



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Cancel 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 MOCCA website

First you need to log in to the MOCCA website.

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

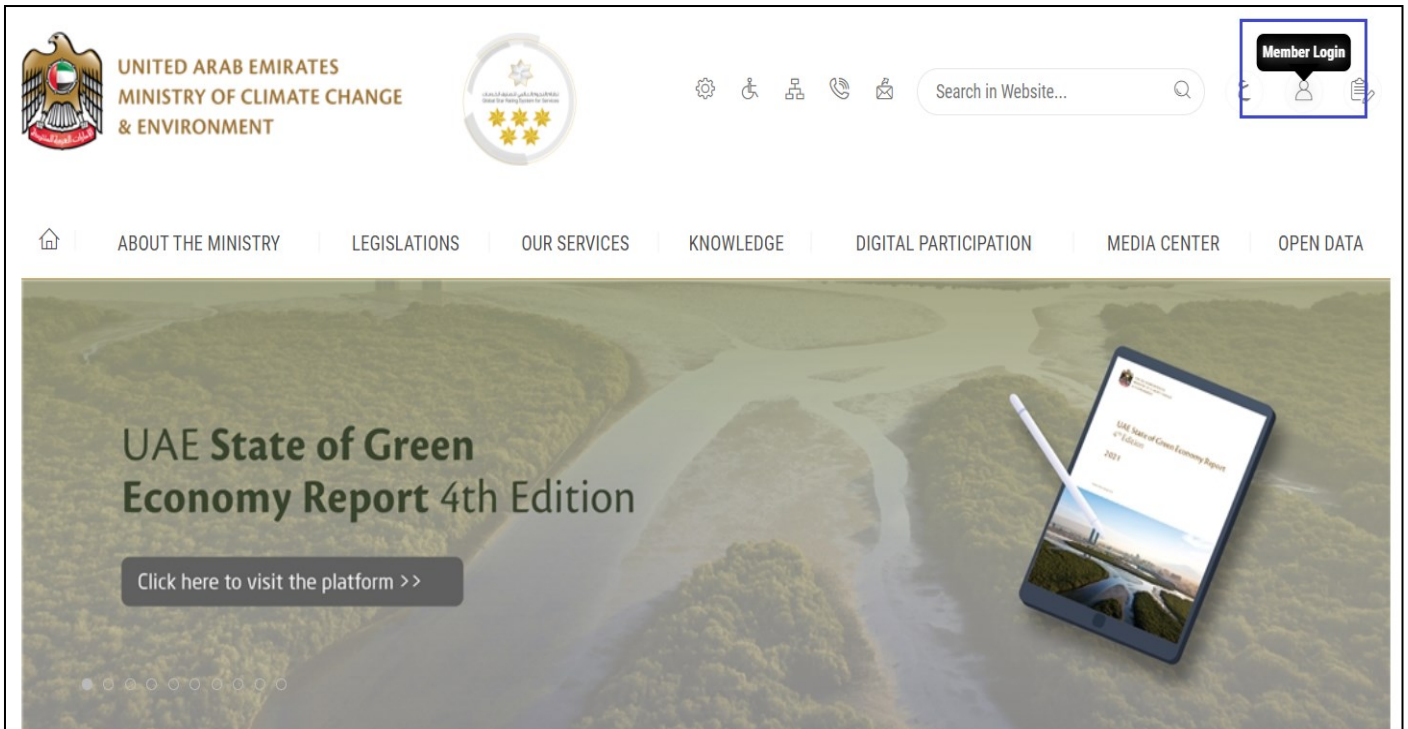
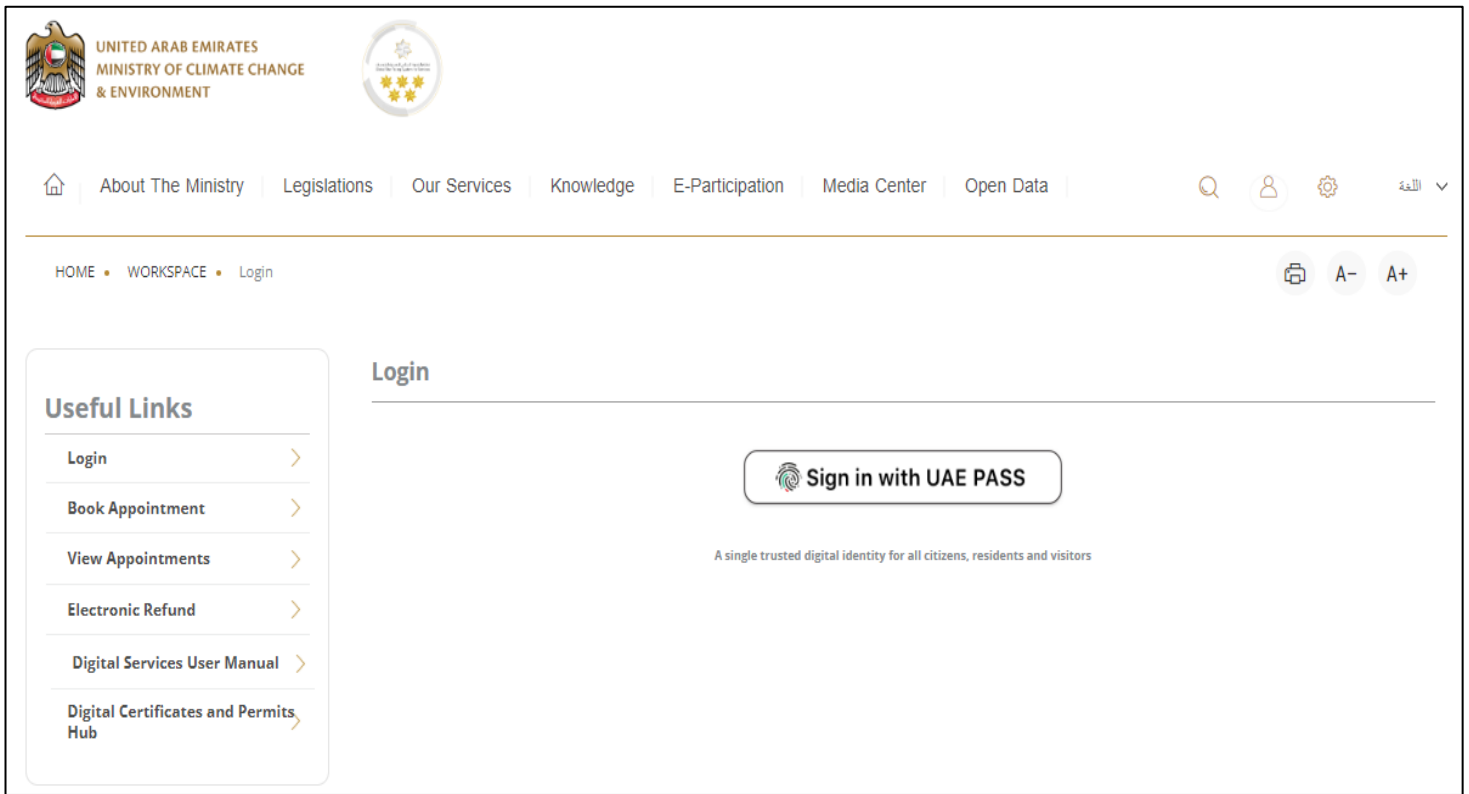


