

Questions		
Technical Portal Questions		
1.	How do stewards access the WeRecycle Portal?	Stewards are able to access the WeRecycle Portal here using current User ID and password. More information about the Portal upgrade is available here on the CSSA website.
2.	For which programs do we use the Portal for reporting?	Stewards who participate in the Recycle BC, MMSW, MMSM, Stewardship Ontario Packaging and Paper Product (PPP) programs, as well, those who participate in the Stewardship Ontario MHSW and Automotive Material Stewardship (AMS) programs use the WeRecycle Portal for reporting.
3.	What should I look for if the SUBMIT button is greyed out on the Submit Report tab?	Here are three things to check in this situation: <ol style="list-style-type: none"> 1. Confirm that you are logged in as the Primary Contact, as only the Primary Contact can submit the report. 2. Under Terms and Conditions, ensure the Agree box is Checked. 3. Make sure you provided responses to the questions in all sections
4.	Do all programs show on the same screen when reporting or can you enter one at a time?	Stewards have the option of reporting all PPP programs on the same screen through the Multi Program option, or reporting one program at a time through the Single Program option.
5.	Is there a function on the upgraded Portal that allows a steward to change a primary or secondary contact without submitting a form?	Users can use the Portal to make changes to Secondary Contacts. To change a Primary Contact, please complete the form and return it to National Steward Services stewards@cssalliance.ca . Forms can be downloaded directly from the Portal.
6.	Beside the options in Preferences, such as Report by Percentage, Report using Program Material List, is there is a "More Information" link which would take me to a search page to find more information on different reporting questions?	One of the new features of the upgraded WeRecycle Portal is the ability to link directly from the Portal to a database of information designed to support the preparation of stewards' reports. When you are in the Portal <div style="text-align: center;">  </div> you can click on the  icon which will direct you to a resources site where you can find additional information on how to prepare your steward report.

<p>7.</p>	<p>What are the new requirements for a password on the new Portal and how do I change my password?</p>	<p>Your password for the upgraded WeRecycle Portal needs to be 8-14 characters and requires one capital letter, one lowercase letter, one number and one special character. To change your password, click on the “Did you forget your password?” link on the Login page. Next, you will be asked to complete the required fields; your name, email address and user ID, then you will receive an email from WeRecycle with a temporary password. Please use it to log on, at which time you will be automatically prompted to update your password.</p>
<p>8.</p>	<p>Methodology copy from last year had formatting issue. It removed space between the words. Is this fixed?</p>	<p>If the previous methodology contained the truncating error, a copy of the methodology into this year’s report will also repeat the truncation. Our recommendation is to copy then paste the methodology into a word processing program and correct the spacing issues and paste back into the methodology section. Any newly keyed in methodology does not have the truncation issue.</p>
<p>Accessing information from Previous Reports</p>		
<p>9.</p>	<p>Are existing Stewards required to go through all the obligation questions in the new Portal?</p>	<p>All of the data from the old Portal has been migrated to the upgraded Portal. Existing stewards do not need to reconfirm their obligations from years that have already been confirmed.</p>
<p>10.</p>	<p>How does a steward determine what they filed in a previous year so that they compare a current report with previous reports including kgs entered in a previous report?</p>	<p>Stewards can view or download previous reports in PDF format when visiting the Past Reports page of the Portal.</p>
<p>11.</p>	<p>If you are an organization with divisions and you have entered information about your divisions in previous years, where would you find that information and how would you remove divisions if they are not longer part of your business?</p>	<p>Stewards who are using the same material list as last year, and including the same program(s) in their report as last year, will be presented with the divisions they used last year by default. When a steward is on the Division Maintenance page, a division can be easily removed or renamed by clicking the “X” beside the division for which they are no longer reporting.</p>
<p>12.</p>	<p>Is there still an option to pull forward answers regarding methodology and brands that have been entered in previous years?</p>	<p>The option to ‘copy from previous report’ still exists on the upgraded Portal in the Methodology and Brands sections of the Portal. The button to copy brands entered from your previous report is available in the upper right corner of the List Your Brands page. This option is available to stewards using the same material list and including the same</p>

		program(s) in their report as the prior year.
MHSW and AMS Stewards		
13.	Is this the reporting Portal we will use for our January reporting of our Q4 2019 volumes or will this Portal be live for our April 2020 reporting for Q1 2020 volumes?	The upgraded Portal launched on January 1, 2020 and stewards will use it for all reports going forward including the January 2020 reports for 2019 Q4 volumes.
14.	Is the new Portal for reporting for SOGHU and UOMA?	The WeRecycle Portal is for reporting for the Stewardship Ontario MHSW and Automotive Material Stewardship (AMS) programs. Stewards that participate in the Societe de Gestion des Huiles Usagees (SOGHU) or the Used Oil Management Association (UOMA) programs should contact those organizations directly to understand their reporting requirements. Stewards do not report for those programs through the WeRecycle Portal.
15.	Are we able to enter customized container size for Oil Containers?	At this time both AMS/MHSW programs provided worksheets which feature the most common oil container sizes, however these worksheets are not customizable as such any containers sizes that are not featured on the worksheet would have to be accounted for manually by reporting their capacity in litres. For example if you were to supply oil in Oil Containers – 1.5 L you would simply calculate how many units sold by 1.5L to determine your total. (100 x 1.5L for 150 Litres)