



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Renew registration of veterinary product

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 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.

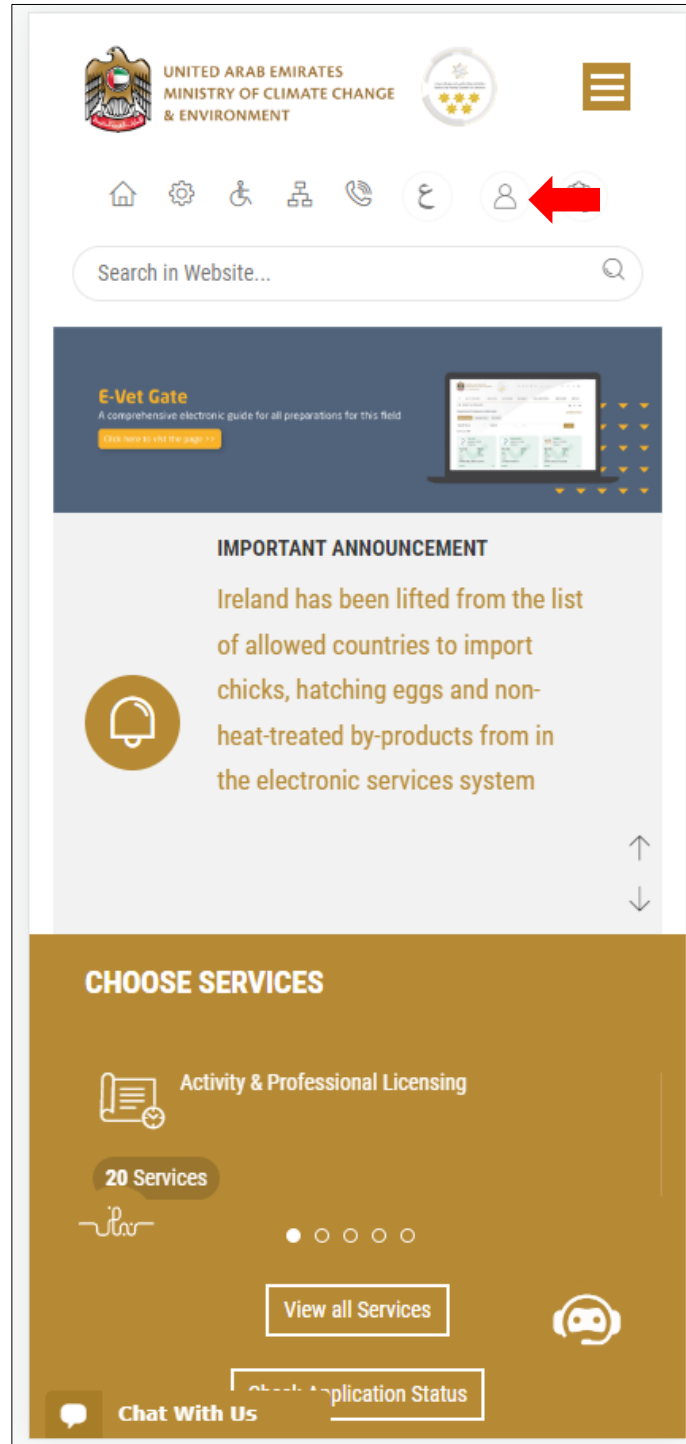
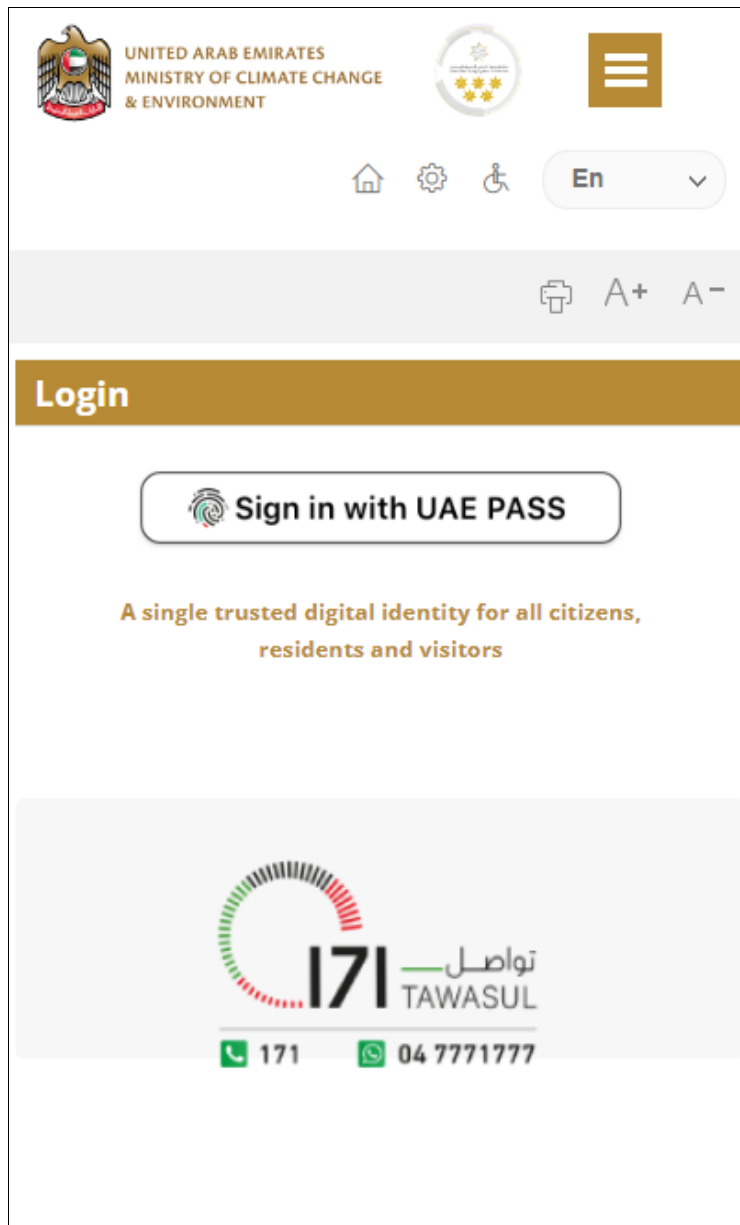


