



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

## Request Subsidies for Farmers User Guide


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## Introduction

This guide is developed to help clients and business entities to use the MOCCA 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'  is a 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.

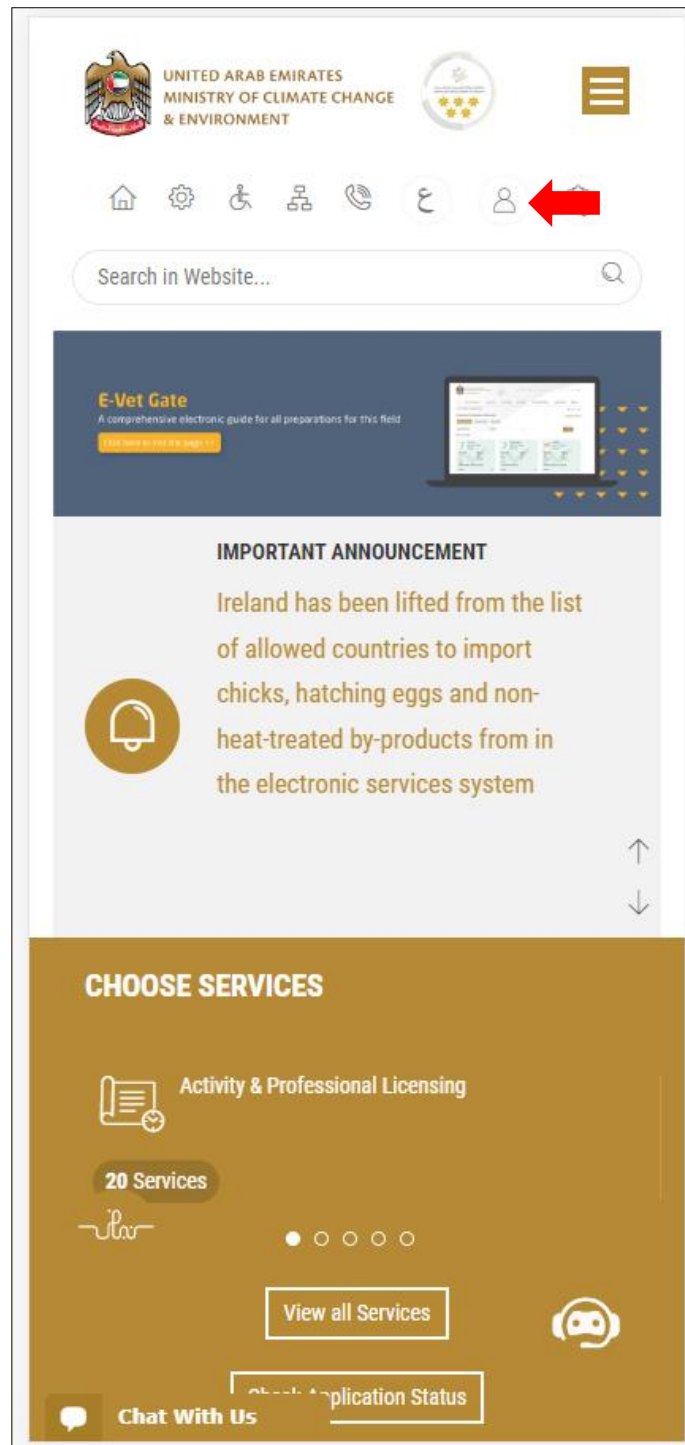
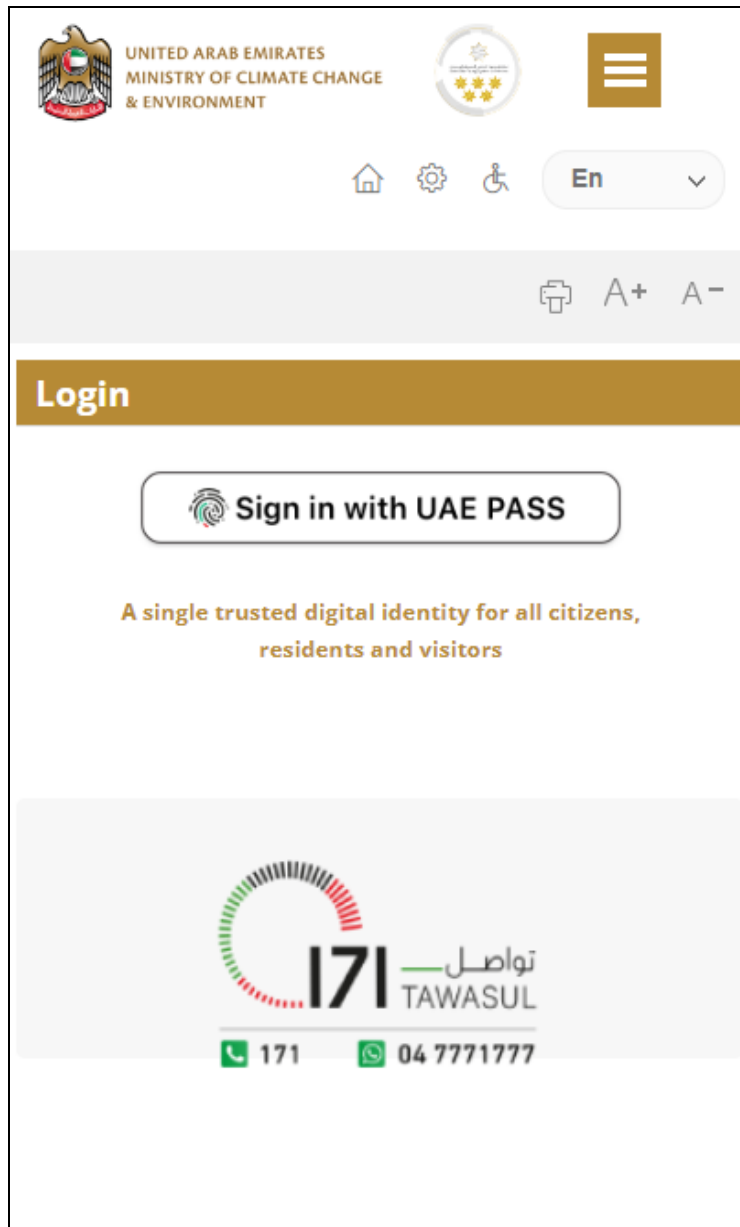


