
 GOVERNMENT OF DUBAI	Organization Unit:	Waste Management Department	الوحدة التنظيمية :	 بلدية دبي DUBAI MUNICIPALITY
	Form sheet title:	Technical Guideline on Transportation and Handling of Hazardous Waste	اسم النموذج :	
	Doc Ref.:	DM-WMD-SPS-TG11	رقم النموذج :	

Waste Management Department

Technical Guideline No.11 **Transportation and Handling of** **Hazardous Waste in the Emirate of Dubai** **(SPS-TG-No.11)**

September 2020



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List of Abbreviations



DM – Dubai Municipality

WG – Waste Generator

WTS – Waste Treatment Section

SPS – Studies and Permits Section

WMD – Waste Management Department

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1. Background

Hazardous waste transporters play an important role in hazardous waste management system by delivering hazardous waste from the point of generation to its ultimate destination in a safe and secure manner. Vehicles that are transporting hazardous wastes within the Emirate of Dubai are required to obtain a “Hazardous Waste Transport Permit” from the Studies and Permits Section (SPS) of Dubai Municipality and also require to comply with all applicable local regulations.

All permitted transporters of hazardous waste shall have GPS tracking devices (RASID) in their vehicles to prevent illegal activities related to hazardous waste transport and disposal.

This Guideline lays down the requirements for obtaining a vehicle permit for transport of hazardous wastes and procedures of handling different categories of hazardous waste.

2. Legal Framework, Circulars, and Guidelines



2.1 The relevant provisions of the following laws and regulations were used as guidance and references in the preparation of this technical guideline:

- Federal Law (No.) 24 of 1999 and modified by Federal Law (No.) 11 for 2006 regarding Protection & Development of the Environment.
- Executive Order of Federal Law No. 24 of 1999 for Regulation of Handling Hazardous Materials, Hazardous Wastes and Medical Wastes, issued by Cabinet Decree No. 37 of 2001
- Local Order (No.) 61 of 1991 on the Environment Protection Regulations in the Emirate of Dubai
- Local Order No. (115) of 1997 Concerning Medical Wastes Management in the Emirate of Dubai
- Code of Practice on The Management of Medical Wastes from Hospitals, Clinics and Related Health Care Premises in Dubai (1997)
- Local Order (No.) 7 of 2002 on Management of Waste Disposal Sites in the Emirate of Dubai; as amended by Local Order No. (5) of 2003
- Executive Council Resolution (No.) 58 of 2017 Concerning the Approval of Fees and Fines of Waste Disposal in the Emirate of Dubai

2.2 The related circulars, guidelines, and posted information bulletin of this guideline are posted in Dubai Municipality's website - www.dm.gov.ae link to Environment and Coast, Waste Management Department.

3. General Requirements



3.1. These guidelines and procedures are applicable for transportation of hazardous waste by road within the Emirate of Dubai.

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- 3.2. Waste transporters must have a valid business license activity in Dubai to engage in handling and transportation of hazardous waste or company that has relative activity mentioned in the trade license
- 3.3. All vehicles in use for transportation of hazardous waste must be road worthy, registered in the Roads and Transport Authority (RTA) and must have a Hazardous Waste Transport Permit issued by the Studies and Permits Section (SPS).
- 3.4. All vehicles used for transportation of hazardous waste must implement the Automated Vehicle Tracking and Monitoring System (RASID) in their hazardous waste collection vehicles.
- 3.5. To obtain an annual permit for each vehicle intended for use in transporting hazardous waste, the waste transporters must apply in the DM Website (<https://waste.dm.gov.ae/>) and attach the following documents per vehicle:
 - Copy of valid **Dubai Trade License with license activity** (*Hazardous Waste Collection & Transport*- (CODE 3812007)* and/or *Used Lubricants Collecting Services* for oil collectors for recycling purpose- (CODE 3812001) – for private companies only.
 - Copy of valid **Vehicle Registration Card** for each vehicle
 - **Photos of Vehicle** showing with the plate number (Front, Back, Right Side and Left Side) per vehicle
 - Copy of **Training certificates of driver and operator** from competent institution for hazardous waste handling safety, emergency response procedure in case of spills & accident and handling other emergency cases that may arise during transportation of such wastes.
 - Copy of the **RASID Certificate** - for renewal (<http://www.rasid.ae>)

NOTE: The procedure of obtaining hazardous waste transport permit is depicted in **ANNEX 1**.

