

# Check the status of a service request

After submitting a request for a bin service, you can track its progress online.

Take note of the service request number provided by WSMS. This is on the **Confirmation** screen.

Select the **check your request status** link.

**ACT** Government City Services *Bulky Waste Collection New Request*

Request Received

Your Bulky Waste collection booking has been submitted.

Your Service Request Number is:  
**SB000042077**

Thank you for booking your Bulky Waste collection. You can help keep our city clean by choosing to reduce, reuse and recycle first. If you find you have further items laying around your home, there are plenty of other disposal tips listed on the recyclopaedia.

Note: Please make sure you check your Spam or Junk mail folders for your emailed reference number if not received in your inbox.

You may also track the progress of your request by clicking on this link: [check your request status](#)

For more information visit the City Services website.

The ACT Government is committed to improving the accessibility of web content. To provide feedback please contact Access Canberra on 13 22 81.

The Request Service Status screen will display.

**ACT** Government City Services *Request Service Status*

Service request verification

To check on the status of a Service Request, please complete the following fields:

\* Request Number

Enter the service request number.

Enter your surname and post code.

Select [Get Status](#).

The status of your service request will display.

Status	Open
Service Date	Thursday 15 July, 2021
We will contact you via:	123456789
<a href="#">Review my booking</a> <a href="#">Cancel my booking</a>	