



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Transfer Ownership of Species Listed in CITES

Appendices

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 ' 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.

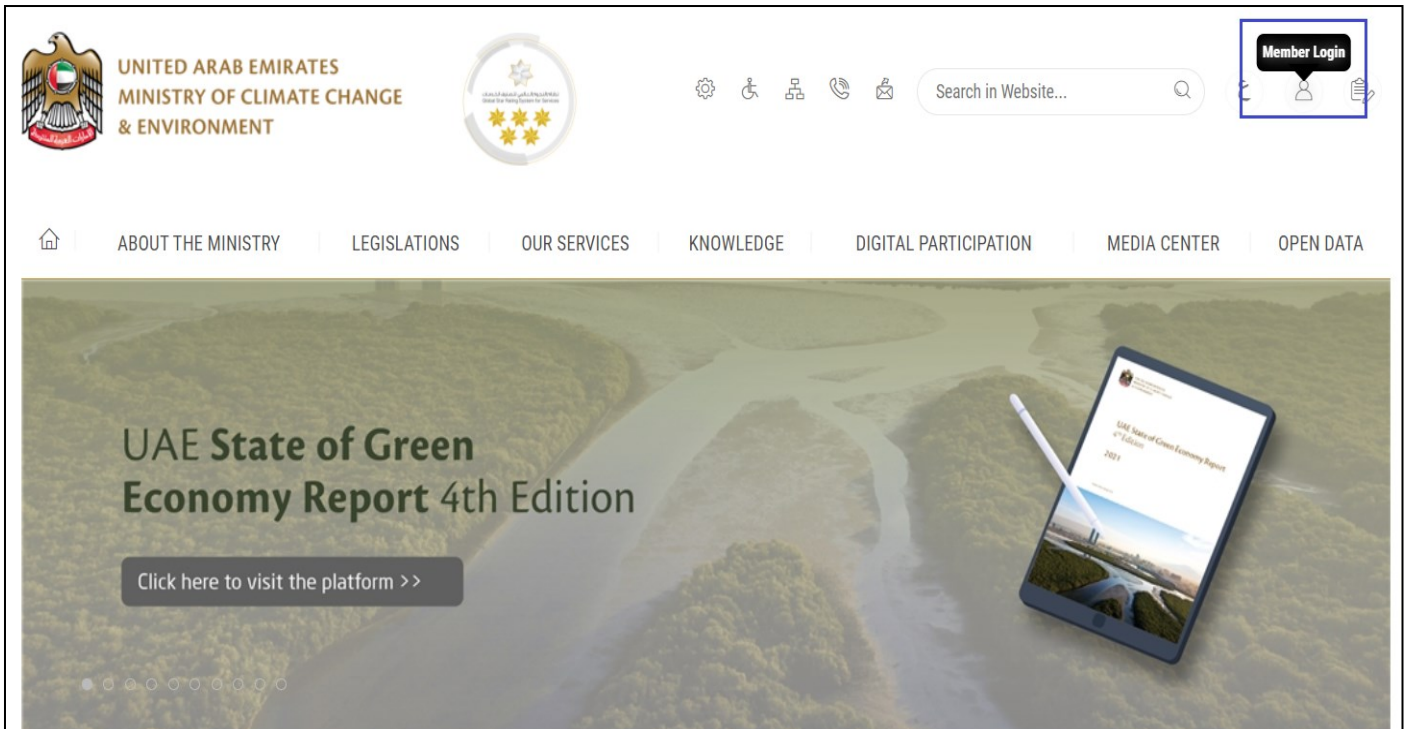
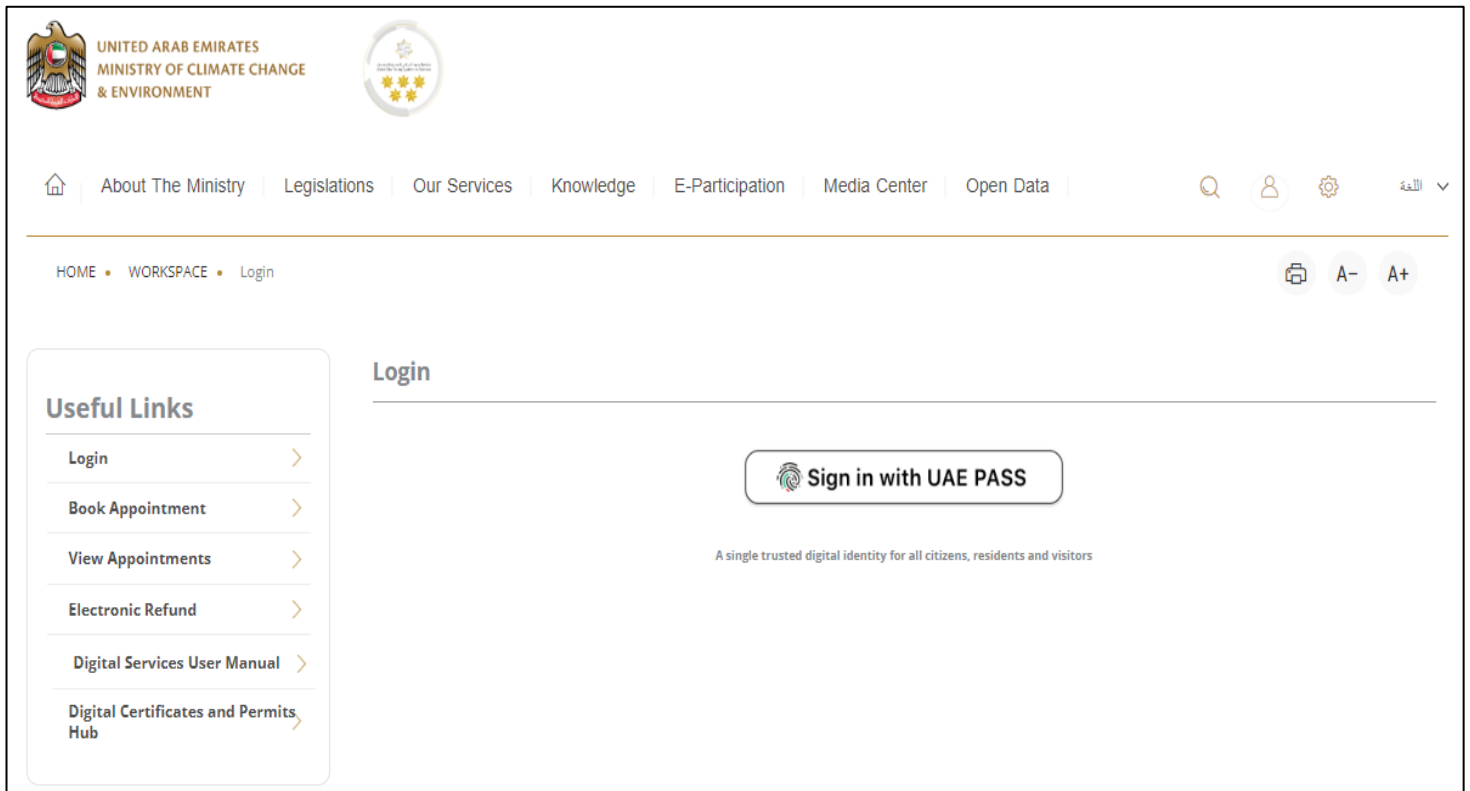


