Setting Up Your TurboWaste Account

Hazardous Waste and Toxics Reduction Program

Washington State Department of Ecology
Olympia, Washington

Revised December 2023, Publication 19-04-017

Publication Information

This document is available on the Department of Ecology's website at: https://apps.ecology.wa.gov/publications/summarypages/1904017.html.

Related Information

- Form ECY 070-133: Notification of Dangerous Waste Site Identification (ID) Form[1]
- Publication 18-04-037: Dangerous Waste Site Identification Form Instructions[2]
- Dangerous waste annual report webpage[3]

Contact Information

Hazardous Waste and Toxics Reduction Program
Washington State Department of Ecology
P.O. Box 47600
Olympia, WA 98504-7600

Phone: 360-407-6700

Website: Washington State Department of Ecology[4]

ADA Accessibility

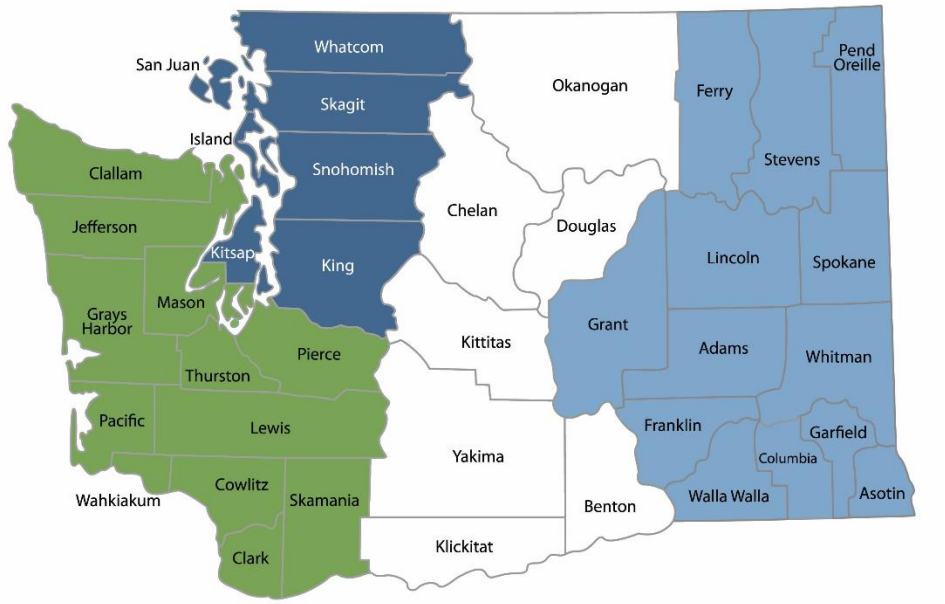
The Department of Ecology is committed to providing people with disabilities access to information and services by meeting or exceeding the requirements of the Americans with Disabilities Act (ADA), Section 504 and 508 of the Rehabilitation Act, and Washington State Policy #188.

To request an ADA accommodation, contact Ecology by phone at 360-407-6700 or email at hwtrpubs@ecy.wa.gov. For Washington Relay Service or TTY call 711 or 877-833-6341. Visit Ecology's website[5] for more information.

[1] https://apps.ecology.wa.gov/publications/SummaryPages/ECY070133.html
[2] https://apps.ecology.wa.gov/publications/SummaryPages/1804037.html
[3] https://ecology.wa.gov/DWReport
[4] www.ecology.wa.gov/contact
[5] www.ecology.wa.gov/accessibility

Department of Ecology's Regional Offices

Map of Counties Served



Southwest Region 360-407-6300	Northwest Region 206-594-0000	Central Region 509-575-2490	Eastern Region 509-329-3400

Region	Counties served	Mailing Address	Phone
Southwest	Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Mason, Lewis, Pacific, Pierce, Skamania, Thurston, Wahkiakum	PO Box 47775 Olympia, WA 98504	360-407-6300
Northwest	Island, King, Kitsap, San Juan, Skagit, Snohomish, Whatcom	PO Box 330316 Shoreline, WA 98133	206-594-0000
Central	Benton, Chelan, Douglas, Kittitas, Klickitat, Okanogan, Yakima	1250 W Alder St Union Gap, WA 98903	509-575-2490
Eastern	Adams, Asotin, Columbia, Ferry, Franklin, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman	4601 N Monroe Spokane, WA 99205	509-329-3400
Headquarters	Across Washington	PO Box 46700 Olympia, WA 98504	360-407-6000

Setting Up Your TurboWaste Account

Hazardous Waste and Toxics Reduction Program

Washington State Department of Ecology

Olympia

Revised December 2023 | Publication 19-04-017

DEPARTMENT OF
ECOLOGY
State of Washington

Table of Contents

List of Figures **7**

Overview **8**

What is SecureAccess Washington (SAW)? 8

What is TurboWaste? 8

User roles in TurboWaste 8

What is the Electronic Signature Account and Agreement? 8

Important Information About Submitting Reports **9**

Apply for a SAW Account **10**

SAW registration form 10

Activate Your SAW Account **11**

Apply for the TurboWaste Service **12**

TurboWaste Registration Form **13**

TurboWaste Access Approval **14**

Apply and Register for an Electronic Signature Account **15**

New users16

Already have an ESA? 17

ESA security questions 19

ESA profile information 21

Electronic Signature Account approval 22

The Electronic Signature Agreement Form (ESAF) **22**

ESA approval 23

Electronic submissions through TurboWaste using your ESA 23

Troubleshooting **24**

SAW 24

Electronic Signature Account 24

Updating your information 27

Locked account 28

Adding additional sites 28

Appendix 1: Screen Details 30

Figure 1: Example of SAW login page. 30
Figure 2: Example of SAW email confirmation page. 30
Figure 3: Example of SAW security options page. 30
Figure 4: Example of SAW's add a new service page. 30
Figure 5: Example of SAW's add a new service page showing the options. 30
Figure 6: Example of SAW's list of services page. 31
Figure 7: Example of the TurboWaste registration under review page. 31
Figure 8: Example of the TurboWaste access page in SAW. 31
Figure 9: Example of the TurboWaste Assigned Sites page. 31
Figure 10: Example of TurboWaste assigned sites page, expanded. 31
Figure 11: Example of Electronic Signature Account Login page. 31
Figure 12: Example of Electronic Signature Account create user page. 32
Figure 13: Example of Electronic Signature Account security questions page. 32
Figure 14: Example of Electronic Signature Account user profile information page. 32
Figure 15: Example of Electronic Signature Account initial application completion page. 32
Figure 16: Example of Electronic Signature Account login verified page. 33
Figure 17: Example of successful electronic submission message. 33
Figure 18: Example of SAW login page. 33
Figure 19: Example of the Electronic Signature Account password reset page. 33
Figure 20: Example of the Electronic Signature Account change password page 34
Figure 21: Example of the Electronic Signature Account page once logged in. 34
Figure 22: Example of the Electronic Signature Account page displaying a locked account notice 34
Figure 23: Example of TurboWaste assigned sites page. 34

List of Figures

Figure 1: Example of SAW login page. 10
Figure 2: Example of SAW email confirmation page. 11
Figure 3: Example of SAW security options page. 11
Figure 4: Example of SAW's add a new service page. 12
Figure 5: Example of SAW's add a new service page showing the options. 12
Figure 6: Example of SAW's list of services page. 13
Figure 7: Example of the TurboWaste registration under review page. 14
Figure 8: Example of the TurboWaste access page in SAW. 15
Figure 9: Example of the TurboWaste assigned sites page. 15
Figure 10: Example of the TurboWaste assigned sites page, expanded. 16
Figure 11: Example of Electronic Signature Account Login page. 16
Figure 12: Example of Electronic Signature Account create user page. 18
Figure 13: Example of Electronic Signature Account security questions page. 20
Figure 14: Example of Electronic Signature Account user profile information page. 21
Figure 15: Example of Electronic Signature Account initial application completion page. 22
Figure 16: Example of Electronic Signature Account login verified page. 23
Figure 17: Example of successful electronic submission message. 23
Figure 18: Example of SAW login page. 24
Figure 19: Example of the Electronic Signature Account password reset page. 25
Figure 20: Example of the Electronic Signature Account change password page. 26
Figure 21: Example of the Electronic Signature Account page once logged in. 27
Figure 22: Example of the Electronic Signature Account page displaying a locked account notice. 28
Figure 23: Example of the TurboWaste assigned sites page. 29

Overview

If you are a dangerous waste reporter, you must access TurboWaste using SecureAccess Washington (SAW), regardless of generator size.

What is SecureAccess Washington (SAW)?

SAW is a central login that lets you access government services online while ensuring your privacy. If you don't have a SAW account, you will need to create one.

What is TurboWaste?

TurboWaste is our online dangerous waste reporting tool that you access through SAW.

