Online Account
For Customers

Republic Services makes it easy to manage your account from anywhere, anytime.

REPUBLIC®
SERVICES

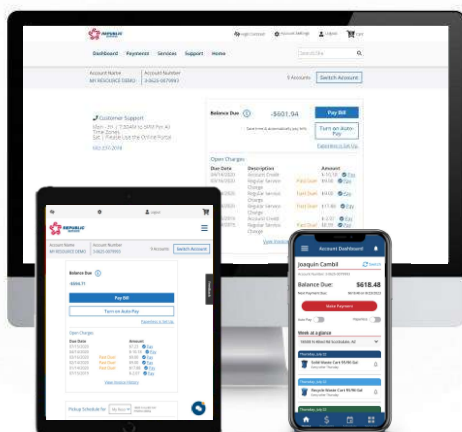Sustainability in Action

About This Guide

Discover how it's easier than ever to self-serve online with tools available 24/7. This guide outlines the steps for using Republic Services online portal and app.

1   Overview of Portal & App Features

2   App Download & Registration

3   Feature Details

REPUBLIC
SERVICES

Manage your account from anywhere, anytime.

Republic Services online offerings are a one-stop resource where you instantly access important information

- **Submit requests or change service:**
  Schedule a pickup, report a missed pickup and receive service notifications all in a few clicks.

- **Get full transparency into your pickup schedule:**
  Choose which proactive notifications and service alerts to receive.

- **Enjoy seamless payment activity:**
  Avoid late fees and reduce paper waste by setting up autopay and paperless billing.

- **Access from your favorite device:**
  Easily download the app on your phone or tablet or access the website from any device.

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Overview of Portal & App Features

Use the same email/password on both the website and mobile app

Request Services

- Schedule a Pick Up
- Report a Missed Pick Up
- Repair a Container

Notifications

- Service Alerts On/Off
- Solid Waste Reminders*
- Recycling Reminders*

Bill Pay

- Make A Payment
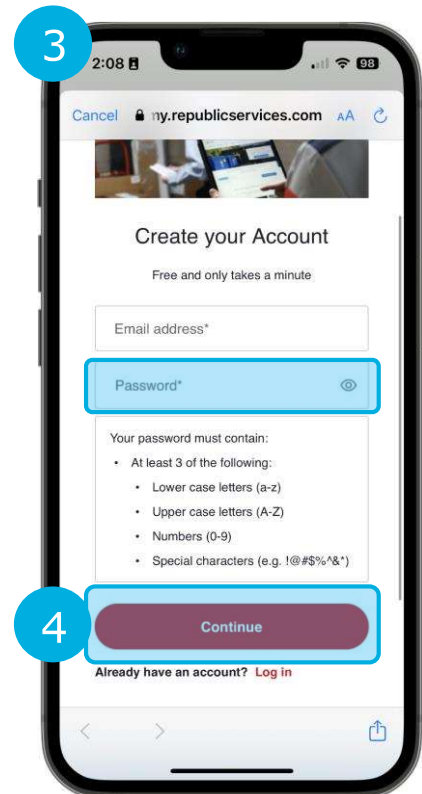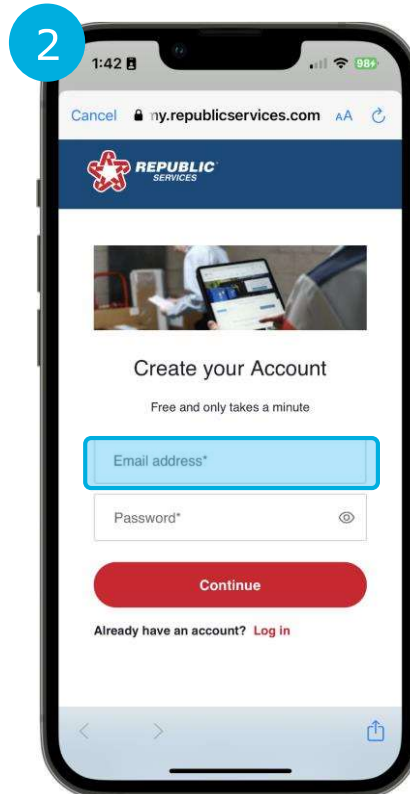- View Payment Activity
- Auto Pay Set Up
- Paperless On/Off

*Mobile App only features

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IF YOU ALREADY HAVE AN ONLINE ACCOUNT, PLEASE SKIP TO PAGE 8.

