



Setting Up Your TurboWaste Account

Hazardous Waste and Toxics Reduction Program

Washington State Department of Ecology
Olympia, Washington

Revised November 2021, 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

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>

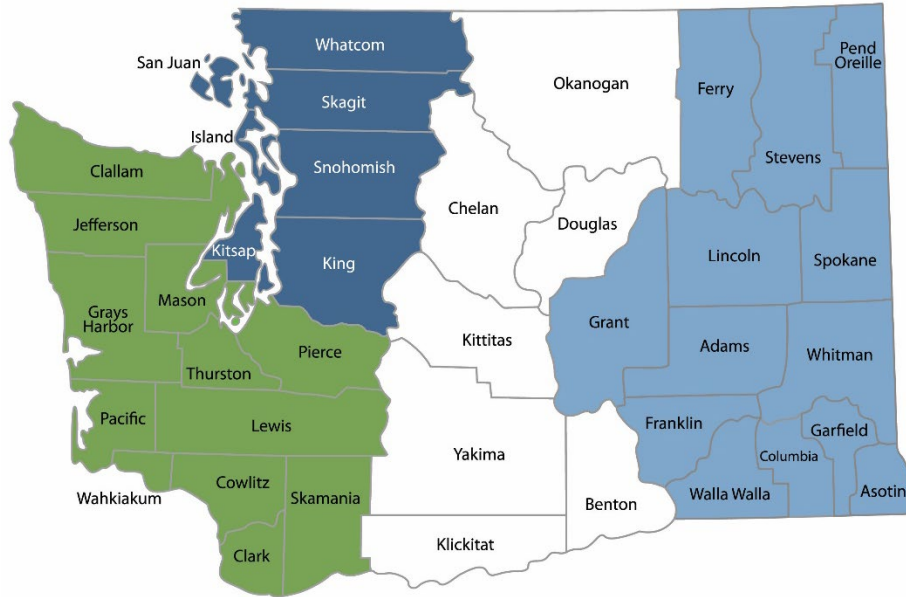
³ <https://ecology.wa.gov/DWReport>

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, WA

Revised November 2021 | Publication 19-04-017



DEPARTMENT OF
ECOLOGY
State of Washington

Table of Contents

- List of Figures.....7**
- Overview8**
 - 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 Account9**
- Activate Your SAW Account10**
- Apply for the TurboWaste Service11**
- TurboWaste Registration Form12**
- TurboWaste Access Approval.....13**
- Apply and Register for an Electronic Signature Account.....13**
 - Already have an ESA? 14
 - Don't have an account?..... 14
 - ESA security questions..... 16
 - ESA profile information 17
 - Electronic Signature Account approval 18
- The Electronic Signature Agreement (ESA) form18**
 - Electronic submissions through TurboWaste using your ESA..... 18
- Troubleshooting SAW19**
 - SAW 19
- Troubleshooting Your Electronic Signature Account19**
 - Forgot your username? 19
 - Forgot your password?..... 20
 - Updating your profile information 21
 - Locked account..... 22

Adding additional sites	22
Appendix 1: Screen Details.....	24
Figure 1: Example of SAW login page.....	24
Figure 2: Example of SAW email confirmation page.....	24
Figure 3: Example of SAW account activation page.....	24
Figure 4: Example of SAW's add a new service page.	24
Figure 5: Example of SAW's add a new service page.	24
Figure 6: Example of SAW's list of services page.....	24
Figure 7: Example of TurboWaste assigned sites page.	25
Figure 8: Example of Electronic Signature Account Login page.	25
Figure 9: Example of Electronic Signature Account create user page.	25
Figure 10: Example of Electronic Signature Account security questions page.	25
Figure 11: Example of Electronic Signature Account user profile information page.....	26
Figure 12: Example of Electronic Signature Account initial application completion page.	26
Figure 13: Example of SAW login page.....	26
Figure 14: Example of the Electronic Signature Account change password page.	26
Figure 15: Example of the Electronic Signature Account page once logged in.....	27
Figure 16: Example of the Electronic Signature Account Profile Information edit page.	27
Figure 17: Example of the Electronic Signature Account page displaying a locked account notice.....	27
Figure 18: Example of TurboWaste assigned sites page.	27