User roles in TurboWaste

There are two user roles in TurboWaste. These roles are specific to the user.

Data entered while applying for SAW and TurboWaste must be your own.

Data entry role

To become a data entry user in TurboWaste you must:

- Create a SAW account if you don’t have one.
- Apply for the TurboWaste service in SAW.
- Email us the sites you need access to.

Administrator role

Only TurboWaste Administrators can sign and submit electronically. To gain administrative access, you must:

- Be an authorized representative[6] of the company.
- Apply for an Electronic Signature Account (ESA).
- Complete and mail us your Electronic Signature Agreement Form (ESAF).

What is the Electronic Signature Account and Agreement?

Environmental Protection Agency’s (EPA) Cross Media Electronic Reporting Rule (CROMERR) requires a secure method for submitting electronic documents. This rule applies to everyone that submits their Dangerous Waste Annual Report electronically.

[6] https://app.leg.wa.gov/WAC/default.aspx?cite=173-303-040

The ESA adds the level of security that CROMERR requires. You cannot submit your reports without an approved ESA.

Important Information About Submitting Reports

Only approved TurboWaste administrators can submit reports. You can't submit your electronic documents without an approved ESA.

Electronic documents include:

- Dangerous waste annual reports.
- Updated notifications.
- Withdrawal notifications.

If you are a contractor or consultant, you may apply for the TurboWaste service in SAW. You can't apply for an Electronic Signature Account.

The authorized representative from the company must complete the process and become an administrator. You can have more than one representative.

Apply for a SAW Account

To begin, you need to have a SAW account. If you already have a SAW account, skip to the apply for the TurboWaste service section.

Note, accounts set up by another individual can't be used. These accounts are specific to the user and not to the company.

To set up a SAW account, you need to:

- Go to SAW.[7]
- Select **Sign Up!**

Figure 1: Example of SAW login page.

SAW registration form

The username you create for SAW will also be your TurboWaste username.

Enter the following to register:

- First name
- Last name
- Primary email address
- Username
- Password
- Additional email (optional)
- Mobile phone number (optional)

[7] https://secureaccess.wa.gov/

Activate Your SAW Account

Once you select **Submit** from the previous screen, SAW will send you an activation email.

Select the activation link inside that email.

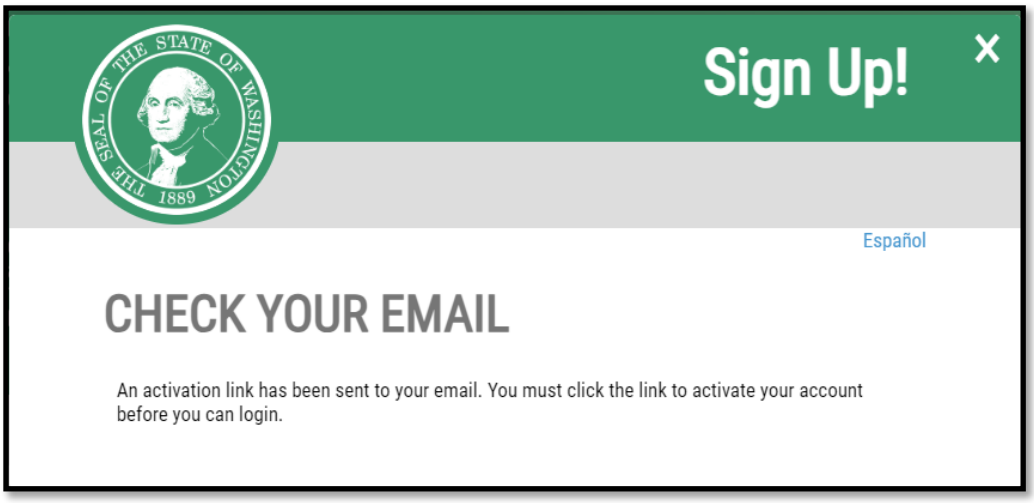


Figure 2: Example of SAW email confirmation page.

Once you select the activation link and log into SAW, the system may present a couple security options:

- **Review my profile:** This option will ask for multi-factor authentication (MFA). Once authenticated, your profile details will display. Any corrections to your profile can be made here.
- **Set up authenticator:** This option walks you through your MFA set up. Here you set up your preferred methods to receive verification codes.
- **Not right now:** This allows you to bypass this message.

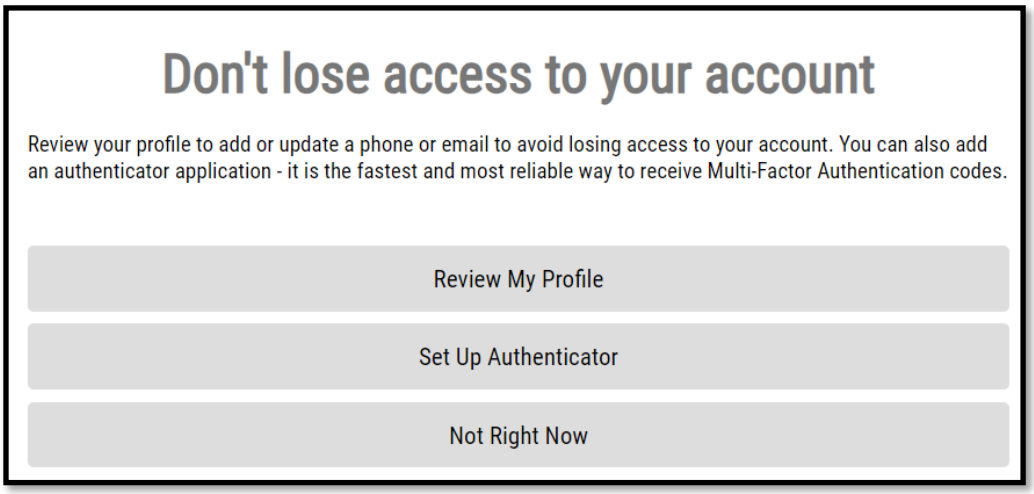


Figure 3: Example of SAW security options page.

Apply for the TurboWaste Service

Log in to SAW with your username and password.

Select **Add A New Service**.

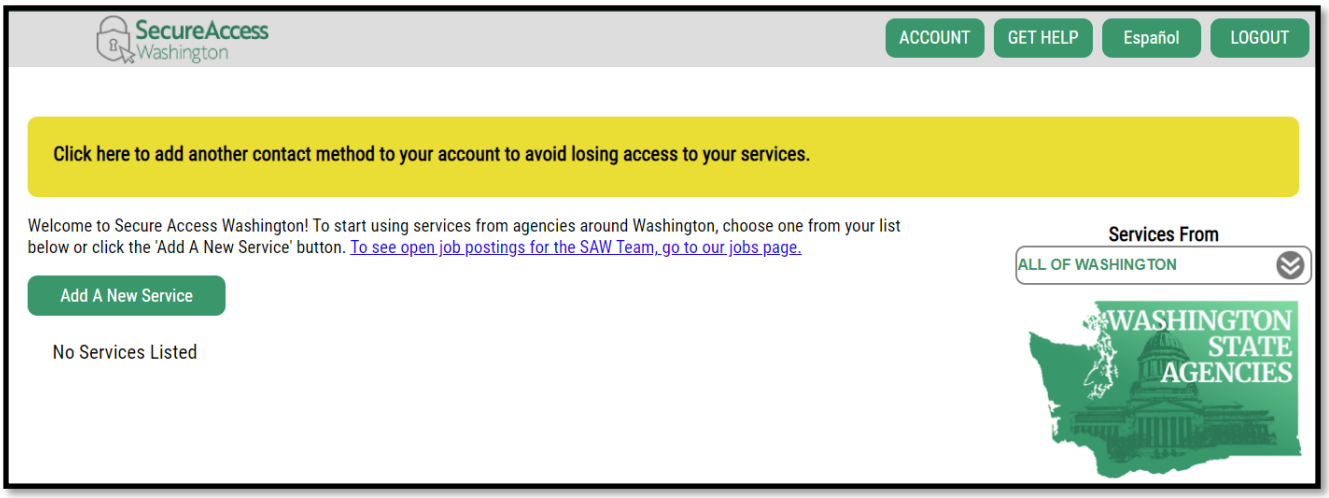


Figure 4: Example of SAW's add a new service page.

Select **I would like to browse a list of services by agency**. TurboWaste no longer uses a code.