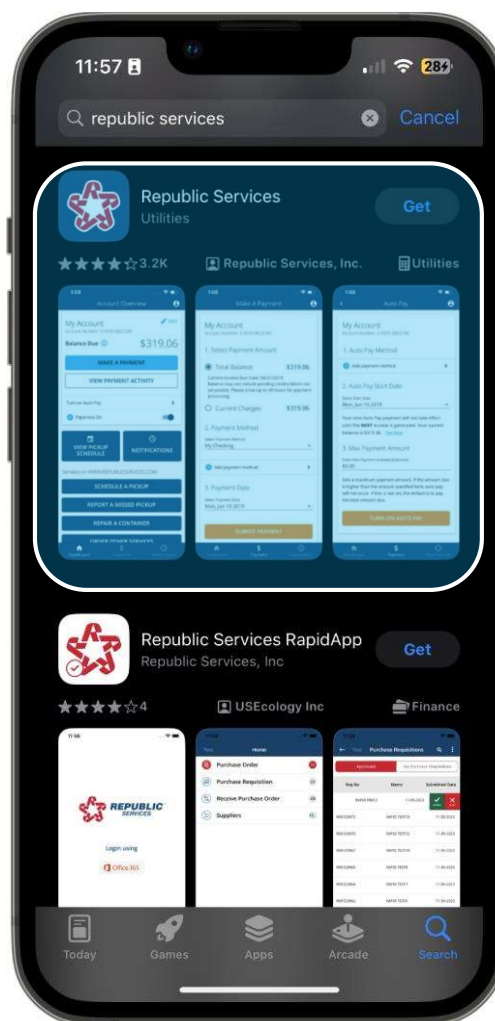## CREATING AN ONLINE ACCOUNT

1 Click on the **Sign Up** link.

2 Fill out your information.

3 Choose a secure password and follow the guidelines.

**4** Click **Continue**.

DOWNLOADING THE APP

1 Visit the App Store or the Google Play store.

2 Type in **Republic Services** into the search bar.

3 Click on the **Republic Services app** to download.

EMAIL VERIFICATION

1 Confirm you have submitted the correct email address.
