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Nextdoor

Your neighborhood feed, alerts, recommendations and For Sale & Free — explained in plain English, one step at a time

A plain-English guide for neighbors of every age

Take your time — reading never posts anything

Written for you by Bill — Bill's Home Tech

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For the Nextdoor app on iPhone & Android and nextdoor.com · facts current November 2026

What's Inside

This is your guide to Nextdoor, the free app and website for your neighborhood. Start with Part 1 to join and verify your address, then read whatever you need: alerts, recommendations, buying and selling, privacy, or the scams to watch for. Read in any order and at your own pace. If a screen looks a little different on your phone, the idea is still the same.

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PART 1

Getting Started

What Nextdoor is, how to join, how to verify that you really live where you say you do, and a quick tour of the app.

CHAPTER 1

A Note from Bill

Hello, and welcome. Nextdoor is where your neighbors talk: who has a good furnace repairman, whose dog got out, why the power is off on your street, and who is giving away a perfectly good recliner. Used well, it can make a neighborhood feel smaller and friendlier. Used carelessly, it can also be a place where scammers fish.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and I serve folks right here in Portage County, Ohio. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time.

Who this guide is for

- Anyone who got a Nextdoor invitation in the mail or by email and wondered whether it's worth joining.
- Members who want to see helpful posts without being buried in notifications.
- Anyone who wants to buy, sell or give things away locally without getting burned.
- Grown children helping a parent join, or keeping an eye out for the scams that circulate there.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll be able to join and verify your address, find trusted recommendations, get alerts about outages and storms, post a lost pet or an item for sale, set your privacy just the way you like, and spot the common Nextdoor scams before they cost you anything.

The big promise: reading never posts anything

You can scroll, read, search and look at For Sale & Free all day without anyone knowing. Nothing goes out to your neighbors until you press a **Post**, **Comment** or **Send** button. And if you post something by mistake, you can delete it. The one place to slow down is money: never pay a stranger before you've seen the item. We'll cover that in Part 3.

You're never stuck alone

If anything in this guide feels like too much, call or text me at **(330) 200-8042**. We'll sort it out together, with no judgment.

— Bill

CHAPTER 2

What Nextdoor Is, and Isn't

Nextdoor is a free app and website that connects you with the people who live near you. Each member joins a **neighborhood** based on their home address, and sees posts from that neighborhood and the ones around it.

What makes it different from Facebook

- **Real names.** Nextdoor requires members to use their real names. Nicknames and common short names are fine, but made-up names and initials aren't allowed. You can hide your last name from neighbors.
- **Real addresses.** Members verify that they live in the neighborhood, which helps keep out people from far away.
- **Local focus.** Almost everything you see is about your area: lost pets, local businesses, road work, yard sales, events and weather.
- **Free.** Nextdoor is free to join, and the apps are free. It makes its money from local ads.

The "new Nextdoor" (2025)

In July 2025 Nextdoor rebuilt its app around three things, and you'll see them throughout this guide:

Feature	What it does for you
Alerts	Real-time notices about weather, traffic, power outages, storms and fires near you. See Chapter 8, *Alerts: Weather, Outages and Safety*.
News	Local stories from established local news outlets, chosen for your neighborhood. See Chapter 11, *Local News on Nextdoor*.
Faves	Local businesses your neighbors recommend most. See Chapter 12, *Finding a Good Plumber: Recommendations and Faves*.

What Nextdoor isn't

- It isn't 911. Nextdoor says plainly that contacting Nextdoor is not a substitute for calling 911 or local emergency services.
- It isn't a store. Nextdoor isn't part of sales between neighbors and can't give refunds. See Chapter 20, *Paying and Getting Paid*.
- It isn't private. Posts are seen by many neighbors, and sometimes more widely. See Chapter 21, *Your Privacy Settings*.

GOOD TO KNOW

Screens change often

Nextdoor updates its app frequently, and the iPhone, Android and website versions differ a little. If a button name doesn't match exactly, look for the closest match. Facts in this guide are current as of November 2026.

CHAPTER 3

Joining Nextdoor

Joining takes about ten minutes. You can join on a phone, a tablet or a computer. Many people find the app easiest for everyday use and the website easiest for typing longer posts.

Get the app

1. On an iPhone or iPad, open the **App Store**. On an Android phone, open the **Play Store**.
2. Search for **Nextdoor**. Look for the app made by **Nextdoor** itself, not a look-alike.
3. Tap **Get** or **Install**. The app is free.

Create your account

1. Open the app and tap the button to join or sign up.
2. Enter your home address exactly as it appears in Google Maps, including an apartment or unit number if you have one.
3. Enter your real first and last name, your email address, and a password you don't use anywhere else.
4. Nextdoor will ask you to verify your address. See Chapter 4, *Verifying Your Address* for the choices.

HEADS UP

Use your home address, not a P.O. box

Nextdoor builds neighborhoods from physical addresses, so a P.O. box won't work.

TIP

Got an invitation letter?

If a neighbor invited you and you received a letter from Nextdoor with a code on it, keep it handy. That code can be used to verify your address.

SCAM ALERT

Only from the real app store

Download Nextdoor only from the App Store or Play Store, and never through a link in a text message. Anyone selling "verified Nextdoor accounts" is running a scam.