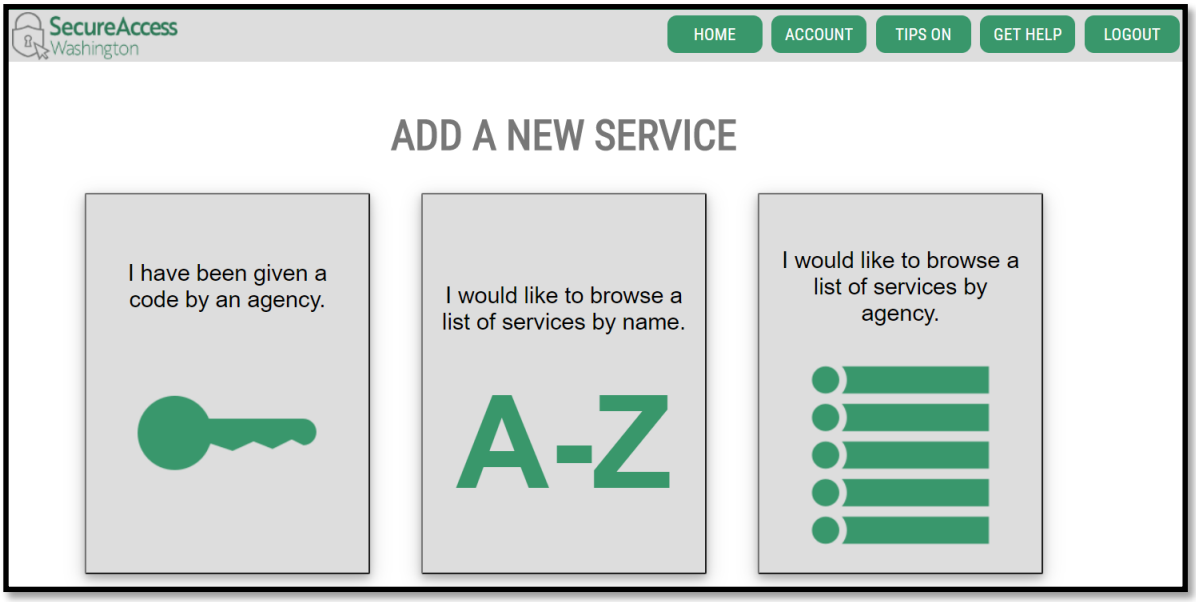


Figure 5: Example of SAW's add a new service page showing the options.

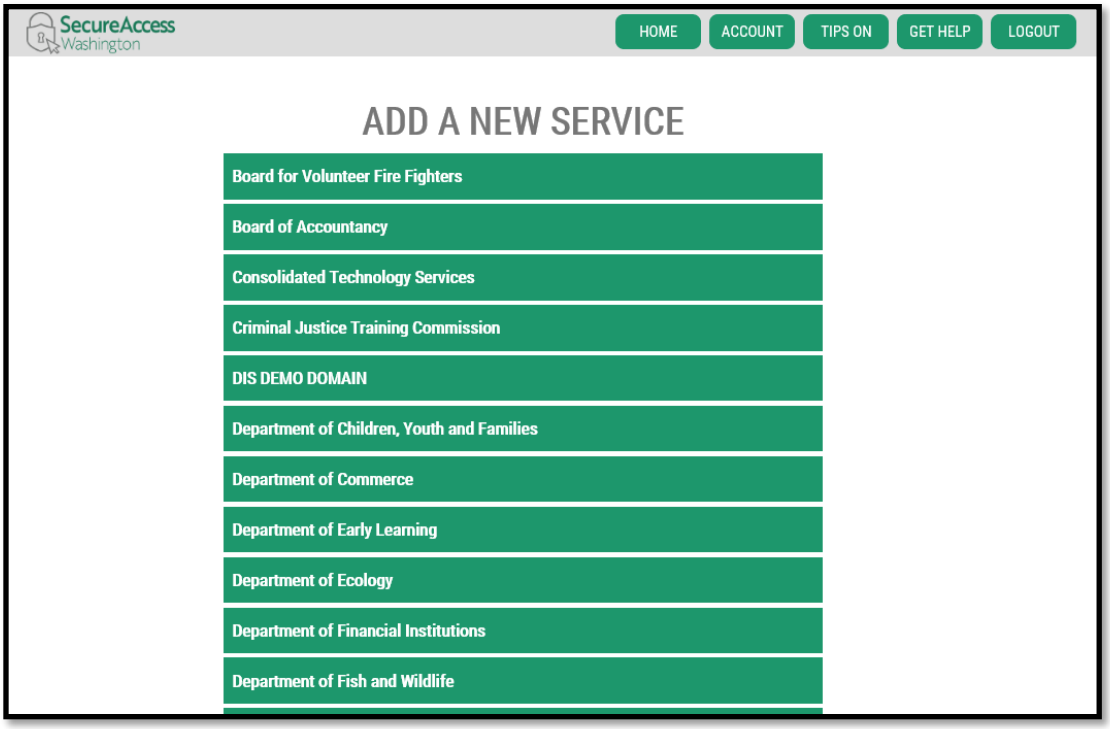


Figure 6: Example of SAW's list of services page.

In the list of services:

- Select **Department of Ecology**.
- Find the **TurboWaste** service and select it. The list is alphabetical.
- Select **Apply**.

TurboWaste Registration Form

On the next screen, you will see a registration form. This information is for verification purposes. Incomplete information may cause a delay in approval.

Note: this registration form is user specific. It is specific to you, not the industry or company. The account can't be shared.

All users must fill out their own form for TurboWaste and have their own SAW account.

Enter the following:

- First name
- Last name
- Email address
- Company name
- Phone number
- **One** EPA/State ID number, even if you have more than one

If you are a consultant or contractor, please select the check box at the bottom of the form.

TurboWaste Access Approval

Once you submit your registration form, Ecology staff must review your information. This may take three to five business days. If we have any questions about the information you provided, we'll contact you for clarification.

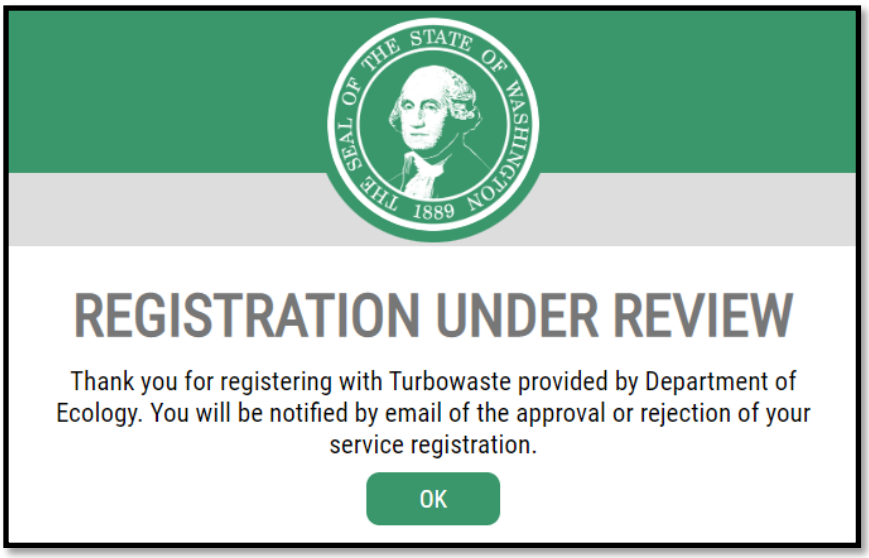


Figure 7: Example of the TurboWaste registration under review page.

When your account is approved, you'll receive an acceptance email from Ecology and from SAW.

If you're the authorized representative:

- Please continue to the Electronic Signature Account set up.
- Log in to SAW and select **Access** to open TurboWaste.
- Proceed to the next steps listed in this guide.

If you're a contractor, consultant, or if your business wishes you to have a data entry role:

- Stop here.
- Email us[8] any additional sites you need access to.

As a contractor or consultant, you can't sign and submit reports. Your role will remain data entry so you can complete the work on behalf of your clients.

Tip: If your role is data entry for your company, you don't need to submit an ESAF or create an Electronic Signature Account. Please email us the list of sites you need access to.

[8] TurboWaste@ecy.wa.gov

Apply and Register for an Electronic Signature Account

To sign and submit reports in TurboWaste, you must be an administrator in TurboWaste. To become an administrator, you must apply for an Electronic Signature Account.

Log into SAW and access the TurboWaste service.

