoor different than other online groups?

Below are the chief benefits Nextdoor offers today for neighborhood groups as compared to Facebook Groups, Yahoo! Groups and Google Groups:

- **Address verification to help ensure that the people on Nextdoor are really neighbors.**
- **A neighborhood directory**, which is built on top of real profile pages, making it possible to really get to know your neighbors (as well as having a dynamically updated directory of contact info).
- **A neighborhood map.**
- **The ability to communicate with people who live near you, but outside the neighborhood through the Nearby Neighborhoods feature, as well as the ability to create public or private groups (sub-groups) within the neighborhood.**
- The ability for members to **control their email settings** based on the types of messages they want to receive.
- An **Urgent Alerts feature**, which makes it possible to blast out urgent information (emergency, crime, etc.) by text message as well as email.
- **A Recommendations section** which archives recommendations by category making it much easier to browse and find information over time.
- **Event functionality** with the ability to indicate who is planning to go.
- **A For Sale and Free category** which makes this kind of exchange easier and more efficient than a purely message based solution.
- A dedicated Crime and Safety section.

How to join Nextdoor

https://help.nextdoor.com/s/article/How-to-join-Nextdoor?language=en_US

It's free! Get started in five easy steps:

1. Join your neighborhood

To connect with your neighbors, you'll need to create an account on Nextdoor. You do not need an invitation to join Nextdoor. (If you did receive an invitation, please follow the instructions below and enter your code when requested.)

Go to www.nextdoor.com.

Enter your **residential street address** and **email address**.

Select **Find your neighborhood**. At this point, one of two things will happen:

If there is already a Nextdoor website for your neighborhood, you will automatically be assigned to that neighborhood.

If there is not yet a Nextdoor website for your neighborhood, you'll be given the option to create one.

Complete all of the required fields.

If you received an invitation to join Nextdoor, select **Have an invitation code** and enter the code on the invitation letter in order to give your neighbor credit for inviting you.

Click **Sign up**.

Finally, [verify your address](#). **Note:** Nextdoor does not support the use of P.O. Boxes. Members must join using their physical address.

2. Verify your address

Before you can gain access to your neighborhood's Nextdoor site, you must [verify your address](#). You can join and [verify](#) in a neighborhood if you rent or own a home, [own a second home](#), own property where you are planning to build a home, or [own a rental property](#) in the neighborhood.

By Phone number

To verify your account, your mobile phone plan's billing address must match the address you used to join Nextdoor. We will send a SMS code that must be entered as instructed below:

1. Visit <https://nextdoor.com/verify>
2. Select **Verify by phone**.
3. Choose the correct country code. Then enter **your mobile phone number**.
4. Click **Text Me A Code**.
5. You will receive a SMS code to the phone number you submitted. Enter this code on screen.
6. Click **Submit**.

By Invitation letter

If you don't verify by phone within 24 hours, Nextdoor will automatically mail an invitation letter containing a verification code to your home address. It may take up to 10 business days for the invitation letter to arrive. If you received an invitation from a neighbor, you can use the invitation code on it to verify in the same way.

After you receive your invitation letter, visit nextdoor.com/invitation_letters/ and sign in with your email and password.

1. Click **Verify by invitation letter**.
2. Enter your verification or invitation code and click **Submit**.

3. Confirm your email address

When you join Nextdoor, you must [confirm your email address](#) by clicking on the confirmation link that we send you in an email. Email confirmation is separate from [address verification](#). If you do not [confirm your email address](#) right away, a red banner will appear at the top of your Newsfeed as a reminder. Eventually, you will stop receiving emails from Nextdoor altogether if you do not confirm your email address. You can [change your email settings](#) at any time.

4. Get Nextdoor on any device

Some of Nextdoor's best uses, such as [posting Crime & Safety news](#) you just witnessed, [sharing photos](#) of items you're giving away, and looking for dinner [recommendations](#) happen when you're away from your desk. Download the **Nextdoor app** on your [iPhone](#), [Android](#), or [iPad](#) to take the power of Nextdoor wherever you go.

Tips for getting started on Nextdoor - Get oriented!

- Personalize [your profile](#). Upload a photo, fill out the 'About Me' section, and include what you love about your neighborhood.
- Read the [Community Guidelines](#) to learn how to help create a neighborly community.
- Adjust your [privacy settings](#) to control what information you share. <https://nextdoor.com/settings/privacy/>
- Adjust your [email settings](#) to choose how often you receive email notifications.
- Customize your [newsfeed](#) to include content from nearby neighborhoods.
- Join or create your own [neighborhood groups](#) to connect over similar interests.
- Browse the [For Sale & Free section](#) to buy or sell items locally.
- Create your own [Business Page](#) to increase neighborhood visibility for your business
- Help your neighborhood grow by [inviting other neighbors](#) to join.