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



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

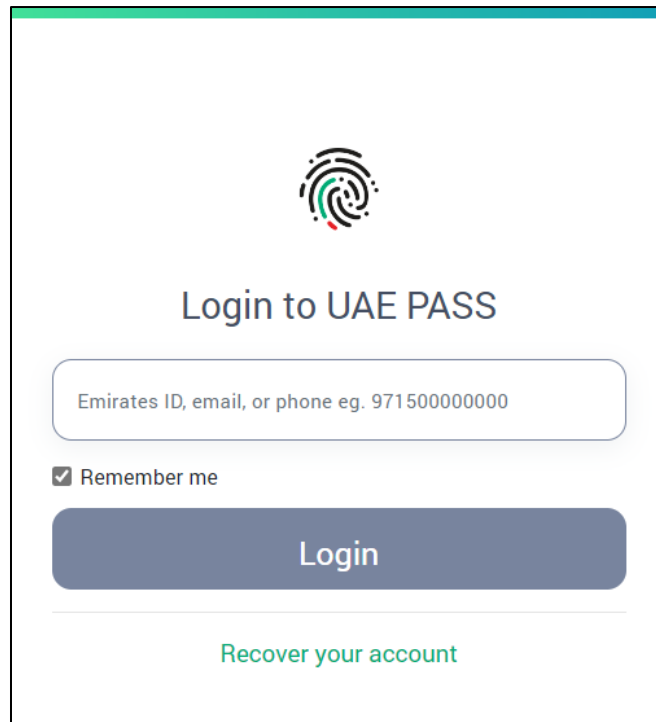
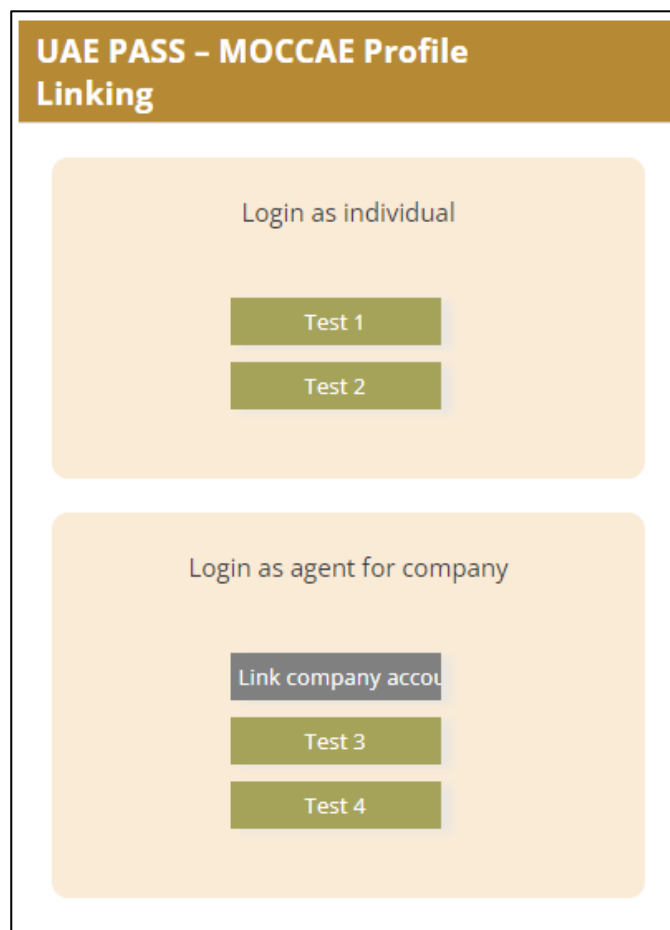


