وزارة التغيـــــر المنـــــاخــــــي
والــــــــبــــيــــــــئـــة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Request a falcon passport

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/
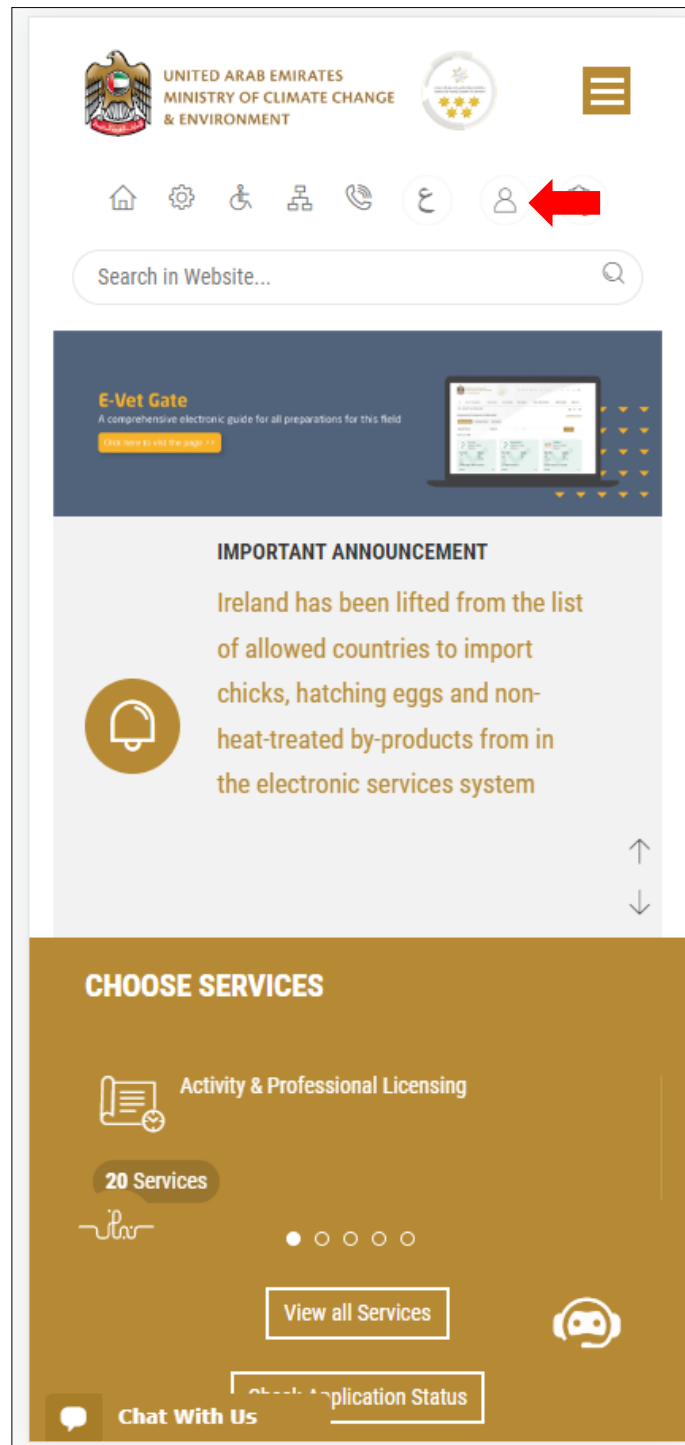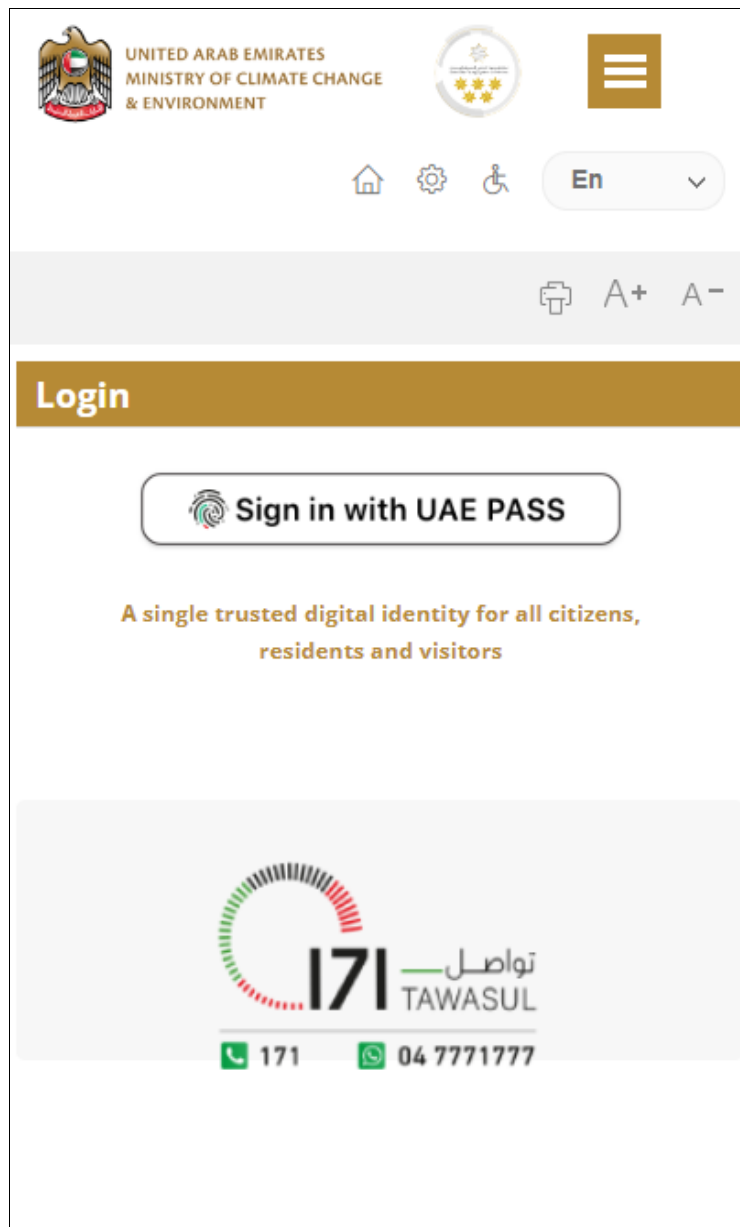2- Click on the *Login* icon.

Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.

