



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

Request for a transit permit for live animals

## 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 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 MOCCAЕ Website

First you need to log in to the MOCCAЕ website.

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

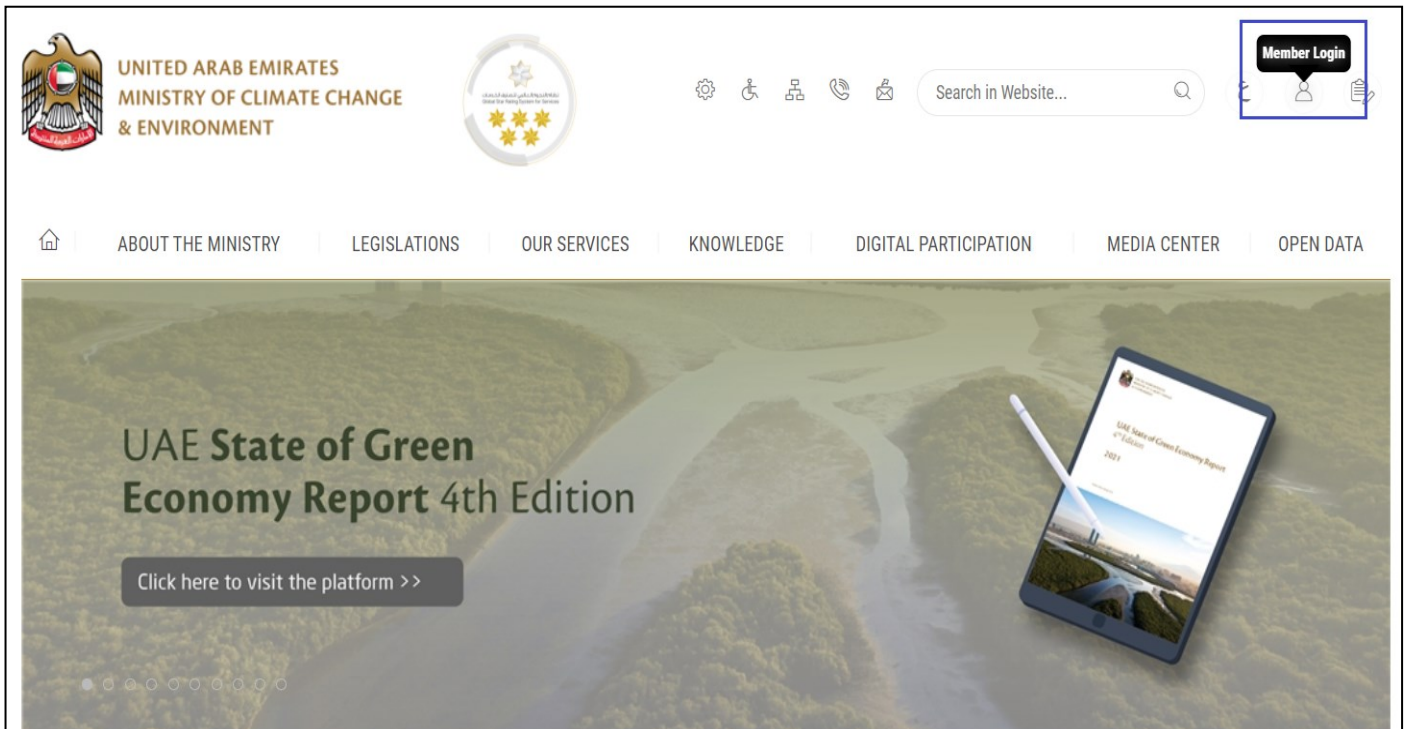
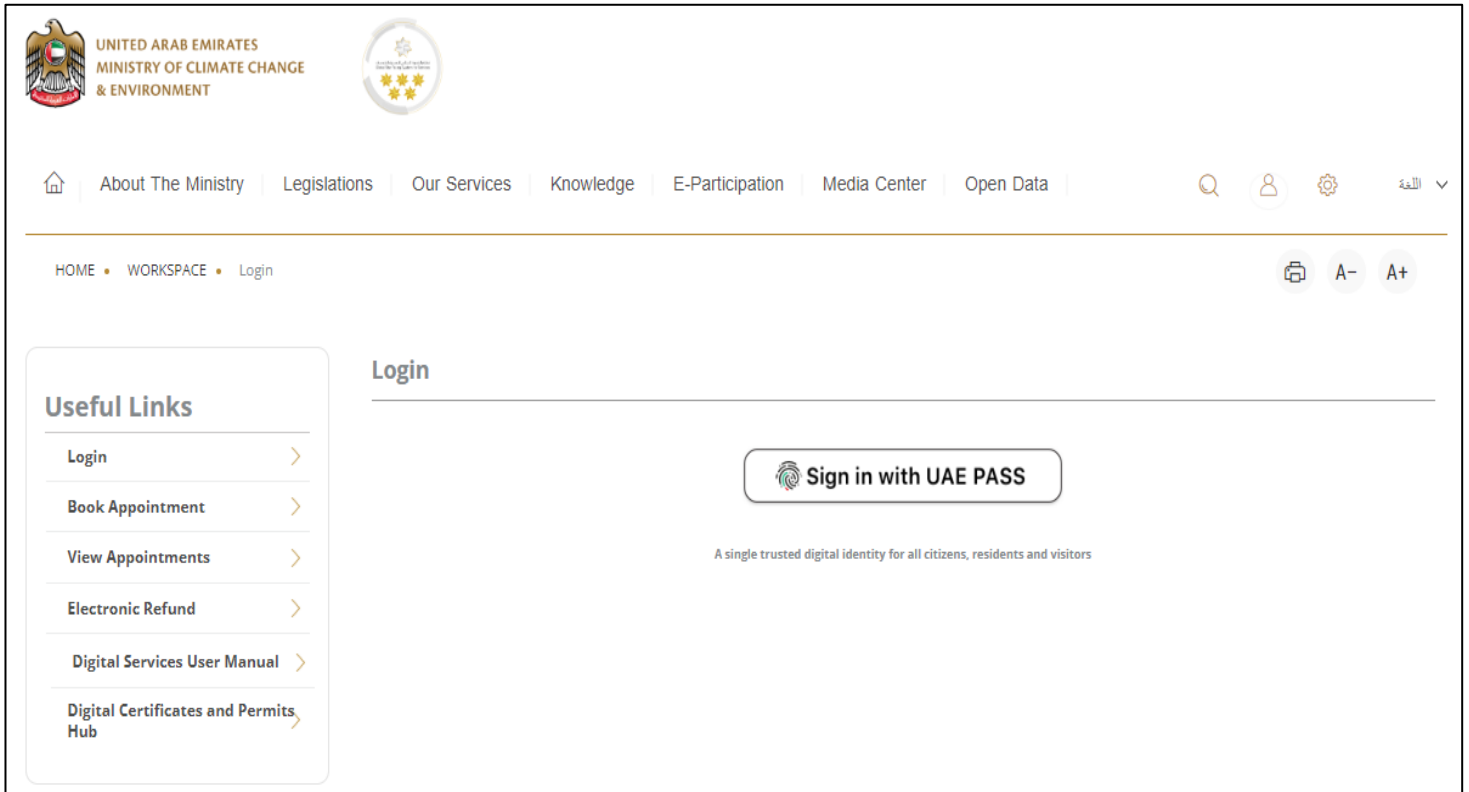


