



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Request Veterinary Extension Services

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.

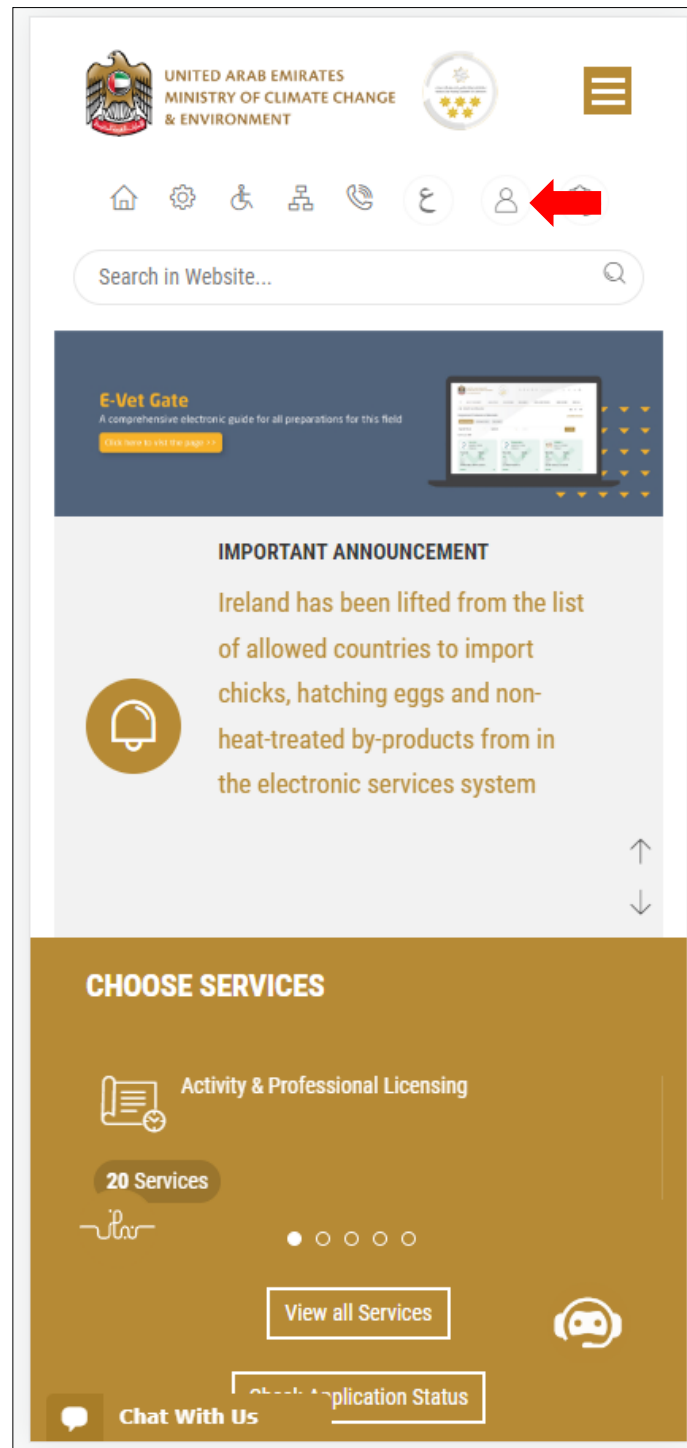
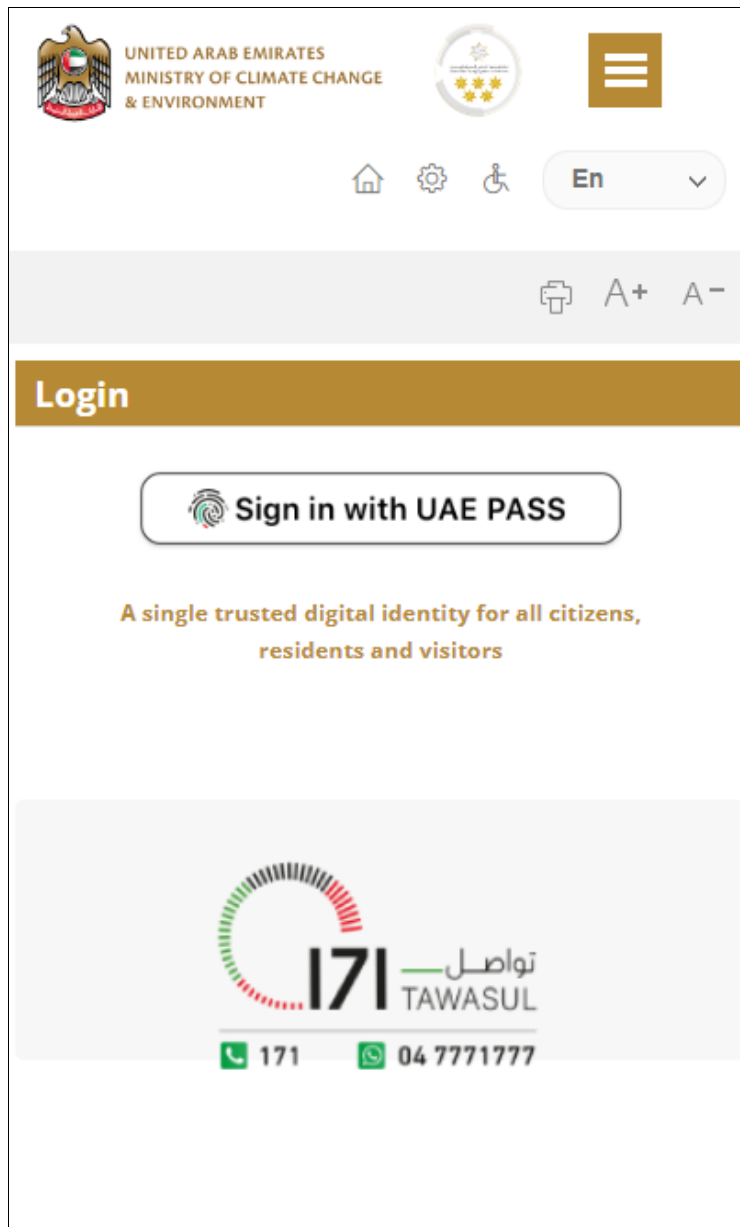