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.



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

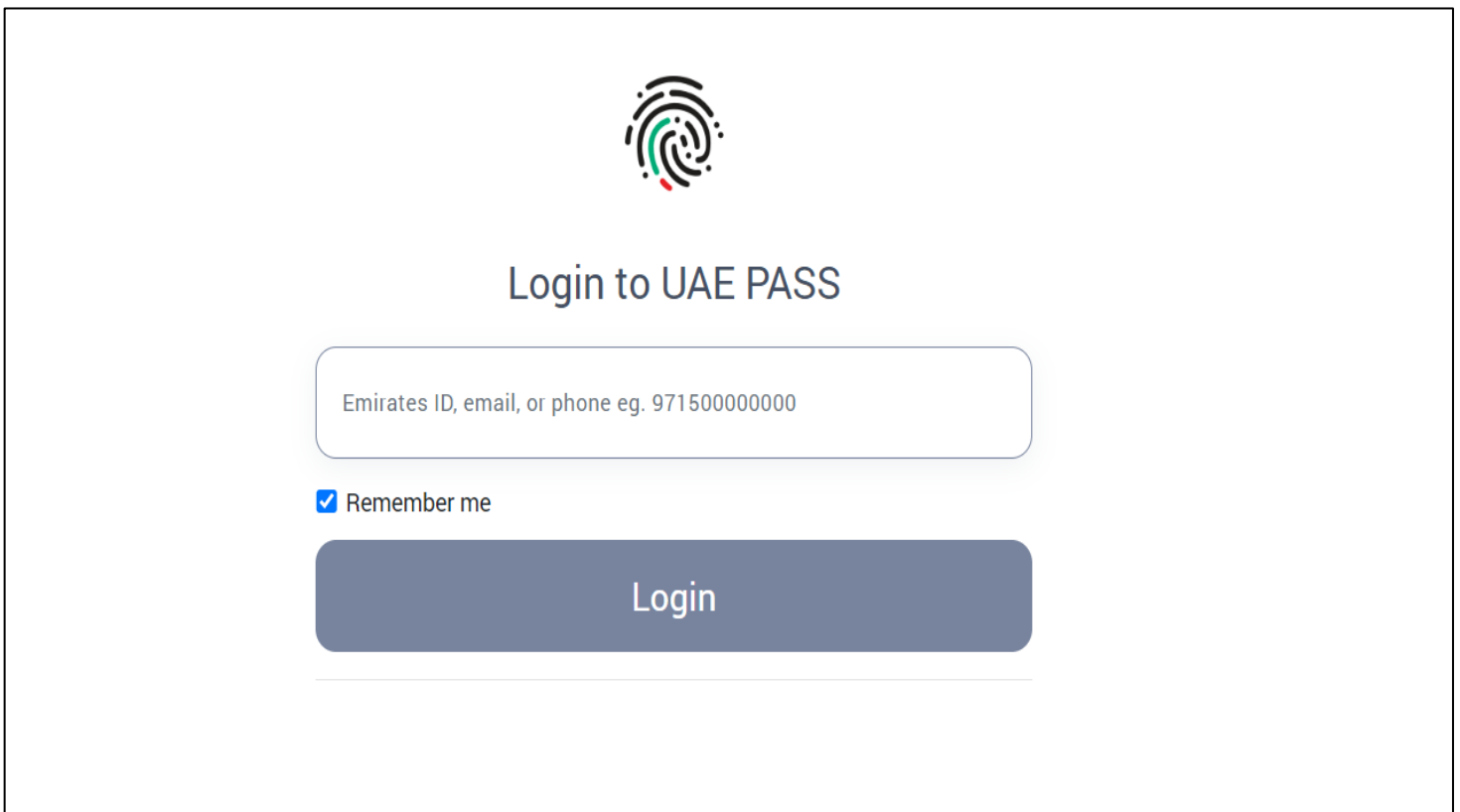


