



Controlled Waste Tracking System

Guide to account registration
(before the switchover date)

Valid until 1 June 2026



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Glossary

The following terms are used throughout this guide:

DWER/the Department	The Department of Water and Environmental Regulation.
CWTS	The Controlled Waste Tracking System managed by the Department.
Switchover date	The date from when a DWER Portal account is required to log in to CWTS.
DWER Portal	The gateway to online services provided by the Department.
DWER Portal account/ Environment Online account	A user account that provides access to online services provided by the Department.
MFA/multi-factor authentication	The requirement to provide two or more forms of identification to access an online account.
Phone/device	Your mobile phone or other device you use to access CWTS.

Contact

For support or assistance, please contact the Department of Water and Environmental Regulation on either of the following:

Telephone: (08) 6364 7000

Email: controlled.waste@dwer.wa.gov.au

Website: [Controlled waste | Western Australian Government](#)



Overview

The Department of Water and Environmental Regulation (the Department) is introducing enhanced security measures for the Controlled Waste Tracking System (CWTS) to better protect your personal information.

From **2 June 2026** (the switchover date), all CWTS users will require a Department of Water and Environmental Regulation online services account (DWER Portal account/Environment Online account) to log in and use the system.

This guide explains how to register for a DWER Portal account **before the switchover date** – this is the simplest and easiest way to retain your access to CWTS after the switchover.

What is changing?

Enhanced security measures are being introduced to CWTS in the form of multi-factor authentication (MFA).

MFA provides an extra layer of security when you log in, which means a reduced risk of unauthorised access to your personal information.

Why is this change happening?

Like other State Government agencies, the Department is strengthening online security to meet the requirements of the [WA Government Cyber Security Policy](#) and ensure your personal information remains protected.

When is the switchover date?

The switchover is occurring on **2 June 2026**. However, you are strongly encouraged to register before the switchover date to ensure uninterrupted access to CWTS.

Why register early?

Registering ahead of the switchover date is a relatively simple process and ensures your access to CWTS will not be affected. After the switchover date, the registration process becomes more complicated and requires an additional verification step.

If you are not registered by the switchover date, you may experience delays or difficulty accessing CWTS.

It is anticipated a significant number of people will try to register on the switchover date. As a result, web traffic and call volumes are expected to be high, which may result in delays accessing CWTS. **Register early to avoid delays or difficulties accessing the system.**

IMPORTANT

- You cannot use your DWER Portal account to log in to CWTS until the switchover on **2 June 2026**. Continue with your usual CWTS username/password until then.
- Be sure to make a note of the email/password you used to register your DWER Portal account for a seamless login on/after the switchover date.



Logging in to CWTS before the switchover date

In the weeks leading up to the switchover date, a countdown timer will appear on the CWTS login page, as shown in red text below. This is a notification only and will not impact your ability to access the system – you may proceed to log in with your current username and password.


System Logon

Please enter your username and password:

Username:


Password:

[Reset your password](#)
[Retrieve your username](#)

21 days remaining until a DWER Portal account is required 

After logging in to CWTS, you will see a new message on your home screen prompting you to register for a DWER Portal account, as shown below (note: this message will no longer appear after you have registered your DWER Portal account).

Action Required

 **Register for a DWER Portal account**

1 Driver licences expiring within 21 days

4 Tracking forms waiting for acknowledgement from waste facility. **4 Overdue**

9 Tracking forms waiting to be collected. **6 Overdue**

Click on the link [Register for a DWER Portal account](#).

You will be taken to a screen asking if you have an existing DWER Portal account or Environment Online account, as shown below.

Register or Link a DWER Portal account

Please Choose

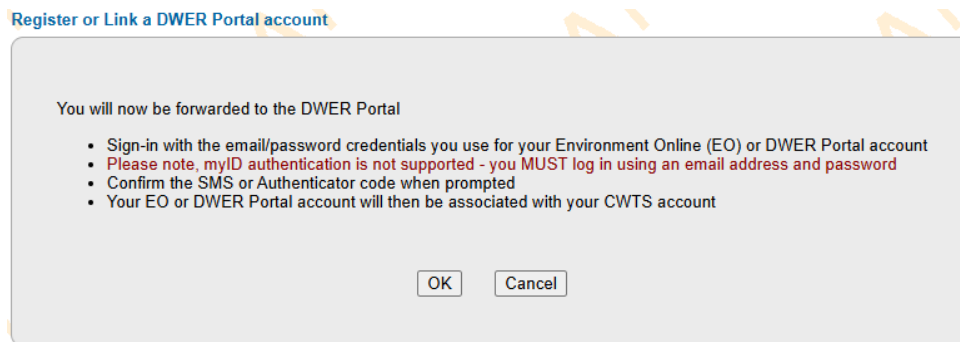
Do you already have an Environment Online or a DWER Portal account?