CHAPTER 4

Verifying Your Address

Verification shows Nextdoor that you really live at your address. It's what keeps Nextdoor local. You only need to do it once, unless you move.

Method	How it works
By phone	Nextdoor texts a code to your mobile number. The **billing address** on your phone plan has to match the address you used to join.
By location	Verify from your phone or computer while you're **at home**, with location access allowed for the app or browser.
By document	Upload a photo of a government ID, a deed or rental agreement, or a utility bill dated within the last six months, showing your name and current address.
By mail	Use the code from an invitation letter or a verification postcard.

Verifying with your location, step by step

1. Make sure you're at home.
2. When Nextdoor asks, allow it to use your location.
3. Turn off any VPN, pop-up blocker or private browsing mode for a moment, since Nextdoor says these can get in the way.
4. Follow the prompts. If it works, you'll see your neighborhood feed.

If verification keeps failing

- Check that your address matches exactly, including any unit number.
- Try typing the address the way Google Maps shows it.
- Try a different method from the table above.
- If you've changed your address recently, note that Nextdoor only allows an address change once every 30 days.

STAY SAFE

Cover what you don't need to share

If you upload a document, Nextdoor only needs your name, address and the date. It's fine to cover up account numbers on a utility bill before you take the photo.

CHAPTER 5

A Quick Tour of the App

Once you're in, the app has a handful of main areas. Their exact spots move around between updates, but the names stay much the same.

Area	What's there
Home (the feed)	Posts from your neighborhood and nearby ones, plus news and some ads. See Chapter 6, *Reading Your Neighborhood Feed*.
For Sale & Free	Items neighbors are selling or giving away. See Chapter 17, *Browsing For Sale & Free*.
Notifications and Alerts	Replies to you, new posts you follow, and real-time Alerts. See Chapter 8, *Alerts: Weather, Outages and Safety*.
Post button	Where you start a new post, a sale listing, a poll or an event. See Chapter 7, *Writing a Post*.
Chat (messages)	Private messages between you and a neighbor. See Chapter 16, *Chat Messages*.
Your profile picture	Your profile, plus **Settings** for privacy and notifications.

Finding Settings

1. In the app, tap your profile picture, or the menu in the top corner.
2. Tap **Settings**.
3. You'll see sections such as **Privacy**, **Notifications** and **Account settings**. We'll use all three in Part 4.

TIP

Make the text bigger

If Nextdoor's text looks small, raise your phone's text size in its own Settings. On an iPhone it's under **Settings > Display & Brightness > Text Size**; on Android look in **Settings > Display**. Many apps, Nextdoor included, follow that setting.

GOOD TO KNOW

Ads look like posts

Some items in your feed are ads from local businesses. They're usually marked as ads or sponsored. They aren't neighbor recommendations, so judge them as you would any ad.

— Bill

PART 2

Everyday Nextdoor

Reading the feed, writing a post, getting alerts and local news, finding a trusted business, helping a lost pet home, and using groups and chat.

CHAPTER 6

Reading Your Neighborhood Feed

The feed is the long list you see when you open Nextdoor. It mixes posts from neighbors, local news, alerts and a few ads. You don't have to read it all; most people skim for the things that matter to them.

What you'll see

- Questions and answers: "Anyone know a good dentist who takes new patients?"
- Lost and found pets, and the occasional lost set of keys.
- Items for sale or free, which also live in For Sale & Free (Chapter 17, *Browsing For Sale & Free*).
- Safety notices, road closures, weather and power outages (Chapter 8, *Alerts: Weather, Outages and Safety*).
- Local news stories (Chapter 11, *Local News on Nextdoor*) and ads from local businesses.

Reacting and commenting

1. To show you liked a post, tap the reaction button under it.
2. To reply where everyone can see, tap **Comment**, type your reply, and send it.
3. To reply privately, open the person's name and choose to send a message. See Chapter 16, *Chat Messages*.

TIP

Too much of one person?

If one neighbor's posts wear you out, you can mute them. They won't be told, and you'll simply stop seeing their posts. See Chapter 23, *Mute, Block and Report*.

HEADS UP

Read before you share

Rumors spread fast on any neighborhood site. Before you repeat a post about crime or a scam, check whether a local news outlet or the police department has said the same thing.

CHAPTER 7

Writing a Post

Asking your neighbors a question is one of the most useful things you can do on Nextdoor. Here's how to post, and how to choose who sees it.

1. Tap **Post** (on the website it's at the top right of your feed).
2. Type your message. Keep it short and friendly.
3. If you like, add a photo, a location, a poll or an event.
4. Choose who can see it: **Your neighborhood**, **Nearby neighborhoods** or **Anyone**.
5. If you belong to a group, you can also share the post there.
6. Tap the button to publish.

Audience	Who sees it
Your neighborhood	Only verified neighbors in your own neighborhood. The most private choice.
Nearby neighborhoods	Your neighborhood plus the ones around it. Good for recommendations and lost pets.
Anyone	Can be seen more widely, including by people outside your area. Use it only for things you'd happily see anywhere.

HEADS UP

You can't change the audience later

Nextdoor doesn't let you change who can see a post after it's published. If you picked the wrong audience, delete the post and write it again.