Figure 1 – MOCCAЕ Website Home Page

1- Click on Sign in with UAE PASS.



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

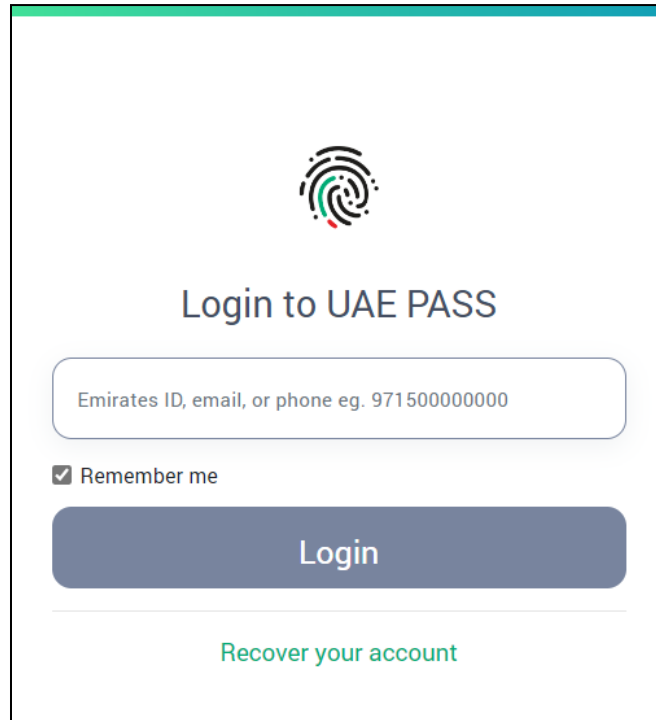
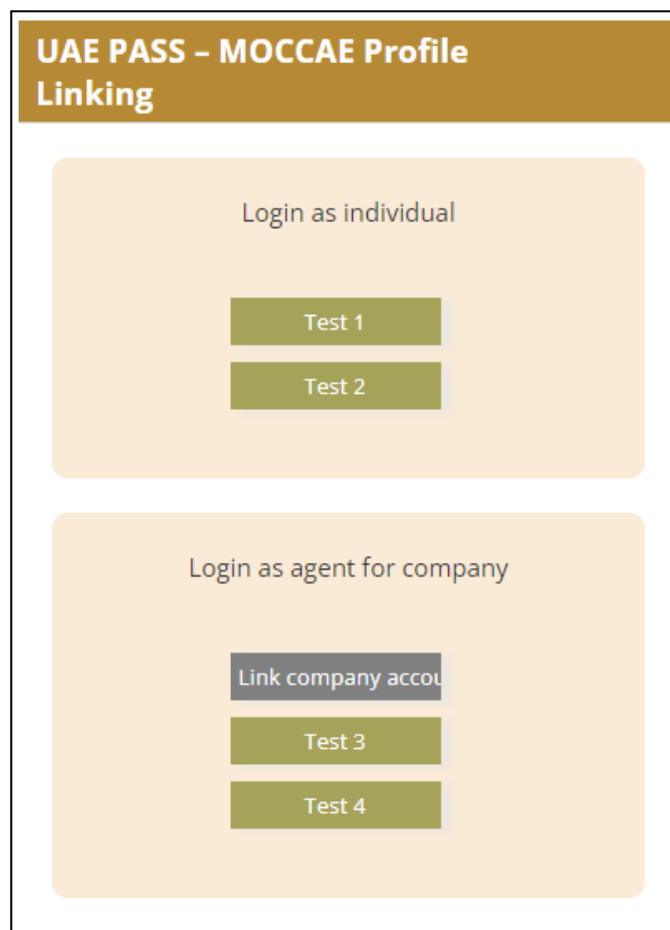


Figure 2 - Login Page

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



4- You will be logged in successfully and directed to MOCCAЕ survey page.

