



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

Register Ownership of Species Listed in CITES

Appendices

User Guide


## Table of Contents

Introduction .....	1
Overview .....	1
Getting Started .....	2
Logging in MOCCAIE Website .....	2
View/Update Customer Profile .....	5
Running the ‘Go Digital’ Services .....	6
Changing the Interface Language.....	7
The User Dashboard .....	7
Using the ‘Go Digital’ Services .....	8
Digital Services Overview .....	8
Starting a New Request .....	8
Retrieve a Service Request.....	10
View or Download a Certificate .....	11
apply for Register Ownership of Species Listed in CITES Appendices .....	11

## 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.

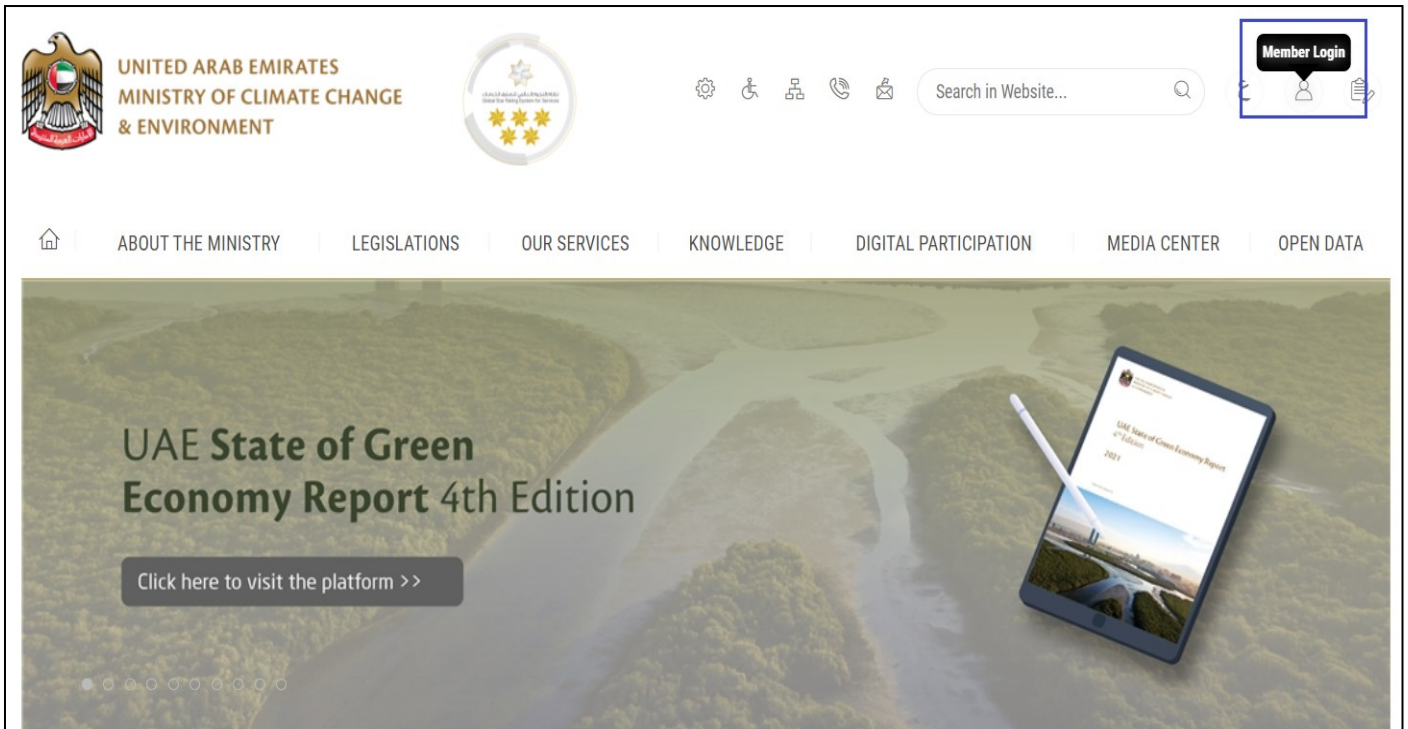
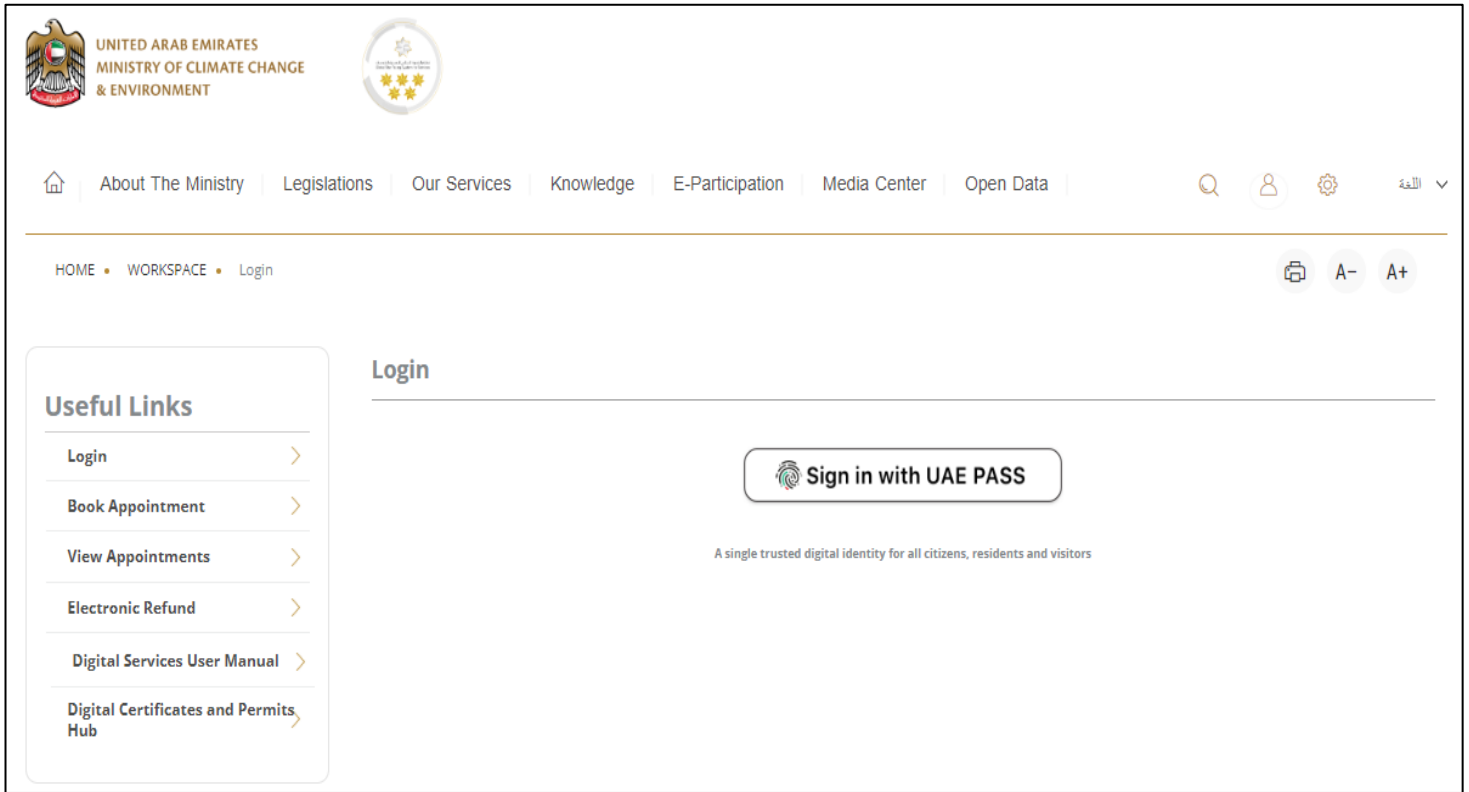