List of Figures

Figure 1: Example of SAW login page.....	9
Figure 2: Example of SAW email confirmation page.....	10
Figure 3: Example of SAW account activation page.....	10
Figure 4: Example of SAW's add a new service page.....	11
Figure 5: Example of SAW's add a new service page showing the options.....	11
Figure 6: Example of SAW's list of services page.....	12
Figure 7: Example of TurboWaste assigned sites page.....	13
Figure 8: Example of Electronic Signature Account Login page.....	14
Figure 9: Example of Electronic Signature Account create user page.....	15
Figure 10: Example of Electronic Signature Account security questions page.....	16
Figure 11: Example of Electronic Signature Account user profile information page.....	17
Figure 12: Example of Electronic Signature Account initial application completion page.....	18
Figure 13: Example of SAW login page.....	19
Figure 14: Example of the Electronic Signature Account change password page.....	20
Figure 15: Example of the Electronic Signature Account page once logged in.....	21
Figure 16: Example of the Electronic Signature Account Profile Information edit page.....	21
Figure 17: Example of the Electronic Signature Account page displaying a locked account notice.....	22
Figure 18: Example of the TurboWaste Assigned Sites page.....	23

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 do not 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.

Data entry role

All TurboWaste users default to the data entry role. In this role, you can create reports and notifications, but you cannot sign or submit them electronically. To become a data entry user in TurboWaste you must:

- Create a SAW account if you do not have one.
- Apply for the TurboWaste service in SAW.

Administrator role

Only TurboWaste Administrators can sign and submit electronically. To be upgraded to an administrator you must:

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

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.

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

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

Important Information About Submitting Reports

Only approved TurboWaste administrators can submit reports. You cannot 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 cannot 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.

To set up a SAW account, you need to:

- Go to [SAW](#).⁷
- Click **Sign Up!**



Figure 1: Example of SAW login page.

⁷ <https://secureaccess.wa.gov/>

SAW registration form

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

Enter the following to register:

- First name
- Last name
- Email address
- Username
- Password

Activate Your SAW Account

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

Click the activation link inside that email.

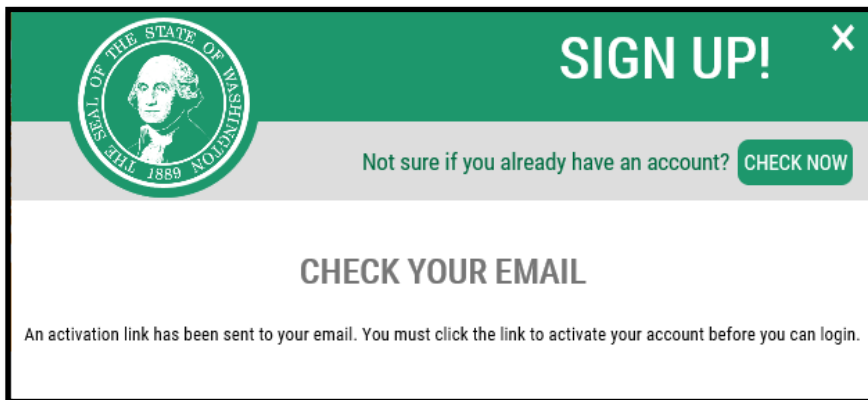


Figure 2: Example of SAW email confirmation page.

Once you click the activation link, you should see a screen that verifies your account is active.

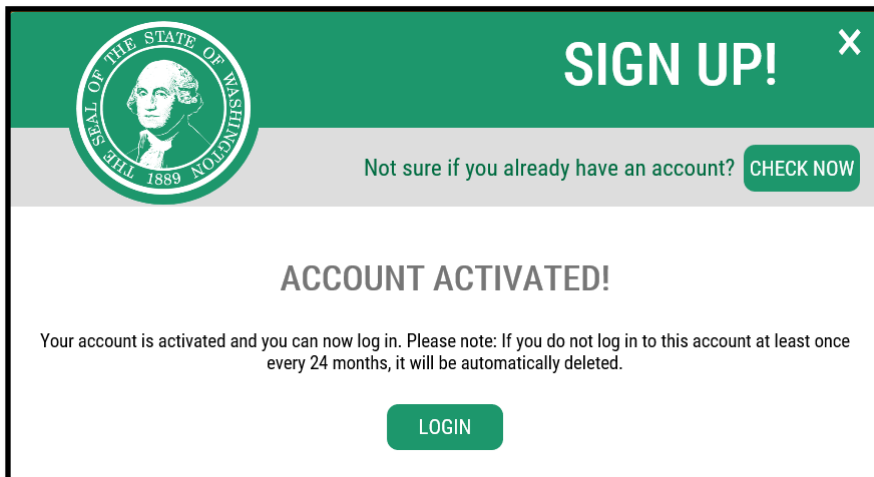


Figure 3: Example of SAW account activation page.