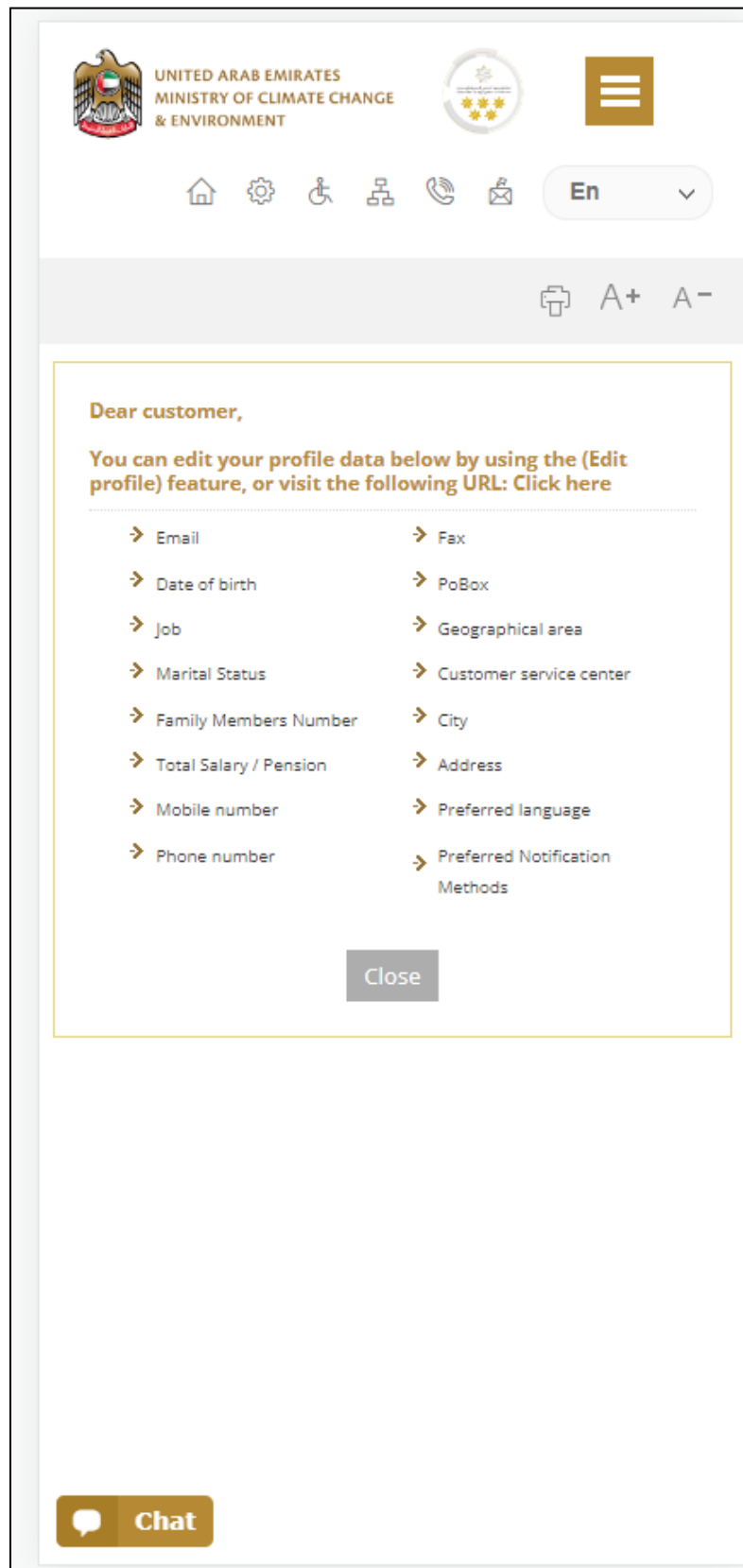



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

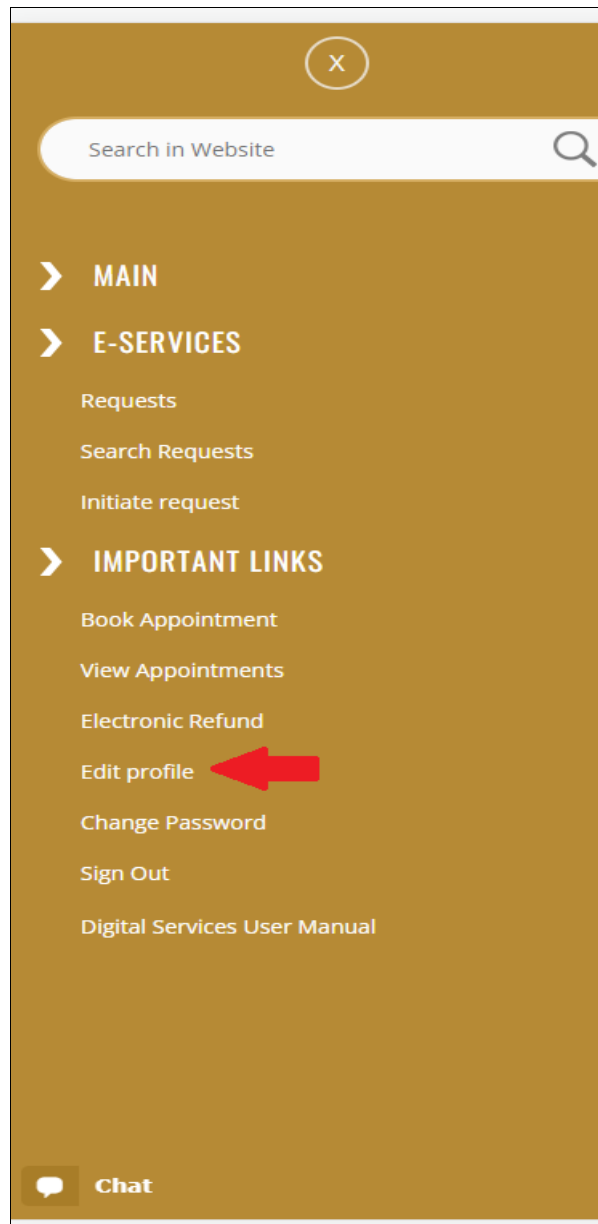


Figure 4 - Update Company Profile

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

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Edit Profile

Fields marked with (*) are mandatory.