- 3.6. Vehicle being applied for a permit to transport hazardous waste must be inspected by SPS officer and shall pass the "Approval Requirements" as mentioned in Hazardous Waste Vehicle Inspection (**ANNEX 2**) and comply with the "Requirements for Vehicle transporting Hazardous Waste" (**ANNEX 4**) and **properly maintained and repainted** as per DM Requirement. **Orange-colored vehicles will NOT be given a permit.**
- 3.7. Holders of a hazardous waste transport permit must abide with the conditions of the permit which in particular stipulate that the permitted vehicle shall only be used to carry the specific category of hazardous waste for which it has been approved.
- 3.8. Hazardous waste is not allowed to be transported directly from the place of generation to any disposal site or recycling facility without an approved online Waste Disposal Service (WDS) permit or without written approval and/or NOC from WTS
- 3.9. Waste transporters that collect and transport oily waste in the Emirate of Dubai should obtain a Oily Waste Collection Permit from WTS.
- 3.10. All drivers of vehicles transporting hazardous waste shall be given appropriate safety training from approved training institute for transportation of hazardous waste which includes appropriate instructions about the nature and dangers of the load being carried, the hazards involved with any spills, personal exposure and emergency procedures.

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3.11. Safety measures should be considered from the loading of the wastes, transport up to the delivery at the end- point, including the cleaning of the vehicle afterwards. All levels of personnel involved should be well informed and these people should share the responsibility.

3.12. It is the responsibility of the waste generator to see that the waste materials are properly packed and marked and the appropriate documents are supplied to the hazardous waste transporters. The list of approved hazardous waste transporters is available at the Dubai Municipality website:

(<https://www.dm.gov.ae/municipality-business/environment-and-coasts/waste-department/>)

3.13. The responsibilities of the transporter are :

- To see that the workers and drivers are trained to handle/transport hazardous waste.
- To plan the transport, e.g., to select routes avoiding dense residential areas, and to arrange supervision during parking.
- To ensure that the driver of a vehicle has necessary documents for the load at hand.
- To ensure that the driver of a vehicle and workers be provided with personal protective equipment (PPE) and emergency response kits in case of spillage and leakage of hazardous waste .

4. Waste Management Tracking Monitoring System (RASID)

Dubai Municipality has introduced the RASID waste management monitoring system to regulate operations of registered waste management companies, by streamlining and monitoring waste management transportation and associated activities – from collection through transit and till disposal, from analysis review to end-user solutions and by controlling illegal and unauthorized dumping practices.



The objectives of RASID monitoring system are as follows:

- Real time monitoring and tracking of waste collecting vehicles;
- To eliminate illegal dumping;
- To prevent illegal activities related to waste transportation to unauthorized facilities; and
- To prevent mixing of incompatible hazardous wastes from different sources.

The process of RASID installation is explained in detail in **ANNEX 5**.

5. Waste Identification and Documentation

Each load of hazardous waste applied for disposal by the generator must be accompanied by document i.e. “Print out of Approved “ **Permit for Disposal of Hazardous Waste**” . The original of these documents must be handed to the Supervisor at the disposal site/ Waste Treatment facility upon delivery of the waste loads.

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6. Labeling of Vehicle and Load

All vehicles transporting hazardous waste shall be placarded on both sides and rear. The placard must be marked with relevant hazard symbol and word identifying the load. The symbol and words shall be bold and readable from at least 30 meters away. Please refer to **ANNEX 3** for size, shape, and wording of the placard required. The name, address and telephone number of the operator shall be clearly marked on the vehicle.

During the transport of hazardous wastes such as chemicals, the appropriate warning labels should be on every single package. Only one danger class label should normally be fixed on a package. However, if the substance or article presents more than one significant risk, such as fire and poisoning, the package should bear labels indicating important subsidiary risks.

7. Inter-Emirates Transportation

Import of hazardous waste to Dubai from other Emirates for the purpose of disposal and recycling is **prohibited**. Export of hazardous waste to other Emirates for reasons other than disposal must have a prior written approval from Waste Management Department of Dubai Municipality.