- If correct, wait for the verification email.
- If not, use the links at the bottom for help.

2 Click on **Confirm my email address** link found in your email message.
- The link redirects you to a web browser.

**3** Login to the site using your new account email address and password.
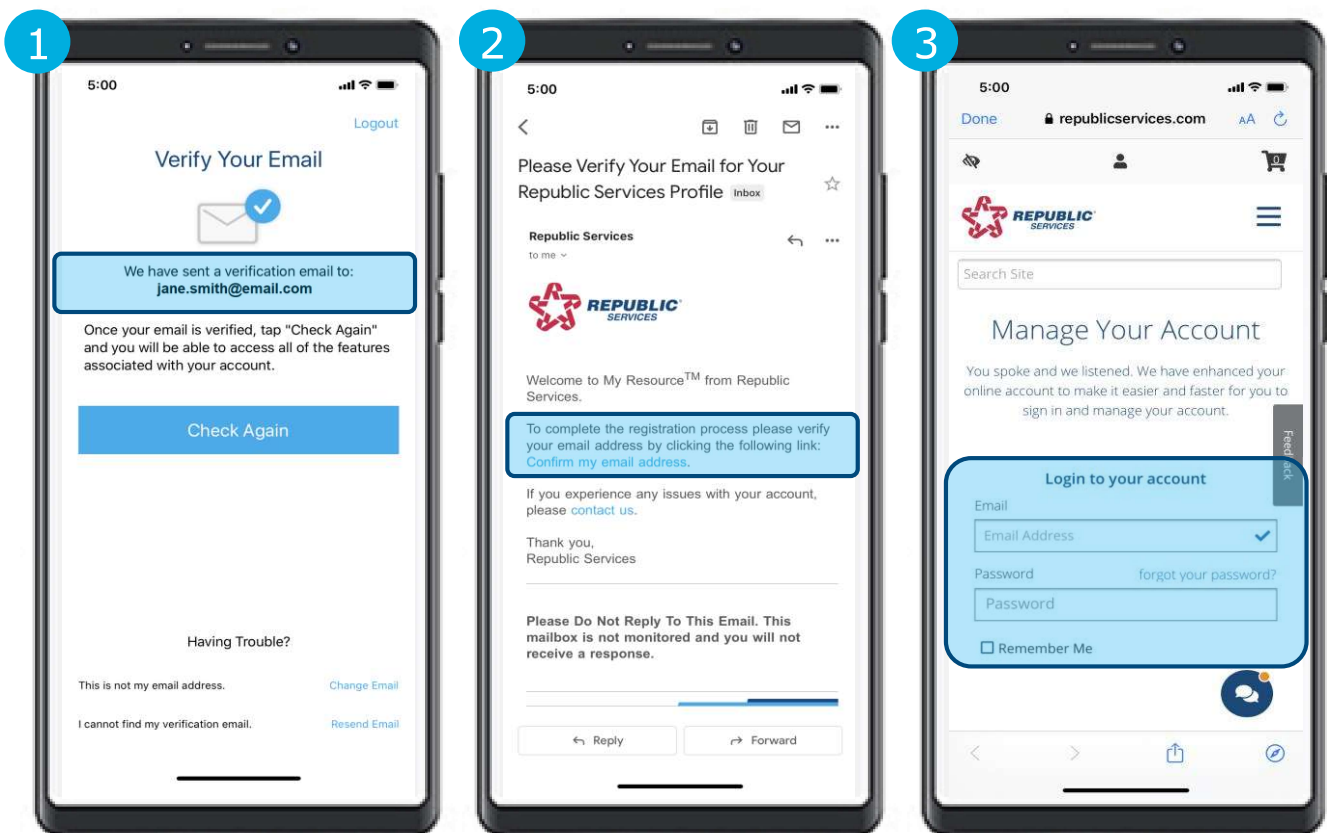
SOME ACCOUNTS AUTOMATICALLY LINK*, IF THIS OCCURS, PLEASE SKIP TO SLIDE 12
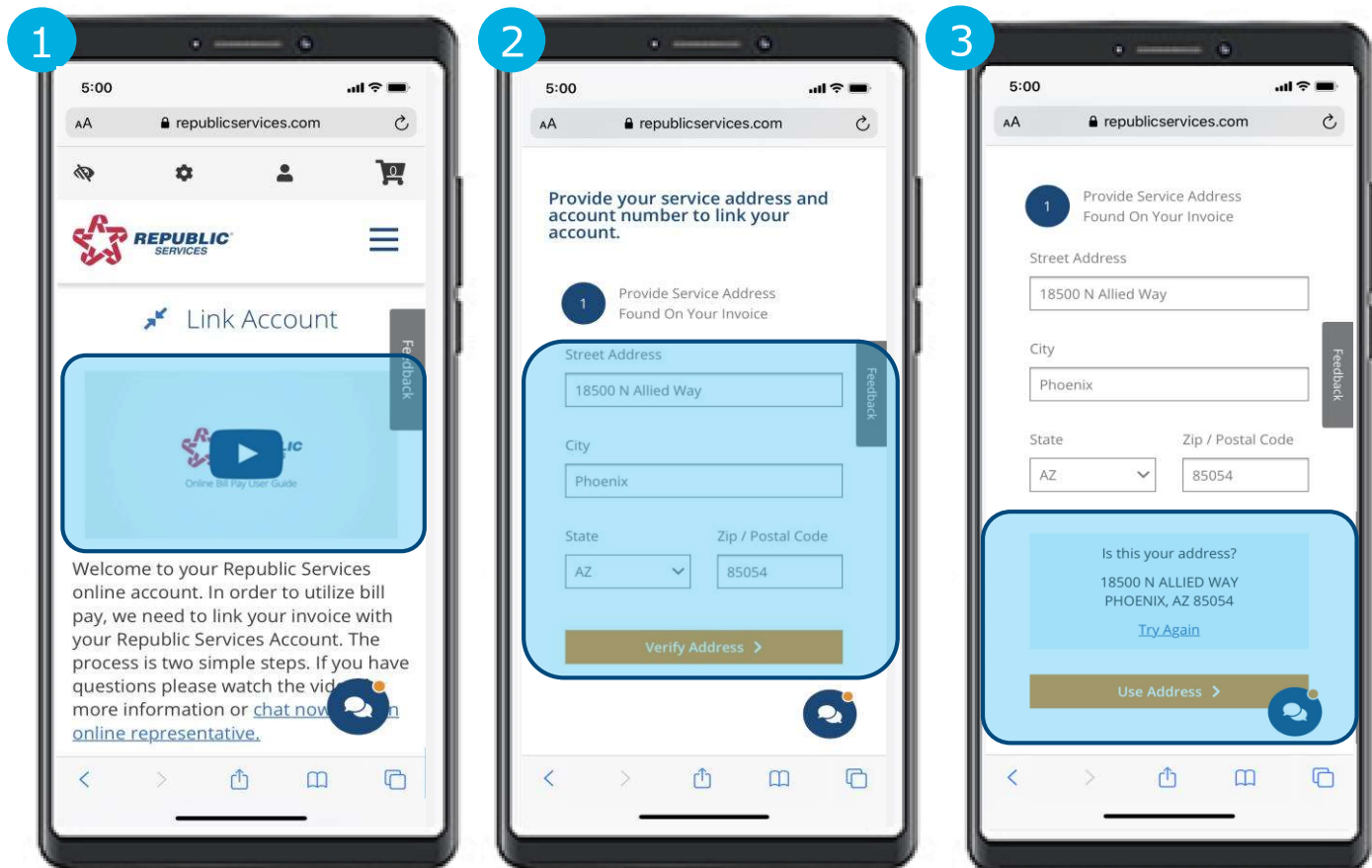
LINKING YOUR ACCOUNT