Registration type
Individual

Participant Number
IN-20174-86637

Online account data

Email

Confirm Email

Enable 2 Step Authentication feature

Individual details

Full arabic name *


This field accepts English letters in case the client can't speak Arabic

Full english name *

Figure 5 - 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

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.

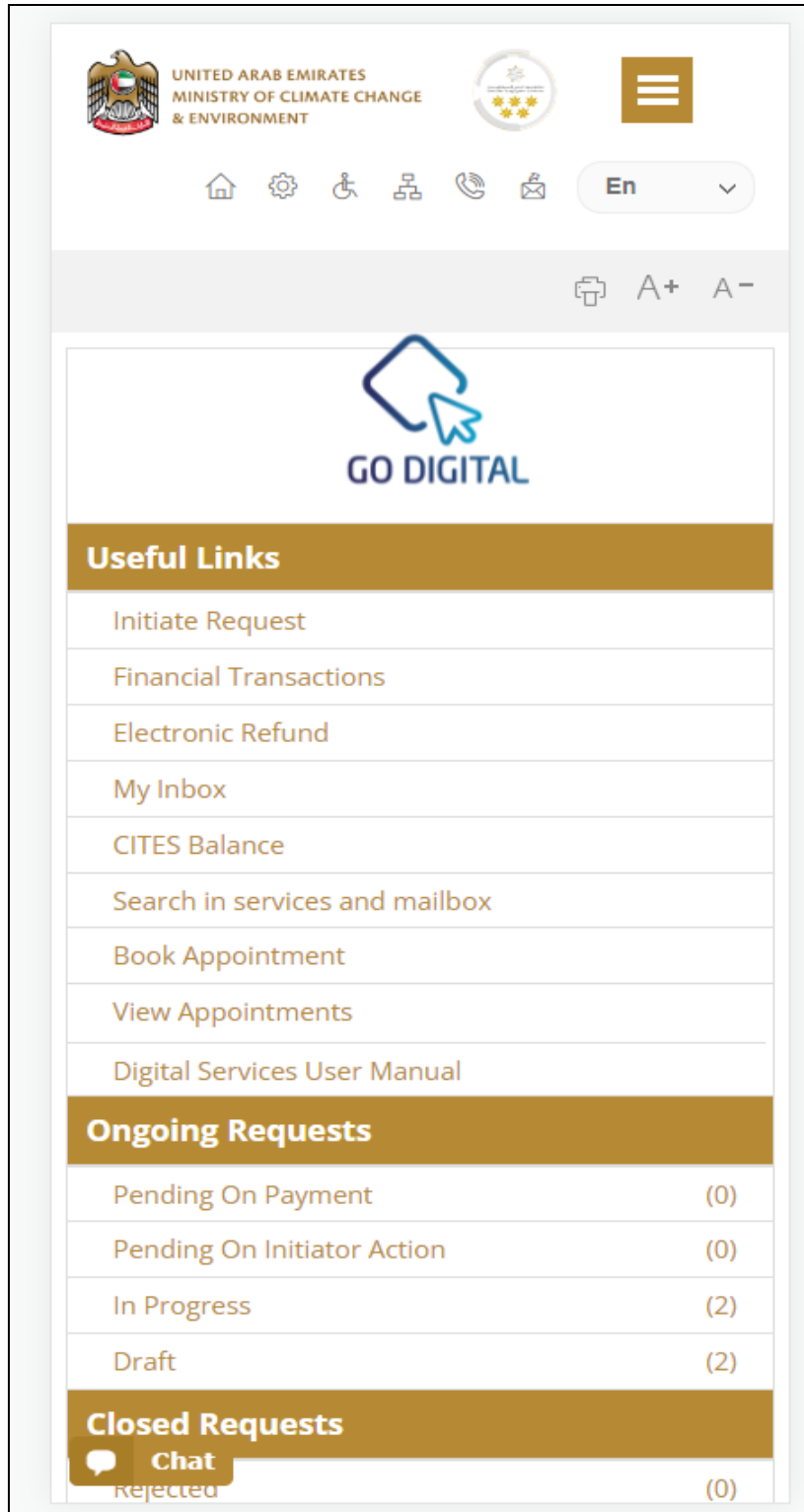


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

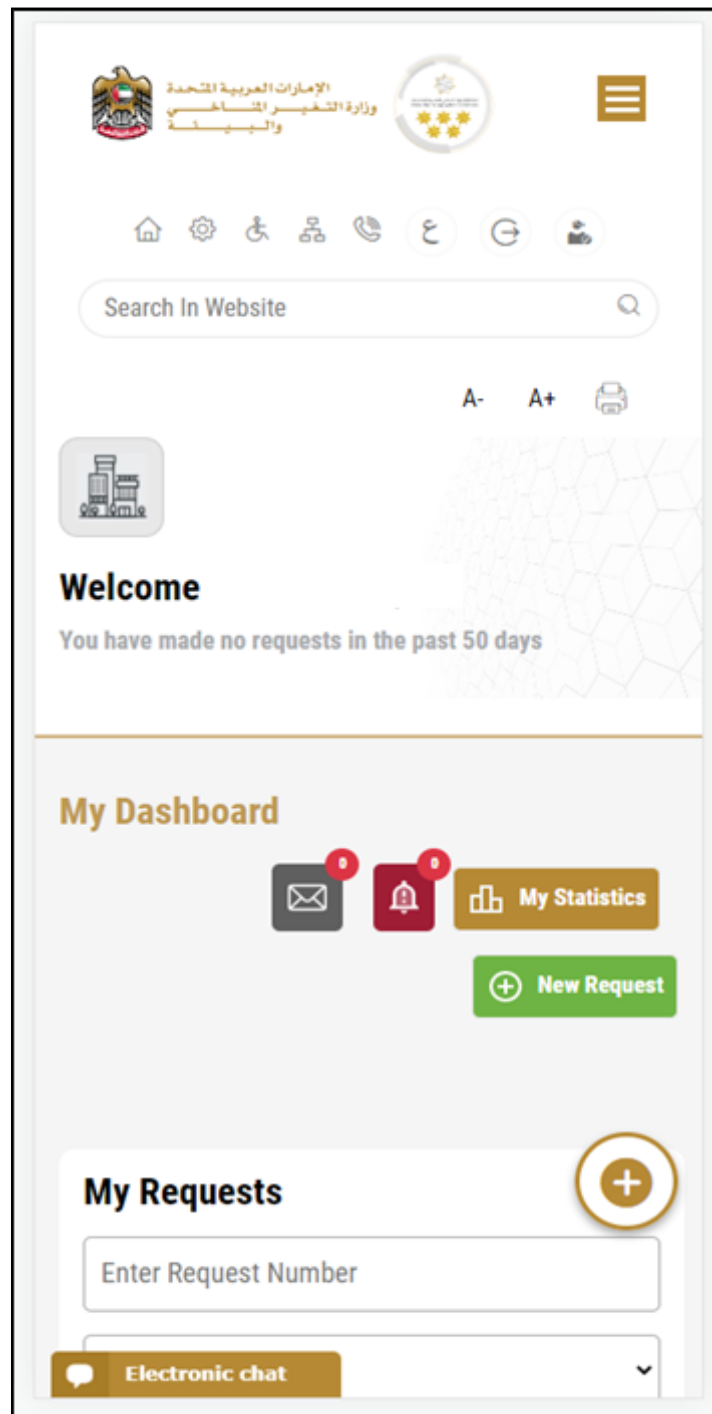


Figure 7- My Dashboard

