



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

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**Pesticide registration-issuance**

**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.

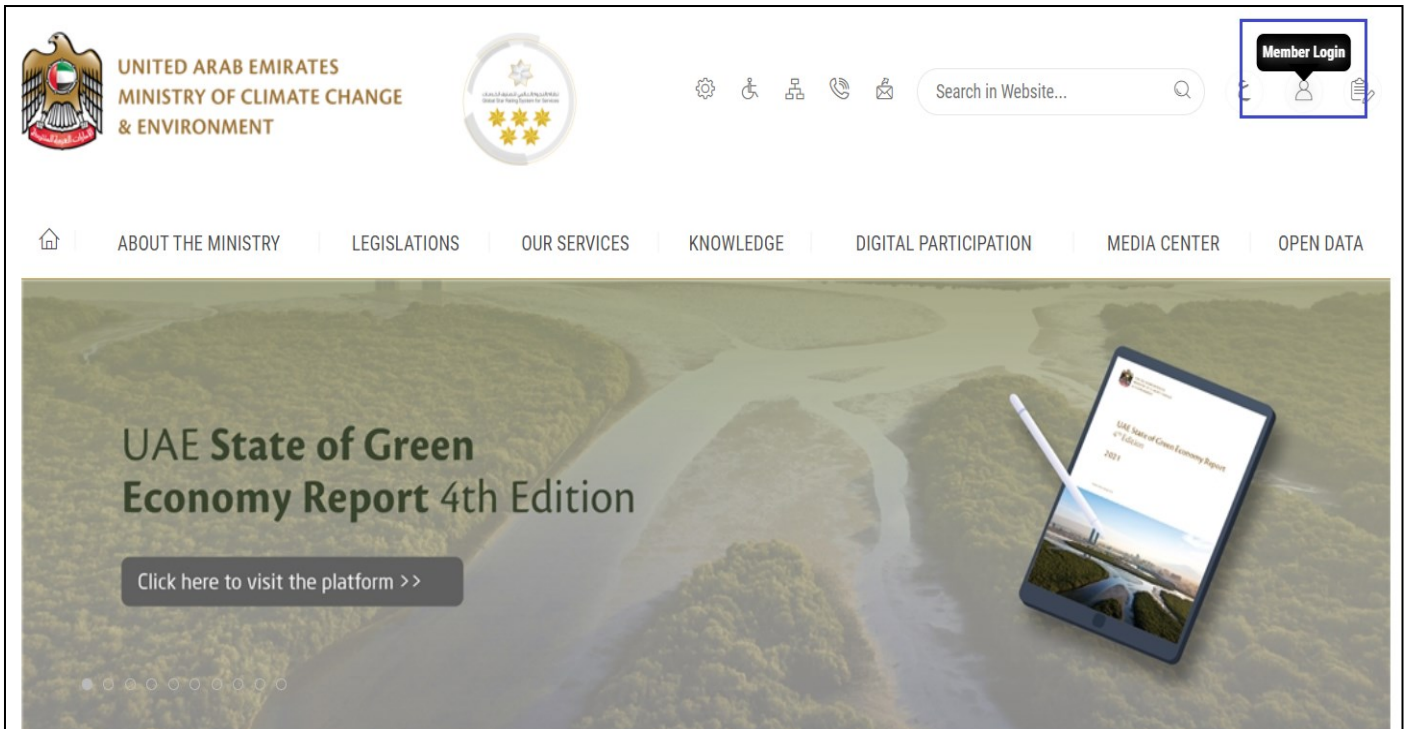
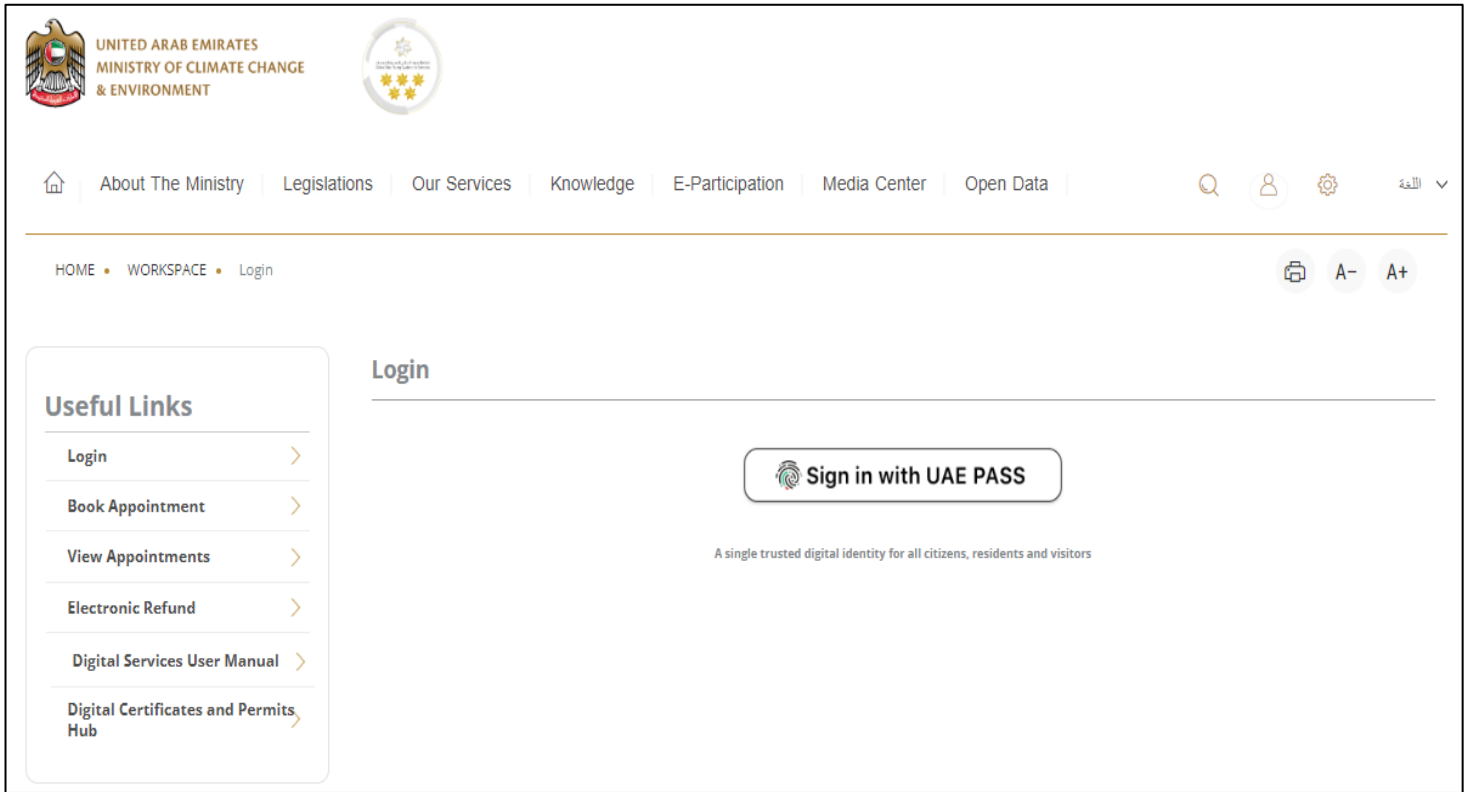


