

# **Digital Services**

## **Register an Agricultural Holding**

## **User Guide**

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### 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 covers all 115 services that MOCCAE offers to its customers.

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 <a href="https://www.moccae.gov.ae/">https://www.moccae.gov.ae/</a>
- 2- Click on the *Login* icon.



Figure 1 – MOCCAE Website Home Page

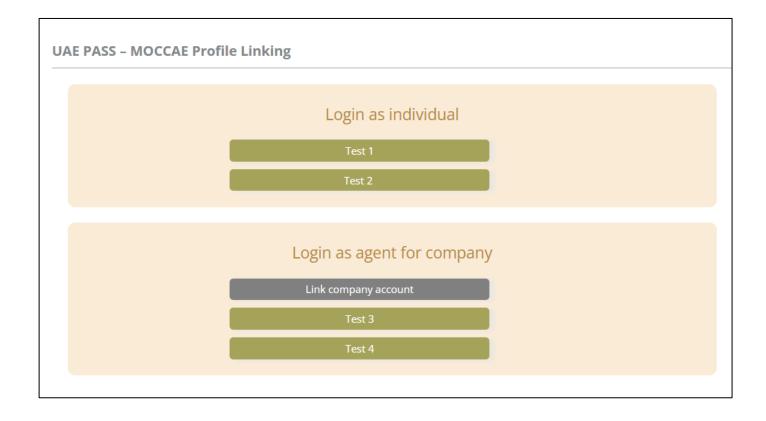
#### 3- Click on Sign in with UAE PASS.

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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. 971500000000	
Remember me	
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					
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocal Center OMobile				
Useful Links		Oother				
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Otal Center OMobile				
Electronic Refund		Official Media (Twitter, Facebook, Youtube, In Official (newspapers, magazines, radio, TV in Official	stagram) terviews)			



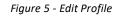
#### View/Update Customer Profile

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

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	Y LEGISLATIONS O	UR SERVICES KNOWLEDGE E-PARTICI	PATION MEDIA CENTER	Edit Profile
HOME • WORKSPACE • Minist	y Of Climate Change And Environment - :	urvey		( Change Password
$\frown$	Survey			ပံ 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		
Electronic Refund	>	Onoblie OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews)		

Figure 4 - Update Profile

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	LEGISLATIONS OUR SERVICES KNOWLEDG	GE E-PARTICIPATION MEDIA CENTER	R OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		□ A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory.		
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  $\bigcirc$  to the left of the homepage.

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Useful Links			Oother				
Initiate Request	>	What are your favorite	OCustomer Service Centers				
<b>Financial Transactions</b>	$\rightarrow$	channels to communicate?	Ovebsite Ocali Center OMobile				
Electronic Refund	$\rightarrow$		Osocial Media (Twitter, Facebook, Youtu OMedia (newspapers, magazines, radio, Ottiwe				

Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

My Licenses Practicing Ac	For ctivities		My Licenses Practicing Pro	For ofessional	Registrati Approved	on and certificates		Material Balan Cities	ces &
Active	Expired		Active	Expired	Active	Expired		Material	cites
0	0		0	0	0	0		0	0
Show Details									
		0	Show Details		Show Details	1	0	Show Details	d
Enter Reque	est Number	0	Show Details	A	Show Details	• •	5 ~	Show Details	0
My Reque Enter Reque Showing 0 of 0 Ri Request Data	est Number	0		Al			5 ~		G

Figure 7- My Dashboard

#### 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
	To inform the customer with any
	notifications
Hy Statistics	To display statistics about the
	customer's requests
(+) New Request	To start a new request
	Table 1 Dashboard Buttons

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 For Boats		My Agriculture and Animal Possessions			Cities Balance and Falcon Passport		
Active	Expired		Active	Expired		Active	Expired
0	0		0	0		0	2
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		My Licenses Fo	s For Boats My Agricul Animal Pos		and sions	Cities Balance a Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active	Expired
0	0	2	1	1	1	0	0
Show Details	0	Show Details	•	Show Details	0	Show Details	0
My Reque	ests						
	est Number		ALL		▶ 5 ►	Q Search	
Showing 3 of 1	196 Requests						
Request Dat	a	St	atus				
Sunday, Ma	IO #AD-14052023-479725  y 14, 2023 r cancellation of basic data of agricult	ural holdings- Fi	nished		O View	View/Sen	eg d Messages

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:

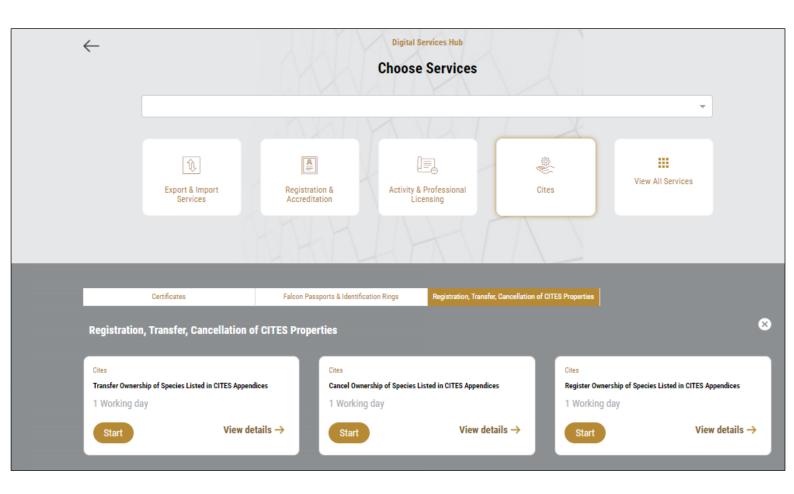


Figure 10 – Service New Request

- 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.

