

# User Guide: How to Request Bulky Item Pickup with the City of Vaughan

## Introduction

The City of Vaughan is launching a new bulky item pickup scheduling tool. This guide is designed to support property managers in using this new program to schedule bulky item garbage collections.

Please follow the steps as outlined below to set up an account for your property, book a pickup, and more. Keep this information handy for future use.

## Steps

### Step 1:

Open an Internet browser, preferably Google Chrome or Microsoft Edge.

### Step 2:

Copy and paste or manually type the following link into your browser:

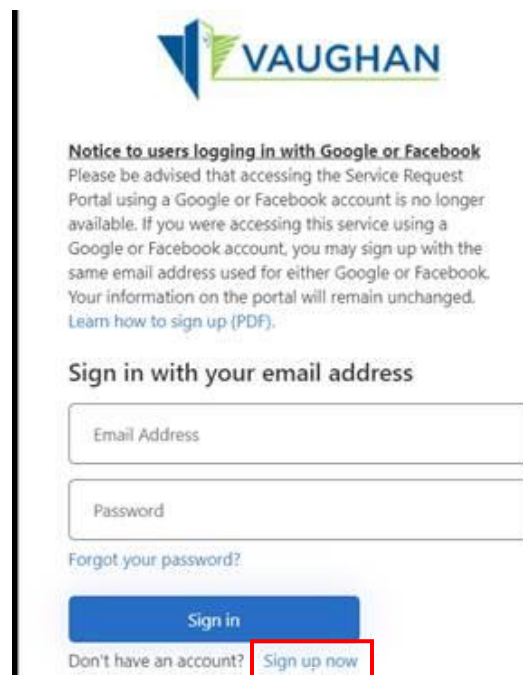
<https://sv.vaughan.ca/bulky-item-pickup-requests/>

Alternatively, visit [vaughan.ca/ServiceVaughan](http://vaughan.ca/ServiceVaughan) and scroll down to the “Garbage and Recycling” section. Click on “Request Multi-residential (condo) bulky item pickup”.

**Quick tip:** Bookmark this link in your browser- to easily find it again.

### Step 3:

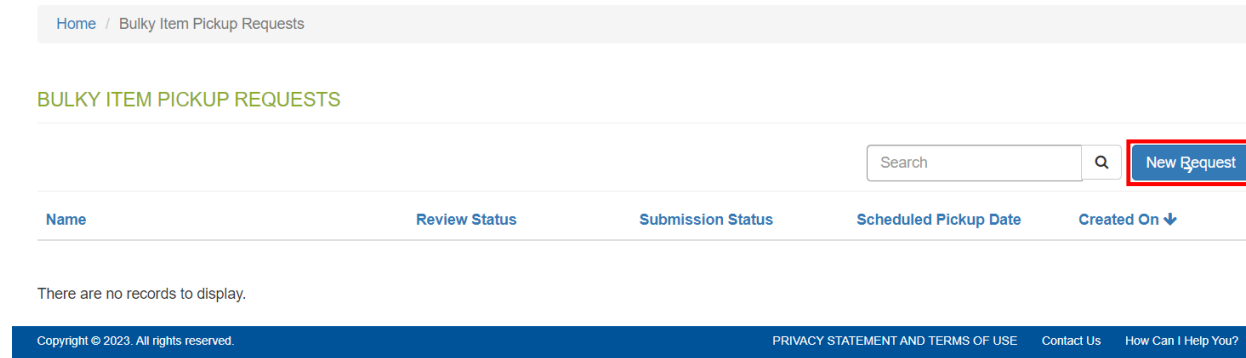
On the portal page, you will find the "City of Vaughan Sign Up" or "Sign In". Type in your login credentials. If you don't have a user in the new application, click on "Sign up now" to create an account.



The screenshot shows the login page for the City of Vaughan Service Request Portal. At the top is the VAUGHAN logo. Below it is a notice to users logging in with Google or Facebook, stating that this method is no longer available and providing instructions on how to sign up with a Google or Facebook account. The main section is titled "Sign in with your email address" and contains two input fields: "Email Address" and "Password". Below these fields is a link for "Forgot your password?". A blue "Sign in" button is positioned below the password field. At the bottom, there is a link for "Don't have an account?" with a red box highlighting the "Sign up now" text next to it.