Figure 2 - Login Page

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



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

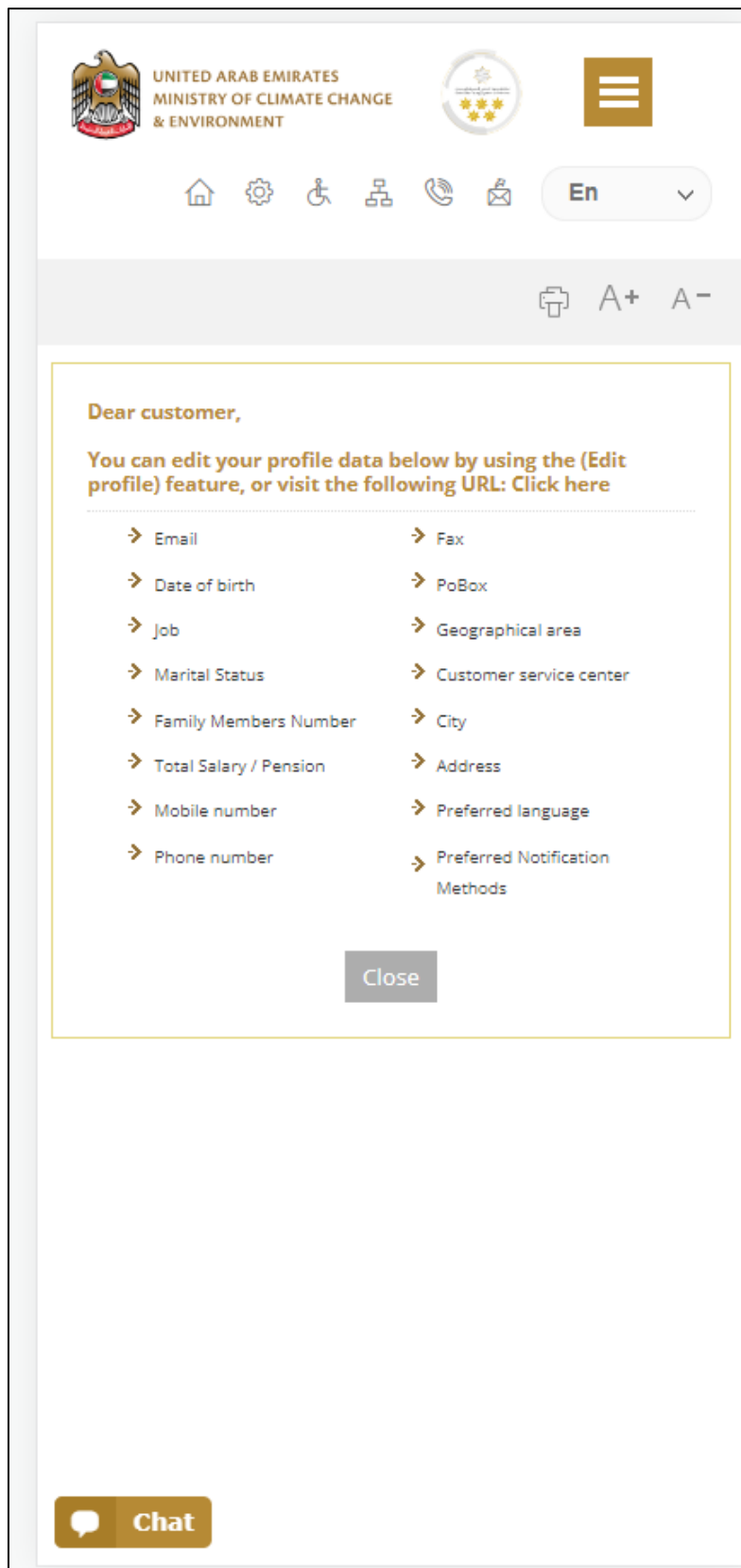



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

