

DFB Waste Watch

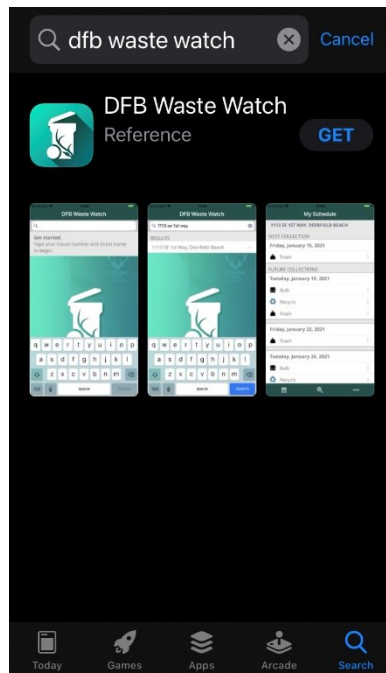
Introduction

DFB Waste Watch is a mobile application that will allow residents to receive information regarding collection services, program updates, schedule changes, delays and much more.

The below tutorial will walk you through how to get started with the application and use of its key functions.

Many of these features are also available on the program's website that can be found here: [DFB Waste Watch](#)

How to Use

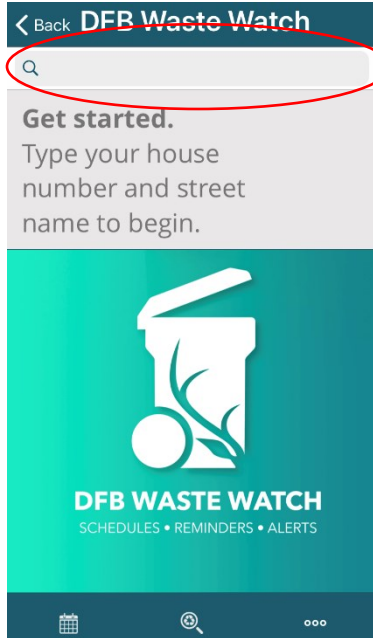


Download the app on your mobile device.

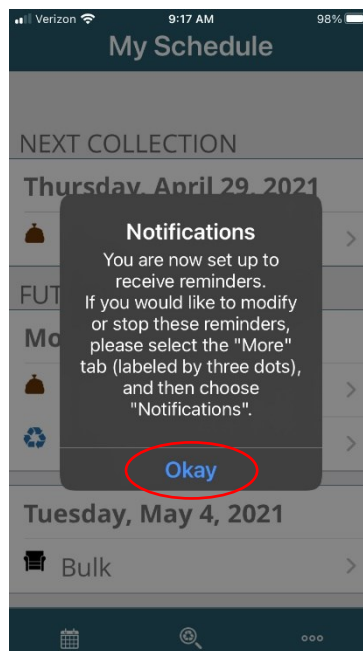
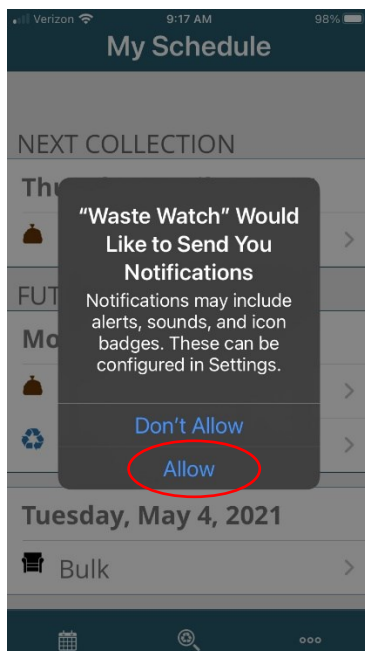
This app is available for download in both the App Store (iOS) and Google Play (Android), as well as on the City website.

