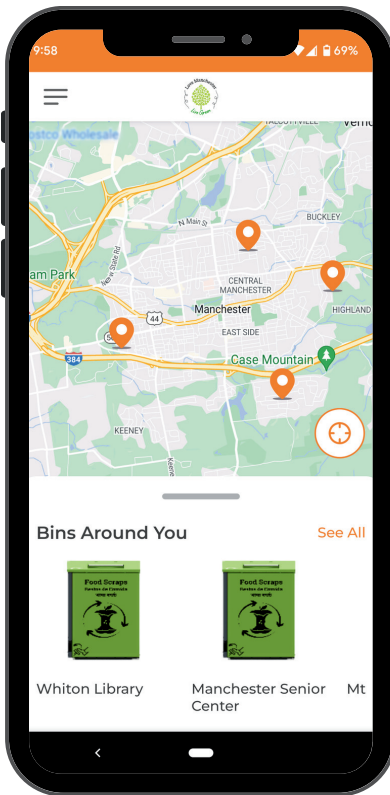# Reporting Issues with the metroKEY App
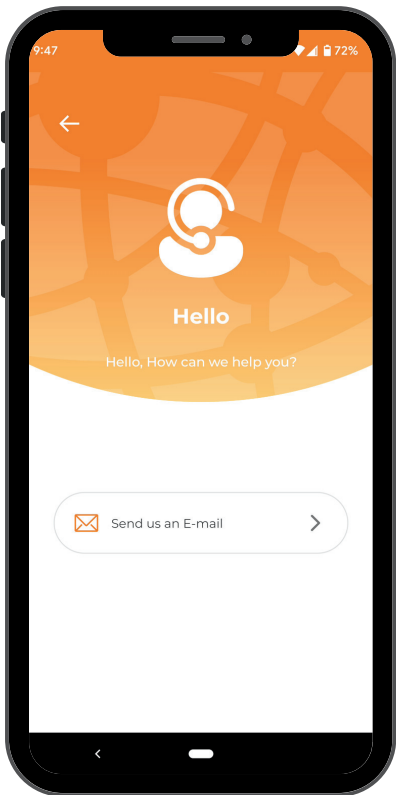
Step-By-Step Instructions
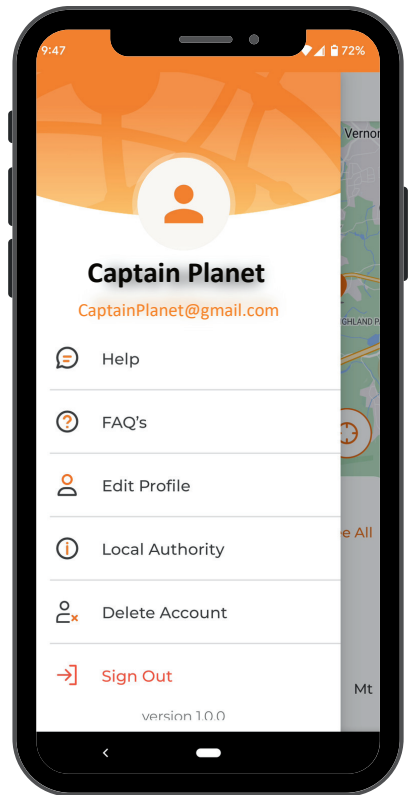
1 For general questions and issues, select the menu symbol in the top left corner