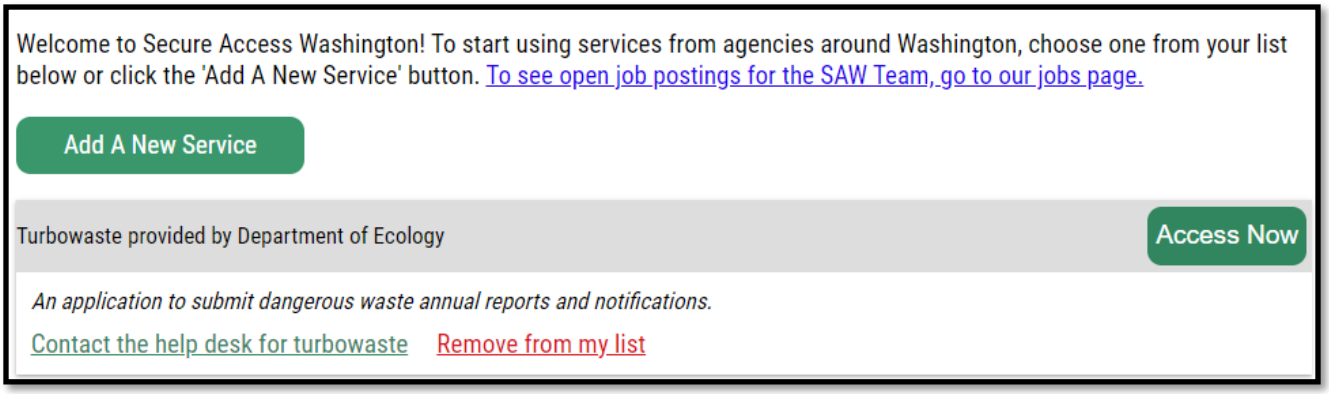


Figure 8: Example of the TurboWaste access page in SAW.

After you log in to TurboWaste, you'll see your assigned sites page. As a new user, **your sites aren't assigned to you yet**. They'll be assigned to you once you complete the process.

Select the **Manage ESAF** button.

Figure 9: Example of the TurboWaste assigned sites page.

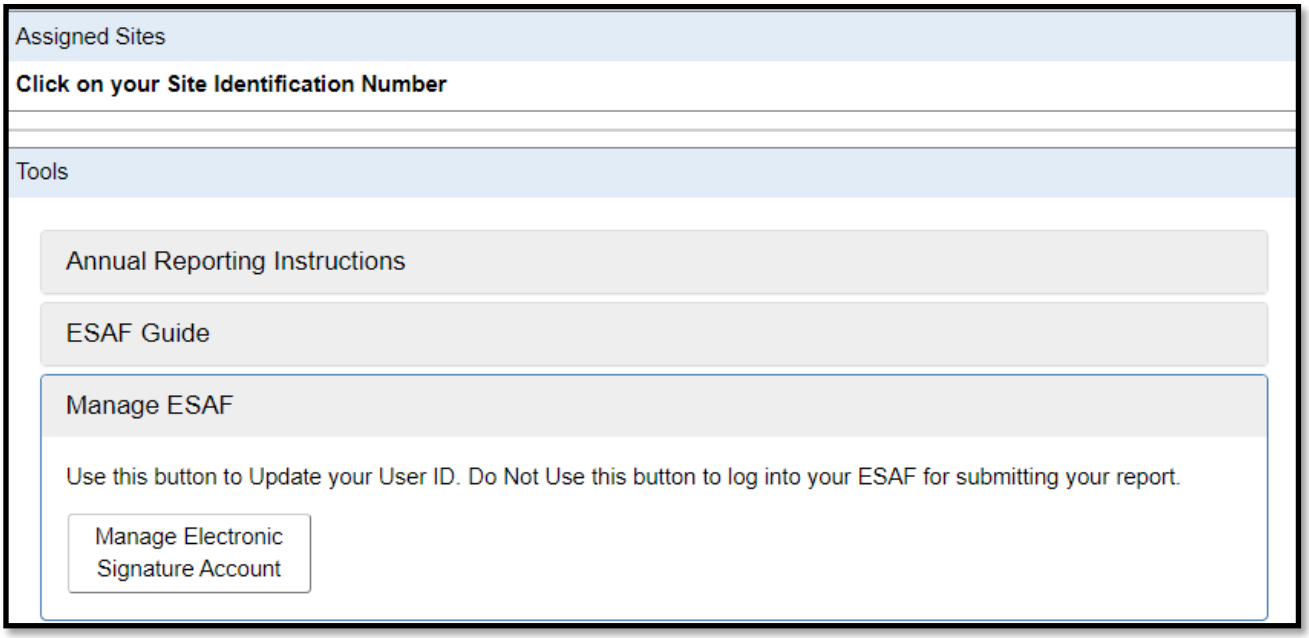


Figure 10: Example of the TurboWaste assigned sites page, expanded.

New users

If you don't have an account, select the button at the bottom of the screen marked **Create one** to create a new account.

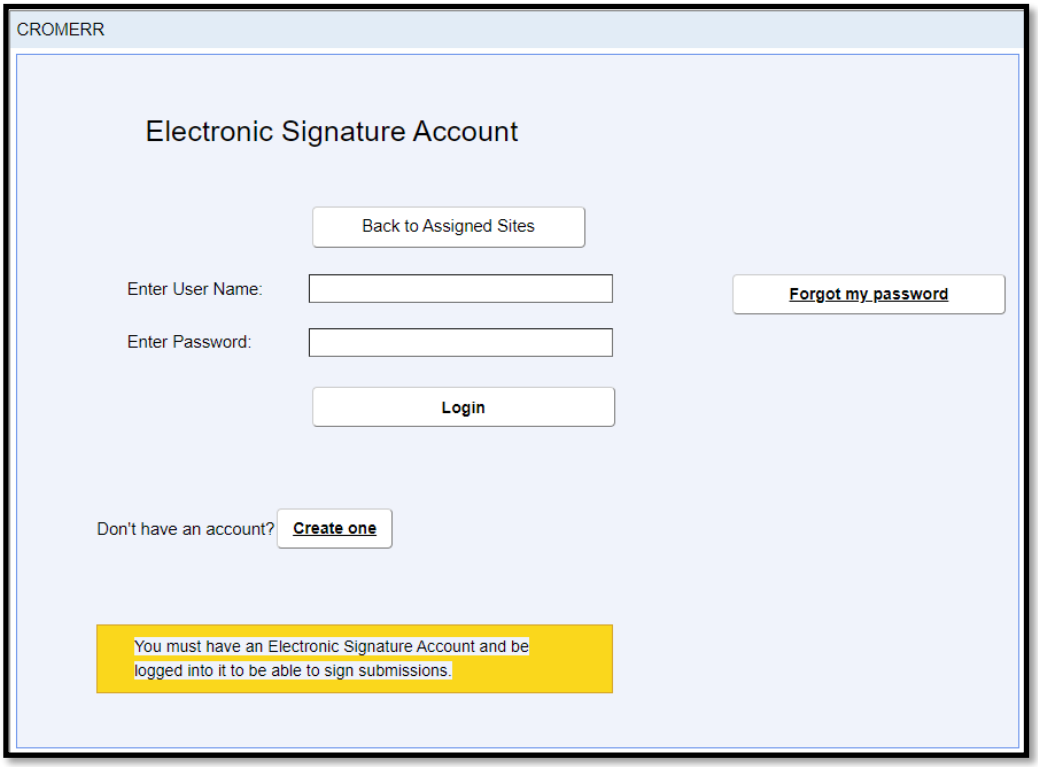


Figure 11: Example of Electronic Signature Account Login page.

Already have an ESA?

To add additional sites to your profile, select the **Download EASF** option.

Please note, the ESAFs are different in each Ecology program. Each form has unique requirements.

If your contact information has changed, skip to the updating your profile information section.

Already have an ESA, but are with a new company?

If you had an ESA with your previous employer, you cannot use that account.

You must create a new account with your new company.

On the next screen, you'll create your username and password for your Electronic Signature Account. We **highly recommend** you use your SAW username and password for both systems.

Tip: your system may be set up to store data fields, if this is the case, clear this data.

The data saved may be incorrect and cause the system to lock.

