Step-by-Step User Guide for AGS Registration

Updated as of 11 Sep 2026

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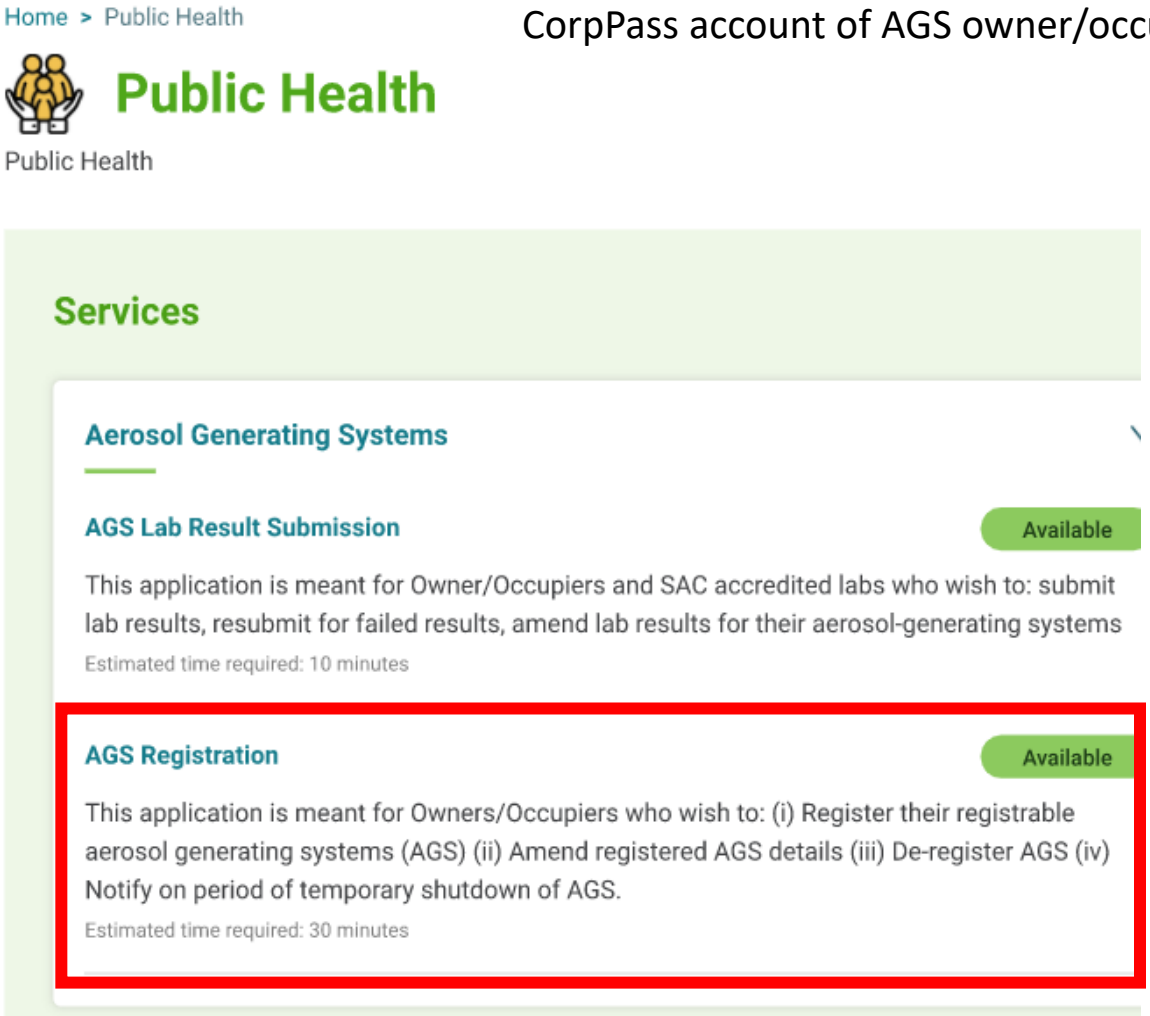
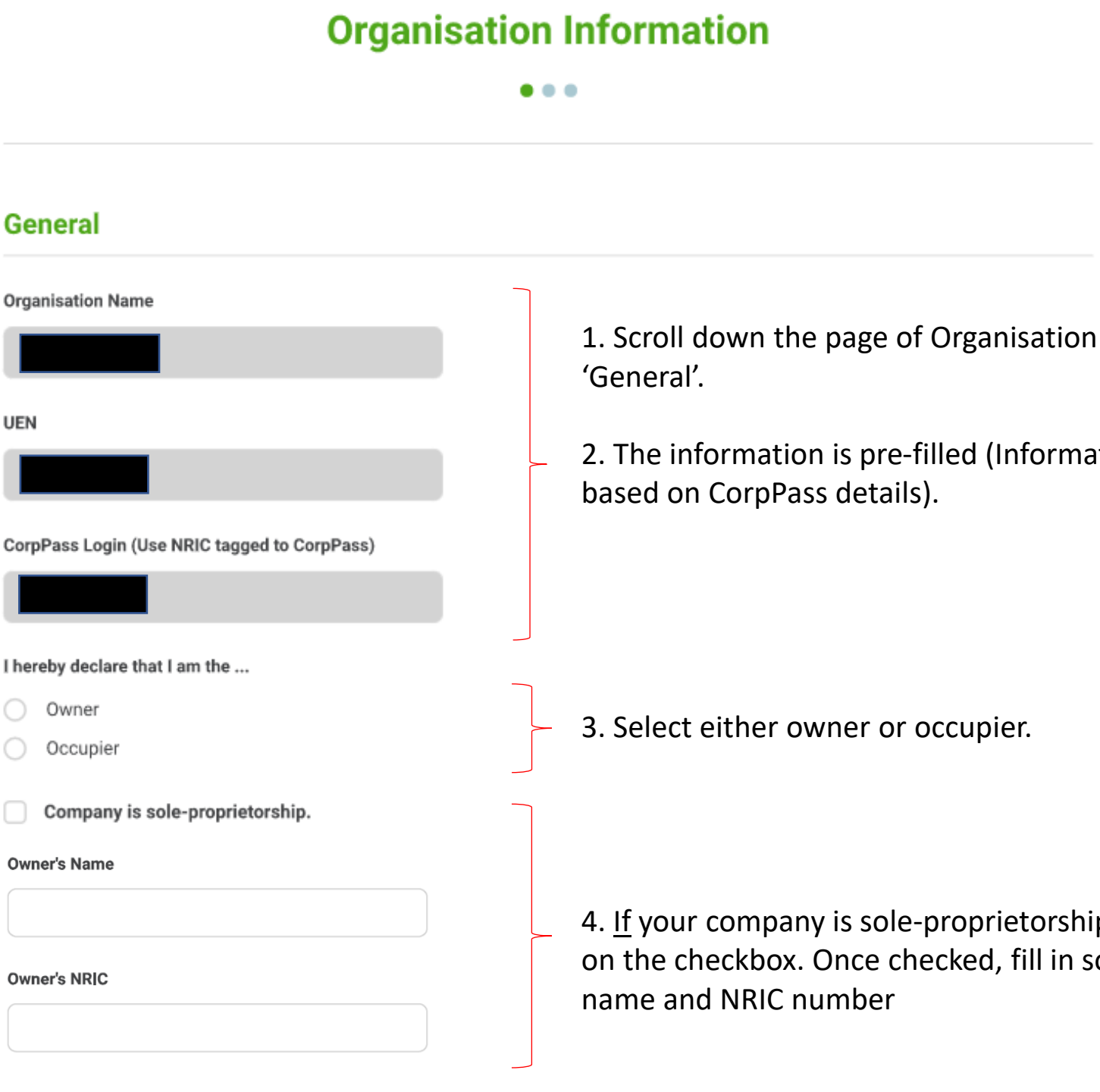
1. This guide is for desktop design of **AGS Registration, i.e. registration, amendment, de-registration and temporary shutdown of cooling tower (CT).**
2. You are advised to use 'Google Chrome' to register your AGS.
3. Go to https://www.eportal.nea.gov.sg/category/Public%20Health. Do ensure you are logged out of SingPass before assessing the link.
4. Click on 'AGS Registration'.
5. Log in using your company's CorpPass with access to 'NEA e-services'. (Only CorpPass account of AGS owner/occupier is accepted)