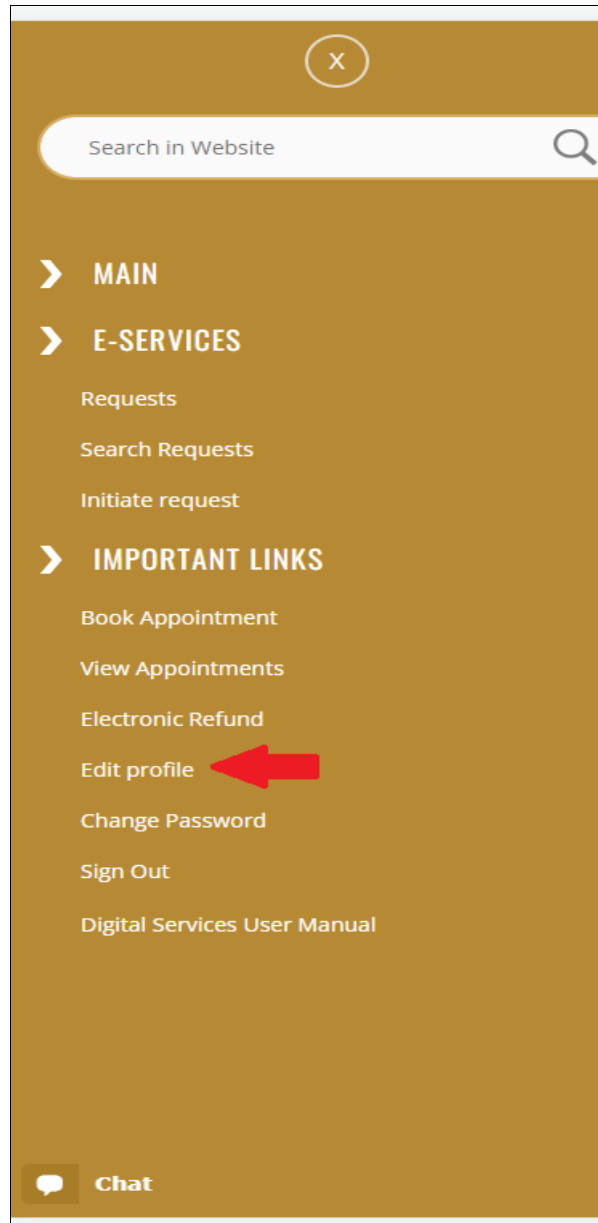


Figure 4 - Update Company Profile

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

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.

