

Digital Services

Modification or cancellation of basic data of

agricultural holdings

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 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

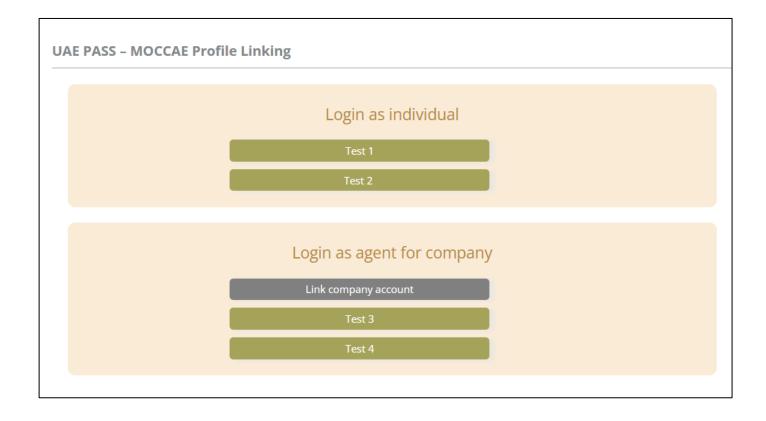
3- Click on Sign in with UAE PASS.

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Login >	🔞 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				
Useful Links		Oother				
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

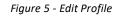
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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\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

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

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	LEGISLATIONS OUR SERVICES KNOW	LEDGE E-PARTICIPATION MEDIA CENTER	
HOME • WORKSPACE • Ministry Of Cl	mate Change And Environment-Edit Profile		局 A− A+
\wedge	Edit Profile		
GO DIGITAL	Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416 + Online account data		
Financial Transactions			
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.

SLATIONS OUR SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER OPEN D	ATA
ge And Environment - Survey			
		Ô	A- A+
at are your favorite Ocustomer Service Centers mnels to apply for Ocal Center vice? Okobile			
Oother			
OCustomer Service Centers			
Innels to communicate? Ocall Center OMobile	ube. Instagram)		
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Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

ly Dashboa	ırd				Ø	ம் My Sta	itistics 🕒 New Request
My Licenses F Practicing Act	or tivities	My Licenses Practicing Pr	For ofessional	Registration a Approved cer	and tificates	Material Cities	Balances &
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	•	Show Details	0	Show Details	•	Show Detail	s 💿
My Reques Enter Reques Showing 0 of 0 Re Request Data	st Number		ALL		• 5	▼ Q Sea	rch
Pages 1 of	0						« Prev Next »

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
A	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 Pr	For ofessional	My Licenses F	or Boats	My Agriculture and Animal Possessions		Cities Balance and Falcon Passport	
Active	Expired	Active 2	Expired	Active	Expired	Active Expi	red
0 Show Details	0	Show Details	•	Show Details	•	Show Details	0
My Reque Enter Reque Showing 3 of 1	est Number		ALL		~ 5 ~	Q Search	
Request Data		St	atus				
Sunday, May	D #AD-14052023-479725 14, 2023 cancellation of basic data of agriculty	ural holdings- Fi	inished		O 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 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:

~		X		l Services Hub se Services			
	D Export & Import Services	Registratic Accredita		(Licensing)	Cites	View All Services	•
Registration	Certificates , Transfer, Cancellation o		ports & Identification Rings	Registration, Transfer, C	Cancellation of CITES Prop	erties	8
Cites Transfer Owners 1 Working da Start	hip of Species Listed in CITES Append ly View de	- 8	Cites Cancel Ownership of Specie 1 Working day Start	s Listed in CITES Appendices View detai	1 W	ister Ownership of Species Listed in CITE Vorking day	S Appendices Yiew details →

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 Fo Practicing Prof		My Licenses I	For Boats	My Agricultur Animal Posse	e and ssions	Cities Balance an Falcon Passport	d
Active 0	Expired 0	Active 2	Expired	Active	Expired	Active 0	Expired 0
Show Details	0	Show Details	0	Show Details	0	Show Details	0
My Request Enter Request Showing 3 of 196	t Number		ALL		▼ 5 ▼	Q Search	
Request Data		S	tatus				
Sunday, May 14	AD-14052023-479725 4, 2023 ccellation of basic data of agricult	ural holdings-	inished		O View	View/Send I	~

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

To communicate directly with MOCCAE employee by sending and receiving messages regarding your
request
To view the request payment receipt
if it has been already paid

Table 2 – Service Request Actions

View or Download a Certificate

My Licenses Practicing Pr		My Licenses Fo	or Boats	My Agriculture Animal Posses	and sions	Cities Balance a Falcon Passport	
Active O	Expired O	Active 2	Expired 1	Active	Expired	Active O	Expired 0
Show Details	0	Show Details	0	Show Details	0	Show Details	0
Showing 3 of 1	est Number 196 Requests		ALL		✓ 5 ✓	Q Search	
Sunday, May	0 #AD-14052023-479725		nished		O View	∑ View/Sen	e de Messages

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

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

Modification or cancellation of basic data of agricultural holdings

Show Service Card

apply for Modification or cancellation of basic data of agricultural holdings

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.