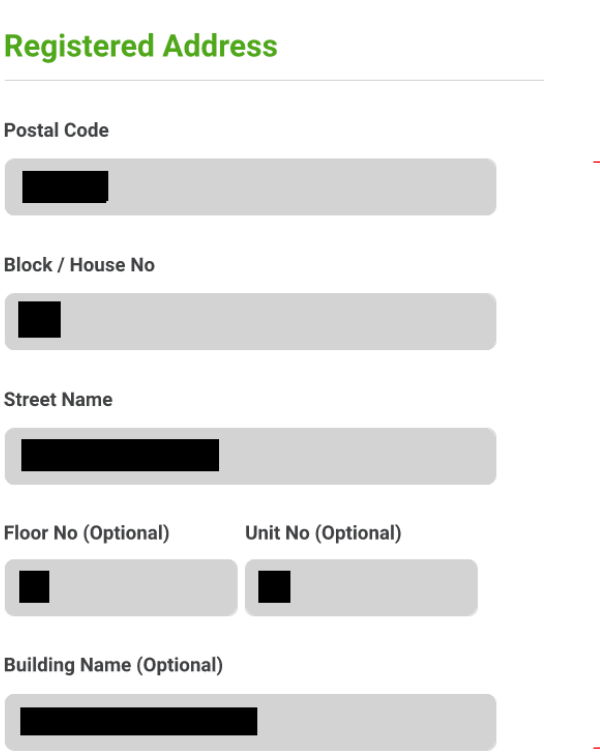


1. Scroll down the page of Organisation Information to 'General'.

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

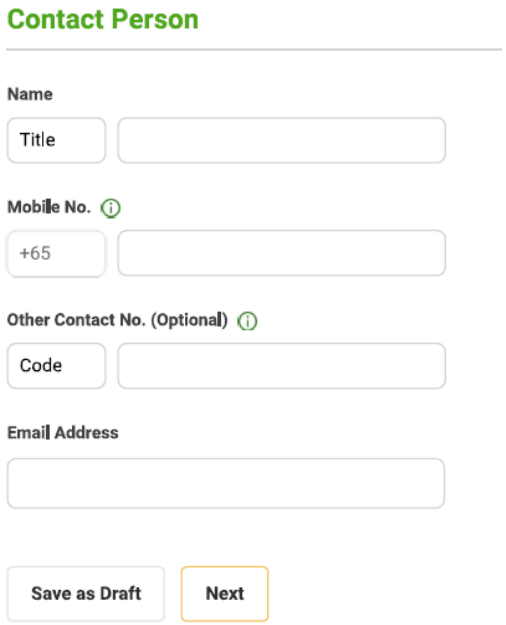
3. Select either owner or occupier.

4. If your company is sole-proprietorship, please click on the checkbox. Once checked, fill in sole owner's name and NRIC number



1. Scroll down the page of Organisation Information to ‘Registered Address’.

2. The information is pre-filled (Postal code should reflect the registered business office as registered in CorpPass).



3. Scroll down the page of Organisation Information to ‘Contact Person’.

4. Fill in the details of your company’s contact person.

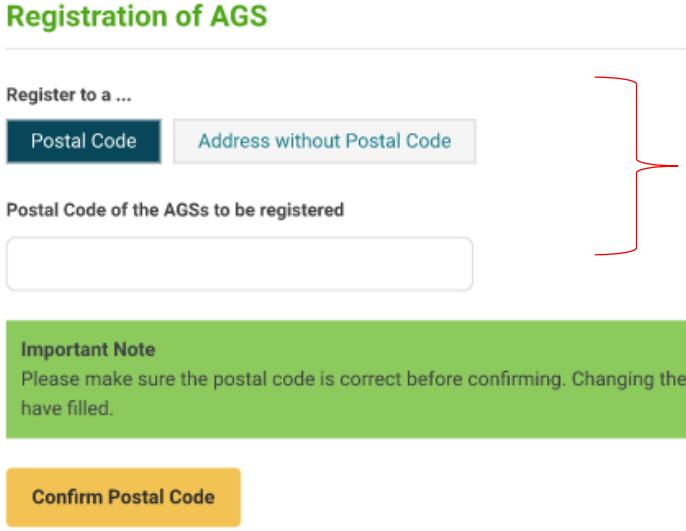
5. Then click ‘Next’.

*For update of existing email address, please refer to Page 13 -15.

Registration, Amendment, De-Registration, and Temporary Shutdown of AGS

Registration : Pages 6 – 12
Amendment : Pages 13 - 15
De-registration : Pages 16 - 17
Temporary Shutdown : Pages 18 - 19

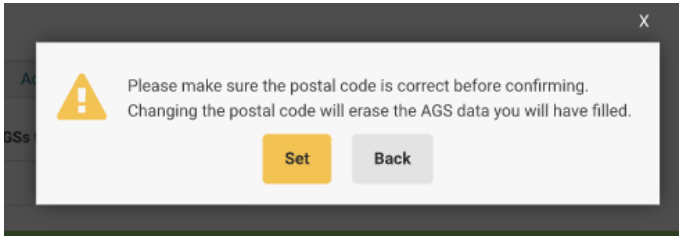
1. Choose ‘Registration’.



2. Choose ‘Postal Code’.

3. Key in the postal code where your AGS is **<u>located.</u>**

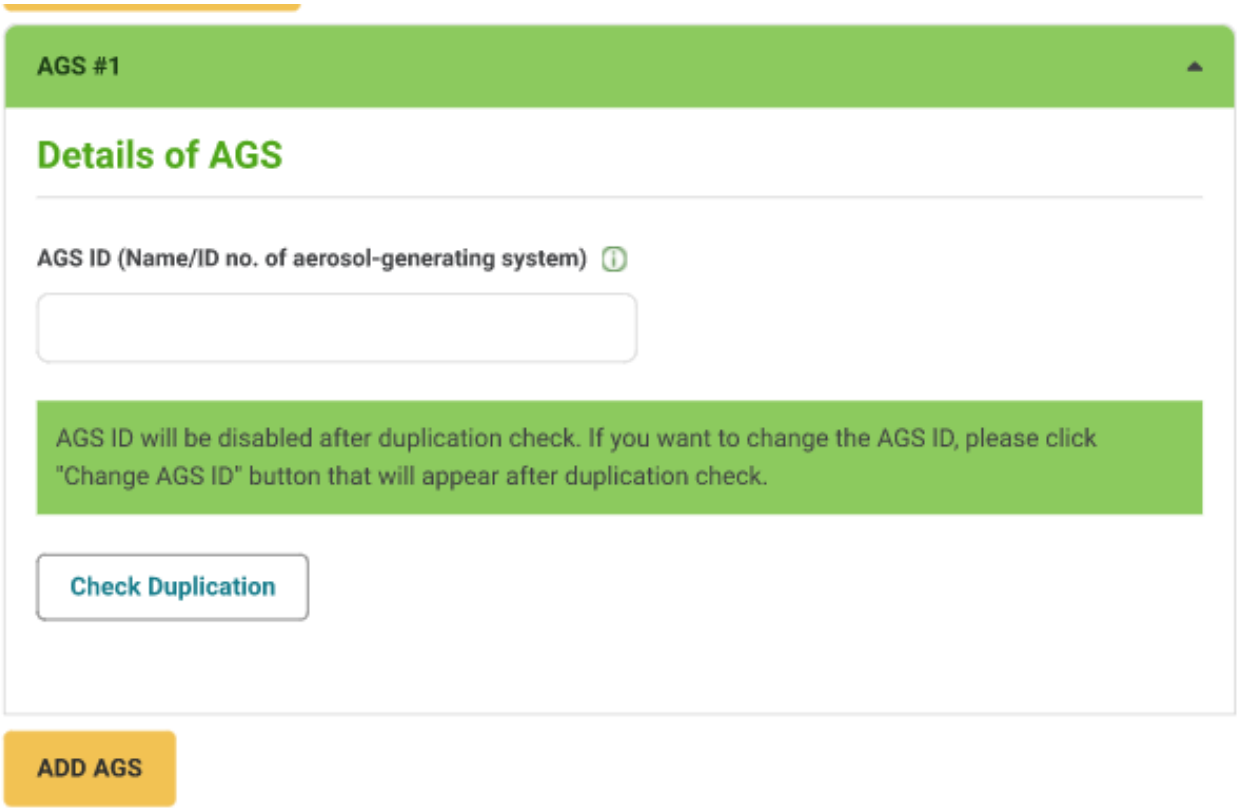
4. Click ‘Confirm Postal Code’.