1 After you **verify your email** address, login to the Republic Services app. (You may have to close the app and open it back up if the login screen is not visible.)

2 Click Link Account.

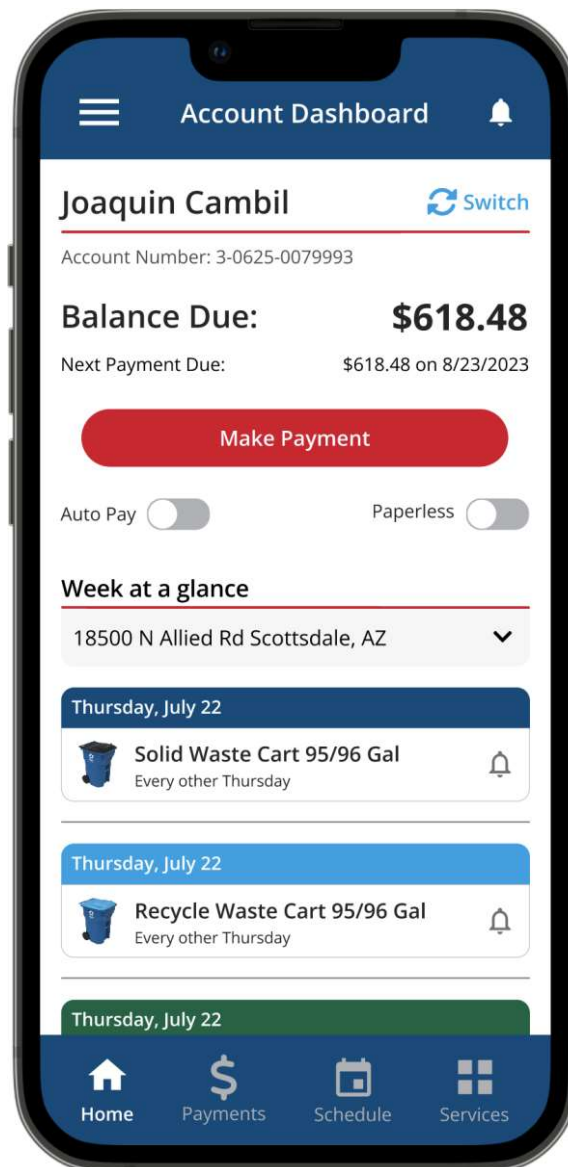**3** Enter your Account Number and Service Address Zip Code
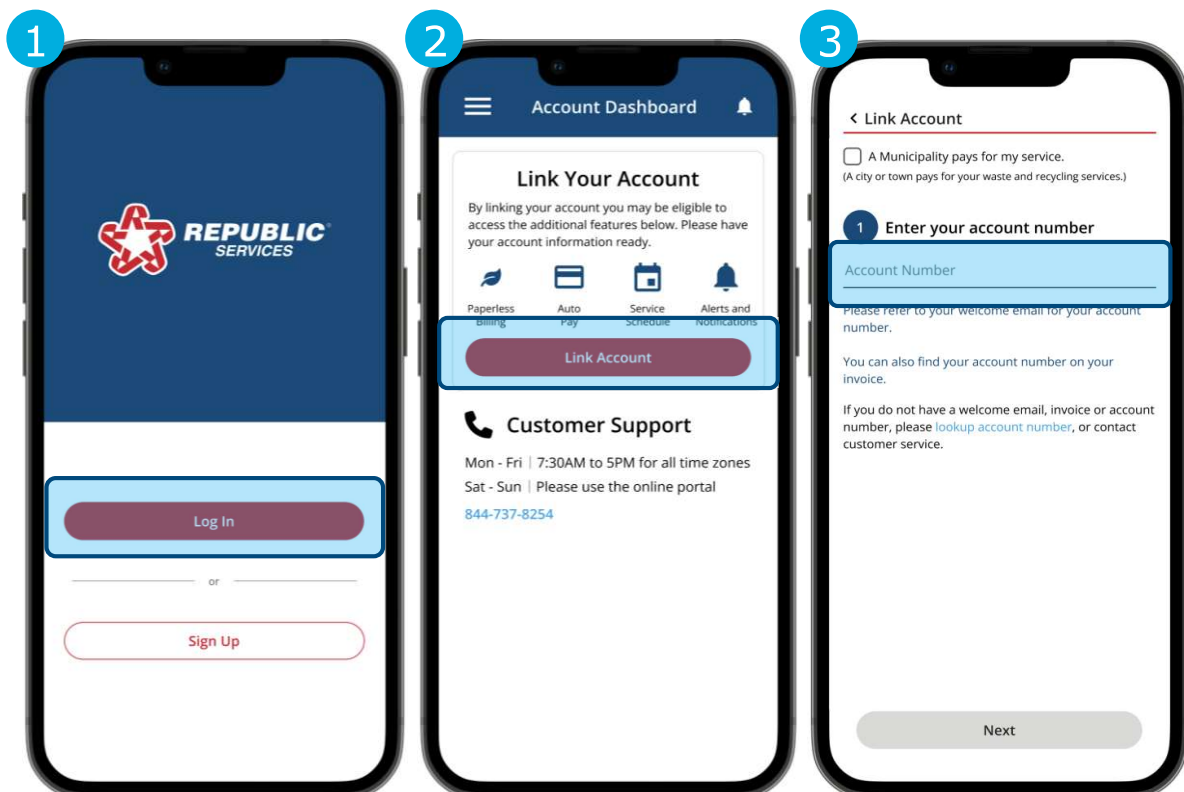
YOUR SERVICE ADDRESS