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.



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

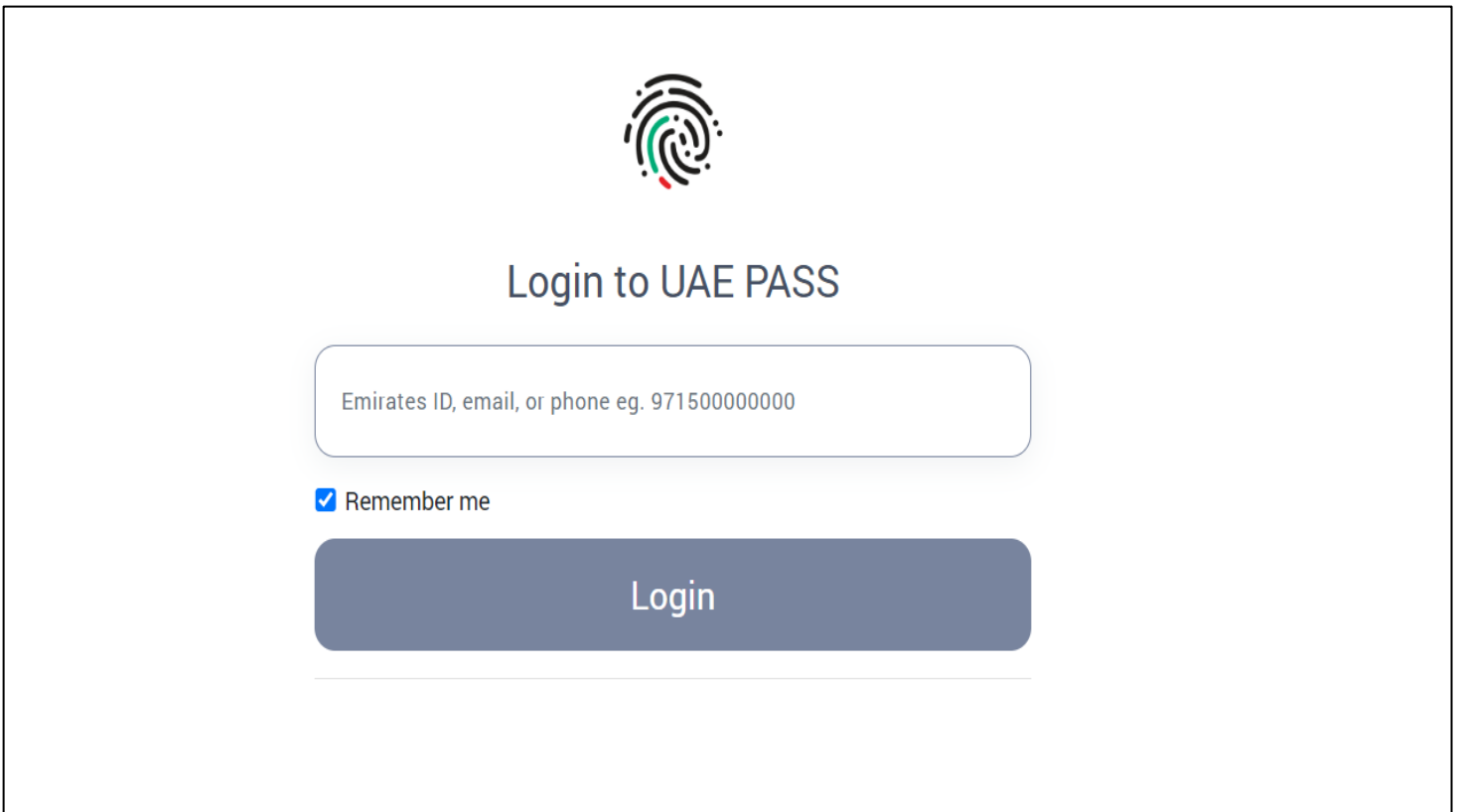