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

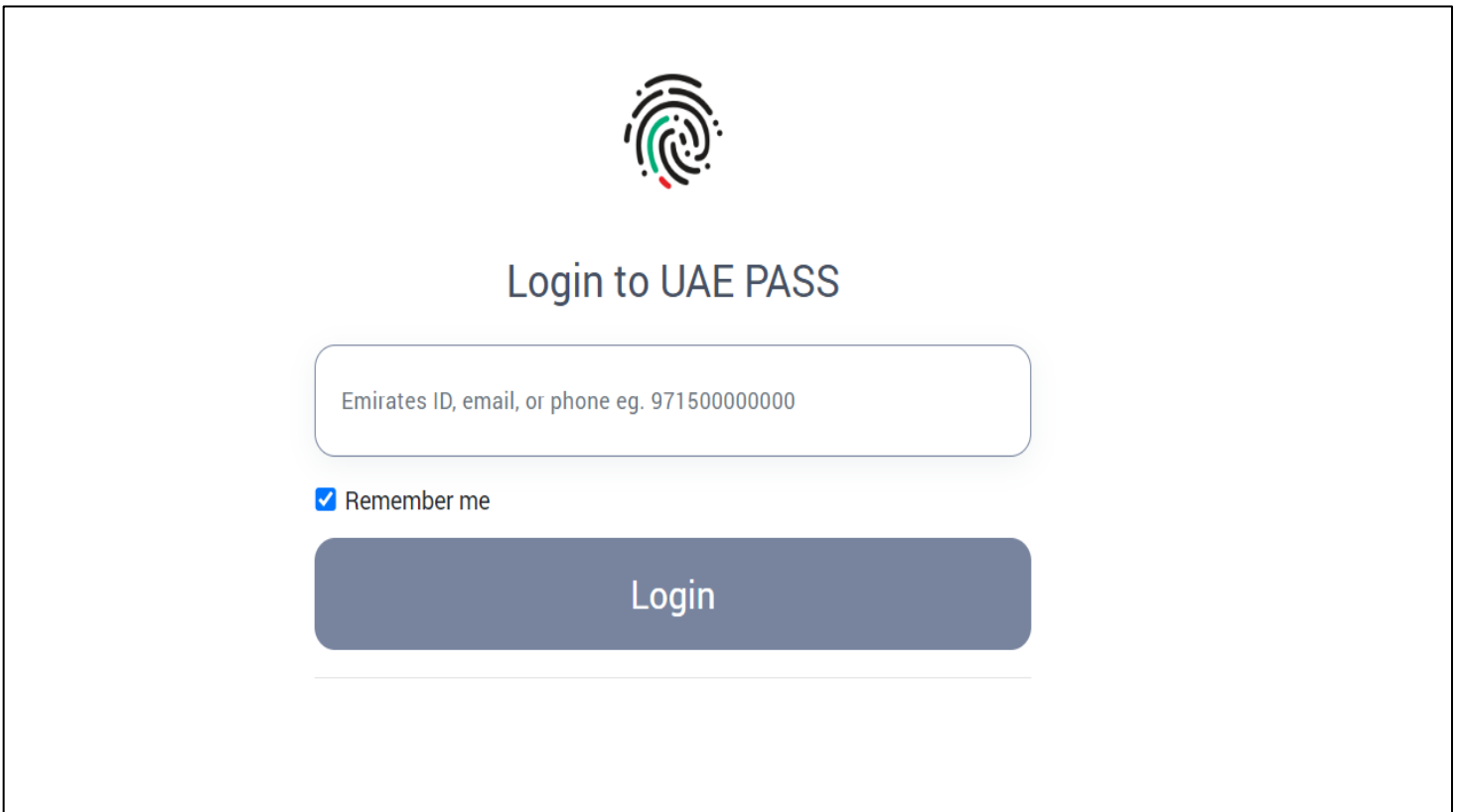


Figure 2 - Login Page