STAY SAFE

Leave out the details a stranger could use

Don't post that you'll be away on vacation, and don't include your house number, phone number or email in a public post. Share details privately in Chat once you know who you're talking to.

CHAPTER 8

Alerts: Weather, Outages and Safety

Alerts are one of the most useful parts of the new Nextdoor. They give you real-time notices about what's happening near you, so you hear about a power outage or a severe storm quickly.

What Alerts cover

- Severe weather, using information from The Weather Channel and Weather.com.
- Power outages, traffic problems and road closures.
- Fires and other public-safety situations, using an alerting service called Samdesk.
- Notices posted by public agencies such as police, fire and city offices.

Seeing recent alerts

1. Open your **Notifications**.
2. Switch to the **Alerts** tab to see recent alerts for your area.
3. Tap an alert to see more, including the alerts map and neighbors' comments.

Choosing which alerts reach you

1. Go to **Settings > Notifications**.
2. Find the section for **Real-time alerts**.
3. Turn push notifications or email on or off for each kind of alert.

STAY SAFE

Nextdoor is a helper, not your warning system

For tornado warnings and other emergencies, rely on your phone's official Emergency Alerts, local TV and radio, and outdoor sirens. Nextdoor's alerts are a useful extra, not a replacement. In an emergency, call 911.

TIP

Reporting a power outage

Nextdoor can tell you there's an outage, but it doesn't report it to the power company. Report outages directly to your electric utility using the number on your bill or its official app.

CHAPTER 9

Using Nextdoor in a Storm or Emergency

When a storm knocks out power or a road floods, Nextdoor can help neighbors look after each other. Nextdoor's own help center has practical suggestions for these times.

Nextdoor's suggestions

- **Call for help the right way.** For medical emergencies and anything urgent, call 911. For needs that aren't life-threatening, call your local non-emergency line.
- **Check on neighbors.** Post to ask who needs extra help. Nextdoor suggests reaching out to neighbors who are older, live alone, have a disability, or have several children or pets.
- **Pool resources.** Post what you can share, such as a generator, a snow shovel or a spare room, and ask what others need.
- **Share verified information.** Get updates from official apps and agencies, then share those on Nextdoor. Check posts from local agencies such as police and emergency services.

Before the next storm

1. Turn on real-time Alerts in **Settings > Notifications** (Chapter 8, *Alerts: Weather, Outages and Safety*).
2. Write your electric company's outage number in the cheat-sheet (Chapter 34, *Your Nextdoor Cheat-Sheet*).
3. Keep your phone charged, and consider a small battery pack for outages.

HEADS UP

Storm-chasing scammers

After a storm, offers of quick roof and tree work appear fast. Some are local and honest; some aren't. See Chapter 29, *Fake Contractors and Too-Good Deals* before you hire anyone.

WHAT THIS DOES FOR YOU

Why it matters

A neighbor who knows you live alone and checks on you when the power's out is worth more than any app. Nextdoor can be the start of that.

CHAPTER 10

Posts from Police, Fire and the City

Many police departments, fire departments and city offices post on Nextdoor as **public agencies**. Their posts are a reliable source of local safety news.

- Agencies can post Alerts about things such as missing and endangered people, road closures and severe weather.
- A good agency alert tells you who it's from, what's happening, where, and when.
- You can usually comment on or share agency alerts, but regular members don't send agency alerts themselves.

Finding your local agencies' posts

1. Tap **Search** (in the app it's in the bottom toolbar).
2. Type the name of your police department, fire department or city.
3. Open the agency's page to read its recent posts.

STAY SAFE

Nextdoor isn't how you report a crime

Agencies read Nextdoor, but they don't take reports through it. Call 911 in an emergency, or the non-emergency line for everything else.

SCAM ALERT

Fake "police" messages

A real police department won't message you on Nextdoor asking for money, gift cards or personal details. If a message like that arrives, report it.

CHAPTER 11

Local News on Nextdoor

Since 2025 Nextdoor shows local news stories from established local publications right in your feed. It's a handy way to keep up with what's happening in town.

- Stories come from news outlets Nextdoor has reviewed and partnered with.
- You'll see a short preview in the feed. Tap it to read more.
- Neighbors can comment on news stories, and those discussions have their own guidelines.

Turning down the news

1. Go to **Settings > Notifications**.
2. Open **Digests**, then **Local News**.
3. Turn off email, push notifications, or both.

GOOD TO KNOW

News comments can get heated

If a comment thread gets unpleasant, you can simply stop reading. You don't have to reply. Muting works on people who comment there too.

HEADS UP

Check the source

Real news stories show the publication's name. If a "news" post in your feed comes from a neighbor with no source, treat it as an opinion until you've checked it.

CHAPTER 12

Finding a Good Plumber: Recommendations and Faves

For many people this is the best reason to be on Nextdoor. When you need a plumber, a roofer, a dog groomer or a handyman, your neighbors' experience is worth a lot.

Two ways to find someone

Method	How it works
Search or browse businesses	Look up a business or browse **Local Faves**, a hub that shows businesses neighbors fave, recommend and mention most. On a business page, the **What neighbors say** tab shows recommendations.
Ask your neighbors	Write a post: "Can anyone recommend a plumber for a leaking water heater?" Choose **Nearby neighborhoods** to get more answers.