Address Search

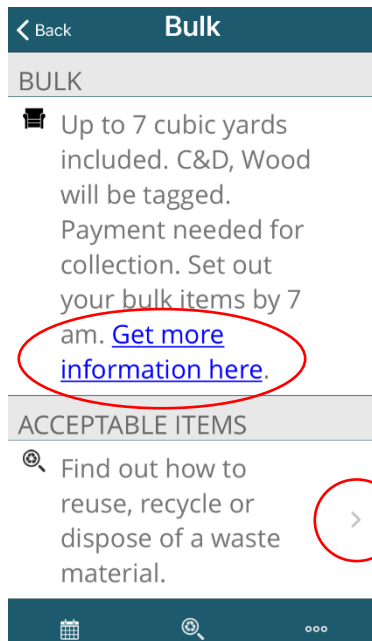
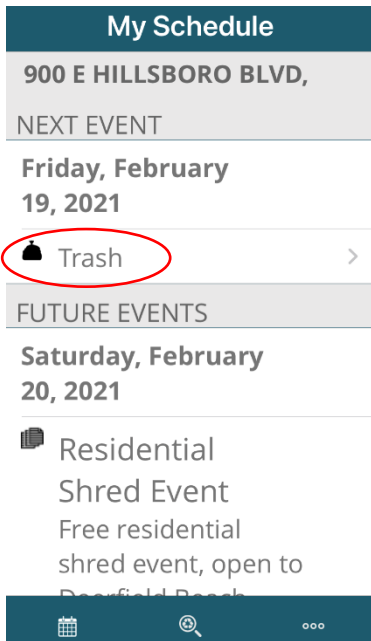
The Address Search tool allows all residents to view the collection schedule specific to their address and receive real-time notifications for collections impacted by holidays or bad weather. This tool also allows residents to set personal reminders before collection days and find out about special collection events.



Type in your address.

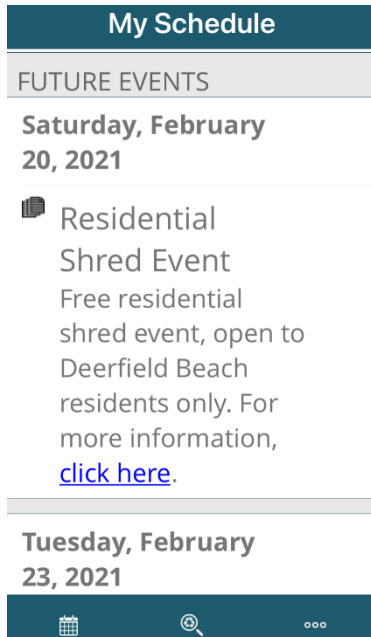


Select to **Allow** push notifications on your phone, and then select **Okay**. This function may appear slightly differently on an Android phone.

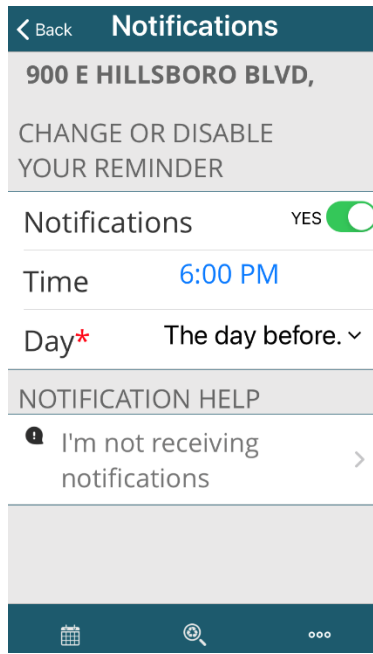
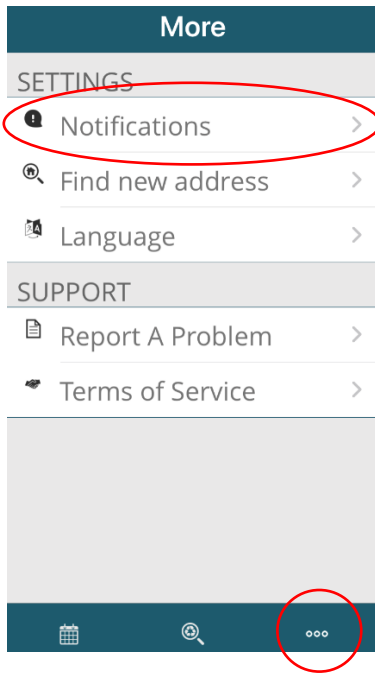


Next you will see your collection services listed on the days they are scheduled.