Ν	Iodification or cancellation of basic data of agricultural holdings
	Applicant Information
	Applicant Name * Edit Applicant Information New Applicant
	Next

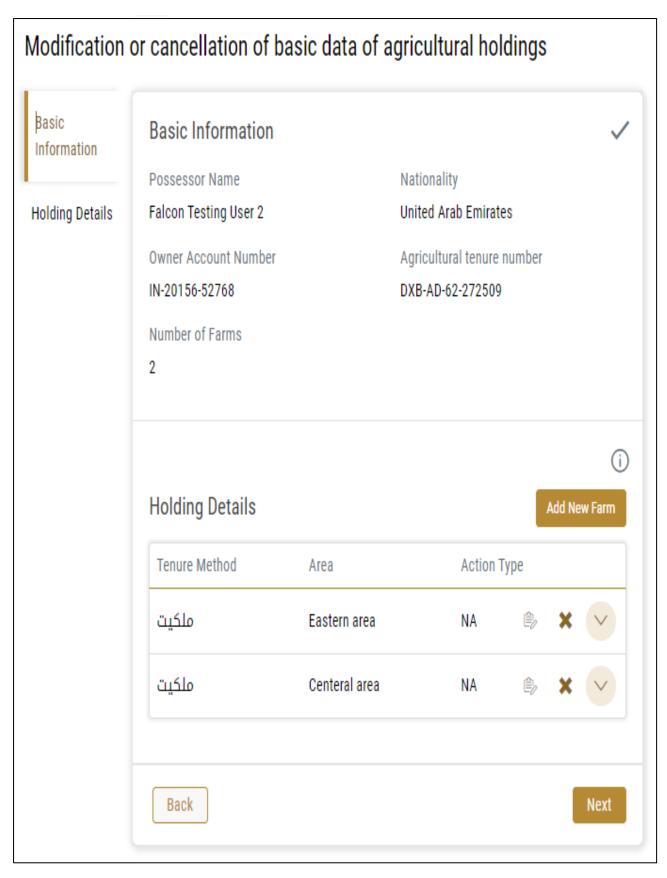
Figure 14 - Select Applicant Name

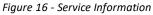
4- If necessary, you can update the applicant's Mobile Number and Email ID where the applicant will receive all service-related messages.

odification of cano	cellation of basic of	lata of agricultural holdings
Applicant Informatio	'n	
Applicant Name *		
	•	Cancel Adding
o ID		O Passport
ID No. *		
784-		Verify ID No.
Emirates ID format 784-XXXX-X	хххххх-х	
Name *		Mobile No. *
		Example: 00971123456789
Email		
Preferred Language *		
Arabic	English	O Urdu
		Next

Figure 15 - Applicant's Information Page

5- Click, 🌒 Icon to modify existing Agricultural holding





6- After doing All modifications click save then click Next.

ormation	Basic Information			
ormation	Possessor Name		Nationality	-
n Details	Falcon Testing User 2		United Arab Emirates	
	Owner Account Number		Agricultural tenure nu	mber
ding Details	IN-20156-52768		DXB-AD-62-272509	
	Number of Farms			
	2			
	From Datalla			~
	Farm Details			
	Area and Holding Informati	on		
	Tenure Method *		Area *	
	ملكيت	× -	Eastern area	Х —
	Center *		Location *	
	Al Fujairah Agricultural and Vet	× -	البليدة	Х 👻
	Area Details	Area (S	Gquare Meter) A	rea (Acres)
	Overall Farm Area	1500	1.	5000
	Total cultivated area	1500	1.	5000
	Space left for Agriculture	0	0.	0000
	Total area not cultivable	0	0.	0000
	From Attack months			
	Farm Attachments			
	Attachment type	File na	me	
	Farm Ownership Document *	скрин	(1).pdf	⊕ ×
	Farm Ownership Document *	скрин	(1).pdf	φ×
	Farm Ownership Document *	скрин	(1).pdf	φ×
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	Farm Water Details Productive wells 1 Water Desalination Machines Count 5 External irrigation		Not Productive wells 2 Production capacity o machines (gallons / d 3 External water desalination	f desalination ay) 💌 Water
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	Farm Water Details Productive wells 1 Water Desalination Machines Count 5 External irrigation sources Farm Design	wells	Not Productive wells 2 Production capacity of machines (gallons / d 3 External water desalination line	f desalination ay) Vater transport Add Farm Design

7- Upload attachments then Click Next

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

8- review your request then click submit

Modification o	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 & Condi	itions *		
	Back			Submit

Figure 12 – Service Request Review

9- 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

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

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ication or cancellation of basic data of agricultural holding ace	s- Finished	© View	View/Send Messages
	Figure 13 - View Certi	ficate	
Download the certificate	after click on View 🤷 ic	on then click Download	
Download the certificate Outputs Certificate Number	after click on View 🍨 ic Certificate Name	on then click Download	

Figure 23 - Download Certificate