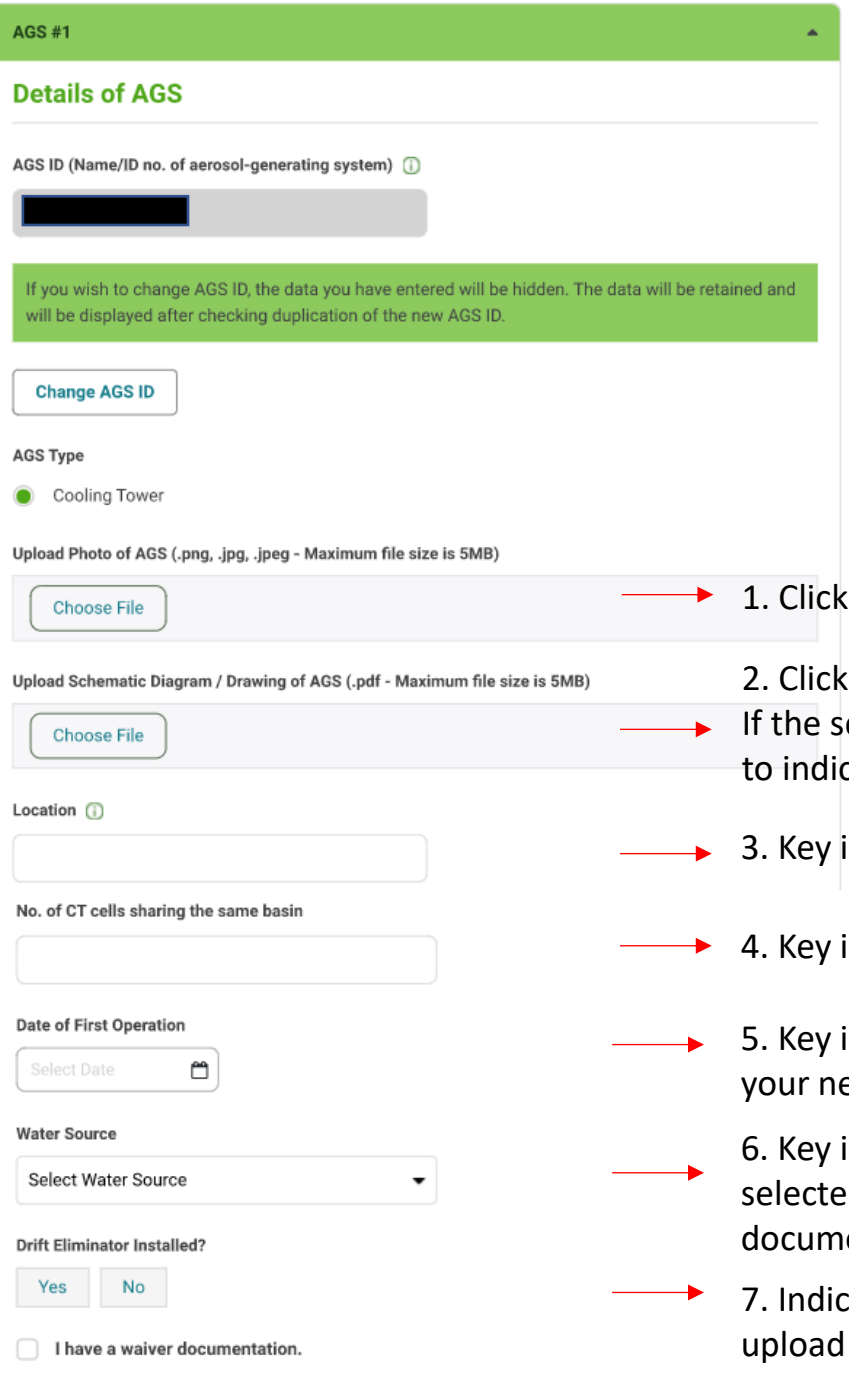


5. Click ‘Set’.

1. Key in the name/ID which your company has named your AGS as, into ‘AGS ID’ field (e.g. CT1).

2. Click on ‘Check Duplication’. A duplication error message will appear if your input for ‘AGS ID’ has been used by your company to register for another AGS in the same postal code.





1. Click on ‘Choose File’ to upload at least 1 photo of your cooling tower (CT).

2. Click on ‘Choose File’ to upload at least 1 schematic diagram of your CT. If the schematic diagram cannot be found, you may wish to draw the layout to indicate the number of CT system (not to scale is accepted).

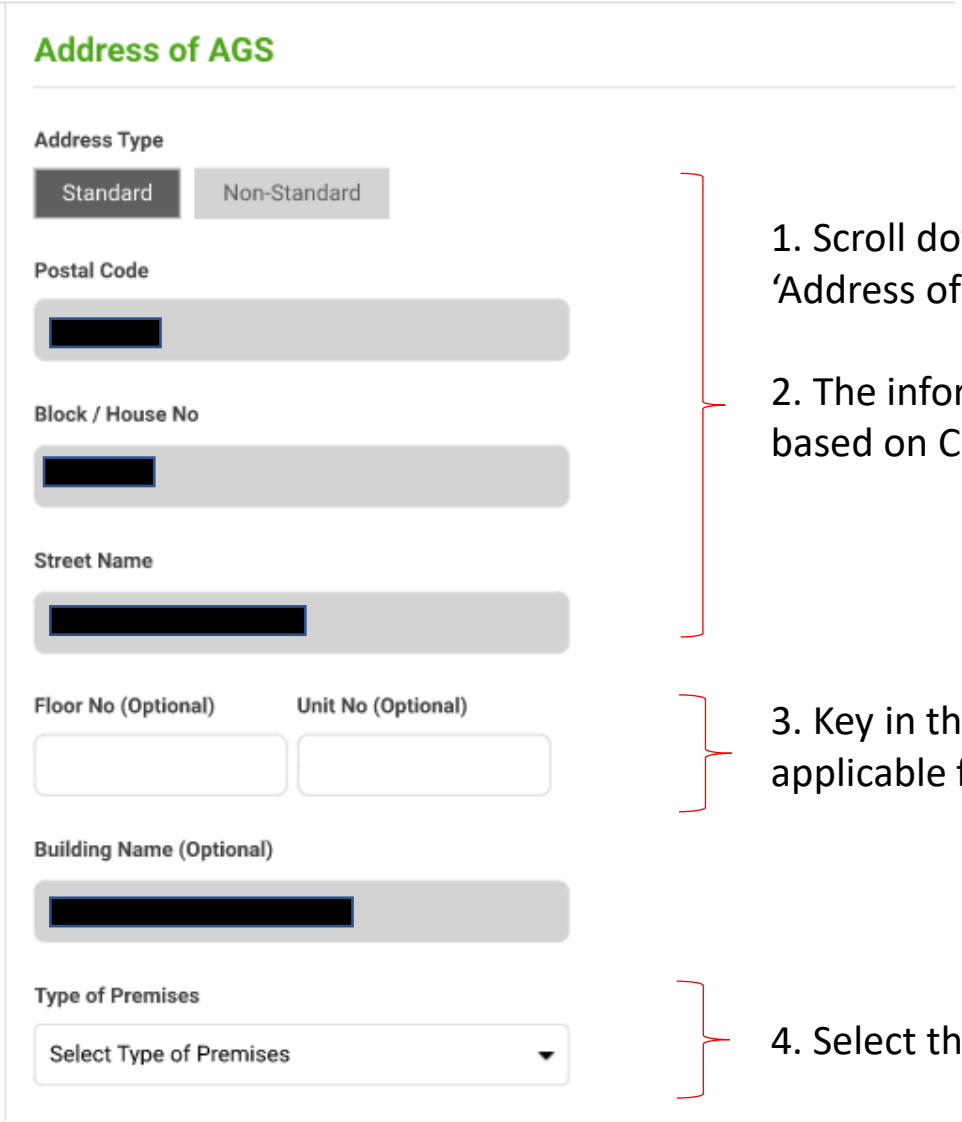
3. Key in the location of your CT (e.g. rooftop, which floor, etc).

4. Key in the number of CT cells which share the same basin.

5. Key in the date which your existing CT has started operation on, or which your new CT will be starting operation on.

6. Key in the water source of your CT. If ‘industrial water’ or ‘others’ is selected, please upload the waiver documents if your company have the documents to use this alternative water source.

7. Indicate whether your CT has drift eliminator. If ‘No’ selected, please upload the waiver documents if your company have the documents.

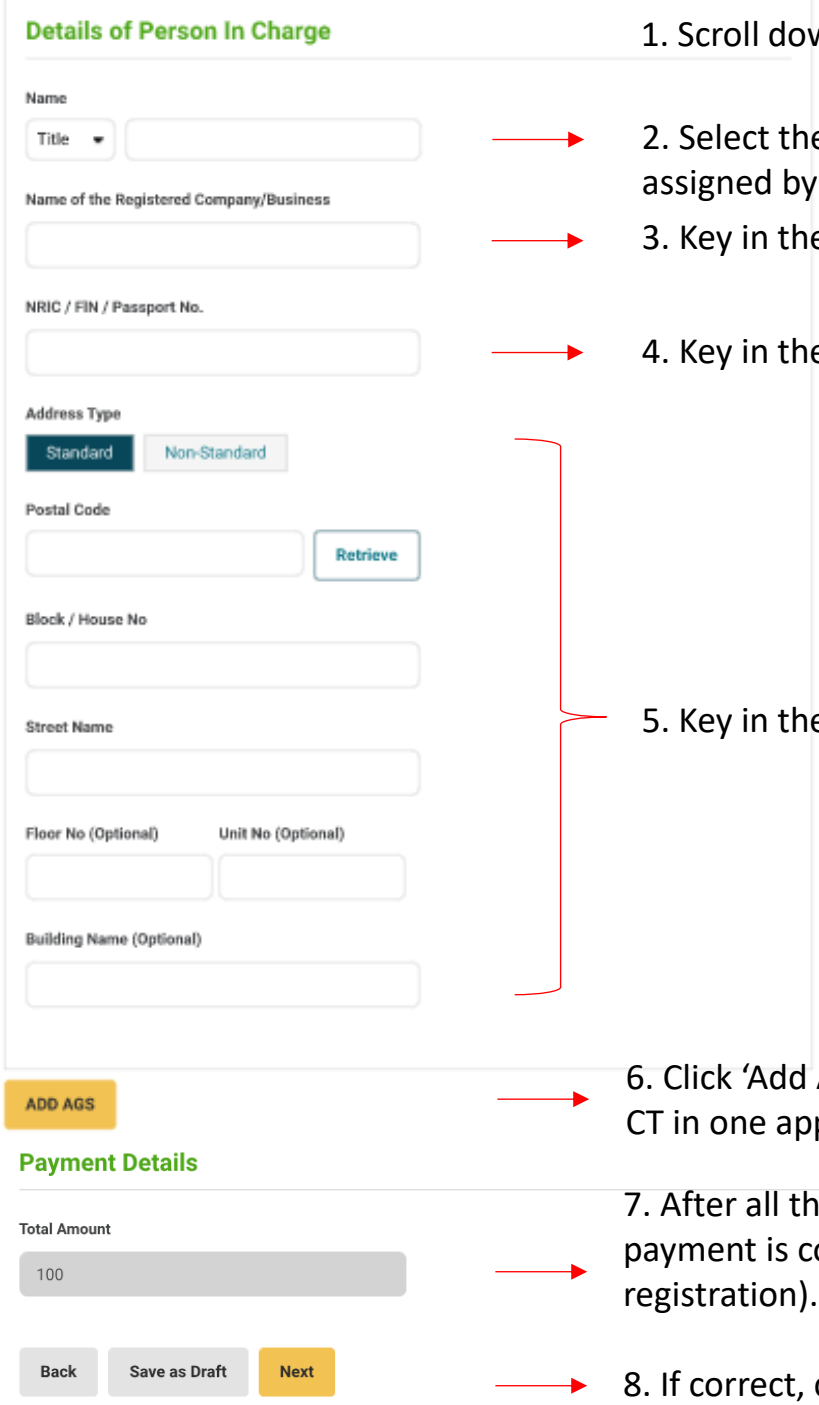


1. Scroll down the page of Organisation Information to 'Address of AGS'.

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

3. Key in the floor number and unit number if applicable for the location of your AGS.

4. Select the type of premises which your AGS is located at.



1. Scroll down the page of Organisation Information to 'Address of AGS'.

2. Select the title and key in the name of the person in charge (PIC, person assigned by the company to day-to-day running of CT operation) of the CT.

