A Quick-Start Guide for Neighborhood Coordinators

Learn how to sign in, manage your food donors, and records food donations on collection days.

1 Welcome & Getting In

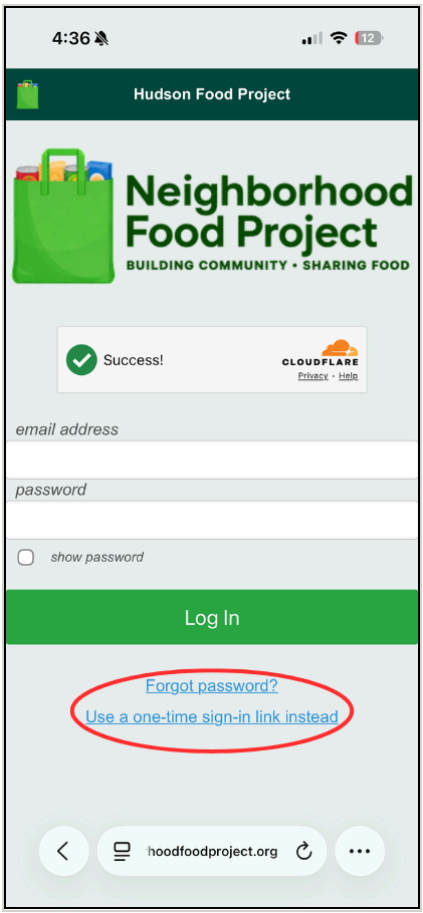
As a Neighborhood Coordinator (NC), you're the primary connection between your Food Project and the food donors in your neighborhood. The Neighborhood Organizing System (NOS) helps you keep donor information current, communicate with your donors, add new donors, and record their green bag food donations on collection days. This quick-start guide covers what you'll do most often. For more detailed explanations for each page, you can always access the complete **NC Guide** page from your menu. Thank you for being an NC and making a difference in your community!

Signing in for the first time

Before your first sign-in, you'll set a new password using the **Forgot password?** link. The same link works whether you're setting a password for the first time or resetting one later, and it only takes a minute:

1. On the sign-in page, tap or click **Forgot password?** (just below **Log In**), enter your email address, and tap or click **Send Reset Code**.
2. A six-digit code lands in your inbox (check your spam folder if it's not there).
3. On the **Reset Password** page, type the code into the **reset code** field, enter your **new password** and **confirm password**, check **Verify you are human**, then tap or click **Reset Password**. Note the password criteria shown on the page.
4. Tap or click **Back to login**, then sign in with your email and new password.

From now on you'll just use your email and password. If you ever forget it down the road, that same **Forgot password?** link resets it the same way.



The sign-in page. Tap Forgot password? to start.

Prefer not to deal with a password? The sign-in page also shows **Use a one-time sign-in link instead** (just below **Forgot password?**). Enter your email address, and the NOS emails you a sign-in link right away. Tap or click the link and you're taken straight in, no password needed. The link is good for about 10 minutes. (This option only appears if your project has turned it on.)

Finding your way around

Once you're in, look for the menu. On a phone or tablet, it's a bar along the bottom of the screen; on a computer, it's a sidebar down the left. The page you're on stays highlighted, and your name and current neighborhood always show at the top right. There are six pages: **My Neighborhood**, **New Member**, **Pickups & Results**, **News & Info**, **My Preferences**, and **User Guide**.

On a phone, the last two sit under **More** at the right end of the bottom bar. If you coordinate more than one neighborhood, your current one shows at the top right under your name: select it there to switch.