#### Step 4:

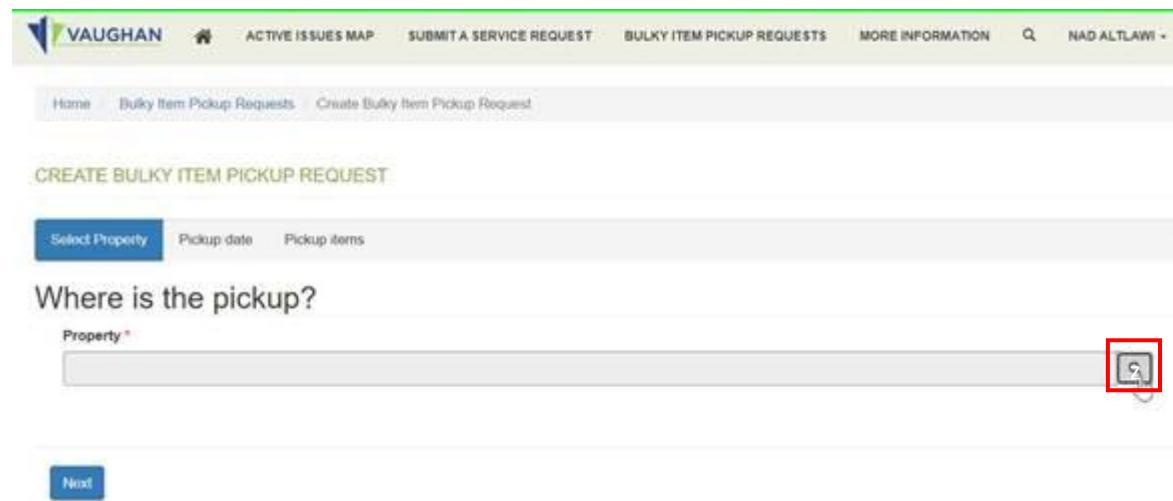
Upon successful sign-in, the system will redirect you to the Bulky Item Pickup Requests. Click on "New Request" to create a pickup request.



#### Step 5:

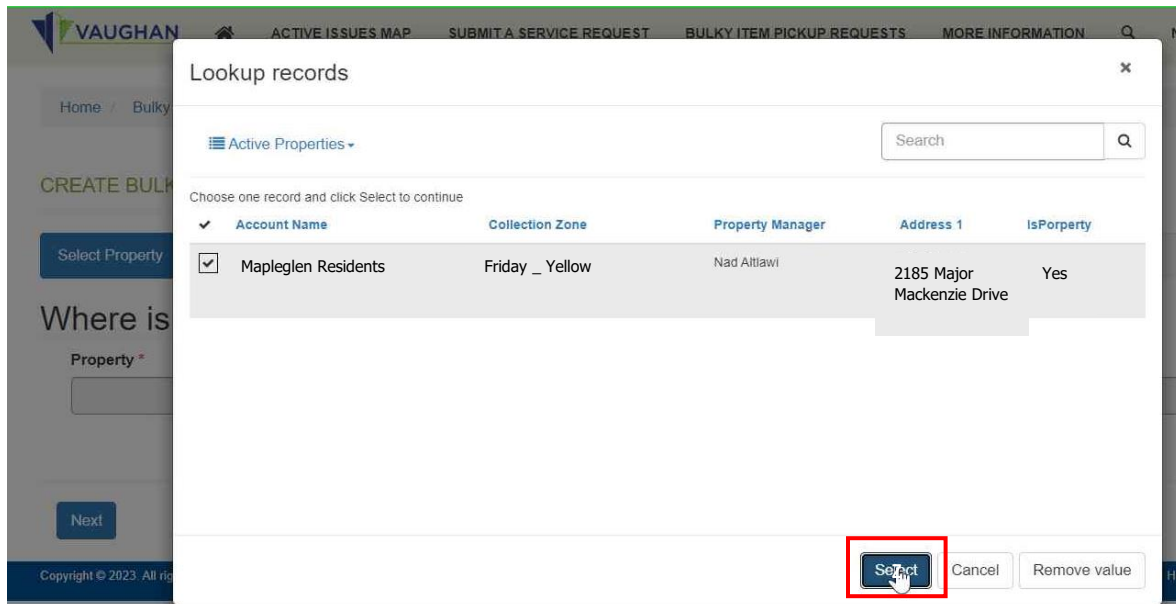
A form will appear titled "Create Bulky Item Pickup Request".