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

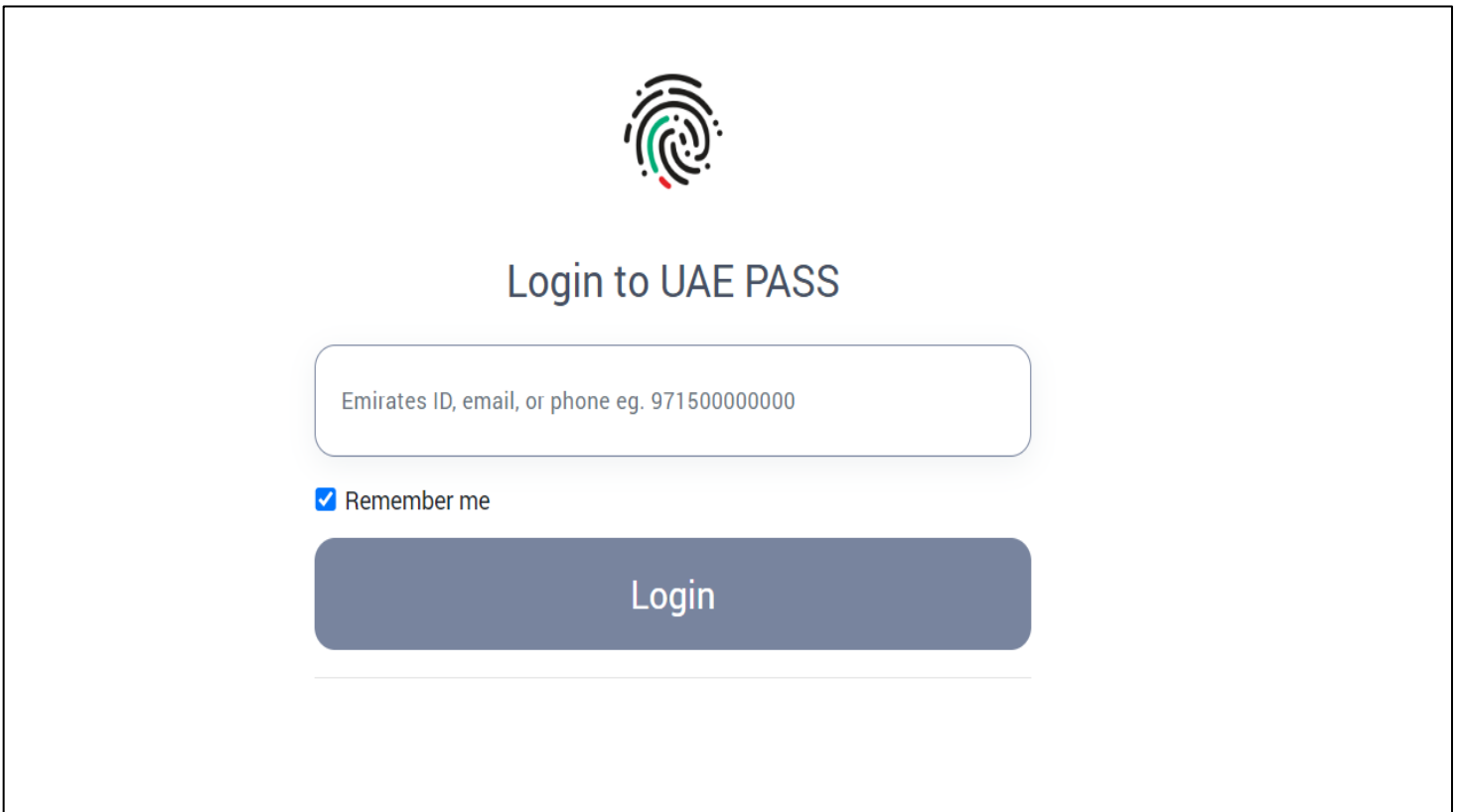


Figure 2 - Login Page

