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Creating a [My WM online profile](#) provides a customized experience that puts you in control! Want to know more? Check out the easy process through [computer / tablet](#) or the [My WM Mobile App](#). Ready to Go? Scan the QR code or visit ugr.to/activate today!

Click a green icon with a ▶ button to watch a tutorial on that feature - if available 

		Residential	Commercial	Roll-Off	
My Billing	AutoPay & Paperless	Save time by receiving bills electronically and having them paid automatically.	 	 	 
	Pending Charges	Be informed of one-time charges or any additional charges before you receive your invoice.			
	My Billing	Provides access to current and past invoices and even allows you to make partial payments or pay multiple invoices.	 	 	 
My Services	Adjust Service	We're here to help with your changing needs! Sustainability goals? Add recycling! Growing business? Increase your service!	COMING SOON		
	Pause Service	Going out of town or closing shop temporarily? Quickly stop your service while you are away, and we'll resume when you return.	 		
	Extra Pickup	Avoid the hassles of being charged for an overloaded container by completing an online request for extra pick up and pricing prior to your next service day.	COMING SOON	 	
	Bulk Item Pickup	What do you do with large items that can't be recycled or repaired? Schedule a time for us to come by and pick them up for you.	 	COMING SOON	
	Container Issue	Sometimes life is hard – on containers! When your container needs a little care or has disappeared, visit us online where you can quickly give us information on the specifics, and we'll come out either replace it or repair at your place.	 	COMING SOON	COMING SOON
	Roll-Off Requests	Exchange your full Roll-Off for an empty one, or finally remove your temporary Roll-Off container by scheduling an online pick up where you can view pick up day/schedule options and pricing.			 
	View ETA and Schedule	Stay informed of schedule changes, including holidays, weather or other service-related changes and updates.	 	 	 
	Service History	Want to know when we were there? Not only will we give you the date and time, but you can see your service the way our Drivers see it with photos and videos.			COMING SOON
	Order History	View service requests and current status in one place, including the ability to edit or cancel future requests if something changes.	 	 	 
	My Accounts	Manage Accounts	Easily manage all your WM accounts in one place! Easily link additional accounts to your profile or unlink ones not needed.	 	 
Manage Contacts		Quickly update contact information at any time to ensure the right people on your team are connected with our team.	 	 	 
Communication Preferences		Stay informed by receiving the types of information you want to receive and how you prefer to receive it.	 	 	 
My Online Profile	Update Online Profile	Manage the details of your My WM profile, including changes to your email, phone numbers or reset your password.	 	 	 
	Manage Payment Method	Did your credit card expire? Have a new way to pay your invoice? Add, update or remove payment methods at any time.	 	 	 

Not finding what you're looking for? Get more information on our [WM Support Center](#) or ask the Chatbot on wm.com.

Note: Information above applies to customers that are billed directly by WM and have access to their Customer ID

wm.com:  Mobile App: 