Click on the search icon to select the property for which you are placing the request. A pop-up window will appear showing the active properties. Search for your property by address or name.

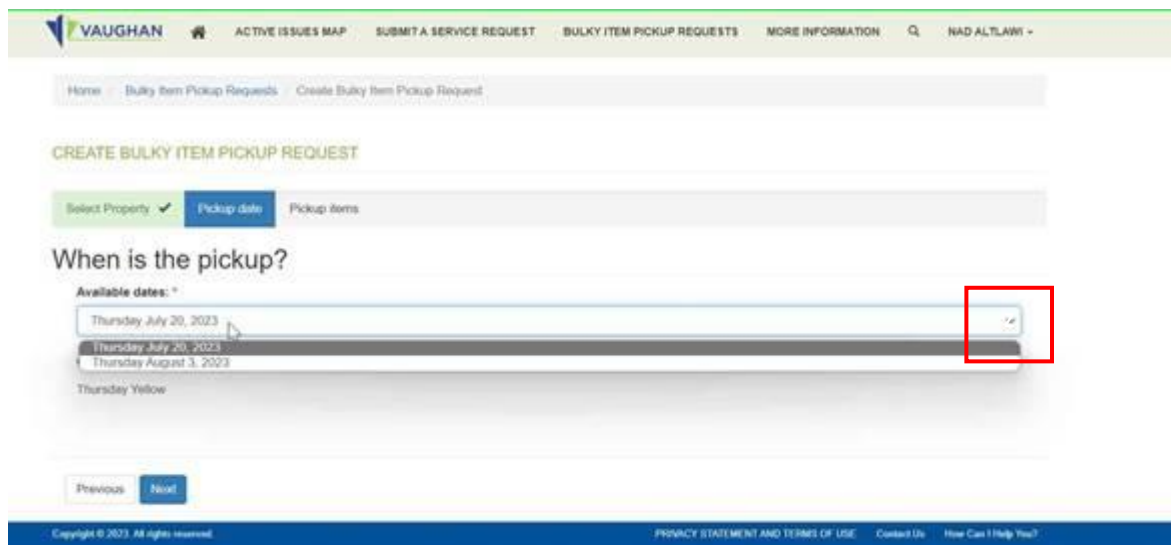


#### Step 6:

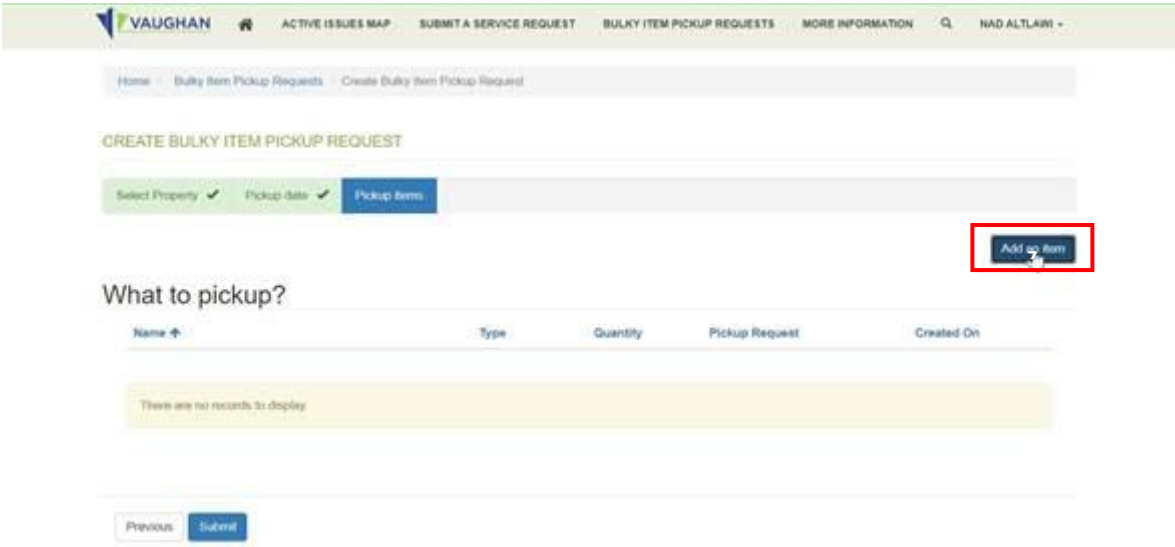
Select the property by checking the box next to it in the list. Click "Select" to confirm your selection. The pop-up window will close automatically. Then, click "Next" to proceed to the next step.