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

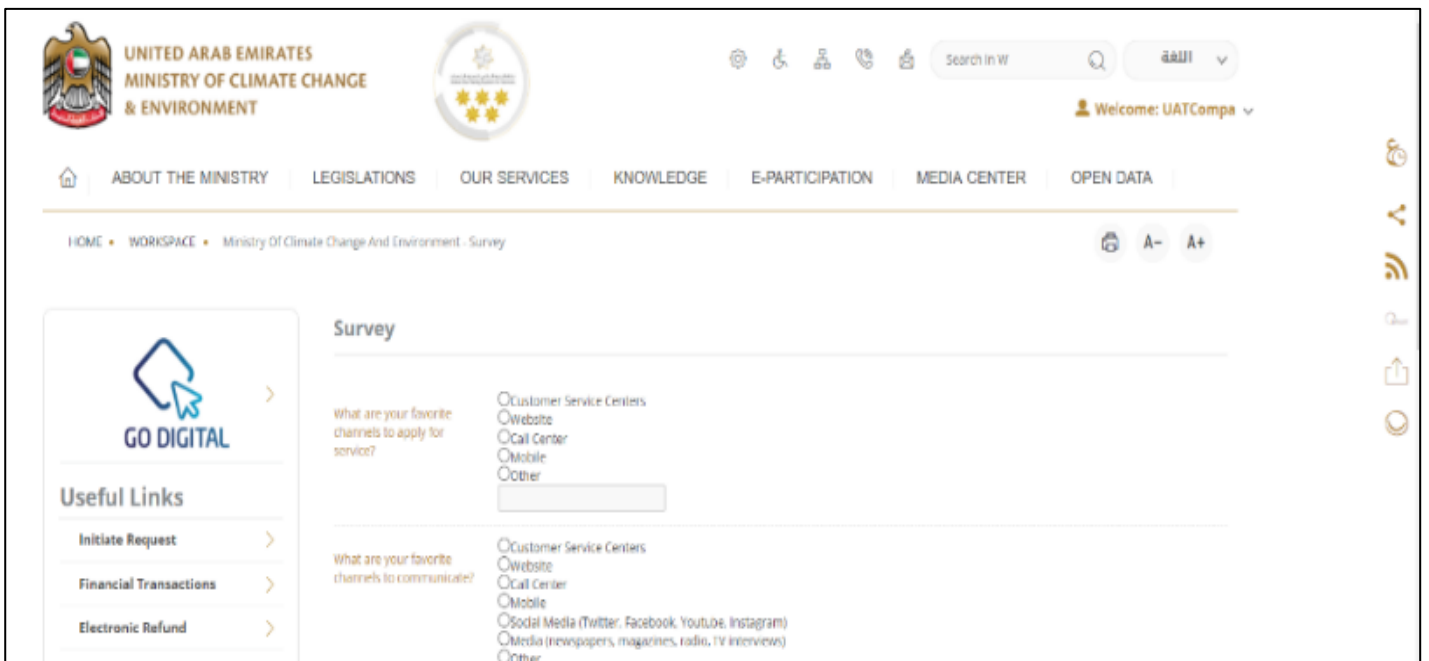
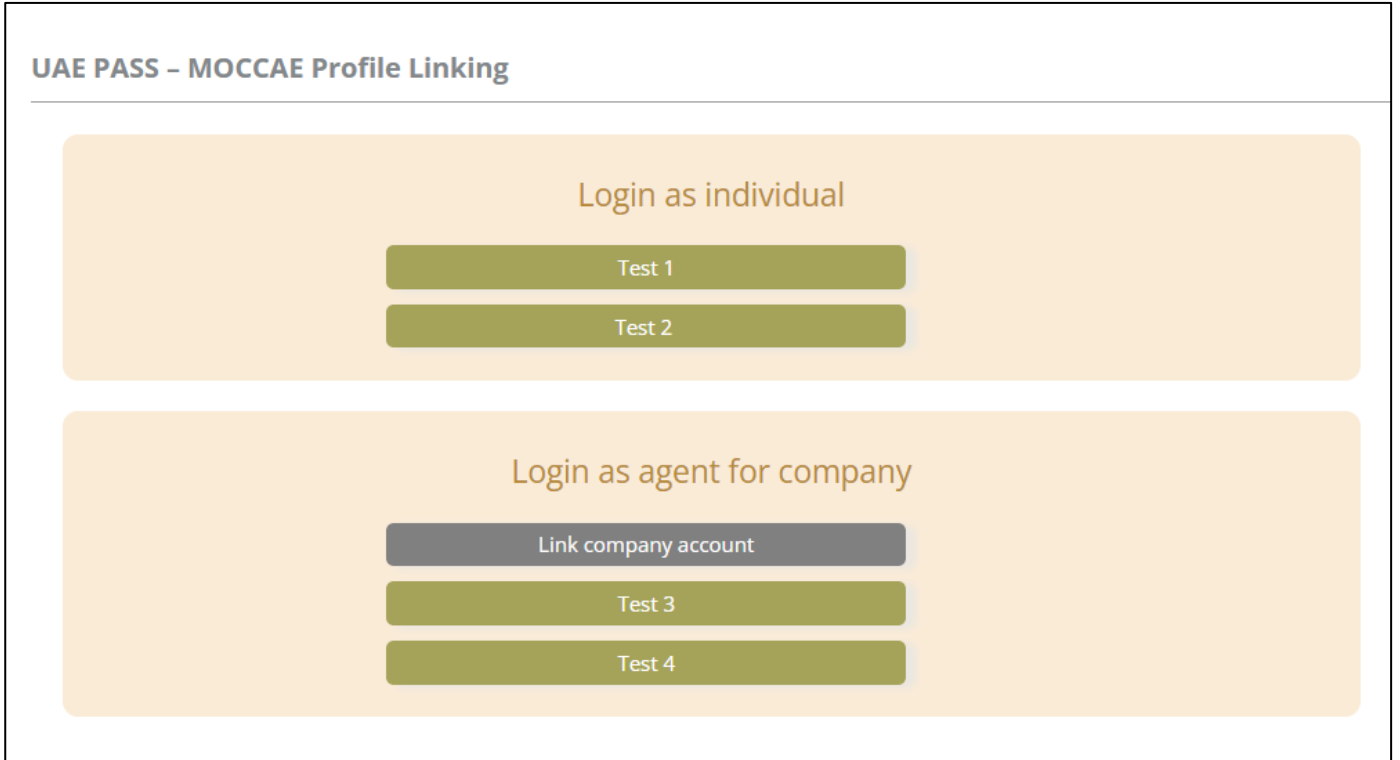