A fave is not the same as a recommendation

- Tapping **Fave** on a business mostly means you follow it, so its posts show up in your feed.
- A **recommendation** is something a neighbor writes about their experience. Only Nextdoor neighbors can recommend a business, and business recommendations can be seen by anyone.
- Each fall, neighbors vote in the **Nextdoor Fave Awards**. In 2026 voting ran through September 30, with winners announced in October.

SCAM ALERT

Recommendations aren't background checks

A business with lots of faves can still be the wrong choice for you. Get a written estimate, check that the contractor is licensed and insured for the work, and never pay a large amount up front to someone who knocked on your door. See Chapter 29, *Fake Contractors and Too-Good Deals*.

TIP

Return the favor

When someone does good work for you, take a minute to recommend them. It helps your neighbors and good local businesses.

CHAPTER 13

Lost and Found Pets

Nextdoor is one of the best places to post a lost or found pet, because the people who see your post are the ones most likely to spot your animal.

If your pet is lost

1. Tap **Post** and choose **Nearby neighborhoods** so more people see it.
2. Include when your pet went missing, a description, any special instructions ("she's shy; don't chase her"), and a few clear photos.
3. Nextdoor suggests including a way to reach you. Many people prefer to ask neighbors to message them through Nextdoor Chat instead of posting a cell phone number publicly.
4. Update the post when your pet is found, so neighbors stop looking.

If you found a pet

1. Post with the time and place you found it, a description, and photos if possible.
2. Keep back one identifying detail, such as a marking or the color of the collar, so you can check that the person who calls is really the owner.

SCAM ALERT

The "I found your pet, send me the code" scam

Scammers watch lost-pet posts. They text the owner claiming to have the pet, then ask the owner to read back a code that just arrived by text. That code is really a verification code for one of your accounts, often to set up a Google Voice number in your name. Others demand a reward up front. **Never read a code to anyone, and never pay before you see your pet in person.** The Better Business Bureau has warned about this scam, including in Cleveland.

TIP

Call the shelter too

Nextdoor is a great help, but also call your county dog warden and local shelters, and make sure your pet's microchip details are current.

CHAPTER 14

Posting About Crime and Safety

Neighbors often post about package thefts, car break-ins or a suspicious car. Done well, it helps everyone. Done poorly, it causes fear and hurt feelings. Nextdoor has clear guidance.

Nextdoor's guidance

- **Call the authorities first.** For an emergency, call 911. For anything else, call your police department's non-emergency line. Nextdoor is not a substitute.
- **Describe what happened**, with as many details as you can, and name the street or intersection.
- **Describe behavior, not people.** Nextdoor prohibits describing a suspect by race and sex alone, including in the post's title. Focus on what the person did, their clothing and any vehicle.

STAY SAFE

Never confront anyone

If you see something happening, stay inside, stay safe and call the police. Don't go outside to take photos or approach the person.

HEADS UP

Doorbell video

If you share doorbell or camera video, check what else it shows, such as your house number or a neighbor's children. Our Ring and video doorbell guides cover sharing video safely.

CHAPTER 15

Groups and Events

Groups are smaller circles inside Nextdoor for people with a shared interest, such as a garden club, a walking group, a street's block watch or a church's neighborhood ministry.

Type	Who can join
Public group	Anyone who lives in the group's area can find and join it.
Private group	Anyone in the area can find it and **request** to join; the group's leaders approve requests.

Sharing an event

1. Tap **Post**.
2. Choose the option to **create an event**.
3. Add the name, date, time and place, and a short description.
4. Choose your audience and publish.

TIP

A gentle way to meet people

Events like a street yard sale, a park clean-up or a porch concert are an easy way to put faces to the names you see on Nextdoor.

STAY SAFE

Meeting someone for the first time

For a walking group or club, meet in a public place the first time, and tell a family member where you're going.

CHAPTER 16

Chat Messages

Chat lets you message a neighbor privately, without the whole neighborhood seeing. It's how you arrange to pick up an item, thank someone, or ask a follow-up question.

1. Tap the person's name or picture to open their profile.
2. Choose the option to send a message.
3. Type your message and send it. Replies appear in your Chat or messages area.

Good habits

- Keep the conversation in Nextdoor Chat until you're sure who you're dealing with. Scammers often push to move to text or email quickly.
- Share your phone number only when you're ready, such as when you're arranging a pickup.
- If someone is rude or makes you uneasy, you can block them from the chat. See Chapter 23, *Mute, Block and Report*.

SCAM ALERT

A new account with a sob story

Be cautious with anyone who messages you out of the blue with an emergency and a request for money, gift cards or personal details, even if their profile says they live nearby.

— Bill

PART 3

Buying, Selling & Giving Away

For Sale & Free is a wonderful way to declutter and find bargains close to home. Here's how to use it, and how to keep your money safe.

CHAPTER 17

Browsing For Sale & Free

For Sale & Free is Nextdoor's local marketplace. Neighbors list furniture, tools, baby gear, garden supplies, and plenty of things for free. Because sellers are close by, you can usually see the item in person.

1. Open **For Sale & Free** from the app's main menu or tabs.
2. Scroll the listings, or search for what you want, such as *snow blower* or *walker*.
3. Tap a listing to see more photos, the price and the seller's neighborhood.
4. To ask a question, send the seller a message through Chat. See Chapter 16, *Chat Messages*.