Sign in with email

Go to <https://nextdoor.com/login>

Enter your email and password in the gray '**Sign in**' box

Click the green '**Sign in**' button

Sign in with Facebook

Visit the [Sign in page](#). (**Note:** If you're already signed into your Nextdoor account, you'll need to first [sign out](#).)

Click **Sign in with Facebook**.

A pop-up window will appear. Enter the email address and password associated with your Facebook account.

Click **Log in**.

Click **Continue** if you agree to the permissions request.

Note: Using Facebook to sign into Nextdoor is an option, not a requirement. If you don't have a Facebook account or you don't wish to use it to sign in, just ignore the blue "Sign in with Facebook" button, and enter your email address and password below. Signing in with Facebook will NOT result in Nextdoor content being posted to Facebook.

Sign in with a link

Visit the [Sign in page](#).

Click **Email me a sign-in link**.

On the next screen, confirm that your email address is correct and click **Email me a sign-in link**.

Check your email inbox for an email from Nextdoor titled “**Here is your sign-in link.**”

Open the email and click **Sign me in**.

If you didn't receive the email, try checking your spam folder.

If you still haven't received an email with a sign-in link, click **More options...** on the sign-in page to **resend the link, sign in with a different method, or change your email address**.

Sign in with Google

On the sign in screen, select **Sign in with Google**.

In the pop-up window that appears, select the Google account that has the same email address linked to your Nextdoor account.

Enter the password for your Google account.

Select **Next**.

Note: Using Google to sign into Nextdoor is an option, not a requirement. If you don't have a Google account or you don't wish to use it to sign in, just ignore the "Continue with Google" button and sign in with your email address and password.

How to view your activity

You can see all your activity in one place on your profile's activity feed.

1. Click **your profile picture** in the top right corner.
2. Click **Your profile**.
3. Scroll down to view the Activity section on your profile page.

How to turn on/off notifications

If you'd like to follow a conversation in your Newsfeed, you can do one of the following:

- [thank](#) the author,
- [reply](#) to the post, or
- turn on [notifications](#) (follow instructions below).

Any of the options above will automatically send you notifications for any new activity in the thread.

Alternatively, if you'd rather not follow a conversation you've thanked or replied to in the past, you can turn off notifications by following the instructions below.

If you'd prefer not to see the conversation in your Newsfeed at all, you can [hide the post](#).

1. Locate the post in the [Newsfeed](#).
2. Click to the right of the author's name on the post.
3. Select **Turn on notifications or Turn off notifications**.

How to close a discussion

If you are the author of a post, or a neighborhood Lead or community reviewer in the same neighborhood as the author, you can close a discussion (also known as "disabling replies") to prevent further comments from members. This can be useful in instances where a thread has gone off-topic.

In the case of For Sale and Free, you can mark an item as sold to close the discussion.

1. Locate the post that you would like to close in the [Newsfeed](#).
2. Click to the right of your name on the original post.
3. Select **Close discussion**.

Community Guidelines

We're glad you're here.

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor, you're connected not by a shared preference, but a shared connection to a place — your neighborhood. Let's build a strong one together.

1. Be respectful to your neighbors You're speaking to your real neighbors. Strong communities are built on strong relationships.

2. Do not discriminate We do not tolerate racism, hateful language, or discrimination of any kind.

3. Discuss important topics in the right way We have policies and dedicated spaces for important non-local topics, such as national politics.

4. Promote local commerce the right way We have created designated spaces for members and local businesses to sell products and services.

5. Use your true identity Nextdoor is built on trust. We want everyone to know they're communicating with their real neighbor, and therefore require you to use your true identity.

6. Do not engage in harmful activity We prohibit any activity that could hurt someone, from physical harm to scams.

Member Agreement <https://legal.nextdoor.com/us-member-agreement-2020/>

Nextdoor is the neighborhood hub for trusted connections and the exchange of helpful information, goods, and services; we hope that neighbors everywhere will use Nextdoor to build stronger and safer neighborhoods around the world. We use “Nextdoor” here to refer to the Nextdoor websites and our iOS and Android apps (also referred to as our “Services”). We also use “Nextdoor”, “we”, “us” and “our” to refer to the companies operating our Services.

Privacy Policy <https://legal.nextdoor.com/us-privacy-policy-2020/>

When you use Nextdoor, there are expectations for how you must respect and protect the privacy of other members. These expectations are spelled out in our [Member Agreement](#). Please read it. Violating these rules or other aspects of the [Member Agreement](#) may lead to a loss of account privileges, potentially including a permanent ban from Nextdoor.

Nextdoor Help

https://help.nextdoor.com/s/?language=en_US