Figure 2 - Login Page

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

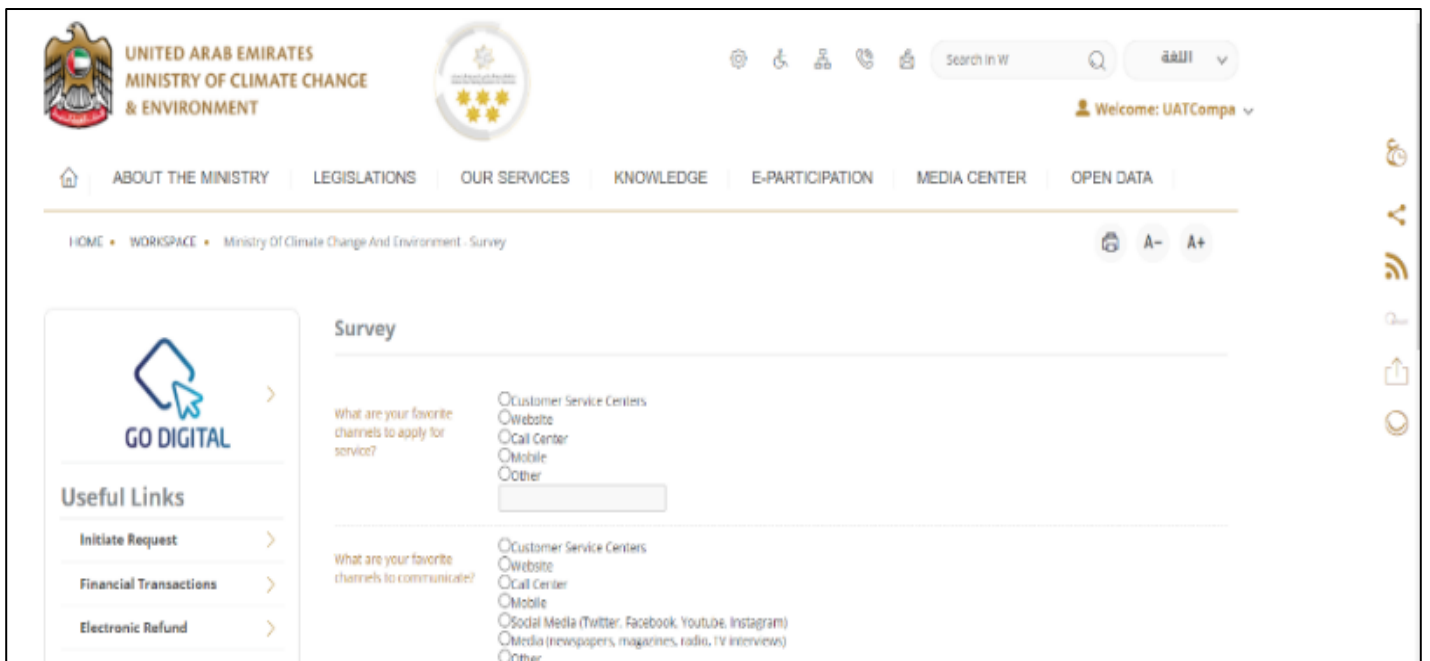
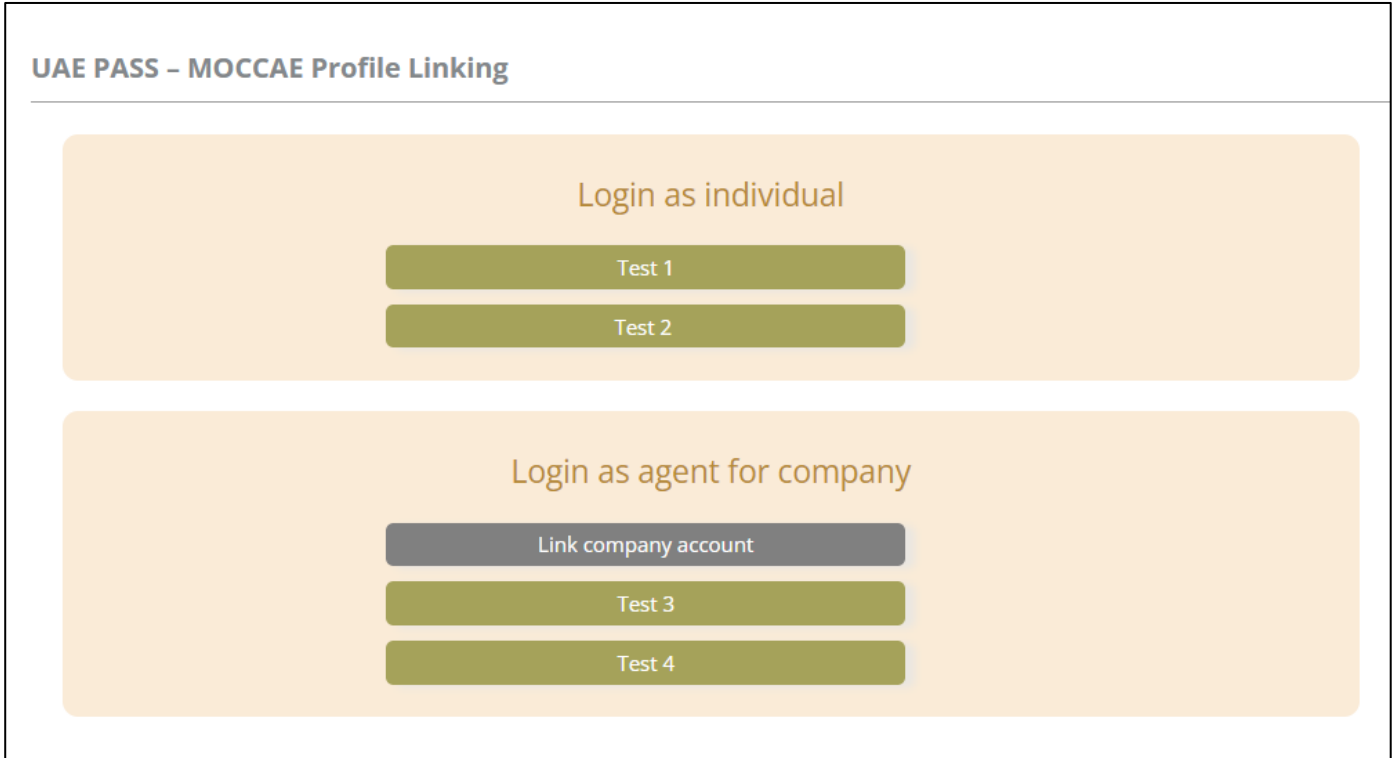