3. Key in the name of PIC's company.

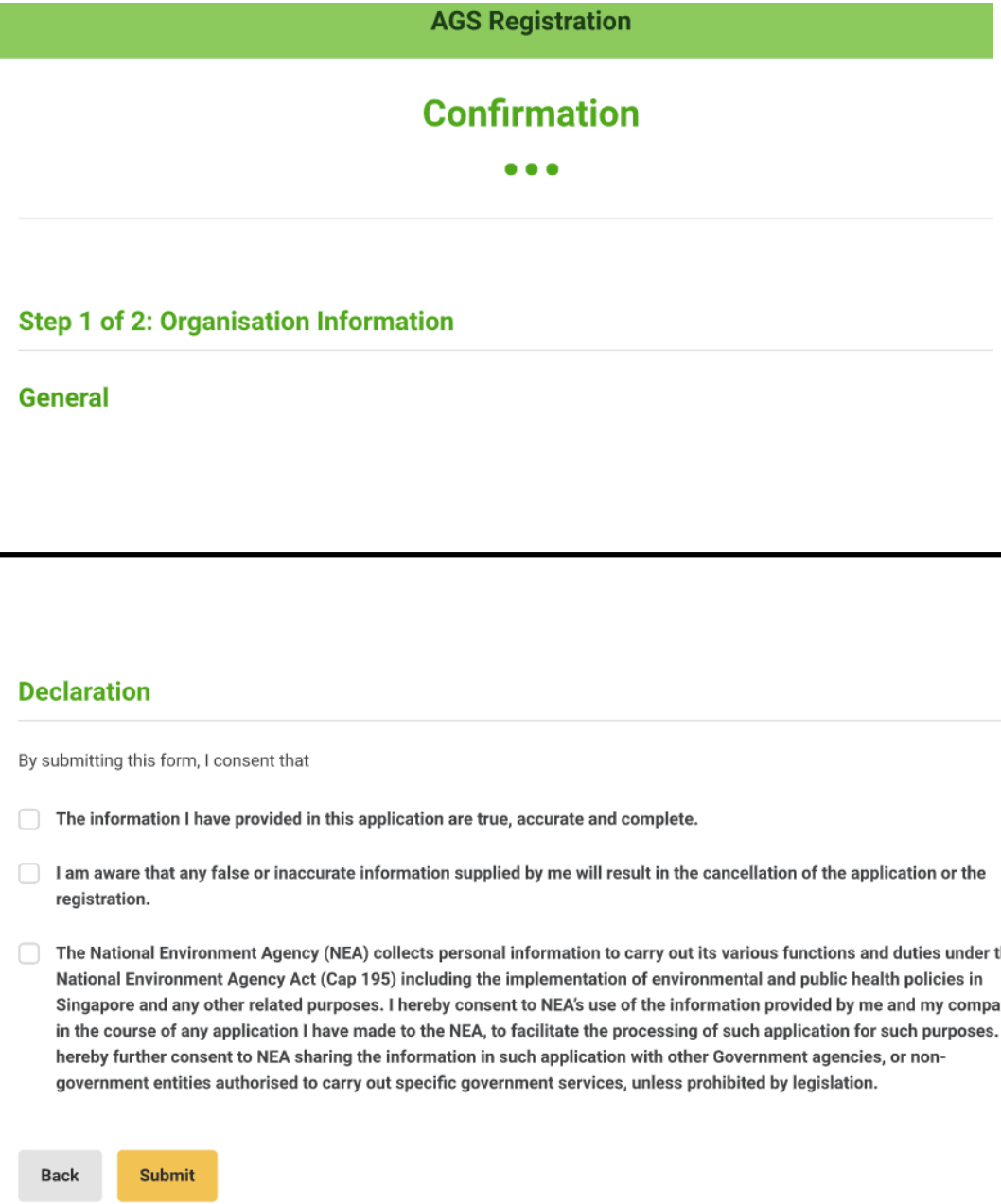
4. Key in the NRIC number of PIC.

5. Key in the details of PIC's company address.

6. Click 'Add AGS' if you have more than 1 CT to register. You can register up to 5 CT in one application.

7. After all the details of CT have been keyed in, check whether total amount of payment is correct (Total amount should reflect $100 x no. of AGS added for registration).

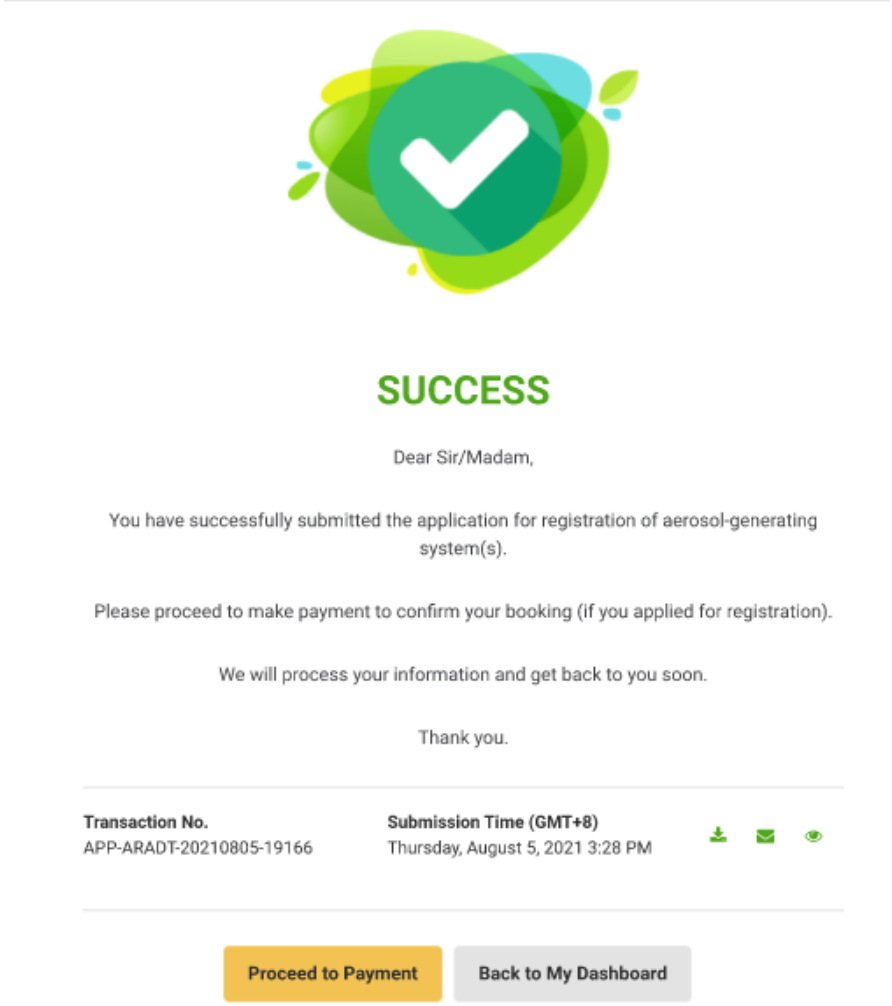
8. If correct, click 'Next'.



1. Check all your keyed-in registration details in this 'Confirmation' page whether they are correct and accurate.

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

3. Click 'Submit'.



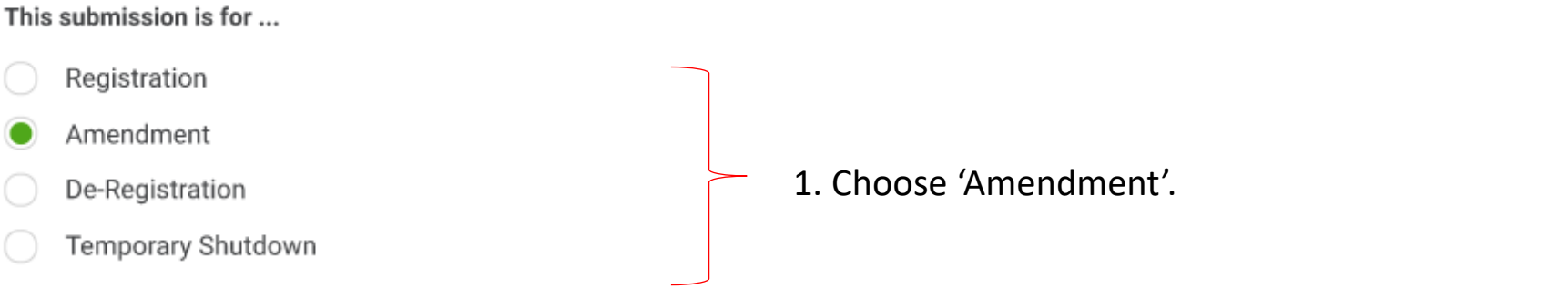
1. After submitting, you will be brought to this 'Success' page. Your company's contact person should also receive SMS and email on the registration. [Please note this page implies successful submission of application details, not yet successful registration of AGS].