Apply for the TurboWaste Service

Log in to SAW with your username and password.

Click **Add A New Service**.

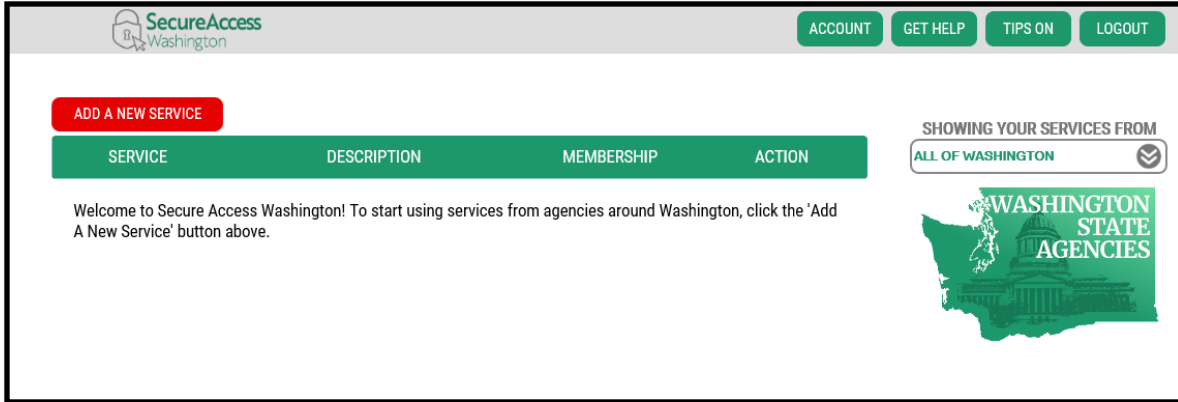


Figure 4: Example of SAW's add a new service page.

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

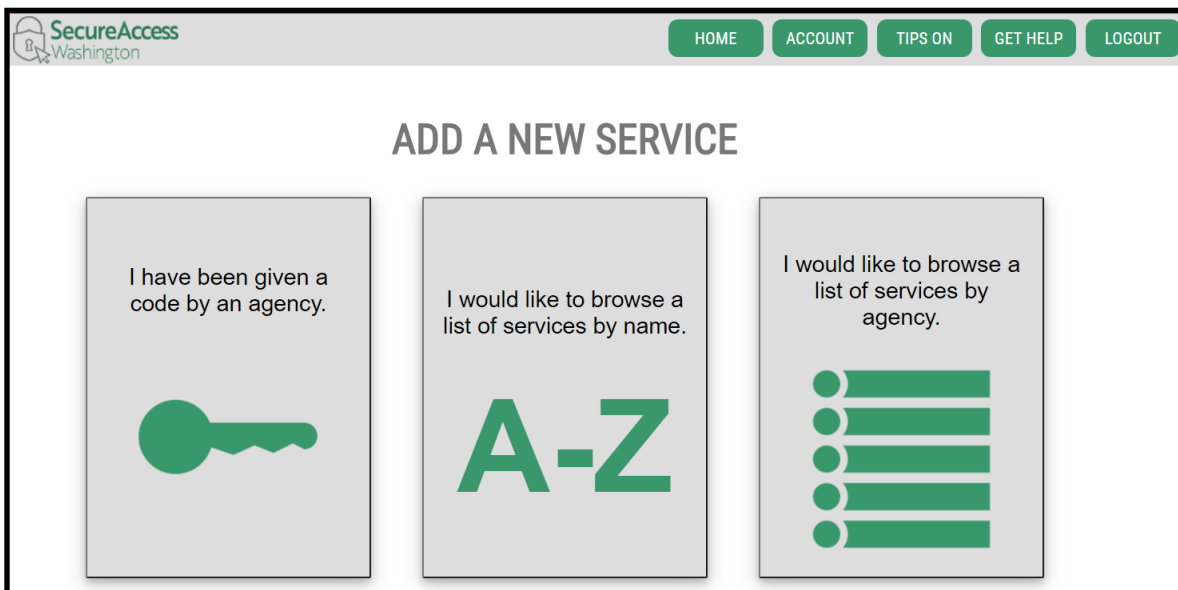


Figure 5: Example of SAW's add a new service page showing the options.

