

How to Get Your what3words Address

Simple Step by Step Guide for NEOS Members

A what3words address is a unique set of three words that pinpoints an exact 3 metre square location. We use it because it is consistent, accurate, and removes the usual postcode and map pin chaos.

Before You Start

You will need:

- A smartphone, tablet, or computer
- The what3words app or website
- To be physically at your venue if possible (best for accuracy)

Option A: Using the what3words App

Step 1: Install the App

1. Go to the App Store (iPhone) or Google Play Store (Android).
2. Search for “what3words”.
3. Download and open the app.

Step 2: Find Your Venue Location

You have two good ways to do this.

Option 1: Use your current location (recommended if you are at the venue)

1. Stand outside your venue entrance or where visitors should arrive.
2. Open the app.
3. Tap the location arrow (usually bottom right) to centre the map on you.
4. Wait a few seconds for the blue dot to settle.

Option 2: Search for the venue on the map (if you are not there)

1. Open the app.
2. Use the search bar to type your venue address, postcode, or a nearby landmark.
3. Zoom in until you can clearly see the exact spot you want.

Step 3: Get Your Three Words and Link

1. Tap the exact spot on the map where visitors should arrive.
2. The three words will appear, like:
word.word.word
3. Tap to copy them.
4. If you need the shareable link, tap “Share” then choose “Copy link”.

That link is your what3words URL.

Option B: Using the Website

Step 1: Open what3words Online

1. Go to the what3words website.
2. Allow location access if prompted, or manually search for your venue.

Step 2: Drop the Pin

1. Use the search bar to find the general area.
2. Zoom right in.
3. Click the exact arrival point.
4. The three words will appear on screen.
5. Copy the three words or copy the link.

How to Adjust It If the Location Is Not Quite Right

This is normal. You are choosing one 3 metre square, so you need to be precise.

Use this approach:

Step 1: Decide the Best Arrival Point

Choose the spot that makes most sense for visitors, for example:

- Main entrance door
- Driveway entrance from the road
- Car park entrance
- Studio gate or sign-in table location
- Shared venue main entrance, not your individual room

Step 2: Move the Pin Slightly

1. Zoom in as far as you can.
2. Tap a slightly different square on the map.
3. Each tiny move will change the three words.
4. Keep adjusting until the square matches the arrival point.

How to Change the Words If You Do Not Like Them

You cannot pick the words like a personalised username. The words are generated automatically based on the exact square.

But you can change them by moving the location slightly.

Step 1: Move the Pin a Small Distance

1. Tap nearby squares until you find a set of words you prefer.
2. Keep the location sensible. Do not move it to a different entrance just because the words are nicer.

A good rule:

- Accuracy first
- Nice words second
- Avoid sending visitors to your neighbour's field for the sake of poetic word choices

Quick Accuracy Checklist

Before you submit your what3words address, check:

- Does it take someone to the correct entrance
- Would a first-time visitor know where to go from that point
- Does it avoid directing people to a back lane, private track, or wrong gate
- If you are in a shared venue, does it point to the main shared entrance

Common Issues and Fixes

- The blue dot keeps moving
 - Wait 10 to 20 seconds for GPS to settle
 - Step outside and away from thick stone walls
 - Turn Wi-Fi off and on if needed
- It is pointing to the wrong side of the building
 - Zoom in and manually tap the correct entrance square
- The three words are a bit embarrassing
 - Move the pin by a few squares, but keep the arrival point logical