2. Click on 'Proceed to Payment' to pay for the registration. Please note that the registration will only be considered successful after the payment has been made.

Note: For confirmation of successful payment of registration fees, as a form of receipt/official invoice, please refer to pg 20 - 21.

Registration	: Pages 6 – 12
Amendment	: Pages 13 - 15
De-registration	: Pages 16 - 17
Temporary Shutdown	: Pages 18 - 19

Registration, Amendment, De-Registration, and Temporary Shutdown of AGS

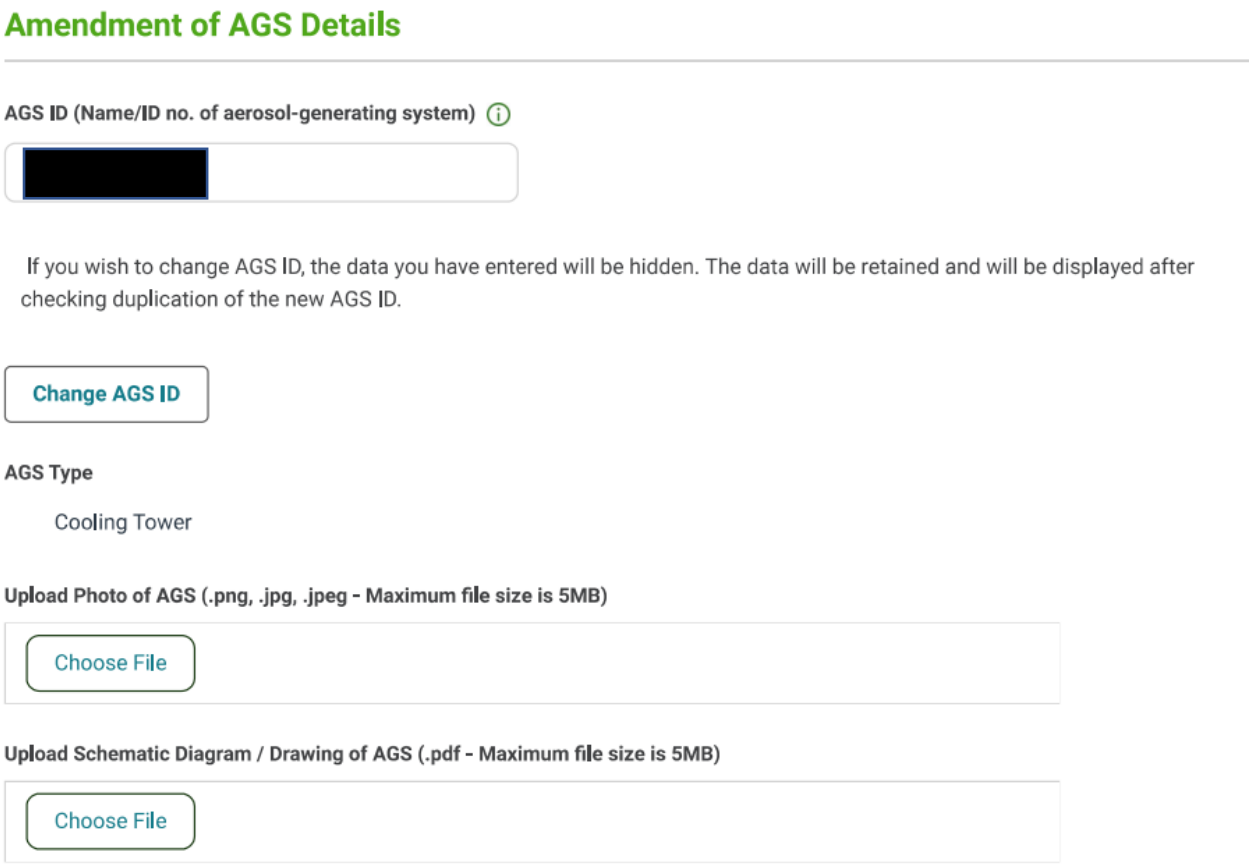


1. Choose ‘Amendment’.

2. Input NEA ID (Please indicate as ‘NEACT22XXXXXX’, and remove any additional space before and after the NEA ID (if any).

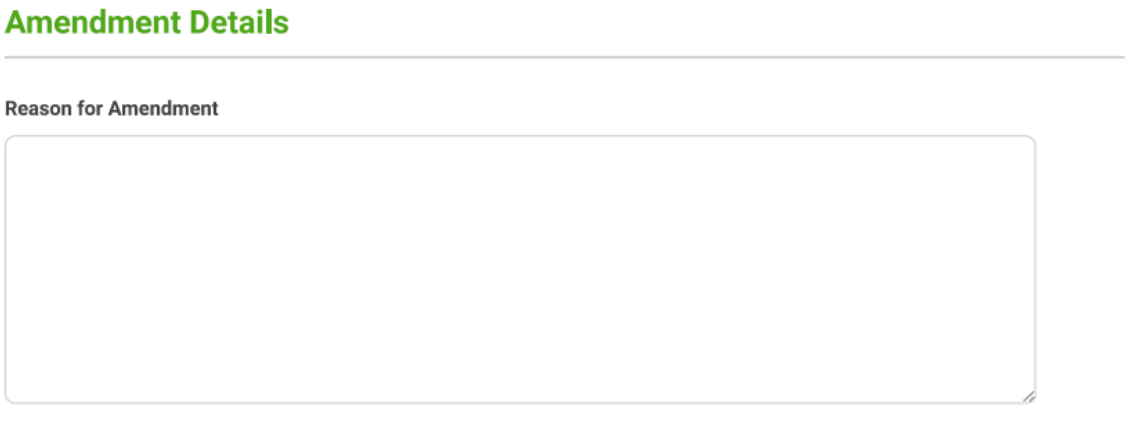
3. Click on ‘Retrieve AGS’.

1. Upon clicking ‘Retrieving AGS’, registration information relating to retrieved NEA ID will appear below under ‘Amendment of AGS Details’ section.
2. Proceed with amendment.



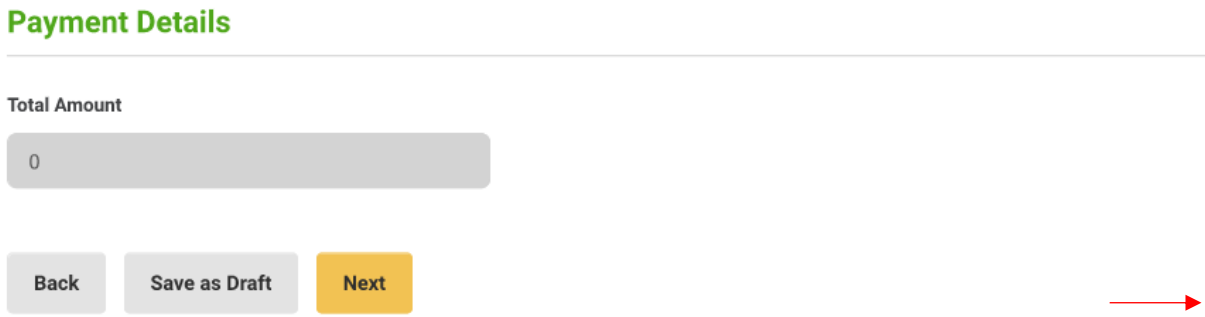
Note:

- ‘Postal code of AGS to be registered’ and pre-filled information based on CorpPass details cannot be amended.
- ‘Photo of AGS’ and ‘Schematic Diagram’ have to be re-uploaded as these information are not retrievable during amendment stage].