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

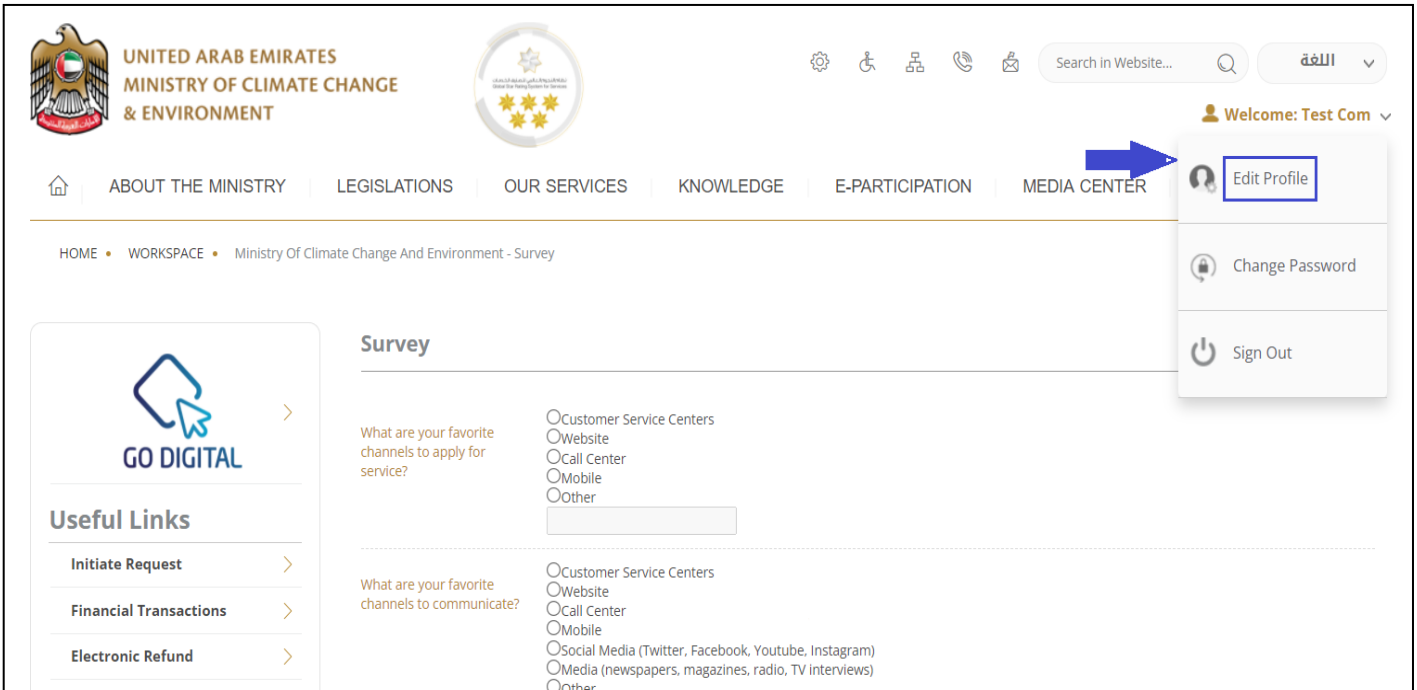


Figure 4 - Update Profile

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

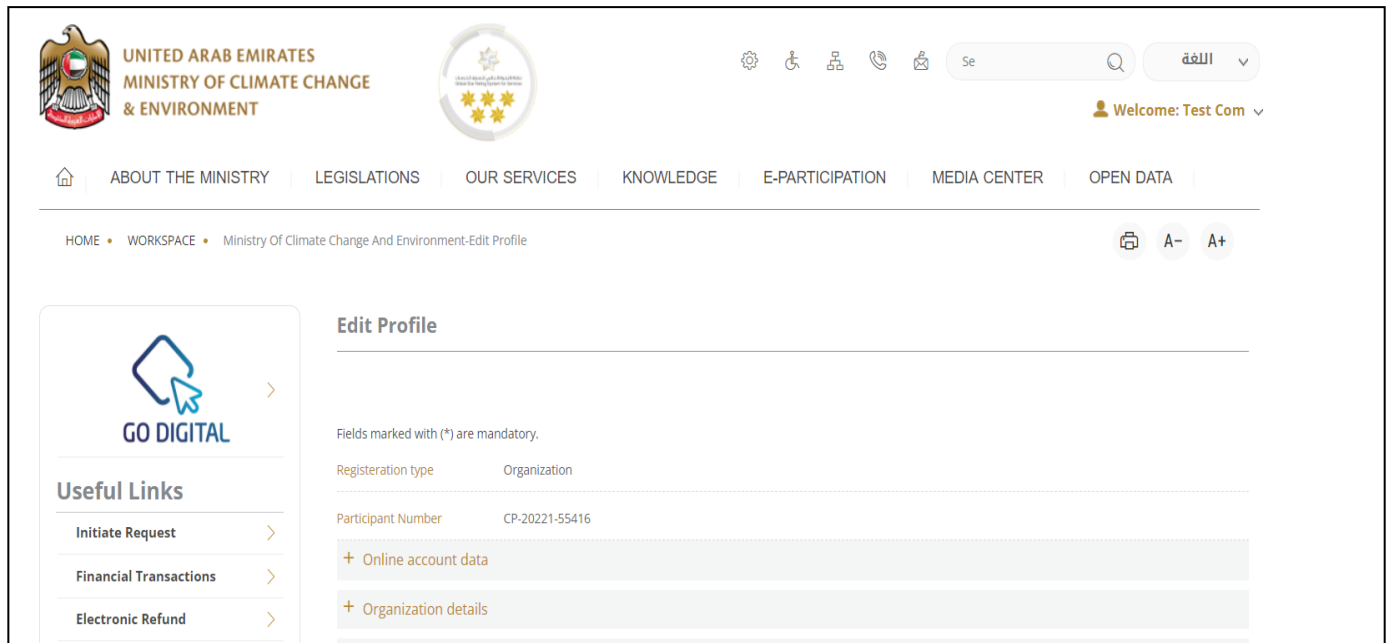


Figure 5 - Edit Profile

## 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.

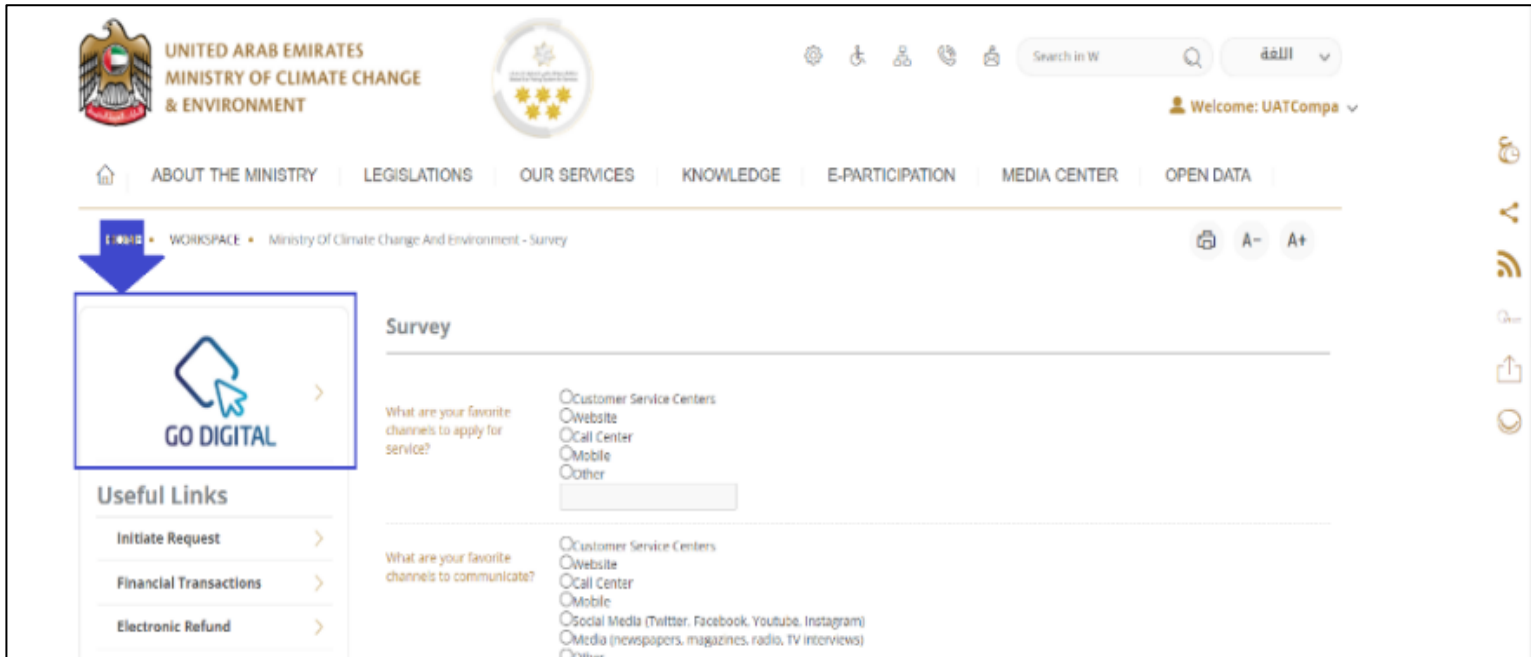


Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

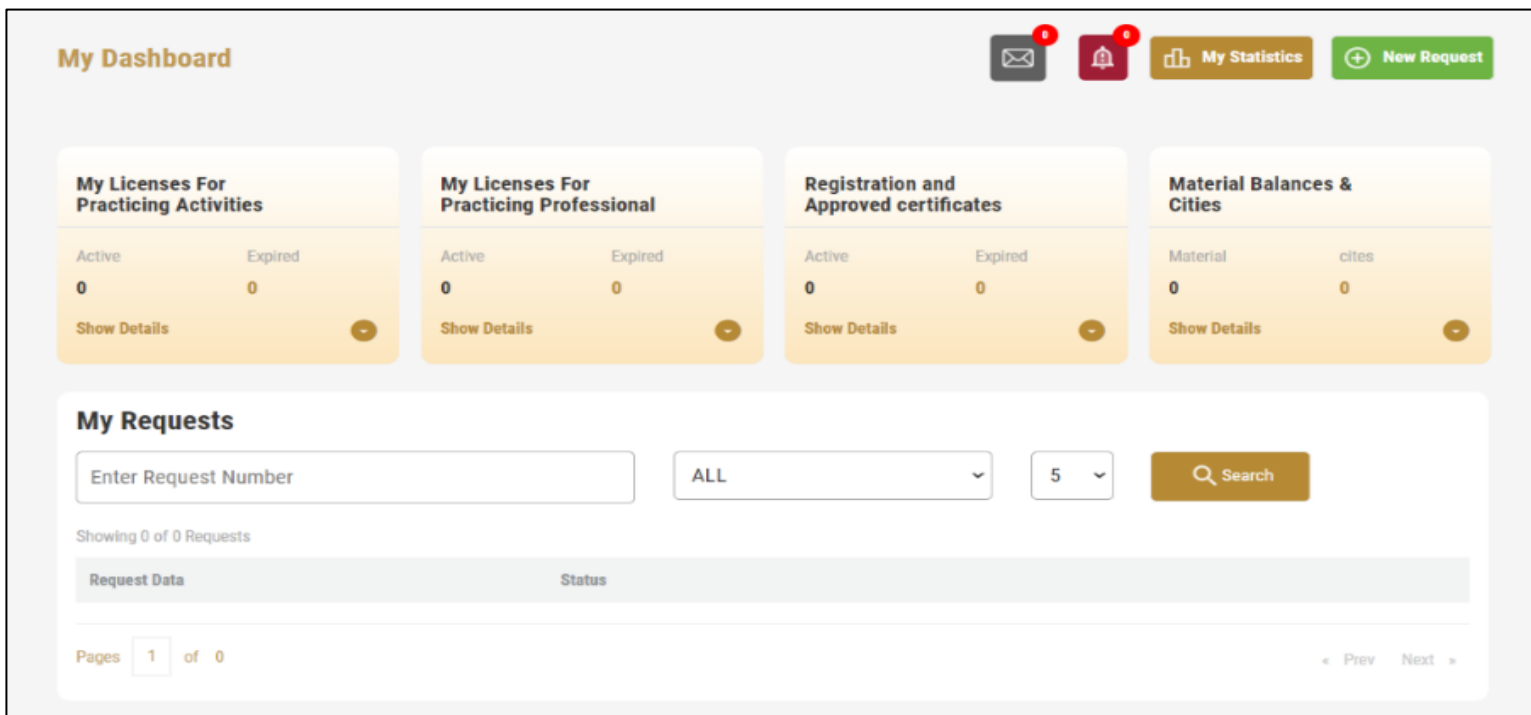


Figure 7- My Dashboard



## 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.

**My Dashboard**

0 0 My Statistics New Request

My Licenses For Practicing Activities		My Licenses For Practicing Professional		Registration and Approved certificates		Material Balances & Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cities
0	3	4	0	110	46	2	2
Show Details		Show Details		Show Details		Show Details	

**My Requests**

Enter Request Number ALL 5 Search

Showing 3 of 10 Requests

Request Data	Status		
<p><b>REQUEST NO #AD-02062023-479903</b></p> <p>Friday, June 2, 2023</p> <p>Pesticide registration-Issuance</p>	<b>Finished</b>	View	View/Send Messages