8. Collection, Handling and Transport of Hazardous Wastes



There is always a risk of spillage and leakage during the transport of hazardous waste. When incompatible substances mix with each other there is a possibility of a chemical reaction, which can produce enough heat and friction to cause fire or explosion and can release dangerous gases.

To prevent spillage and leakage of hazardous waste, following conditions should be followed:

- Hazardous waste should be properly packaged;
- Handling (loading, unloading, etc.) should be done with prior reference to the labeling or Material Safety Data Sheets (MSDS) of the contents. Handlers should use appropriate Personal Protection Equipment (PPE);
- Careful verification of the condition of load to prevent any reaction during handling and transport; and
- Careful verification of valves and connections to prevent any leakage.

To prevent of risk of any accident, following conditions should be followed:

- Vehicles carrying hazardous wastes should not be left to stand unattended;
- The connection of the vehicle and container should be connected or secured properly so that it does not run loose;
- Any previous spillage in the vehicles or containers should be cleaned prior to putting new load of hazardous waste; and
- Only experienced and trained drivers shall responsible to transport and drive any hazardous waste vehicles.

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9. General Conditions of transport of hazardous waste:

- 9.1. Hazardous waste must be transported in a secured and safe manner. The vehicle and waste container must be sealed completely so that no leakage would occur during transportation.
- 9.2. Two or more kinds of incompatible wastes shall not be loaded together in a single vehicle. Incompatible wastes are those materials that when mixed there would be a risk of violent reaction or fire, generate a harmful gas, or render the materials more dangerous to deal with.
- 9.3. Hazardous waste shall be disposed only in an approved site or facility as specified in the waste disposal approval.
- 9.4. In case of a road accident, the driver or operator must notify Dubai Municipality- Waste Management Department immediately within two hours by telephone (04-6066029) stating the location and nature of the accident.
- 9.5. Vehicles used for transportation of hazardous waste must have specific requirement as per different waste categories which are specified in **ANNEX 4** of this Technical Guideline.
- 9.6. All waste transport vehicles must carry at all times safety equipment and provisions to manage any accidents or spills involving hazardous waste. The equipment shall include but not limited to the following: safety gloves, boots, cover-all attire, scooping tools or spade, absorbent materials, rigid plastic or metal containers with lid, spare sacks of appropriate material and appropriate fire extinguishers.

10. List of specific handling requirements of different categories of wastes:



10.1. Category A: Acid, Alkali or Corrosive Waste

These substances can attack and corrode many materials, for example, cloth, paper and several metals. Decomposition often produces heat and gases, and in some cases extremely flammable hydrogen gas. The choice of a packing material and loading should carefully planned, because it can be some time before the consequences of corrosive effects are visible. The choice of durable packing material is important in preventing accidental spillage.

Accidental mixing of different corrosive materials can lead to violent reactions, which may give off large amounts of gases. Therefore, each package of such chemicals must be separately labelled by the waste generator and the MSDS of the chemicals should be available with the vehicle's driver.

10.2. Category F: Flammable wastes

Flammable Wastes pose a significant risk of fire and explosion. Many flammable liquids can be charged with static electricity. This makes them both combustible and able to create a spark. Containers should have an earth connection to avoid static charge builds up. Some flammable wastes have more than one hazardous property. It can be both flammable and toxic or can be both flammable and corrosive as well as oxidizing.

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Package containers of flammable liquids should well ventilated to reduce vapour concentrations, free of any ignition sources and such flammable wastes should be stored in temperature controlled and dry place. Transporters should be aware of all of the hazards (fire/explosion, health, chemical reactivity) of the materials. MSDS of the chemicals should be available with the vehicle's driver.

10.3. Category G: Reactive waste



Transport of such waste involves high amount of risk. Therefore, the transport of Reactive waste is only handled and transported by Dubai Police vehicles.

10.4. Category H -1: Clinical waste

Clinical or health-care waste contains potentially harmful microorganisms which can infect human. These waste pose high health risks through the release of pathogens and toxic pollutants into the environment. The collection, handling and transport require special procedures to prevent these hazards.