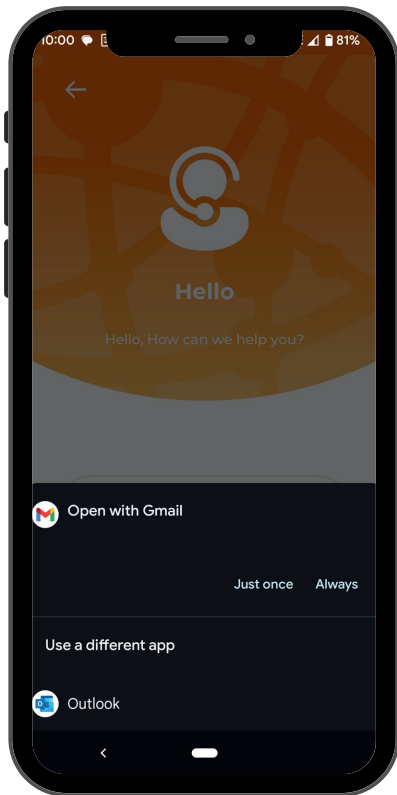
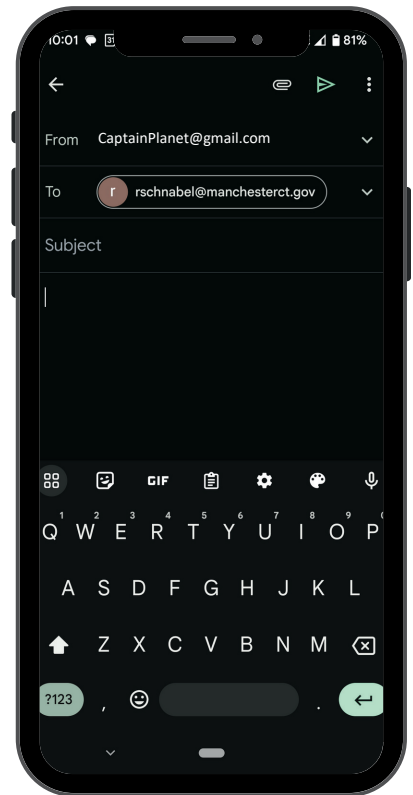**2** Select "Help" to email the Recycling Coordinator
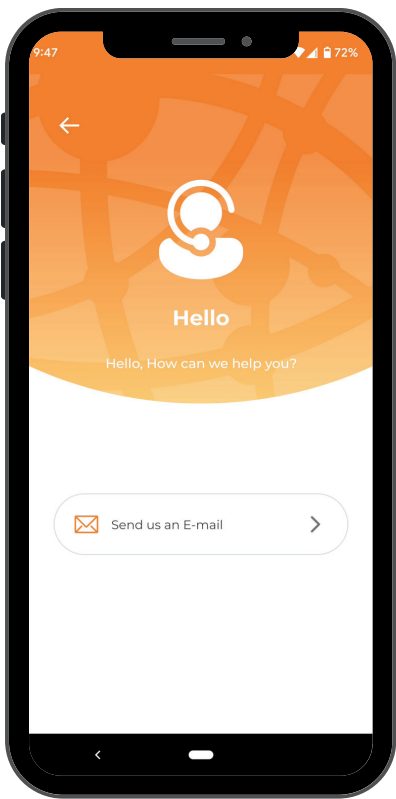
3 Select "Send us an E-mail"