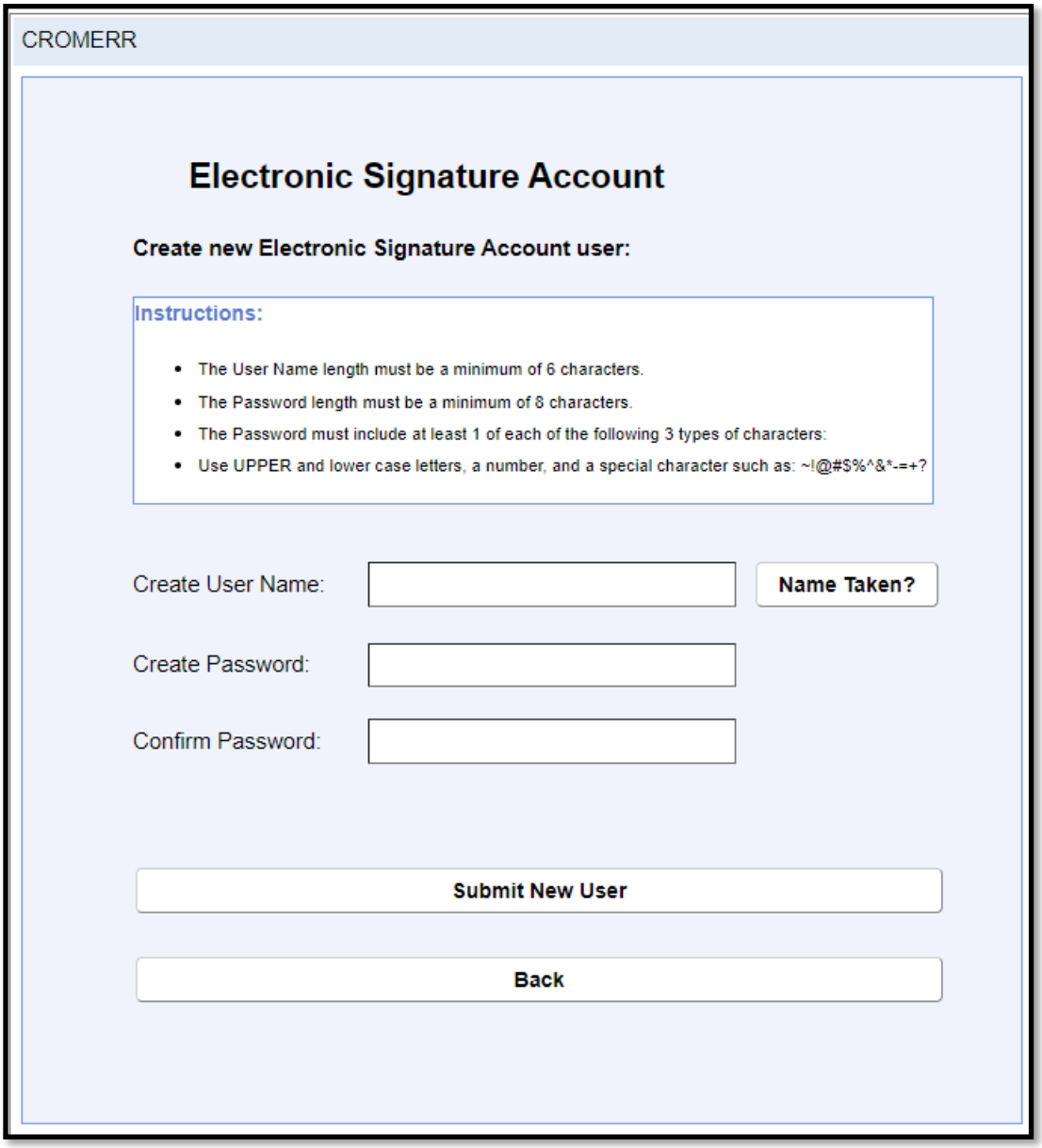


Figure 12: Example of Electronic Signature Account create user page.

Once you fill in your username and password, select **Submit New User**.

ESA security questions

The next few screens set up your user profile for the Electronic Signature Account.

- Choose your security questions.
- Enter the answer in the field provided (answers are **case sensitive**).
- Select **Continue**.

Tip: Every time you log in, one of your security questions will be asked randomly. You may want to write down your questions and answers.

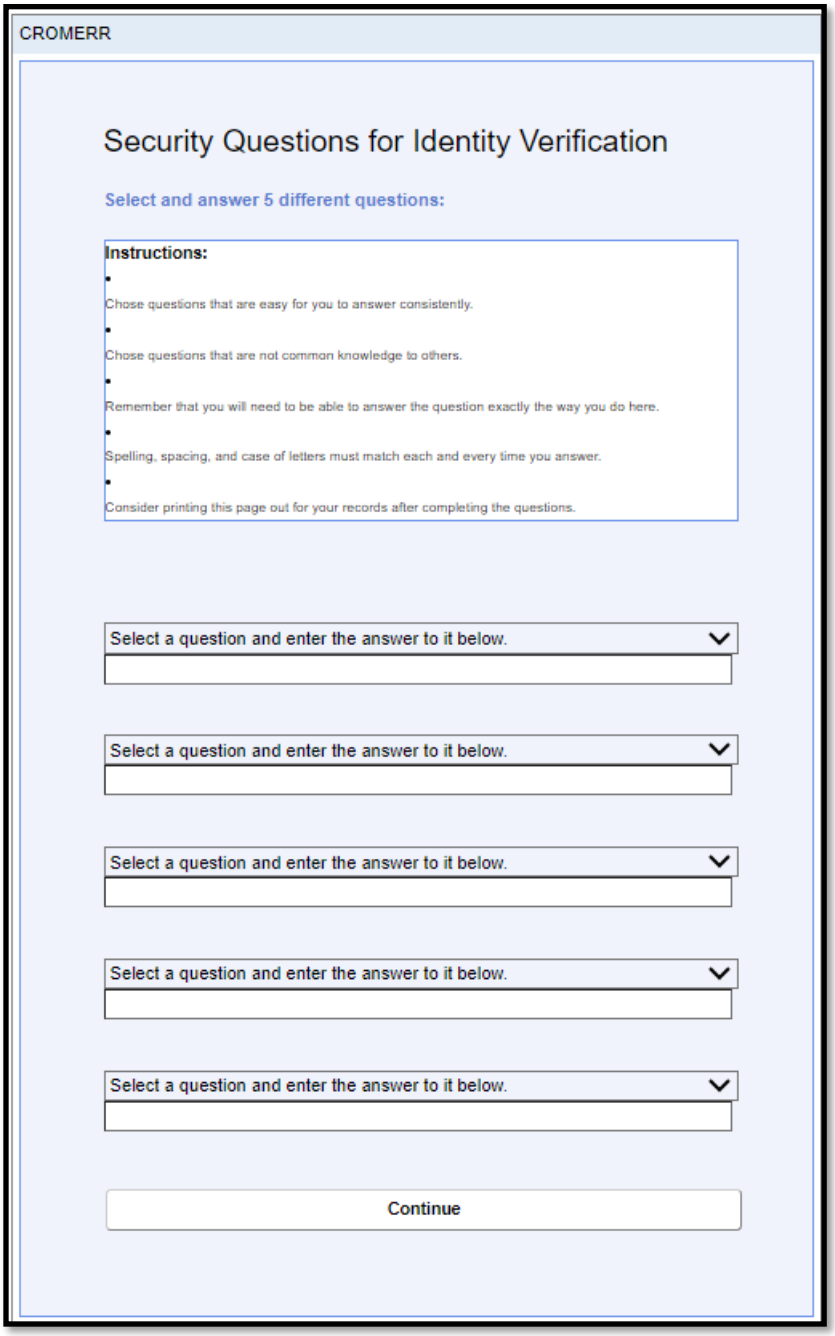


Figure 13: Example of Electronic Signature Account security questions page.

ESA profile information

Remember, this information is specific to you and shouldn't be shared with anyone else. Complete the following to set up your profile:

- Enter the requested information.
    - **Note:** the display name is how you want **your** name displayed.
- The General Information or Notes field is optional. You may enter any details that could help identify you if you would like.
- Select **Submit User Profile Information**.

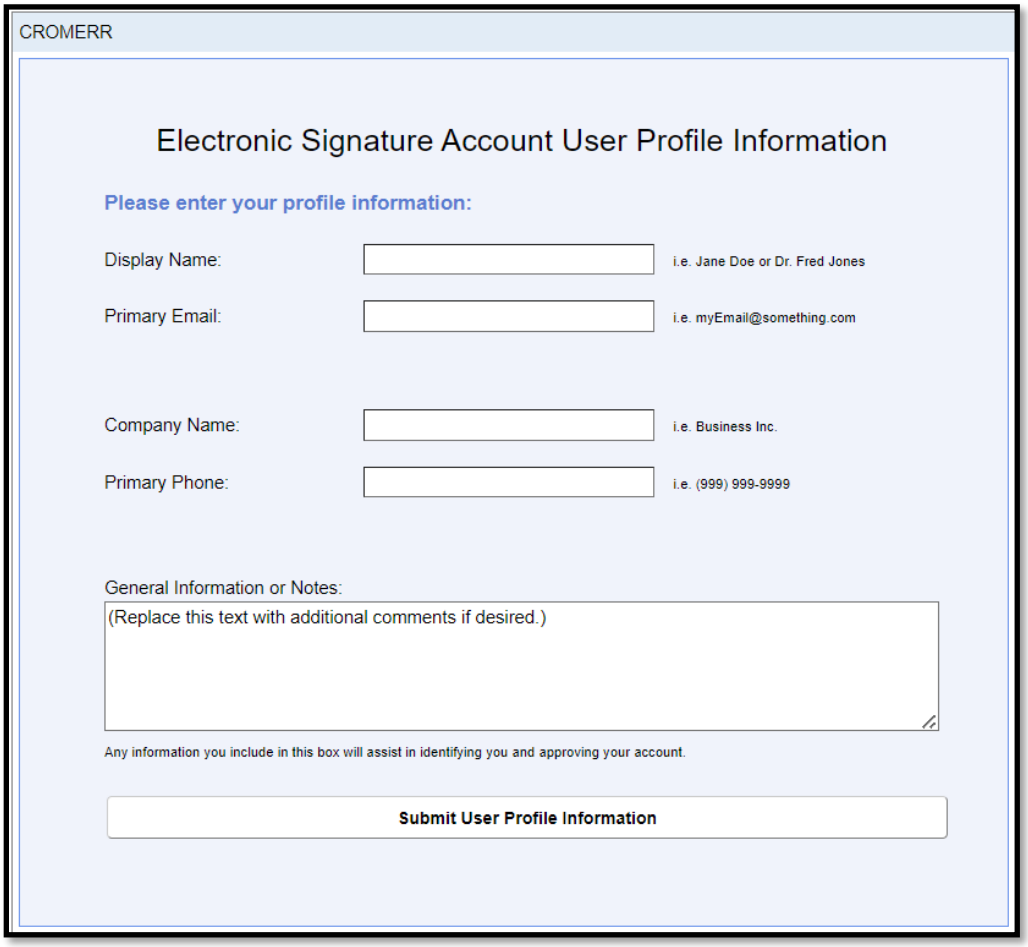


Figure 14: Example of Electronic Signature Account user profile information page.