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

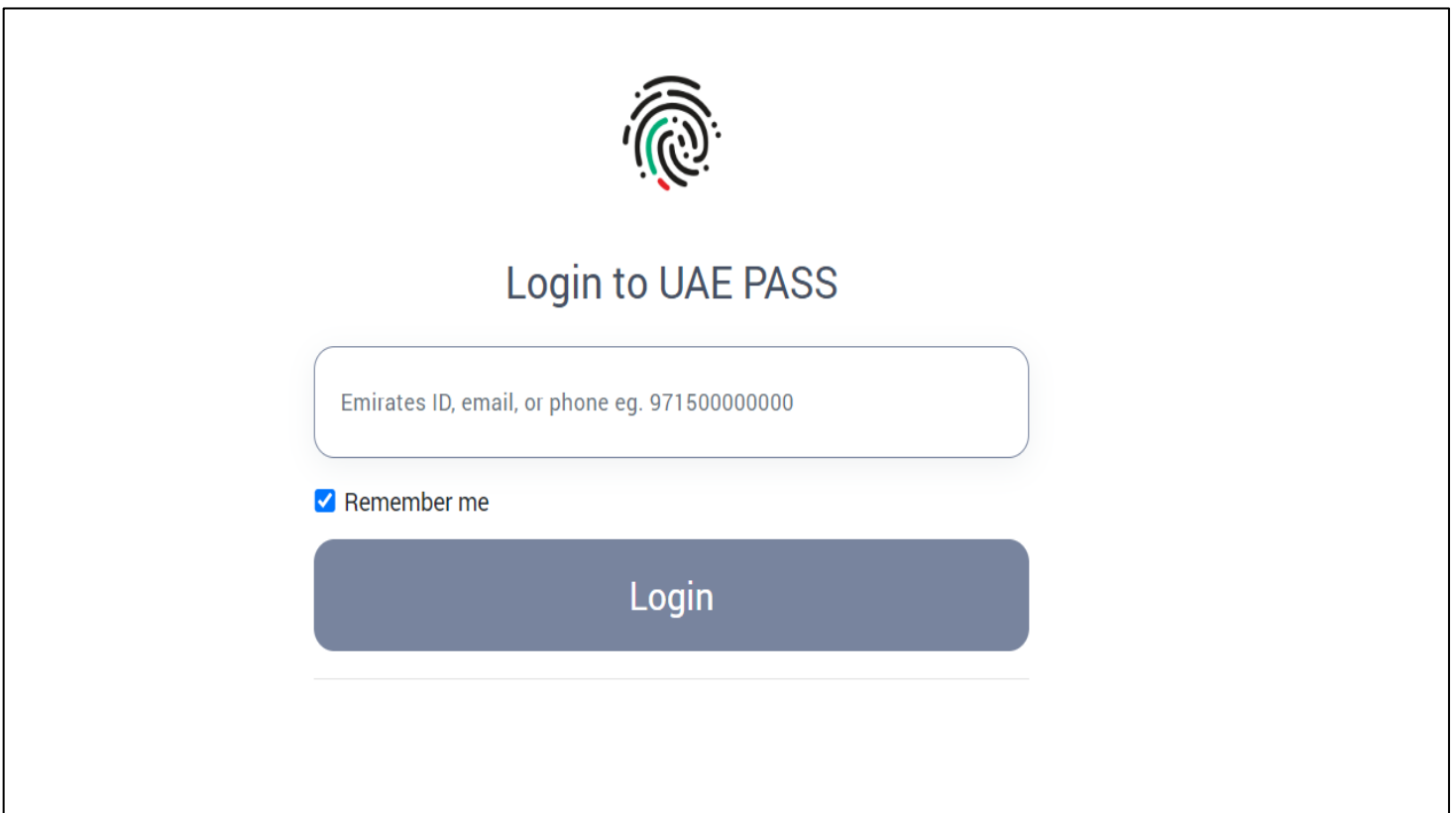


Figure 2 - Login Page