Figure 1 – MOCCAЕ Website Home Page

1- Click on Sign in with UAE PASS.



2- Enter ID or Mobile or email which has been registered in UAE pass.

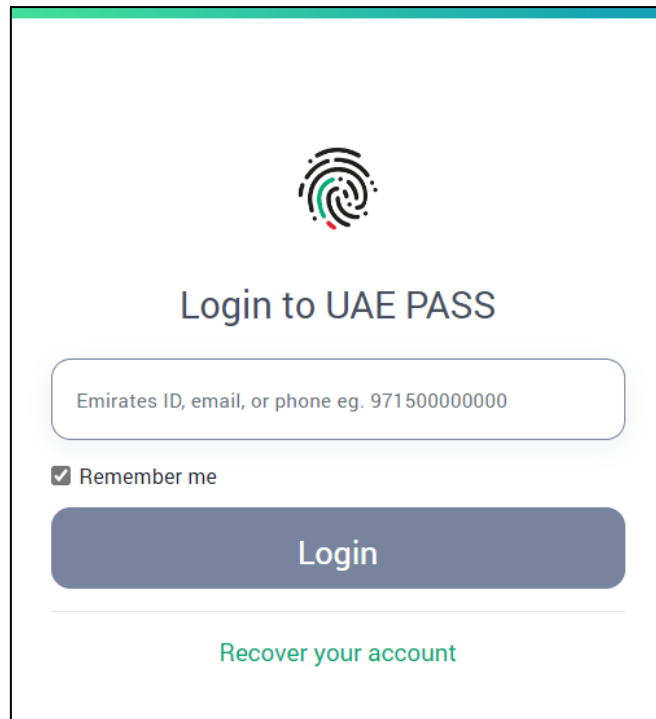
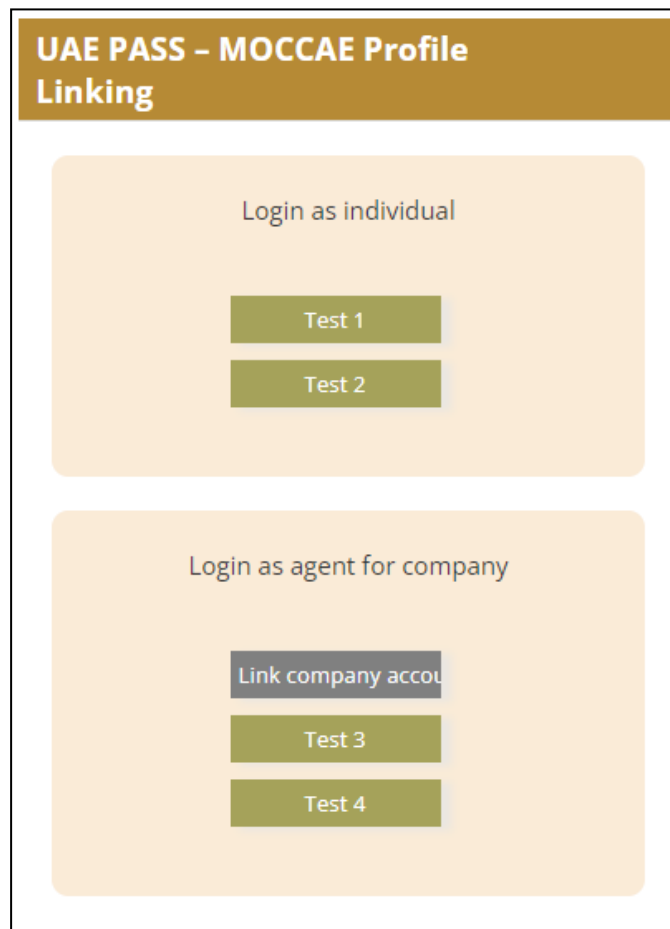