Electronic Signature Account approval

After submitting your electronic signature account information, you'll receive an email with the Electronic Signature Agreement Form (ESAF).

This ESAF is specific to TurboWaste and must be on file in order to sign and submit your reports electronically.

Note: You won't be able to log in until your account is approved.

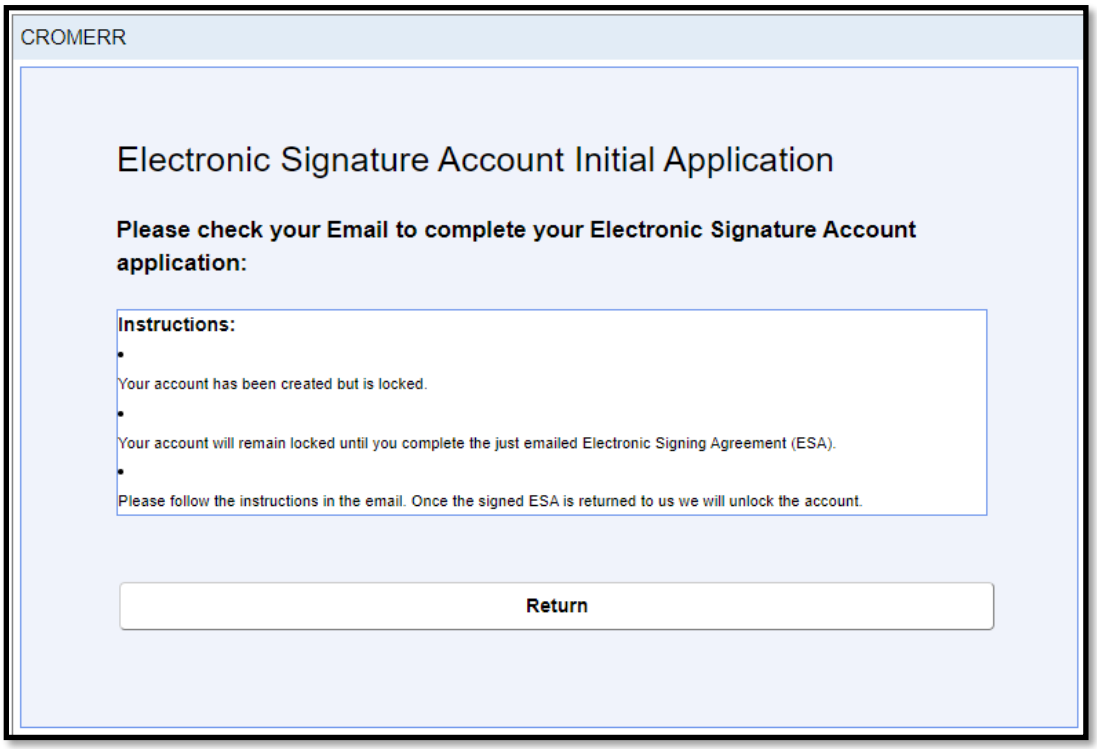


Figure 15: Example of Electronic Signature Account initial application completion page.

The Electronic Signature Agreement Form (ESAF)

After you submit your electronic signature account information, look for the ESAF in your email.

Before we approve the ESAF, you must completely fill out the requested details. Include:

- Your usernames.
- All the sites that you are responsible for. Print additional pages if needed.
- Your wet ink signature.
- A witness's signature. This needs to be someone that knows you—it doesn't have to be a supervisor or upper management.

Once the form is complete, scan and email us a copy.

You must also mail the completed form to the address listed at the top of the form.

If you don’t have scanning abilities, you can mail in your ESAF. Please allow at least 10 days for mail and processing.

You’ll receive an email from us once we process and approve your ESAF.

ESA approval

After we have received and processed your ESAF, an email is sent that contains an activation link.

Once you click the link, your account is active, and you can continue to TurboWaste. If you don’t click the activation link, your account will remain created but locked.

Electronic submissions through TurboWaste using your ESA

Once your ESAF is approved, you can submit documents electronically in TurboWaste.

When submitting documents in TurboWaste, the system will prompt you to log in to your Electronic Signature Account once you select submit.

If you are already logged in, select the **Continue to Certify** link on the right.

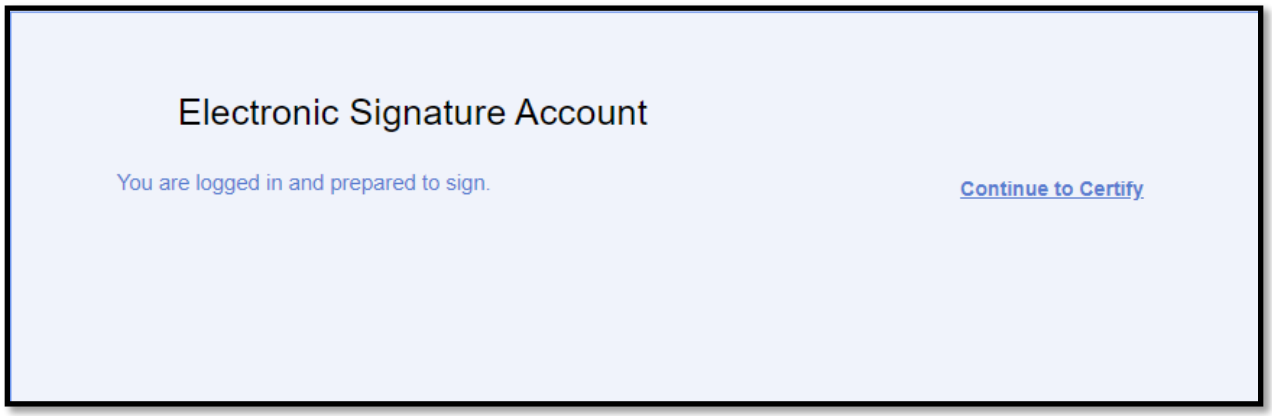


Figure 16: Example of Electronic Signature Account login verified page.

Once submission is complete a copy of the form submitted will be sent to you via email.

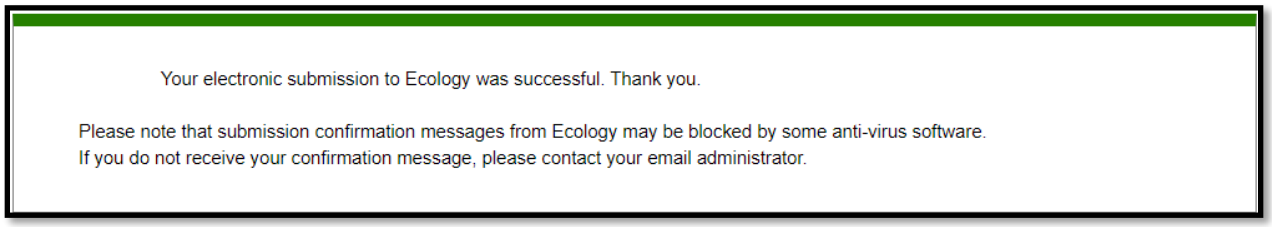


Figure 17: Example of successful electronic submission message.

Troubleshooting

SAW

Ecology doesn't have access to your SAW account. If you need help, you can select any of the following from the login page:

- Forgot your username?
- Forgot your password?
- Get help

Figure 18: Example of SAW login page.

After two failed password attempts in SAW, the account will lock. If this happens, you'll need to contact SAW for help.[9]

Users who haven't logged into their accounts in the last 24 months will be expired and removed from the system. A new SAW account must be created.

Let us know that you have new SAW access and we can link your ESA to your new account.

Electronic Signature Account

Forgot your username?

Contact us[10] if you forgot your username.