1. Scroll down the page of Amendment to ‘Amendment Details’.

2. Provide the inputs in ‘Reason for Amendment’ fill.



3. No payment is required for amendment. Click ‘Next’ to finish the process.

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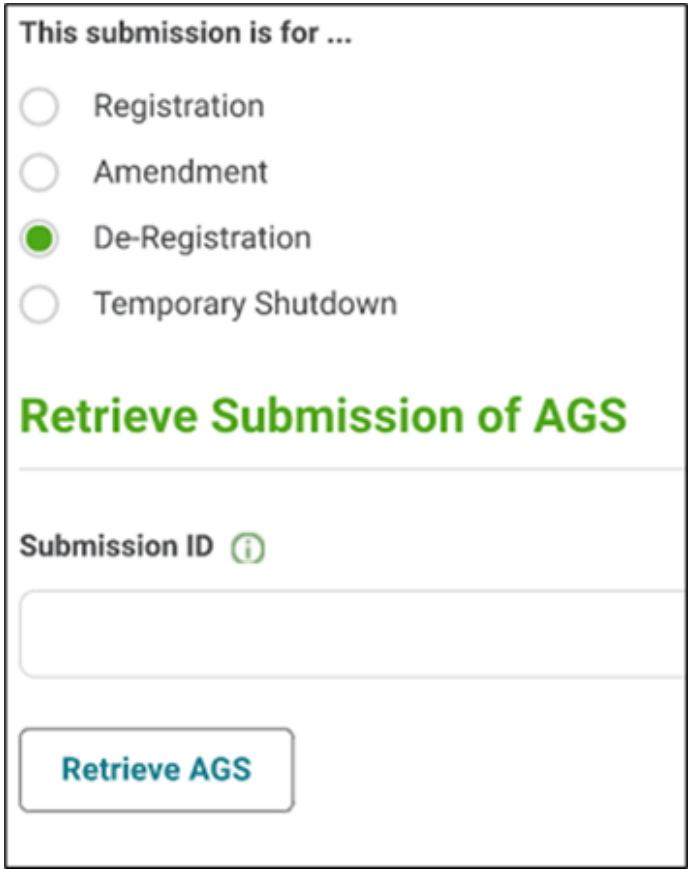
Registration, Amendment, De-Registration, and Temporary Shutdown of AGS



1. Choose ‘De-registration’.

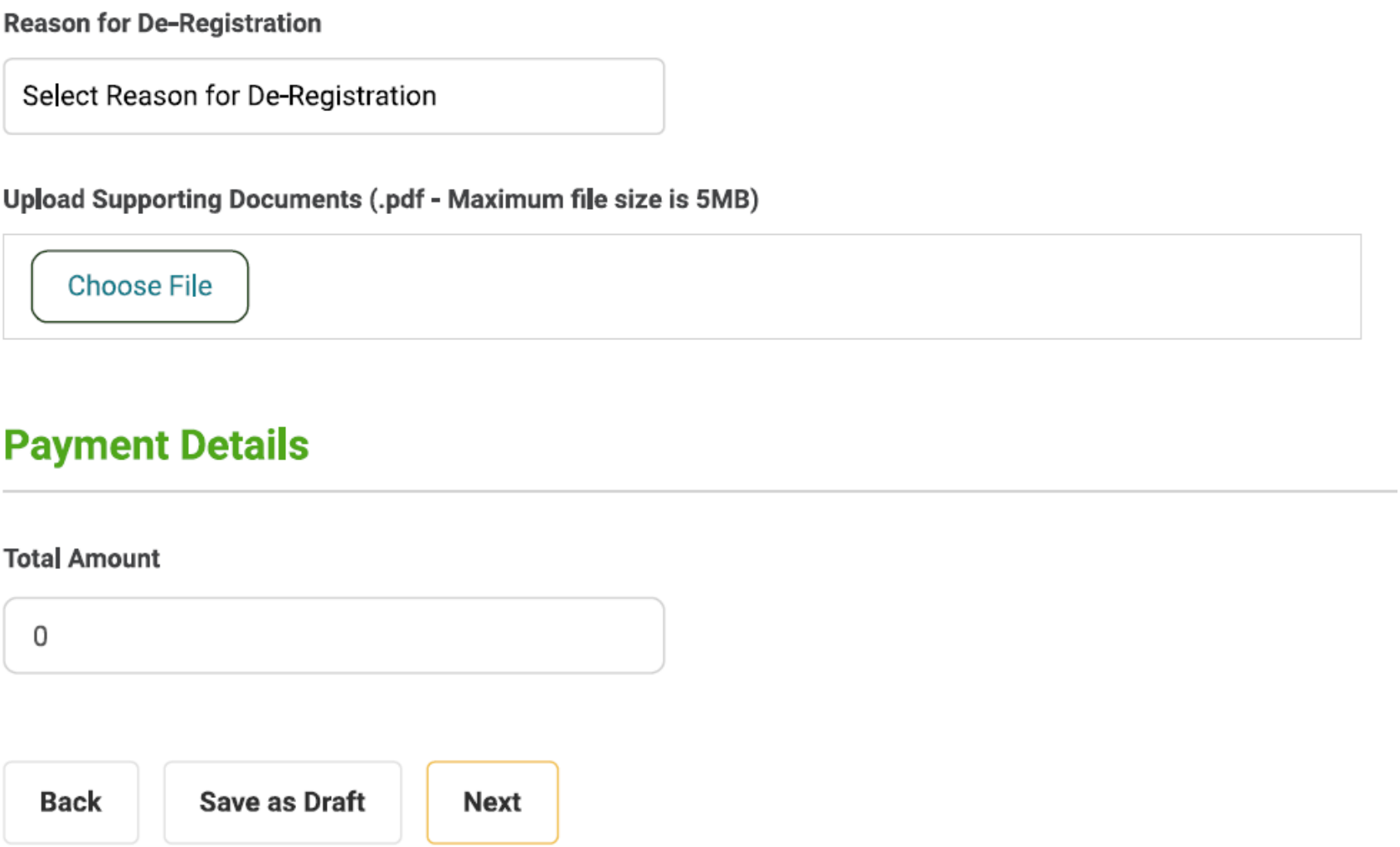
2. Input Submission ID (Please indicate as ‘APP-ARADT-20XXXXXX-XXXXX’, and remove any additional space before and after the Submission ID (if any).

3. Click on ‘Retrieve AGS’.

Note: As AGS de-registration sub e-service in NEA ePortal only allows de-registering of all cooling towers (CTs) in one application instead of just 1 cooling tower or part of the total CTs. For partial de-registration, kindly inform NEA for assistance (through the feedback form available on the NEA website (www.nea.gov.sg/feedback), or via the myENV (www.nea.gov.sg/myenv) or OneService (www.oneservice.gov.sg) mobile application).

1. Select Reason for De-registration, then upload supporting documents.

2. No payment is required for de-registration. Click ‘Next’ to finish the process.



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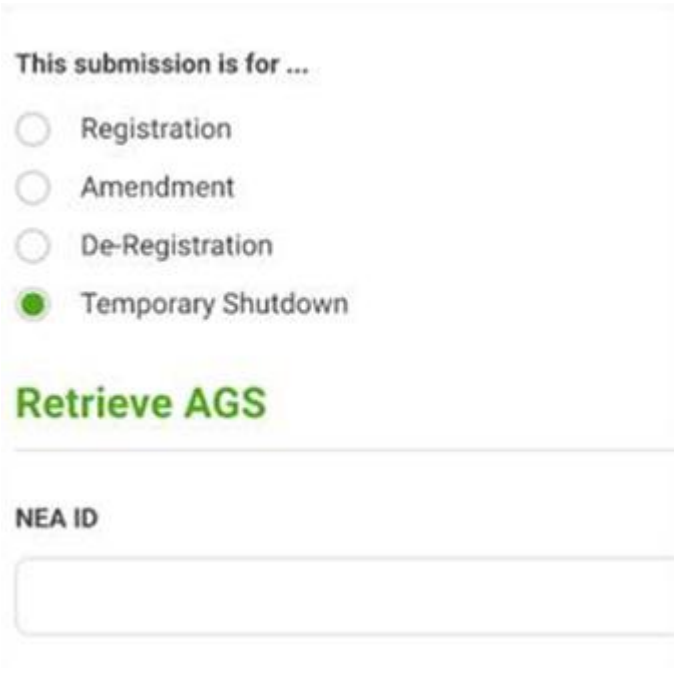
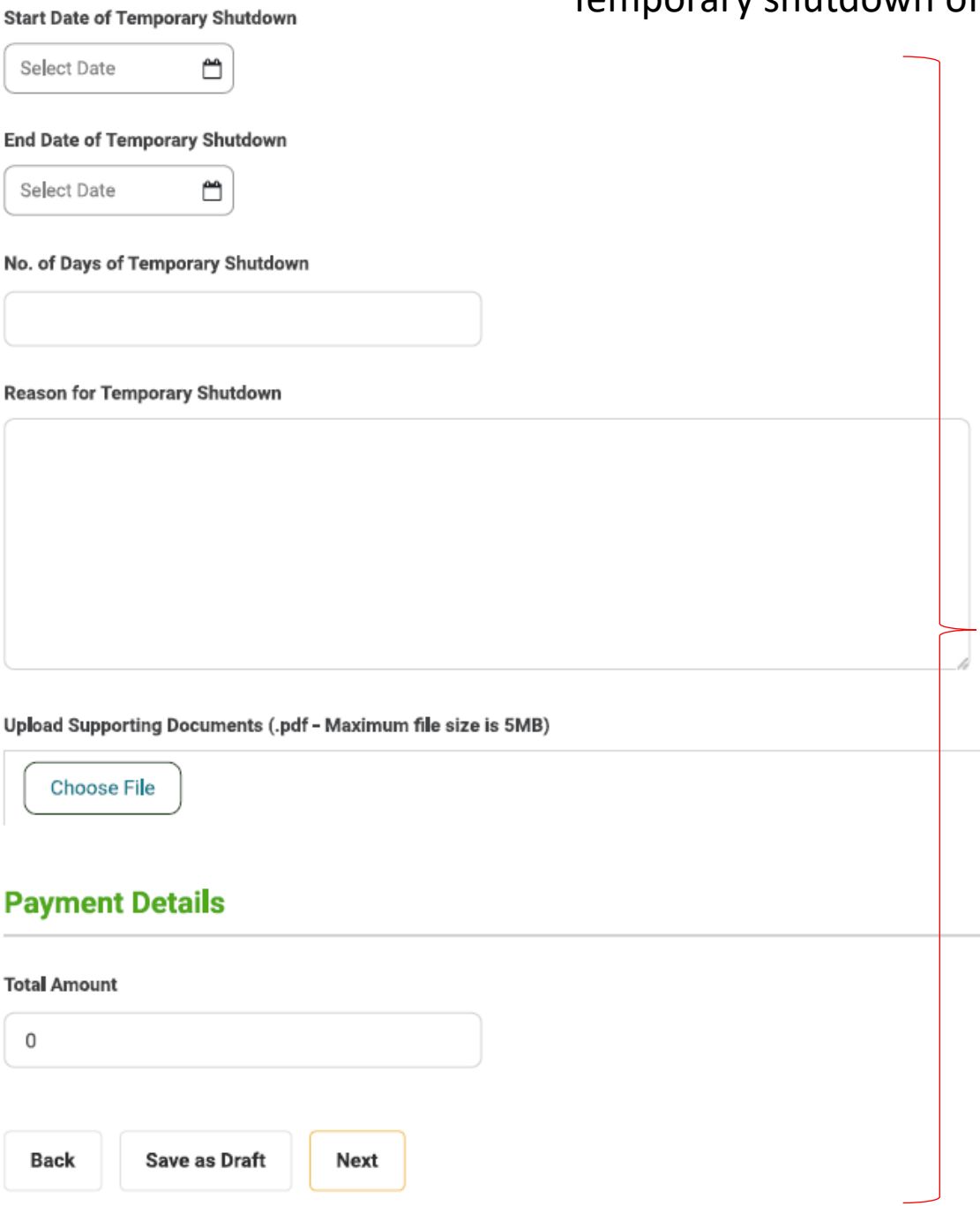