Figure 2 - Login Page

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



## View/Update Customer Profile

- 1- Click on the top right icon 
- 2- Click on *Edit Profile*.

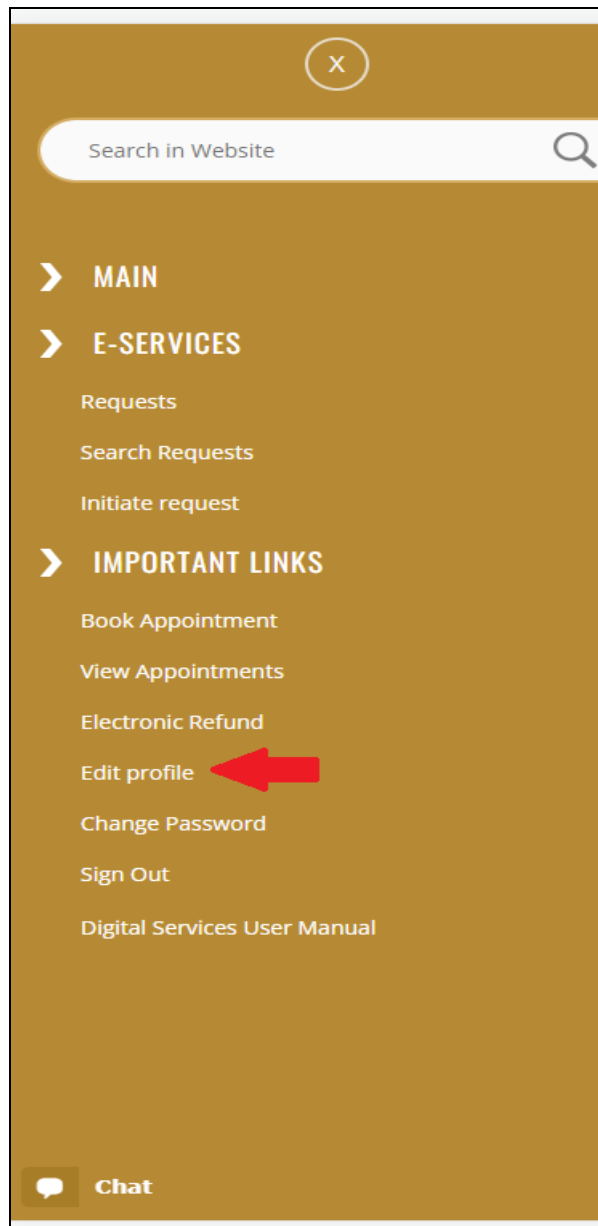


Figure 3 - Update Company Profile

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

The screenshot shows the 'Edit Profile' interface. At the top, there is a header with the UAE Ministry of Climate Change & Environment logo and a navigation menu. Below the header, there are utility icons (home, settings, accessibility, etc.) and a language dropdown set to 'En'. The main content area is titled 'Edit Profile' and contains the following sections:

- Registration type:** Individual
- Participant Number:** IN-20174-86637
- Online account data:**
  - Email:** [Input field with microphone and info icons]
  - Confirm Email:** [Input field with microphone and info icons]
- Enable 2 Step Authentication feature:** [Unchecked checkbox with info icon]
- Individual details:**
  - Full arabic name \*:** [Input field with microphone and info icons]
  - Note:** This field accepts English letters in case the client can't speak Arabic
  - Full english name \*:** [Input field]

Figure 4 - Edit Profile

- 3- You can modify the following details:
- **Online account data** including company email address
  - **Organization details** including company name, license and authority details
  - **Company Geographical Data** including company location details
  - **Communication Data** including primary contact number, email and address details



The user dashboard will then be displayed.