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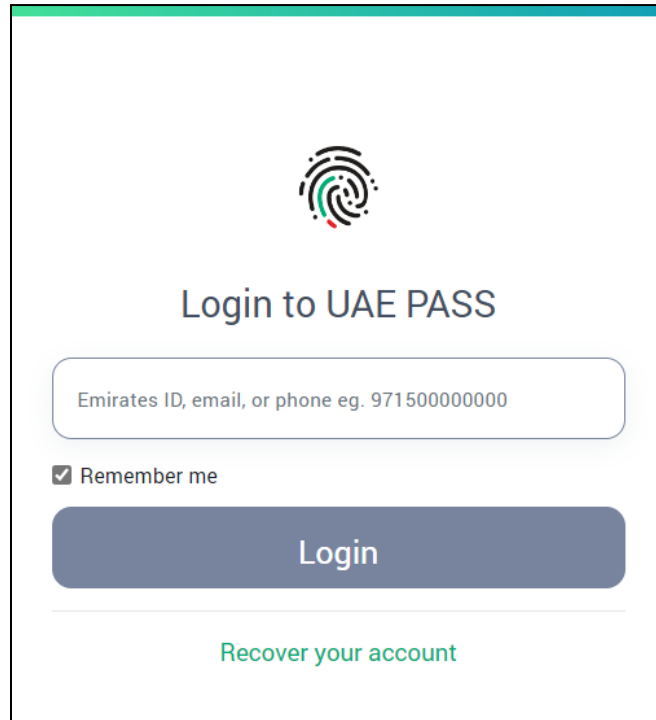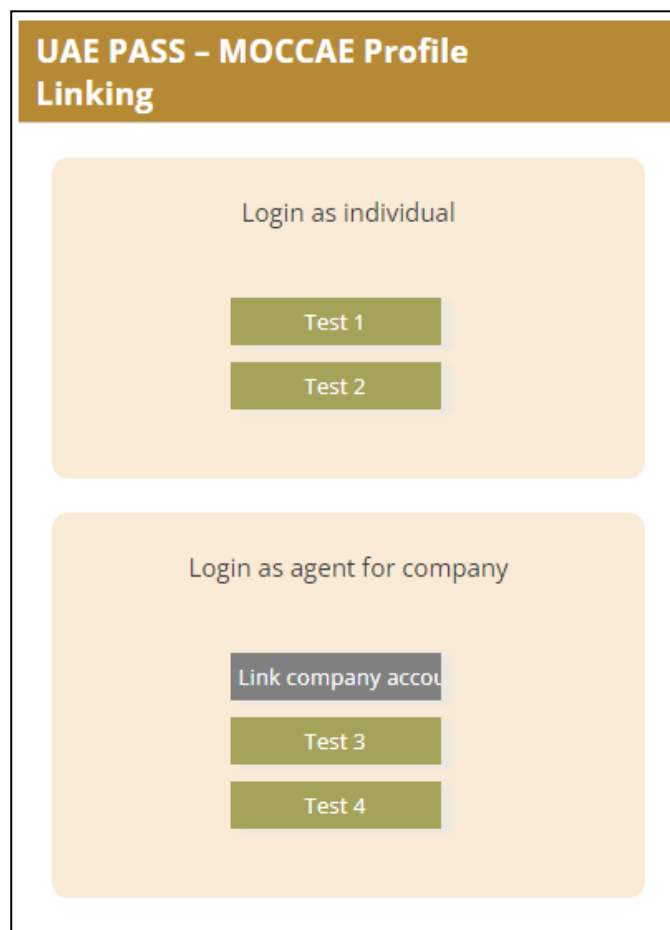
Figure 2 - Login Page

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

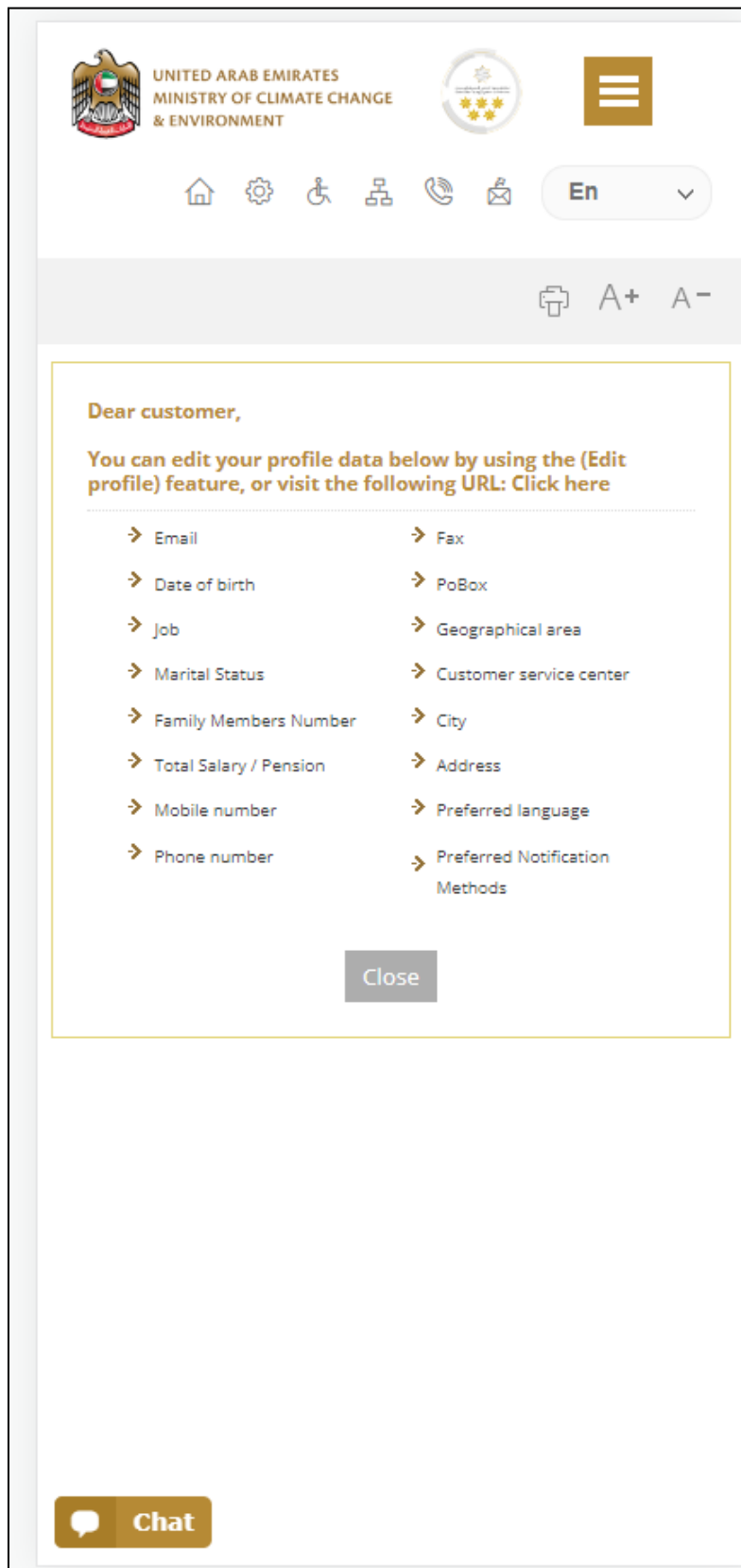4- You will be logged in successfully and directed to MOCCAE survey page.