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

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

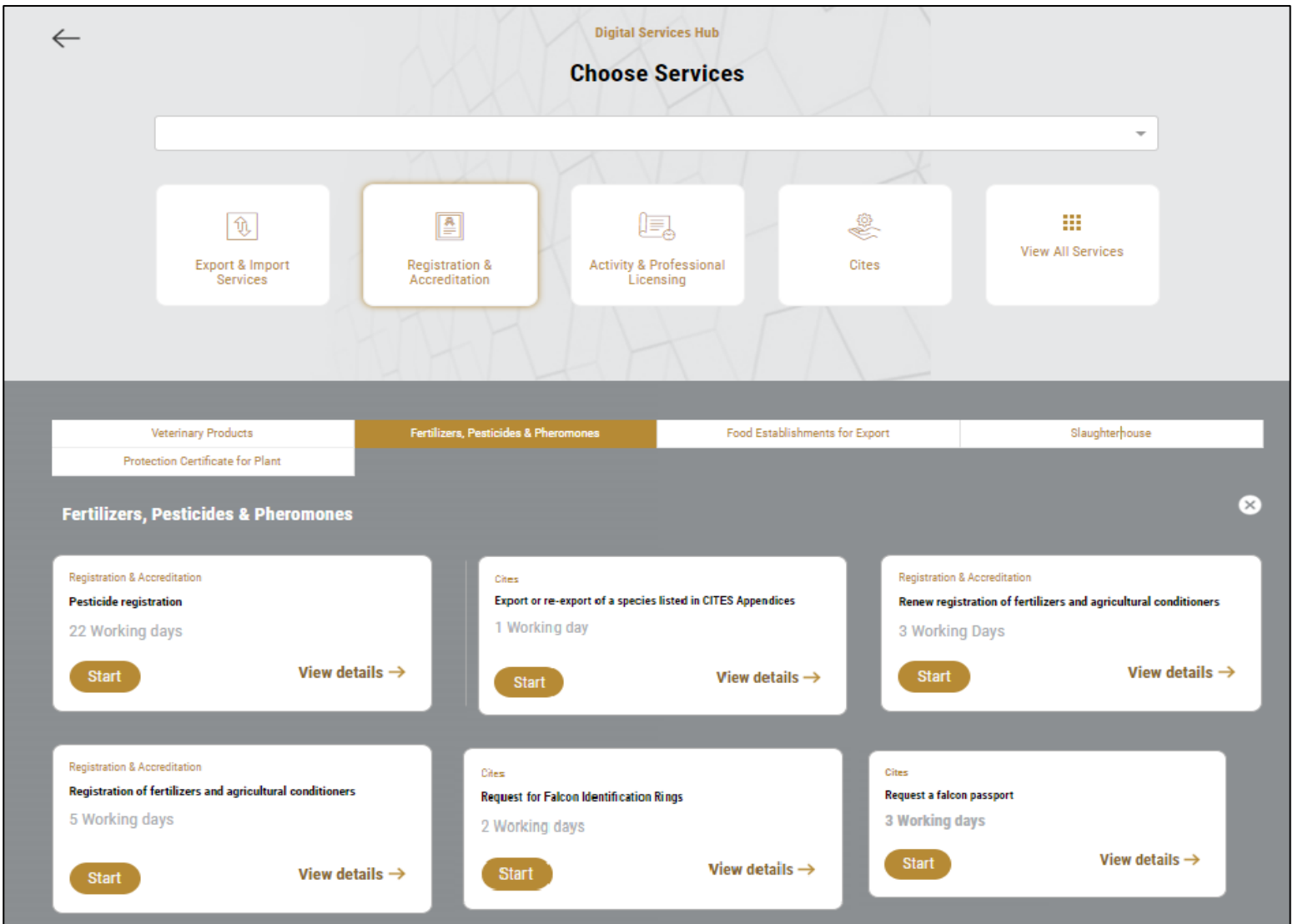


Figure 10 – Service New Request

- 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.

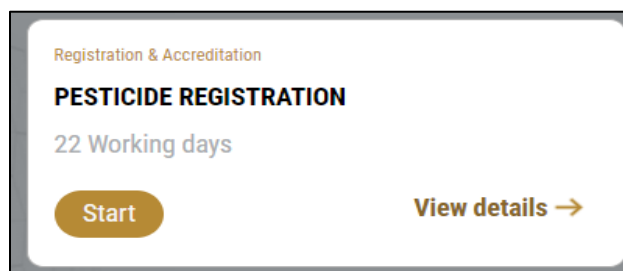


Figure 11 - Service Card

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.