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

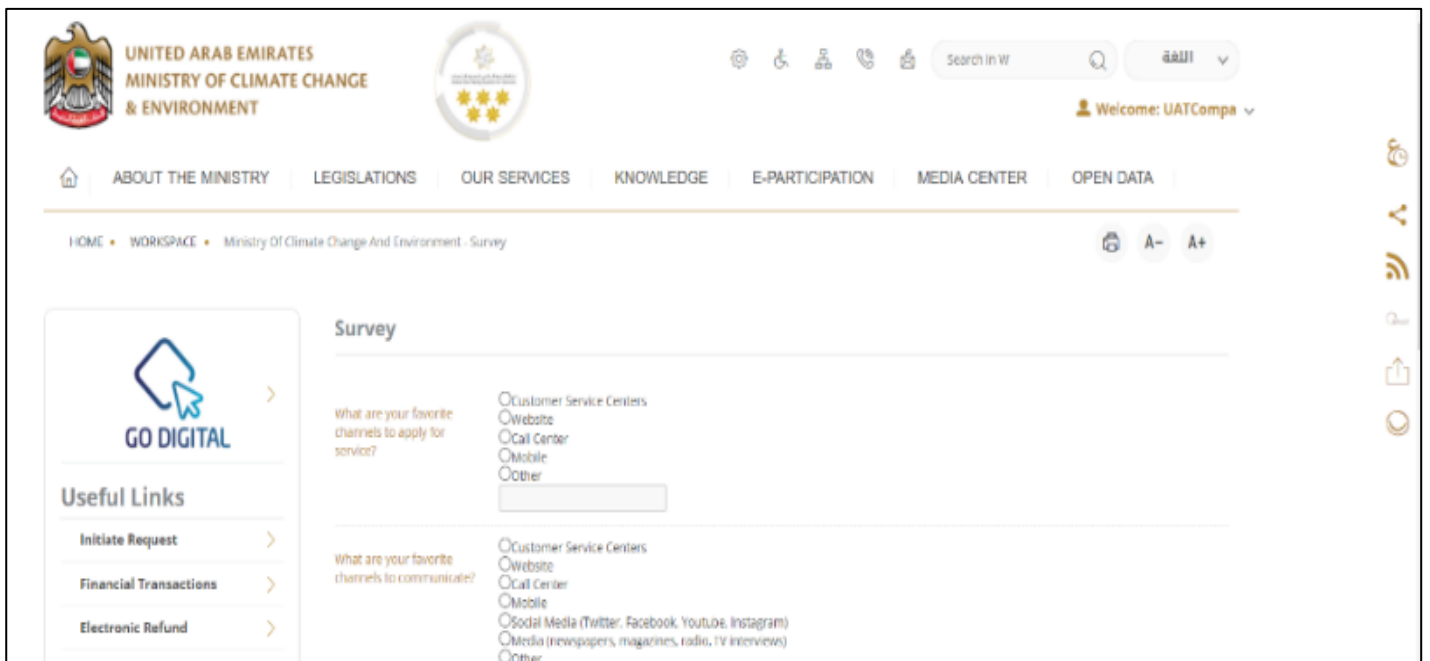
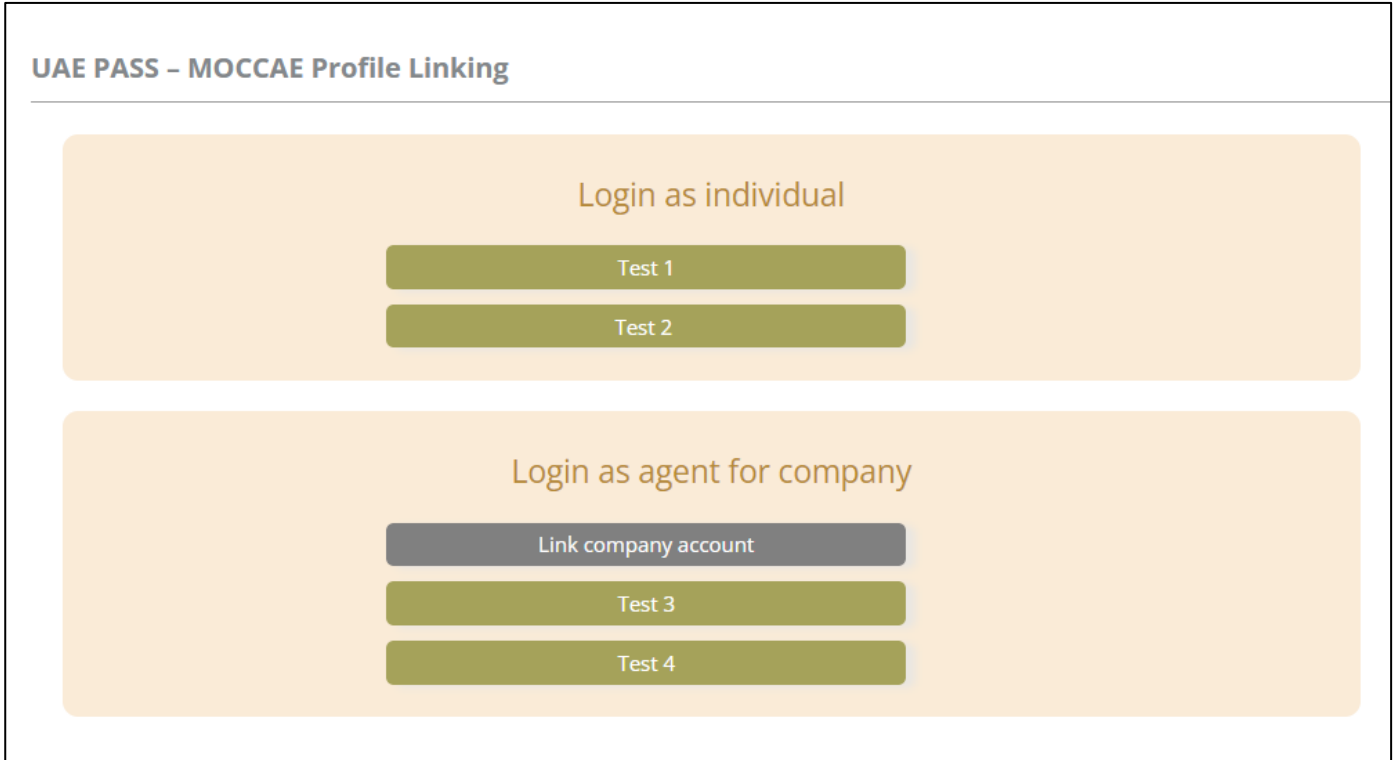