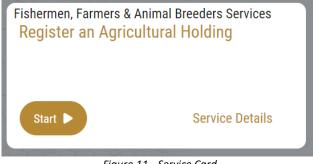


Figure 11 - Service Card

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.

#### 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.

My Licenses For Practicing Professional		My Licenses For Boats		My Agriculture and Animal Possessions		Cities Balance and Falcon Passport		
Active 0	Expired 0	Active 2	Expired	Active	Expired	Active Expired		
Show Details	0	Show Details	0	Show Details	•	Show Details	0	
My Reque	ests							
Enter Requ	est Number		ALL		✓ 5 ✓	Q Search		
Showing 3 of	196 Requests							
<b>Request Dat</b>	a	St	atus					
REQUEST N	REQUEST NO #AD-14052023-479725							
Sunday, Ma	y 14, 2023							
Modification or Issuance	cancellation of basic data of agricult	ural holdings- Fi	nished		O View	View/Send Messages		

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

Figure 12 - Select Request to Retrieve

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

Table 2 – Service Request Actions

#### View or Download a Certificate

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

My Licenses For Practicing Professional	My Licen	My Licenses For Boats		My Agriculture and Animal Possessions		Cities Balance and Falcon Passport		
Active Expired	Active 2	Expired			Expired	Active 0	Expired	
0 0 Show Details	Show Deta			Show Details	•	o Show Details	•	
My Requests Enter Request Number ALL V 5 V Search								
Request Data     Status								
REQUEST NO #AD-14052023-479725         Sunday, May 14, 2023         Modification or cancellation of basic data of agricultural holdings- Issuance         Finished         Very         Very								

2- Locate the required certificate, then click on <sup>2</sup>/<sub>2</sub> to view and download the certificate, or click on <sup>2</sup>/<sub>2</sub> to view the service request.

## Register an Agricultural Holding

**Show Service Card** 

#### apply for Register an Agricultural Holding

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

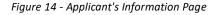
- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* . The Applicant information view will be displayed.

Modification or cancellation of basic of	lata of agricultural holo	lings
Applicant Information		
Applicant Name *	Edit Applicant Information	New Applicant
		Next

Figure 13 - Select Applicant Name

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

	on	
Applicant Name *		
	~	Cancel Adding
o ID		Passport
ID No. *		
784-		Verify ID No.
Name *		Mobile No. *
Name		
		Example: 00971123456789
		Example: 00971123430709
Email		
Email Preferred Language * Arabic	English	🔿 Urdu

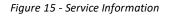


4- Click *Next*, then the service details view will be displayed, to Fill the required information click Add new Farm

Modification Basic	or cancellation of b Basic Information	asic data of a	agricultural hol	ldings		~
intornation	Possessor Name	Nationality				
Holding Details	Falcon Testing User 2		United Arab Emirates			
	Owner Account Number IN-20156-52768 Number of Farms 2		Agricultural tenure DXB-AD-62-272509			
	Holding Details				Add Ne	(i) ew Farm
	Tenure Method	Area	Action	Гуре		
	ملكيت	Eastern area	NA	ê	×	$\checkmark$
	ملكيت	Centeral area	NA	٥	×	V
	Back					Next

#### 5- After filing details Click Add

sic prmation	Basic Information			(i
	Possessor Name		Nationality	
m Details	Falcon Testing User 2		United Arab Emirates	
lding Details	Owner Account Number IN-20156-52768		Agricultural tenure no DXB-AD-62-272509	umber
			DXB-AD-62-272509	
	Number of Farms 2			
				G
	Farm Details			0
	Area and Holding Inform	ation		
	Tenure Method *		Area *	
		-		-
	Center*		Location *	
		-		-
	Area Details	Area	Square Meter)	Area (Acres)
	Overall Farm Area	0		0.0000
	Total cultivated area	0		0.0000
	Space left for Agriculture	0		0.0000
	Total area not cultivable	0	c	0.0000
	Farm Water Details Productive wells	]	Not Productive wells	
	Water Desalination Machines Co	unt	Production capacity machines (gallons /	
	External irrigation   Exter sources	nal wells	External water desalination line	Water transport
	Farm Design			Add Farm Design
	D	ance add or	e item at least	



6- Click Next to upload the attachments.

Modification or cancellation of basic data of agricultural holding	IS
Best agricultural practices	
Upload a File	
Photocopy for a valid commercial license	
Upload a File	
Back	Next

7- Click Next to review your request then Click Submit

Modification	or cancellation of ba	asic data of a	agricultural holdings	
Basic Information	Basic Information			
-	Possessor Name		Nationality	
Holding Details	Falcon Testing User 2		United Arab Emirates	
	Owner Account Number		Agricultural tenure number	
	IN-20156-52768		DXB-AD-62-272509	
	Number of Farms			
	2			
	-			
	Holding Details			
	Tenure Method	Area	Action Type	
	ملكيت	Eastern area	New	$\sim$
	ملكيت	Centeral area	NA	$\sim$
	Accept Terms & Condit	tions *		
	Back			Submit

8- Check the *I Agree to the Terms and Conditions* box. Click submit

the request will be sent to the authorized MOCCAE 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
- 9- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
- 10- Locate the completed request then click on  $\stackrel{\text{def}}{=}$  to download your certificate, or  $^{\textcircled{}}$  to view the request.

Sun	QUEST NO #AD-14052023-479725 Iday, May 14, 2023 ification or cancellation of basic data of agricultural holdings- ance	Finished	<b>O</b> View		View/Send Messages				
	Figure 17 - Download or View Certificate								
	Download the certificate aft	ter click on View 🤷	icon then click Download						
0	utputs								
	Certificate Number	Certificate Name							
:	23AE1838	Certificate Name		(i)	Download				