1 Once you are redirected to the **Link Account** page, scroll down to the bottom.

- Watch the video to learn about the linking process and your online account benefits.

2 Enter service address and click **Verify Address**.

3 If the address in the light blue box is correct, click **Use Address**.
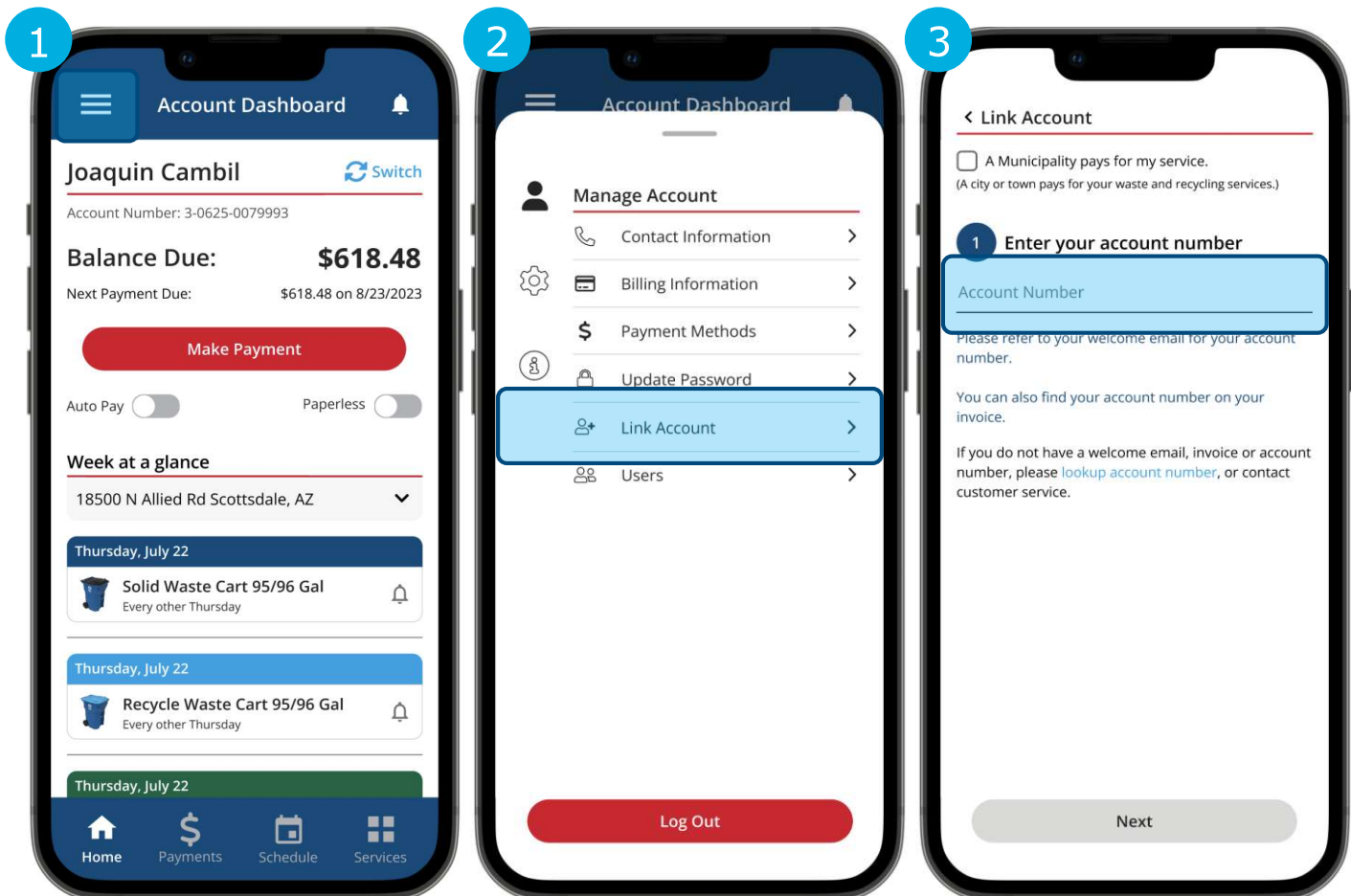
CONGRATULATIONS, YOUR ACCOUNT IS LINKED