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

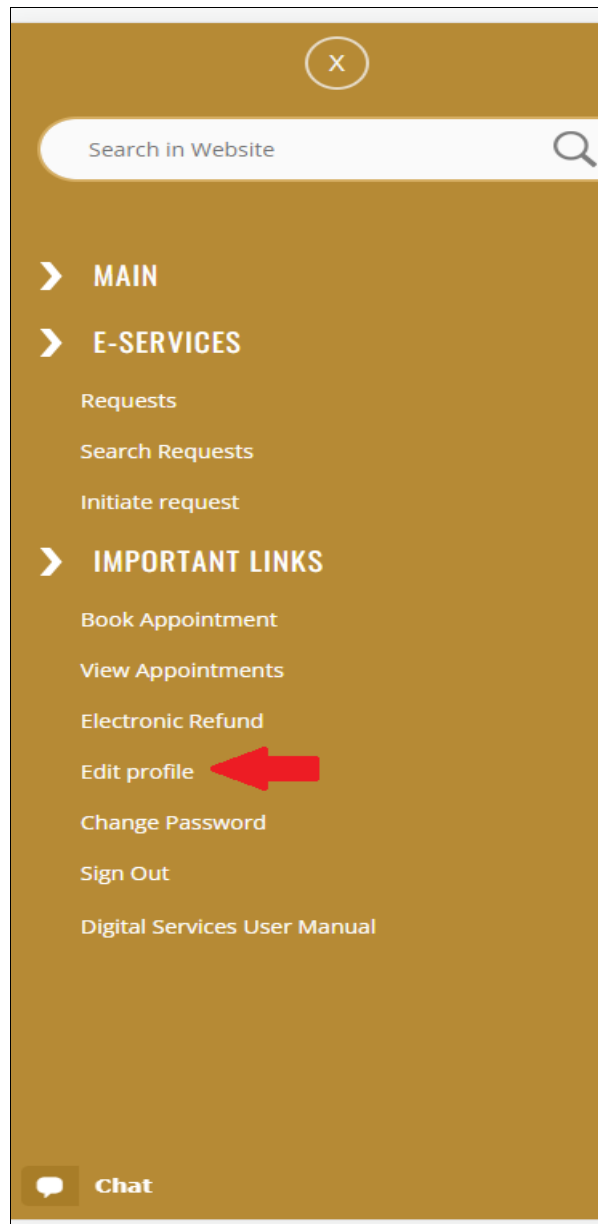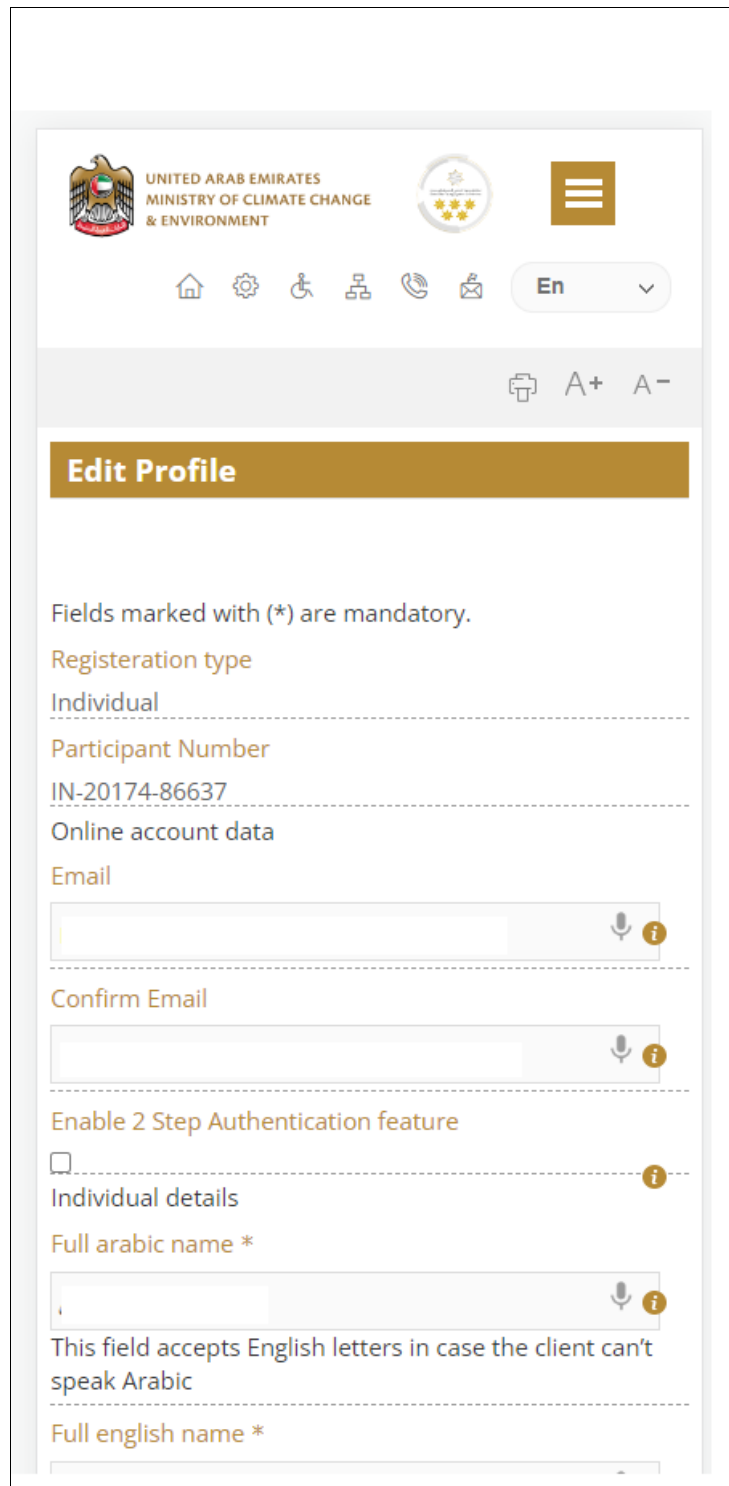1- Click on the top right icon

2- Click on *Edit Profile*.

