

# Updating your garden waste subscription details

To update your garden waste subscription, you will need to go into your online account and update your details there.

This guidance will help you navigate to your garden waste subscription and allow you to change address, cancel auto renew or cancel your subscription.

1. Sign in to your online account
2. Select resident
3. Enter your email address and password
4. Under 'your services' click on 'view your services and subscriptions'
5. Under 'garden waste' click on 'you can view your subscriptions to the garden waste service here'
6. Your active subscriptions will now be listed and will include
  - a. Address for the garden waste subscription
  - b. Number of bins
  - c. Start date of subscription
  - d. End date of subscription
  - e. Auto renew
  - f. View details (case number)
7. If you click on the 'case number' under 'view details', you will then be able to
  - a. Change your address and move your subscription
  - b. Cancel auto renew (this will only show if you selected this option when you took out the garden waste subscription)
  - c. Cancel subscription

If you require any further help, call us on 01454 868000.