### 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*.

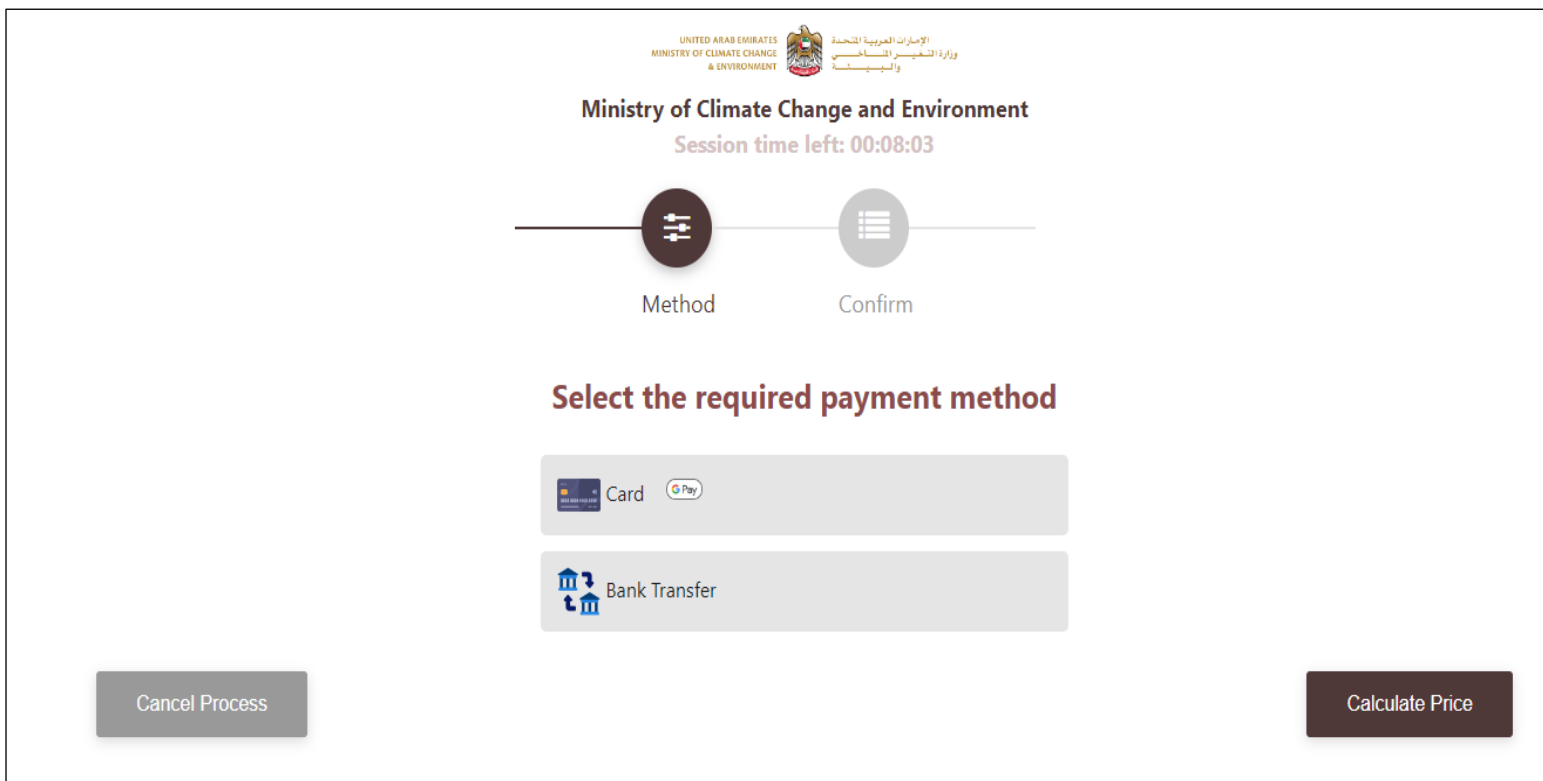


Figure 12 - Payment Gateway

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

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**Ministry of Climate Change and Environment**  
Session time left: 00:06:38

Method

Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service name that has been requested	AED	0.00 AED	5	AED
<b>Total</b>				<b>AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
<b>Total</b>			<b>AED</b>

Total Tax

1.02 AED

Total Amount

AED

Cancel Process

Change Payment Method

Proceed With Payment

Figure 13 - Service Fees Details

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

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**Ministry of Climate Change and Environment**  
Total Payment: 3021.42 AED  
Session time left: 00:06:03

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method

Figure 14 - Credit Card Details

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

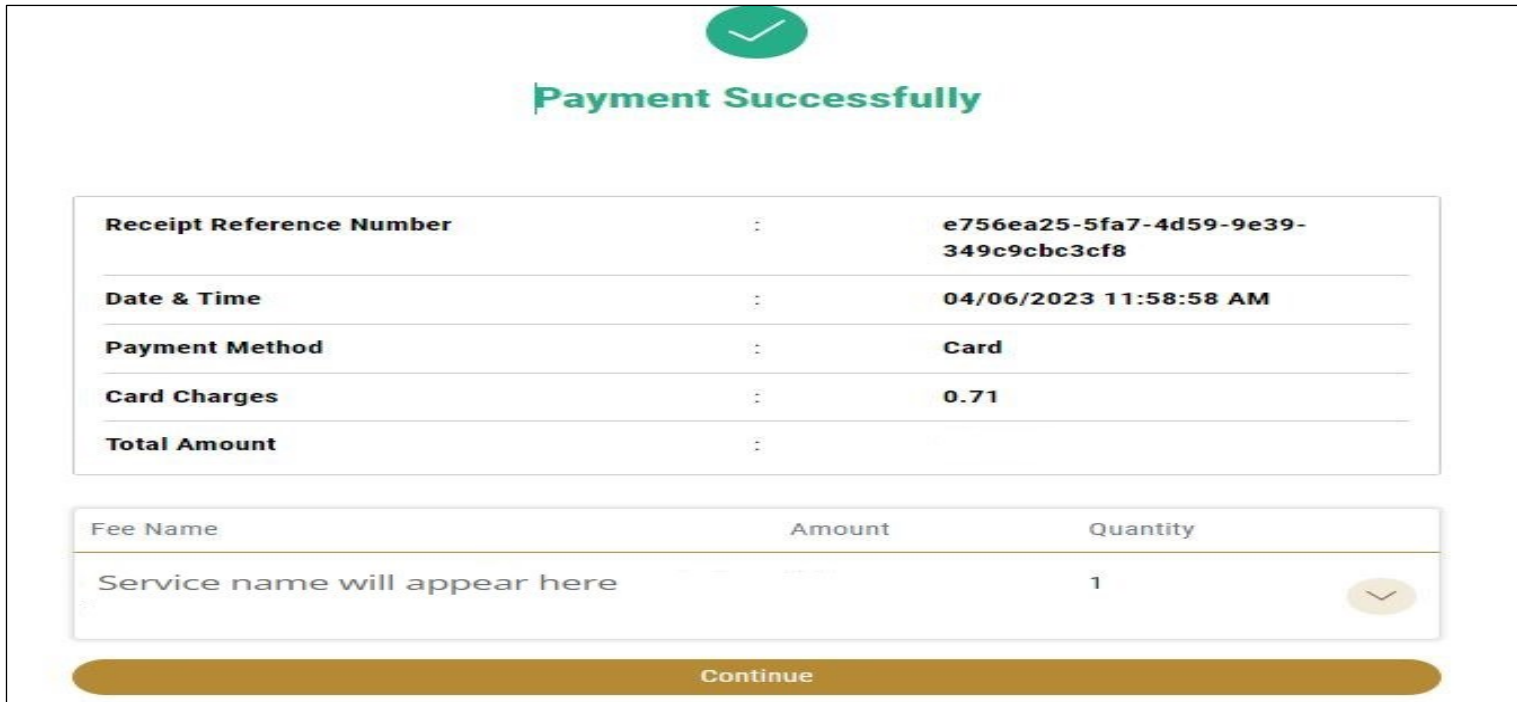


Figure 15 - Payment Confirmation

### Retrieve a Service Request




You can retrieve a previously created request to review the request information only or to take further actions.

- 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

- 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.