Figure 4 - Update Company Profile

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

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 MOCCAE homepage by clicking on the *Go Digital* icon to the left of the homepage.
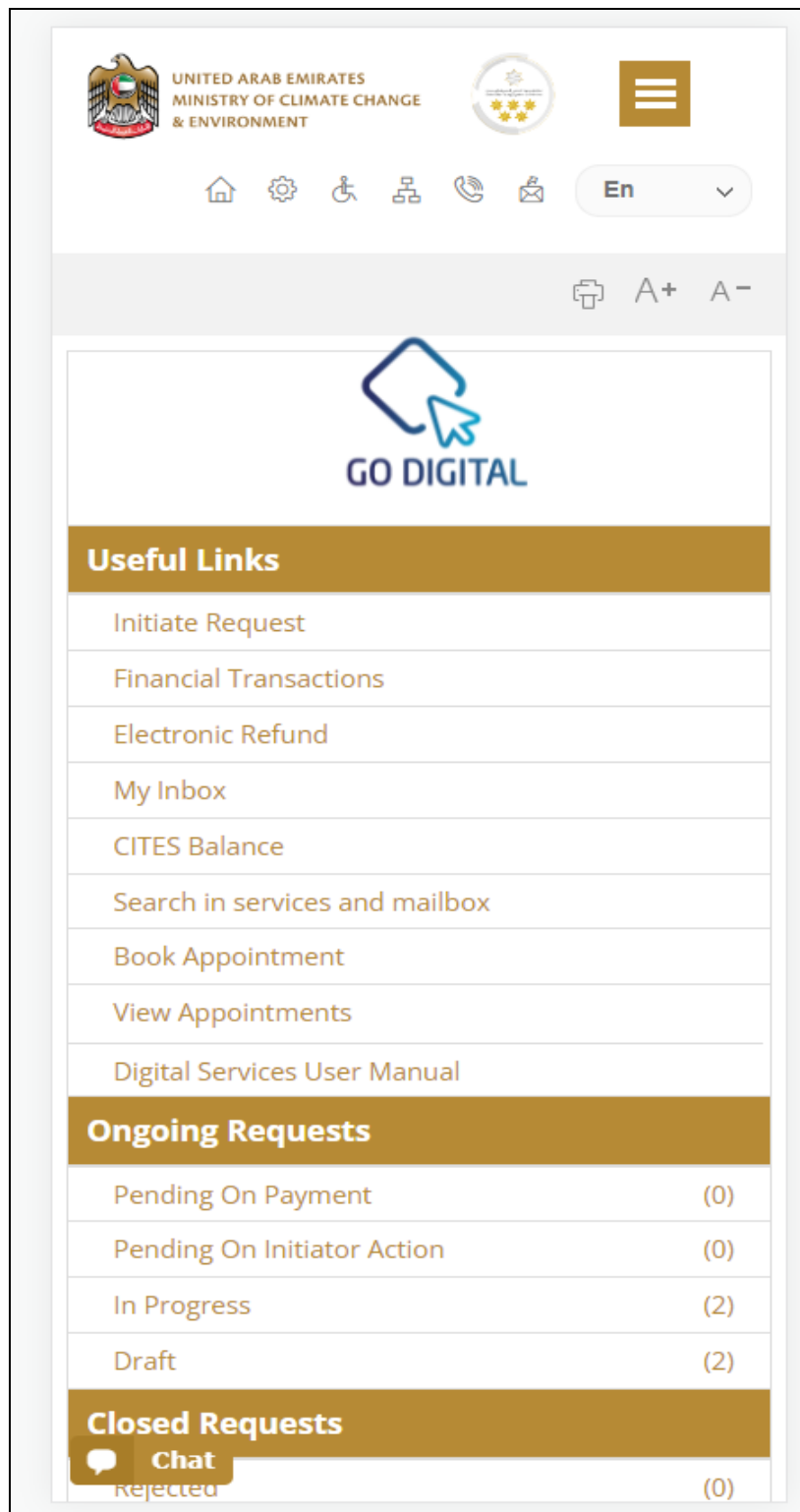

Figure 6 - 'Go Digital' Icon

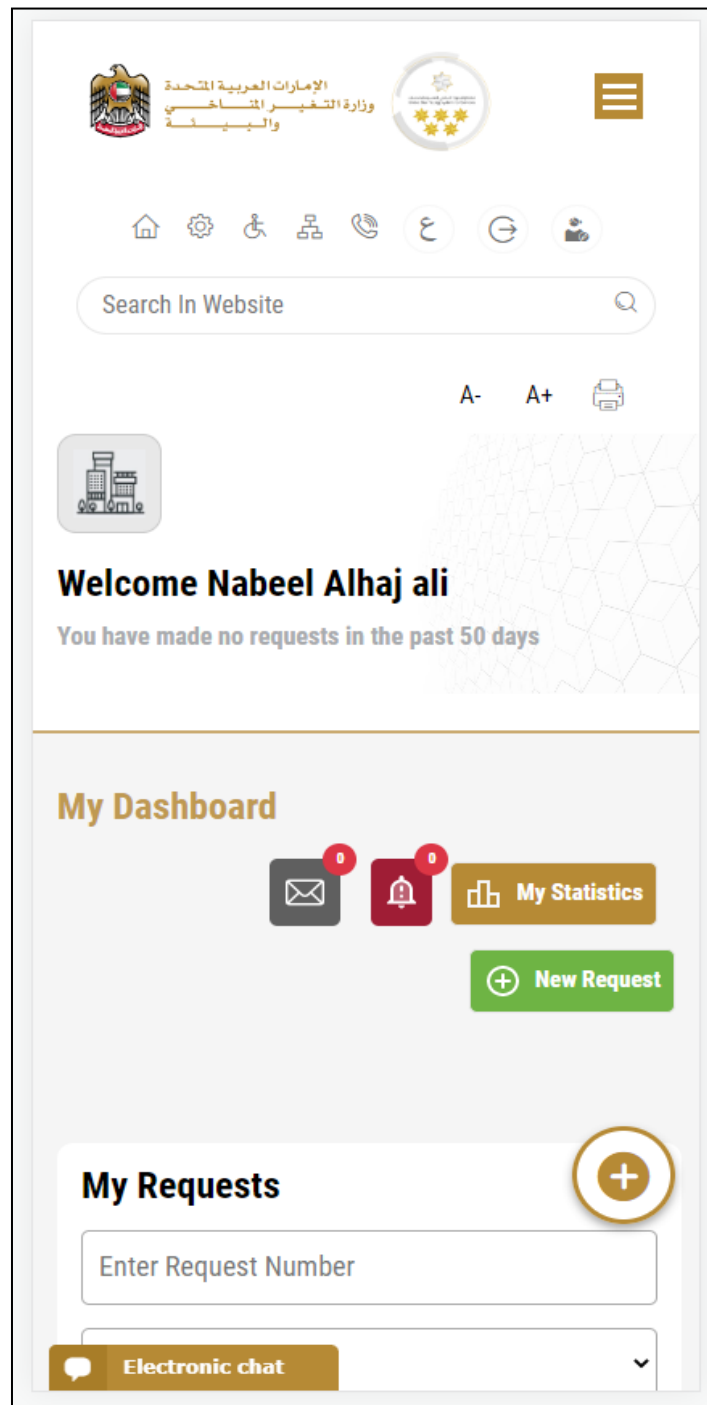The user dashboard will then be displayed.