|

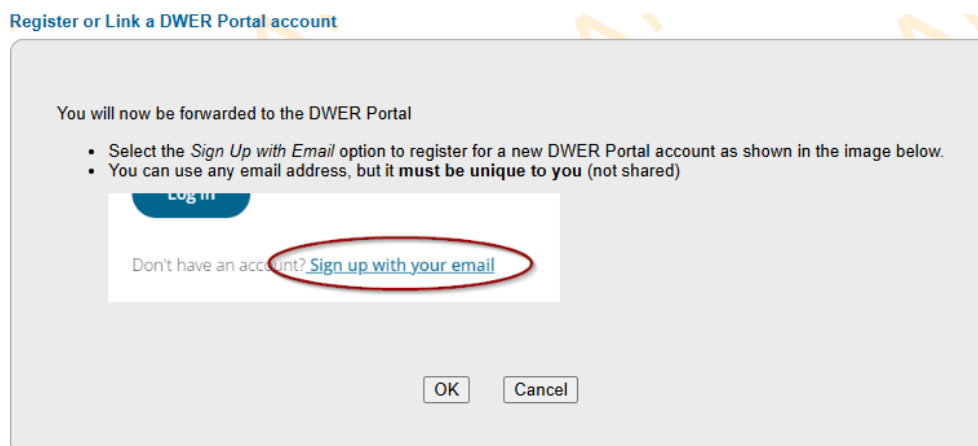
Please note, myID authentication is not supported - you MUST log in using an email address and password



Click **Yes** if you already have a DWER Portal account or Environment Online account.
The screen shown below will appear. Click **OK** and you will be taken to the DWER Portal.



Click **No** if you do not have a DWER Portal account or Environment Online account.
The screen shown below will appear.



Click **OK** and you will be taken to the DWER Portal.

(Continue to the following page for the next step in the process.)



The DWER Portal

Existing account

If you clicked [Yes](#) to already having a DWER Portal account or Environment Online account, enter your login details in the screen shown below and click [Log in](#).



Log in with your email address

Email Address

Password

[Forgot your password?](#)

Log in

New account

If you clicked [No](#) to having a DWER Portal account or Environment Online account, you will need to create one using the [Sign up with your email](#) option at the bottom of the screen, as shown below - you do not need to enter any information on this screen.



Log in with your email address

Email Address

Password

[Forgot your password?](#)

Log in

Don't have an account? [Sign up with your email](#)



After you have logged in (or created your new account), a CAPTCHA will appear (example shown below).



Help us beat the bots



Enter the characters you see

Continue

Enter the characters shown to answer the CAPTCHA and click *Continue* to proceed to the next step.

The screen shown below will now appear.



Please read and accept Department of Water and Environmental Regulations's Terms of use and Privacy Policy.

- [Terms of use](#)
- [Privacy Policy](#)

I Agree

Continue

Click on the relevant links to review the *Terms of use* and *Privacy Policy*.

If you agree, click on the *I agree* checkbox and click *Continue* to proceed to the next step.

(Continue to the following page for the next step in the process.)



Sign up for your account

After you have agreed to the [Terms of use](#) and [Privacy Policy](#), the sign up screen will appear, as shown below.

Department of Water and Environmental Regulation

1. Sign up 2. Verify email address 3. Create password 4. Authentication

Sign up for a Your Email account

First name *

Last name *

Country/Region

Address

Enter your contact address details. This will be saved under your profile and can be changed at any time.

Mobile telephone number

Enter your mobile number in the correct format (country code, followed by a valid telephone number) e.g. +61 123 456 789. This number can be used to verify your account in a later step.

Continue

Follow the steps below to create your account.

1. Sign up

Fill in the fields with the details requested (mandatory fields are marked *).

When you have entered your details, click [Continue](#) to proceed to the next step.



