

Digital Services

Request a falcon passport

User Guide

Table of Contents

ntroduction	1
Overview	1
Getting Started	2
Logging in MOCCAE Website	2
View/Update Customer Profile	5
Running the 'Go Digital' Services	6
Changing the Interface Language	7
The User Dashboard	7
Jsing the 'Go Digital' Services	8
Digital Services Overview	8
Starting a New Request	8
How to Pay for a Digital Service1	0
Retrieve a Service Request1	2
View or Download a Certificate1	4
apply for Request a falcon passport1	4

Introduction

This guide is developed to help clients and business entities to use the MOCCAE digital services. It will include an overview on how to use the portal, then detailed step-by-step instructions on how to use each service: a brief description about the service, what you need to know or to do before using the service, how to input the required information, how to upload documents, and what to expect upon completing the service.

Overview

The digital services platform 'Go Digital 🖑 ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities.

It also features proactive communications, such as reminders, eligibility notifications, and informative messages that automatically anticipate the services customers need without receiving application requests. Moreover, it will include a comprehensive customer database and service history to facilitate service application and delivery.

The portal is very easy to use, and it can be accessed in Arabic or English. It is designed to improve customer experience and enhance customer happiness.

Getting Started

Logging in MOCCAE Website

First you need to log in to the MOCCAE website.

- 1- Open your browser then navigate to MOCCAE website https://www.moccae.gov.ae/
- 2- Click on the *Login* icon.



Figure 1 – MOCCAE Website Home Page

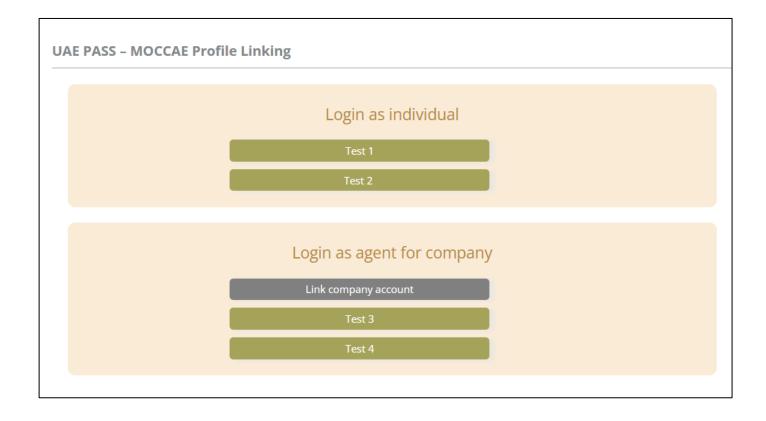
3- Click on Sign in with UAE PASS.

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	Login			
Useful Links				
Login >	🔞 Sign in with UAE PASS			
Book Appointment				
View Appointments	A single trusted digital identity for all citizens, residents and visitors			
Electronic Refund				
Digital Services User Manual >				
Digital Certificates and Permits Hub				

4- Enter Emirates ID or Phone or Email which has been registered in UAE pass

Login to UAE PASS	
Emirates ID, email, or phone eg. 97150000000	
Login	
Figure 2 - Login Page	

5- Select the account then You will be logged in successfully and directed to MOCCAE survey page.



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^	Survey					
	What are your favorite channels to apply for service?	Ocustamer Service Centers Owebatte Ocall Center OMobile				
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Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Ocal Center OMobile				
Electronic Refund		Osocial Media (Twitter: Facebook: Youtui OMedia (newspapers, magazines, radio, Other	e. Instagram) IV interviews)			



View/Update Customer Profile

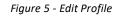
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PART	ICIPATION	ME	DIA CENTER	Q	Edit Profile
HOME • WORKSPACE • Mir	histry Of Clin	nate Change And Environment - Su	rvey						Change Password
\frown		Survey						Ċ	Sign Out
GO DIGITAL	>	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile						
Useful Links			Oother						
Initiate Request	>	What are your favorite	OCustomer Service Centers						
Financial Transactions	>	channels to communicate?	Owebsite Ocall Center Omobile						
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Figure 4 - Update Profile

You will be directed to *Edit Profile* view to modify account details.