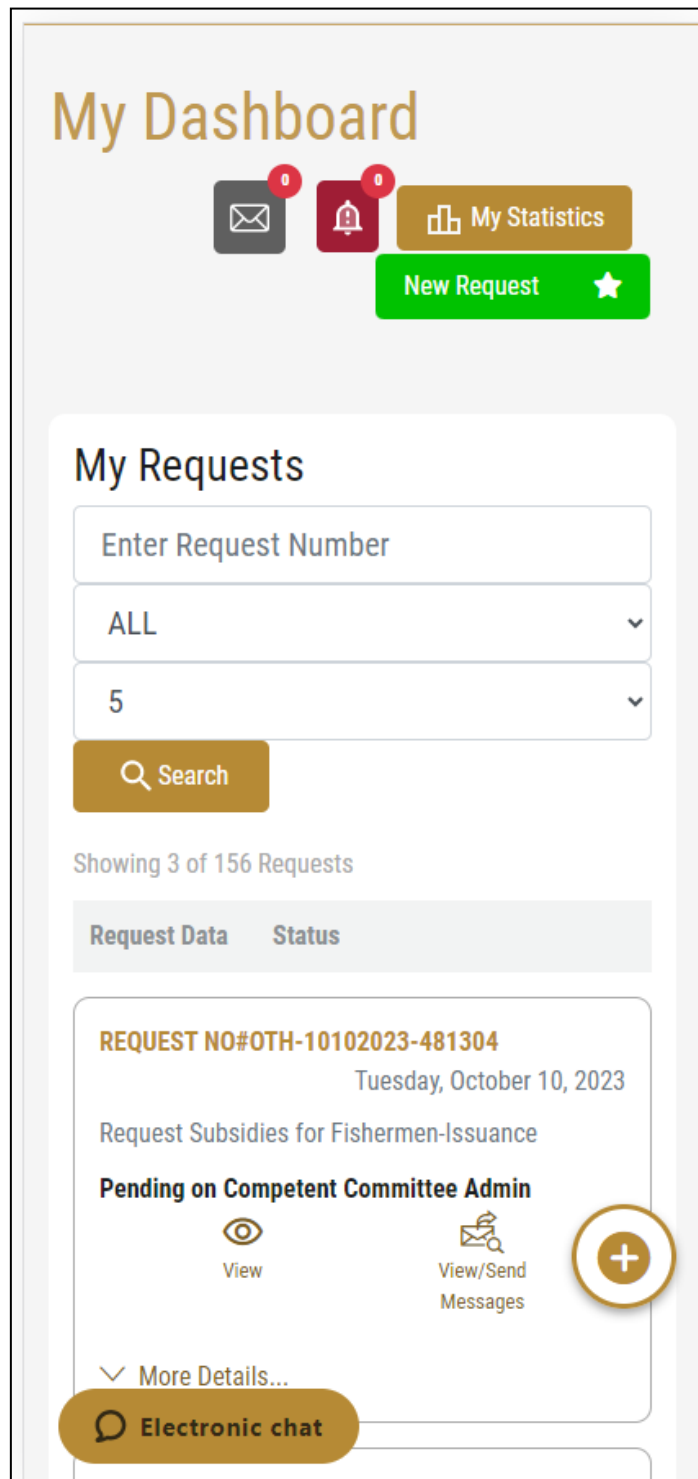


Figure 5- My Dashboard

### 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
 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.

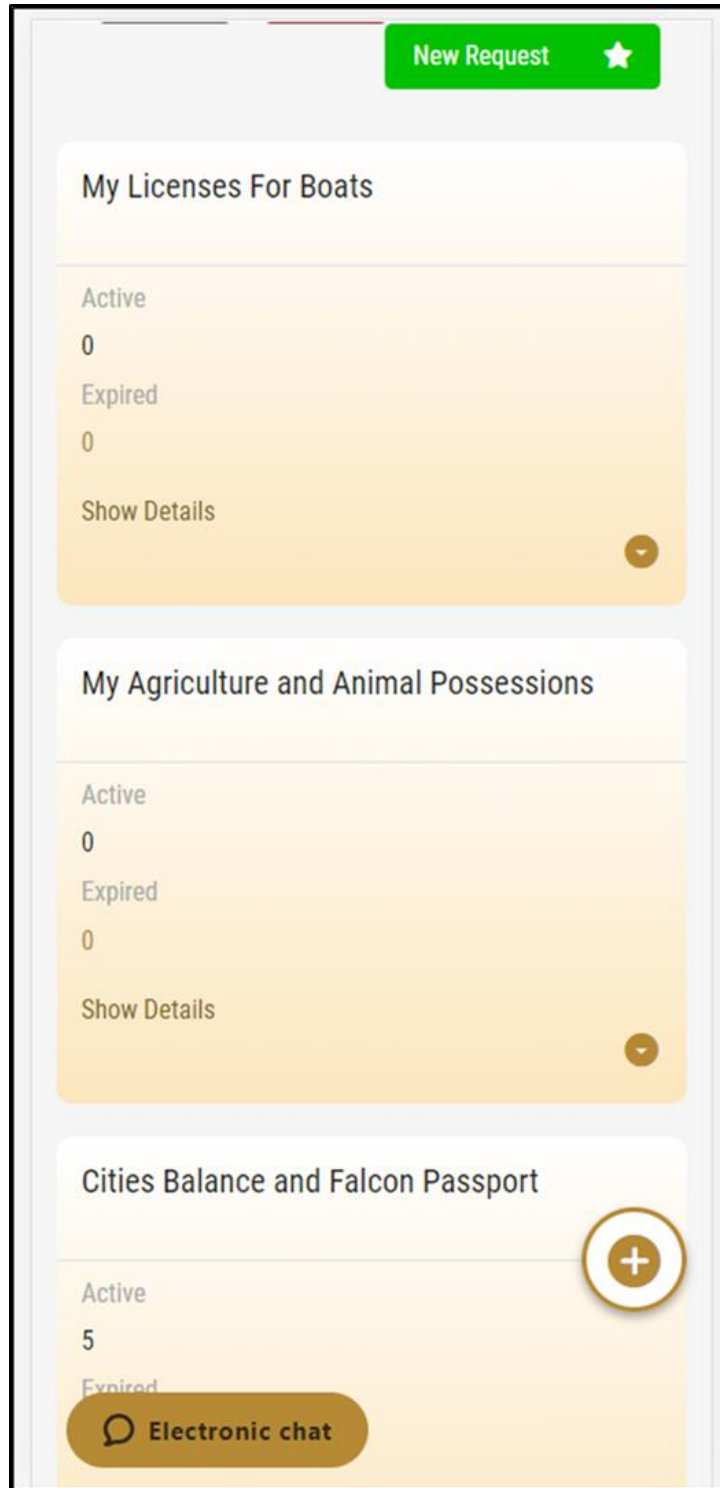


Figure 6 - Dashboard Digital Service Categories

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

The screenshot displays the 'My Dashboard' interface. At the top, there is a header 'My Dashboard' in a large, bold, brown font. Below the header, there are three notification icons: an envelope icon with a red circle containing '0', a bell icon with a red circle containing '0', and a bar chart icon labeled 'My Statistics'. To the right of these icons is a green button labeled 'New Request' with a white star icon.

Below the dashboard header is a section titled 'My Requests'. This section contains a search bar with the placeholder text 'Enter Request Number'. Below the search bar are two dropdown menus: the first is labeled 'ALL' and the second is labeled '5'. A brown button with a magnifying glass icon and the text 'Search' is positioned below the dropdowns.

Below the search bar, it says 'Showing 3 of 156 Requests'. There is a table header with two columns: 'Request Data' and 'Status'. The first row of the table shows a request with the ID 'REQUEST NO#OTH-10102023-481304' and the date 'Tuesday, October 10, 2023'. The request description is 'Request Subsidies for Fishermen-Issuance' and the status is 'Pending on Competent Committee Admin'. Below the status, there are three icons: an eye icon labeled 'View', an envelope icon labeled 'View/Send Messages', and a circular icon with a plus sign. At the bottom of the request card, there is a dropdown arrow and the text 'More Details...'. Below the request card is a brown button with a speech bubble icon and the text 'Electronic chat'.