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.
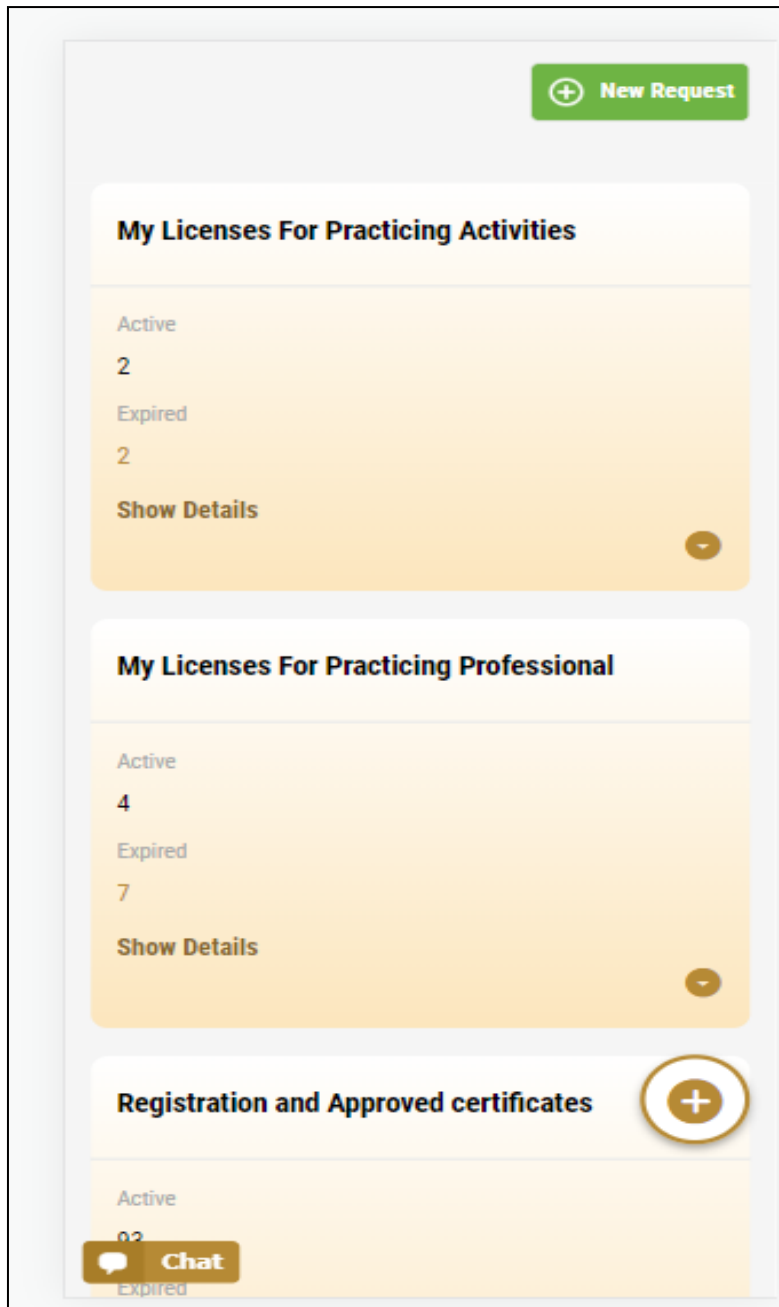
Figure 8 - Dashboard Digital Service Categories

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

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* ⊕ New Request on the dashboard. The following screen will display:
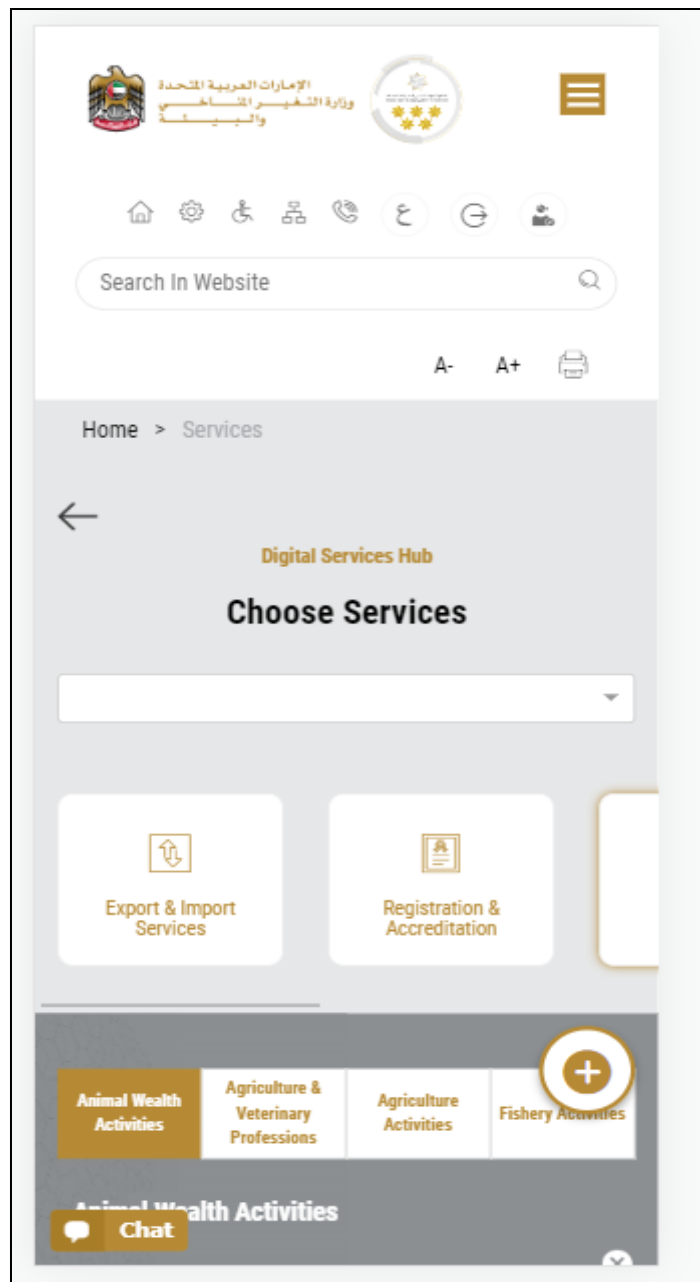