Figure 2 - Login Page

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

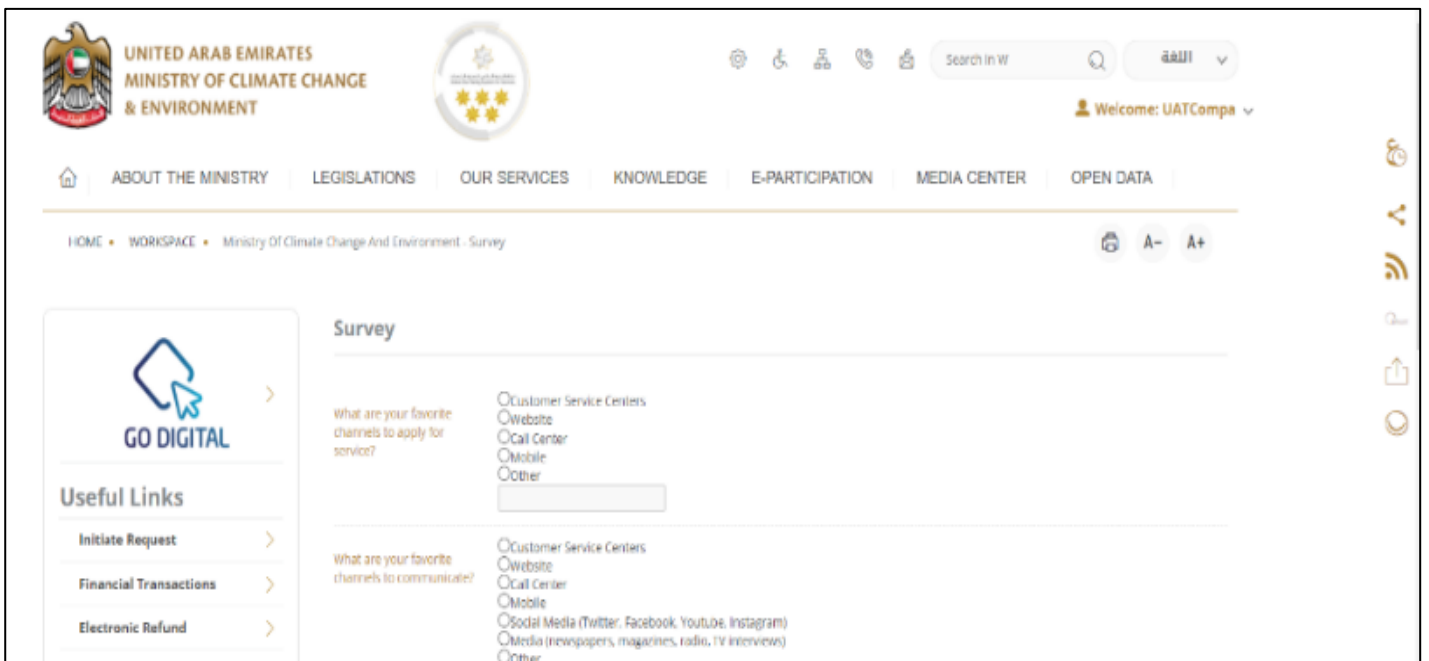
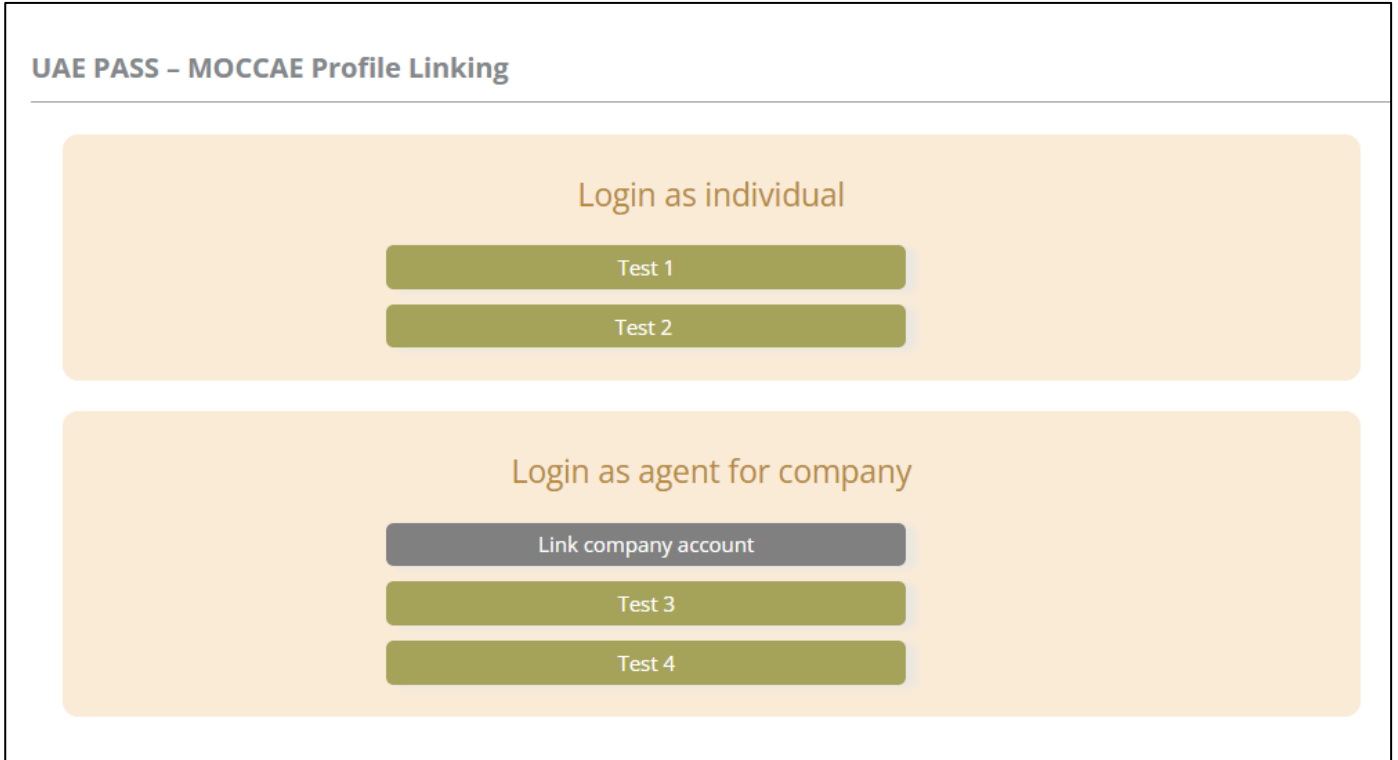