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

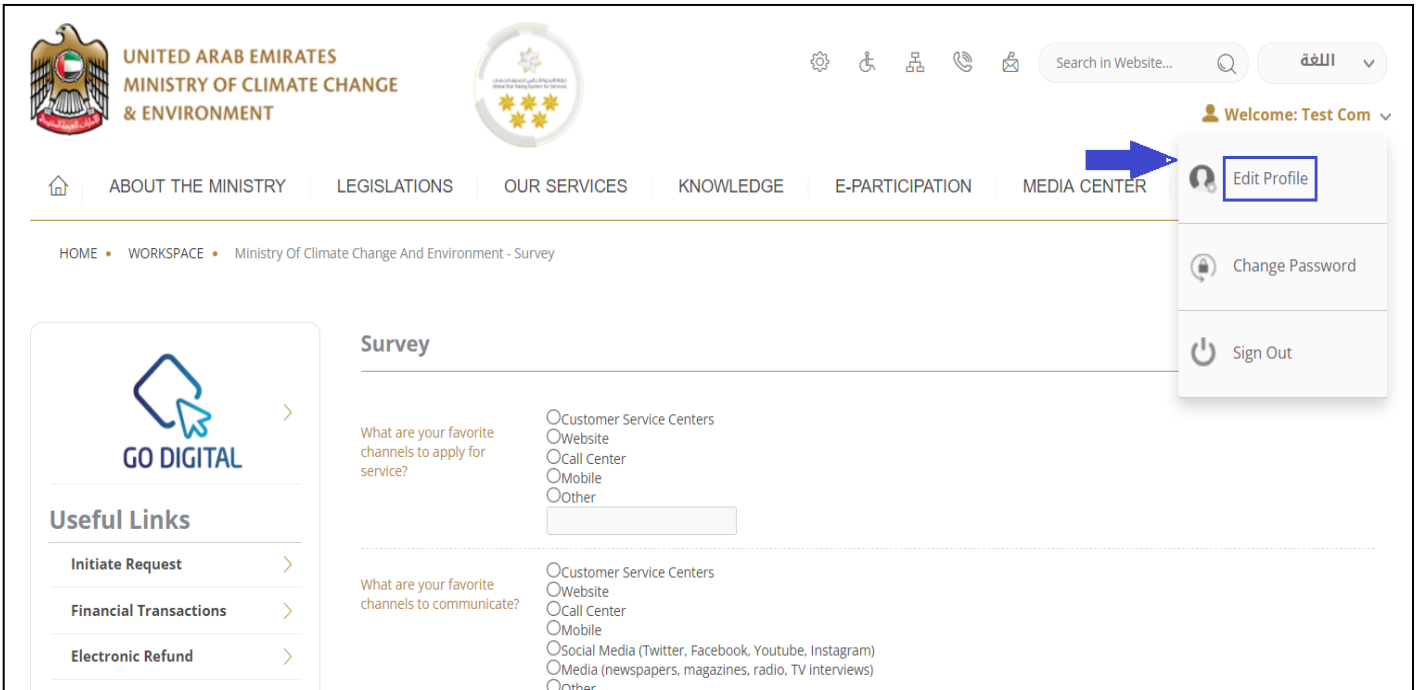


Figure 4 - Update Profile

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

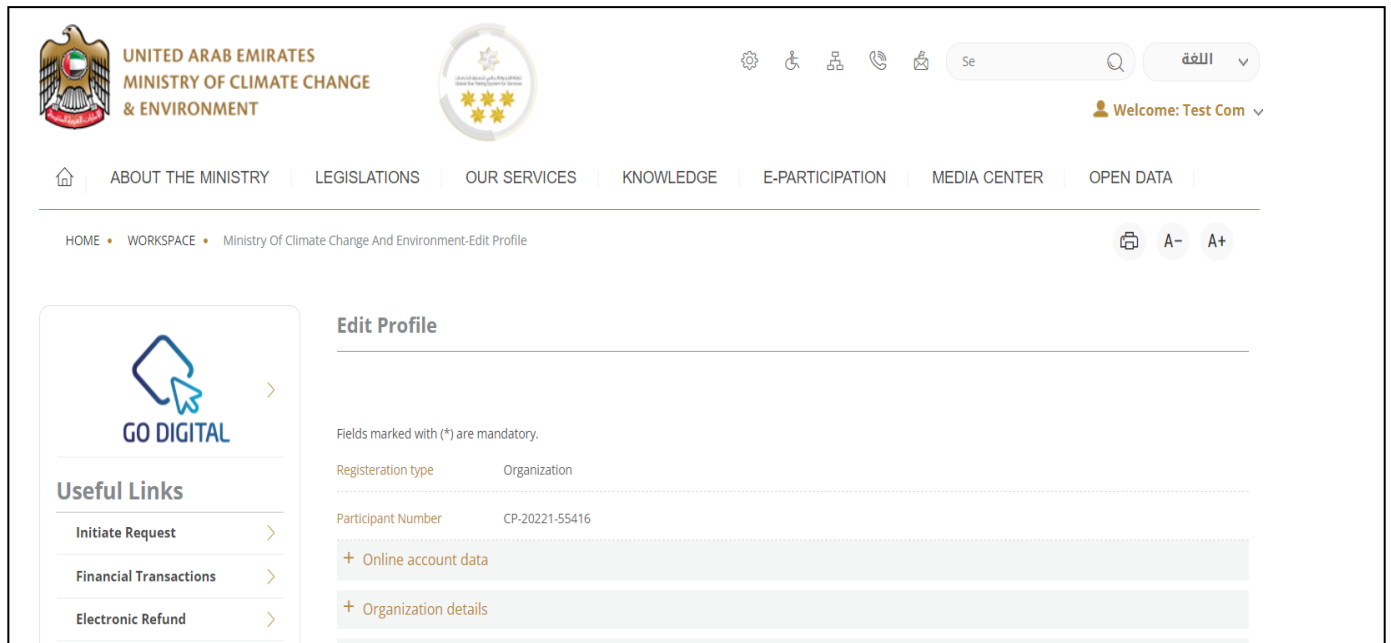


Figure 5 - Edit Profile

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.

