

## COOLING TOWER REGISTRY FREQUENTLY ASKED QUESTIONS (FAQS)

QUESTION	ANSWER
The person previously responsible for reporting no longer works for the company. How do we get access to the account?	<p>In order to gain access to the registered cooling towers, you will have to fill out a <a href="#">change of account ownership form</a> and email the completed form to <a href="mailto:cooling.tower@health.ny.gov">cooling.tower@health.ny.gov</a>. Once received, the NYSDOH will be able to transfer the tower(s) out of the old account and into the new one.</p> <p>Please have the person responsible for reporting on the tower(s) create a new account at <a href="https://ct.doh.ny.gov">https://ct.doh.ny.gov</a> before submitting your form. If the new account isn't created, the tower(s) cannot be transferred.</p>
How do I enter data into the cooling tower portal?	The NYSDOH has created a <a href="#">user guide</a> with screen shots for your reference.
My cooling tower was registered twice, but under a different account. How do I delete the duplicate?	To delete a duplicate tower, one tower must be transferred into the current account. A <a href="#">change of account ownership form</a> must be filled out and sent back to <a href="mailto:cooling.tower@health.ny.gov">cooling.tower@health.ny.gov</a> . Once the form is received, the duplicate account will be transferred to the account listed on the form. At this point, you will be able to login to your account and delete the duplicate tower.
How do I register for a new account?	In order to register a cooling tower in a new account, you must create an account in the cooling tower portal at <a href="https://ct.doh.ny.gov">https://ct.doh.ny.gov</a> .
How do I retrieve my username/password?	On the cooling tower login portal page, there are two options under the sign in box for "forgot password" or "forgot username." Once you choose the option to reset, the system will send you through prompts to assist. <b>**Please note:</b> Make sure you are on <a href="https://ct.doh.ny.gov">https://ct.doh.ny.gov</a> in order to reset the cooling tower portal only.
I tried to login multiple times and got locked out of my account. How do I get my account unlocked?	To unlock your account, please contact 1-844-891-1786 OR 1-800-697-1323. You can also make a request by email to: <a href="mailto:Fixit@its.ny.gov">Fixit@its.ny.gov</a> .
Where is the option to upload documents into the registry?	There is no requirement to upload documents into the registry. Please refer to <a href="#">Subpart 4-1, Section 4-1.3</a> for information regarding electronic reporting requirements.
How do I locate a cooling tower's New York State unique equipment ID number or check to see if a tower was previously registered?	You can visit the <a href="#">New York State Public Cooling Tower Registry</a> in order to locate a tower's unique equipment ID number.
My tower consists of multiple cells, but only one basin. Do I have to register all of the cells?	Cooling towers with multiple cells sharing one basin can be registered as one single tower. If multiple cells were registered separately, you can either delete all but one ID # and continue to update the remaining tower OR you can continue to update all cells that were registered.

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<p>I keep getting non-compliance notifications, but I entered updates. Why does this keep happening?</p>	<p>There are a few possible answers for your question:</p> <ol style="list-style-type: none"> <li>1. Your tower was previously registered by another individual and is now a duplicate tower in a stagnant account. Refer to the question regarding cooling towers with multiple registrations.</li> <li>2. Your browser may not be accepting your changes. Try logging in from a different browser to enter updates.</li> <li>3. NYSDOH weekly cooling tower report updates occurred prior to when you entered the data and will be reflected in the following week's report.</li> <li>4. There may be a date entry error (e.g. 2018 instead of 2019).</li> <li>5. Your tower was shut down for the season, but a shutdown date was not entered, and the system recognizes it as still active.</li> <li>6. You are typing the dates into the date box. The dates <b>will only be accepted</b> if the calendar date picker located to the right of the box is used.</li> </ol> <p>If your tower is still non-compliant and the aforementioned reasons have been addressed, please contact your local health department or <a href="mailto:cooling.tower@health.ny.gov">cooling.tower@health.ny.gov</a>.</p> <p>If your tower is receiving notifications from the New York <b>City</b> registry, please contact them directly at <a href="mailto:ctcompliance@health.nyc.gov">ctcompliance@health.nyc.gov</a>.</p>
<p>My tower is already registered with New York City. Do I have to register with New York State too?</p>	<p>Yes. If your tower is in New York City, your tower must be registered in both the New York State and New York City cooling tower registries. For other New York City inquiries, you must contact them directly at:</p> <p><a href="mailto:ctcompliance@health.nyc.gov">ctcompliance@health.nyc.gov</a> OR (718) 786-6004.</p>