

Step-by-Step User Instruction for AGS Registration

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1. This guide is for desktop design of **AGS Registration, i.e. registration, amendment, de-registration, temporary shutdown and updating contact details 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)

[Home](#) > [Public Health](#)



Public Health

Aquatic facility and aerosol-generating system services

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: 30 minutes

AGS Registration

Available

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 (v) Update contact details. A step-by-step user instruction can be found at <https://go.gov.sg/instruction-on-ags-registration>

Estimated time required: 30 minutes

Organisation Information



General

Organisation Name

UEN

CorpPass Login (Use NRIC tagged to CorpPass)

I hereby declare that I am the ...

- ☐ Owner
- ☐ Occupier

☐ Company is sole-proprietorship.

Owner's Name

Owner's NRIC

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

Registered Address

Postal Code

Block / House No

Street Name

Floor No (Optional)

Unit No (Optional)

Building Name (Optional)

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).

Contact Person

Name

Title

Mobile No. 

+65

Other Contact No. (Optional) 

Code

Email Address

This Email address is for receiving reminders and notification

Save as Draft

Next

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

4. Fill in the details of your company's contact person responsible for ensuring the submission of AGS water quality test results, and receiving of important reminders and notifications.

5. Then click 'Next'.

*For update of existing email address, please refer to Pages 20-21.

Registration, Amendment, De-Registration, Temporary Shutdown, and Update Contact Details of AGS



Registration	: Pages 6 – 12
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This submission is for ...

- ☒ Registration
- ☐ Amendment
- ☐ De-Registration
- ☐ Temporary Shutdown
- ☐ Update Contact Details

1. Choose 'Registration'.

Registration of AGS

Register to a ...

Postal Code

Address without Postal Code

2. Choose 'Postal Code'.

Postal Code of the AGSs to be registered

3. Key in the postal code where your AGS is **located**.

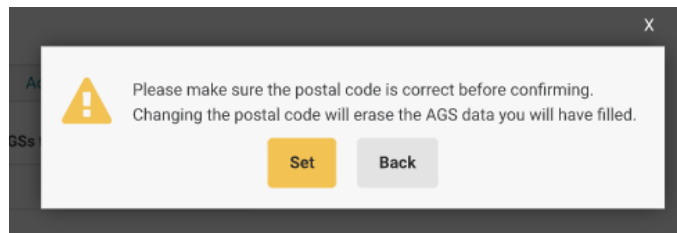
- Changing of postal code after registration will require de-registration and re-registration to the correct postal code.
- Contact NEA if the postal code is invalid/not available.

Important Note

Please make sure the postal code is correct before confirming. Changing the postal code later will reset the AGS data you will have filled.

Confirm Postal Code

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.

AGS #1

Details of AGS

AGS ID (Name/ID no. of aerosol-generating system) ⓘ

AGS ID will be disabled after duplication check. If you want to change the AGS ID, please click "Change AGS ID" button that will appear after duplication check.

Check Duplication

ADD AGS

Details of AGS

AGS ID (Name/ID no. of aerosol-generating system) ⓘ

If you wish to change AGS ID, the data you have entered will be hidden. The data will be retained and will be displayed after checking duplication of the new AGS ID.

Change AGS ID

AGS Type

☒ Cooling Tower

Upload Photo of AGS (.png, .jpg, .jpeg - Maximum file size is 5MB)

Choose File

Upload Schematic Diagram / Drawing of AGS (.pdf - Maximum file size is 5MB)

Choose File

Location ⓘ

No. of CT cells sharing the same basin

Date of First Operation

Select Date

Water Source

Select Water Source

Drift Eliminator Installed?

☒ Yes ☐ No

☐ I have a waiver documentation.

- 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, you are required to upload the corresponding waiver approval documents for the use of the alternative water source.
- 7. Indicate whether your CT has drift eliminator. If 'No' selected, you are required to upload the corresponding waiver approval documents.

Note: AGS owner are required to start Heterotrophic Plate Count (HPC) testing from the following month after CT registration and *Legionella* Bacteria Count (LBC) testing and submission within the following 3 months of registration.