Figure 7 - 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:

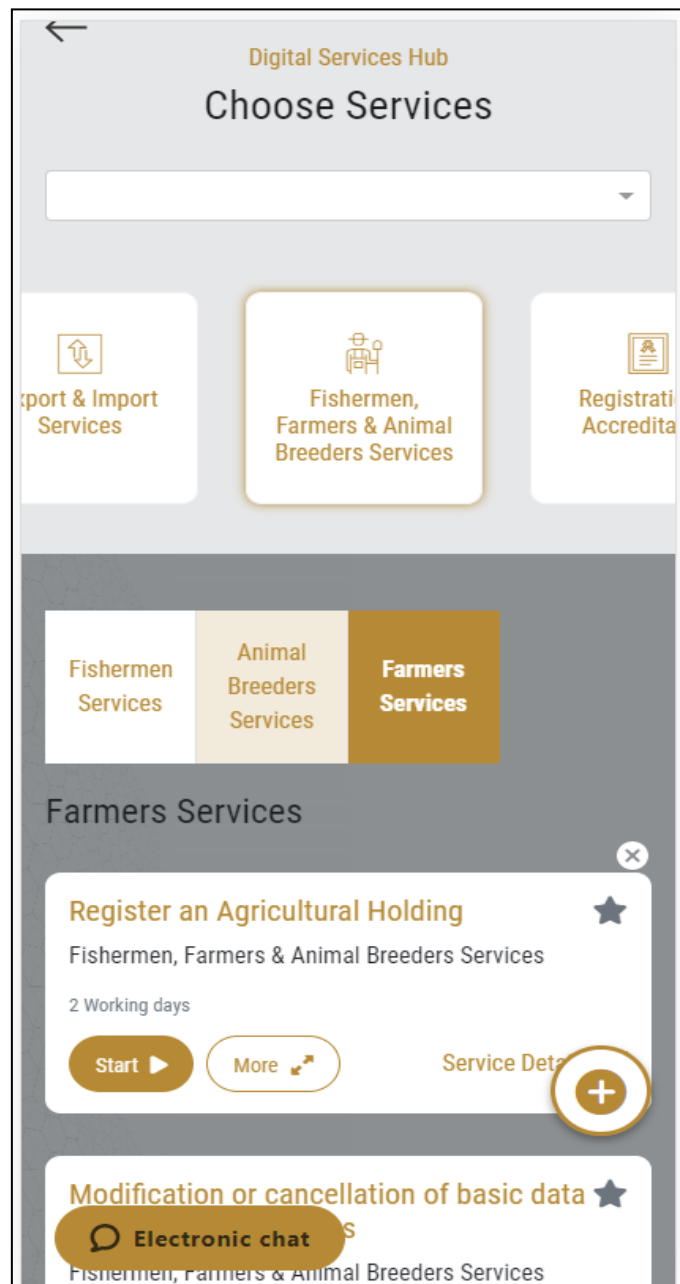


Figure 8 – Service New Request

- 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.

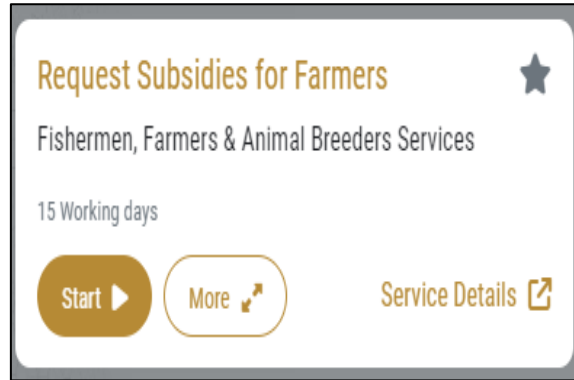


Figure 9 - Service Card

- 3- Click on *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.

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





## My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 156 Requests

Request Data	Status
<p style="margin: 0;"><b>REQUEST NO#OTH-10102023-481304</b></p> <p style="margin: 0; text-align: right;">Tuesday, October 10, 2023</p> <p style="margin: 0;">Request Subsidies for Fishermen-Issuance</p> <p style="margin: 0;"><b>Pending on Competent Committee Admin</b></p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  View                 </div> <div style="text-align: center;">  View/Send Messages                 </div> </div> <p style="margin-top: 10px;">▼ More Details...</p>	
<p style="margin: 0;"><b>REQUEST NO#Q-26092023-480294</b></p> <p style="margin: 0; text-align: right;">Tuesday, September 26, 2023</p> <p style="margin: 0;">Register Ownership of Species Listed in CITES Appendices-Issuance</p> <p style="margin: 0;"><b>Finished</b></p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  View                 </div> <div style="text-align: center;">  View/Send Messages                 </div> </div>	<div style="border: 2px solid #8B4513; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="font-size: 1.5em; color: #8B4513;">+</span> </div>