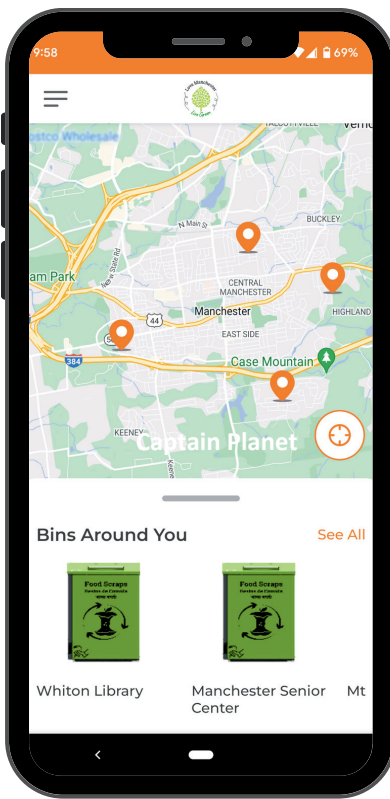**4** Select the app that you typically use to send emails

5 A new message will appear that is addressed to the Recycling Coordinator - Type your message and send
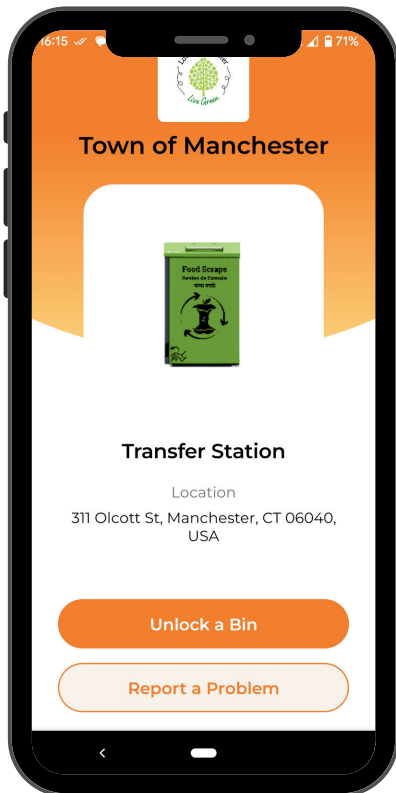
6 Once you have sent your email, return to the app and select the arrow in the upper right corner to return home
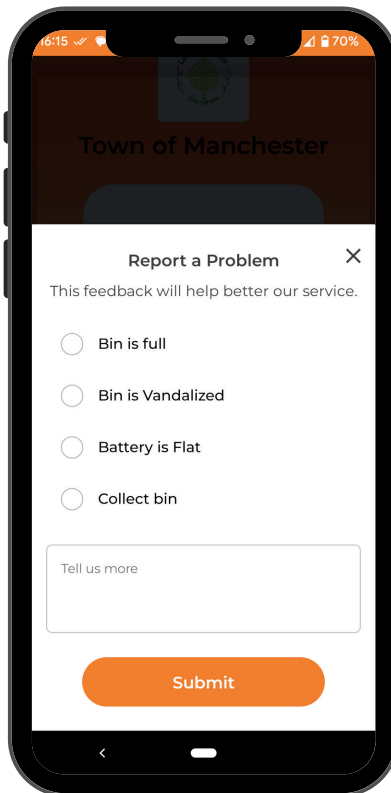
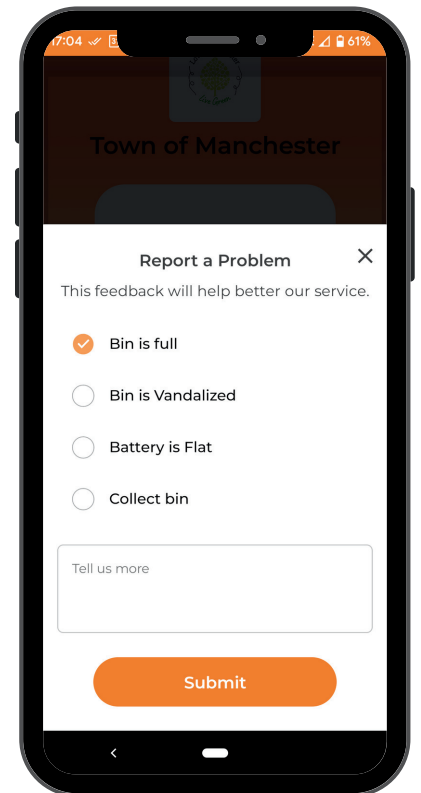**7** You can report a problem specific to a station by first selecting the station
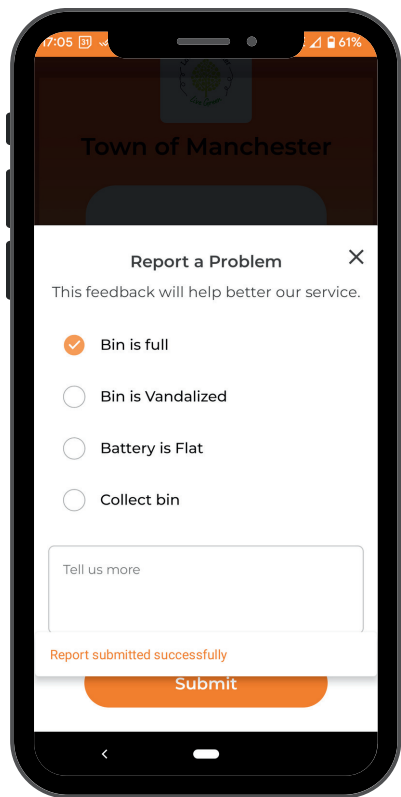
8 Then scroll down to the bottom of the screen