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	LEGISLATIONS OUR SERVICES KNOWL	EDGE E-PARTICIPATION MEDIA CENTER	OPEN DATA
HOME • WORKSPACE • Ministry Of Cli	mate Change And Environment-Edit Profile		屆 A- A+
GO DIGITAL	Edit Profile		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		

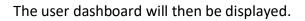


Running the 'Go Digital' Services

The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \bigotimes to the left of the homepage.

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ABOUT THE MINIS	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
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GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite OCall Center OMobile			
Useful Links		1	Oother			
Initiate Request	\rightarrow	What are your favorite	OCustomer Service Centers			
Financial Transactions	\rightarrow	channels to communicate?	Owebsite Ocall Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youtut OMedia (newspapers, magazines, radio, 1 Other			

Figure 6 - 'Go Digital' Icon



My Licenses For Practicing Activities			My Licenses F Practicing Pro		Registration a Approved cert		Material Balanc Cities	es &
Active	Expired		Active	Expired	Active	Expired	Material	cites
D	0		0	0	0	0	0	0
Show Details		0	Show Details	0	Show Details	0	Show Details	0
My Reque				ALL		• 5 •	Q Search	

Figure 7- My Dashboard

1

Changing the Interface Language

The 'Go Digital' is a bilingual platform. It can be displayed in English or Arabic interface.

To switch to the other interface language, click on the language icon on the top right corner of the main screen.



The User Dashboard

The 'Go Digital' user dashboard displays information related to customer's requests and licenses, allows the user to create a new request and take actions.

The dashboard displays the following buttons:

	To notify the customer about any messages related to his request to take the proper actions
A	To inform the customer with any notifications
My Statistics	To display statistics about the customer's requests
(+) New Request	To start a new request

Table 1 - Dashboard Buttons

The dashboard also displays information related to customer's licenses, registrations and certificates, and material balances and cites classified into four categories (see below figure). Click the expand arrow on each service card to display more details about the specific service category.

My Licenses Practicing A			My Licenses Practicing P			Registration Approved co		Material Bal Cities	lances &
Active	Expired		Active	Expired		Active	Expired	Material	cites
0	0		0	0		0	0	0	0
Show Details		0	Show Details		0	Show Details	0	Show Details	0

Figure 8 - Dashboard Digital Service Categories

The last section of the dashboard lists all customer's requests along with their current status.

My Licenses Practicing P	s For Professional	My Licenses For B	oats	My Agriculture a Animal Possess	ind ions	Cities Balance and Falcon Passport	
Active O Show Details	Expired O	Active 2 Show Details	Expired 1	Active 1 Show Details	Expired 1	Active Exp 0 0 Show Details	pired
	ests Jest Number 195 Requests		ALL		• 5 •	Q Search	
Request Dat	•	Status					
Sunday, Ma	10 #Q-14052023-479724 ay 14, 2023 Icon Identification Rings	Finish	ed		O View	View/Send Messag	5

Figure 9 - Customer's Requests List

Using the 'Go Digital' Services

Digital Services Overview

The 'Go digital' portal provides digital services for customers to complete their required transactions with MOCCAE.

The offered digital services are classified into main categories. Each category includes a number of services.

Starting a New Request

1- To request a new digital service, click on *New Request* on the dashboard. The following screen will display:

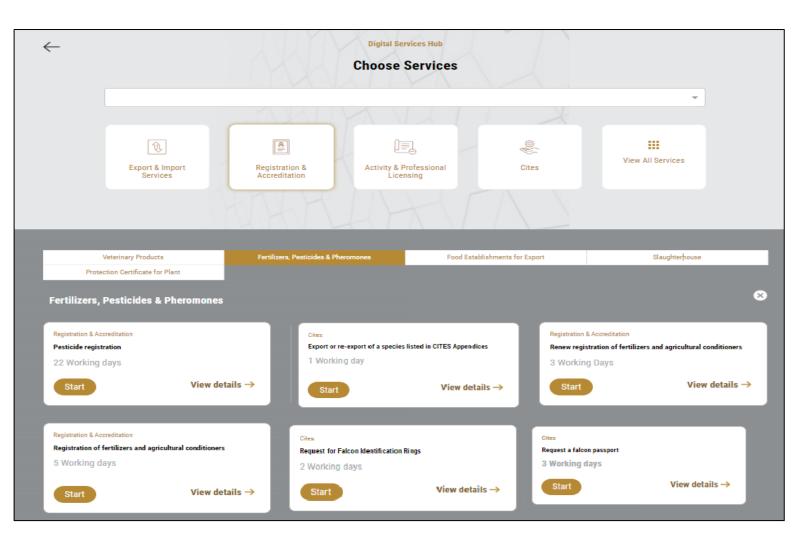


Figure 10 – Service New Request

- 2- Choose the required service either by:
 - Selecting the required service from the dropdown list to display the required service card, or
 - Selecting the service category, then the service subcategory to display all available services catalogue.

Each service card shows the service category and name, as well as the time needed to complete the request.



Figure 11 - Service Card

3- Click on *Start* (Start) to start the new request.

You can click on *Save as Draft* at any view to save all the task information you entered for later viewing or editing.

The following sections will guide you in using the available digital services. Each section will describe the service, list the service terms and conditions, and will guide you to create the service request and what to expect when the service is completed.

How to Pay for a Digital Service

Once you complete filling in the service request form, in the request review page and after checking in the *I agree to the Terms and Conditions* box, click on *Pay Now* . You will be then directed to the payment gateway.

	UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغييس المساخسية والجبيسات		
-	E			
	Method	Confirm		
	Select the require	ed payment method		
	Card GPay			
	Bank Transfer			
Cancel Process			Calculate F	Price

1- Choose your payment method (Card or Bank Transfer) then click *Calculate Prices*.

Figure 12 - Payment Gateway

2- The fees details will be calculated and displayed. Click on *Proceed with Payment*.

		Ministry of Climate					
			e Change and ime left: 00:0		nt		
		•					
		Method	Confi	irm			
Description			Amount	Tax Amount	(AED)	Quantity	Total With Tax Amount
Service name that ha	s been requeste	ed	AED	0.00 AED		5	AED
Total							AED
Request Fees Description	Amount	Tax Amount (AE	ED)		Total Wi	th Tax Amoun	t
	450	1.02 AED			AE		
Card Charges	AED	TOL PILO			AE	D	

Figure 13 - Service Fees Details

3- Enter your Credit Card details then click on Pay Now.

	UNITED AF MINISTRY OF CLIA & E	AB EMIRATES MATE CHANGE NVIRONMENT	الإمارات الع وزارة التـغيـــر الله والــ				
	Ministry of Climate Change and Environment Total Payment: 3021.42 AED Session time left: 00:06:03						
	Ì		(G Pay)				
Caro	lholder Name						
Ca	ardholder Name						
Card	l Number						
x	XXX XXXX XXXX XXXX						
Mor	th	Year	cvv				
M	onth	Year	***				
	I agree to Terms&Conditions Pay Now						
	Cancel Process	С	hange Payment Method				

Figure 14 - Credit Card Details

4- Once the payment is complete and successful, you will receive a confirmation message, the service request status will turn to *Initial Review*.

Paym	ent Success	sfully
Receipt Reference Number	(2)	e756ea25-5fa7-4d59-9e39- 349c9cbc3cf8
Date & Time		04/06/2023 11:58:58 AM
Payment Method	1	Card
Card Charges	1	0.71
Total Amount	Ŧ	
Fee Name	Amoun	t Quantity
Service name will appear here		1

Figure 15 - Payment Confirmation

Retrieve a Service Request

You can retrieve a previously created request to review the request information only or to take further actions.

1- From the dashboard, enter the search by the request number. You can also select the request status to limit the search results.

Or, you can directly locate the request in the list of requests.

My Licenses Practicing P	s For professional	My Licenses	For Boats	My Agricult Animal Pos	ture and sessions	Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active E	xpired
0	0	2	1	1	1	0 0)
Show Details	0	Show Details	0	Show Details	•	Show Details	0
My Reque	ests lest Number		ALL		v 5 v	Q Search	
	195 Requests						
Request Dat	la	S	tatus				
REQUEST	10 #Q-14052023-479724						
Sunday, Ma	iy 14, 2023						
Request	a falcon passport-Issu	ance	inished		© Vev	View Send Mes	sages



2- You can take any of the following actions on the selected request:

Button	Description
Cancel 👼	To cancel and delete the request
	whether it is saved as draft or
	pending payment
Pay Now 🛤	To pay for a previously created
	request but you opted to pay the
	fees at a later time using the Pay
	Later option
View 🎡	To view request details and make
	changes if required
View/Send Message	To communicate directly with
	MOCCAE employee by sending and
	receiving messages regarding your
	request
View Payment Receipt	To view the request payment receipt
, , ,	if it has been already paid
View Payment Receipt	To view the request payment receipt

Table 2 – Service Request Actions

View or Download a Certificate

1- Select the service category. The list of available certificates will be displayed.

