How to Use the Mobile and Web App

Get the App

The App is exclusively available to our customers.

- Download the Mobile App by searching "Urban Impact" on the App Store or Google Play

- Find the Web App on our website: https://urbanimpact.com/get-mobile-app

Download on the App Store

GET IT ON Google Play

Accessing Your Account

To access any of the features of the App, you must first enter your **unique Customer number** and **Site number** found on your invoice.

Customer Number

Invoice

Web App

Mobile App

Site Number

Input Customer and Site Number here

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Check the Schedule

Mobile App

Web App

- Customers can access their recycling schedules electronically on their mobile device or the Web App on Urban Impact's website.

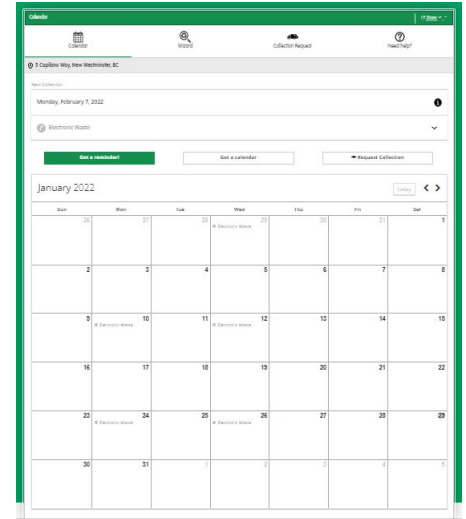- Through the Web App, customers can download, embed and print calendars.

- Set up notifications via email or phone call to remind them of an upcoming service

- Print a hard copy of schedule

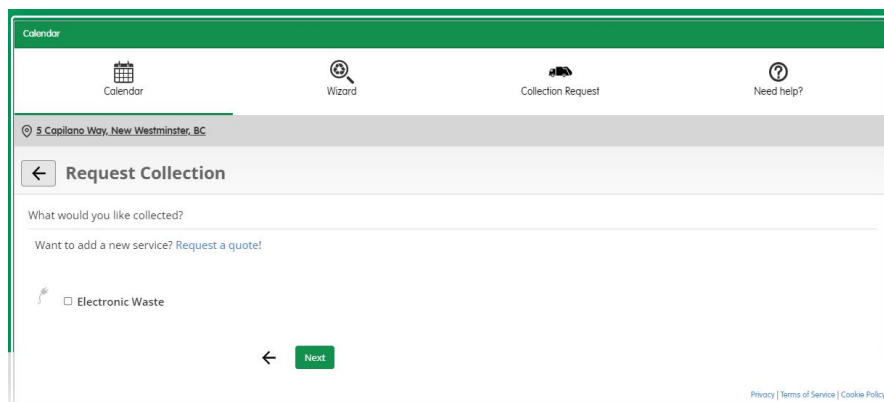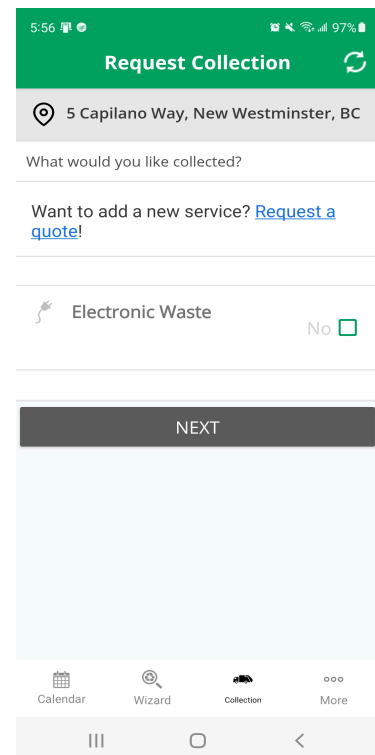- Embed service schedule onto iCal, Google Calendar of Microsoft Outlook (Web App only)
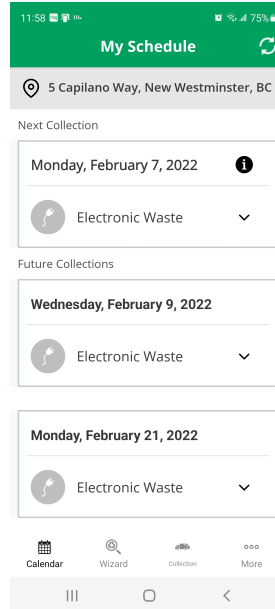
Request a Pickup or Help

When bins are full, customers can request an extra pick up or request help from our customer service team.

Mobile App

Web App
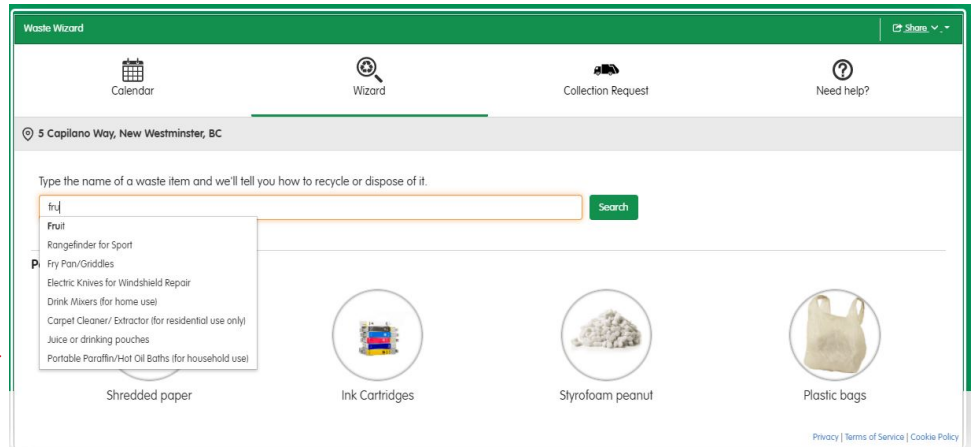

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Waste Wizard

The Waste Wizard helps customers sort out what items go in which bin.

- Search for an item whether it be "fruit" or "milk jug"

- The Waste Wizard will point customers to the right bin to use.

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