2 My Neighborhood

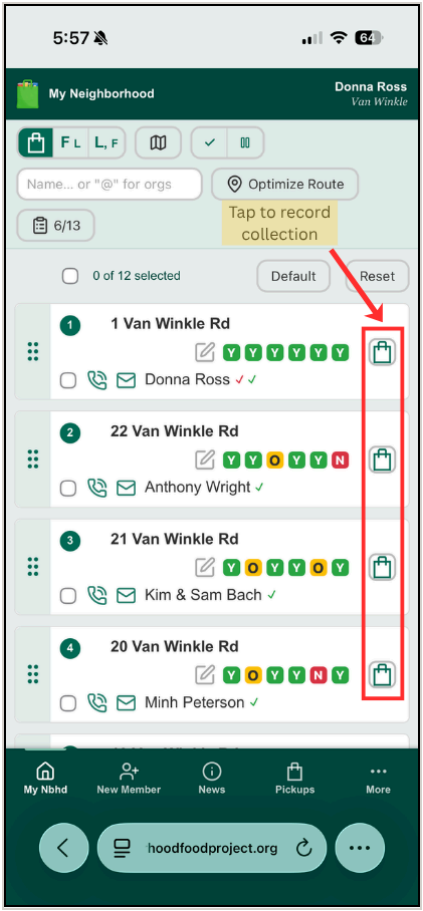
This is your home page, where you'll do most of your work. **My Neighborhood** lists everyone in the neighborhood you coordinate: on a phone it's a stack of cards, and on a computer it's a table shown alongside a map of your route. Each card is one food donor.

Start by adding your food donors. If you're new, your list starts empty. Your first step is to add the food donors on your route from the **New Member** page (see section 3). Once they're in, they'll show up here.

Each card shows the donor's route number, address, and name. Just before the name are two icons: a phone to call or copy their number, and an envelope to email that one person. On the other side are the history squares, the donor's last six collections as small colored squares. During a collection, a green bag icon appears at the end so you can record the current one.

WHAT THE COLORED SQUARES MEAN

- **Y** Green Y: left a bag
- **O** Yellow O: no bag, told you ahead
- **N** Red N: nothing, no word
- Grey: nothing recorded



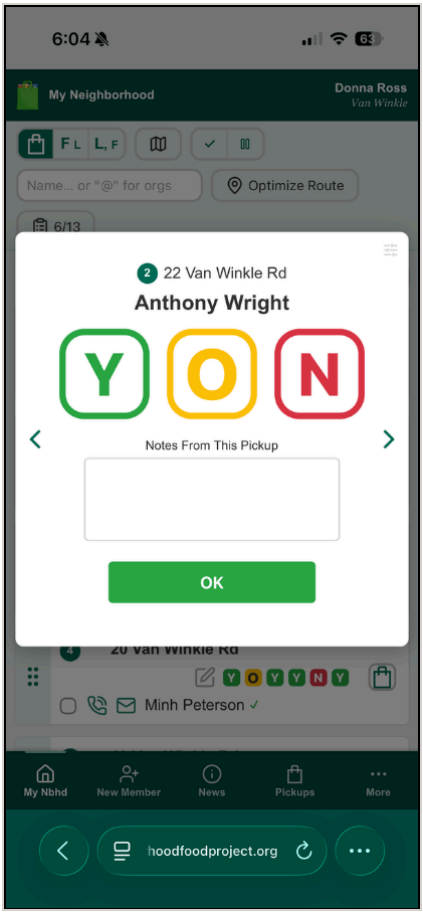
Your neighborhood as cards. Tap the green bag on a card to record that stop.

2.1 Recording a collection

The NOS was built to make it easy for NCs to record their donors' food donations on collection days using their mobile devices. This allows you to easily record donations without having to enter the information afterwards. To do so, open the **My Neighborhood** with your list in **pickup order** (see section 2.4 for more information on route order). For each collection day, a green bag icon appears on the right of every food donors donation history squares.

1. Tap the green bag icon to open the recorder for that stop.
2. Tap **Y** for a donation, **O** if they're out or away, or **N** if there's nothing to collect.
   - If they donate multiple green bags, tap the **Y** again to record up to three bags.
3. Use the › arrow to move to the next stop, or **OK** to close. The inputted information is automatically saved.

Everything saves the moment you tap, so you can work straight down your route and never lose your place. The recorder also has a **Notes From This Pickup** box: a quick note to your project leaders about that one collection, separate from the donor's standing Pickup Notes. The same recorder works across all devices, so use whatever works best for you.