My License Practicing F	s For Professional	My Licenses I	For Boats	My Agricult Animal Poss	ure and sessions	Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active Exp	pired
0	0	2	1	1	1	0 0	
Show Details	•	Show Details	0	Show Details	0	Show Details	0
My Requ	ests						
Enter Requ	uest Number		ALL		▼ 5 ▼	Q, Search	
Showing 3 of	195 Requests						
Request Da	ta	S	tatus				
REQUEST	NO #Q-14052023-479724						
Sunday, Ma	ay 14, 2023						
Request	a falcon passport-Issu	lance	Finished		O Verr	View Send Message	5

2- Locate the required certificate, then click on ² to view and download the certificate, or click on ² to view the service request.

Request a falcon passport

Show Service Card

apply for Request a falcon passport

From the dashboard, click on New Request. See Starting a New Request.

- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* Start . The Applicant information view will be displayed.
- 3- Add the Applicant Information by:
 - a. Selecting the applicant's name from the list, if available
 - Or

b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.

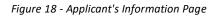
The applicant's information will be displayed.

Request a falcon passport			
Applicant Information			
Applicant Name *			
	•	Edit Applicant Information	New Applicant
			Next

Figure 17 - Select Applicant Name

4- If necessary, you can update the applicant's Mobile Number and Email ID where the applicant will receive all service-related messages.

equest a falcon pass	sport		
Applicant Information			
Applicant Name *			
	Ŧ	Cancel Adding	
O ID		Passport	
ID No. *			
784-		Verify ID No.	
Emirates ID format 784-XXXX-XXX			
Name *		Mobile No. *	
		Example: 00971123456789	
Email		Example, 00971120400709	
Preferred Language *			
 Arabic 	English	🔿 Urdu	
		Ne	ext



5- Click Next, then the service details view will be displayed, to Fill the required information

Delivery Details	Delivery Details			G
alcons Details	Falcon passport for UAE r period of three years from		idents holding valid UAE ID card validity	
alcons List	period of three years non	runte of 1350c		
	Falcon passport for non-U period 10 days from date		r non-holders of valid UAE ID validity	
	Delivery Company Details			
	Emirates Post			
	Delivery Type *			
				-
	Emirate *			
				-
	Area *			
				-
	Mobile Number *			
	00971 Example: 00971123456789			
	-			
	Address *			
	Please make sure to write all detai	ils (flat/Villa No, s	treet No, building No,) to avoid delivery dela	y
	original identification ring bear full legal responsibil	g is closed on th lity when violations within the co	of the falcon's Information, and that the ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences.	. 1
	original identification ring bear full legal responsibil legislation that are in fore	g is closed on th lity when violations within the co	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is	. 1
	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full respo	g is closed on th lity when violations within the co	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is	. 1
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	original identification ring bear full legal responsibil legislation that are in ford incorrect; I bear full respo Falcons Details New Ring No. *	g is closed on th lity when violatii ce within the co onsibility for the	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement	. 1
	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full respo Falcons Details New	g is closed on th lity when violatii ce within the co onsibility for the	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement	. 1
	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full response Falcons Details New Ring No. *	g is closed on th lity when violatii ce within the co onsibility for the	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement Certificate Number	. 1
	original identification ring bear full legal responsibil legislation that are in ford incorrect; I bear full respo Falcons Details New Ring No. *	g is closed on th lity when violatii ce within the co onsibility for the	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement	. 1
	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full response Falcons Details New Ring No. * Falcon Type *	g is closed on th lity when violatii ce within the co onsibility for the	e falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement Certificate Number Country of origin *	. 1
	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full response Falcons Details New Ring No. *	g is closed on th lity when violatii ce within the co onsibility for the	ne falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement Certificate Number	. 1
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	original identification ring bear full legal responsibil legislation that are in fore incorrect; I bear full response Falcons Details New Ring No. * Falcon Type * Sex * Source * PIT No.	is closed on the lity when violatilice within the co- onsibility for the Renew	e falcon's leg and is of appropriate size ng the relevant laws, regulations and untry and in the case the information is e consequences. Damaged Replacement Certificate Number Country of origin * CITES Appendix No *	. 1