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

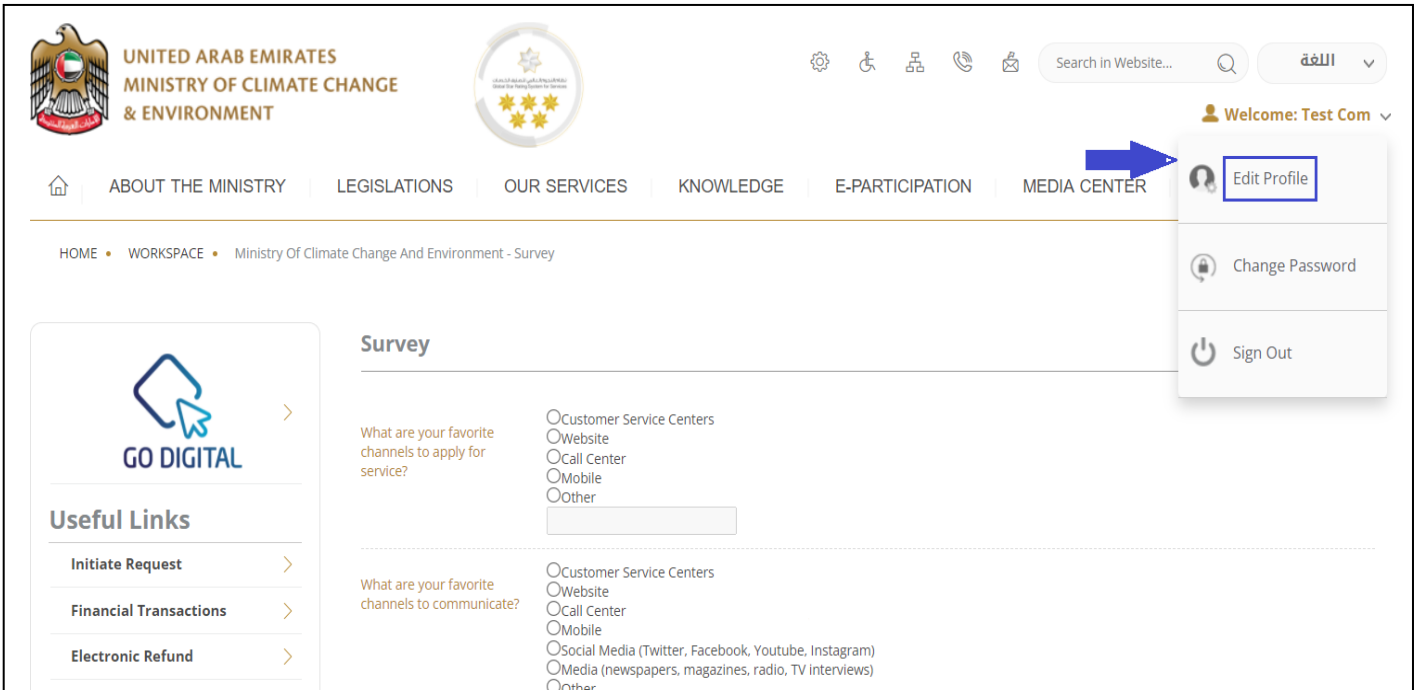


Figure 4 - Update Profile

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

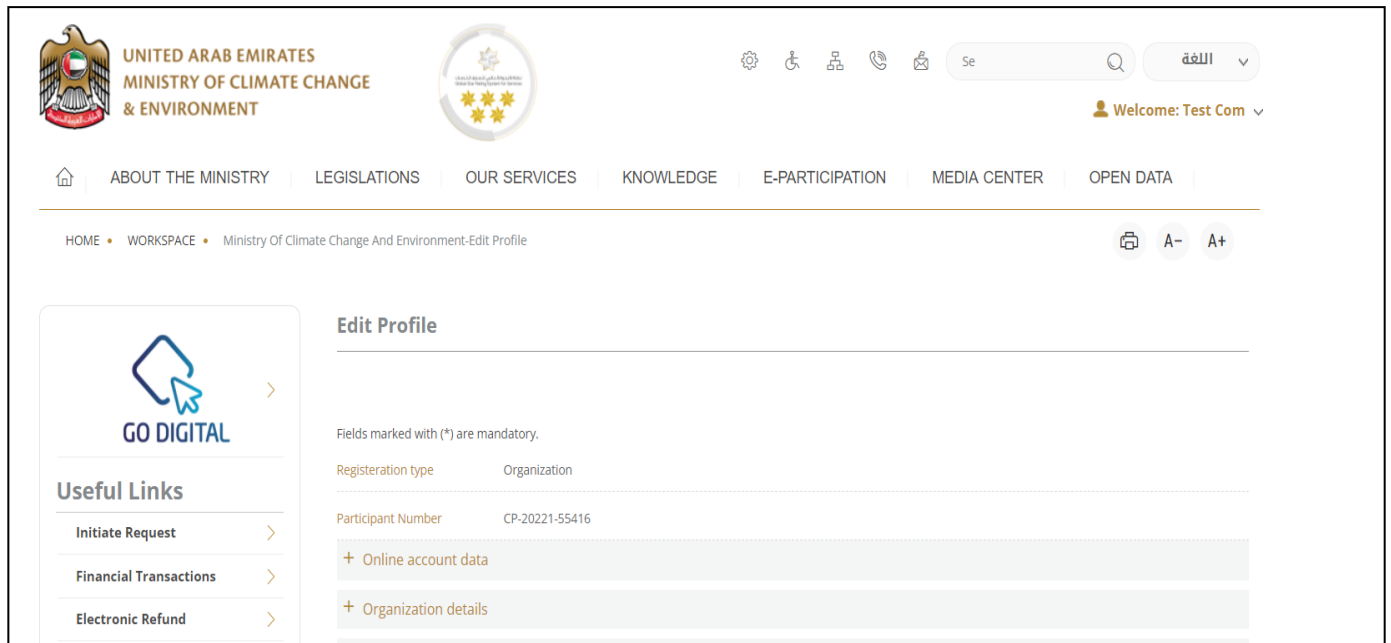



Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

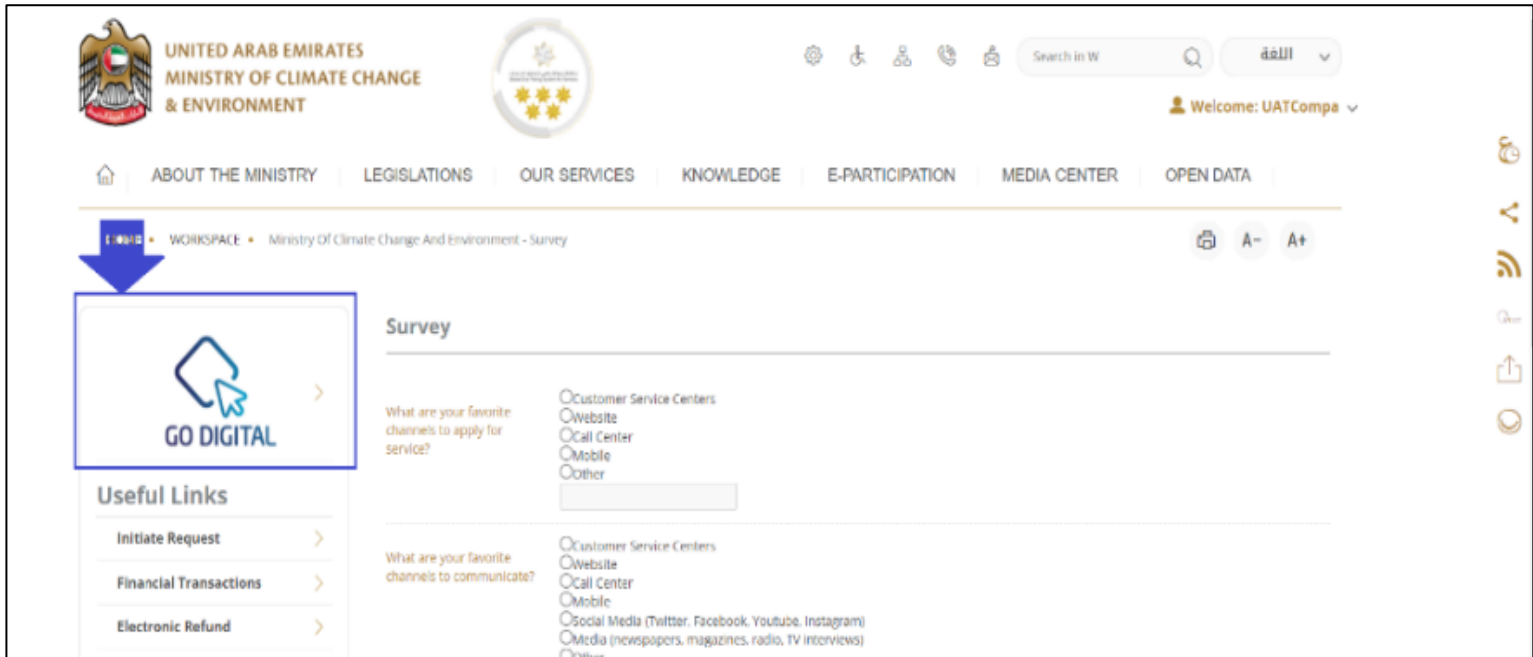


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

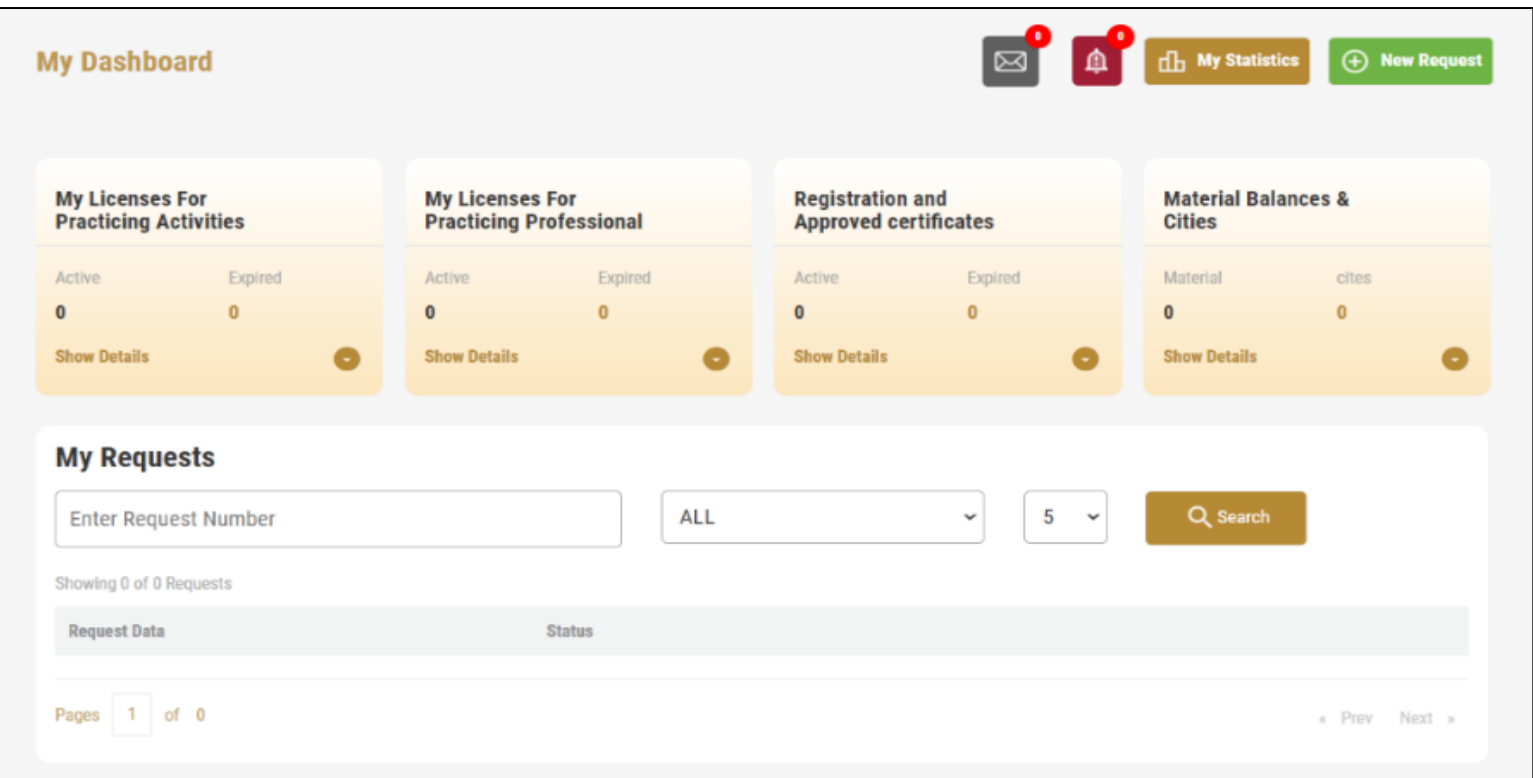


Figure 7- My Dashboard