For transport of clinical waste, waste transporters must ensure the followings:

- The medical waste must be packed securely in yellow bag, strictly following the specifications as per UN No. 3291
- All staff handling bags of medical waste should be well trained on handling procedures which includes but not limited to the followings:
 - Understanding the special problems related to handling of all types of medical wastes including used sharps;
 - Checking of bags if securely sealed;
 - Handling bags by neck only;
 - Identification of waste by bag colour and ensure that the origin of the waste is clearly marked on the bag;
 - Checking the integrity of the seal of the bags when movement is complete;
 - Knowing the procedure in the case of accidental spillage and to report promptly such incidents;
 - Be aware that such wastes should not be re-bagged, except under supervision by a Senior Medical Staff, in the event of a bag failure.
 - The transporter shall ensure that concerned staffs are aware of the proper color (YELLOW) coding for medical waste specified in the Code and shall not remove or handle waste which is improperly bagged.
- Staff handling medical waste should be provided with the use of heavy duty gloves, industrial apron or leg protectors and industrial "Wellington" boots or equivalent type. Emergency personal protective outfits must be available at all times in the transport vehicle for emergency spill response. This must include suitable overalls, masks, disposable gloves and eye protectors.
- Medical waste in bags must be transported in closed containers and air-conditioned vehicles.
- A full course of anti-tetanus, Hepa-B, serum and feces carried disease immunization must be considered for all staff carrying out the medical waste handling operations.



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- Transporters handling medical waste must have a contingency plan to deal with any spillage and in cases when the container of waste is damaged or ruptured.
- Transporters must ensure that sharps wastes shall only be handled if they are contained in a sharp container/special box (UN No. 3291), which meets the following criteria:
 - Made of strong, rigid, puncture-proof materials.
 - Impermeable and able to be permanently sealed once it is full or ready for disposal (or at intervals of not more than one week).
 - Fitted with non-removable lid with an aperture that prevents removal of sharps waste once dropped in the box.
 - Preferably yellow in color and marked with the biohazard symbol and the words “DANGER - USED SHARPS” on the exterior.
 - Should be of size suitable for handling or carrying single handedly and fitted with a safe handle for that purpose.
 - Provision for the generator to clearly mark the sharp box with the name of the institution from which it arises.
 - Provision should be made for ability to mark and label any trolleys or containers with the name of the institution from which it arises and transporters must ensure that such marking is carried out.
- Containers used for transport and handling of medical waste to the DM Central Medical Waste Treatment Facility should have the following specifications:
 - Containers can be 240-liter waste bins in the case of smaller generators up to 1.5 m³ trolleys with dimensions not exceeding 1.2m L x 0.725m W x 1.6m B
 - The trolley should have a removable front panel.
 - Containers must be dedicated to the collection of medical wastes only and should not be used for moving other items, (thus avoiding possible contamination).
 - Containers must be cleaned and disinfected by steam sterilization system that will be used in the DM central medical waste treatment facility for the cleaning of the containers prior to their collection and re-use.
 - Other specifications may be approved by the WTS if they are functional, safe and suitable for the disposal facility.

For further information please visit www.dm.gov.ae
or call

Waste Management Department Studies and Permits Section

Tel.: 04 6066029
046066817/ 04 6066044
Fax: 04 2225659

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Annex 1 : Procedure for Hazardous Waste Transporter Permit Application

HAZARDOUS WASTE TRANSPORTER PERMIT (HWTP) APPLICATION

Dear Customer,

This service will help you to secure a HWT Permit for vehicle to transport hazardous waste in the Emirate of Dubai.

- LOG IN** to the Dubai Municipality website <https://waste.dm.gov.ae/>
- APPLY** on Waste Services online-Request for permit of a Hazardous Waste Transport Vehicle and attach the following:
 - Copy of **valid** Dubai Trade License **with license activity** (Hazardous Waste Collection & Transport- CODE 3812007* and/or **Used Lubricants Collecting Services** for oil collectors for recycling purpose- CODE 3812001) – *for private companies only.*
 - Copy of **valid** Vehicle Registration Card for each vehicle
 - Photos of Vehicle showing with the plate number (Front, Back, Right Side and Left Side) per vehicle
 - Copy of **valid** Training certificates of driver and operator from competent institution for hazardous waste handling safety, emergency response procedure in case of spills & accident and handling other emergency cases that may arise during transportation of such wastes.
 - Copy of the RASID Certificates - *for renewal* (<http://www.rasid.ae>)
- COMPLY** with the time, location and schedule of vehicle inspection.
- ENSURE** prior vehicle inspection - the vehicle is in compliance with the below requirements:
 - Vehicle has capacity to carry its load safely without any risk of spillage.
 - Compartment or skip is adequate to prevent leakage.
 - Vehicle displays placard showing the classification and its corresponding UN code for the chemical composition of the hazardous waste. The placard must be designed according to requirements in **ANNEX 3**.
 - The name, address and contact details of the transporter company are clearly marked on the vehicle.
 - Vehicle is equipped with all the safety equipment needed for emergencies such as
 - Personal Protective Equipment (PPE),
 - Spill kits(scooping tools (spade), absorbent materials, plastic/metal containers with lid) and
 - Fire extinguishers /other fire fighting tools
 - First Aid Kit is provided with complete medical necessities.
 - Sample point provided (for liquid waste transporter)
 - The requirements (as per waste type) for vehicles are met.(**ANNEX 4**)
- PAY** related fees through the following:
 - CASH – Al Ansari Exchange
 - E-Dirhams – DM Cashier
 - E-Dirhams/E-pay – DM Website
 - M-pay App