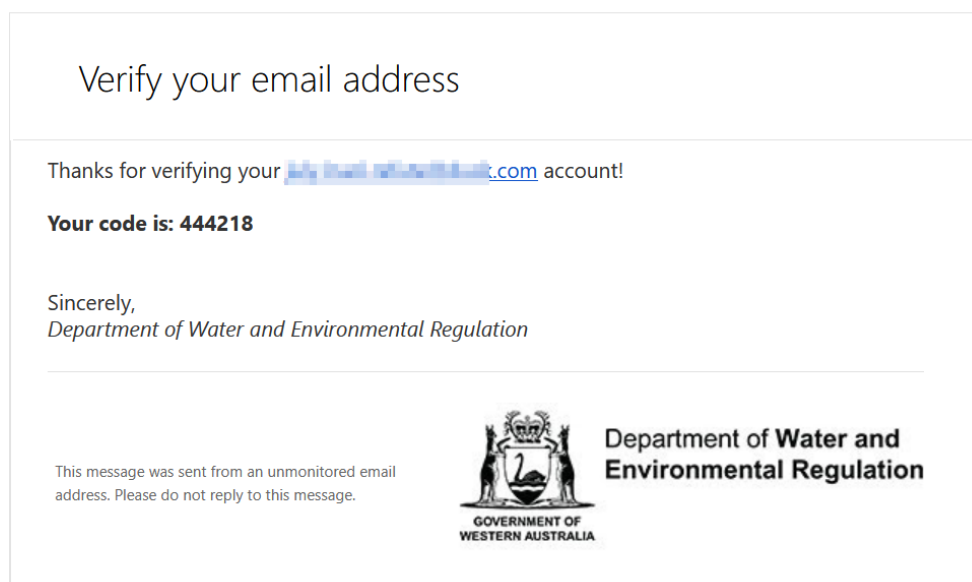
2. Verify email address

The screen shown below will now appear.

The screenshot shows the 'Verify email address' step of a registration process. At the top left is the logo of the Government of Western Australia, Department of Water and Environmental Regulation. To the right is a small blue circle with a white plus sign. Below the logo is a progress indicator with four steps: '1. Sign up' (checked), '2. Verify email address' (underlined), '3. Create password', and '4. Authentication'. The main heading is 'Email verification'. Below it is a label 'Email address *' and a text input field containing the placeholder 'Email address'. At the bottom is a blue button labeled 'Send verification code'.

Enter an email address only you can access i.e. one that is unique to you - not a shared email - and click [Send verification code](#).

Check your email for the verification code - the email you receive should be similar to the example below (you may need to check your junk mail folder).





The screen shown below will now appear. Enter the verification code you received in your email and click [Verify code](#).

Department of Water and Environmental Regulation

1. Sign up ✓ 2. **Verify email address** 3. Create password 4. Authentication

Verify your email address

Enter the verification code you received in your nominated email address inbox.

Email address *

Verification code

Verify code Send new code

After you have entered the verification code, the screen below will appear.

Department of Water and Environmental Regulation

1. Sign up ✓ 2. **Verify email address** 3. Create password 4. Authentication

Verify your email address

✓ E-mail address verified. You can now continue.

Email address *

Continue

Your email address is now verified. Click [Continue](#) to proceed to the next step.



3. Create password

Follow the instructions on the screen to create a password. There are no complexity requirements apart from length - you do not need to include any special characters.

When you have created your password, click *Continue* to proceed to the next step.

Department of Water and Environmental Regulation

1. Sign up ✓ 2. Verify email address ✓ 3. Create password 4. Authentication

Create a new password

New Password *

The password must be 16 characters, a sentence or phrase known to you that you can remember easily

Confirm New Password *

Continue

4. Authentication

Select your preferred multi-factor authentication (MFA) method from the options displayed:

1. *Mobile telephone number* - an SMS code is sent to your phone/device; or
2. *Authenticator app* - an app must be installed on your phone/device, such as Microsoft Authenticator or Google authenticator (you may have one installed already).

Department of Water and Environmental Regulation

1. Sign up ✓ 2. Verify email address ✓ 3. Create password ✓ 4. Authentication

Multi-factor authentication

Choose authentication method

Choose one of the methods below in order to progress your account.