Address of AGS

Address Type

Standard

Non-Standard

Postal Code

Block / House No

Street Name

Floor No (Optional)

Unit No (Optional)

Building Name (Optional)

Type of Premises

Select Type of Premises



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.

Details of Person In Charge

Name

Title

Name of the Registered Company/Business

NRIC / FIN / Passport No.

Address Type

Standard

Non-Standard

Postal Code

Retrieve

Block / House No

Street Name

Floor No (Optional)

Unit No (Optional)

Building Name (Optional)

ADD AGS

Payment Details

Total Amount

100

Back

Save as Draft

Next

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'.

Confirmation



Step 1 of 2: Organisation Information

General

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.

Back

Submit

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

- Contact NEA if you face any errors or require clarification.

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

3. Click 'Submit'.



SUCCESS

Dear Sir/Madam,

You have successfully submitted the application for registration of aerosol-generating system(s).

Please proceed to make payment to confirm your booking (if you applied for registration).

We will process your information and get back to you soon.

Thank you.

Transaction No.
APP-ARADT-20210805-19166

Submission Time (GMT+8)
Thursday, August 5, 2021 3:28 PM



[Proceed to Payment](#)

[Back to My Dashboard](#)

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, use screenshot of this page and please refer to pg 22 - 23.

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Temporary Shutdown	: Pages 18 – 19
Update Contact Details	: Pages 20 - 21

Registration, Amendment, De-Registration, Temporary Shutdown, and Update Contact Details of AGS



This submission is for ...

- ☐ Registration
- ☒ Amendment
- ☐ De-Registration
- ☐ Temporary Shutdown
- ☐ Update Contact Details

1. Choose 'Amendment'.

Retrieve AGS

NEA ID

Retrieve AGS

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.

Amendment of AGS Details

AGS ID (Name/ID no. of aerosol-generating system) ⓘ

If you wish to change AGS ID, the data you have entered will be hidden. The data will be retained and will be displayed after checking duplication of the new AGS ID.

Change AGS ID

AGS Type

Cooling Tower

Upload Photo of AGS (.png, .jpg, .jpeg - Maximum file size is 5MB)

Choose File

Upload Schematic Diagram / Drawing of AGS (.pdf - Maximum file size is 5MB)

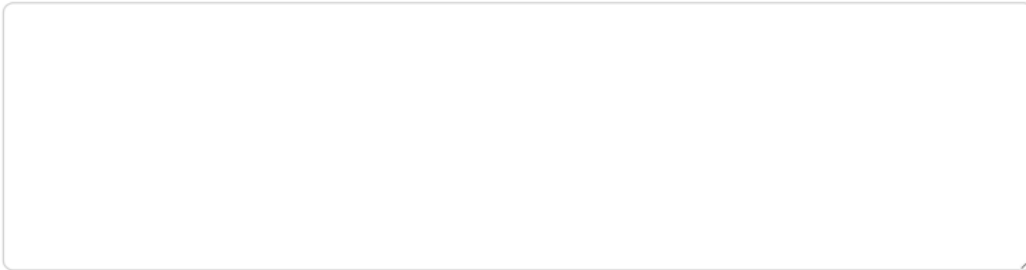
Choose File

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.

Amendment Details

Reason for Amendment



1. Scroll down the page of Amendment to 'Amendment Details'.

2. Provide the inputs in 'Reason for Amendment' fill.

Payment Details

Total Amount



Back

Save as Draft

Next

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

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Registration, Amendment, De-Registration, Temporary Shutdown, and Update Contact Details of AGS



This submission is for ...

- ☐ Registration
- ☐ Amendment
- ☒ De-Registration
- ☐ Temporary Shutdown
- ☐ Update Contact Details

1. Choose 'De-registration'.

Retrieve Submission of AGS

Application No 

Retrieve AGS

2. Input Application No. (Please indicate as 'APP-ARADT-20XXXXXX-XXXXX', and remove any additional space before and after the Application No. (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.

Reason for De-Registration

Select Reason for De-Registration

Upload Supporting Documents (.pdf - Maximum file size is 5MB)

Choose File

Payment Details

Total Amount

0

BackSave as DraftNext

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.