[9] https://secureaccess.wa.gov/public/saw/pub/help.do
[10] TurboWaste@ecy.wa.gov

Forgot your password?

If you forgot your password, and the account is not locked, select the **Forgot my password** option on the right.

The system will ask for your username and email address. A temporary password will be sent to your email address.

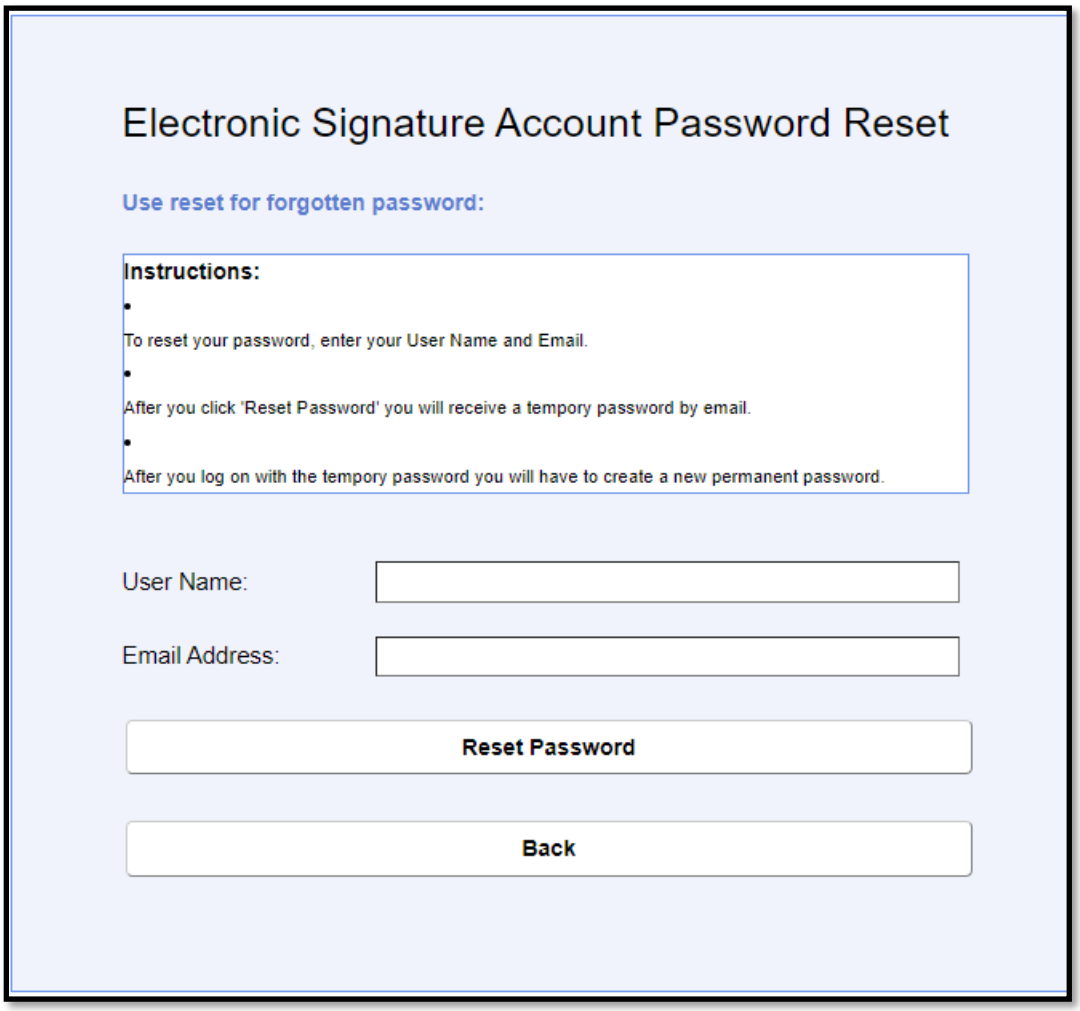


Figure 19: Example of the Electronic Signature Account password reset page.

When you return to the login page, enter your username and the temporary password that you received. Once you log in, you'll be prompted to change your password on the change password screen.

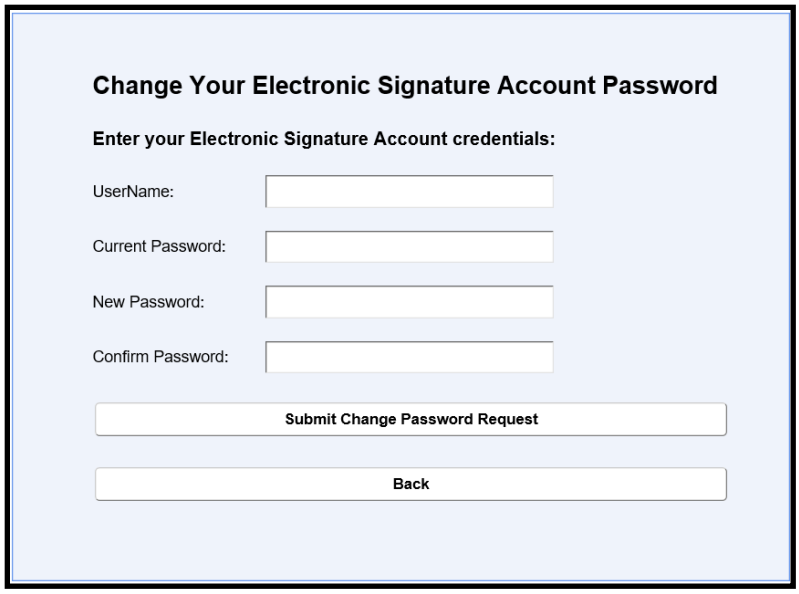


Figure 20: Example of the Electronic Signature Account change password page.

Enter the following:

- Your username.
- Your current password. This is the temporary password that was sent via email.
- Your new password.
- Re-enter your new password.

Tip: the current password is the temporary password that was emailed to you. If your browser saves data for you, clear it out. The data saved may be incorrect and cause the system to lock.

Updating your information

You can update your security questions, profile information, and password in the Electronic Signature Account once you're logged in.

- **Update my profile** to update your name, email address, or phone number.
- **Update my security questions** to update your questions and answers. See the ESA security questions section for requirements.
- **Change my password** to reset your password. See the password requirements section for details.

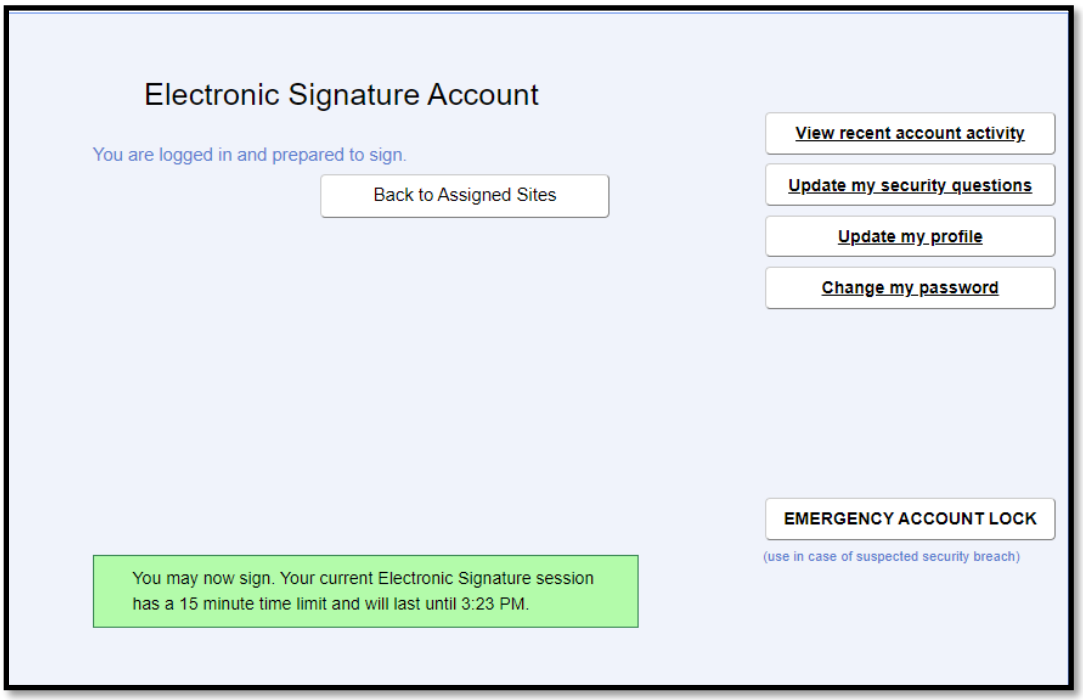


Figure 21: Example of the Electronic Signature Account page once logged in.

Locked account

Contact us if you lock your account after three failed password attempts or incorrectly answered security questions.