Figure 10 – Service New Request

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.
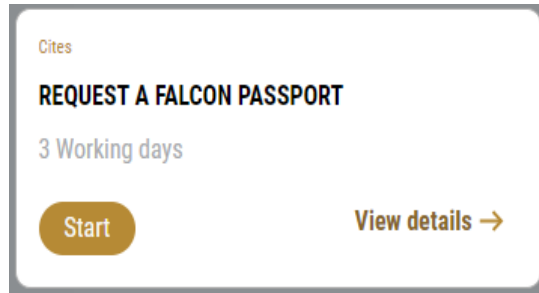

Figure 11 - Service Card

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.

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* (Pay Now). You will be then directed to the payment gateway.

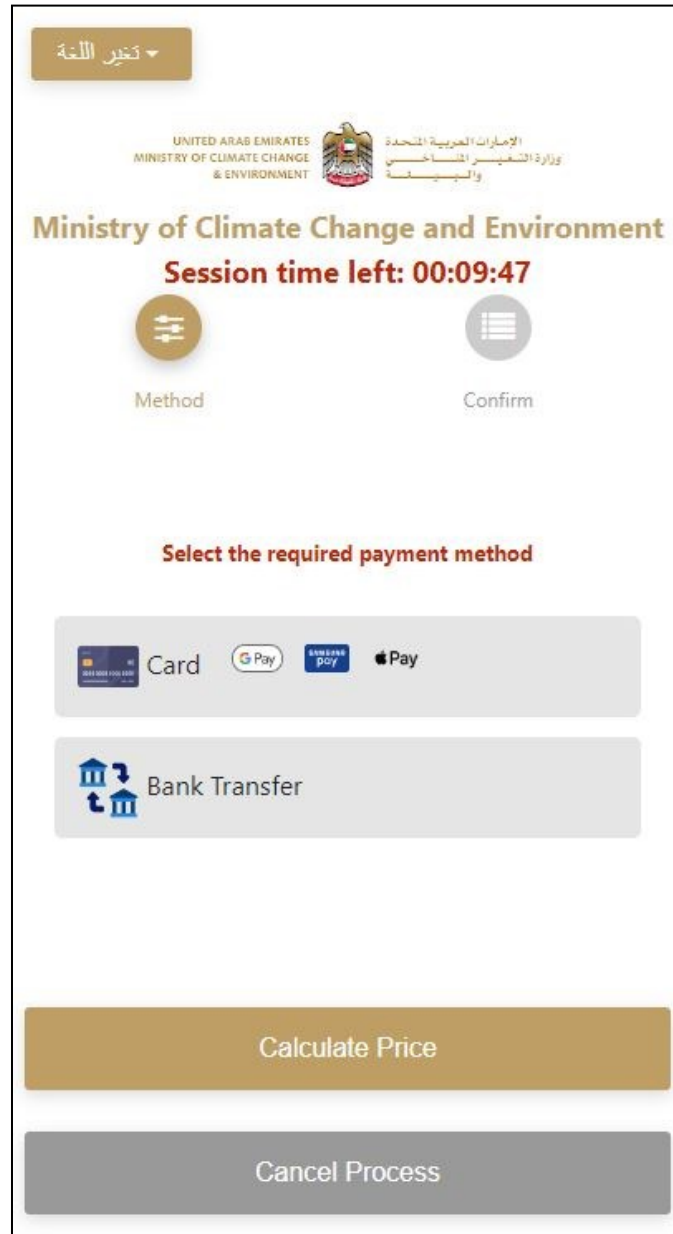1. Choose your payment method (Card or Bank Transfer) then click *Calculate Prices*.

Figure 12 - Payment Gateway

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

Figure 13 - Service Fees Details

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

Figure 14 - Credit Card Details

4. Once the payment is complete and successful, you will receive a confirmation message, the service request status will turn to *Initial Review*.
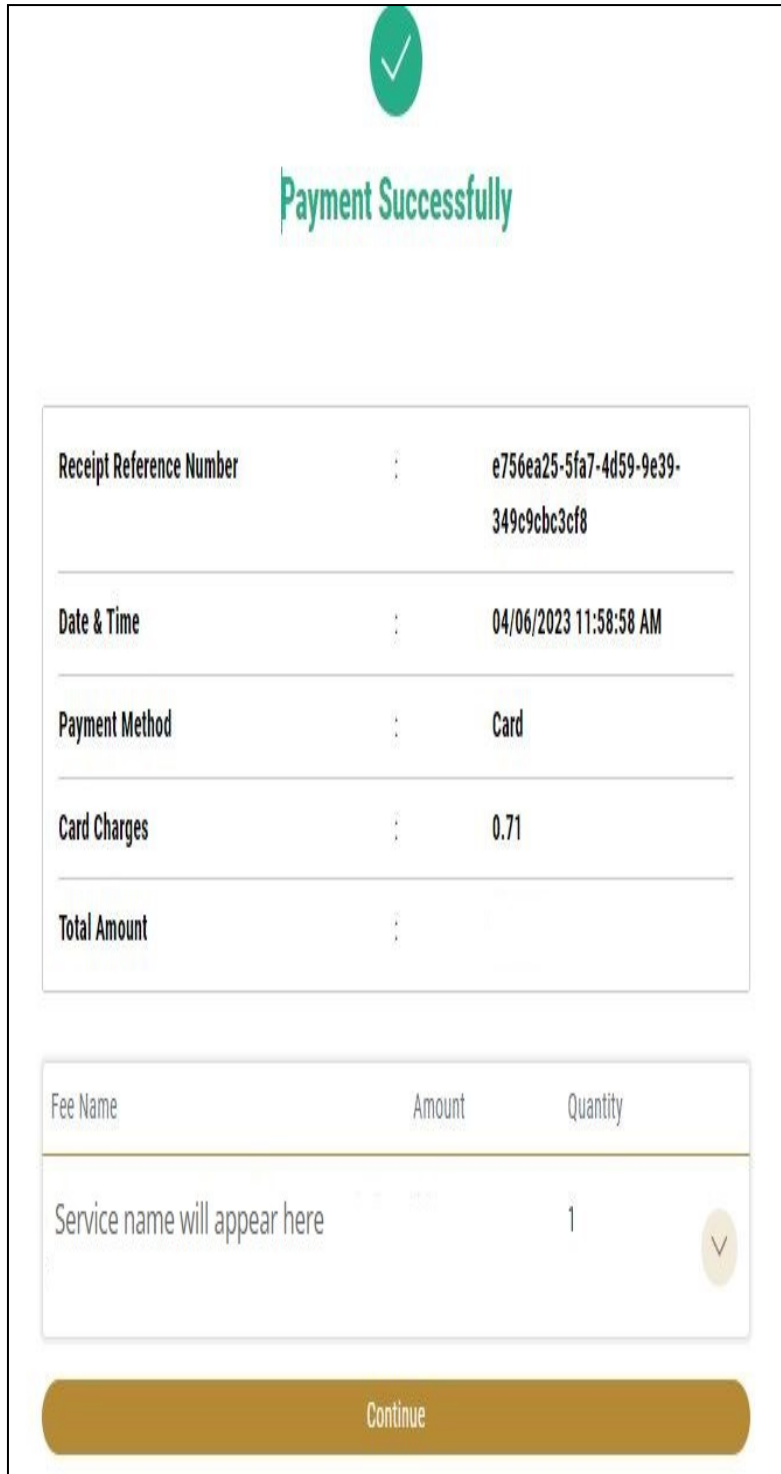
Figure 15 - Payment Confirmation