You can now set up auto pay, view your pickup schedule, choose how you receive notifications, and more.

LINKING ADDITIONAL ACCOUNTS

1 From the dashboard click on the menu icon in the top header.

2 Click on **Link Account**.

**3** Enter Account Number and Service Address Zip Code.

11

OTHER FEATURES

Available to users with multiple accounts/locations:

1 Switch between all linked accounts to view corresponding bills and schedules.

2 View all site schedules within accounts.

Available to all users:

3 Choose to remain logged in and/or use your biometric (Fingerprint, Touch or Face ID) information as verification.
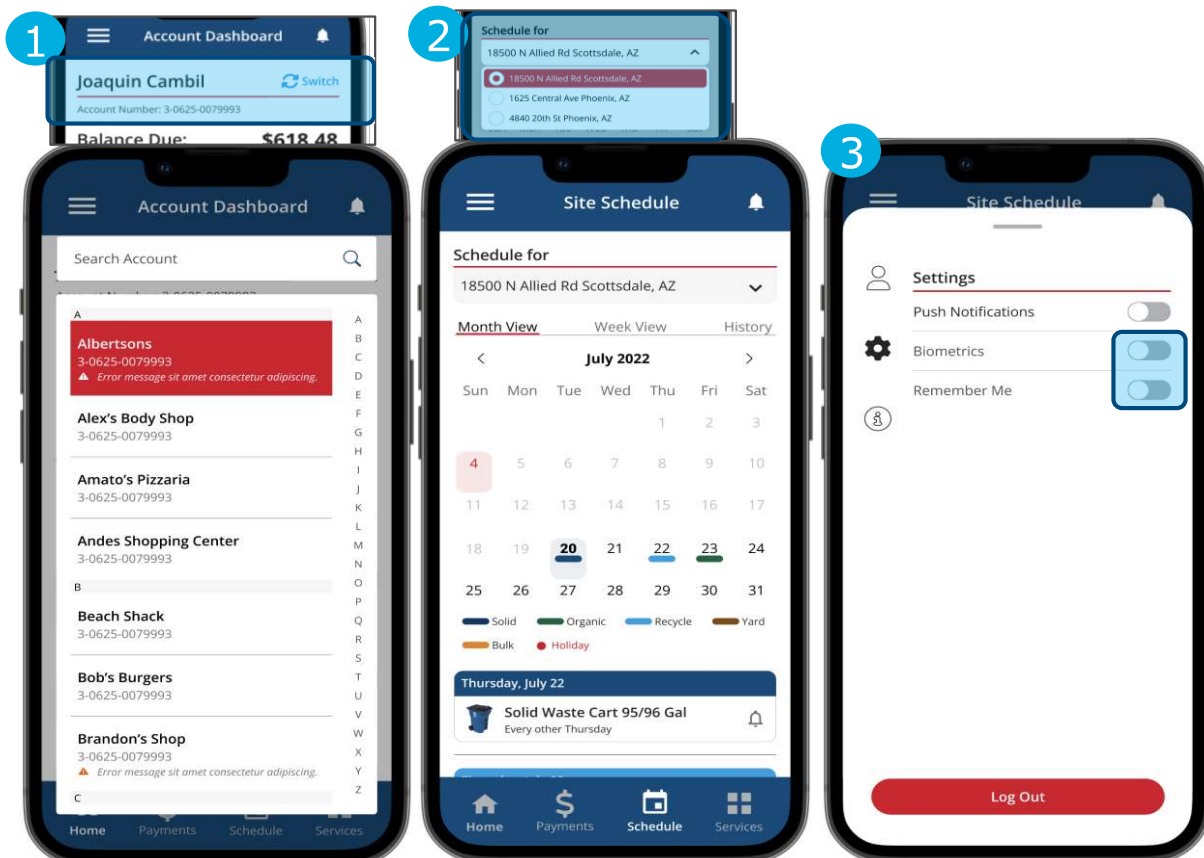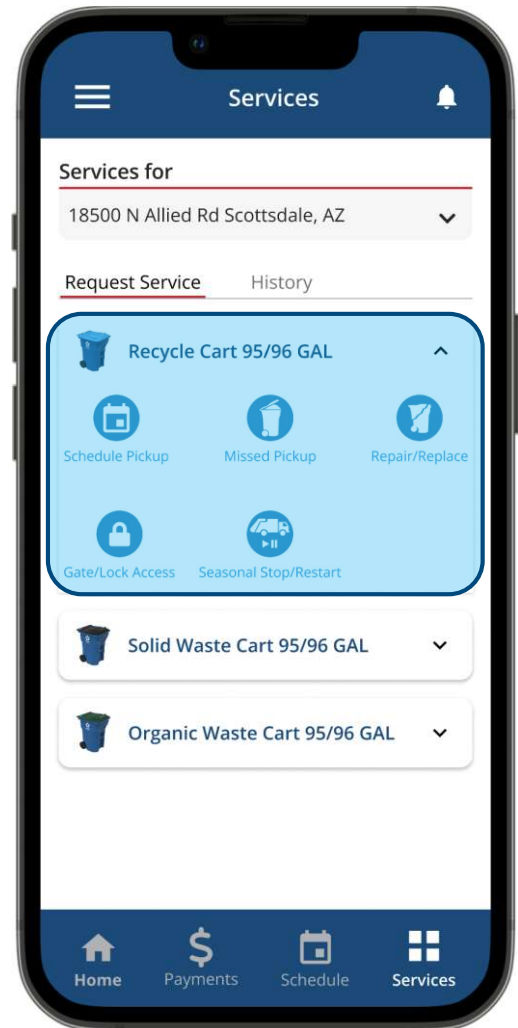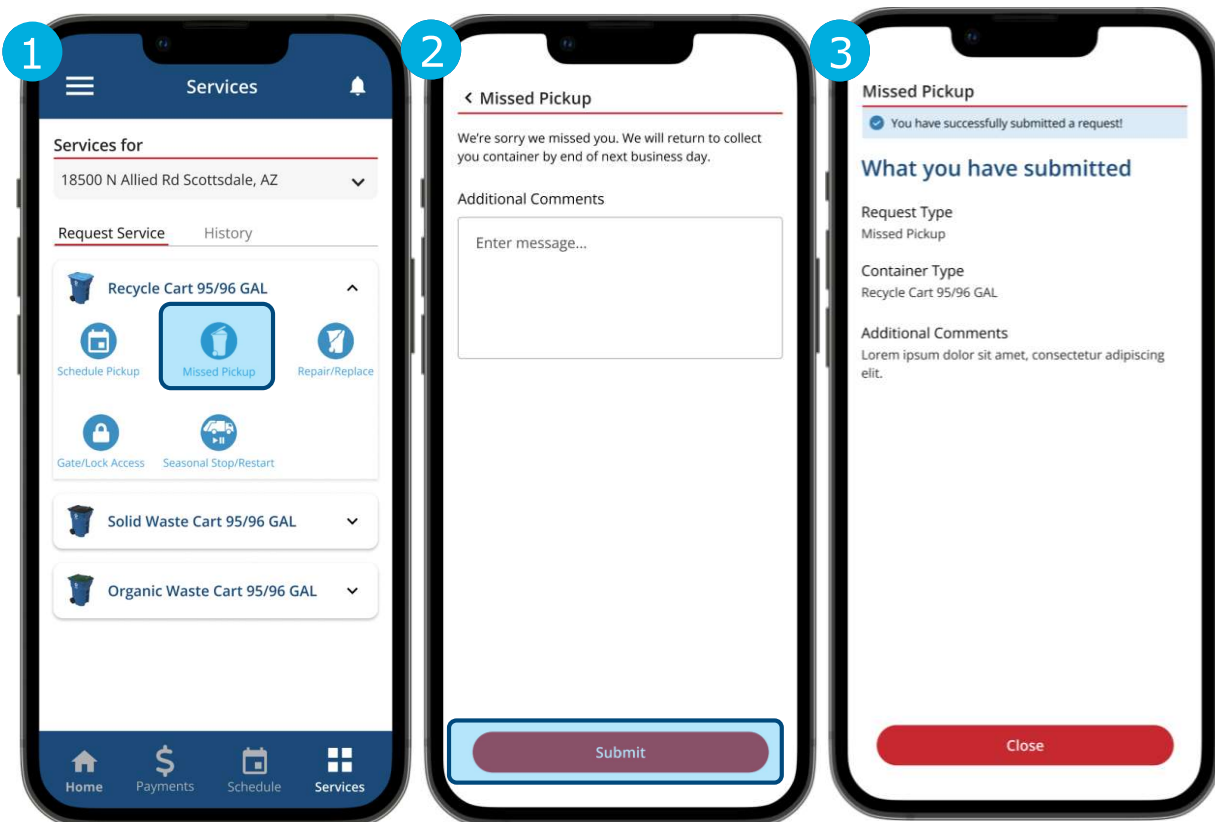
REQUEST SERVICES

Choose a service to request:

- Schedule a Pick Up
- Report a Missed Pick Up
- Repair a Container
- Gate/Lock Access
- Seasonal Stop/Start

Once all service details are filled out, review and follow any instructions listed in confirmation page.

REPORT A MISSED PICK UP

1 Click on **Missed Pickup** under the Services card.

2 Since the service is requested through the container card, no further details are necessary.
Enter additional comments if needed, then click **Submit**.