💬 Electronic chat

Figure 10 - 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 MOCCAЕ 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



**My Requests**

Enter Request Number

ALL

5

Search

Showing 3 of 156 Requests

Request Data	Status
<p><b>REQUEST NO#OTH-10102023-481304</b></p> <p>Tuesday, October 10, 2023</p> <p>Request Subsidies for Fishermen-Issuance</p> <p><b>Pending on Competent Committee Admin</b></p> <p>View</p> <p>View/Send Messages</p> <p>More Details...</p>	
<p><b>REQUEST NO#Q-26092023-480294</b></p> <p>Tuesday, September 26, 2023</p> <p>Register Ownership of Species Listed in CITES Appendices-Issuance</p> <p><b>Finished</b></p> <p>View</p> <p>View/Send Messages</p>	

Electronic chat

## Request Subsidies for Farmers

### [Show Service Card](#)

#### apply for Request Subsidies for Farmers

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.

← [User Profile] [Settings] [Document] [Communication]

## Request Subsidies for Farmers

★

### Applicant Information

Applicant Name \*

Sh

Edit Applicant Information

Next

Figure 11 - 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.

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

**Request Subsidies for Farmers**

**Applicant Information**

Applicant Name \*

---

ID  Passport

ID No. \*

Emirates ID format 784-XXXX-XXXXXXXX-X

---

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

Arabic  English  Urdu

Figure 12 - Applicant's Information Page

## Request Subsidies for Farmers ★

### Service Information i

License Number  
SHJ-A 958

Area \*  

x ▼

Center \*  

x ▼

Recipient \*  

x ▼

### Available Materials Filter

×

<b>Agri1</b>	<input type="button" value="⊕"/> <input type="text" value="0"/> <input type="button" value="⊖"/>
Available Quantity	( 6 ) Roll 3 by 400 meter
المواد المتعلقة	
Unit Price	112 AED

+

🗨️ Electronic chat

**Agril** + 0 -

Available Quantity ( 6 ) Roll 3 by 400 meter

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Unit Price 112 AED

**Bell Pepper Seeds** + 0 -

Available Quantity كيس 500 بذرة ( 5 )

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Unit Price 33.5 AED

**Magnesium sulfate sulfate** + 0 -

Available Quantity كيس سعة 25 كغ ( 10 )

المواد المتعلقة

Unit Price 19.5 AED

Please select one materials at least +

🗨 Electronic chat

Next

Figure 13 - Service Information

5- Click *Next* to review your request.

### Selected Materials

Material Name	Quantity	Unit Price
Total Price		
Agril	1	112
		112
Bell Pepper Seeds	1	33.5
		33.5
Magnesium sulfate sulfate	1	19.5
		19.5
Total Price		
165 (AED)		