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.

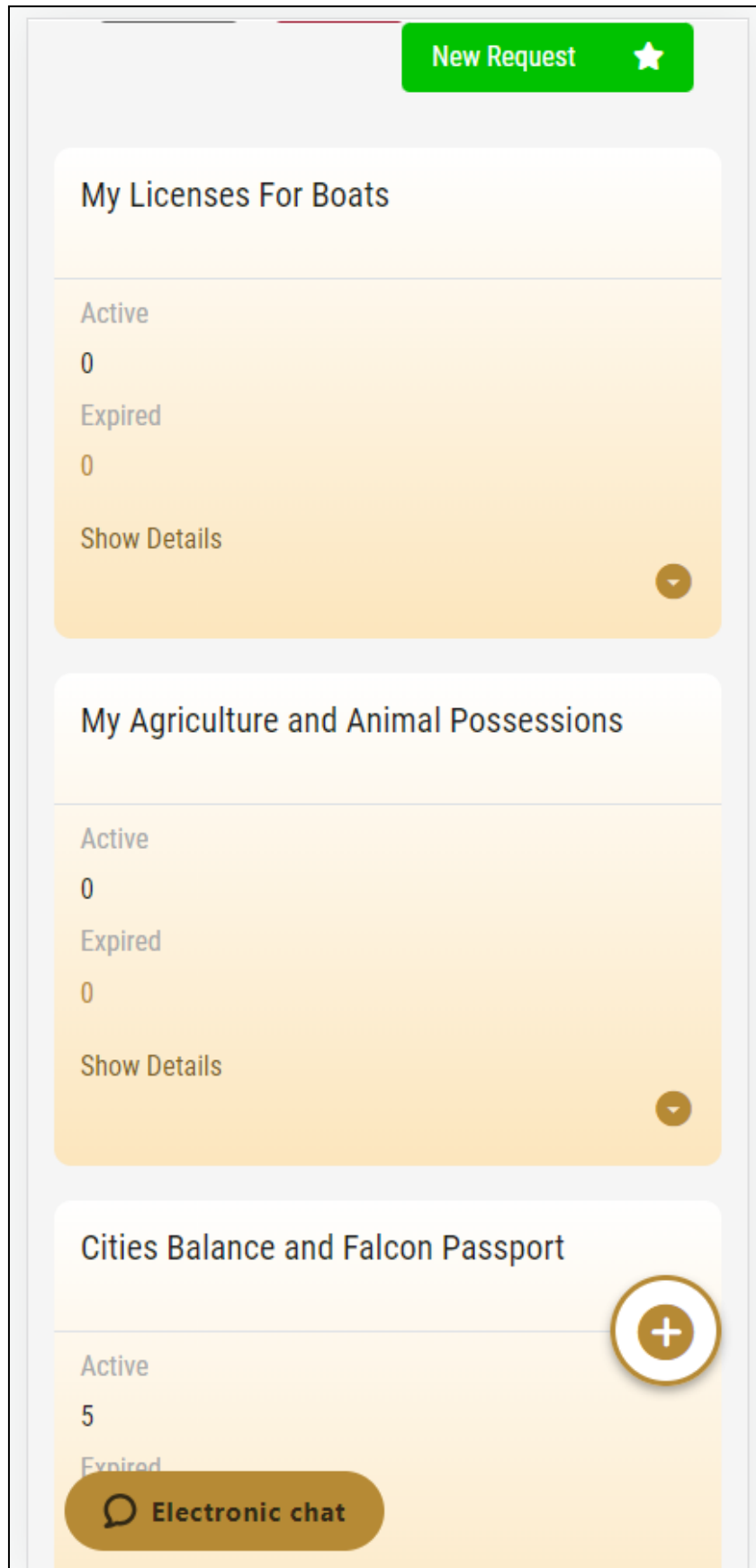


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL ▼

10 ▼

🔍 Search

Showing 3 of 1386 Requests

Request Data	Status
<p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p>	<div style="display: flex; justify-content: space-around; margin-top: 10px;"> 👁️ View ✉️ View/Send Messages </div>
<p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p>	<div style="display: flex; justify-content: space-around; margin-top: 10px;"> 🗑️ Cancel 👁️ View ✉️ View/Send Messages </div>