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

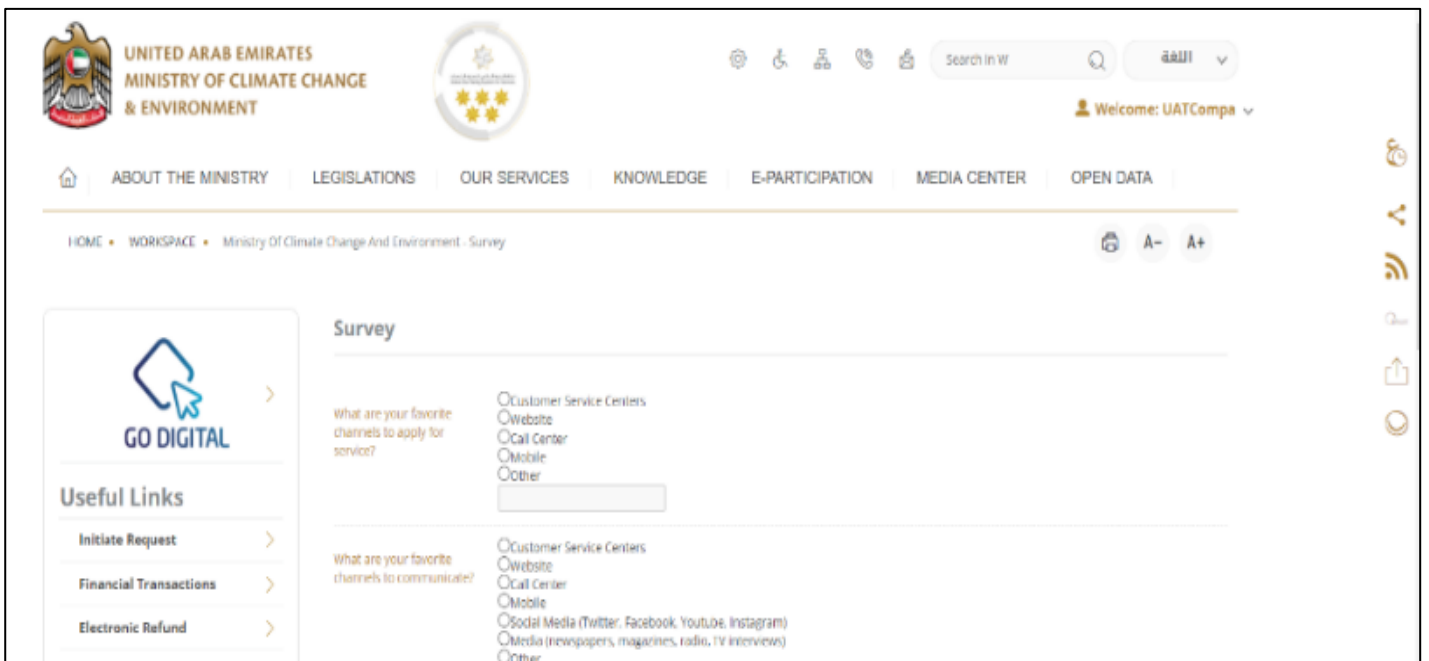
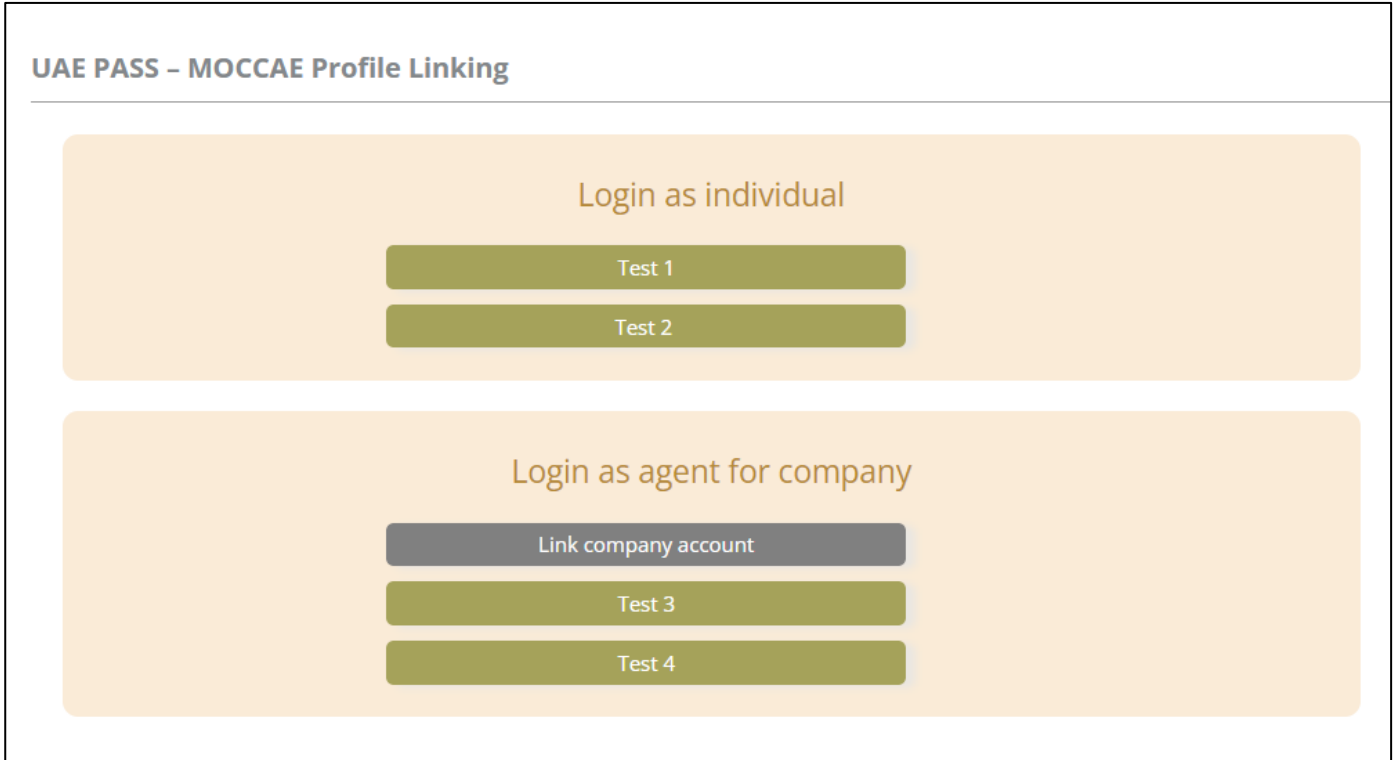


