

Step-by-Step User Instruction for Aerosol- generating Systems (AGS) Lab Result Submission

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1. Introduction to 'AGS Lab Result Submission' page

Login Procedures

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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

1. On your desktop, go to <https://www.eportal.nea.gov.sg/category/Public%20Health>. Do ensure you are logged out of SingPass before assessing the link.
2. Click on 'AGS Lab Result Submission'.

1. Introduction to 'AGS Lab Result Submission' page

Submitting AGS water quality lab results to NEA

AGS Lab Result Submission

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). A step-by-step user instruction can be found at <https://go.gov.sg/instruction-on-ags-lab-test-result-submission>

This form takes about 30 minutes to complete.

You Will Need:

- CorpPass access to digital service (NEA) "NEA E-SERVICES"
- Lab Test Results excel sheet using the prescribed template found [here](#) (if you wish to perform bulk submission) - for **WOG** users, please change the security classification of the template to "Restricted/Sensitive High" or lower, before uploading the file.
- NEA ID (NEA's issued unique registration number) of AGS which water quality lab test results are submitted for
- Failed Sample Reference Number for re-submission of lab test results for failed results

You Should Know:

- This form should not be used to submit water quality lab test results for aquatic facilities (swimming pools, water playgrounds, interactive water fountains, multi-use spa pools).
- The testing and submission frequency of the respective water quality parameters are as follows:
 - (i) Heterotrophic Plate Count (HPC): test monthly, submission is not required
 - (ii) *Legionella* Bacteria Count (LBC): test and submit once every 3 months, with results submitted no later than the 14th of the following month
- The CorpPass accounts of either owners/occupiers or SAC accredited laboratories engaged by the owners/occupiers, are to be used for all lab result e-services.
- "Amendment" e-service is only for lab results which are submitted individually (not in bulk).
- Please use the latest Excel bulk-upload template downloaded from the [NEA website](#). Do not amend the Excel template in any way and follow the instructions provided. Any modifications to the template will render your submission INVALID, or cause your results to be not recorded or incorrectly recorded in the system even if the file is accepted by NEA ePortal. Results must be submitted in the manner and within the timeline required by NEA.

Service Fees:

No Service fee required.

Continue With:

Organizations

Log in with singpass

After reading through the lab result pre-submission information, click 'Log in with Singpass'.

Alternatively, log in using your company's CorpPass under sub-header 'Organizations'

Note: Only owner/occupier's or SAC-accredited lab's CorpPass account is accepted

 A Singapore Government Agency Website [How to identify](#) ▾



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Login

To access all of ePortal's features, login is required. Please select from one of the login methods.

Individuals

[Log in with singpass](#)

Organizations

[Log in with singpass](#)

To submit AGS Lab Results, sign in through this link.

[I don't have a Singpass](#)

Select owner/occupier or Accredited lab

Organisation Information



General

Organisation Name

UEN

CorpPass Login (Use NRIC tagged to CorpPass)

I am the ...

☒ Owner/Occupier

☐ Accredited Lab

1. This information is auto-filled (based on company's CorpPass details).

2. Select either 'Owner/Occupier' or 'Accredited Lab'.

- If 'Accredited lab' is selected, a button 'Validate Lab UEN' will appear. Click on it. If an error message appears, contact NEA. Your lab is not listed in the system as an accredited lab.

Input details of your company's contact person

Contact Person

Name

Title ▼

Mobile No. ⓘ

+65

Other Contact No. (Optional) ⓘ

Code ▼

Email Address

Save as Draft

Next

1. Scroll down to the 'Contact Person' section.
2. Fill in the contact details of the Person In Charge of the AGS. Ensure the details are valid and up-to-date for correspondence and notifications from NEA to be sent to the correct email address.
 - We strongly recommend using a group or shared mailbox email address rather than an individual one.
3. Then click 'Next'.

Routine Submission – Bulk Submission

This submission is for ...

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

→ 1. Select 'Routine Submission'.

Lab Test Result of AGS

The submission is for ...

- ☐ Individual Submission
- ☒ Bulk Submission

→ 2. Select 'Bulk Submission'.

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

Your submission will be rendered **INVALID** if any of the instructions in the Excel bulk-upload template are not strictly followed.

Download the Excel template [here](#).

Choose File

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

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Save as Draft

Next

→ 4. Click 'Next'.

Note:

1. 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. Use this latest Excel template retrievable from NEA website at <https://www.nea.gov.sg/our-services/pollution-control/water-quality/aerosol-generating-systems>.