Tip: Manually enter your username and password. **Don't allow your system to autofill those fields**. Incorrect data could be stored causing your account to lock.

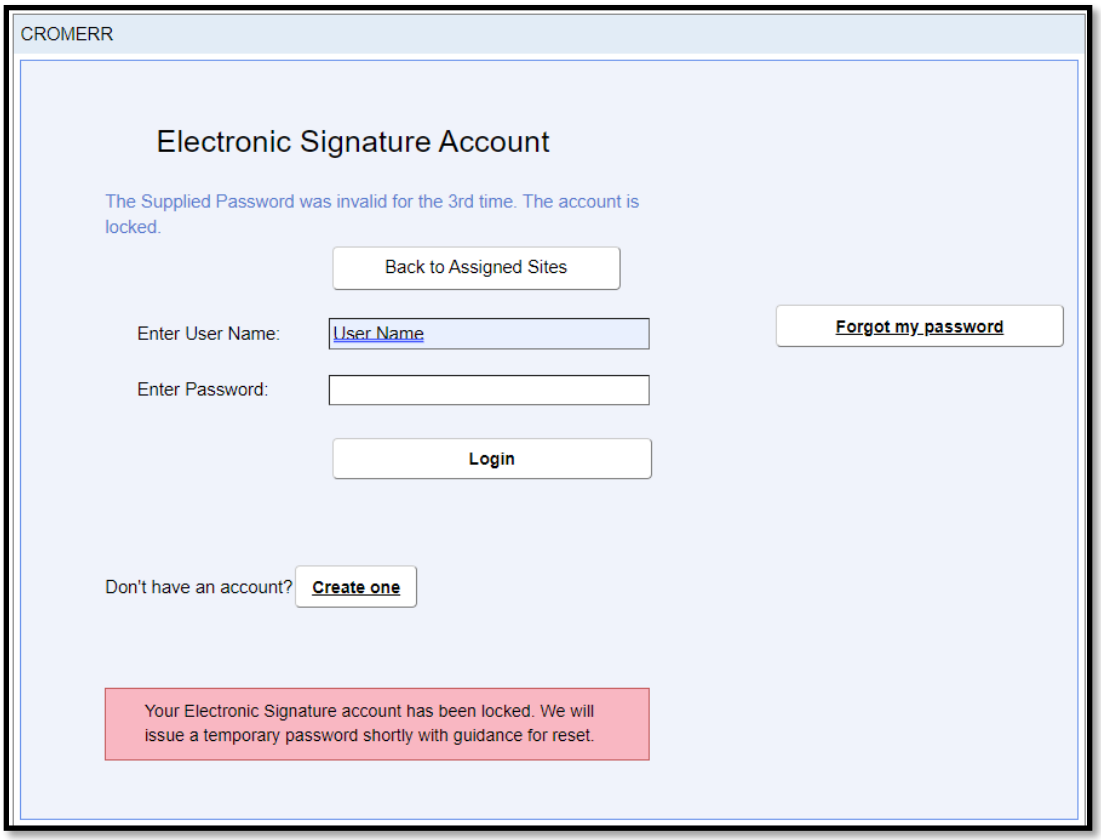


Figure 22: Example of the Electronic Signature Account page displaying a locked account notice.

Adding additional sites

In the event you need to add new sites after the initial process and approval, you can download a new ESAF. Complete the form, but only include the new sites. You don't need to relist all sites you're responsible for.

The **Download ESAF** button appears after your initial ESAF is approved.

This button is only to add new sites to your profile. Don't use this to update your profile information.

Figure 23: Example of the TurboWaste assigned sites page.

Once the form is complete, scan and email us a copy.

You must also mail the completed form to the address listed at the top of the form.

If you don't have scanning abilities, you can mail in your ESAF. Please allow at least 10 days for mail and processing.

You'll receive an email from us once we process and approve your ESAF.

Appendix 1: Screen Details

Figure 1: Example of SAW login page.

Screen includes:

- Username and password fields.
- Sign Up, Get Help, and Tips On buttons.
- Forgot your username? and Forgot your password? links.

Figure 2: Example of SAW email confirmation page.

Screen instructs, "Check your email. An activation link has been sent to your email. You must click the link to activate your account before you can log in."

Figure 3: Example of SAW security options page.

Screen gives the following message:

Don’t lose access to your account. Review your profile to add or update a phone or email to avoid losing access to your account. You can also add an authenticator application — it is the fastest and most reliable way to receive Multi-Factor Authentication codes.

- Review My Profile
- Set Up Authenticator
- Not Right Now

Figure 4: Example of SAW's add a new service page.

Screen includes a large button labeled Add a New Service and reads, "Welcome to Secure Access Washington! To start using services from agencies around Washington, click the **Add a New Service** button above.”

Figure 5: Example of SAW's add a new service page showing the options.

Screen provides users with three options:

- I have been given a code by an agency.
    - Don’t select this option—TurboWaste doesn’t have a code.
- I would like to browse a list of services by name.
- I would like to browse a list of services by agency.

Figure 6: Example of SAW's list of services page.

Screen lists various Washington agencies in an alphabetical order, including the Department of Ecology.

Figure 7: Example of the TurboWaste registration under review page.

Screen gives: “Registration Under Review. Thank you for registering with TurboWaste provided by Department of Ecology. You will be notified by email of the approval or rejection of your service registration.” The screen includes an “OK” button.

Figure 8: Example of the TurboWaste access page in SAW.

Screen in SAW gives “TurboWaste provided by Department of Ecology” with a green “Access Now” button on the right side of the page.

Figure 9: Example of the TurboWaste Assigned Sites page.

This screen gives the following:

- Assigned Sites
  - Click on your Site Identification Number
- Tools
  - Annual Reporting Instructions
  - ESAF Guide
  - Manage ESAF

Figure 10: Example of TurboWaste assigned sites page, expanded.

This screen is the same as Figure 9, but with the “Manage ESAF” choice expanded.

- The “Manage ESAF” panel gives: “Use this button to update your User ID. Do not use this button to log into your ESAF for submitting your report.”
- The button gives “Manage electronic signature account.”

Figure 11: Example of Electronic Signature Account Login page.

Screen includes:

- Username field.
- Password field.

- Back to Assigned Sites button.
- Forgot my password button.
- Don't have an account? Create one button.

Figure 12: Example of Electronic Signature Account create user page.

Screen includes:

- Username field with a Name Taken? button next to it.
- Create password field.
- Confirm password field.
- Submit New User button.
- Back button.

Figure 13: Example of Electronic Signature Account security questions page.

Screen instructs to select and answer five different questions. The form on the page includes five drop-down menus with questions you can choose between and an empty field below each drop-down menu to write in your answer.

Figure 14: Example of Electronic Signature Account user profile information page.

Fields include:

- Display name.
- Primary email.
- Company name.
- Primary phone.
- General information or notes.

Figure 15: Example of Electronic Signature Account initial application completion page.

Screen instructs to check your email to complete your Electronic Signature Account application.

Figure 16: Example of Electronic Signature Account login verified page.

Screen gives:

- Electronic Signature Account. You are logged in and prepared to sign.
- Continue to Certify button.

Figure 17: Example of successful electronic submission message.

Screen gives: “Your electronic submission to Ecology was successful. Thank you. Please note that submission confirmation messages from Ecology may be blocked by some anti-virus software. If you do not receive your confirmation message, please contact your email administrator.”

Figure 18: Example of SAW login page.

Identical to Figure 1. Screen includes:

- Username and password fields.
- Sign Up, Get Help, and Tips On buttons.
- Forgot your username? and Forgot your password? links.

Figure 19: Example of the Electronic Signature Account password reset page.

- To reset your password, enter your user name and email.
- After you click “Reset Password” you will receive a temporary password by email.
- After you log on with the temporary password you will have to create a new permanent password.

Fields include:

- User name
- Email address.
- Reset Password button.
- Back button.

Figure 20: Example of the Electronic Signature Account change password page

Screen instructs you to enter your Electronic Signature Account credentials.

Fields include:

- User name
- Current password
- New password
- Confirm password

Buttons below the fields are labeled “Submit Change Password Request” and “Back.”

Figure 21: Example of the Electronic Signature Account page once logged in.

Buttons include:

- Back to assigned sites.
- View my recent account activity.
- Update my security questions.
- Update my profile.
- Change my password.
- Emergency account lock (in case of suspected security breach).

Figure 22: Example of the Electronic Signature Account page displaying a locked account notice.

Screen displays the login page with the following messages:

- The supplied password was invalid for the third time. The account is locked.
- Your Electronic Signature account has been locked. We will issue a temporary password shortly with guidance for reset.

Figure 23: Example of TurboWaste assigned sites page.

Screen gives “Tools” with four options:

- Annual Reporting Instructions
- ESAF Guide
- Manage ESAF
- Download ESAF