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

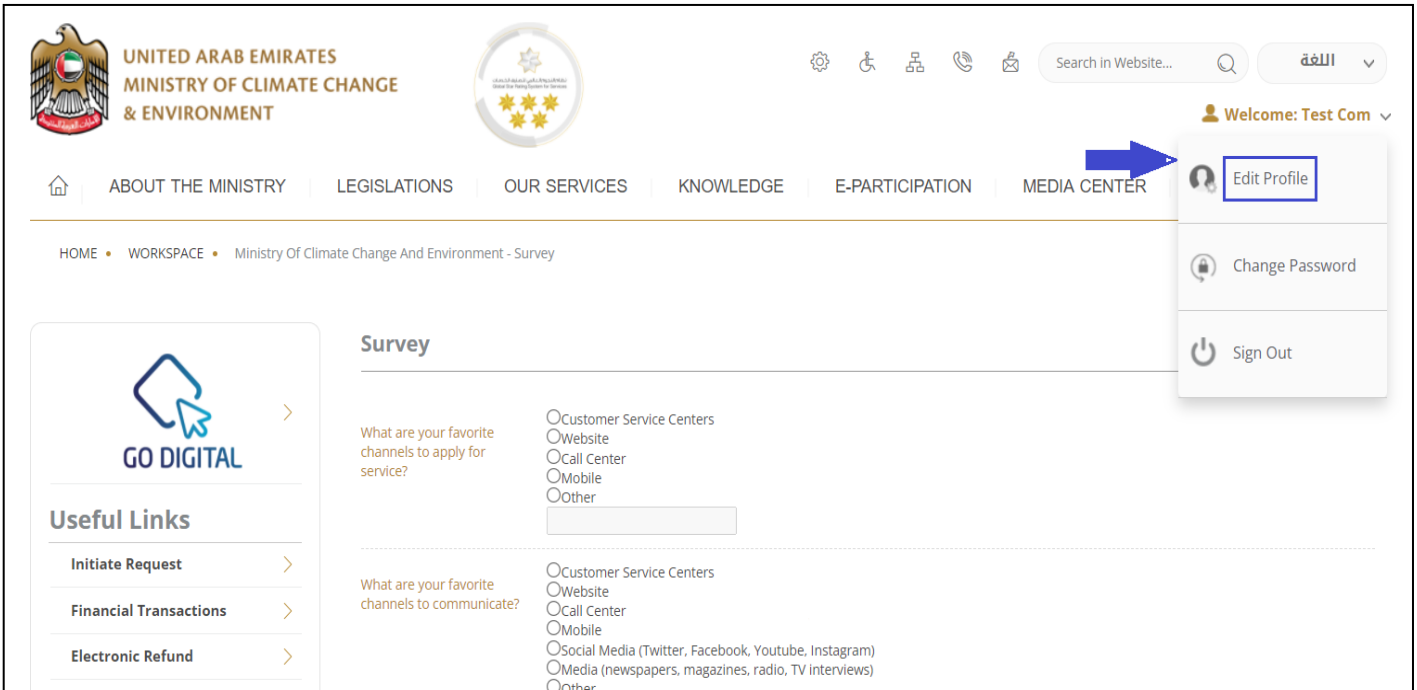


Figure 4 - Update Profile

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

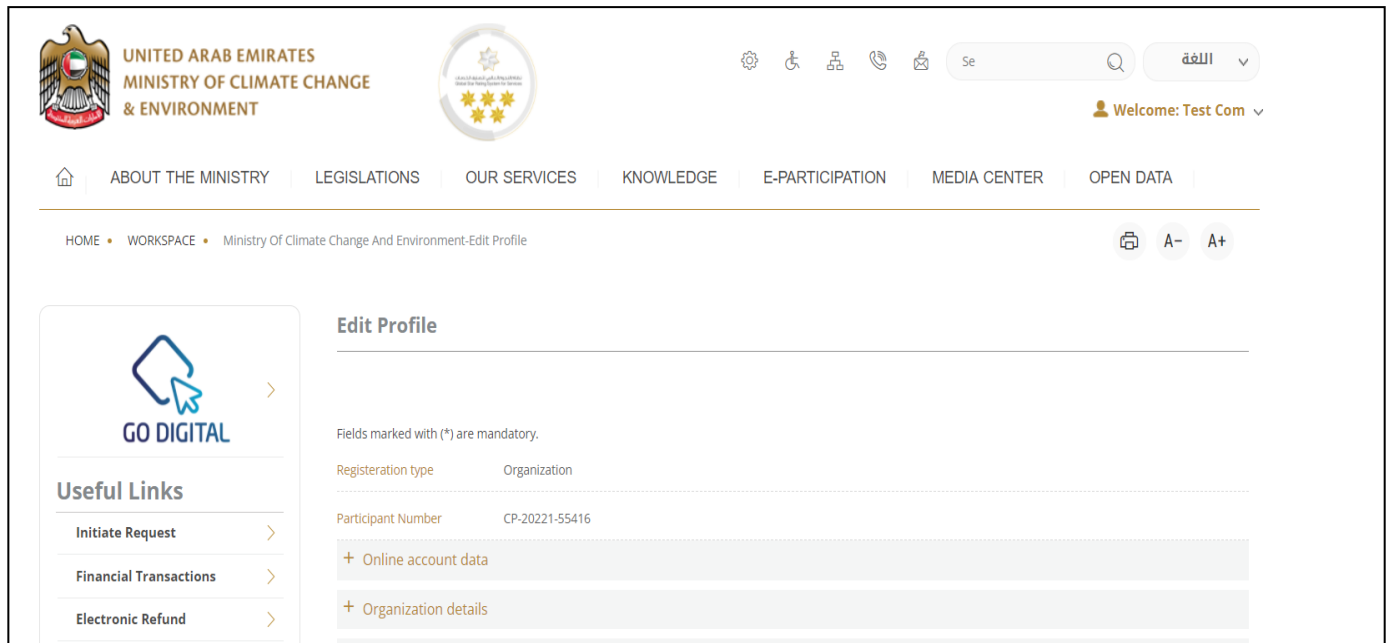



Figure 5 - Edit Profile

## 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.

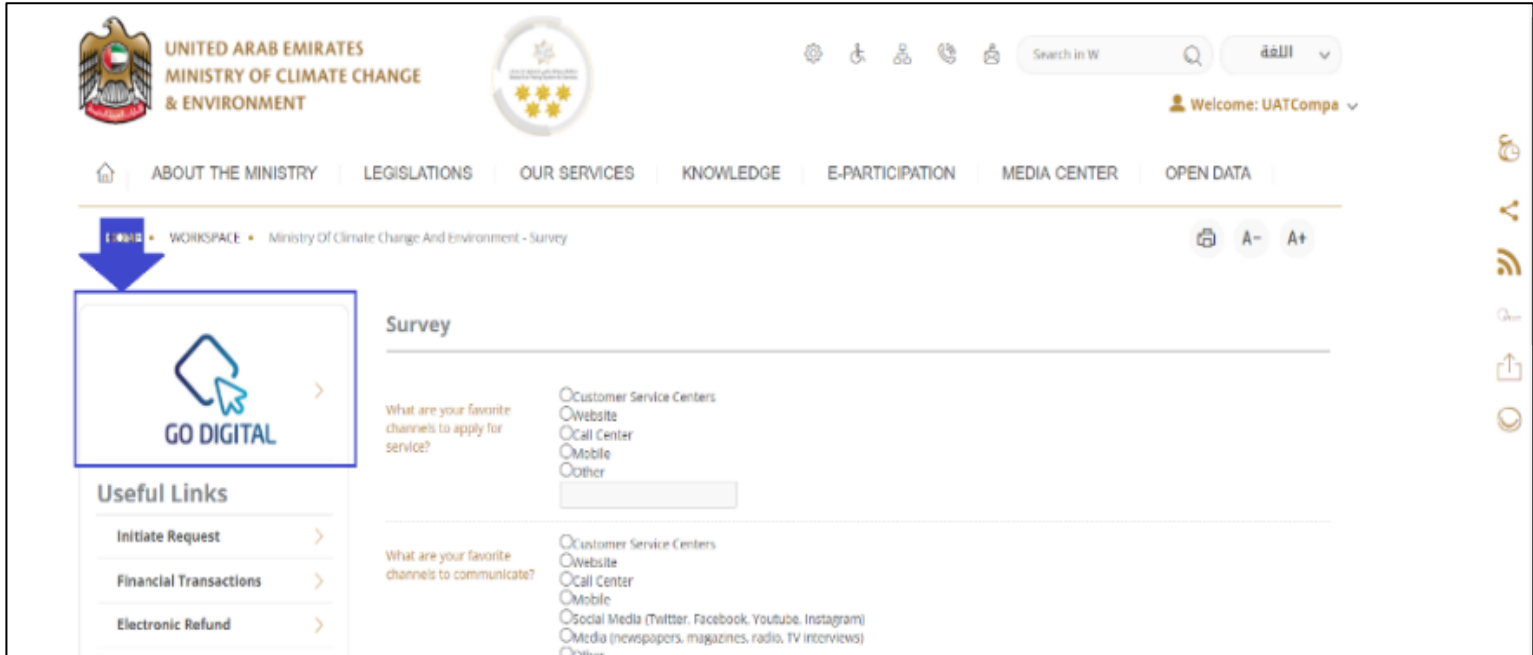


Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

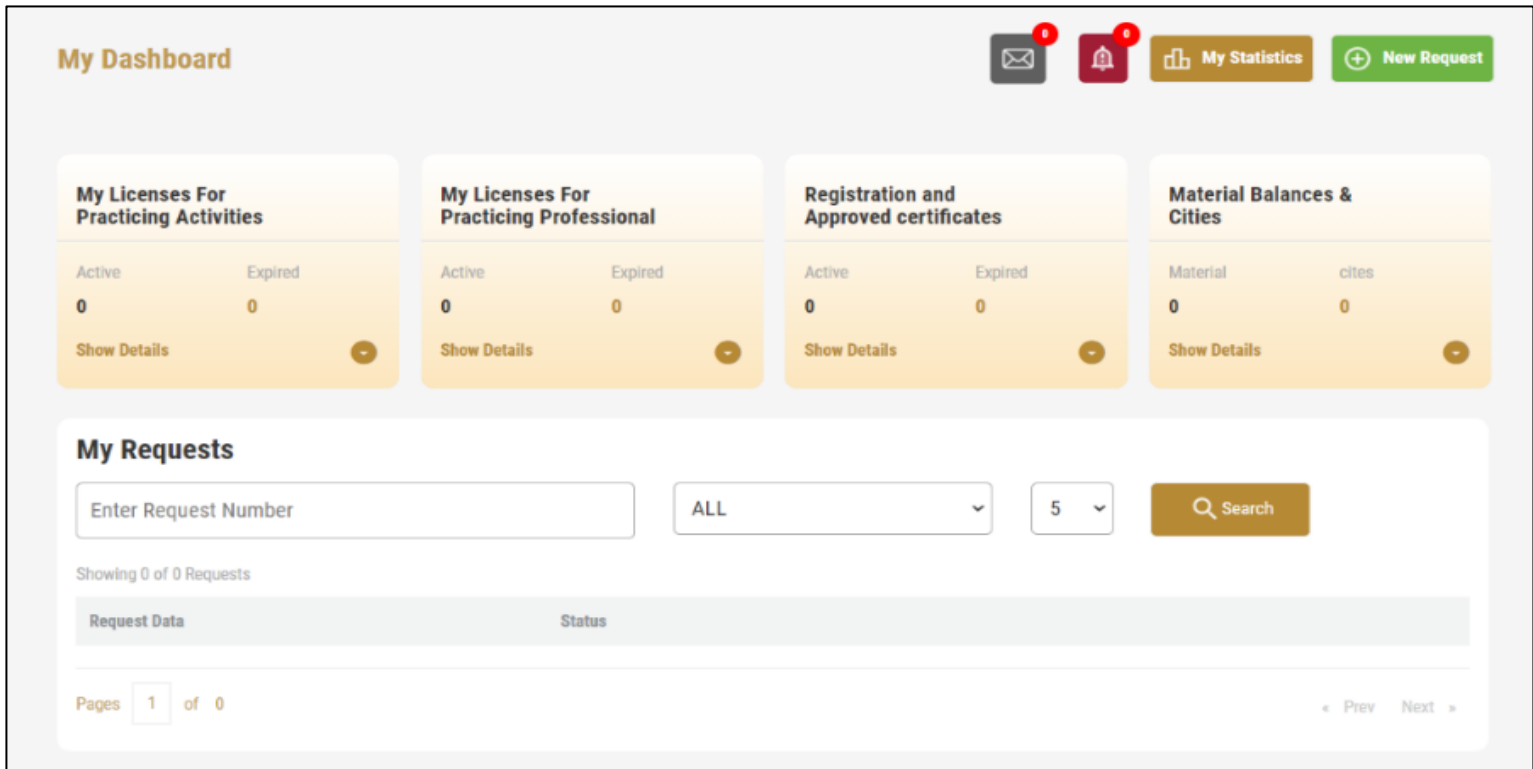


Figure 7- My Dashboard



### 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.

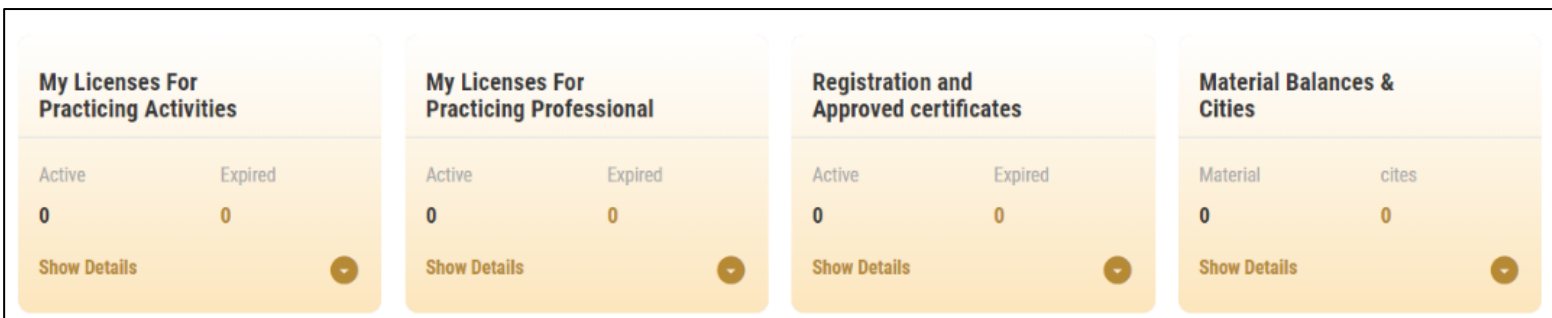


Figure 8 - Dashboard Digital Service Categories

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

The screenshot displays a dashboard with four main sections for licenses and a 'My Requests' section.

- My Licenses For Practicing Professional:** Active: 0, Expired: 0. Includes a 'Show Details' button and a dropdown arrow.
- My Licenses For Boats:** Active: 2, Expired: 1. Includes a 'Show Details' button and a dropdown arrow.
- My Agriculture and Animal Possessions:** Active: 1, Expired: 1. Includes a 'Show Details' button and a dropdown arrow.
- Cities Balance and Falcon Passport:** Active: 0, Expired: 0. Includes a 'Show Details' button and a dropdown arrow.

**My Requests Section:**

- Search input: Enter Request Number
- Filter dropdown: ALL
- Page size dropdown: 5
- Search button: Search
- Text: Showing 3 of 195 Requests
- Table with columns: Request Data, Status
- Request entry:
  - REQUEST NO #Q-14052023-479724
  - Sunday, May 14, 2023
  - Description: Register Ownership of Species Listed in CITES Appendices-Issuance
  - Status: Finished
  - Actions: View (eye icon), View/Send Messages (envelope icon)

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*  on the dashboard. The following screen will display:

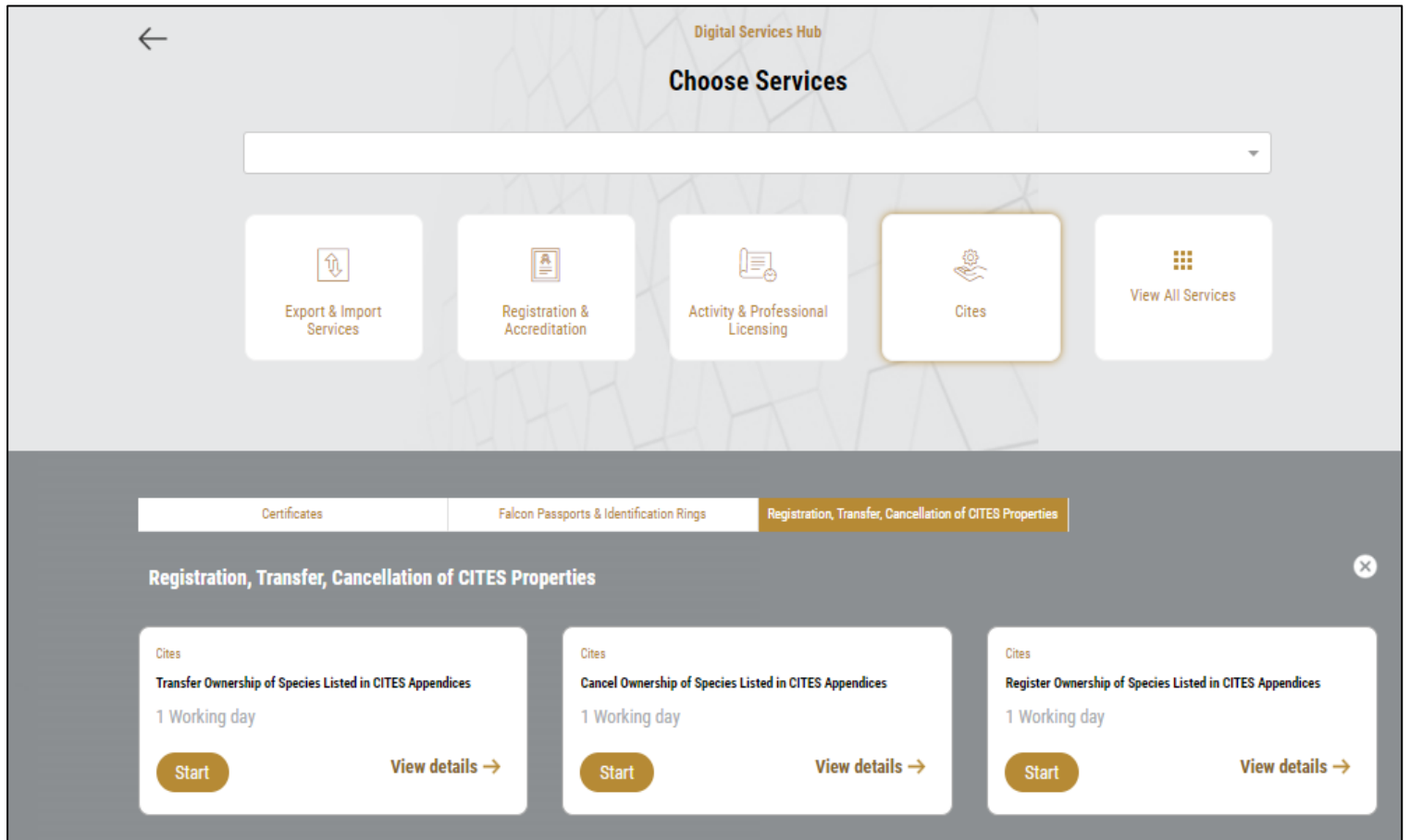


Figure 10 – Service New Request

- 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.

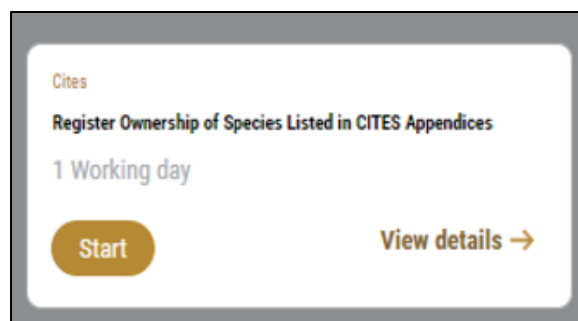


Figure 11 - Service Card

- 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.

The screenshot displays a dashboard with four license status cards and a 'My Requests' section. The license cards are: 'My Licenses For Practicing Professional' (Active: 0, Expired: 0), 'My Licenses For Boats' (Active: 2, Expired: 1), 'My Agriculture and Animal Possessions' (Active: 1, Expired: 1), and 'Cities Balance and Falcon Passport' (Active: 0, Expired: 0). Each card has a 'Show Details' button and a dropdown arrow. The 'My Requests' section includes a search bar with the text 'Enter Request Number', a status dropdown set to 'ALL', a page size dropdown set to '5', and a 'Search' button. Below the search bar, it says 'Showing 3 of 195 Requests'. A table header shows 'Request Data' and 'Status'. A single request is visible: 'REQUEST NO #Q-14052023-479724', dated 'Sunday, May 14, 2023', with the description 'Register Ownership of Species Listed in CITES Appendices-Issuance' and a status of 'Finished'. There are 'View' and 'View/Send Messages' icons for this request.