What makes a good listing to buy from

- Real photos that look like they were taken in someone's home or garage.
- A fair price for the item's condition.
- A seller who lives nearby and is happy for you to see it before you pay.

SCAM ALERT

If it's a bargain car or a cheap iPhone, slow down

Nextdoor's own help center warns about listings for vehicles and electronics priced far below what they're worth. See Chapter 28, *The Most Common Nextdoor Scams*.

TIP

Free means free

Many neighbors give things away just to get them out of the garage. A friendly "Thank you!" message goes a long way, and arriving on time matters.

CHAPTER 18

Selling or Giving Away an Item

Listing something takes a few minutes. Good photos and an honest description sell things faster.

1. Tap **Post**, then choose **Sell or give away** at the bottom.
2. Tap **Add photos** and choose a few clear pictures. Nextdoor offers an optional AI assistant that suggests a title, description, price and category from your first photo. You can change anything it suggests.
3. Fill in the title, a short honest description, and the price, or mark it as free.
4. Tap **Next**.
5. Choose your audience. **Nearby neighborhoods** reaches more buyers.
6. Tap the button in the upper corner to publish.

Keep your details out of the listing

Nextdoor recommends **not** putting your phone number, email address or home address in a For Sale or Free post. Interested neighbors can message you through Chat, and you decide what to share.

STAY SAFE

Pickups at your home

For small items, many people leave them on the porch for a contactless pickup. For bigger items that need to come out of the house, have another person at home with you, and keep pickups to daylight hours.

TIP

Mark it sold

When the item is gone, mark the listing as sold or delete it, so you stop getting messages.

CHAPTER 19

Buying Safely

Most neighbors are honest, and most sales go perfectly well. These habits protect you from the few who aren't.

Nextdoor's own advice

- **Buy in person whenever possible.** Nextdoor strongly discourages paying for items to be shipped or delivered to you.
- **See it first.** Check that the item is what was described, and that it works, before you pay.
- **Meet somewhere safe.** A well-lit public place is best for anything valuable. Many police departments offer a marked safe-exchange spot in their parking lot.
- **Keep the conversation on Nextdoor** until you're ready to meet.

HEADS UP

"I'm out of town, but I can ship it"

Nextdoor lists this as a warning sign. A real neighbor selling locally can usually show you the item.

TIP

Bring a helper for big purchases

For furniture, appliances or anything heavy, bring a family member. It's safer and easier on your back.

CHAPTER 20

Paying and Getting Paid

This is where scams cost real money, so it's worth reading slowly. Nextdoor isn't part of the deal between you and a neighbor, and it can't get your money back.

Way to pay	What to know
Cash, in person, when you pick up the item	Simple and safe for small amounts. Count it together.
A payment app, at the moment you get the item	Nextdoor suggests established payment apps. If the app lets you link a **credit card**, that generally gives more protection than a debit card. Our Zelle and PayPal guides explain the differences.
Gift cards	Never. Nextdoor says a request for gift-card payment is very likely a scam.
Wire transfer, crypto, or paying before delivery	Don't. You have almost no way to get the money back.

What Nextdoor can and can't do

Nextdoor says it isn't a party to deals between members. It can't issue refunds, recover payments or investigate disputes that happened off its platform, such as through Zelle, Venmo, Cash App, cash or in person. It points people who were cheated to local police and the FBI's Internet Crime Complaint Center.

SCAM ALERT

The overpayment trick

If a buyer "accidentally" sends you more than the price and asks you to send back the difference, stop. The original payment is often fake or will be reversed, and the money you sent back is gone. See Chapter 30, *Overpayment and Fake Check Tricks*.

STAY SAFE

Selling? Wait for the money to arrive

With a payment app, check that the money has actually arrived in your app before the buyer leaves with the item. A screenshot of a "sent" payment isn't proof.

— Bill

PART 4

Privacy, Notifications & Your Account

Choosing who sees your name and posts, quieting the notifications, dealing with difficult neighbors, keeping your account safe, and taking a break if you need one.

CHAPTER 21

Your Privacy Settings

Nextdoor gives you more control over your privacy than many people realize. Five minutes here is well spent.

Your street address

Nextdoor's help center says your address is never visible to other members. Older guides describe a setting to show only your street name; current help pages say street names and addresses are no longer shown. Either way, neighbors see your **neighborhood**, not your house number.

What you can control

Setting	What it does
Full name and profile photo	Choose who sees them: anyone on Nextdoor, nearby neighborhoods, your neighborhood, or no one. You can also hide your last name.
Profile details	Who sees your neighborhood or city, your groups and your posts on your profile. You can also hide individual sections of your profile with **Edit profile**.
Being found	Limit who can search for you, or see you suggested as a neighbor they may know.
Each post	Choose the audience every time you post. See Chapter 7, *Writing a Post*.

How to get there

1. Tap your profile picture, or the menu.
2. Tap **Settings**, then **Privacy**.
3. Go down the list and choose the option that feels right for each setting.

TIP

A comfortable middle ground

Many people choose to show their name to their own neighborhood only, hide their last name, and limit who can find them by search. Your neighbors can still recognize you, and strangers from farther away can't.