1. Choose ‘Temporary Shutdown’.

2. Input NEA ID (Please indicate as ‘NEACT22XXXXXX’, and remove any additional space before and after the NEA ID (if any).

3. Click on ‘Retrieve AGS’.

Temporary shutdown of AGS



1. Scroll down the page of 'Temporary Shutdown of AGS' to check details if correct.

2. Provide the date inputs in 'Start Date of Temporary Shutdown' and 'End Date of Temporary Shutdown' fills.

3. For the 'No. of Days of Temporary Shutdown' fill, the AGS has to be shut down for more than 5 consecutive days.

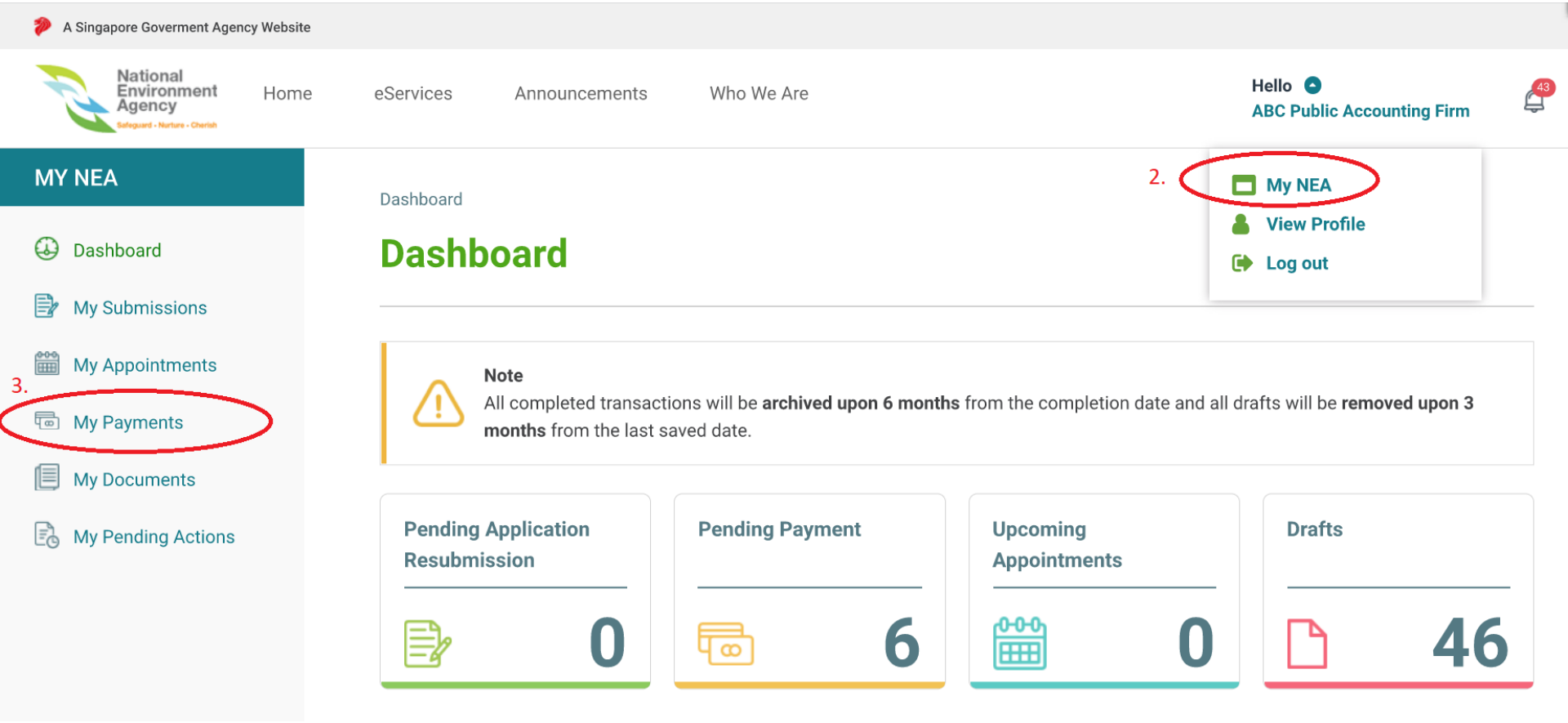
4. Provide 'Reason for Temporary Shutdown' inputs and upload supporting document.

5. No payment is required for de-registration. Click 'Next' to finish the process.

Note: For temporary shut down for more than 5 consecutive days, the cooling tower will also need to be thoroughly cleaned and disinfected, tested to be complying with parameter limits, before allowing to restart operation.

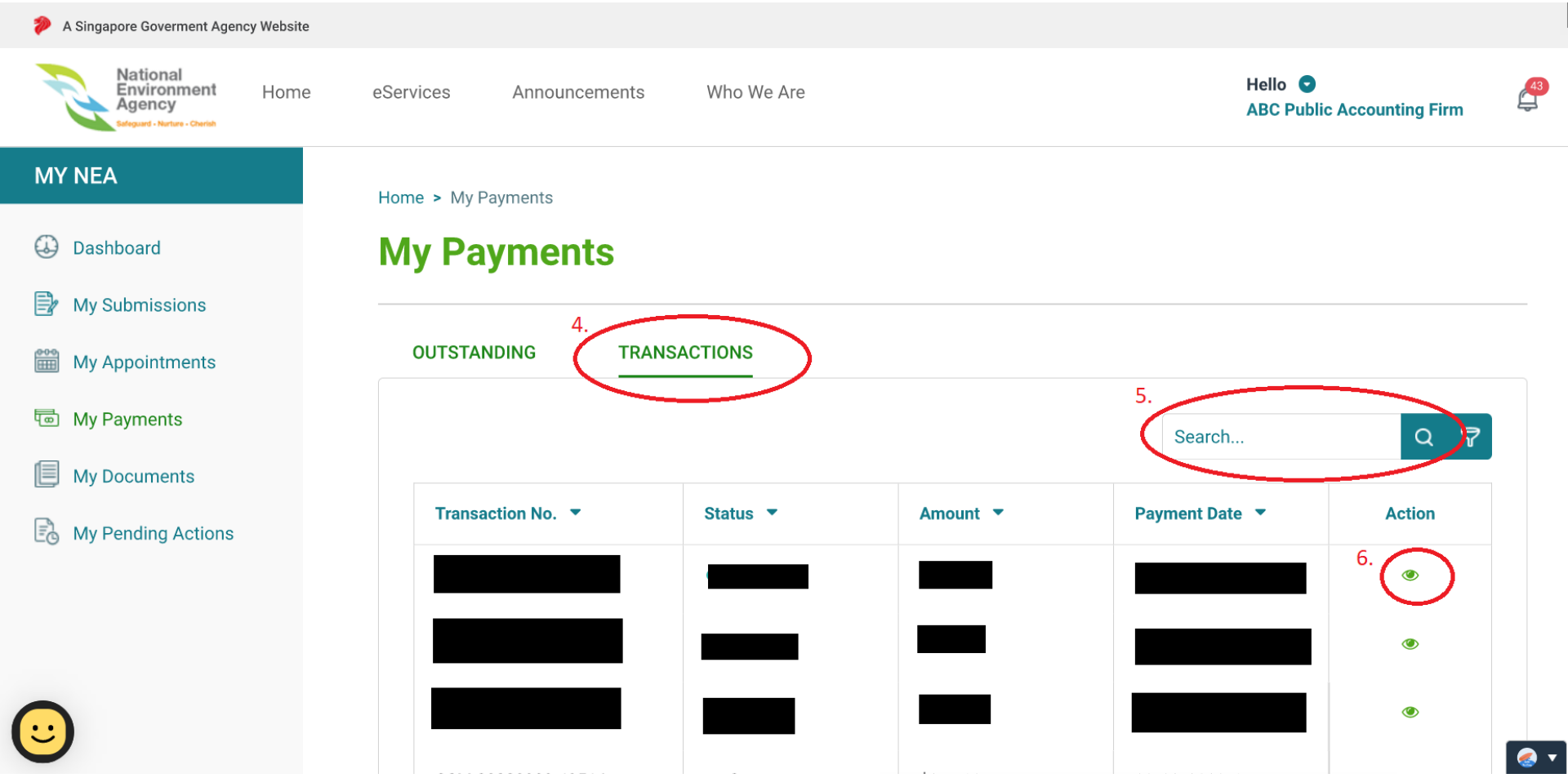
Note: For any application submitted in NEA ePortal, it will be archived after 6 months of retention in ePortal system. If your company requires the application information, please be reminded to save a copy within 6 months.