3 View confirmation and summary of additional comments.

REPAIR A CONTAINER

1 Click on **Repair/Replace** under the Services card.

2 Since the service is requested through the container card, the only information we need is the container issue and additional comments (if needed).

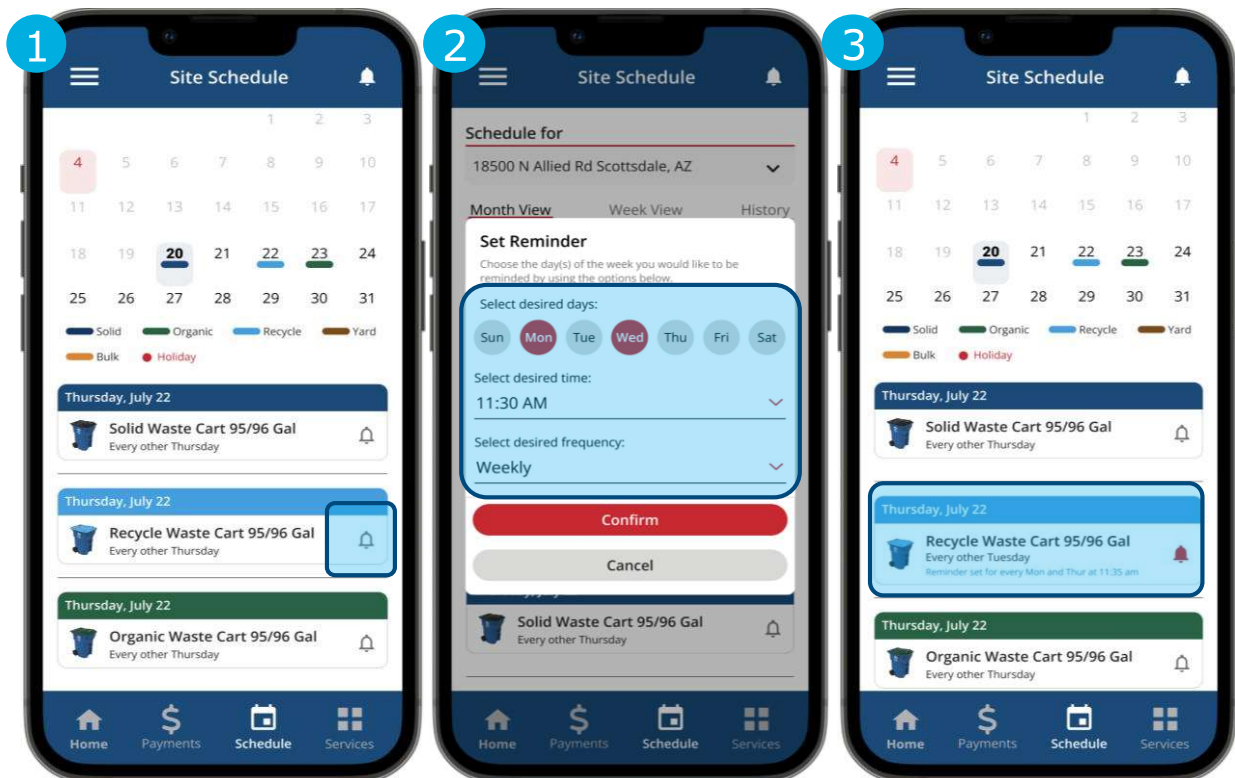**3** Hit submit, review confirmation, and wait for new container.
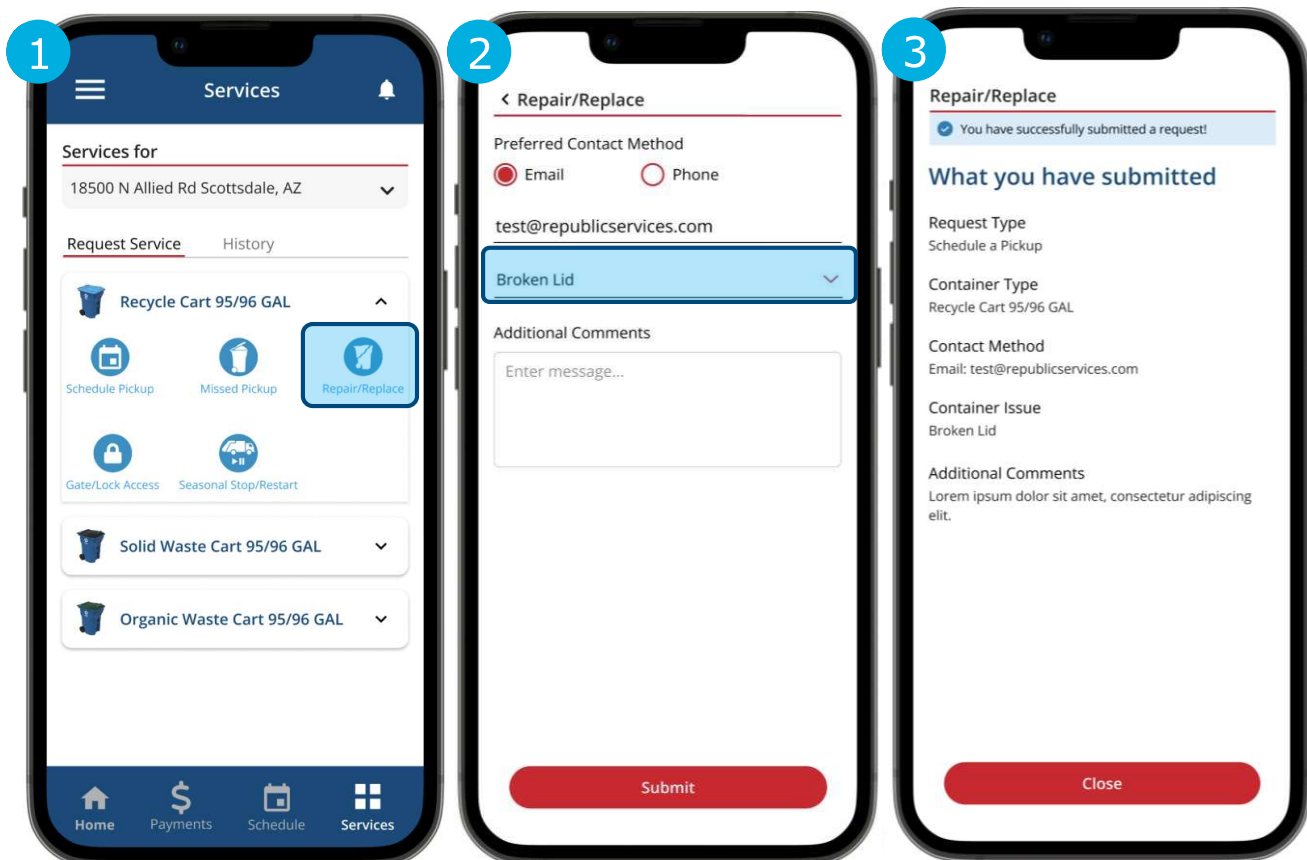
NOTIFICATIONS