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
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 8 - 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 Requests' section of the MOCCA digital services portal. At the top, there are four summary cards for different license categories, each showing 'Active' and 'Expired' counts and a 'Show Details' button. Below these is a 'My Requests' section with a search bar, filters (ALL, 5), and a search button. A table shows one request: 'Transfer Ownership of Species Listed in CITES Appendices-Issuance' with status 'Finished'. The table has columns for 'Request Data' and 'Status'. Below the request details are 'View' and 'View/Send Messages' icons.

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.

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:

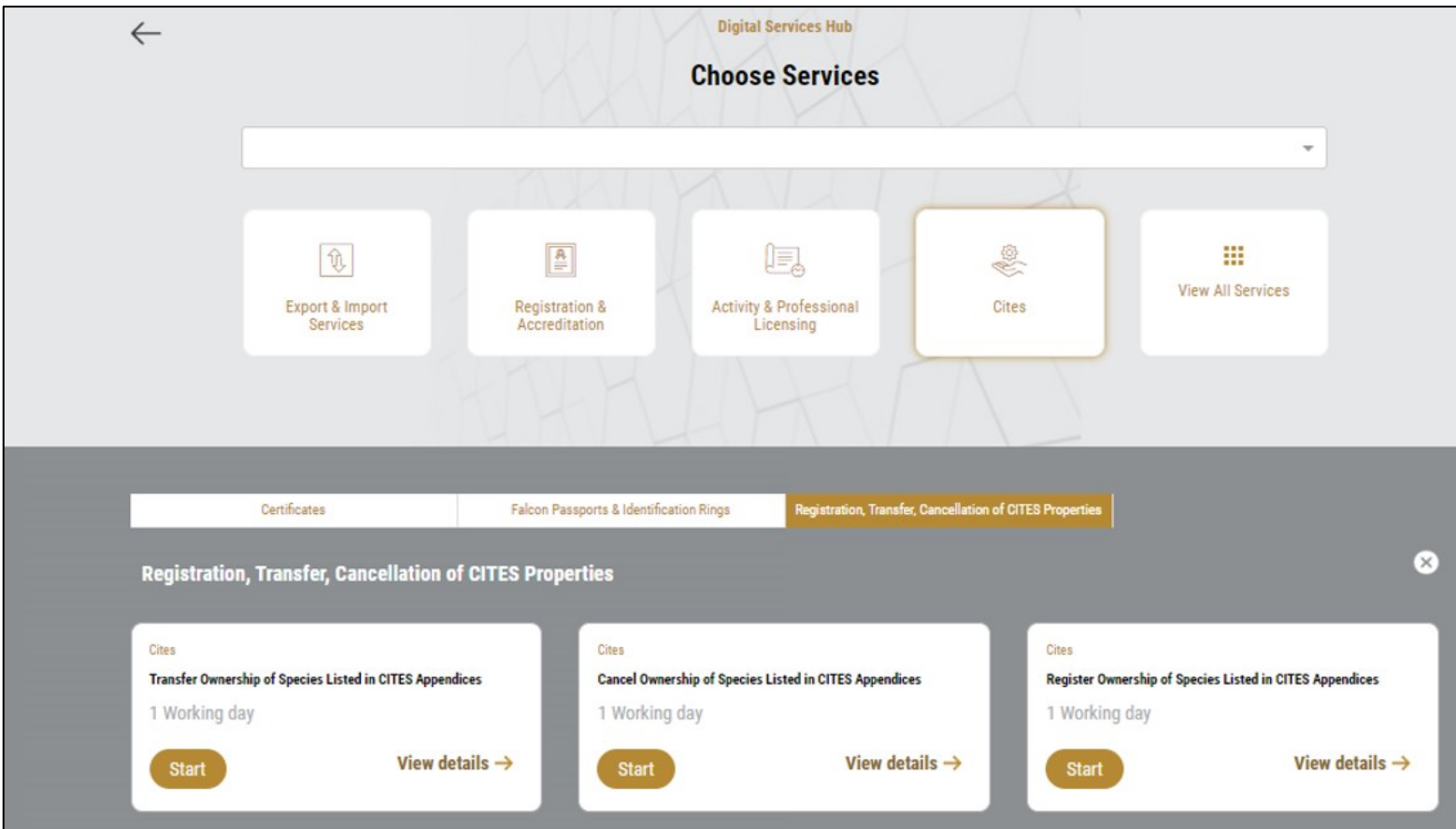


Figure 10 – Service New Request

- 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.

