



FREQUENTLY ASKED QUESTIONS – FOR RESIDENTS

Newly updated Recycle Coach app

Release date: early May 2021

Shortly we will release the newly updated Recycle Coach app. For most people they will not have to do anything; their phone or tablet will automatically update itself. If not they should open or update the app when prompted to do so. In the event they have problems or something goes wrong, the easiest way to fix it is to delete the Recycle Coach app from their device and then re-install it.

What if a resident is having a technical problem of any type?

Please ask them to email us at support@recyclecoach.com

Resident can't find their address.

This happens – the address database we get from the municipality is updated from time to time, but occasionally the one we're using does not have all the latest additions. They can either email us at support@recyclecoach.com or try entering a neighbor's address to see if that works (they should then check the pick-up schedule to make sure they have the right one).

Do residents have to create an account?

No – there is a "Skip this" option during set-up. We encourage them to do so they can accept the badges they earn, and their settings can be automatically transferred when they get a new phone or tablet.

What does the number at the top of the home screen refer to?

This identifies what stage the municipality is in. By tapping this number users will be taken to a [page on the Recycle Coach website](#) that explain the four Stages.

How can a user change their reminders or update other settings?

By tapping the profile image (head shot) in the upper right. After doing so they can access additional settings by tapping the gear icon.

What is the workplace icon at the top of the screen for?

It allows residents to identify their workplace as a community recycling Supporter to be included on the Supporter's list and get access to recycling educational material that they can post at work.