Mobile telephone number

Authenticator app

Continue



Option 1 - Mobile telephone number method

If you wish to receive a verification code as an SMS to your phone/device, select option 1 – *Mobile telephone number*. The screen shown below will appear.

The screenshot shows the 'Multi-factor authentication' screen for the Department of Water and Environmental Regulation. At the top left is the logo of the Government of Western Australia. To the right of the logo is the text 'Department of Water and Environmental Regulation'. In the top right corner, there is a small blue circle with a white 'x'. Below the logo and text, there are four steps: '1. Sign up ✓', '2. Verify email address ✓', '3. Create password ✓', and '4. Authentication' which is underlined. The main heading is 'Multi-factor authentication'. Below this, there is a 'Phone Number' section. It includes a dropdown menu for the country, currently set to 'Australia (+61)', and a text input field containing '04'. Below the input field are two buttons: 'Send Code' and 'Call Me'.

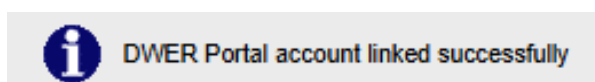
Enter your mobile number and click *Send Code*. You will receive an SMS on your phone/device with a one-time code. The screen shown below will now appear.

The screenshot shows the 'Multi-factor authentication' screen for code verification. At the top left is the logo of the Government of Western Australia. To the right of the logo is the text 'Department of Water and Environmental Regulation'. In the top right corner, there is a small blue circle with a white 'x'. Below the logo and text, there are four steps: '1. Sign up ✓', '2. Verify email address ✓', '3. Create password ✓', and '4. Authentication' which is underlined. The main heading is 'Multi-factor authentication'. Below this, there is a text input field containing '+6104'. Below the input field is the text 'Enter your verification code below, or'. Below this text is a large empty text input field. At the bottom are two buttons: 'Verify Code' and 'send a new code'.

Enter the code you received on your phone/device (please note, the code is time-limited, so you will need to use it quickly or it will become invalid).

Click *Verify Code* to proceed to the next step.

You will now be returned to the Controlled Waste Tracking System home screen with a banner across the top of the screen showing the message below.





Option 2 - Authenticator app method

If you have an authenticator app installed on your phone/device, you may wish to choose option 2 – *Authenticator app*.

If you do not have an authenticator app on your phone/device, you can install one via the links below.

Microsoft Authenticator

[Apple](#)

[Android](#)

Google Authenticator

[Apple](#)

[Android](#)

When you have confirmed an authenticator app is installed on your phone/device, select option 2 – *Authenticator app*, which takes you to the screen shown below.

Department of Water and Environmental Regulation

1. Sign up ✓ 2. Verify email address ✓ 3. Create password ✓ 4. **Authentication**

Multi-factor authentication

Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.

[GET IT ON Google Play](#) [Download on the App Store](#)

Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

Scan the QR code

You can download the Microsoft Authenticator app or use any other authenticator app of your choice.

[Can't scan? Try this](#)

[Still having trouble?](#)

[Continue](#)

Use your authenticator app's scanning tool to scan the unique QR code.

After scanning the QR code, a new entry will appear in your authenticator app called: [Department of Water and Environmental Regulation](#).



Select the new [Department of Water and Environmental Regulation](#) entry to find your verification code.

Enter the code from your app in the screen shown below and click [Verify code](#) (please note, the code is time-limited, so you will need to use it quickly or it will refresh to a new code).

Department of Water and Environmental Regulation

1. Sign up ✓ 2. Verify email address ✓ 3. Create password ✓ 4. Authentication

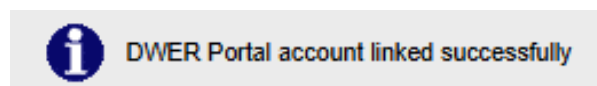
Authentication code

Authentication code *

Enter your 6 digit authentication code and verify.

Verify code

You will now be returned to the Controlled Waste Tracking System home screen with a banner across the top of the screen showing the message below.



Take a moment to celebrate

Congratulations!

If you followed the steps in this guide correctly, your registration was successful.

On the switchover date, you will be able to enjoy the benefits of increased security and a seamless transition using MFA with CWTS.

REMINDER

- You cannot use your DWER Portal account to log in to CWTS until the switchover on **2 June 2026**. Continue with your usual CWTS username/password until then.
- Be sure to make a note of the email/password you used to register your DWER Portal account for a seamless login on the switchover date.