6. **PRINT** your HWTP Permit after payment



***NEW COMPANY- TRADE LICENSE ADDING ACTIVITY REQUIREMENT**

To secure a NOC for adding the following activity (**Code 3812007 – Hazardous Waste Collecting & Transport; Code 3812001- Used Lubricants Collecting Services** - oily waste collectors for purpose of recycling) – Email request to acgonzales@dm.gov.ae or asbelen@dm.gov.ae and attach the following document:

- Copy DED Trade License (Initial Approval) showing the activity is UNDER ADDING.

Waste Management Department Studies and Permits Section

Tel.: 04 6066029
046066817/ 04 6066044
Fax: 04 2225659

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Annex 2: Hazardous Wastes Vehicle Inspection – Approval Requirement



Vehicle being applied for a permit to transport hazardous waste must be inspected by SPS officer and shall pass the following "Approval Requirement":

- Vehicle has capacity to carry its load safely without any risk of spillage.
- Compartment or skip is adequate to prevent leakage.
- Vehicle displays placard showing the classification and its corresponding UN code for the chemical composition of the hazardous waste. The placard must be designed according to requirements in **ANNEX 3**.
- The name, address and contact details of the transporter company are clearly marked on the vehicle.
- Vehicle is equipped with all the safety equipment needed for emergencies such as
Personal Protective Equipment (PPE),
Spill kits(scooping tools (spade), absorbent materials, plastic/metal containers with lid)
Fire extinguishers /other fire fighting tools
- First Aid Kit is provided with complete medical necessities.
- Sample point provided (for liquid waste transporter)
- The requirements (as per waste type) for vehicles are met.(**ANNEX 4**)

(VERY IMPORTANT):

- **ENSURE** your vehicles are properly **maintained and repainted** as per DM Requirement
- Permit will be granted for all waste collections and transportations vehicles, granting that they are compliant with all requirements, **except orange colored vehicles**.

NOTE: The applicant shall ensure the compliance of the vehicle inspection requirement before the date of inspection schedule (to be agreed by the inspector and the applicant).

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Annex 3: Vehicle Placard Particulars for Transporting Hazardous Waste

- The placard showing hazardous waste classification and its corresponding UN number must always be clearly displayed on the vehicle
- The color of the placard must be **black lettering over a white background**.
- The size of the placard must be **40 cm wide and 150 cm long** (special permission could be obtained for a placard size to suit the vehicle).
- The placard must be divided lengthwise by a line along the midpoint, Arabic characters must be written on the upper part and English characters to be written below.

Placard for Solid Waste

3077	(نفايات صلبة)
UN No 3077	Environmentally Hazardous Substances (Solid Wastes)

Placard for Liquid Waste

رقم الأمم المتحدة 3082	مواد خطرة بيئياً (نفايات سائلة)
UN No 3082	Environmentally Hazardous Substances (Liquid Wastes)

Placard for Acid / Alkali

رقم الأمم المتحدة 1760	مواد خطرة بيئياً (سوائل أكالة)
UN No 1760	Environmentally Hazardous Substances (Corrosive Liquid N.O.S)

Placard for Oily Waste

رقم الأمم المتحدة 1268	مواد خطرة بيئياً (نفايات زيتية)
UN No 1268	Environmentally Hazardous Substances (Waste Oil)