Chat

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:

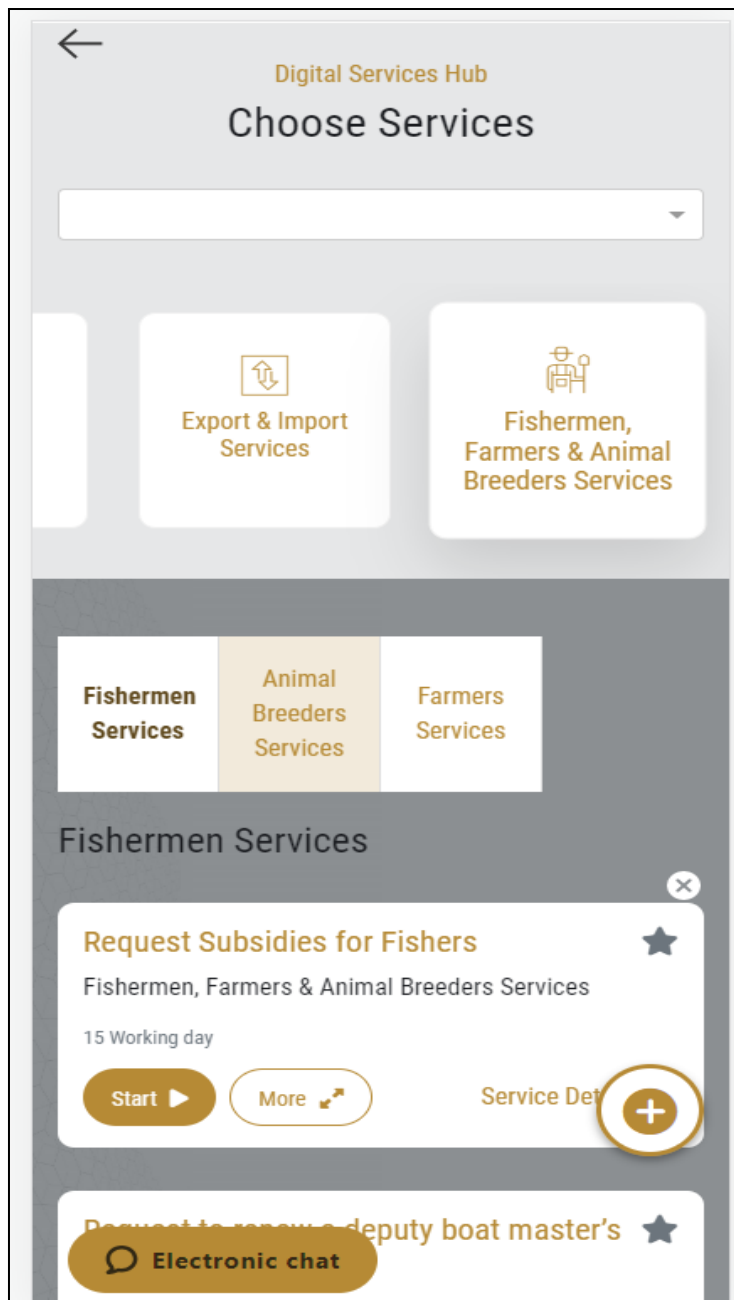


Figure 10 – Service New Request

- 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.

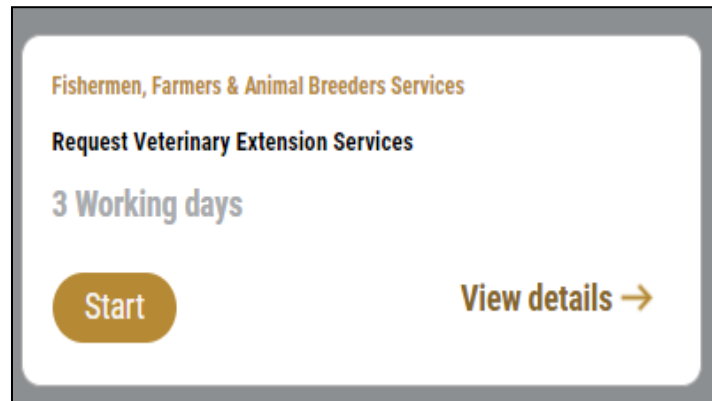
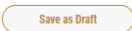


Figure 11 - Service Card

- 3- Click on *Start*  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.