**Step 7:**

Select your collection date from the list. Click on the down arrow to see the options.

**Step 8:**

Now, add the items for pickup. Click on the "Add an Item" button.

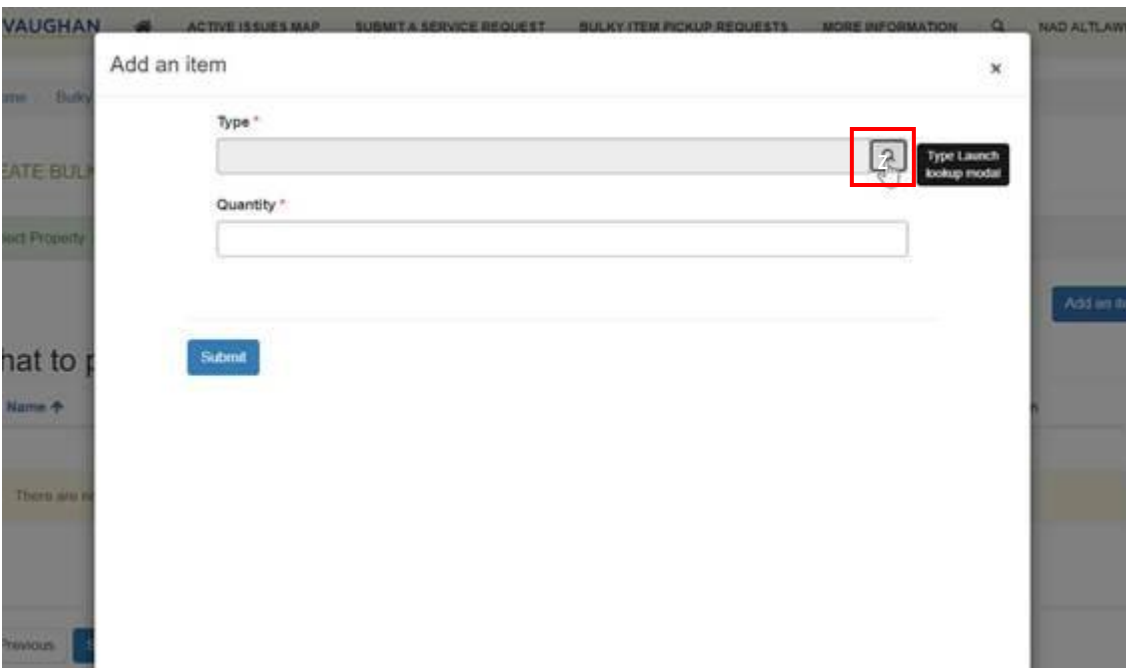


**Step 9:**

A pop-up box will appear where you can choose the type of item by clicking on the search icon. Select the bulky item you want picked up from the dropdown list. Then, type in the quantity of your item (**see step 10**).

