

# **Step-by-Step User Guide for AGS Lab Result Submission**

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1. This guide is for desktop design of **AGS Lab result Submission, i.e. submission of cooling tower water quality lab results to NEA.**
2. You are advised to use 'Google Chrome' to submit your AGS lab results.
3. Go to <https://www.eportal.nea.gov.sg/category/Public%20Health>. Do ensure you are logged out of SingPass before assessing the link.
4. Click on 'AGS Lab Result Submission'.
5. Log in using your company's CorpPass. (Only owner/occupier's or SAC-accredited lab's CorpPass account is accepted).

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**Public Health**

Public Health

## Services

### Aerosol Generating Systems

#### AGS Lab Result Submission

Available

This application is meant for Owner/Occupiers and SAC accredited labs who wish to: submit lab results, resubmit for failed results, amend lab results for their aerosol-generating systems

Estimated time required: 10 minutes

#### AGS Registration

Available

This application is meant for Owners/Occupiers who wish to: (i) Register their registrable aerosol generating systems (AGS) (ii) Amend registered AGS details (iii) De-register AGS (iv) Notify on period of temporary shutdown of AGS.

Estimated time required: 30 minutes

# Organisation Information



## General

Organisation Name

UEN

CorpPass Login (Use NRIC tagged to CorpPass)

I am the ...

☒ Owner/Occupier

☐ Accredited Lab


## Contact Person

Name

Title

Mobile No. 

+65

Other Contact No. (Optional) 

Code

Email Address

1. Scroll down the page of Organisation Information to 'General'.

2. The information is pre-filled (Information should be based on CorpPass details).

3. Select either owner/occupier or Accredited lab:

- If 'Accredited lab' is selected, a button 'Validate Lab UEN' will appear. Click on it. An error message will appear if your lab is not listed in the system as an accredited lab and you will not be able to continue.

4. Scroll down the page of Organisation Information to 'Contact Person'.

5. Fill in the details of your company's contact person.

6. Then click 'next'.

# Routine Submission (Individual Submission)

Routine Submission – Individual Submission	: Page 5 & 7
Routine Submission – Bulk Submission	: Page 6 & 7
Resubmission for a Failed Result	: Check with NEA
Amendment	: Check with NEA

This submission is for ...

- ☒ Routine Submission
- ☐ Resubmission for a Failed Result
- ☐ Amendment

## Lab Test Result of AGS

The submission is for ...

- ☒ Individual Submission
- ☐ Bulk Submission

NEA ID

Validate NEA ID

- 1. Select 'Routine Submission'.
- 2. Input NEA ID (Please indicate as 'NEACT22XXXXXX', and remove any additional space before and after the NEA ID (if any).
3. Click on 'Validate NEA ID'.
4. Input the information based on the fill headers.
5. Click 'Next'. The system will validate on whether any inputs has error.

# Routine Submission (Bulk Submission)

Routine Submission – Individual Submission	: Page 5 & 7
Routine Submission – Bulk Submission	: Page 6 & 7
Resubmission for a Failed Result	: Check with NEA
Amendment	: Check with NEA

This submission is for ...

- ☒ Routine Submission
- ☐ Resubmission for a Failed Result
- ☐ Amendment

## Lab Test Result of AGS

The submission is for ...

- ☐ Individual Submission
- ☒ Bulk Submission

Upload Lab Test Results of AGS (.xls, .xlsx - Maximum file size is 5MB)

Choose File

Back

Save as Draft

Next

→ 1. Select 'Routine Submission'.

2. Select 'Bulk Submission'.

→ 3. Use NEA's bulk submission template to fill up the lab results and upload the file by clicking 'Choose File'.

4. Click 'Next'. The system will validate on whether any inputs has error.

Note: For the downloaded bulk submission template, please input based on header, and do not amend the template as system will be unable to validate the amended Excel format. Excel template is retrievable from NEA website at <https://www.nea.gov.sg/our-services/pollution-control/water-quality/aerosol-generating-systems>.

## Lab Results for Aerosol-Generating Systems

### Confirmation



#### Step 1 of 2: Organisation Information

##### General

Organisation Name



1. Scroll down the page of 'Confirmation' section.

2. Check all your keyed-in organisation information details and bulk submission file uploaded in this 'Confirmation' page whether they are correct and accurate.

##### Declaration

By submitting this form, I consent that

- ☐ The information I have provided in this application are true, accurate and complete.
- ☐ I am aware that any false or inaccurate information supplied by me will result in the cancellation of the application or the registration.
- ☐ The National Environment Agency (NEA) collects personal information to carry out its various functions and duties under the National Environment Agency Act (Cap 195) including the implementation of environmental and public health policies in Singapore and any other related purposes. I hereby consent to NEA's use of the information provided by me and my company in the course of any application I have made to the NEA, to facilitate the processing of such application for such purposes. I hereby further consent to NEA sharing the information in such application with other Government agencies, or non-government entities authorised to carry out specific government services, unless prohibited by legislation.