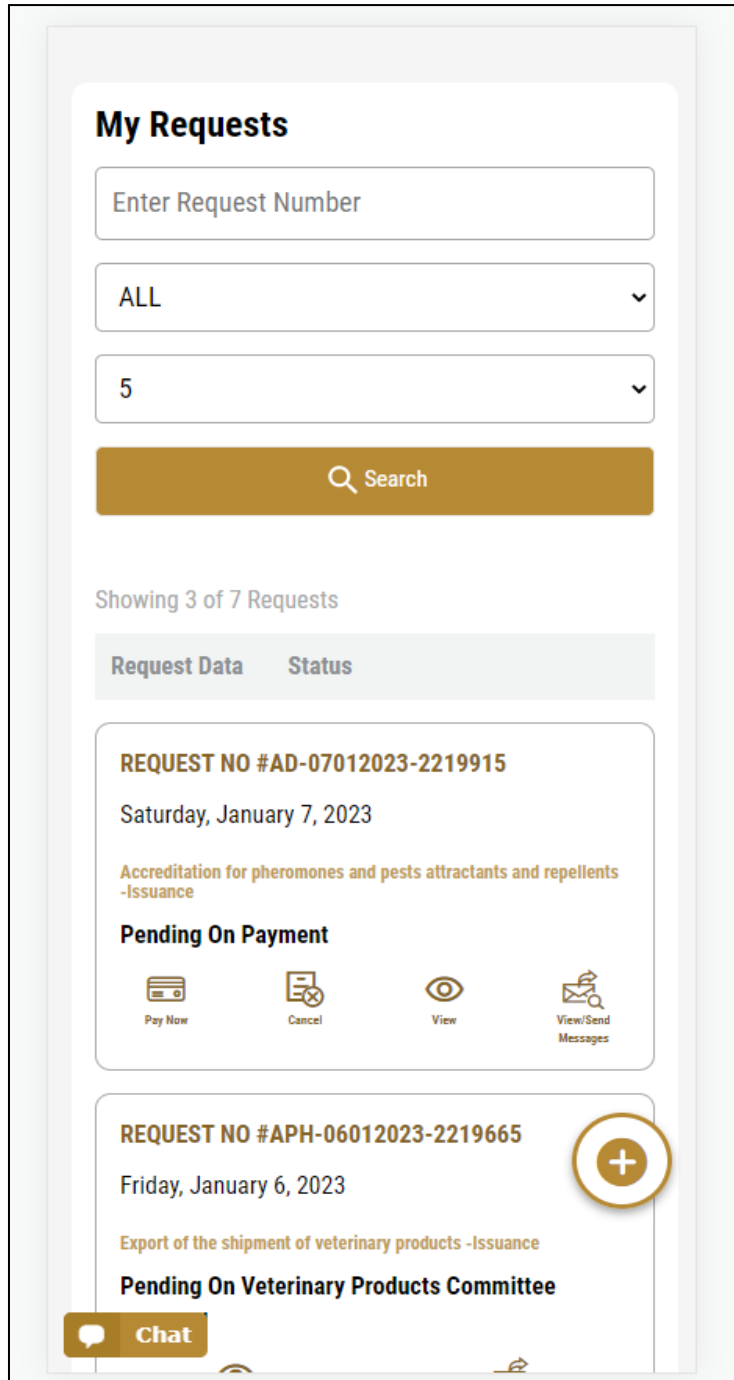




Figure 12 - Select Request to Retrieve

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 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