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




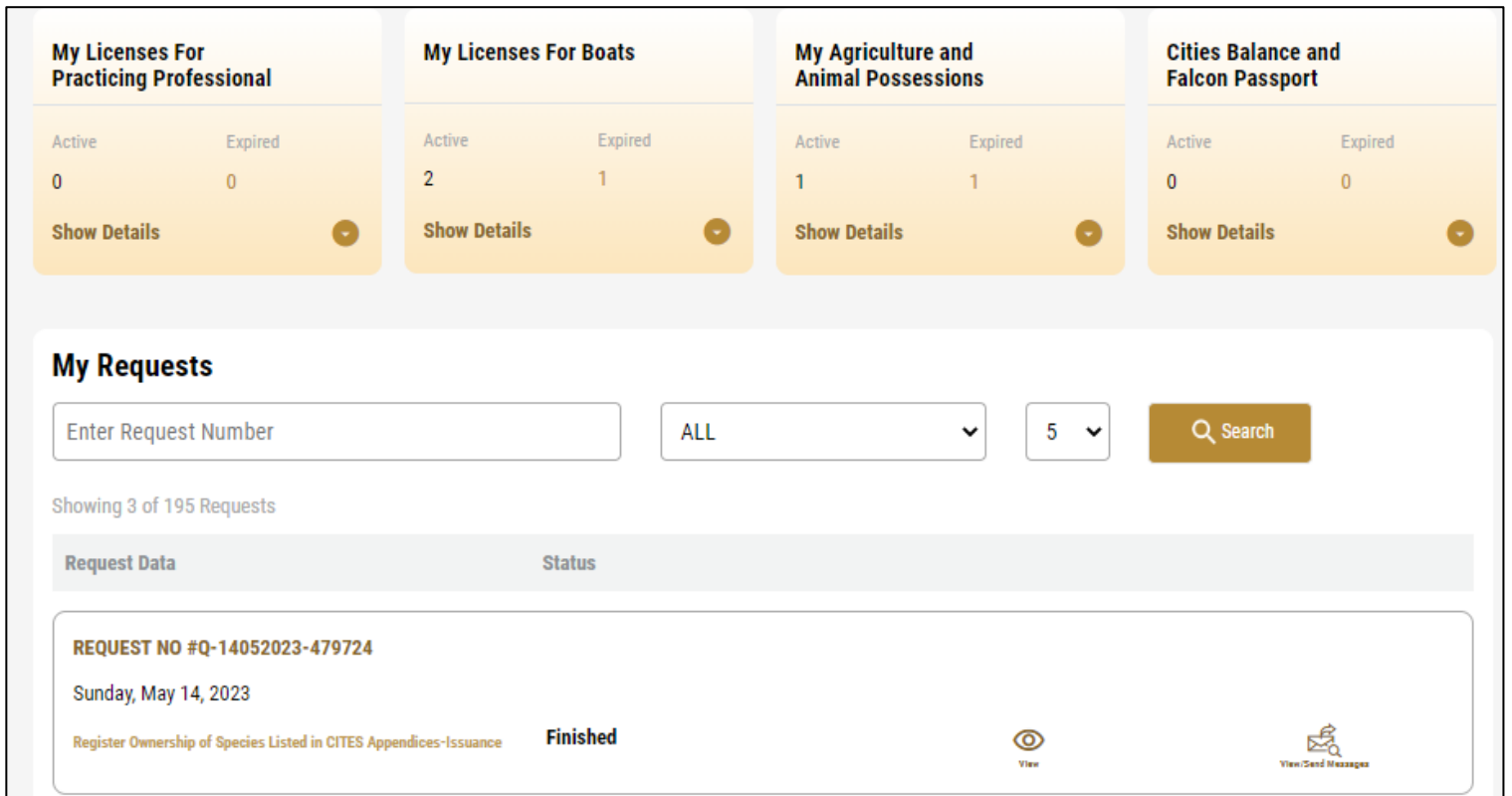
View 	To view request details and make changes if required
View/Send Message 	To communicate directly with MOCCA employee by sending and receiving messages regarding your request
View Payment Receipt 	To view the request payment receipt if it has been already paid

Table 2 – Service Request Actions

### View or Download a Certificate

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



The screenshot displays a dashboard with four license categories: 'My Licenses For Practicing Professional', 'My Licenses For Boats', 'My Agriculture and Animal Possessions', and 'Cities Balance and Falcon Passport'. Each category shows counts for 'Active' and 'Expired' licenses and a 'Show Details' button with a dropdown arrow. Below this is a 'My Requests' section with a search bar, a filter dropdown set to 'ALL', a page size dropdown set to '5', and a search button. The request list shows one request: 'REQUEST NO #Q-14052023-479724' dated 'Sunday, May 14, 2023' with the description 'Register Ownership of Species Listed in CITES Appendices-Issuance' and a status of 'Finished'. Action icons for 'View' and 'View/Send Messages' are present for this request.

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

### Register Ownership of Species Listed in CITES Appendices

#### [Show Service Card](#)

apply for Register 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.

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

## Register Ownership of Species Listed in CITES Appendices

Service  
Information

### Service Information (i)

Inputs for CITES services in English

Request Type \*

Pre-convention x ▼

Item State \*

Class \*

Scientific Name \*

Country of origin \*

Source \*

Export / re-export certificate number \*

Importing Certificate Number \*

Specimen Accurate Description

Back

Next

Figure 14 - Service Information

5- Click *Next* to upload the attachments.

### Register Ownership of Species Listed in CITES Appendices

Certificate of Importation of CITES from the UAE of the species, indicating the means of defining the type to suit him

Upload a File

Copy of ID card\ Passport Copy

Upload a File

نسخة من شهادة التصدير / إعادة التصدير سايتس من البلد المصدر للنوع موضحاً بها وسيلة تعريف النوع التي تتناسب معه.

Upload a File

Back Next

6- Click to review your request



## Register Ownership of Species Listed in CITES Appendices

Service Information

### Service Information

Request Type

Pre-convention

Item State

Imported Item

Class

Animal Product - Amphibians

Scientific Name

Ambystoma dumerilii

Common Name

Achoque, Lake Patzcuaro Salamander

Appendix

II

Country of origin

Albania

Source

Unknown

Reason

fgfdgfdg

Export / re-export certificate number

45345345

Importing Certificate Number

34543534534

Type Description

baleen

Unit

KG

Quantity



1

Accept Terms & Conditions \*

Back

Submit

Figure 15 – Service Request Review

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

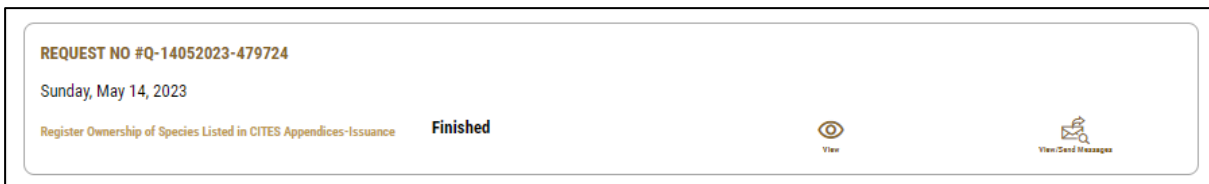


Figure 16 - Download or View Certificate

Download the certificate after click on View  icon then click Download