1 Select the notification bell icon.

For Weather & Holiday alerts, ensure **Service Alerts** is set to **On**.

2 Choose weekday(s), time, and frequency to receive notification. Remember, you set up your own notifications.

3 You'll find a summary of the reminders in the container card.

DIFFERENT TYPES OF NOTIFICATIONS

Service Alerts

Alerts sent via preferred contact method

Text | Email | Phone

Types of alerts:
- Service interruptions due to unforeseen circumstances or inclement weather
- Events that may impact service
- Roll-off delivery en route
- Roll-off delivery completion

Reminders

Reminders set up by users

Phone notifications set up through mobile app only

Types of reminders:
- Solid waste reminder
- Recycling reminder

Suggested to set up reminders to occur night before or morning of regularly scheduled service

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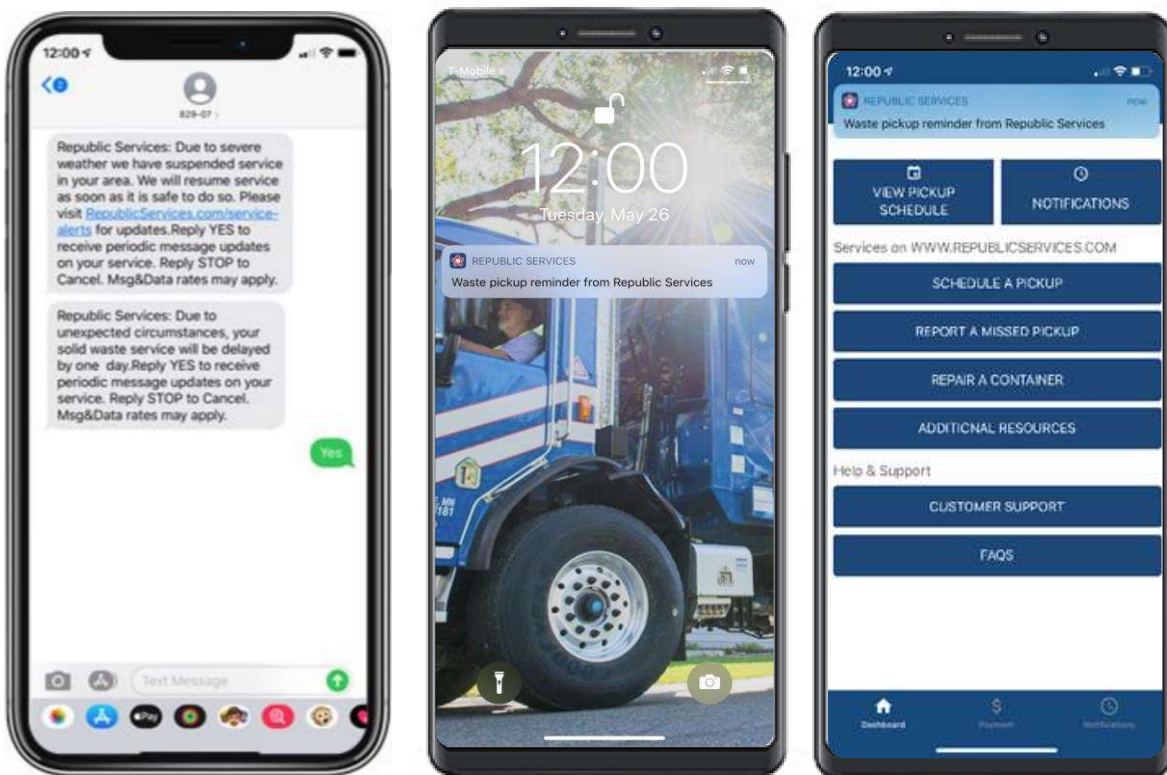
NOTIFICATION EXAMPLES ON MOBILE APPS

Service Alerts

Service Alerts are sent by Republic Services regarding service impacting events

Reminders

Reoccurring reminders are conveniently set by you to best fit your schedule

Contact Us

If you need customer support, we're here to help! Our team is standing by.

RepublicServices.com/contact-us