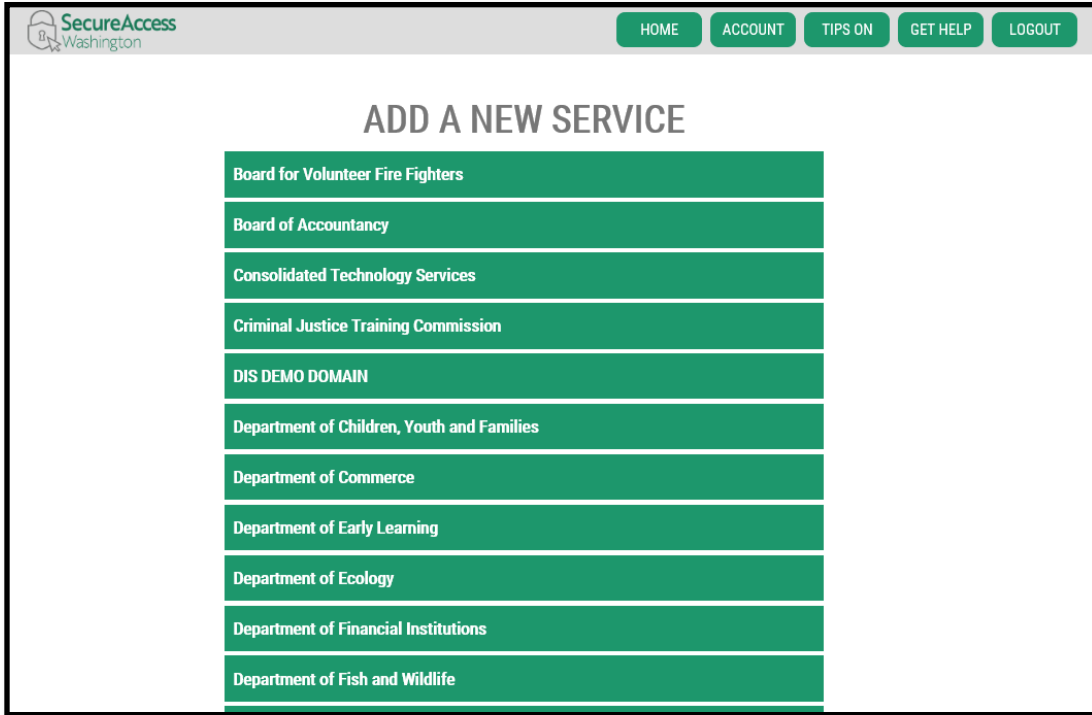


Figure 6: Example of SAW's list of services page.

In the list of services:

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

TurboWaste Registration Form

On the next screen, you will see a registration form. Fill out the information on this form to create your user profile in TurboWaste.

This registration form is user-specific, meaning you cannot share your account with another user. 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.

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

If you're the authorized representative:

- Please continue.
- 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.

As a contractor or consultant, you cannot sign and submit reports. Your role will remain data entry so you can complete the work on behalf of your clients. We'll reach out to you for the list of sites you are working with.

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

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.

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.

Click the **Manage Electronic Signature Account** button on the right side of your screen.

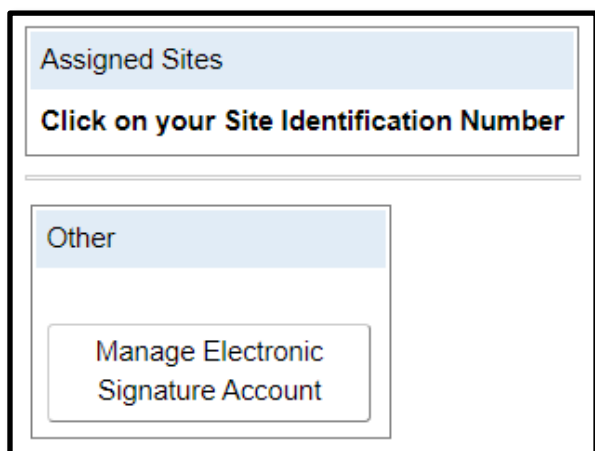


Figure 7: Example of TurboWaste assigned sites page.