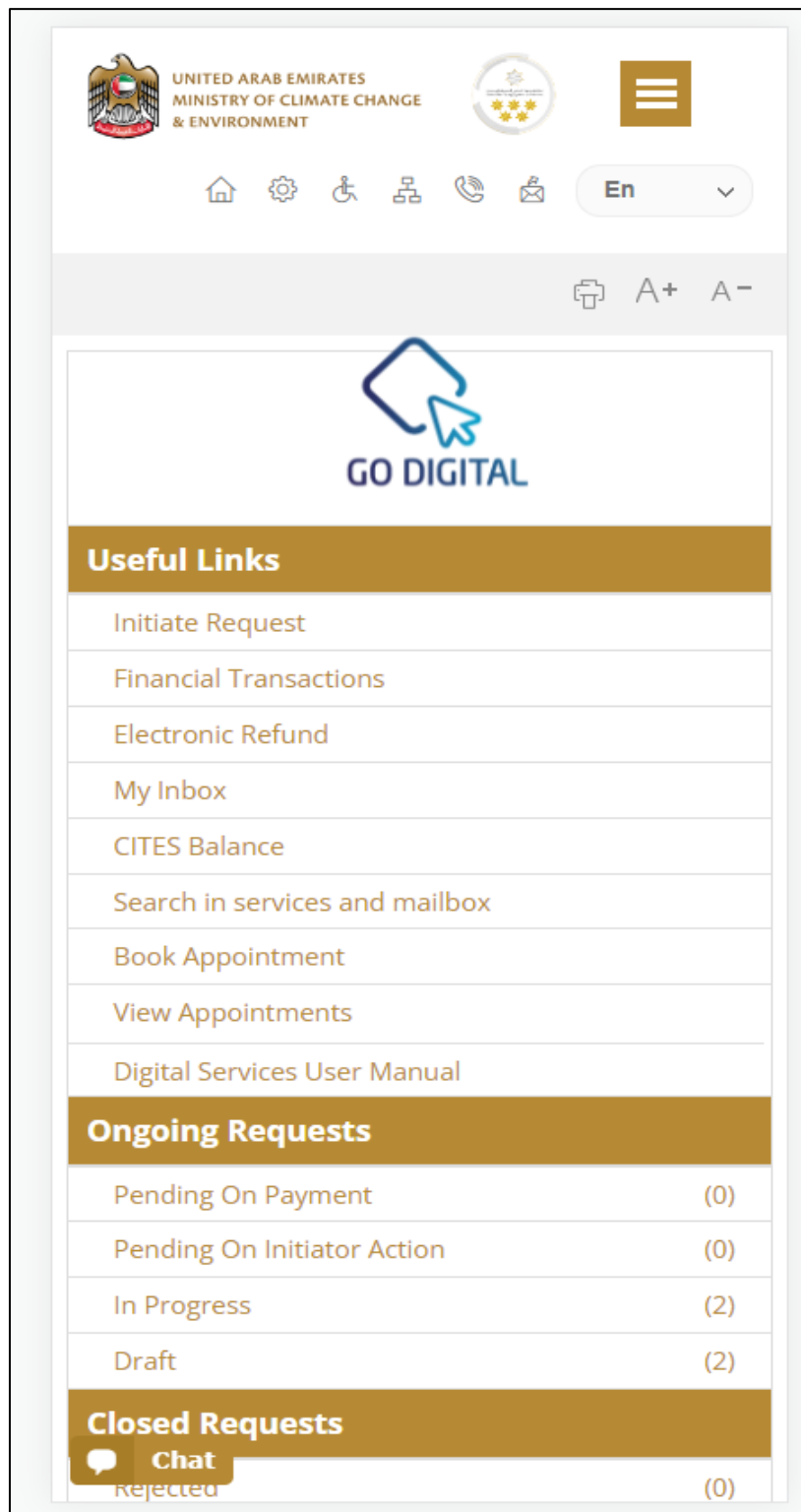


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