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

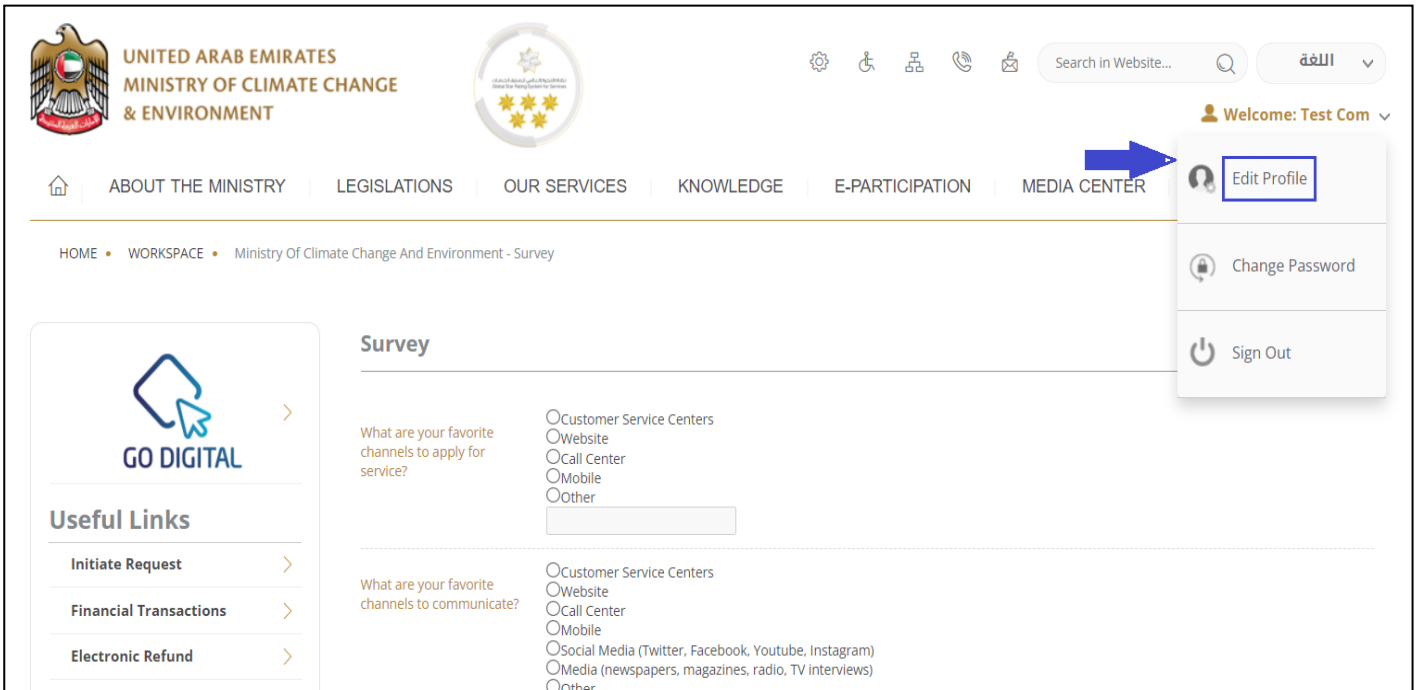


Figure 4 - Update Profile

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

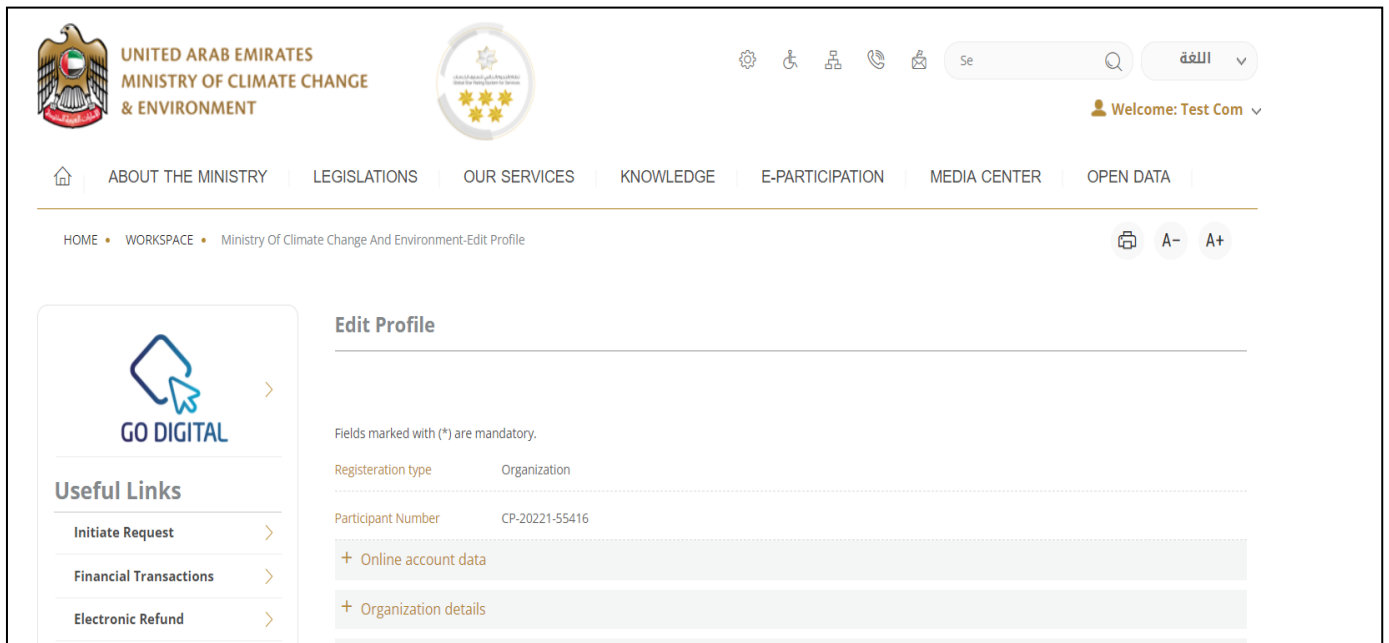



Figure 5 - Edit Profile

## Running the 'Go Digital' Services

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