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Registration, Amendment, De-Registration, Temporary Shutdown, and Update Contact Details of AGS



This submission is for ...

- ☐ Registration
- ☐ Amendment
- ☐ De-Registration
- ☒ Temporary Shutdown
- ☐ Update Contact Details

1. Choose 'Temporary Shutdown'.

Retrieve AGS

NEA ID

Retrieve AGS

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

Start Date of Temporary Shutdown

Select Date



End Date of Temporary Shutdown

Select Date



No. of Days of Temporary Shutdown

Reason for Temporary Shutdown

Upload Supporting Documents (.pdf - Maximum file size is 5MB)

Choose File

Payment Details

Total Amount

0

Back

Save as Draft

Next

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 temporary shutdown. 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.

Registration, Amendment, De-Registration, Temporary Shutdown, and Update Contact Details of AGS

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This submission is for ...

- ☐ Registration
- ☐ Amendment
- ☐ De-Registration
- ☐ Temporary Shutdown
- ☒ Update Contact Details

Update Contact Details

Note

Please tick all the NEA ID's that require updating the contact details. The contact email of each selected AGS ID will be updated to the email address given in the Organisation Information Contact Details section.



Service No.

Premise Address

Contact Email

☐	Service No. ▾ NEA ID of AGS	Premise Address ▾	Contact Email ▾
☐			
☐			
☒			
☐			
☐			

1. Choose 'Update Contact Details'.

- All NEA IDs registered under the AGS owner/occupier will be displayed in the table.

2. Search for any NEA ID/Premise Address/Contact Email using the search bar.

3. Alternatively, click on the filter button to search accordingly.

Registration	: Pages 6 – 12
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Update Contact Details:	Pages 20 - 21

Update Contact Details

Note

Please tick all the NEA ID's that require updating the contact details. The contact email of each selected AGS ID will be updated to the email address given in the Organisation Information Contact Details section.

Q Y

☐	Service No. ▼ NEA ID of AGS	Premise Address ▼	Contact Email ▼
☐			
☐			
☒			
☐			
☐			

⏪ ⏩

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Displaying Row 1 - 5 of 91 items

1. Select the NEA ID(s) that require updating of contact details by ticking the checkbox. You may select one or more NEA IDs to bulk update the contact email address.

Note: Only select the NEA ID(s) you wish to update the contact email to the email address provided in the contact details section (Page 5).

1 selected

☐ I confirm the selected NEA ID(s) require contact detail updates and the information I will provide will be true, accurate and complete.

2. Check that the correct NEA ID(s) are selected for the contact detail update.

3. Click 'Next' to finish the process.

Back

Save as Draft

Next

Note: If you need to update the contact details of additional contact person(s), please submit a separate application for each contact person.

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

A Singapore Government Agency Website



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Who We Are

Hello

ABC Public Accounting Firm



MY NEA

Dashboard

My Submissions

My Appointments

My Payments

My Documents

My Pending Actions

Dashboard

Dashboard



Note

All completed transactions will be **archived upon 6 months** from the completion date and all drafts will be **removed upon 3 months** from the last saved date.

Pending Application
Resubmission



0

Pending Payment



6

Upcoming
Appointments



0

Drafts



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2.

My NEA

View Profile

Log out

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

A Singapore Government Agency Website



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Who We Are

Hello ABC Public Accounting Firm



MY NEA

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My Payments

OUTSTANDING

4. TRANSACTIONS

5.

Search...



Transaction No. ▼	Status ▼	Amount ▼	Payment Date ▼	Action
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	6.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

6.



- Click on 'Transactions'.
- 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.
- 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 Registration'

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

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

Estimated time required: 30 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

3. Click on 'Aerosol-Generating Systems', then click on 'AGS Registration'.

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

Troubleshooting - How to view previous submission

Log in to NEA ePortal and follow the instructions:

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

Hello  i.

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 My NEA

 View Profile ii.

 Log out



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 My Appointments

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Home > My Submissions

My Submissions iv.

DRAFT

IN PROGRESS

COMPLETED

Add New

Reference No. v.

Application

Status

Submission Date

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.