STAY SAFE

Think about your profile photo

A friendly face helps neighbors trust you, but you don't need a photo that shows your house, your car's license plate or your grandchildren.

CHAPTER 22

Taming Notifications and Emails

Left on their defaults, Nextdoor's notifications and emails can feel like a firehose. You can keep the useful ones and quiet the rest.

Change your notification settings

1. In the app, tap the menu or your profile picture, then **Settings**, then **Notifications**. On the website, choose **Settings**, then **Notification settings**.
2. For each kind of notification, turn it all off, or choose just **email** or just **push** (the pop-ups on your phone).
3. Look under **Digests** to get one daily or weekly summary email instead of many separate ones.

A sensible start	Which notifications
Keep on	Replies to your posts, messages from neighbors, and real-time Alerts for your area.
Consider a digest	Popular posts, For Sale & Free, and local news.
Turn off if you like	Anything you find yourself swiping away without reading.

Unsubscribing from one email

Every Nextdoor email has an **Unsubscribe** link at the bottom that turns off that type of email.

GOOD TO KNOW

Two things Nextdoor tells you up front

You can only adjust notifications by **type** of post, not by where the poster lives. And when Nextdoor adds a brand-new kind of notification, you're automatically signed up for it. It's worth checking your settings every few months.

SCAM ALERT

Make sure the email is really from Nextdoor

Before clicking Unsubscribe, glance at the sender. If an email claiming to be Nextdoor asks for your password or payment details, it's fake. See Chapter 25, *Sign-In Codes, Passwords and Your Account*.

CHAPTER 23

Mute, Block and Report

Most neighbors are lovely. A few are not. Nextdoor gives you three tools, from gentlest to firmest.

Tool	What it does
Mute	Hides a neighbor's posts from *your* feed. They're not told, other neighbors still see their posts, and you can unmute them later in Privacy settings.
Block	You and that person can't see or respond to each other's content in the feed. They're not told. You can block from their profile or from a chat.
Report	Tells Nextdoor's staff that a post, comment or member breaks the guidelines. Staff can remove posts, take away someone's ability to post, or suspend them.

How to report

1. For a post or comment: tap the three-dot menu (**…**) on it and choose **Report**.
2. For a member: open their profile, tap **…**, then **Report**.
3. Pick the reason that fits best and submit.

HEADS UP

Report honestly

Nextdoor warns that excessive or retaliatory reporting is itself against its guidelines. Use Report for real problems such as scams, threats or harassment.

STAY SAFE

If you feel threatened

If someone threatens you or seems dangerous, call the police. Nextdoor's tools are for online behavior, not for your physical safety.

CHAPTER 24

Keeping It Neighborly

A neighborhood site works best when people treat it like a front porch conversation. Nextdoor's community guidelines boil down to a few ideas.

- Be helpful and kind, even when you disagree.
- Use your real identity.
- Don't share other people's private information, such as their address or phone number.
- Keep posts about local matters; national politics usually goes badly.
- Don't use Nextdoor to discriminate, harass or spread rumors.

TIP

Before you post when you're upset

Write it, then wait an hour. If you still want to post it, read it out loud first. Many neighborhood quarrels are avoided this way.

WHAT THIS DOES FOR YOU

Why it's worth the effort

A friendly neighborhood feed is one where people answer your questions, return your lost dog and warn you about a scam going around. Your kindness helps build that.

CHAPTER 25

Sign-In Codes, Passwords and Your Account

Scammers sometimes break into Nextdoor accounts so they can pose as a trusted neighbor. A few habits keep yours safe.

What Nextdoor will never ask for

- Your account password.
- Your financial information or tax ID number.
- Your full credit card number or PIN.
- Nextdoor also says it will never send you a password by email.

How real sign-in codes work

When Nextdoor wants to confirm it's you, it sends an email titled **Your sign-in code** to the address on your account. You type the six-digit code on Nextdoor's **Account confirmation** page. If your phone number is on the account, you may also see an option to get the code by text.

STAY SAFE

Got a code you didn't ask for?

Nextdoor says that if you get a sign-in code email you didn't request, reset your password right away. And never read a code to anyone who calls or texts you.

If you forgot your password or got locked out

1. Open the Nextdoor app or type **nextdoor.com** yourself.
2. On the sign-in screen, choose the option for a forgotten password.
3. Follow the email Nextdoor sends to reset it. Choose a password you don't use anywhere else.

HEADS UP

Reused passwords are the weak spot

Nextdoor says scammers use logins stolen from other websites to take over accounts. If your Nextdoor password is the same as another account's, change it today.

CHAPTER 26

Moving, Second Homes and the Wrong Neighborhood

Nextdoor ties your account to one home address. Here's what to do when that address changes, when you spend part of the year somewhere else, or when Nextdoor seems to have put you in the wrong neighborhood.

Situation	What to do
You moved	Change your address in your account settings and verify the new one. Nextdoor only allows an address change once every 30 days.
You have a second home	Nextdoor allows one home address per account, so a second home needs a second account with a different email address. You can verify it with a deed, utility bill or rental agreement.
You seem to be in the wrong neighborhood	Nextdoor's help center has a page called "I'm in the wrong neighborhood." Check first that your address is typed exactly as Google Maps shows it.