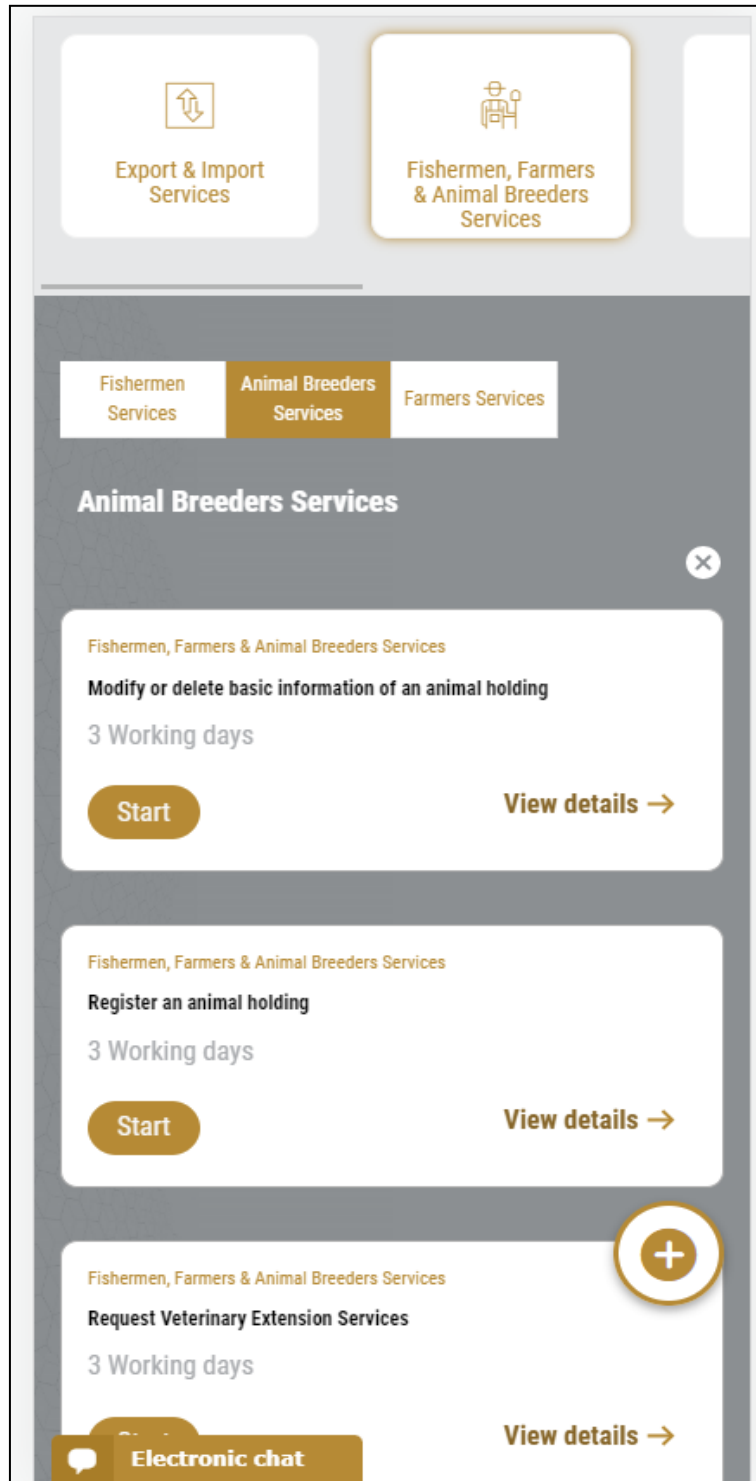
Table 2 – Service Request Actions

Request Veterinary Extension Services

[Show Service Card](#)

Apply for a Request Veterinary Extension Services

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



- 2- Select the Service 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*.
- c. Select the request purpose

The applicant’s information will be displayed and show request purpose.

Figure 13 - Select Applicant Name

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

Applicant Information

Applicant Name *

Cancel Adding

ID
 Passport

ID No. *

784-

Emirates ID format 784-XXXX-XXXXXXXX-X

Verify ID No.

Name *

Mobile No. *


Example: 00971123456789

Electronic chat

Figure 14 - Applicant's Information Page

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

Request Veterinary Extension Services

Request Details 

Animals Kind *

Cows Count *

Goats Count *

Ownership Type *

Request Type *

3- Click *Next* to review your request then click submit.

Request Veterinary Extension Services

Request Details

Cows
2

Goats
10

Ownership Type
Commercial farm

Request Type
Guidance


Action Type(s)

Accept Terms & Conditions *

[Back](#) [Submit](#)

- 4- By returning to the main page of the service, you will find your request " Pending On Veterinarian Visit".

Request Veterinary Extension Services



CONGRATS!

Your Request # APH-18062023-480052 is successfully submitted, Status **Pending On Veterinarian Visit** at 6/18/23, 12:07 PM


[Go To Dashboard](#)

REQUEST NO #APH-18062023-480052


Sunday, June 18, 2023

Request Veterinary Extension Services-Issuance

Pending On Veterinarian Visit

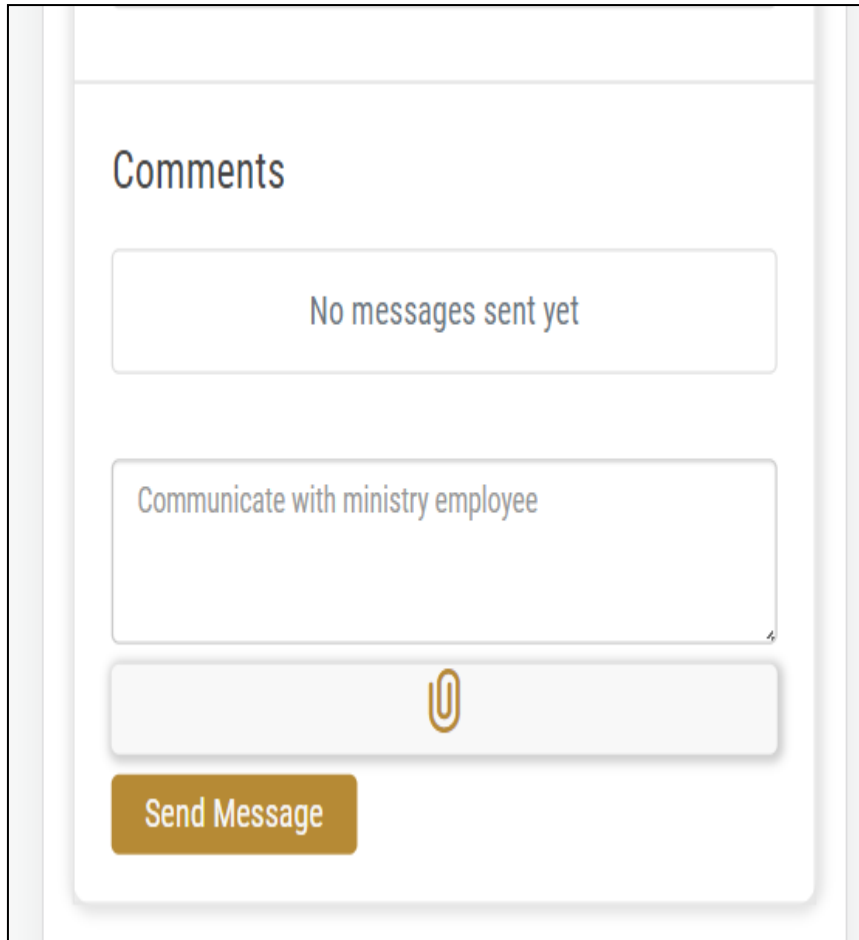


View



View/Send Messages

- 5- Open the request to read the messages that may be sent by the Veterinarian.



- 6- The Veterinarian will set a date for the visit and once done the status of the request will be “finished”