Already have an ESA?

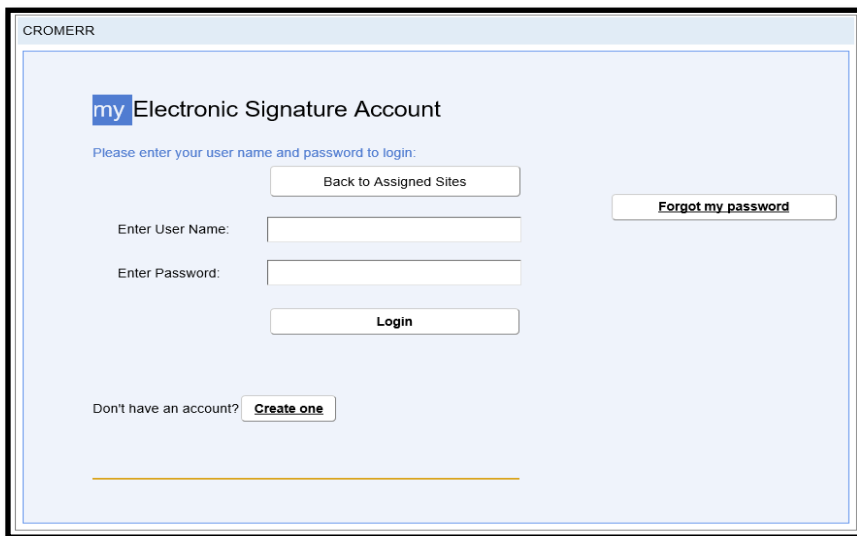
If you submitted a TurboWaste ESA before January 2019, your account is still active. Click the **Manage Electronic Signature Account** button on the left side of your screen to update your password.

Please note, the ESAs are different in each Ecology program. Each ESA has unique requirements.

If your contact information has changed, skip to the [updating your profile information](#) section.

Don't have an ESA account?

If you do not already have an account, select the button at the bottom of the screen marked **Create one** to create a new account.



The screenshot shows a web interface for logging into an Electronic Signature Account. At the top left, it says "CROMERR". The main heading is "my Electronic Signature Account". Below this, it says "Please enter your user name and password to login:". There are two input fields: "Enter User Name:" and "Enter Password:". To the right of the "Enter User Name:" field is a button labeled "Back to Assigned Sites". To the right of the "Enter Password:" field is a button labeled "Forgot my password". Below the input fields is a "Login" button. At the bottom left, it says "Don't have an account?" followed by a "Create one" button. A horizontal line is at the bottom of the page.

Figure 8: Example of Electronic Signature Account Login page.

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. It's incorrect and may cause the system to lock.

CROMERR

my Electronic Signature Account

Create new Electronic Signature Account user:

Create User Name:

Create Password:

Confirm Password:

Figure 9: Example of Electronic Signature Account create user page.

Password requirements

This system requires more for the password than SAW. The password requires at least one of the following:

- Upper case letter
- Lower case letter
- Special character
- Number

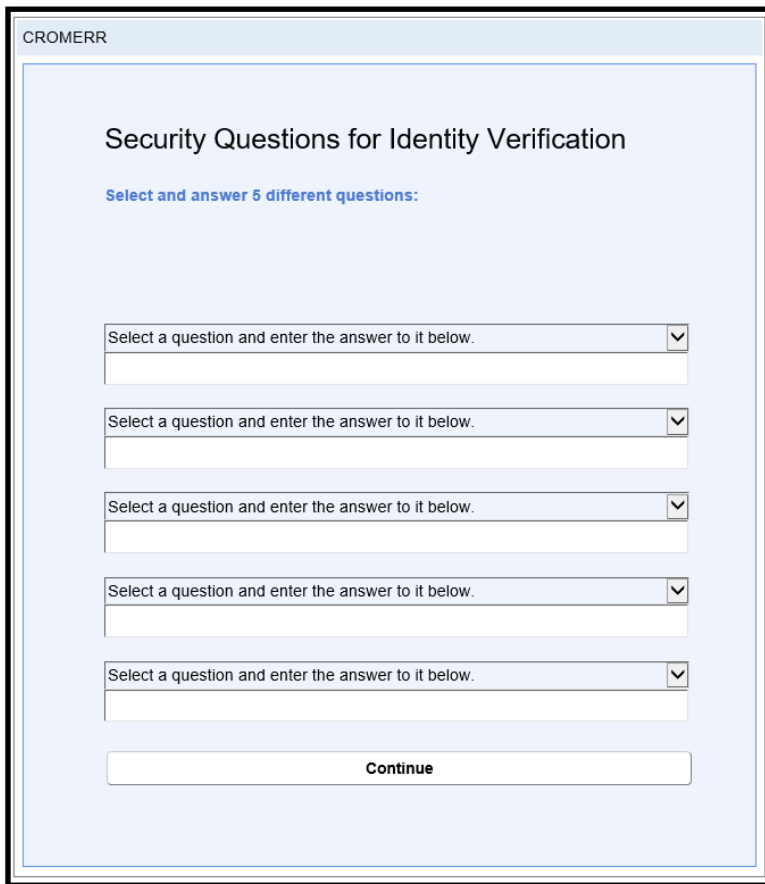
Once you fill in your username and password, click **Submit New User**.