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.

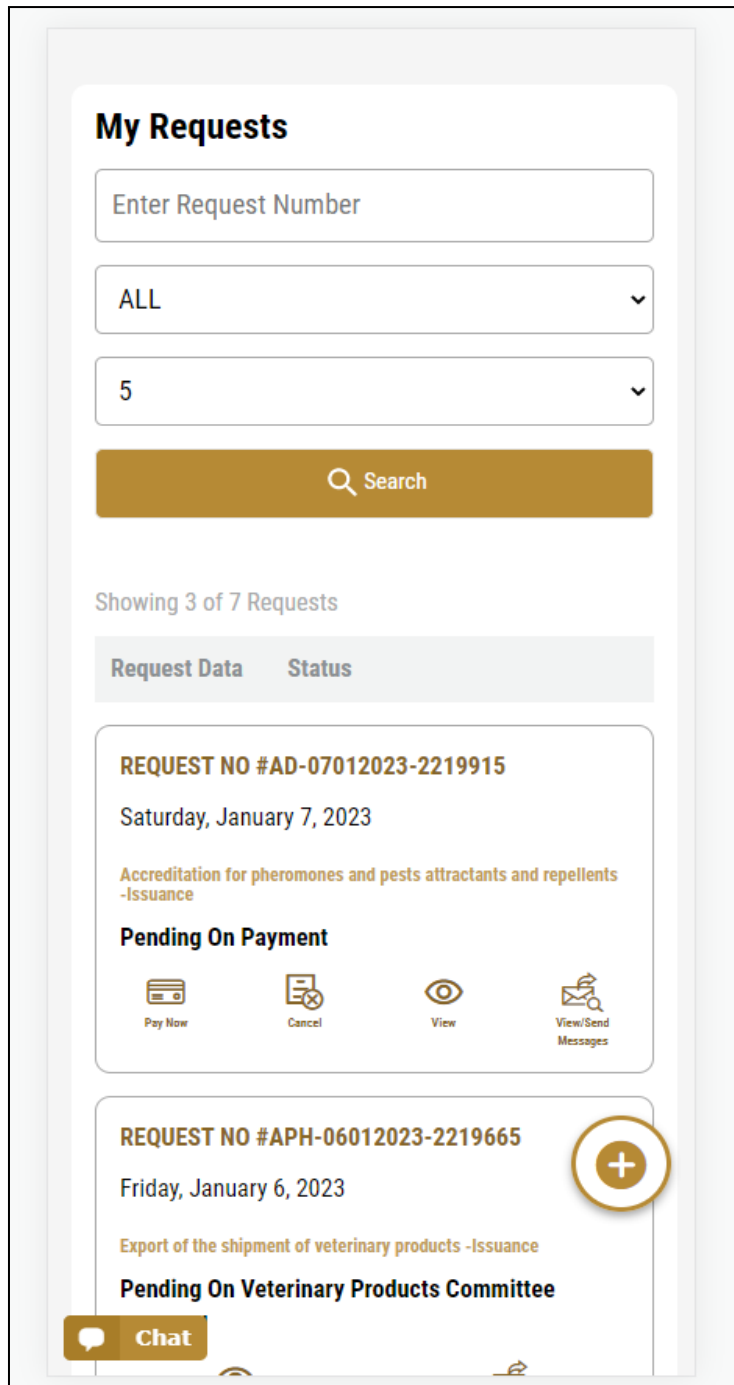Or, you can directly locate the request in the list of requests.

Figure 16 - Select Request to Retrieve

2- You can take any of the following actions on the selected request:

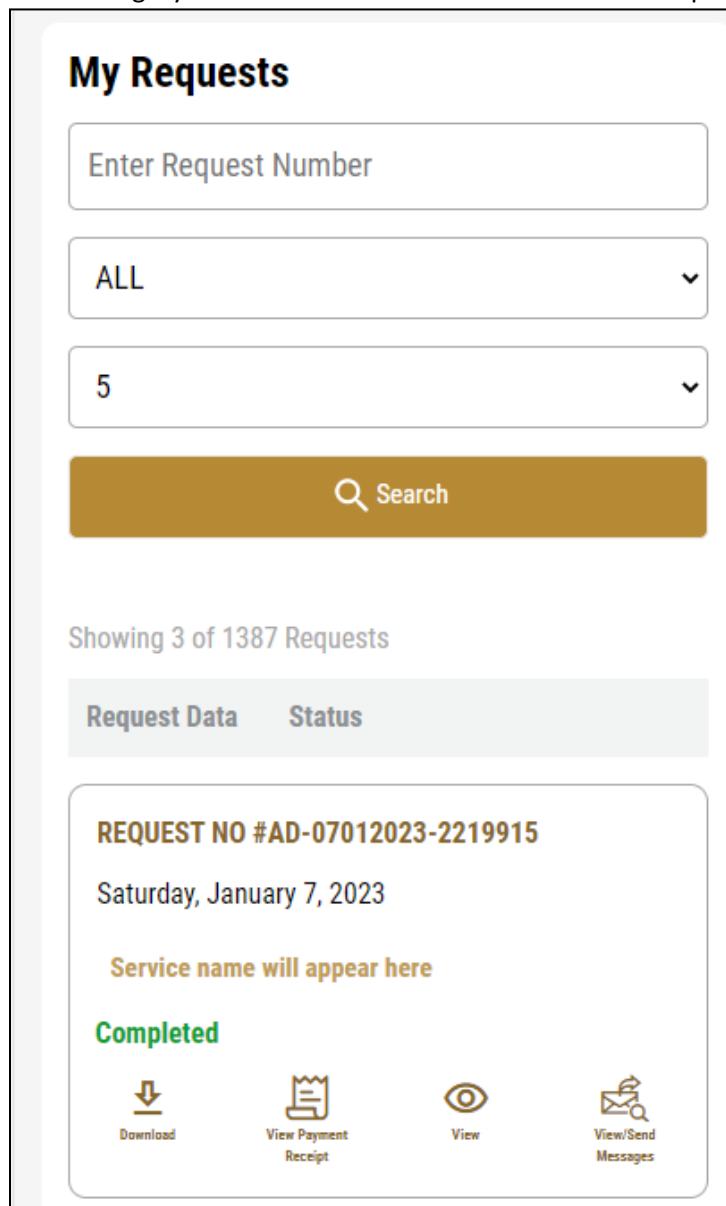| Button	Description
Cancel	To cancel and delete the request whether it is saved as draft or pending payment
Pay Now	To pay for a previously created request but you opted to pay the