9 Select "Report a Problem"

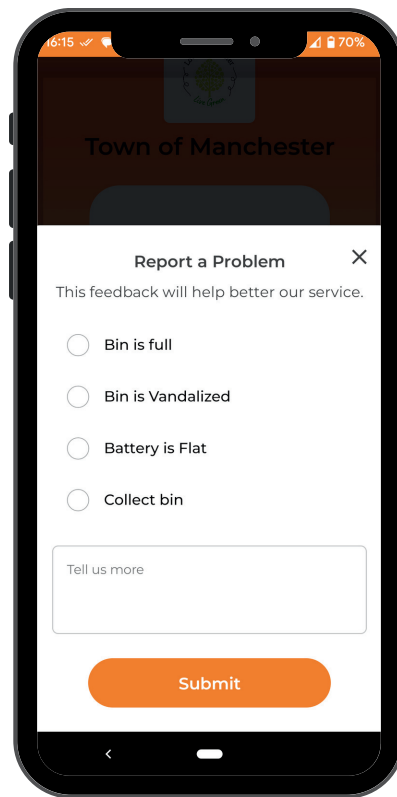**10** Select the relevant issue and provide information, as needed
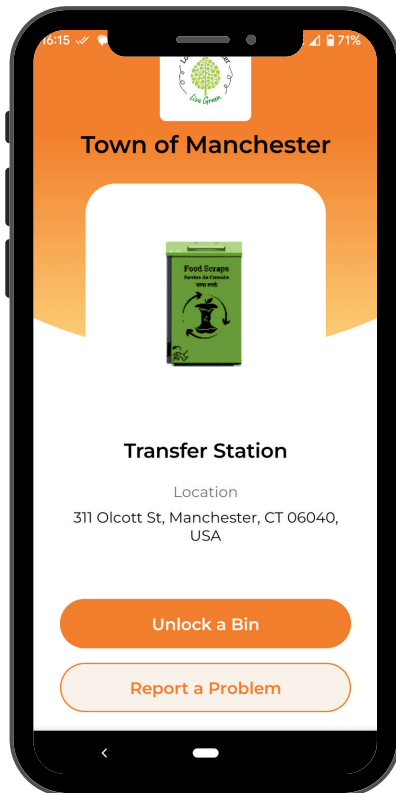
11 Select "Submit"

12 If done correctly, you should see "Report submitted successfully" at the bottom of the screen
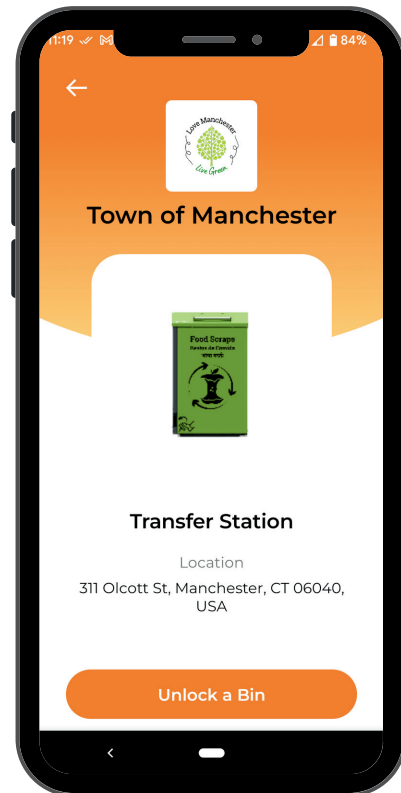
13 If none of these issues apply, select the X in the top right-hand corner

14 Scroll to the top of the screen

15 Select the arrow in the upper left corner to return home