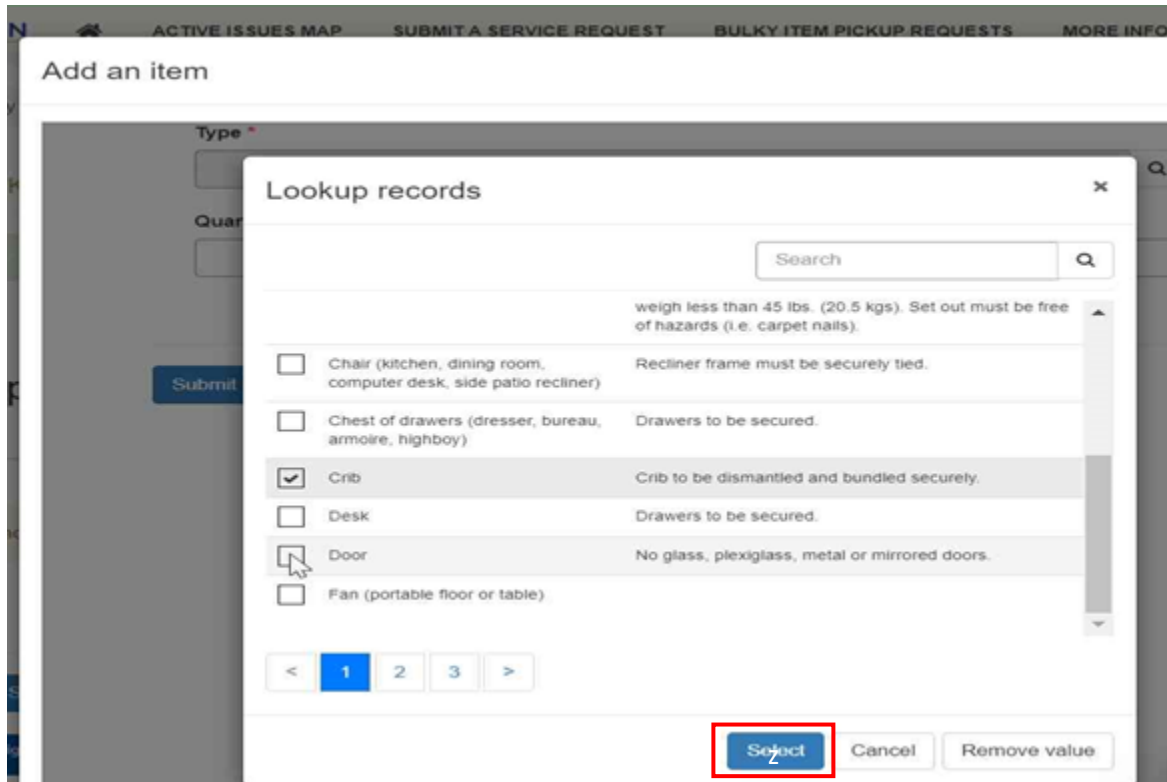
Once the item type and quantity have been inputted, click "Submit".

The page will automatically refresh, and your recently added item will now be visible in the 'Bulky Items' list located in the center of the page.



**Step 10:**

A list of items along with their descriptions will appear. To view your requested pickup items, you can search for and select your item by clicking the checkbox next to it.



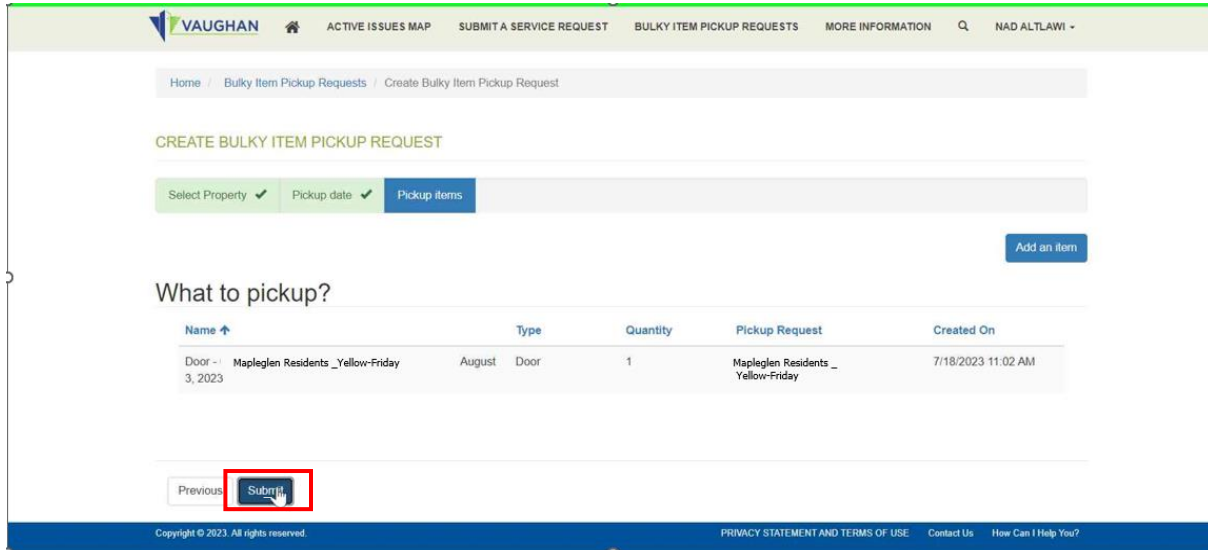
The screenshot shows a web interface for adding items to a bulky waste pickup request. A modal window titled "Lookup records" is open, displaying a list of items with checkboxes and descriptions. The "Crib" item is selected. At the bottom of the modal, the "Select" button is highlighted with a red box.