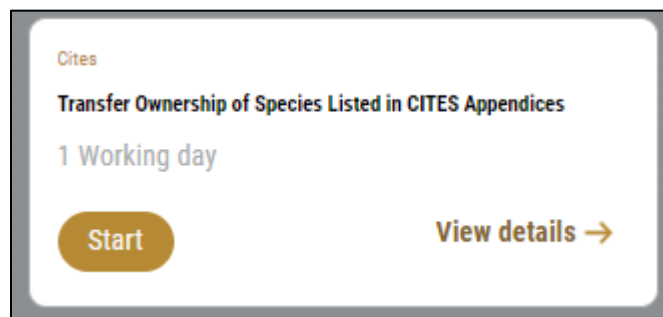


Figure 11 - Service Card

- 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.

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.

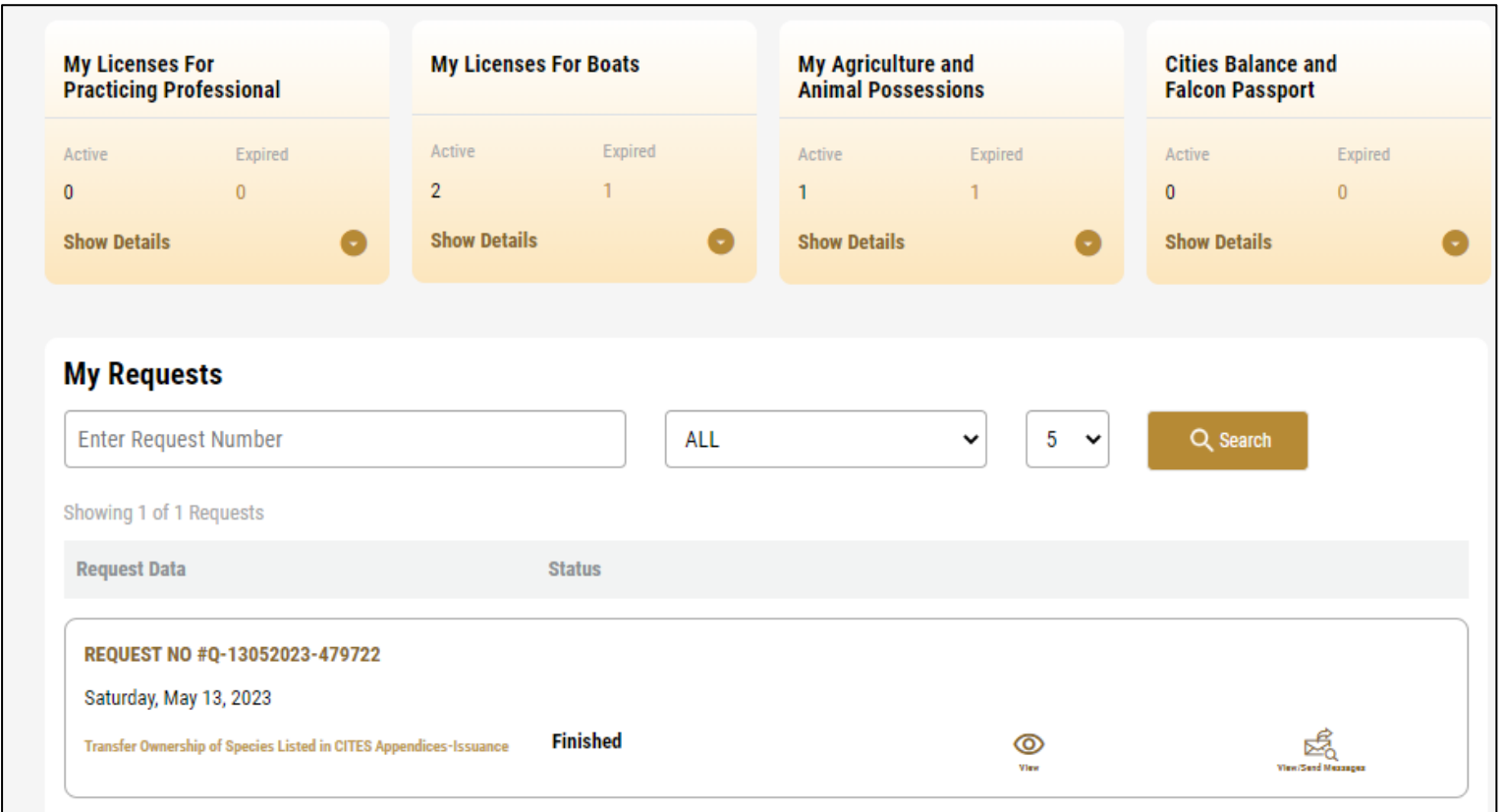





Figure 12 - Select Request to Retrieve

- 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



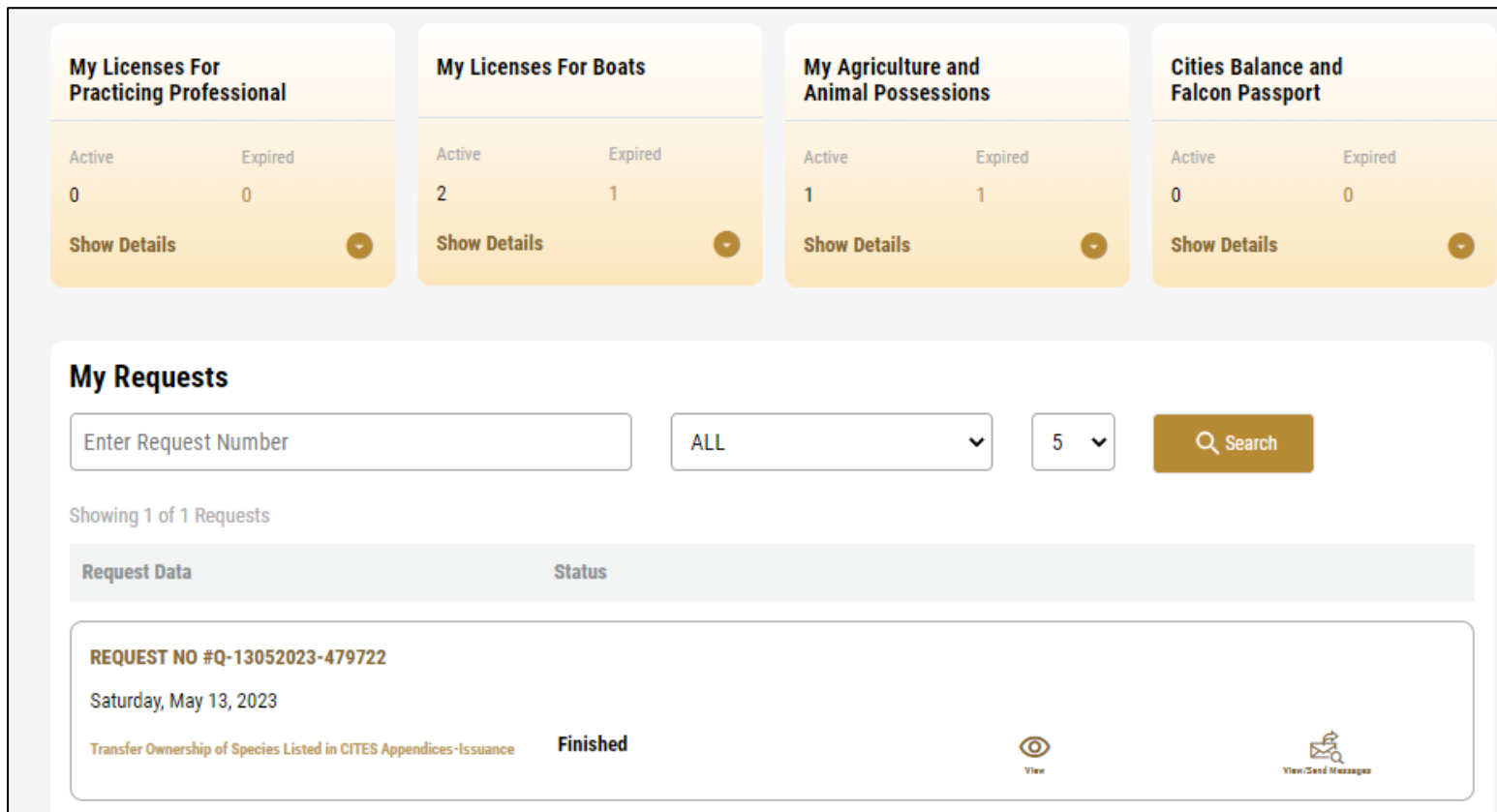
View/Send Message 	To communicate directly with MOCCAЕ employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid



Table 2 – Service Request Actions

View or Download a Certificate

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



The screenshot displays a dashboard with four service category cards: 'My Licenses For Practicing Professional', 'My Licenses For Boats', 'My Agriculture and Animal Possessions', and 'Cities Balance and Falcon Passport'. Each card shows counts for 'Active' and 'Expired' licenses and a 'Show Details' button. Below these is a 'My Requests' section with a search bar, filters for 'ALL' and '5' items, and a search button. A single request is listed with the following details:

Request Data	Status	View	View/Send Messages
<p>REQUEST NO #Q-13052023-479722</p> <p>Saturday, May 13, 2023</p> <p>Transfer Ownership of Species Listed in CITES Appendices-Issuance</p>	Finished		


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

Transfer Ownership of Species Listed in CITES Appendices

[Show Service Card](#)

apply for Transfer Ownership of Species Listed in CITES Appendices

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.

Transfer Ownership of Species Listed in CITES Appendices

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.

Transfer Ownership of Species Listed in CITES Appendices

Applicant Information

Applicant Name *

▼

Cancel Adding

ID

ID No. *

784-

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

Passport

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic

English

Urdu

Next

