

Used.ca app navigation



Home

Displays current ads, trending ads, and ads we think you may find interesting



Post an ad

Start by taking or selecting images from your mobile device and then enter in your title, description, category and a price



Profile

This is all about you! View and edit your profile information, your ads for sale, your favourites and your alerts



Favourites

Tap this icon to include an ad in your favourites list



View

Change the display options of your search results. Either grid or list view



Location

Change the location of your search



Ad report

Report an ad that you think is in violation of our Terms of Use



Filter

Filter your search results by price, require image, free only or non-commercial sellers. Also can sort by relevance, most recent, cheapest or most expensive



Categories

Browse ads from themed groups



Activities

View your messages, alerts and notifications



Search

Tap this icon to search ads. You may change your search region and filters here as well



Alert

Save your search criteria to your alerts list to receive notifications when new ads are posted matching your criteria



Share

Share an ad via email or on your social media



Phone

Tap this icon to call the ad poster



Email

Tap this icon to contact the ad poster by email



Chat



Tap this icon to use our in-app chat to contact the ad poster

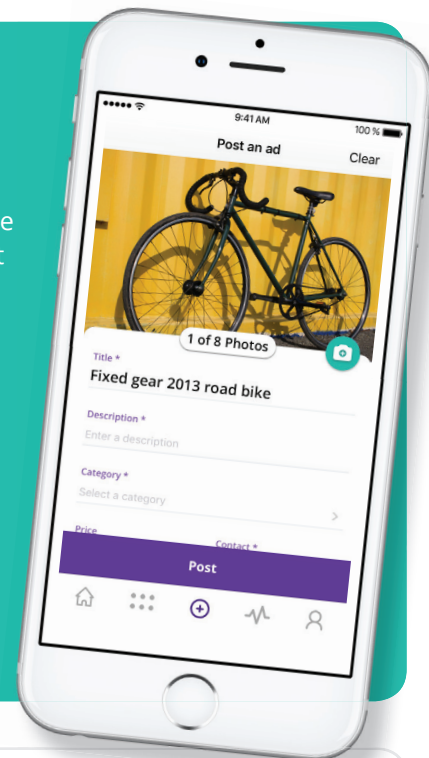


Settings




Change your profile, account or notification settings

Post an ad


- **Tap the  icon** located in the centre of the bottom tab
- **Select a photo(s)** from your library or tap the  icon to take a photo of your item. You can add up to eight (8) photos. When you have chosen your photo(s), **tap 'next'** on the bottom bar
- **Add your title and description.** Select the category you would like to post your item under. Enter your price
- **Choose your contact methods.** Phone, email and chat are all pre-selected and will appear in purple. If you would like to deselect
- any of the contact methods, tap the corresponding icon
- **Enter your phone number** if you have selected phone as one of your contact methods
- Under 'Advanced settings', you can choose if you would like to receive comments on your post, let users know if you are a commercial seller and display your website url
- Tap **'post'** on the bottom bar






Searching ads

- **Tap the  icon** in the top right hand corner. A new menu will be displayed and there you can:
 - Type the name of the item that you are looking for
 - **Tap 'All categories'** to select a category for your search
 - **Tap 'Custom location'** to select a distance from your current location or to select regions
- When your search results are displayed, you can
 - **Tap the  icon** to save your search criteria
 - Filter between three different view styles
 - **Tap the  icon** to change the location, price range, display free ads or hide commercial sellers. You can also sort ads by relevance, time posted, and price


Create an alert

Tap the  icon on any ad to save it to your favourites list found under your profile

Contact a seller

When you have tapped an ad that you like, the ad will be fully displayed on your screen. To the right of the users display image and user name, you will find three methods of contacting the user;  (email),  (phone) or  (chat). If the icon is purple, this user has made this form of contact available to you. The icon will be gray if it is not available. Choose between the available contact methods to get in touch with the seller

Seller's profile and ad list

Want to see what else a seller has listed? In the top left corner of an ad listing you will see either a small profile picture or the  icon. Tap this icon to display the seller's profile and to view all their current ads

FAQ's

Q. How can I change my password?

A. Tap the 👤 icon to go to your profile page, tap the ⚙️ icon, then 'Account' and then 'Change password'.

Q. Do I have to enter a telephone and/or email?

A. No you don't have to, but we recommend that you use as many contacts methods as you can. When using the app you need to choose a minimum of one contact method.

Q. How can I remove my ad?

A. Tap the 👤 icon to go to your profile page, then tap 'Not sold' on the desired ad to change the ad to sold.

Q. How can I turn on push notifications or email notifications?

A. Both of these settings are located under profile settings. Tap the 👤 icon to go to your profile page, then tap the ⚙️ icon, then tap 'Notifications' and choose which notifications you want.

Q. Why can't I see any posts?

A. Try creating a larger location to pull ads from. Depending on where you are located, your location radius may need to be larger. To edit your location tap the 📍 icon when making a search or viewing ads in various categories.

Q. How do I sign out?

A. This is located under account settings. Tap the 👤 icon to go to your profile page, then tap the ⚙️ icon, then tap 'Account.' 'Log out' is located at the bottom of the page.

Q. I've forgotten my password, how can I retrieve it?

A. If you've already made an account but can't remember the password tap 'Forgot password' on the app login page.

Q. Do I have to connect to Facebook to login?

A. No, you can create an account tapping 'sign up' in the top right corner of the app login page. You will only need to provide an email and password for your account.

Q. Are there any restrictions about what can be listed?

A. Yes, see the Terms of Use.

Q. How do I change my profile picture?

A. This is located under profile settings. Tap the 👤 icon to go to your profile page, then tap the ⚙️ icon, then tap 'Change image' and choose your desired image.

Q. Why did the app crash?

A. Please email us about this matter at app@Used.ca. It is very useful if you let us know about the exact path of what you were doing. As an example, *"I was trying to post an item, I tapped on 'Choose an image' then the app crashed."*