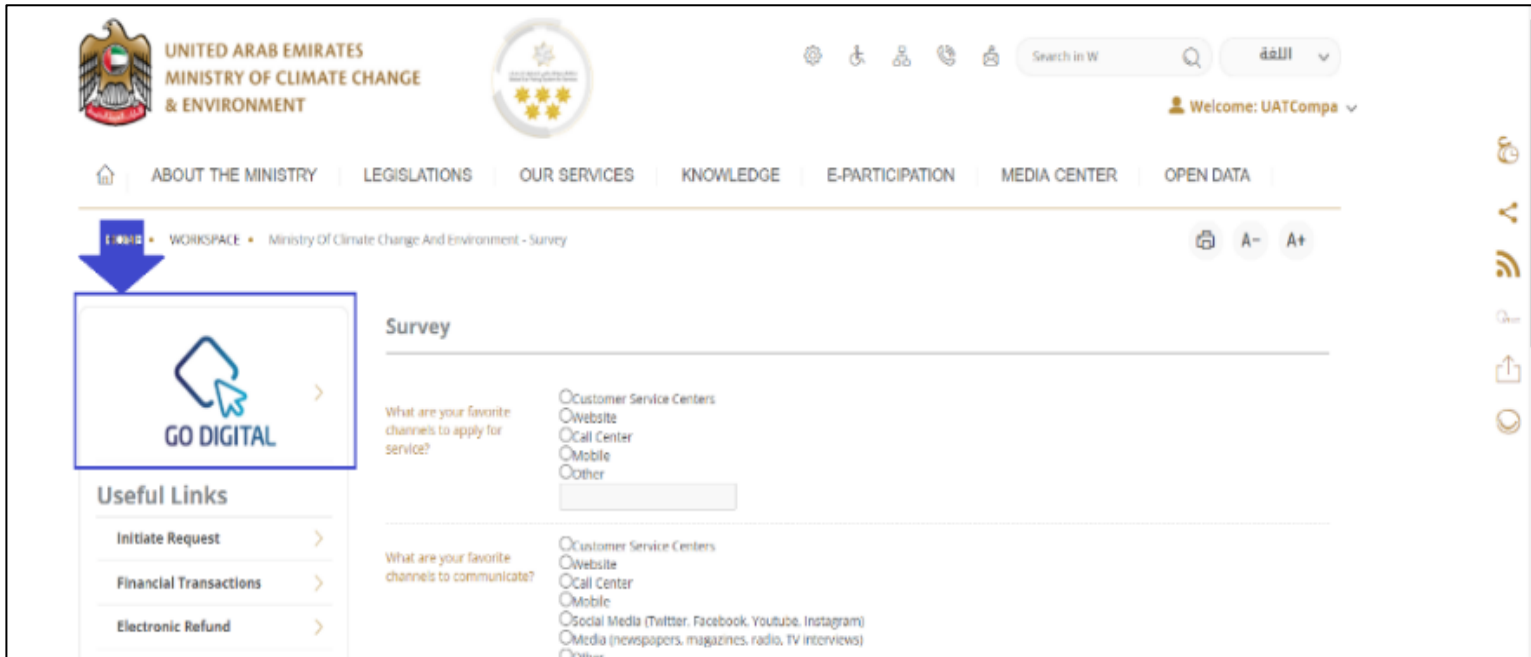


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

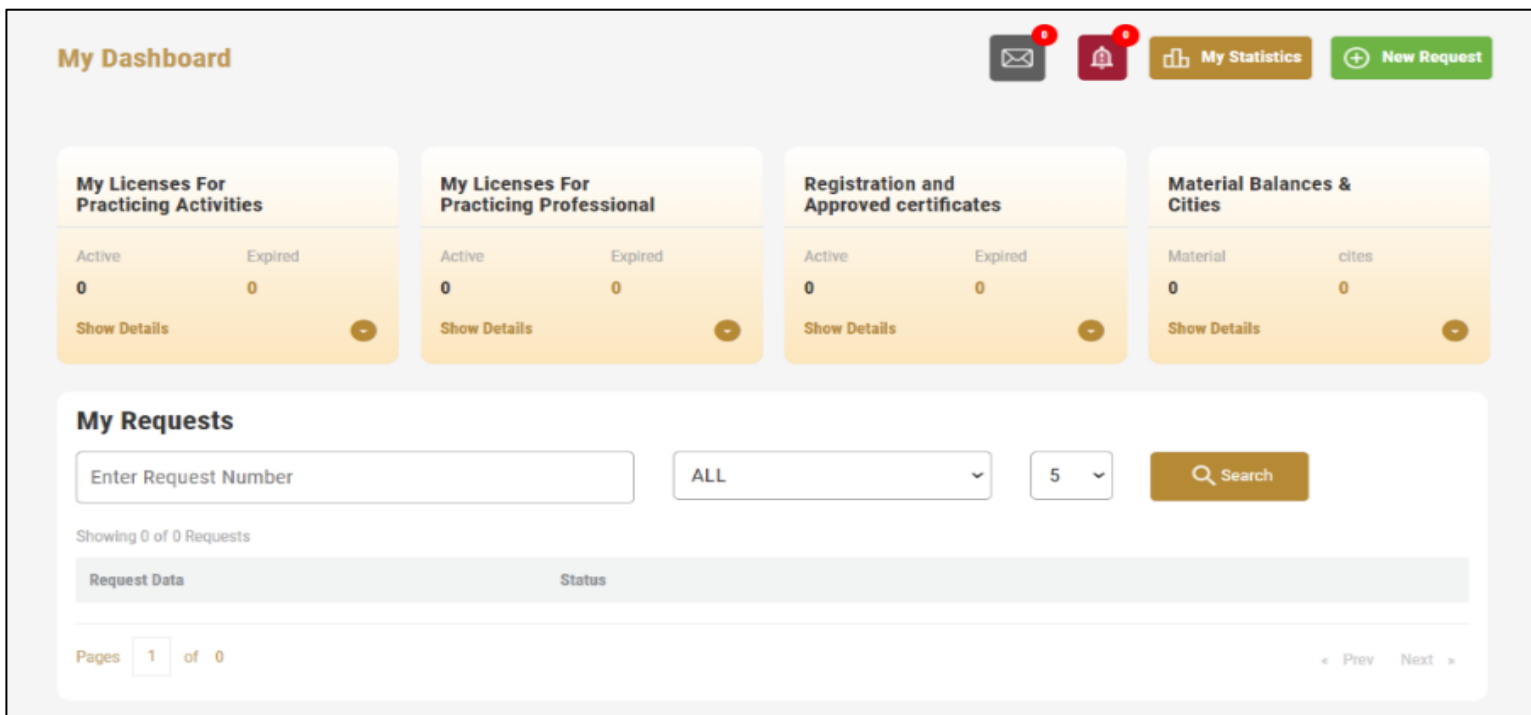


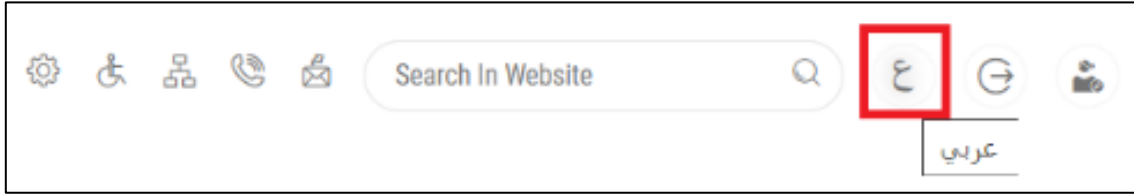
Figure 7- My Dashboard



### 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
	To display statistics about the customer's requests
	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.