3. If correct, scroll down to the 'Declaration' part and click on all 3 boxes to declare.

4. Click 'Submit' to complete the process.

Back

Submit

Note: For any application submitted in NEA ePortal, it will be archived after 6 months of retention in ePortal system. If your company requires the application information, please be reminded to save a copy of the application within 6 months.

# Pointers for Inputting Bulk Submission Excel Template

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
					Heterotrophic Plate Count					Total Legionella Bacteria Count							
S/N *	NEA ID *	Date of sampling (yyyyMMdd) *	Date of Analysis (yyyyMMdd)	Submission Type	Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Heterotrophic Plate Count at 35°C, 48±3 hr (<= 100,000 CFU/ml)	Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Total Legionella Bacteria Count	Legionella pneumophila SG1 (<= 10 CFU/ml)	Legionella pneumophila SG2-15 (<= 10 CFU/ml)	Other Legionella spp (<= 10 CFU/ml)

Field	Description
<b>S/N</b>	Indicate '1' in 1 <sup>st</sup> row, '2' in 2 <sup>nd</sup> row, etc
<b>NEA ID</b>	Please indicate as 'NEACT2XXXXXX', and <u>remove</u> any additional space(s) or characters before and/or after the NEA ID (if any).
<b>Date of Sampling</b>	Please indicate as YYYYMMDD
<b>Date of Analysis</b>	Please indicate as YYYYMMDD.  Note: Date of Analysis must be a later date than date of sampling
<b>Testing Lab UEN</b>	Kindly remove any space(s) before/after the alphanumeric UEN.  Note: please verify that the testing lab is accredited for HPC and LBC test by SAC.
<b>Detection limit of test method</b>	For Detection limit of test method, it refers to the <u>minimum</u> level that a test method can be consistently detected.  <u>Check</u> with your lab vendor (if you have not done so) on the detection limit for HPC and LBC as it differs from lab to lab.  Add a '<' sign in front of the detection limit, for lab test result that falls below detection limit or 'not detected' / 'N.D.'. E.g. if the detection limit is 0.4, then indicate your input as '<0.4'.
<b>Heterotrophic Plate Count</b>	Pls input the numbers only, without comma. Signage (<) is allowed
<b>Columns P, Q and R</b>	If lab report has no information on these fields, please leave it <u>blank</u> .

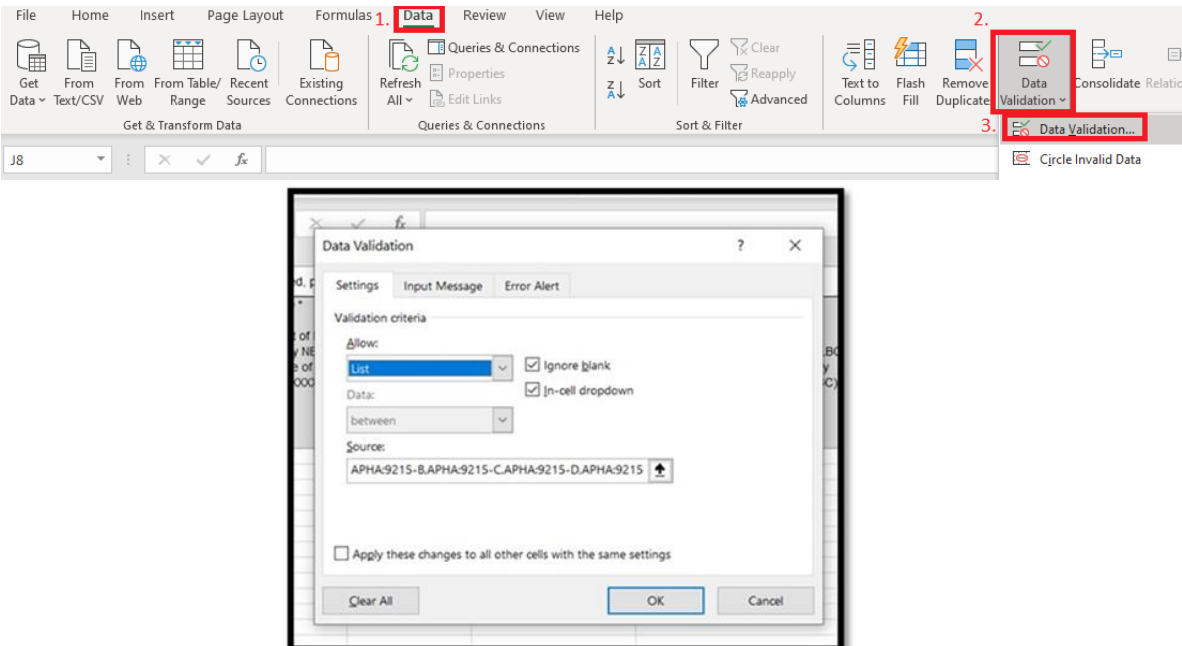
Additional pointers:

1. Do not add/remove rows/columns, as the system is character/formatting sensitive.
2. Submit a separate Excel sheet for each month. Do not combine results for previous month.
3. If the template Excel field has dropdown option, please use them. If the options are not listed below, you need clarify with NEA first before submitting the information (through the feedback form available on the NEA website ([www.nea.gov.sg/feedback](http://www.nea.gov.sg/feedback)), or via the myENV ([www.nea.gov.sg/myenv](http://www.nea.gov.sg/myenv)) or OneService ([www.oneservice.gov.sg](http://www.oneservice.gov.sg)) mobile application).