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**).
- Click **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.



CROMERR

Security Questions for Identity Verification

Select and answer 5 different questions:

Select a question and enter the answer to it below.

Select a question and enter the answer to it below.

Select a question and enter the answer to it below.

Select a question and enter the answer to it below.

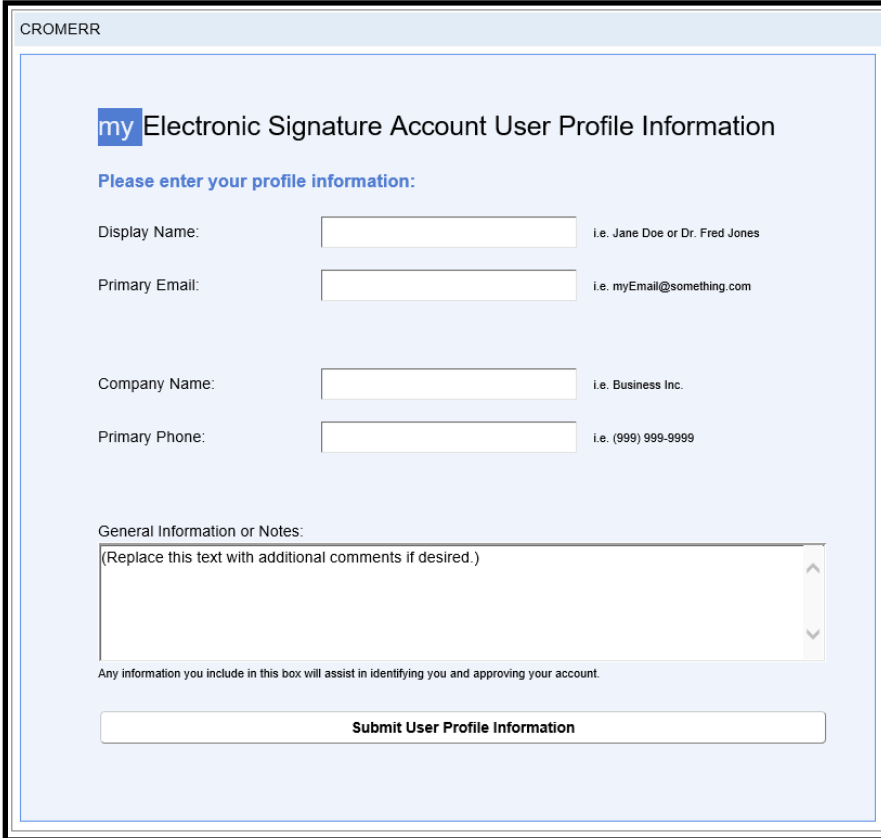
Select a question and enter the answer to it below.

Figure 10: Example of Electronic Signature Account security questions page.

ESA profile information

Remember, this information is specific to you and should not 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.
- Click **Submit User Profile Information**.



The screenshot shows a web form titled "my Electronic Signature Account User Profile Information" within a browser window labeled "CROMERR". The form includes the following fields:

- Display Name:** A text input field with a placeholder example "i.e. Jane Doe or Dr. Fred Jones".
- Primary Email:** A text input field with a placeholder example "i.e. myEmail@something.com".
- Company Name:** A text input field with a placeholder example "i.e. Business Inc.".
- Primary Phone:** A text input field with a placeholder example "i.e. (999) 999-9999".
- General Information or Notes:** A large text area with a placeholder "(Replace this text with additional comments if desired.)" and a note below it stating "Any information you include in this box will assist in identifying you and approving your account."