Figure 15 - Applicant's Information Page

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

Transfer Ownership of Species Listed in CITES Appendices

Service Details

Type Details

Inputs for CITES services in English

Service Details ✓

Class *

Live Animals - Falcons
✕ ▾

Ownership Transfer Type *

Transfer from my property to another person
✕ ▾

Scientific Name - Identification

DXB-Q-80-272548 / Falco rusticolus X Falco peregrinus - Falco peregrinus - 602...
✕ ▾

Type Details

<p>Ownership Type</p> <p>Old system imported item</p> <p>Measurement Unit</p>	<p>Common Name</p> <p>Gyr Falcon X Peregrine Falcon - Peregrine Falcon</p> <p>Ring No</p> <p>602UAEGOVS</p>
--	--

Owner Name

test fard [Participant Details](#)

New Owner Number *

IN-20152-52652

Back

Next

Figure 14 - Service Information

2- Click *Next* to review your request.

Transfer Ownership of Species Listed in CITES Appendices

Type Details

Type Details

<p>New Owner Number IN-20152-52652</p> <p>Quantity to transfer</p>	<p>Ownership Transfer Type Transfer from my property to another person</p> <p>Scientific Name - Identification Gyr Falcon X Peregrine Falcon - Peregrine Falcon</p>
--	---

Accept Terms & Conditions *

Back
Submit

Figure 15 – Service Request Review

- 3- Check the *I Agree to the Terms and Conditions* box. Click submit the request will be sent to the authorized MOCCA 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
- 4- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
- 5- Locate the completed request then click on to download your certificate, or to view the request.

REQUEST NO #Q-13052023-479722


Saturday, May 13, 2023

Transfer Ownership of Species Listed in CITES Appendices-Issuance **Finished**


View

View/Send Messages

Figure 16 - Download or View Certificate

Download the certificate after click on View  icon then click Download

Outputs

Certificate Number	Certificate Name		
23AE1838	Certificate Name		Download