	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 MOCCAE 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 Requests

Enter Request Number

ALL ⌄

5 ⌄

🔍 Search

Showing 3 of 1387 Requests

Request Data	Status

REQUEST NO #AD-07012023-2219915

Saturday, January 7, 2023

Service name will appear here

Completed

⬇ 🧾 👁 📧
Download View Payment View View/Send
Receipt Messages

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

Request a falcon passport

Show Service Card

apply for Request a falcon passport

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

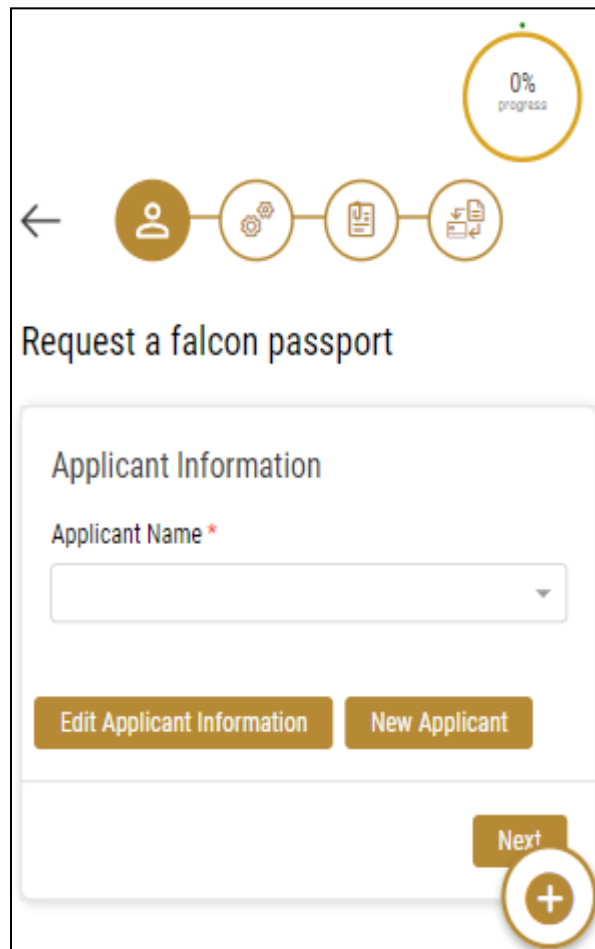The applicant's information will be displayed and the request purpose.

Figure 17 - Select Applicant Name

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

Figure 18 - Applicant's Information Page

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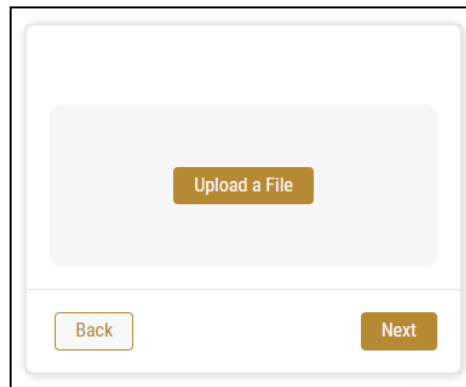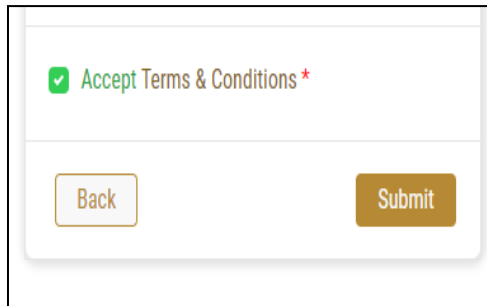

Figure 19 – Service Information

7- Click *Next*, upload attachments

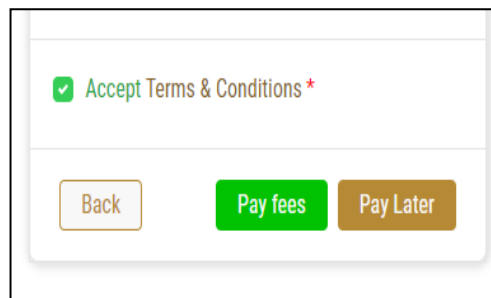8- Click *Next* to review your request.

9- Click Submit

Figure 20 – Service Request Review

10- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

a. To pay the service fees later click on *Pay Later* (Pay Later), then your request will be saved in your dashboard waiting for payment to be processed.

b. Click on *Pay Now* (Pay Now) to pay for the service immediately. See How to Pay for a Digital Service

Once the payment is done, 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

11- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.

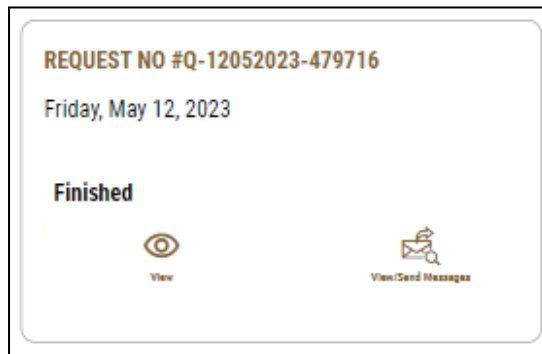12- Locate the completed request then ick on   to download your certificate, or   to view the request.

Figure 21 - Download or View Certificate

13- To download the permit, open the request then click on the download icon below

Request output