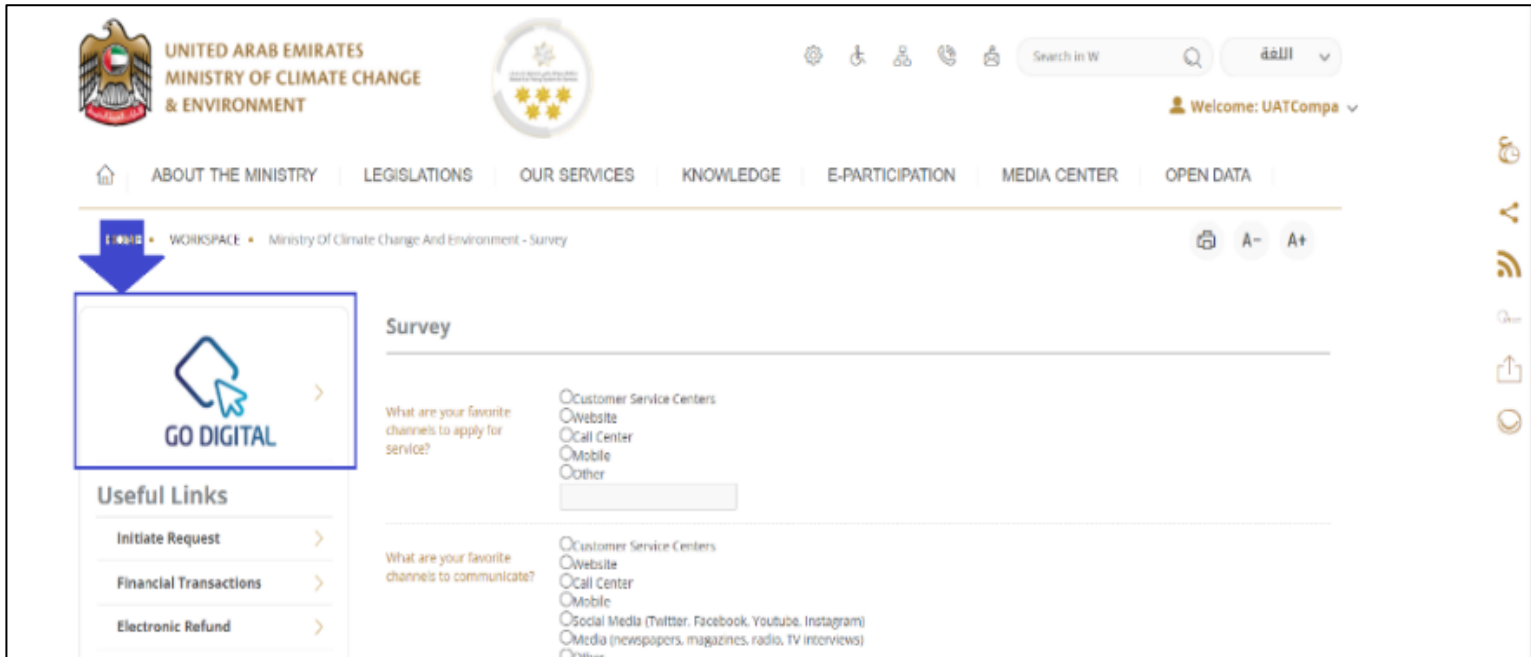


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

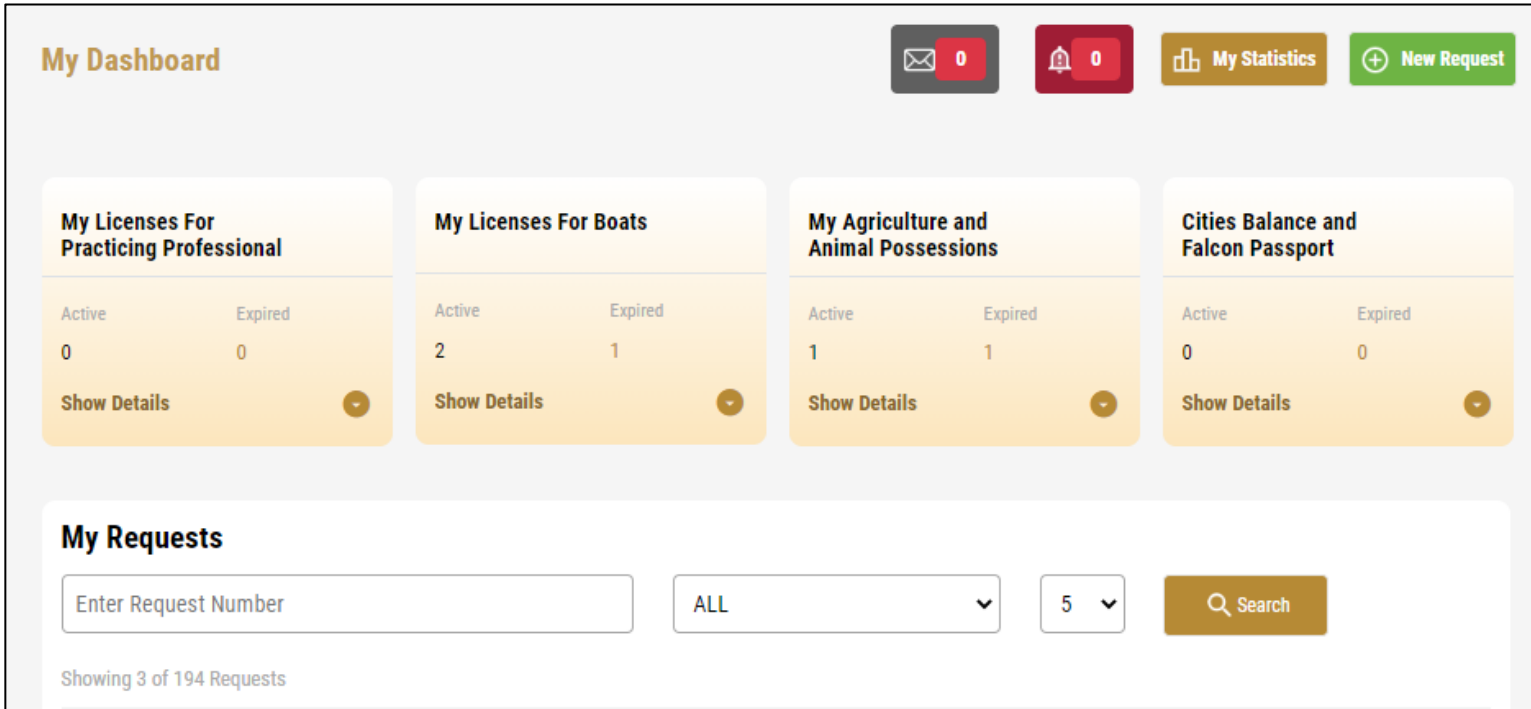


Figure 7- My Dashboard

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
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 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 194 Requests



Request Data	Status
<p>REQUEST NO #Q-13052023-479723</p> <p>Saturday, May 13, 2023</p> <p>Cancel Ownership of Species Listed in CITES Appendices-Issuance</p>	<p>Finished</p> <div style="display: flex; justify-content: space-around; align-items: center;">  View  View/Send Messages </div>

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

- To request a new digital service, click on *New Request*  on the dashboard. The following screen will display:

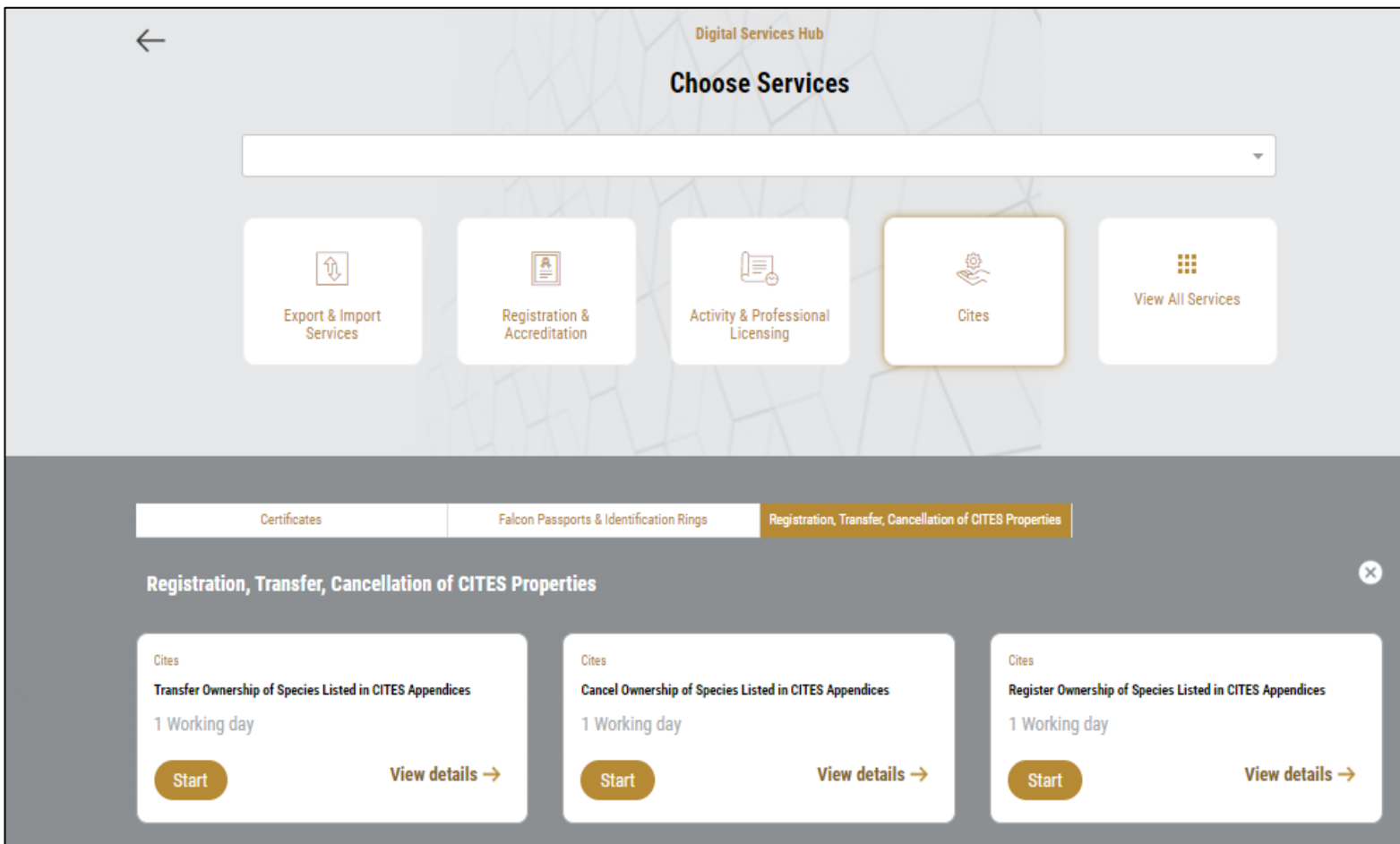


Figure 10 – Service New Request

- 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.

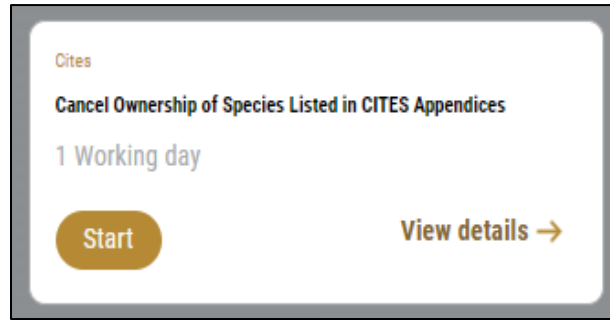



Figure 11 - Service Card

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.

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

Showing 3 of 194 Requests



Request Data	Status
REQUEST NO #Q-13052023-479723 Saturday, May 13, 2023 Cancel Ownership of Species Listed in CITES Appendices-Issuance	Finished  View  View/Send Messages

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 MOCCA 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

Active: 0, Expired: 0

Show Details 


My Licenses For Boats

Active: 2, Expired: 1

Show Details 


My Agriculture and Animal Possessions

Active: 1, Expired: 1

Show Details 

Cities Balance and Falcon Passport



Active: 0, Expired: 0

Show Details 

My Requests

Enter Request Number: ALL

Showing 3 of 194 Requests

Request Data	Status		
<p>REQUEST NO #Q-13052023-479723</p> <p>Saturday, May 13, 2023</p> <p>Cancel 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.

Cancel Ownership of Species Listed in CITES Appendices

[Show Service Card](#)

apply for Cancel 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* Start. The Applicant information view will be displayed.

Cancel 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.

Cancel Ownership of Species Listed in CITES Appendices

Applicant Information

Applicant Name *

Cancel Adding

ID
 Passport

ID No. *

Verify ID No.

Emirates ID format 784-XXXX-XXXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic
 English
 Urdu

Next

Figure 14 - Applicant's Information Page

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

Cancel Ownership of Species Listed in CITES Appendices

Importer Details

Importer Details ✓

Class *

Live Animals - Falcons
×
▼

Request Reason *

Animal Death
×
▼

Scientific Name - Identification *

Falco rusticolus X Falco peregrinus - Falco peregrinus - 602UAEGOVS
×
▼

Gender

Male

Back
Next

Figure 15 - Service Information

5- Click *Next* to review your request.

Cancel Ownership of Species Listed in CITES Appendices

Export Details



Export Details

<p>Request Reason Animal Death</p> <p>Balance Type</p> <p>Quantity to transfer</p>	<p>Class Live Animals - Falcons</p> <p>Scientific Name - Country Falco rusticolus X Falco peregrinus - Falco peregrinus - 602UAEGOV5</p>
---	--

Accept Terms & Conditions *

Back
Submit


Figure 16 – Service Request Review

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

REQUEST NO #Q-13052023-479723

Saturday, May 13, 2023

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


View



View/Download Messages

Figure 17 - Download or View Certificate

Download the certificate after click on View  icon then click Download

Outputs	
Certificate Number	Certificate Name
23AE1838	Certificate Name <div style="float: right; text-align: right;"> i Download </div>