Winter in Florida?

Many people keep their Ohio account and simply read it while they're away. If you'd like to join your winter neighborhood too, sign out first, then create a second account there with a different email address.

HEADS UP

Don't post that the house is empty

Avoid posting "We'll be gone until April" on Nextdoor. Instead, ask a trusted neighbor privately to keep an eye on the house.

TIP

Keep the two accounts straight

Write down which email goes with which home in the "Keep this handy" table in Chapter 34, *Your Nextdoor Cheat-Sheet*.

CHAPTER 27

Taking a Break or Leaving

Sometimes Nextdoor is more stress than help. You can step away for a while, or leave for good.

Choice	What happens
Deactivate	Temporarily closes your account. Your profile can't be found, and you can come back later.
Delete	Permanently closes your account. It can't be undone.
Just delete the app	Doesn't close anything. Your account and profile stay active.

How to deactivate or delete (on the website)

1. Type **nextdoor.com** into your browser and sign in.
2. Go to **Settings > Account settings** and choose **Deactivate your account**.
3. Pick a reason for leaving. Nextdoor may suggest alternatives, such as fewer notifications.
4. To deactivate, check the box and continue. To delete permanently, choose the **click here** link below the button instead.

> TIP
>
> **Try quieter first**
>
> If it's the noise you mind, try a weekly digest and turning off most push notifications (Chapter 22, *Taming Notifications and Emails*) before you leave. Many people find that's all they needed.

— Bill

PART 5

Scams to Watch For

Nextdoor feels like a friendly street, which is exactly why scammers like it. Here are the tricks that show up most, and what to do if one got you.

CHAPTER 28

The Most Common Nextdoor Scams

Nextdoor's help center publishes the scams it sees most. The biggest one is simple: a bargain that isn't real.

The "bargain item for gift cards" scam

A scammer posts a car, a truck, a camper or an expensive gadget at a price far below what it's worth. They say they're selling it for a relative or a friend, ask you to contact them by email or text outside Nextdoor, and then ask for payment in gift cards. The item never arrives.

Nextdoor's list of warning signs

- A price that's too good to be true.
- The same item, with the same photos, posted by other sellers.
- The seller says they're selling for someone else.
- The seller wants you to contact them outside Nextdoor.
- The seller asks for gift cards or another unusual way to pay.
- The seller is "out of the area" but offers to ship the item.

SCAM ALERT

One rule catches almost all of them

If you can't see the item in person and pay when you get it, don't pay at all. No real neighbor needs gift cards.

Other tricks to know

Scam	Where to read more
Lost-pet code scam	Someone claims to have found your pet and asks for a code. See Chapter 13, *Lost and Found Pets*.
Fake contractors	Door-knockers and too-good quotes after a storm. See Chapter 29, *Fake Contractors and Too-Good Deals*.
Overpayment	A buyer sends too much and asks for change. See Chapter 30, *Overpayment and Fake Check Tricks*.
Account takeovers	A neighbor's account is hijacked to ask friends for money. See Chapter 25, *Sign-In Codes, Passwords and Your Account*.

TIP

Warn your neighbors kindly

Nextdoor suggests posting a warning when you spot a scam, so others know what to watch for. Keep it factual and leave out personal attacks.

CHAPTER 29

Fake Contractors and Too-Good Deals

After a windstorm or a heavy snow, Nextdoor fills up with offers of help. Many are genuine local businesses. Some are not. These habits protect you.

- Get more than one written estimate for any big job.
- Ask whether the contractor is licensed (where your town or state requires it) and insured, and ask for proof.
- Look the business up yourself, not just on Nextdoor. Check its reviews and how long it has been around.
- Never pay the whole job up front. A reasonable deposit for materials is common; paying everything before work starts is not.
- Be extra careful with anyone who knocks on your door, says they "happen to be in the neighborhood," and wants to start today.
- Don't let anyone you don't know into your home or up on your roof to "take a look" without a family member present.

SCAM ALERT

"Pay in cash and I'll give you a discount"

A discount for cash, gift cards or a payment app with no paperwork leaves you with nothing if the work isn't done. Pay with a check or credit card, against a written contract.

TIP

Ask the neighborhood the right question

Instead of "Who can fix my roof today?", try "Who has used a roofer they'd hire again?" You'll get real experiences instead of ads.

GOOD TO KNOW

Ohio resources

The Ohio Attorney General's office takes consumer complaints about home-repair problems. Search for the Ohio Attorney General's consumer protection page, typing the address yourself.

CHAPTER 30

Overpayment and Fake Check Tricks

This one targets sellers. A "buyer" sends you more than your asking price, then asks you to send back the difference, or to pay their "mover" out of the extra.

Why it works, and why it costs you

- With a check, the bank may make the money available before it discovers the check is fake. When it bounces, the bank takes the full amount back from you. Cashier's checks can be forged too.
- With a payment app, the "payment" may be a fake screenshot, or may be sent from a stolen account and reversed later.
- Either way, the money you sent back is real, and it's gone.

How to stay safe as a seller

1. Ask for the exact price, nothing more.
2. Take cash in person, or wait until a payment shows up in your own payment app before handing over the item.
3. If someone overpays, don't send any money back. Stop replying and report them.