Accept Terms & Conditions \*



Back Submit

6- to pay click pay fees


Accept Terms & Conditions \*

Back Pay fees Pay Later

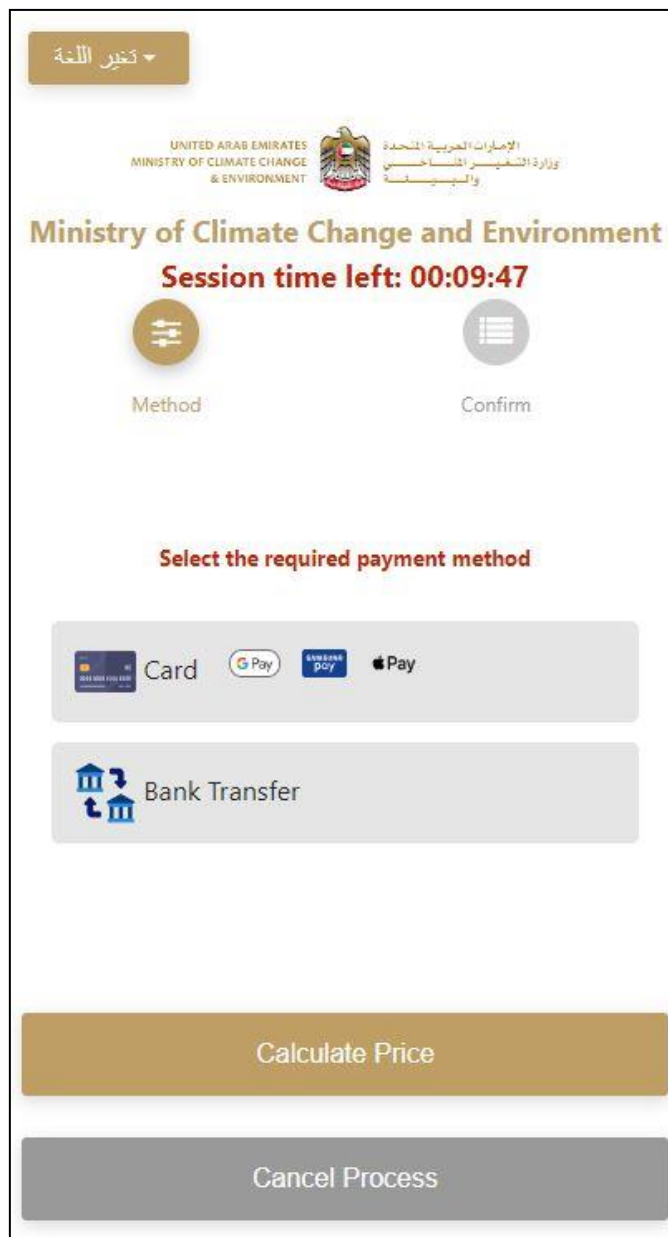
Figure 14 – Service Request Review

- 7- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- 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.
  - Click on *Pay Now*  to pay for the service immediately. See [How to Pay for a Digital Service](#)

### 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.

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



تغيير اللغة

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT




الإمارات العربية المتحدة  
وزارة التغير المناخي  
والبيئة

Ministry of Climate Change and Environment

Session time left: 00:09:47

Method Confirm

Select the required payment method

Card   

Bank Transfer

Calculate Price

Cancel Process

Figure 15 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. The header includes the ministry's name in English and Arabic, along with the UAE coat of arms. A session timer shows 00:04:02 remaining. Two main buttons are visible: 'Method' and 'Confirm'. The main content area is divided into two sections. The left section, titled 'Request Fees', shows a 'Description' of 'Card Charges' with an amount of 2.04 AED and a tax amount of 0.1 AED, resulting in a 'Total With Tax Amount' of 2.14 AED. The right section, titled 'Service', shows a 'Description' of 'Service' with an amount of 0 AED and a tax amount of 0 AED, resulting in a 'Total With Tax Amount' of 0 AED. A summary table at the bottom right shows 'Total Tax' and 'Total Amount' both as 0 AED. At the bottom, there are three buttons: 'Proceed With Payment', 'Change Payment Method', and 'Cancel Process'. The interface is powered by ATB.

Figure 16 - Service Fees Details






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

**Ministry of Climate Change and Environment**

**Total Payment: 503.57 AED**

**Session time left: 00:03:30**

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**

I agree to [Terms&Conditions](#)


**Pay Now**

**Change Payment Method**

**Cancel Process**

Figure 17 - Credit Card Details

4. Once the payment is complete and successful, you will receive a confirmation message.



## Payment Successfully

<b>Receipt Reference Number</b>	e756ea25-5fa7-4d59-9e39-349c9cbc3cf8
<b>Date &amp; Time</b>	04/06/2023 11:58:58 AM
<b>Payment Method</b>	Card
<b>Card Charges</b>	0.71
<b>Total Amount</b>	

Fee Name	Amount	Quantity
Service name will appear here		1 <span style="float: right;">▼</span>

Continue


Figure 18 - Payment Confirmation


8- Once approved it will be Pending on Receiving Materials


**REQUEST NO#OTH-06092023-480208**  
 Wednesday, September 6, 2023

Request Subsidies for Fishermen-Issuance

**Pending on Receiving Materials**

  
 Payments  
List

  
 View

  
 View/Send  
Messages

✓ More Details...

9- Download the certificate after click on View icon then click Download

**Outputs**

Certificate Number	Certificate Name		
AUD-FSH-80-273766	Exchange Order	①	<a href="#" style="background-color: #28a745; color: white; padding: 5px 10px; border-radius: 3px;">Download</a>


10- Figure 19 - Download or View Certificate


11- once Receiving Materials, it will be finished


**REQUEST NO#OTH-06092023-480208**  
 Wednesday, September 6, 2023

Request Subsidies for Fishermen-Issuance

**Finished**

  
 Payments  
List

  
 View

  
 View/Send  
Messages

✓ More Details...