2. The 'Individual Submission' module is not available. Please submit via 'Bulk Submission' instead.

Lab Results for Aerosol-Generating Systems

Confirmation



Step 1 of 2: Organisation Information

General

Organisation Name

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.

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Submit

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

2. Check all the information and bulk submission file uploaded in the 'Confirmation' page to ensure they are correct and accurate.

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

- Please notify NEA should there be any errors or clarifications required.

4. Click 'Submit' to complete the process.

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.

Key in the lab test results in the Standard Excel Template

General information

If counts are not detected, please input < detection limit number (e.g. <1)

S/N *	NEA ID *	Date of sampling (yyyyMMdd) *	Date of Analysis (yyyyMMdd) *	Submission Type *
	(Note: Format of NEA ID, issued by NEA, should be of NEACTYYXXXXXX)		(Note: Date of Analysis must be a later date than date of sampling)	(Note: "All": Submit HPC and Total LBC "Monthly": Submit HPC only "Quarterly": Submit Total LBC)

Total *Legionella* Bacteria Count (required to fill in)

K	L	M	N	O	P	Q	R
Total Legionella Bacteria Count (Total LBC)							
Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Total <i>Legionella</i> Bacteria Count (Regulatory Limit: ≤ 10 CFU/ml) (Note: Pls input the numbers only, without comma. Signage (<) is allowed)	<i>Legionella pneumophila</i> SG1 (optional) (Note: Pls input the numbers only, without comma)	<i>Legionella pneumophila</i> SG2-15 (optional) (Note: Pls input the numbers only, without comma)	Other <i>Legionella</i> spp (optional) (Note: Pls input the numbers only, without comma)

Heterotrophic Plate Count (optional)

F	G	H	I	J
Heterotrophic Plate Count (HPC)				
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 (Regulatory Limit: ≤ 100,000 CFU/ml) (Note: Pls input the numbers only, without comma. Signage (<) is allowed)

Key in the lab test results in the Standard Excel Template

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
If counts are not detected, please input '<' detection limit number (e.g. '<1')					Heterotrophic Plate Count (HPC)					Total Legionella Bacteria Count (Total LBC)							
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 (Regulatory Limit: ≤ 100,000 CFU/ml)	Testing Lab UEN	Sample Reference No/Lab Report ID	Test Method	Detection limits of test method	Total Legionella Bacteria Count (Regulatory Limit: ≤ 10 CFU/ml)	Legionella pneumophila SG1 (optional)	Legionella pneumophila SG2-15 (optional)	Other Legionella spp (optional)
(Note: Format of NEA ID, issued by NEA, should be of NEACTYXXXXXX)			(Note: Date of Analysis must be a later date than date of sampling)	(Note: "All": Submit HPC and Total LBC "Monthly": Submit HPC only "Quarterly": Submit Total LBC)					(Note: Pls input the numbers only, without comma. Signage (<) is allowed)					(Note: Pls input the numbers only, without comma. Signage (<) is allowed)	(Note: Pls input the numbers only, without comma)	(Note: Pls input the numbers only, without comma)	(Note: Pls input the numbers only, without comma)

Field	Description
S/N	Indicate as '1', '2', '3', etc
NEA ID	Indicate as 'NEACT22XXXXXX' Remove any additional space before and/or after the NEA ID (if any).
Date of Sampling	Indicate as YYYYMMDD.
Date of Analysis	Indicate as YYYYMMDD.
Submission Type	If only submitting HPC results for the month, select ' Monthly '. If only submitting LBC results for the month, select ' Quarterly '. If submitting both HPC and LBC results, select ' All '.
Detection limits of test method	It refers to the <u>minimum</u> level that a test result can be consistently detected (not to be confused with regulatory limit, i.e. '100,000' for HPC and '10' for LBC). Check with your laboratory as the detection limit values are unique to lab equipment and lab analyst.
Total Legionella Bacteria Count	Input the numbers only , without comma. Signage (<) is allowed. If result is 'Not Detected', indicate '<' in front of the value of detection limit. Eg. if detection limit is 1, then the value will be '<1'. Do not input unit of measure, i.e. 'CFU/ml'
Columns P, Q and R	If lab report has no information on these fields, please leave it <u>blank</u> .

Important pointers:

1. Do not amend/add/remove/hide any rows/columns/worksheet(s), 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 to clarify with NEA first before submitting the information (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).

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
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 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

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

 My Payments

 My Documents

 My Pending Actions

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.