Figure 8 - Dashboard Digital Service Categories

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

My Licenses For Practicing Professional		My Licenses For Boats		My Agriculture and Animal Possessions		Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active	Expired
0	0	2	1	1	1	0	0
Show Details		Show Details		Show Details		Show Details	

### My Requests

Enter Request Number  ALL  5

Showing 3 of 195 Requests

Request Data	Status		
REQUEST NO #Q-14052023-479724	Finished		
Sunday, May 14, 2023		View	View/Send 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 MOCCA.E.

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:

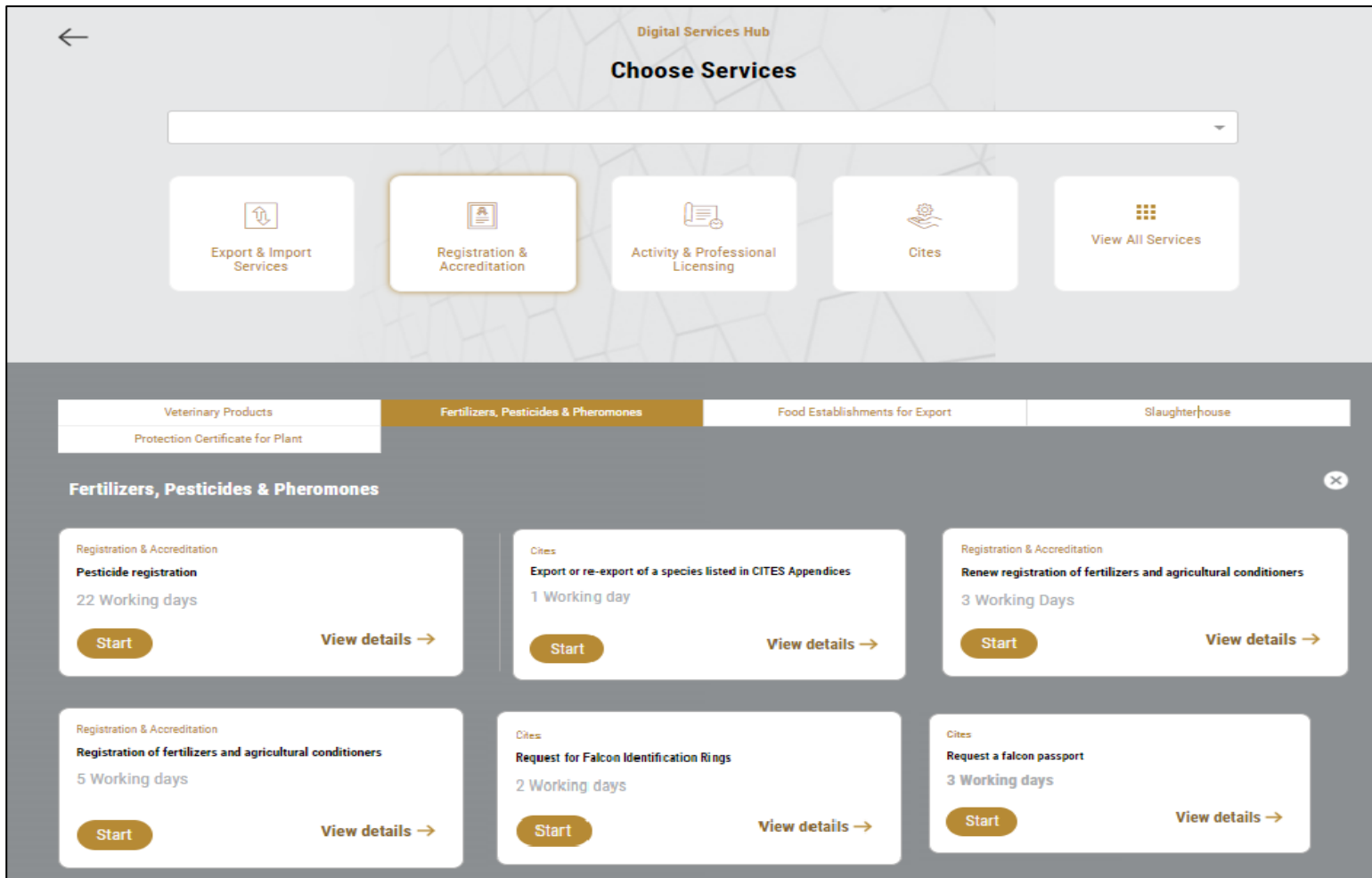


Figure 10 – Service New Request

- 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.

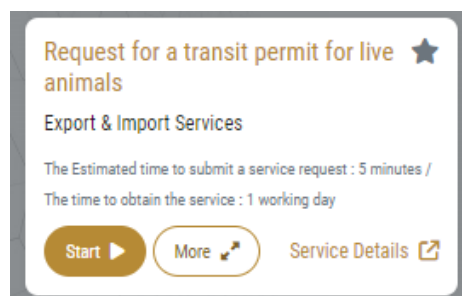


Figure 11 - Service Card

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

You can click on *Save as Draft* 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* Pay Now. You will be then directed to the payment gateway.