Item	Description
<input type="checkbox"/> Chair (kitchen, dining room, computer desk, side patio recliner)	weigh less than 45 lbs. (20.5 kgs). Set out must be free of hazards (i.e. carpet nails). Recliner frame must be securely tied.
<input type="checkbox"/> Chest of drawers (dresser, bureau, armoire, highboy)	Drawers to be secured.
<input checked="" type="checkbox"/> Crib	Crib to be dismantled and bundled securely.
<input type="checkbox"/> Desk	Drawers to be secured.
<input type="checkbox"/> Door	No glass, plexiglass, metal or mirrored doors.
<input type="checkbox"/> Fan (portable floor or table)	

**Quick tip:** You can remove or add items to your pickup request. If you wish to add more items to the pickup request, see step 12. This is an optional step and can be done as many times as required.

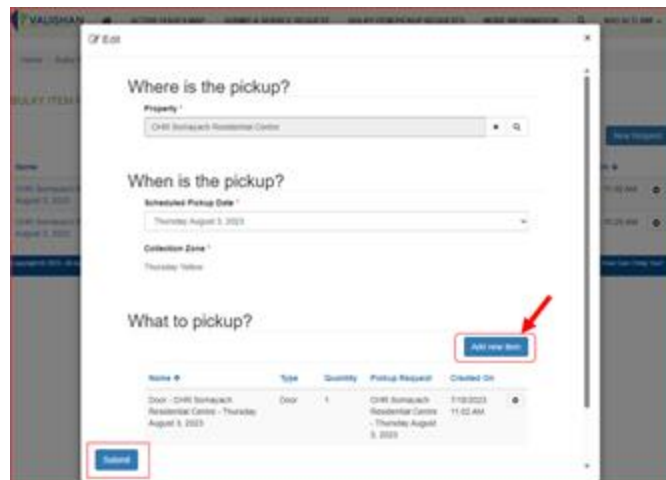
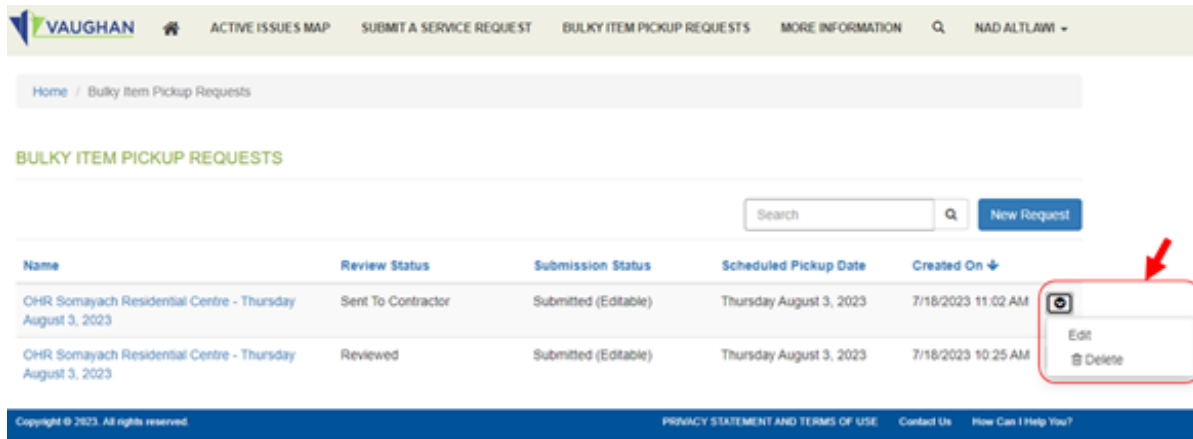
**Step 11:**

Click "Submit" at the bottom of the page to finish your request. This submits the request to the City for review and approval.



### Step 12:

### Modifying Your Bulky Item Pickup Request



Once you have submitted your request, you can modify it as long as it hasn't been sent to the contractor or it is not the end of day before the pickup date.

To do this, navigate to your submitted requests and select the one you wish to edit. A pop-up window will appear with the details of your request.

In this window, you can- add more items by clicking "Add new item" or remove items. To ensure your changes are saved, click "Submit" at the bottom of the window when you're done.

**Note:** You can continue to add or remove bulky items up to 24 hours before the scheduled pickup. After this time, the information becomes non-editable.

---