



# *My Waste Mobile App* **Frequently Asked Questions**

## **What is an 'app'?**

"App" is short for "Application" or "Application Program". But really, it's just software that has been created to run on a smart phone or tablet computer.

## **What is a smart phone?**

A smart phone is a cell phone that does more than just make phone calls – essentially it's a portable computer. Users who have them can connect to the internet, send/receive email, run apps and play games. The Apple iPhone, android powered phones and Blackberry devices are all smart phones.

## **What is a tablet computer?**

A tablet computer is a computer shaped like a large thin book or a thin picture frame. It's lightweight, requires no monitor, keyboard or mouse, and it's powerful. Although the Apple iPad is the best known tablet computer, Samsung, HP, Amazon (Kindle), Kobo and others also make them.

## **Which is the correct pronunciation - "mo-buhl" or "mo-bile"?**

Both are widely used, although if you look it up in the dictionary, it appears "mo-bile" is the British pronunciation and "mo-buhl" is more common in the US.

## **Will the my-waste app run on any smart phone or tablet computer?**

No. Smart phones and tablet computers use different operating systems (depending upon the brand) and so far my-waste has been adapted to run on the two most popular platforms, which power 70% of smart phones & tablets. While traditional desktop computers run on the Windows, Mac or Linux operating system. Smartphones and tablets run on one of these operating systems:

**ios (Apple)** – all Apple iPhone, iPad and iTouch devices run on the ios operating system, which means they can all run the same my-waste app. Residents with an ios-powered smart phone or tablet can download the my-waste app for free from the iTunes online store. Currently there is not an enhanced version of my-waste for the iPad, however one is planned for 2012. In the meantime, the standard version of my-waste works just fine.

**Android** – Developed by Google, Android this is the most widely used operating system, powering almost 50% of all smart-phones. Samsung & HTC are the two most popular brands of smart phones using this operating system, however there are many more. Residents with an Android-powered smart phone or tablet can download the my-waste app for free from the Android Marketplace.

**Blackberry** – Currently, different Blackberry models run on different operating systems, all of them proprietary to Research in Motion (RIM). RIM basically invented smart phones, and while their operating systems are excellent for what they were originally intended to do, it is impossible to develop an app that can be used on all Blackberry devices. Starting in early 2012, all new Blackberries will be shipped with their 'next generation' operating system, called "BBX". It is expected that the BBX operating system will be compatible with Android, meaning residents with one of these new Blackberry devices will be able to download and use apps developed for Android. So for now, there is no my-waste app for Blackberry, however this will change in 2012 (only for those that get one of the new Blackberry devices).

**Kindle, Kobo, HP and others** – All of these devices run on different operating systems, and currently my-waste is not available for them. As soon as any of these become popular, my-waste will be adapted to run on their platform.

## **How much does my-waste cost?**

Residents may download and use my-waste for free. There is no code or coupon needed – anyone can download and use it.

## **Did our County/City/Town have to pay to be able to offer my-waste?**

Yes. Because my-waste is being offered by local governments all over the world, the actual cost is minor because of the number of municipalities that contribute to the initial design and ongoing development (through an annual fee that is about the same as the cost of a simple brochure).

## **Who owns my-waste?**

My-waste is owned by Municipal Media Inc. of Toronto, Canada. Municipal Media has been actively promoting outreach and education for municipal solid waste since 2001.

## **If other municipalities are also using my-waste, will I have to look through their information too?**

No. When you download my-waste, there is a five step set-up process and then from that point on, only information for your collection zone is displayed.



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## Frequently Asked Questions

### Does that mean the schedule shows only my collections?

Yes. There is no need to keep track of your zone or any sort of rotating collection. My-waste only shows the collections for your address.

### How do the reminders work?

There are three types of reminders and they are all optional:

**Reminders for year round collections** – If you have weekly or bi-weekly collections throughout the entire year, you can choose to receive a reminder for every collection or just for when the collection day changes (e.g. due to a holiday). For all reminders, you can select one or more of the advance notice options (anywhere from one week to one hour in advance).

**Reminders for seasonal collections** – If you choose to be alerted, my-waste will remind you when seasonal collections such as yard waste or Christmas tree pick-up starts and ends for the year. Or, you can opt to get a reminder for every collection.

**Special events and one time collections** – If there is a special event such as a HHW day or a special collection such as a bulky item or leaf pick-up, you can get reminders of these through my-waste.

### What else does my-waste contain?

Information about most aspects of the solid waste program, including detailed information about:

- The various programs (garbage, recycling, yard waste, bulky items, hazardous waste, etc)
- Landfill/Transfer station location, hours, accepted materials, fees, etc
- Links to Google maps, where needed

### Does the app contain all the info from the website?

Not all, but most of it. To fit the smaller screen of a smart phone, most of the text has been condensed so just the key information in simple terms is there. We expect my-waste will have the answers to 98% of resident inquiries.

### So, is the app just the same as a website?

No, although there are similarities in that both provide information. These are the reasons why many people prefer to use the my-waste app:

- My-waste is able to provide a personalized collection schedule for your home
- A wide variety of reminders are available
- Smart phones and tablets, by their nature, are generally close by as opposed to an office, bedroom or basement
- No need to 'wake up' a smart phone or tablet the way you have to with a computer
- Apps are found on your smart phone's 'desktop', one click and you're in. With a website you need to open the browser and search (or go to "Favorites")
- The my-waste app text is concise, to the point and easy to read
- Virtually all information is accessible within three taps of the finger
- There is greater integration between applications, for instance:
  - o Tap on a phone number to call that number
  - o Tap on an email address to send an email to that email address
  - o Tap on an address to be taken to Google Maps

### How does a resident go about downloading my-waste?

If they have an Apple device, they download the app from the iTunes online store. They can get to the page that features the my-waste app either from a link on this launch page: <http://www.my-waste.mobi/Bluewater> or by going to the iTunes store (via a link on their 'desktop') and searching for "My-waste". Once they are on the download page, they click on the button to download the my-waste app.

The process is the same for residents with an Android-powered smart phone, except they go to the Android marketplace.