Placard for Waste Solvents



رقم الأمم المتحدة 1992	مواد خطرة بيئياً (سوائل قابلة للاشتعال "غير محددة")
UN No 1992	Environmentally Hazardous Substances (Flammable Liquid N.O.S)

Placard for Pharmaceutical Waste

رقم الأمم المتحدة 3249 و 1851	مواد خطرة بيئياً (أدوية سامة " سائلة وصلبة)
UN No 1851 & 3249	Environmentally Hazardous Substances (Toxic Medicine "Liquid & Solid" N.O.S)



Placard for Medical Waste

رقم الأمم المتحدة 3291	مواد خطرة بيئياً (نفايات طبية "غير محددة")
UN No 3291	Environmentally Hazardous Substances (Clinical Waste "Unspecified" N.O.S)

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Annex 4: Requirements for vehicles transporting hazardous waste

Waste Code	Waste Class	Requirements
A	Acid/Alkali/Corrosive wastes	The vehicle must be resistant to corrosion against contact with acidic and alkali wastes resulting from spills or leaks which may occur during handling or transport. This can be accomplished by the installation of a catch tray coated with plastic or synthetic liner. Sample point on tank discharge must be provided
B	Liquid hazardous wastes	Liquid Wastes transported in drums- The tray of the vehicle must be able to contain without leakage, a volume equivalent to the largest volume drum being transported.
C	General solid hazardous wastes	The vehicle must be equipped to enable a cover to be securely placed over the load.
D	Wastes with dust hazard	The internal compartment must be smooth so that no bags gets punctured. The vehicle must be equipped to enable a cover to be securely placed over the load.
E1	Liquid Oily Waste/Used Lube Oil	The requirements are same as for flammable waste.
E2	Waste oil sludge	The requirements are same as for flammable waste.
F	Flammable/Solvent waste	The exhaust pipes of the vehicle must discharge horizontally. All wiring must be in good condition. The vehicle must be equipped with an auto-isolation switch to shut off all electrical systems in the event of an accident. The vehicle must carry a dry chemical fire extinguisher of not less than 10kg.
G	Chemical waste	The vehicle must carry a dry chemical fire extinguisher of not less than 10kg. The load must be able to be secured against any vibration occurring transport.
H 1	Clinical waste	<p>Purpose designed vehicles must have the following features in common:</p> <ul style="list-style-type: none"> • An adequate size, having a body with minimum height of 2.1 meters; • A bulkhead must separate the drivers cabin from the rest of the body and be designed to retain the load if the vehicle is involved in > 29km/hr collision; • A system to secure the load during transport must be provided; • A secure compartment must be provided to carry a supply of plastic bags, protective clothing, cleaning tools, disinfectants and hand cleaning materials. • The internal surface of the body must be lined or smooth. The standard of the internal finish must be suitable for steam and chemical cleaning process. • Open top skip must not be used for the transportation of medical wastes.
H 2	Pharmaceutical waste	The waste should be transported in a closed vehicle.

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Annex 5: Process of RASID installation

The process of RASID installation can be done by permitted transporters in the following steps:

1. Company Registration: Transporter must fill up the application on <http://rasid.ae/en/registration/company-registration>. During the registration process, the customer must upload the company logo, valid trade license and valid hazardous waste transporter permit.

2. Company Approval from RASID: The application is automatically send to RASID for verification and approval.

3. Vehicle Registration: Once the company is approved on RASID, the transporter must use the user credentials and register the vehicles by filling in the required details and upload valid Mulkiya copy (front and back) and vehicle images (front, side and rear).

4. Vehicle Approval from RASID: The request is automatically sent to RASID for verification and approval. The vehicle approved by RASID shall undergo installation of approved RASID GPS tracking devices.

5. Third Party GPS Tracking Device Registration:

The transporter must upload Device Specifications, Communication Protocol and Telecommunications Regulatory Authority (TRA) approval certificate. The company must proceed to install GPS device in the vehicles approved by DM.

6. RASID Online Payment:

Once the vehicles are approved from RASID for Vehicle Registration and Annual Subscription payment, the transporter can use the RASID user credentials and proceed to make the online payment. For more information, please visit <http://rasid.ae/en/fees-charges>.

7. Active: Once the payment is made, the vehicles go active. DM-WMD and the transporter can monitor/ manage the hazardous waste transport fleet by accessing online with the user credentials.

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