SCAM ALERT

A buyer who can't come in person

Someone who wants to buy your item sight unseen, pay by check, and send a "shipper" is following a script. Say no politely and move on.

TIP

A safe way to say no

"Thanks, but I only sell for cash at pickup." You don't owe anyone a longer explanation.

CHAPTER 31

If You Think You Were Scammed

If you sent money to a seller and never got the item, or gave a code to a stranger, please don't feel ashamed. These scams are made by professionals. Acting quickly gives you the best chance.

1. **Stop contact.** Don't send any more money, even if they promise a refund.
2. **Call your bank or card company** using the number on the back of your card. Tell them it's fraud. If you paid with a payment app, report it inside the app too.
3. **Gift cards:** call the company that issued the card (the number is on the back) and tell them it was used in a scam. Keep the card and receipt.
4. **Gave someone a code?** Change the password on the account the code was for, and check its security settings.
5. **Report the account on Nextdoor** using the three-dot menu, so others are protected.
6. **Report it to police and the FTC.** Nextdoor points victims to local law enforcement and the FBI's Internet Crime Complaint Center (ic3.gov). You can also report at reportfraud.ftc.gov.

HEADS UP

Beware the "recovery" call

After a scam, some people get calls offering to recover their money for a fee. That's a second scam. Real agencies don't charge to take your report.

FROM BILL

You don't have to sort it out alone

If a scam got through, call me at (330) 200-8042. I can help you lock down your accounts and make a plan.

PART 6

Getting Help

Helping a parent use Nextdoor, when to call me, and a one-page cheat-sheet.

CHAPTER 32

Helping a Parent Use Nextdoor

Nextdoor can be a real comfort to an older parent, especially one who lives alone: it's a way to know the neighbors, hear about outages and find trusted help. A little setup goes a long way.

1. Ask first. It's their account, their neighborhood and their name on the posts.
2. Help them join and verify (Chapter 3, *Joining Nextdoor*, Chapter 4, *Verifying Your Address*) with their own email and a password written down at home.
3. Set privacy together (Chapter 21, *Your Privacy Settings*) and turn notifications down to a weekly digest plus Alerts (Chapter 22, *Taming Notifications and Emails*).
4. Show them how to message a neighbor, and how to mute someone.
5. Agree on a family rule: "Before you pay anyone on Nextdoor, call me."

SCAM ALERT

Walk through the top scams together

Read Chapter 28, *The Most Common Nextdoor Scams* and Chapter 13, *Lost and Found Pets* together. The gift-card and code scams are much easier to spot once you've seen them described.

WHAT THIS DOES FOR YOU

What it does for your parent

A parent who knows their neighbors online often gets to know them in person too, and neighbors who know each other look out for each other.

CHAPTER 33

When to Call Bill

Plenty of Nextdoor questions are quick. These are the times a second pair of hands helps.

Good reasons to call

- Verification keeps failing and you've tried every method.
- You'd like help setting privacy and notifications so Nextdoor is useful but quiet.
- You think a seller, buyer or "pet finder" scammed you, or you read a code to someone.
- Your Nextdoor account, or the email behind it, was taken over.
- You want a parent set up safely, with a family plan for buying and selling.

This guide pairs with my **Device Training** sessions, where we sit down with your own phone and practice using apps like Nextdoor until they feel comfortable.

SCAM ALERT

A reminder

Nextdoor, your bank and I will never ask you to pay with a gift card or read us a code.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**, and I bring 30+ years of professional experience to every visit. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule. My help is $49 remote · $99 in your home. The guides themselves are free to read.

— Bill

CHAPTER 34

Your Nextdoor Cheat-Sheet

Most-used steps

I want to…	Do this
Write a post	Tap Post, write, choose the audience, publish (Chapter 7, *Writing a Post*)
Sell or give away	Post > Sell or give away > photos, price > Next > audience (Chapter 18, *Selling or Giving Away an Item*)
Find a business	Search or browse Local Faves; read What neighbors say (Chapter 12, *Finding a Good Plumber: Recommendations and Faves*)
See alerts	Notifications > Alerts tab (Chapter 8, *Alerts: Weather, Outages and Safety*)
Fewer notifications	Settings > Notifications; use Digests (Chapter 22, *Taming Notifications and Emails*)
Privacy	Settings > Privacy (Chapter 21, *Your Privacy Settings*)
Mute or report	Three-dot menu on a post or profile (Chapter 23, *Mute, Block and Report*)
Take a break	nextdoor.com > Settings > Account settings > Deactivate (Chapter 27, *Taking a Break or Leaving*)

Five safety rules

1. See the item in person and pay when you get it.
2. Never pay with gift cards, wire transfers or crypto.
3. Never read a code to anyone who calls or texts you.
4. Keep chats on Nextdoor until you know who you're dealing with.
5. For emergencies, call 911, not Nextdoor.

Keep this handy

Item	Fill in
Email I use for Nextdoor	_____
My neighborhood's name	_____
Police non-emergency number	_____
Electric company outage number	_____

Item	Fill in
County dog warden / shelter	_____
A neighbor I trust	_____

FROM BILL

One last thing

The best part of Nextdoor isn't the app. It's the neighbors. Use it to get to know them, help where you can, and keep your guard up around money. If you ever want help, I'm a phone call away.

— Bill