# Frequently Asked Questions (FAQs)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
					Heterotrophic Plate Count					Total Legionella Bacteria Count							
S/N *	NEA ID *	Date of sampling (yyyyMMdd) *	Date of Analysis (yyyyMMdd)	Submission Type	Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Heterotrophic Plate Count at 35°C, 48±3 hr (<= 100,000 CFU/ml)	Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Total Legionella Bacteria Count	Legionella pneumophila SG1 (<= 10 CFU/ml)	Legionella pneumophila SG2-15 (<= 10 CFU/ml)	Other Legionella spp (<= 10 CFU/ml)


FAQ	Answers								
1. What is the ‘Submission Type’ in the excel bulk upload template?	<p>There are 3 types of submission types (see table below). Please select the type of submission you intend to submit.</p> <table><tr><th>‘Submission Type’ Options in bulk-upload excel</th><th>Monthly</th><th>Quarterly</th><th>All</th></tr><tr><td>Lab test(s) submitted for particular month test result</td><td>HPC only</td><td>LBC only</td><td>HPC and LBC</td></tr></table>	‘Submission Type’ Options in bulk-upload excel	Monthly	Quarterly	All	Lab test(s) submitted for particular month test result	HPC only	LBC only	HPC and LBC
‘Submission Type’ Options in bulk-upload excel	Monthly	Quarterly	All						
Lab test(s) submitted for particular month test result	HPC only	LBC only	HPC and LBC						
2. What should I do if the test method is not listed in the dropdown of the Bulk Submission Excel Template?	<p>Please follow the steps below to change the data validation criteria in the Excel</p> <ol style="list-style-type: none"><li>Click on Data</li><li>Select ‘Data Validation’</li><li>Change to ‘Any value’ in ‘Allow’ field (see screenshot below’.</li></ol> 								


# Troubleshooting - How to access 'AGS Lab Result Submission'


1. If you are currently logged in to NEA ePortal, kindly logout from ePortal first.


2. Assess the link


<https://www.eportal.nea.gov.sg/category/Public%20Health>. You should be able to view the following:

**Aquatic Facilities Services** 

**Aquatic Facility Licence** External   
To apply for a licence to operate an aquatic facility.

**GIRO Application Form for Aquatic Facility** External   
Please allow 5 weeks for the GIRO arrangement to be effective. For more information, please refer to the frequently raised questions on GIRO in the application form. Complete this GIRO Form with your account or bill number and send it back to us at: NEA Licensing & Environmental Assessment Department (LEAD) 40 Scotts Road, Environment Building, #12-00 Singapore 228231 (PDF, 372.48 KB)

**Submission of Aquatic Facility Water Sample Lab Test Results** External   
To submit the lab test results of a sample of the aquatic facility water. The lab test results submission template is available to download via <https://go.gov.sg/aquatic-facility-lab-results-sub>

**Aerosol-Generating Systems** 

## Aerosol-Generating Systems

### AGS Lab Result Submission

Available

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Estimated time required: 30 minutes

### AGS Registration

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This application is meant for Owners/Occupiers who wish to: (i) Register their registrable aerosol generating systems (AGS) (ii) Amend registered AGS details (iii) De-register AGS (iv) Notify on period of temporary shutdown of AGS

Estimated time required: 30 minutes

3. Click on 'Aerosol-Generating Systems', then click on 'AGS Lab Result Submission'.

4. Once you see the log-in page, kindly attempt the log in via SingPass (CorpPass).

# Troubleshooting - How to view previous submission

- i. Log into NEA ePortal
- ii. Click on your company's name on the top right hand corner of the NEA ePortal page. The left hand column of the screenshot below will appear
- iii. Click on 'My Submissions'
- iv. Click on 'In Progress' or 'Completed'
- v. Find the submitted application.

Hello 



ii.



**My NEA**



**View Profile**



**Log out**



[Home](#)

[eServices](#)

[Announcements](#)

[Who We Are](#)

Hello 

**MY NEA**



**Dashboard**



**My Submissions**



**My Appointments**



**My Payments**



**My Documents**



**My Pending Actions**

[Home](#) > [My Submissions](#)

## My Submissions

iv.

**DRAFT**

**IN PROGRESS**

**COMPLETED**

**Add New**



**Application**



**Last Modified Date**



**Action**

Note: For any application submitted in NEA ePortal, it will be archived after 6 months of retention in ePortal system. If your company requires the application information, please be reminded to save a copy of the application within 6 months.