The recorder: tap Y, O, or N. It saves the moment you tap.

2.2 Using a paper tally sheet

Prefer to work from paper? During a collection, a tally-sheet button (a clipboard with the date) appears in the toolbar. Tap or click it to download a printable PDF in route order, with names, addresses, phone numbers, and a spot to mark each stop, that you can print and carry. Once you're back, two buttons above your donor list make entering the sheet fast:

- **Default** sets everyone you haven't recorded yet to **Y**, after a confirmation, so you only enter the exceptions.
- **Reset** clears every entry and starts you over, for when it's easier to begin fresh.

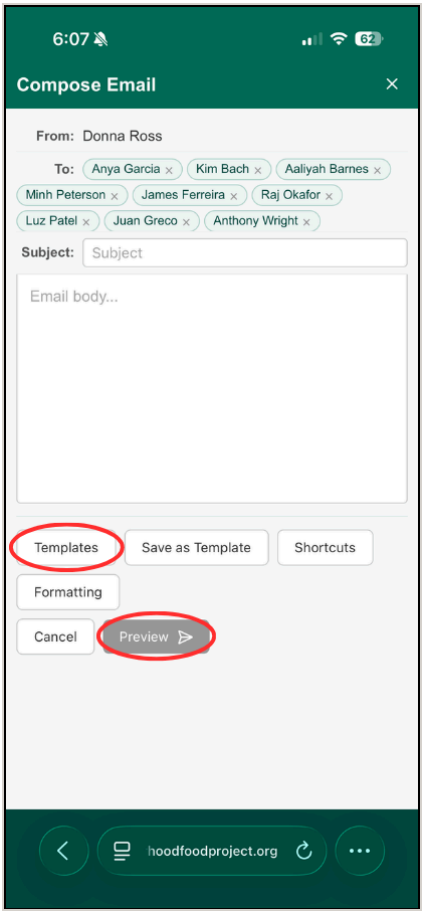
After **Default**, open the recorder on each donor who was **O** or **N**, set their result, and you're done.

2.3 Emailing your food donors

Sending email is one of the best ways to get collection-day reminders and project updates to your food donors. Both ways start the same: check the all box or the box next to each donor you want to write to. Once at least one is selected, a **Send** button and a **Get** button appear. (The envelope icon on a single row works for a quick one-off.)

Send opens a compose window inside the NOS. The email arrives looking polished, with your project's logo and your signature, and when a food donor replies, the reply goes to your personal email. **Templates** (your project's, plus your own saved drafts) and **Shortcuts** (first name, next collection date) fill in the details, and **Preview** shows what each person will receive. Your signature is added automatically; under **My Preferences** you can set what it shows and add a photo of yourself, so food donors get to know you. When you write to several at once, each person sees only their own address.

Get hands you the selected donors' addresses for your own email app, with **Send with my mail program** or **Copy for pasting**. When you send from your own email, we request that you put food donor recipients in the **BCC** field so no one's address is shared with the group.



Writing to your donors inside the NOS, with Templates and Preview.

2.4 Setting your route order

Above the list, the sort control switches to **pickup order** (the bag icon). Each row then shows a drag handle, the six dots on the left. Drag donors to set your route; on a wide screen the map updates as you go. Two toolbar buttons also help:

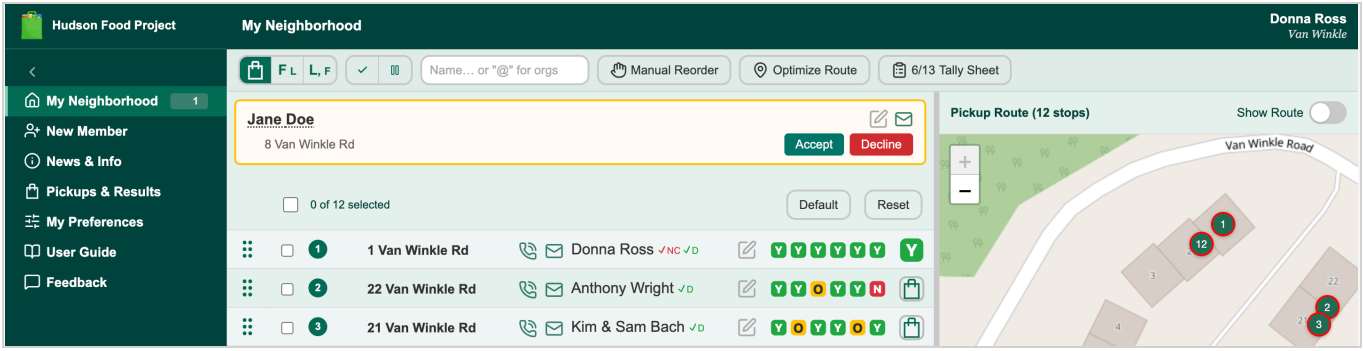
- **Optimize Route** asks the mapping tool for an efficient driving order starting from your address.
- **Manual Reorder** (on a computer) lets you renumber stops by clicking them on the map.

Either way, nothing changes until you press **Save Route**, or **Revert** to discard the draft. Set your route before collection day, then record as you drive it.

2.5 Pending donors

When a food donor volunteers with the project and lives close to you, a project leader can assign them to you as a new donor. They show up in a **Pending** strip at the top of My Neighborhood, and you decide whether to add them.

Choose **Accept** to keep them in your list, or **Decline** with an optional reason. After you accept them, make sure they have a green bag and any other materials they need before the next collection day.



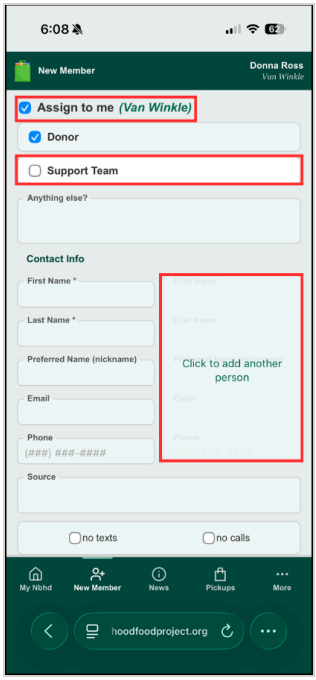
A pending donor at the top of your list, with Accept and Decline.

3 New Member

The **New Member** page is the signup form for adding a new food donor. When you're logged in, an **Assign to me** box appears at the top, already checked. Fill in the person's name and contact details and submit: the donor is created immediately in your neighborhood. As long as they have their green bag and any other materials, they're set for the next collection day.

Donor is checked by default and is all you need for most signups. **Support Team** adds the volunteer roles your project has set up, most often helping on collection days. If you uncheck **Assign to me**, their information goes to your project leaders to assign, and a **New Neighborhood** option appears, a way to sign someone up to coordinate a new neighborhood of their own.

When a signup is really a household, use **Click to add another person** to enter a second name and contact details, so a reminder reaches the whole household rather than resting on one person.



The New Member form, with Assign to me and Donor already checked.

Pickups & Results

See how your collections are going. This page lists every collection, past and upcoming, with the totals for each: donors, bags, cash, and the share who took part. It's also where you tell your project leaders you'll be away for an upcoming collection: select **Mark As Unavailable** and they'll arrange a substitute.

News & Info

Your food project's home base for the details that change: collection dates, news and updates, how to reach your project leaders, and the addresses that matter most, above all the collection-day drop-off location.

My Preferences

Make the NOS your own. Set up the signature that goes out on your emails, add a photo so your food donors know who you are, and adjust small display options to taste.

When in doubt, you can always turn to the full **User Guide**, right inside the NOS. It has a section on every screen and setting.

Thank you for being a neighborhood coordinator and making a difference in your community!

Neighborhood Food Project
BUILDING COMMUNITY • SHARING FOOD