Confirmation of successful payment of registration fees, as a form of receipt/official invoice



1. Log into NEA ePortal
2. 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.
3. Click on 'My Payments'.

Confirmation of successful payment of registration fees, as a form of receipt/official invoice

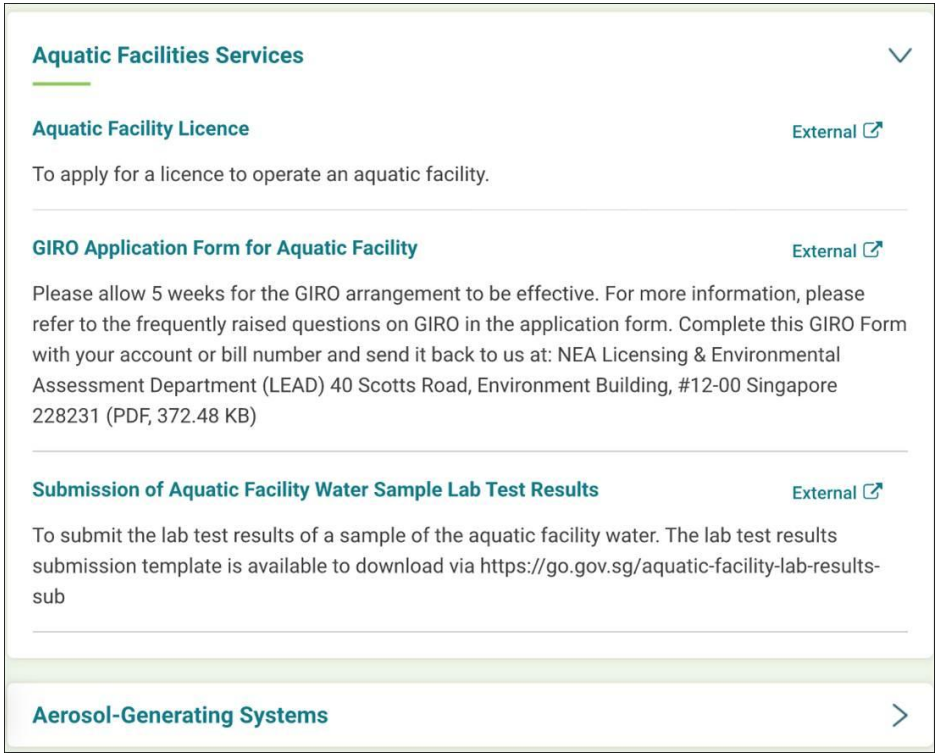


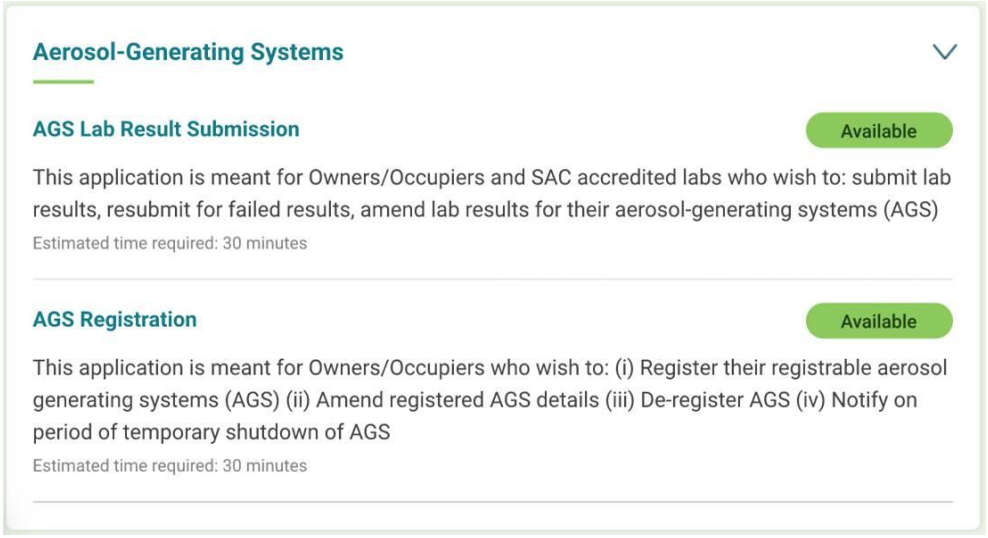
4. Click on ‘Transactions’.
5. Find the registration application payment’s transaction number. If the ‘status’ of the transaction is reflected as ‘Success’, this will mean that the payment of the registration fee in NEA ePortal was successful.
6. You can also view the details of the transaction by clicking on the eye-like symbol under the ‘Action’ column. You will be able to see the registration application number in the details.

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:





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

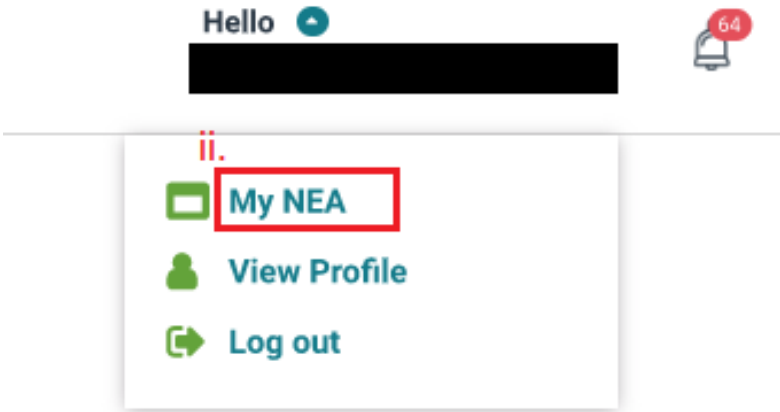
i. Log into NEA ePortal

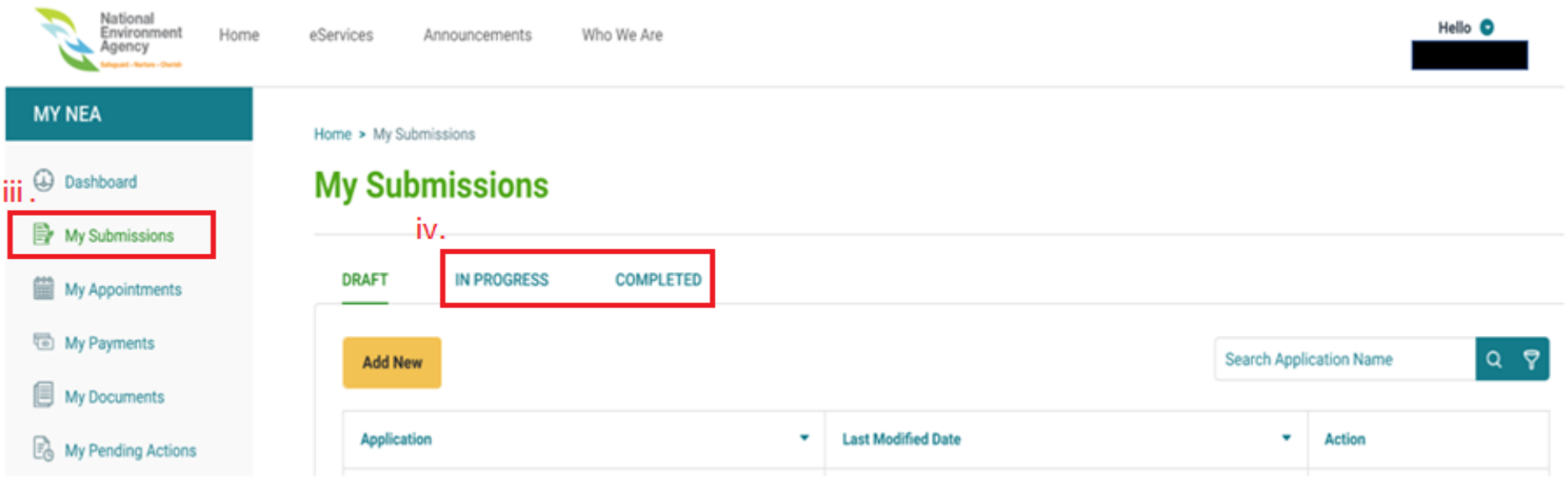
ii. Click on your company's name on the top right hand corner of the NEA ePortal page. The left hand column of the screenshot below will appear

iii. Click on 'My Submissions'

iv. Click on 'In Progress' or 'Completed'

v. Find the submitted application.





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