At the bottom of the form is a button labeled "Submit User Profile Information".

Figure 11: 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 (ESA) form. This ESA is specific to TurboWaste and must be on file in order to sign and submit your reports electronically.

Note: You will not be able to log in until your account is approved.

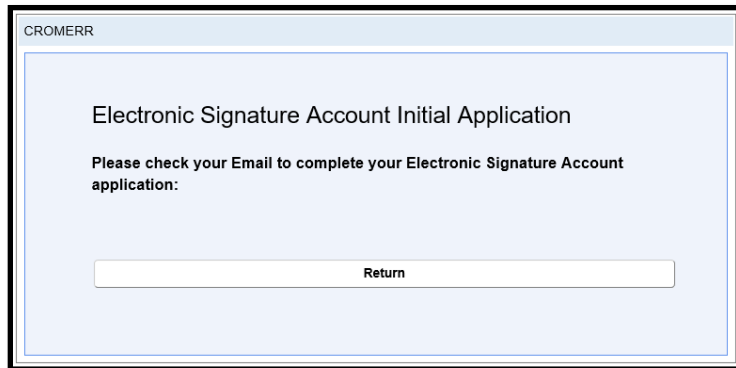


Figure 12: Example of Electronic Signature Account initial application completion page.

The Electronic Signature Agreement (ESA) form

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

Before we approve the ESA form, 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 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, mail it to the address listed at the top.

To activate your account, we must receive the **original signed document by mail**. We don't accept photocopies, emailed attachments, or faxed copies.

Please allow at least 10 days for mail and processing. You'll receive an email from us once we process and approve your ESA form.

Electronic submissions through TurboWaste using your ESA

Once your ESA form 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.

Troubleshooting SAW

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 13: 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.

Users who haven't logged into their accounts in the last 24 months will be expired and removed from the system.

Troubleshooting Your Electronic Signature Account

Forgot your username?

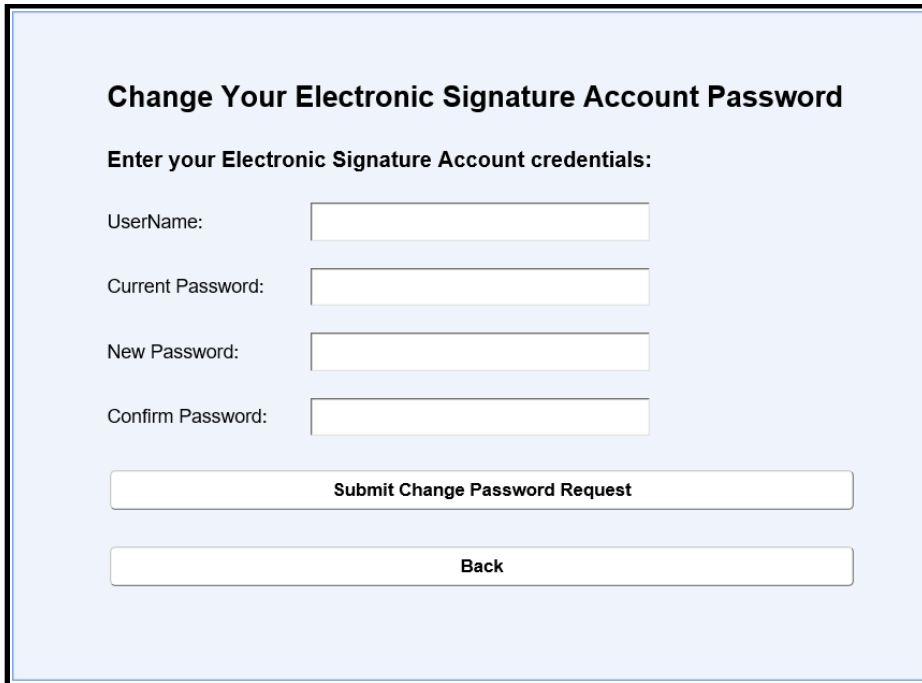
Contact us if you forgot your username.

Forgot your password?

If you forgot your password, select the **Forgot my password** button on the right. The system will ask for your username and email address. A temporary password will be sent to your email address.

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.

Tip: the current password is the temporary password that was emailed to you.



