

## **SMS to Mobile FAQ**

### **What should I do?**

If you received the notice from us that your reminders will be discontinued - you'll need to either download our app or sign up for a different reminder type.

I can take you through the reminder types over the phone if you'd like and get you signed back up for an email or phone call reminder or if you can download the app directly onto your phone and get opted in for a push notification.

### **Why do I have to do this? What's changing?**

You're being asked to do this because you were previously signed up for a text notification. That is a reminder type that will no longer be supported by the city in 2022.

Luckily - we have a mobile app that provides a very similar, if not better experience for getting reminders. Just type in (APP NAME) into the app store, install it onto your phone and enter your address in order to opt back in to receive reminders.

### **How will this change the way I get reminders?**

Instead of your reminder being sent to you as a text from a number starting with 314 - you'll receive an official push notification with your city logo and app name.

When you opt in to receive push notifications from the mobile app - it will automatically set your reminder up to go out the night before your collection day at 6 pm.

If you'd like to change that - you can click on the "more options" button and hit "notifications" to adjust the time you receive your reminder.

### **What's the difference between a text and a push notification?**

A push notification and a text are very similar but come with some key differences. Push notifications are sent directly from the mobile app and have no restrictions when it comes to character limits, or costs. Whereas a text message relies on a third party telecom provider for distribution.

When you click on the push notification it will also open your app up immediately - giving you a chance to explore some of the other waste and recycling resources the city has available (ex: the waste wizard), the text message doesn't provide that option.

We believe that the push notification provides a better experience for our residents!

### **I don't have a smartphone - what can I do?**

Alternative options are available. You can sign up for an email reminder, embed your recycling schedule directly into your online calendar (outlook, google or apple calendar), or you can opt in for a phone call reminder.

