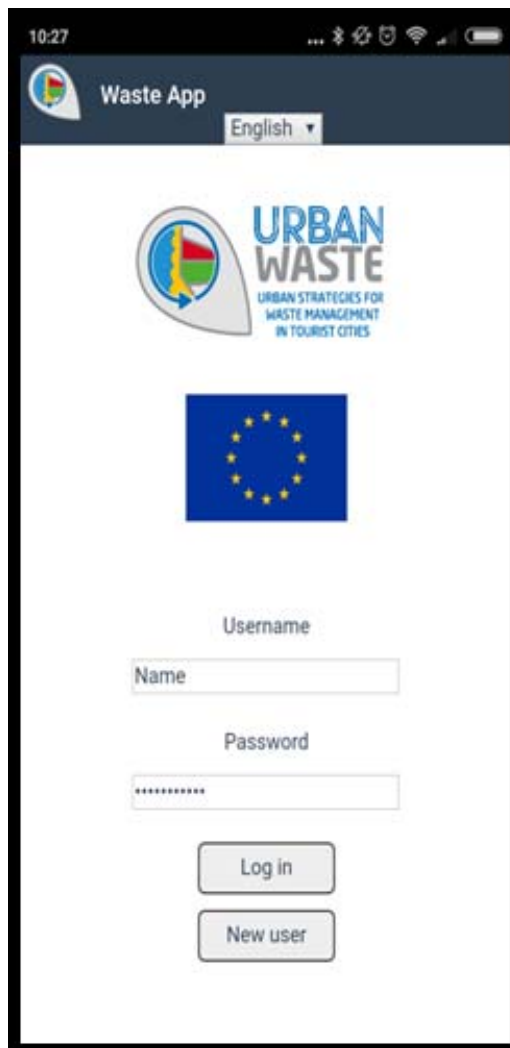


ANNEX II: WasteApp FAQ




The image shows a mobile application interface for 'Waste App'. At the top, the status bar shows the time 10:27 and various system icons. Below the status bar is a dark blue header with the app's logo on the left, the text 'Waste App' in the center, and a language dropdown menu set to 'English' on the right. The main content area is white and features the 'URBAN WASTE' logo, which includes a circular icon with a recycling symbol and the text 'URBAN WASTE' and 'URBAN STRATEGIES FOR WASTE MANAGEMENT IN TOURIST CITIES'. Below the logo is the European Union flag. The login section consists of a 'Username' label above a text input field containing the word 'Name', a 'Password' label above a text input field filled with dots, a 'Log in' button, and a 'New user' button.

10:27

Waste App

English

URBAN WASTE
URBAN STRATEGIES FOR
WASTE MANAGEMENT
IN TOURIST CITIES



Username

Name

Password

.....

Log in

New user

FAQ about WasteApp



Is there a different WasteApp for each city?

No!, there is only one App, acceding to different maps and different gamification strategies on each pilot city.

FAQ about WasteApp



Can WasteApp use other features as virtual reality?

Technically, it is feasible, but VR/AR requires a new design and a new data base (and we have a very strict deadline).

Furthermore, the problem is that it will require lots of expensive bandwidth (for tourist without a flat-rate contract).

Finally, all legacy mobiles won't be able to run this App

FAQ about WasteApp



Can WasteApp store or manage pictures?

No, due to data security limitations.

If we store or manage images, users could be identified and it would be against the data protection policies of many European countries

FAQ about WasteApp



Can be WasteApp connected to social networks?

Yes! At least to twitter and facebook, other will be considered

Gamification points will be obtained for sending information regarding UrbanWaste

FAQ about WasteApp



Does WasteApp store personal data?

No, due to data security limitations.

No user personal data is required, only a login and a password, and it is hashed.

Other data as age, gender etc. cannot be used for identification purposes and are only stored for statistical purposes

FAQ about WasteApp



Is WasteApp suitable for kids?

No, due to data security limitations.

Although it is based on gamification, WasteApp is not a game for kids!

Furthermore, any App can be hacked and a childhood-oriented program will require special protection measures

FAQ about WasteApp



How can we know that anyone is correctly using litter bins?

We cannot be 100% sure, but we can locate the user when acceding WasteApp, each bin will be identified with a sticker with a QR code.

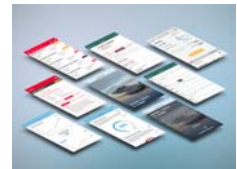
If not, location services on the mobile phone will be used (it requires specific permission by the user, through *Terms & Conditions*)



FAQ?

Questions about WasteApp design

FAQ about WasteApp

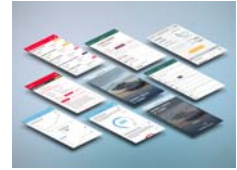


What makes WasteApp different form other litter management Apps?

Mainly, using gamification as a way of increasing the visibility of the littering recovery services

Other apps only are information platforms about collecting timetable and position of the bins, or about litter collection and processing on the city.

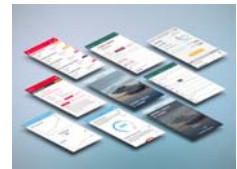
FAQ about WasteApp



Which languages will be available in WasteApp?

Initially supports English and Spanish versions. Other languages will be provided by the pilot cities

FAQ about WasteApp

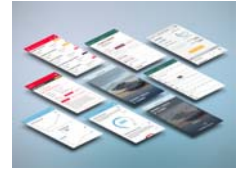


Can be used WasteApp for advertising anything?

Only the institutional link to each pilot city and the UrbanWaste project will be directly supported as a direct information

Nevertheless, the companies and institutions that are collaborating on the gamification, will appear on the map as “sponsors” and, if applicable , they will be shown

FAQ about WasteApp



Is the QR reader included in the App?

Yes, it is.



FAQ?

General questions about the pilot city role

FAQ about WasteApp



Can WasteApp include tourist information about the pilot cities?

Yes!, when the user selects a city, a link to a page with city information can be available (if provided by the city).

Can WasteApp include information about the waste collection policies of the pilot cities?

Yes!, when the user selects a city, a link to a page with information about city trash collection policies can be available.

FAQ about WasteApp



Who can update or delete WasteApp collaborating companies on each city?

Only the pilot cities through a web form

FAQ about WasteApp



All pilot cities should have the same criteria on gamification strategies for WasteApp?

No, each city will decide which collaborating companies or amenities will use for gamification, and how much points will be required on them?

Can I use my points from one city in another one?

No, as each city decides how many points are required for obtaining rewards

FAQ about WasteApp



Can I have points for doing the same action several times the same day?

This the most common “fake” activity. The App can limit if an actions provides points or not

Pilot cities can define if they want to reward this kind of activities or not (e.g. sending 10 tweet is fine, littering 10 times in the same bin is false)

You can also limit how many rewards you can exchange each day or on each partner

FAQ about WasteApp



Can WasteApp be used for providing warnings about incidences on the litter recovery process?

Yes, the user can report a broken bin, or out of position, if the environment is clean, etc. and it is accessible in database for cities.



FAQ?

General questions about App maintenance and management

FAQ about WasteApp



WasteApp will be connected to UrbanWaste web page?

Yes!, clicking on the UrbanWaste logo will link the App to this page

How can I download WasteApp?

it is available through Google Play and AppleStore. It will be also directly available from a QR code that can be disseminated as desired (e.g. in airports, ports, train stations, tourist offices, hotels...or elsewhere!) or in social networks and the URBANWASTE webpage.