The screenshot shows a web form titled "Change Your Electronic Signature Account Password". Below the title is the instruction "Enter your Electronic Signature Account credentials:". There are four input fields: "UserName:", "Current Password:", "New Password:", and "Confirm Password:". Below the fields are two buttons: "Submit Change Password Request" and "Back".

Figure 14: 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.

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 15: 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. Otherwise, incorrect data could be stored and lock your account.

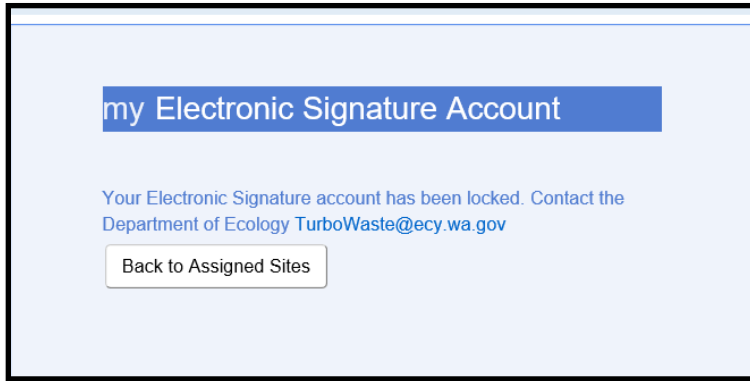


Figure 16: Example of the Electronic Signature Account page displaying a locked account notice.

Adding additional sites

In the event you need to add new sites after the initial process and approval, you can download a new ESA form and resubmit it with the new information. The **Download ESA** button appears after your initial ESA is approved.

Tip: complete the form, but only include the new sites. You don't need to relist all sites you're responsible for.

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

Please allow at least 10 days for mail and processing. You'll receive an email from us once we process and approve your ESA form.

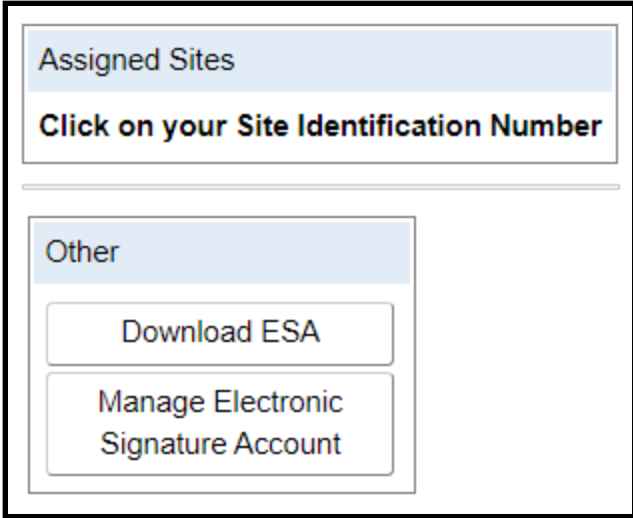


Figure 17: Example of the TurboWaste Assigned Sites page.

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 account activation page.

Screen explains your account is activated and you can now log in. Please note: if you do not log in to this account at least once every 24 months, it will be automatically deleted.

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.

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 TurboWaste assigned sites page.

Screen shows two headers:

- Assigned Sites with the option to Click on your Site Identification Number.
- Other with the option to Manage Electronic Signature Account.

Figure 8: 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 9: 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 10: 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 11: Example of Electronic Signature Account user profile information page.

Fields include:

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

Figure 12: Example of Electronic Signature Account initial application completion page.

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

Figure 13: 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 14: Example of the Electronic Signature Account change password page.

Screen instructs to enter your Electronic Signature Account credentials. Fields include:

- Username.
- Current password.
- New password.
- Confirm password.

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

Figure 15: 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 16: Example of the Electronic Signature Account Profile Information edit page.

Fields include:

- Display name.
- Email address.
- Company name.
- Primary phone
- Additional notes.

Buttons below the fields are labeled Submit Your Profile Information and Back.

Figure 17: Example of the Electronic Signature Account page displaying a locked account notice.

Screen reads, "Your Electronic Signature account has been locked. Contact the Department of Ecology: TurboWaste@ecy.wa.gov."

Figure 18: Example of TurboWaste assigned sites page.

Screen shows two headers:

- Assigned Sites with the option to Click on your Site Identification Number.
- Other with the options to Download ESA or Manage Electronic Signature Account.