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

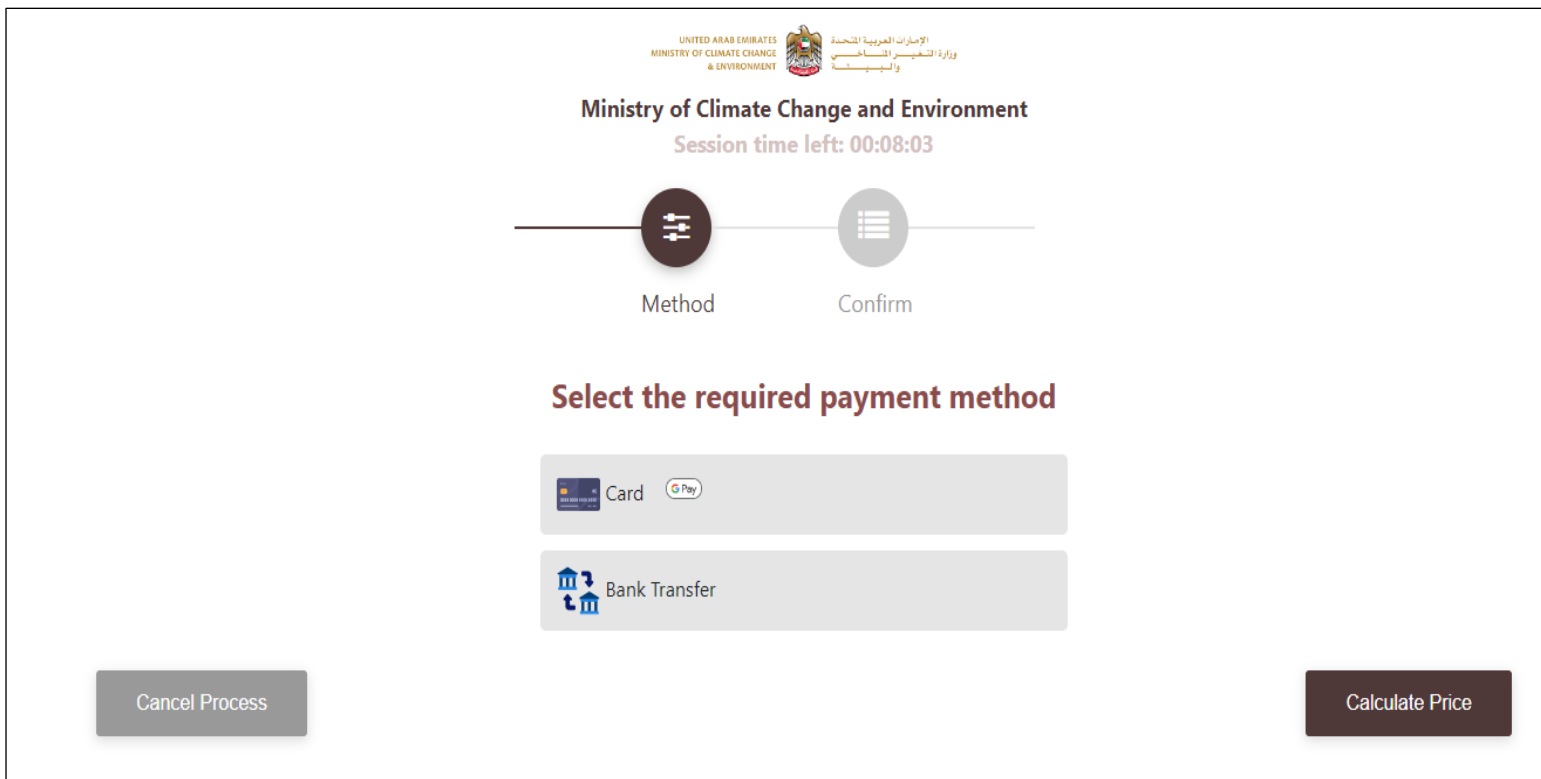


Figure 12 - Payment Gateway

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

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**Ministry of Climate Change and Environment**  
Session time left: 00:06:38

Method

Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service name that has been requested	AED	0.00 AED	5	AED
<b>Total</b>				<b>AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
<b>Total</b>			<b>AED</b>

Total Tax

1.02 AED

Total Amount

AED

Cancel Process

Change Payment Method

Proceed With Payment

Figure 13 - Service Fees Details

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

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**Ministry of Climate Change and Environment**  
Total Payment: 3021.42 AED  
Session time left: 00:06:03