Figure	19 -	Service	Information
FIYUIE	19-	SEIVILE	mjormation

6- Click *Next*, then the Attachments view will be displayed.

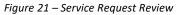
Request a falcon passport	
A photocopy of the old falcon passport	
Upload a File	
A waiver of property	
Upload a File	
Copy of Emirates ID (in case of UAE National or Resident) / Passport copy (in other case)	
Upload a File	
Copy of the CITES certificate under which the falcon introduction of the State	
Upload a File	
Original spawning certificate	
Upload a File	
Back	

Figure 203 - Attachments Page

7- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

8- Click Next to review your request.

Request a fal	con passport	
Type Details	Type Details	
Falcons List	Delivery Type Express delivery service within two working days	Emirate Abu Dhabi
	Area ABU DHABI MALL	Mobile Number 00971009711234
	Address dfdsf	
	Falcons List	
	Falcon Type	Ring No.
	Peale's falcon	44444444444
	Accept Terms & Conditions *	
	Back	Submit



Accept Terms & Conditions *	
Back	Pay fees Pay Later

- 9- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
 - a. To pay the service fees later click on *Pay Later* **request**, then your request will be saved in your dashboard waiting for payment to be processed.

b. Click on *Pay Now* to pay for the service immediately. See <u>How to Pay for</u> <u>a Digital Service</u>

nday, May 15, 2023 Pending On Payment	UEST NO #EA-15052023-479732				
Pending On Payment Image: Comparison of the second sec					
employee for processing. You will be then notified by Email and SMS by the request status. It can either be: • Approved: Request is complete, and license is issued • Rejected: The service is not provided, and you will be notified by the reason • Returned: The request will be returned, and you will be notified with return reason for correction. You still need to resubmit the request for final decision 10- Once your request gets approved, the request status will change to <i>Completed</i> . You can then view or download your certificate. 11- Locate the completed request then click on show to download your certificate, or so to view the request. REQUEST NO #AOL-21102022-01324 Finday. October 21, 2022 Request a falcon passport-Issuance completed Download the certificate after click on View Figure 22 - Download or View Certificate Download the certificate after click on View Certificate Number Certificate Name		Pending On Payment			<u> </u>
Friday, October 21, 2022 Completed Image: Complete	em req • Ap • Rej • Ret rea 10- Once your then view c 11- Locate the	ployee for processing. You will be the uest status. It can either be: proved: Request is complete, and lie ected: The service is not provided, a curned: The request will be returned son for correction. You still need to request gets approved, the request or download your certificate.	nen notified by Em cense is issued and you will be not d, and you will be r resubmit the requ status will change	ail and SMS by tified by the rea notified with re- lest for final de to <i>Completed</i>	the ason turn cision . You can
Friday, October 21, 2022 Completed Image: Complete		,			
Figure 22 - Download or View Certificate Download the certificate after click on View	Friday, October 21, 2022	INCE Completed	л		_#
Download the certificate after click on View and icon then click Download Cutputs Certificate Number Certificate Name Certificate Name			buentian	Yes	Part Sand Messages
Download the certificate after click on View and icon then click Download Dutputs Certificate Number Certificate Name 23AE1838 Certificate Name					
Dutputs Certificate Number Certificate Name		Figure 22 - Download or View	Certificate		
Dutputs Certificate Number Certificate Name		A. 11-1 A. A. A.			
Certificate Number Certificate Name	Download the certificat	e after click on view 🚆 icol	n then click Downi	oad	
23AE1838 Certificate Name	Dutputs				
23AE1838 Certificate Name Download	Certificate Number	Certificate Name			
	23AE1838	Certificate Name		Ģ	Download
				\mathbf{U}	Download