## My Dashboard

 0


 0

 My Statistics

 New Request


#### My Licenses For Practicing Activities

Active	Expired
0	3

[Show Details](#) 


#### My Licenses For Practicing Professional

Active	Expired
4	0

[Show Details](#) 


#### Registration and Approved certificates

Active	Expired
110	46


[Show Details](#) 

#### Material Balances & Cities



Material	cities
2	2

[Show Details](#) 

### My Requests

 Search

Showing 3 of 10 Requests

Request Data	Status
<p style="margin: 0;"><b>REQUEST NO #AD-02062023-479903</b></p> <p style="margin: 0;">Friday, June 2, 2023</p> <p style="margin: 0; font-size: small;">Pesticide registration-Issuance</p>	<p style="margin: 0; font-weight: bold;">Finished</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> View</div> <div style="text-align: center;"> View/Send Messages</div> </div>

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

### Pesticide registration-issuance

[Show Service Card](#)

## apply for Pesticide registration-issuance

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.

### Pesticide registration

#### Applicant Information

Applicant Name \*

▼

Edit Applicant Information

New Applicant

Next

Figure 17 - 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.



### Pesticide registration

#### 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 18 - Applicant's Information Page

- 4- Click *Next*, then the service details view will be displayed, to Fill the required information
- 5- In case of Issuance select Request Type Issuance Then Fill the required information

### Pesticide registration

License Details

Service Information

#### License Details

<p><b>License Number</b></p> <p>AGL-2022-19109</p> <p><b>Last Issuance</b></p> <p>27-01-2022</p>	<p><b>Certificate Type</b></p> <p>Certificate for practicing agricultural activity</p> <p><b>Expiry Date</b></p> <p>27-01-2025</p>
--	--

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Pesticide sticker sample

Download

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#### Service Information i

<p><b>License Number *</b></p> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="AGL-2022-19109"/> <p><b>Pesticide commercial name *</b></p> <input style="width: 100%; border: 1px solid #ccc;" type="text"/>	<p><b>Request Type *</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <div style="background-color: #f0f0f0; padding: 2px 5px; margin-bottom: 2px;">Issuance</div> <div style="padding: 2px 5px;">Renewal</div> </div>
---	--

Page | 15

## Pesticide registration

License Details

Service Information

### License Details

License Number	Certificate Type
AGL-2022-19109	Certificate for practicing agricultural activity
Last Issuance	Expiry Date
27-01-2022	27-01-2025

Pesticide sticker sample

Download

### Service Information i

License Number *	Request Type *
<input type="text" value="AGL-2022-19109"/>	<input style="float: right; text-align: right; border-bottom: none; border-right: none; border-left: none; border-top: none;" type="text" value="Issuance"/> x ▾
Pesticide commercial name *	
<input type="text"/>	
<input type="checkbox"/> Is restricted pesticide? *	<input type="checkbox"/> Is the pesticide is restricted to a government entity? *
<input type="checkbox"/> Is there an expiration date from the country of origin? *	
Initial Classification *	Pesticide class *
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Pesticide Type *	
<input style="width: 100%;" type="text"/>	
Registration Country *	
<input style="width: 100%;" type="text"/>	
Registered Company *	
<input style="width: 100%;" type="text"/>	
Product Type *	
<input style="width: 100%;" type="text"/>	
Manufacturer company *	
<input style="width: 100%;" type="text"/>	
Manufacturer company origin *	
<input style="width: 100%;" type="text"/>	

The screenshot shows a form titled "Service Information" with the following fields and controls:

- Package type \***: A dropdown menu.
- Package size \***: A text input field.
- package size Measurement type \***: A dropdown menu.
- Active substance name and concentration \***: A large text input field with a clear icon in the bottom right corner.
- Safety period \***: A text input field.
- Safety period Measurement type \***: A dropdown menu.
- Validity period**: A text input field.
- CAS RN \***: A text input field.

At the bottom of the form, there are two buttons: "Back" (light blue) and "Next" (dark blue).

Figure 19 - Service Information

6- Click *Next*, then the Attachments view will be displayed.

### Pesticide registration

Certificate of pesticide composition ( active and inert ingredients) from the governmental laboratory of the pesticide registration authority or an accredited laboratory (GLP) accredited by the pesticide registration authority

Certificate of registration in the country of origin in a member state of OECD

Certificate of the pesticide composition from the country of origin.

Copy of the pesticide label in the country of origin in English and Arabic

Proposed pesticide label in UAE in Arabic and English, identical to the pesticide label in the country of origin labeled with the UAE brand mark

Figure 203 - Attachments Page

7- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

8- Click *Next* to review your request.

### Pesticide registration

License Details

Service Information

#### License Details

License Number	Certificate Type
AGL-2022-19109	Certificate for practicing agricultural activity
Last Issuance	Expiry Date
27-01-2022	27-01-2025

#### Service Information

License Number	Request Type
AGL-2022-19109	Issuance
previously registered pesticide commercial name	Pesticide commercial name
test	test
Is restricted pesticide?	Is the pesticide is restricted to a government entity?
Yes	Yes
Is there an expiration date from the country of origin?	Origin certificate expiry date
Yes	Jun 7, 2023
Certificate issuance date	Certificate expiration date
Certificate Number	Initial Classification
	Biocides
Pesticide class	Pesticide Type
Agricultural pesticide	مبيد آفات زراعية (تيماتودي)
Registration Country	Registered Company
Bahrain	test
Product Type	Manufacturer company
test	test
Manufacturer company origin	Package type
Bahrain	Bags
Package size	package size Measurement type
3	GM
Active substance name and concentration	Safety period
test	3
Safety period Measurement type	Validity period
Days	
CAS RN	
3	



Accept Terms & Conditions \*

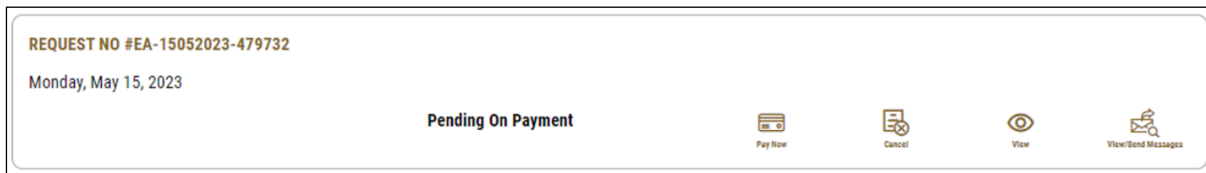
[Back](#)

[Submit](#)

Figure 21 – Service Request Review



- 9- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
  - Click on *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 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

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


11- Click over  to view the request.



Figure 22 - Download or View Certificate

12- Download the certificate after  click on View icon then click Download

## Outputs

Certificate Number	Certificate Name		
23AE1838	Certificate Name		<a href="#">Download</a>