G Pay

**Cardholder Name**

**Card Number**

**Month**  **Year**

**CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method

Figure 14 - Credit Card Details

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

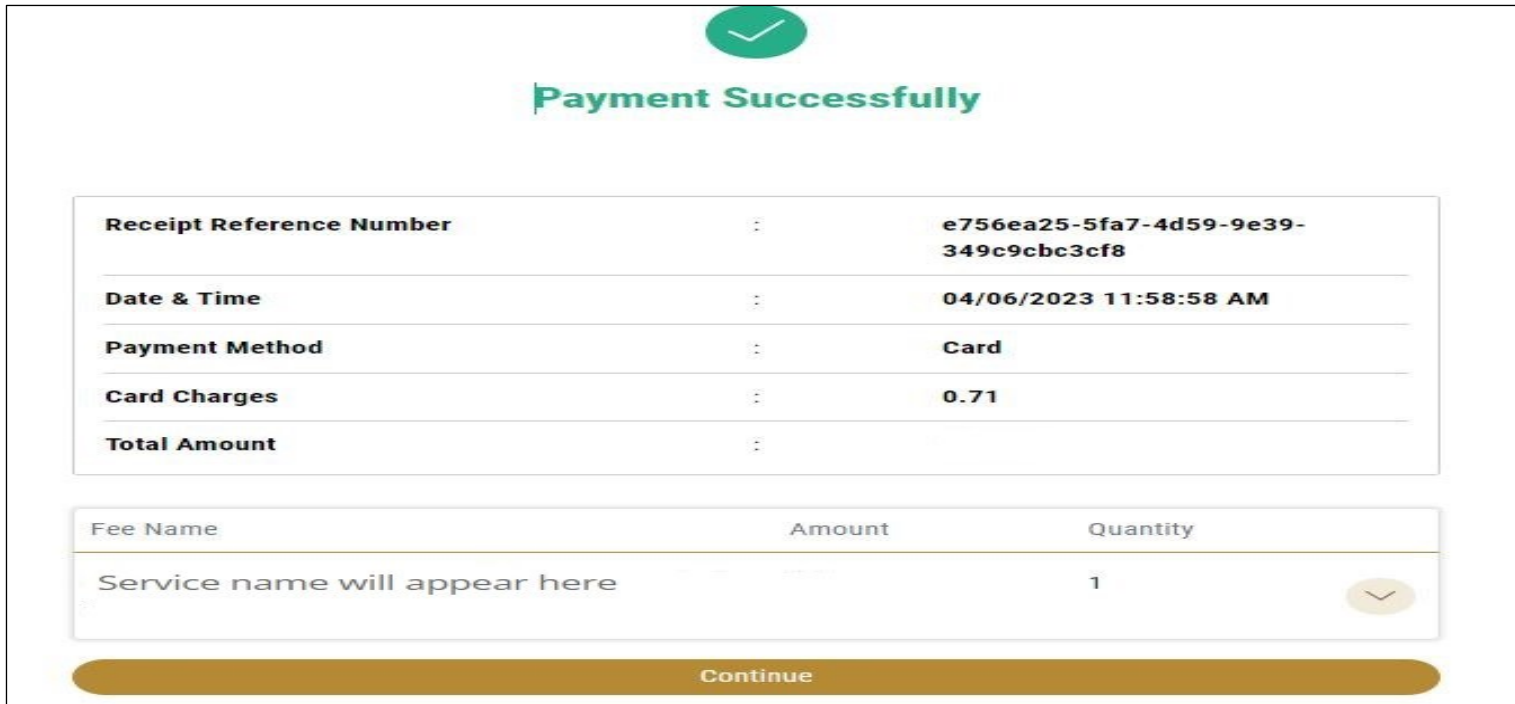


Figure 15 - Payment Confirmation

### Retrieve a Service Request

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

- 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.

The screenshot displays a dashboard with four main sections: 'My Licenses For Practicing Professional', 'My Licenses For Boats', 'My Agriculture and Animal Possessions', and 'Cities Balance and Falcon Passport'. Each section shows counts for 'Active' and 'Expired' licenses. Below these is a 'My Requests' section with a search bar, filters (set to 'ALL'), and a results list. The first request shown is for 'REQUEST NO #Q-14052023-479724' dated 'Sunday, May 14, 2023' with a status of 'Finished'. Action buttons for 'View' and 'View/Send Messages' are visible for this request.

Figure 16 - 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 MOCCAIE 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 Licenses For Boats		My Agriculture and Animal Possessions		Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active	Expired
0	0	2	1	1	1	0	0
Show Details 		Show Details 		Show Details 		Show Details 	



  

### My Requests

ALL 
5 

 Search

Showing 3 of 195 Requests

Request Data	Status
<p><b>REQUEST NO #Q-14052023-479724</b></p> <p>Sunday, May 14, 2023</p>	<p><b>Finished</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <span> View</span> <span> View/Send Messages</span> </div>

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



## Request for a transit permit for live animals

### [Show Service Card](#)

#### To apply for a License for Request for a transit permit for live animals

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request name from the dropdown list, or alternatively click on the *Export & Import Services* category, select the *ANIMALS & BIRDS* tab, then select the service card.
- 3- Click on *Start* **Start** . The Applicant information view will be displayed.
- 4- 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.

The screenshot shows a web form titled "Request for a transit permit for live animals". Inside the form, there is a section labeled "1 of Applicant Information". Below this, there is a dropdown menu for "Applicant Name\*" with a question mark icon. The dropdown menu currently displays "Select Applicant Name". To the right of the dropdown are two buttons: "Add applicant" and "Edit". At the bottom of the form, there are two buttons: "Return" on the left and "Next" on the right.

Figure 17 - Select Applicant Name

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

The screenshot shows the "Applicant Information" form. It has several sections:
 

- Applicant Name \***: A dropdown menu and a "Cancel Adding" button.
- ID Selection**: Radio buttons for "ID" (selected) and "Passport".
- ID No. \***: A text input field with "784-" pre-filled, a "Verify ID No." button, and a note: "Emirates ID format 784-XXXX-XXXXXXXX-X".
- Name \***: A text input field.
- Mobile No. \***: A text input field with an example: "Example: 00971123456789".
- Email**: A text input field.
- Preferred Language \***: Radio buttons for "Arabic", "English", and "Urdu".
- Next**: A button at the bottom right.

Figure 18 - Applicant's Information Page

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

License Details	
License Number ACL-2022-14891	Certificate Type
Last Issuance	Expiry Date

Figure 19 - License Details

### Importer Details (i)

* <input type="text"/>	Importing Country * <input type="text"/>
Port * <input type="text"/>	Expected arrival date * <input type="text" value="dd----yyyy"/>
<small>Entry port where the consignment will pass</small>	
Track * <input type="text"/>	
Port Of Departure * <input type="text"/>	Representative name <input type="text"/>

Figure 20 - Importer Details

### Consignment Data (i)

Animal Kind * <input type="text"/>	Breed * <input type="text"/>
Country of Origin * <input type="text"/>	
The country where the animals were located 6 months before the country of export * <input type="text"/>	
Notes <input type="text"/>	
<input type="button" value="Add"/>	

Figure 21 - Consignment Data

Consignment
Filter

Animal Kind	Breed	Country of Origin
Dogs	AUSTRALIAN COBBERDOG	Afghanistan <span style="float: right;">✕</span>

Back
Next

Figure 22 - Consignment Items

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

### Request for a transit permit for live animals

Analysis Certificate from an accreitable lab from the Export country

Upload a File

CITES certificate from the UAE as well as another certificate from the exporting country

Upload a File

Copy of passport of the horse

Upload a File

Health Certificate from the Export country

Upload a File

Figure 203 - Attachments Page

- 8- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
- Copy of the import permit or no-objection authorization from the importing country
  - Copy of a health certificate from the exporting country
  - Copy of certificate of laboratory examination issued by laboratory accredited by the competent authorities of the exporting country - in case that it is required by the ministry from the exporting country or include the results in the approved health certificate.
  - Copy of the valid CITES certificate (export or re-export) issued by the country exporting in case of transit of export CITES listed animals and it may replace with valid passports in case of falcons.
  - In case of dogs and cats, the following document:
    - Copy of the import permit or no-objection authorization from the importing country
    - The health certificate issued by the exporting country or the vaccination document
    - Take into consideration, the test result for Rabies SNT in case of High risk countries
- 9- Click *Next* to review your request.

Accept Terms & Conditions \*

Back

Pay fees

Pay Later

Figure 21 – Service Request Review





- 10- 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* , 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 [How to Pay for a Digital Service](#)  
Once the payment is done, the request will be sent to the authorized MOCCA E 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
- 11- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
- 12- Locate the completed request then click on  to download your certificate, or  to view the request.



Figure 22 - Download or View Certificate