Information on each collection event can be found by tapping the **links** in each event, tapping the **event itself** or tapping the **arrow to the right**.



By scrolling through the calendar, you will also find information about special collection events, beach cleanups, and more.



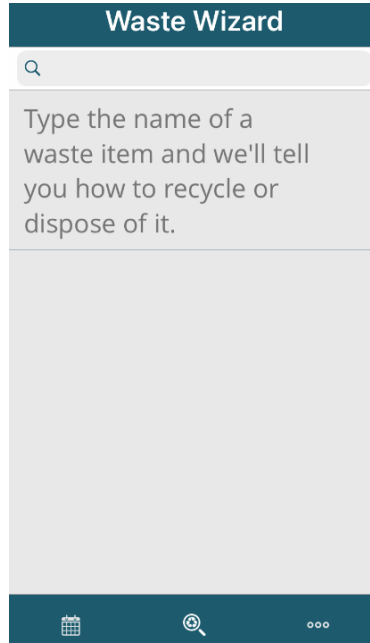
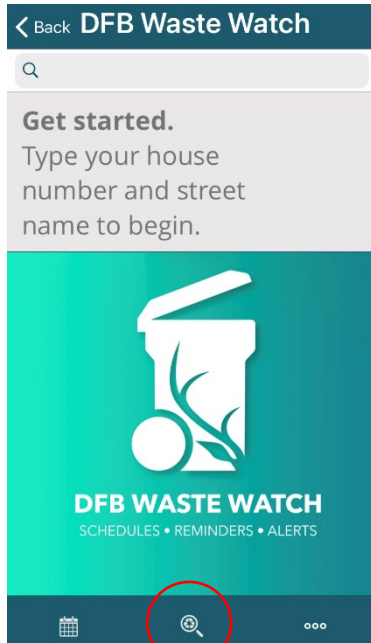
To adjust your notification settings, select the **three dots icon**. This may be found on the bottom right or bottom left depending on where you are in the app.

Then select **Notifications** and make adjustments as necessary.

Waste Wizard

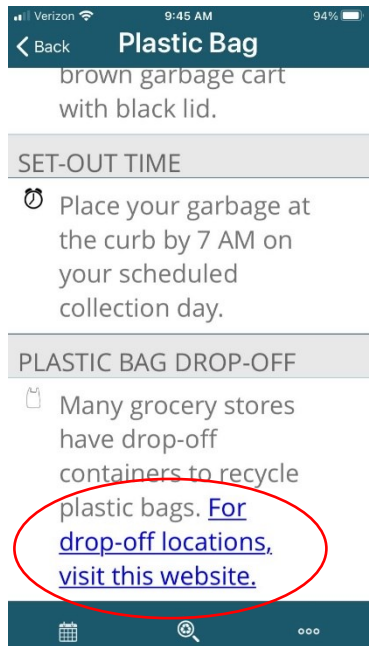
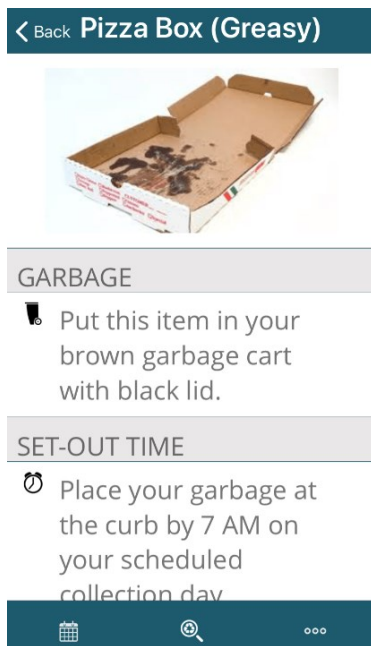
The Waste Wizard search tool allows residents to type in any keyword and get disposal tips. Not sure what items go where? Waste Wizard will allow residents to easily search for how to properly dispose of hundreds of different materials including hazardous waste, bulk and yard waste. Try our new Waste Wizard and get smart choosing the right cart!

