RECYCLE COACH INFORMATION & INSTRUCTIONS

The City uses the Recycle Coach web and mobile phone app to provide residents with their collection schedule, collection reminders, important notifications and a detailed what-goes-where search tool. You can also report a missed collection or other issue through the app.

The what-goes-where search tool can be used to find information on ANY TYPE of item you need to dispose of. If it can't be disposed of in your curbside collection, information will be provided as to where the item can be taken for recycling or disposal. Using this feature helps keep materials out of the landfill and put to beneficial use, and can save you money since recycling programs are free.

The City sends notifications about collection delays (ex. weather-related), schedule changes (ex.due to holidays), special collection events (ex. yard waste, Christmas trees) or other important information about the curbside collection program we need you to know about. We recommend that you leave notifications enabled.

Web App Instructions (see next page for Mobile Device App Instructions)

To see your collection schedule, click on the **My Schedule** tab and enter your street address. Don't enter your unit # if you have one, just the street number. For example enter 500 2 Ave NE not #1 500 2 Ave NE. Select your address from the list that appears.

In the collection calendar, you will see different coloured dots showing what is collected on your collection day. These are: green for food waste, blue for recycling, black for garbage and yellow for yard waste (yard waste is collected in May and November only). You can click on each dot to see the detailed collection information. Use the arrows at the top right of the calendar to scroll between months.

To get collection reminders, scroll down to the bottom of the calendar and click on the **Set Reminder** button.

You can choose either a weekly summary or single collection and how far in advance you want to receive them. You will also see a check box to **"Subscribe to municipality notifications".** It is recommended that you select this to receive City notifications about delays or changes to your schedule, special collection events and other important information about curbside collection. Reminders and notifications will be sent to the email address you enter on this screen. Note that after entering your email address, you will receive a validation code in your email that must be entered in the box on the screen to complete the process.

To stop receiving emails, there is an unsubscribe link in the emails that you will receive from Recycle Coach.

You will also see the options to **export the calendar** in a file format that you can use in another application like Outlook or Google Calendar. There is also the option to download a PDF of the calendar and receive automatic updates every 6 months to your email, if desired.

Click on the **What Goes Where** tab to search for information on any type of item you need to dispose of.

Click on the **Report a Problem** button in the top right corner of the blue banner to report a missed collection, damaged bin or other issue.

Click on the **bell** icon located beside the Report a Problem button to see recent notifications that the City has sent. This is available even if you don't subscribe to get the notifications email.

Mobile Device App Instructions

After downloading the app from your app store, click on the "**View your collection schedule**" button. Choose "Allow Recycle Coach to use your location" if your device prompts you to do so. You can allow this just once and it will automatically find your municipality. If you don't allow Recycle Coach to use your location, you will need to manually enter "Salmon Arm" in the Municipality search box. Start typing Salmon Arm and then select it from the list. Next you will be prompted to enter your street address. Don't enter your unit # if you have one, just the street number. For example enter 500 2 Ave NE not #1 500 2 Ave NE. Select your address from the list that appears.

Once your address has been captured, you will be prompted to **create an account** or **sign-in** with an existing account. Creating an account allows you to access the account from another device or if you have to reinstall the app in the future (it remembers your address this way). You can use an email address, Google account or Apple ID. There is an option to skip the account creation. You can also **delete your account** from the settings menu in the app (see below for how to access the settings).

Use the settings menu to set-up or adjust the **collection reminders and notifications**. By default, you will receive collection reminders 12 hours in advance of 7 AM on your collection day (i.e. you'll receive a reminder push notification on your phone at 7 PM the night before). This can be changed in the settings menu.

To access the settings, click on the profile icon in the top right corner and then click on the gear icon, also in the top right corner. Click on **Collection Reminders**. The 12 hour setting (or whatever advanced notice period you select) applies to all collection types (food waste, recycling, garbage and yard waste). If you want different reminders for each collection type, choose "**I want to customize my reminders**" and then you can set each one individually. To revert back to one setting for all, choose "**Remind me this far in advance**". To **turn reminders off**, move the switch to the left where it says "Receive pick-up and event reminders".

Notifications are also enabled by default. The City sends these whenever necessary and you will receive a push notification on your phone. At a minimum you should enable the Local Government notifications – both Emergencies and General. If you turn notifications off you will NOT receive a push notification on your phone when the City sends these out. Notification messages will still be available to view in the app, but this relies on you opening the app to see them. If there is something urgent, receiving a push notification is best. To view notifications in the app, click on the "bell" icon in the top right corner. You will see a list of notifications the City has sent.

Notification and reminders on a mobile device are only sent as push notifications that appear on your screen. **No emails or text messages will be sent.**

In the **collection calendar** on the main screen, you will see the next two weeks showing different coloured dots for what is collected on your collection day. These are: green for food waste, blue for recycling, black for garbage and yellow for yard waste (yard waste is collected in May and November only). Click on the 2-week calendar to see more details, including a full calendar (scroll down to see the full calendar if not visible). When you click on a collection day in the calendar, the collection types for that day will appear. Click on the collection type to see more details for that specific collection.

Use the **What Goes Where** search on the main screen to get information on how to properly recycle, compost or dispose of any item.

Click on the **Help** icon in the bottom right of the screen to report a missed collection, damaged bin or cart and other problems.