How to Use



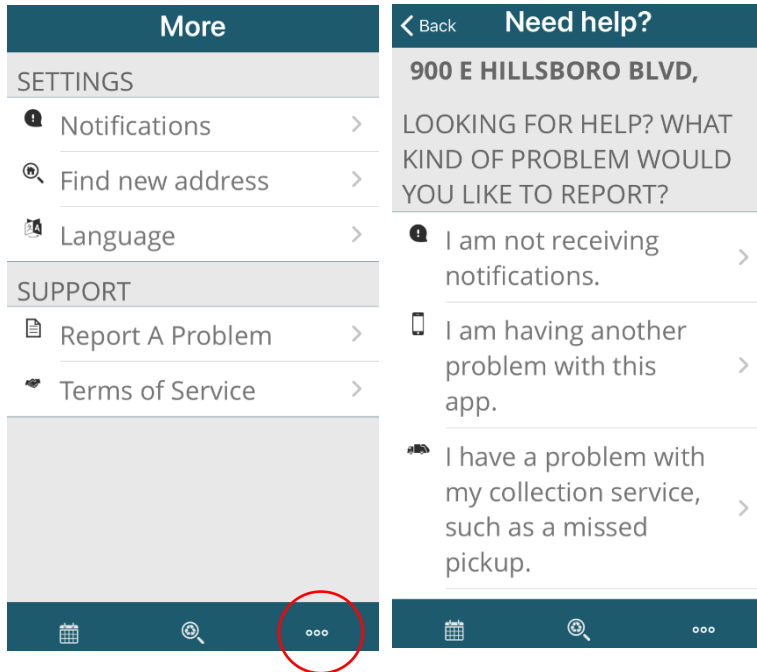
On the home screen, select the **magnifying glass** at the bottom middle of the page.

Type in the name of material that you are looking to dispose of.



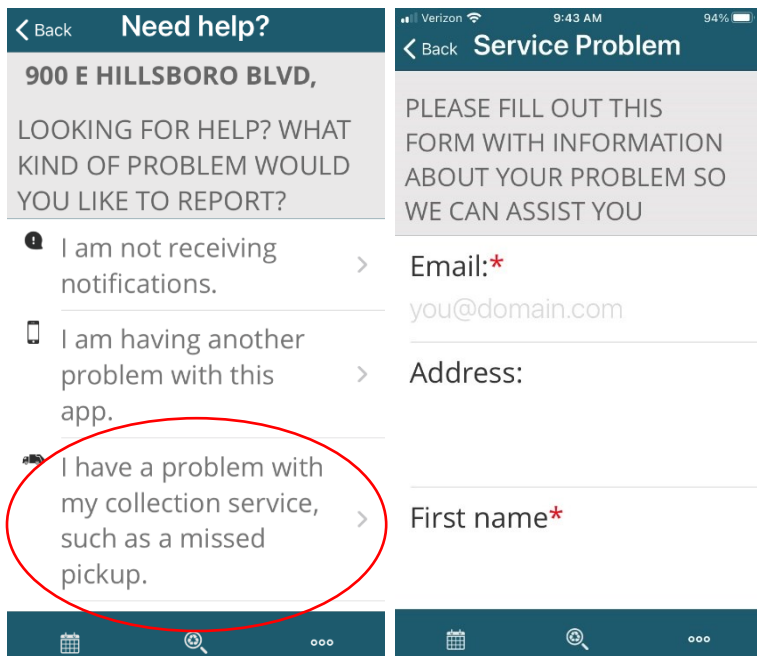
Information on the disposal of that material will appear here. If there is more information that can be found, a link will appear in blue. These **links** can be tapped for more information.

Service & App Issues



To report issues, select the **three dots icon**. This may be found on the bottom right or bottom left depending on where you are in the app.

From the Need Help screen, select a problem, and follow the prompts to report it.



For service related issues, select **I have a problem with my collection service, such as a missed pickup**. Fill out the form to report the issue. These issues may include missing or broken carts (ie. missing lid, cracked body, missing wheels), missed pickups, etc.