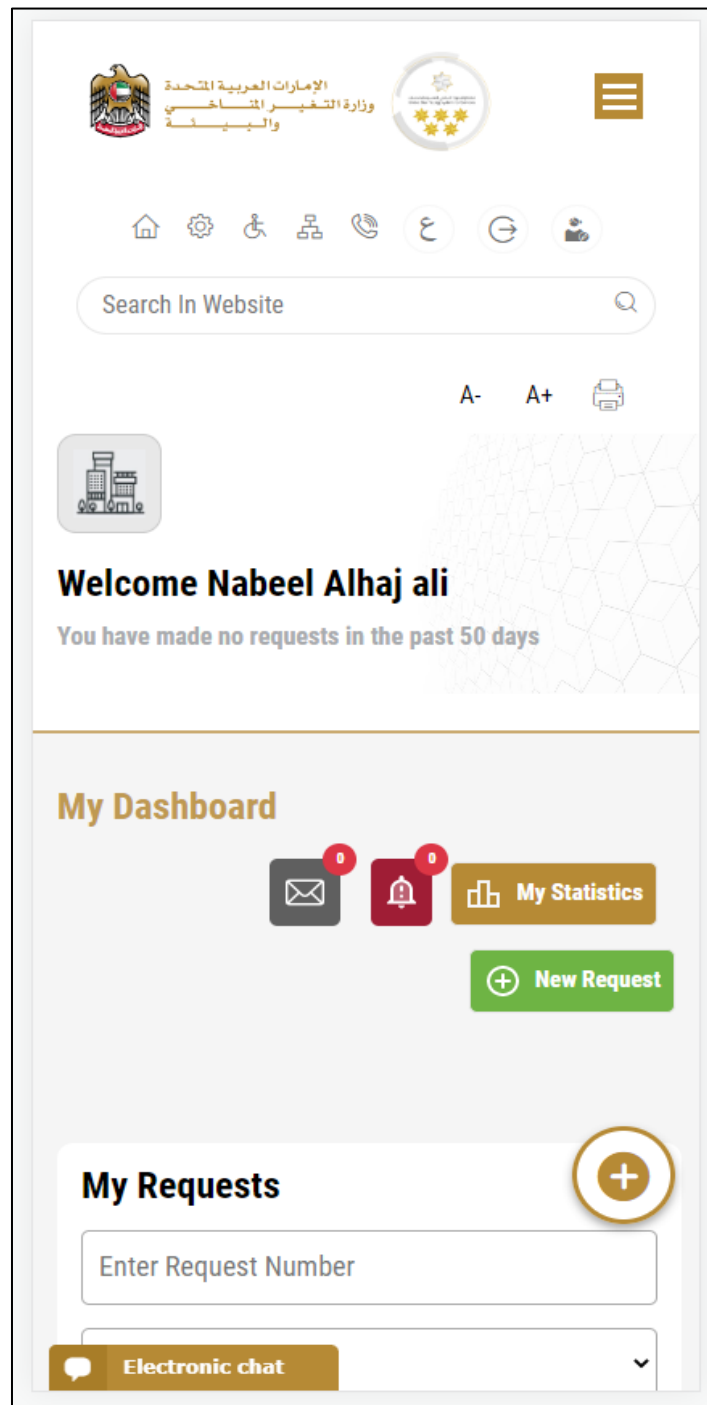


Figure 7- My Dashboard

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.

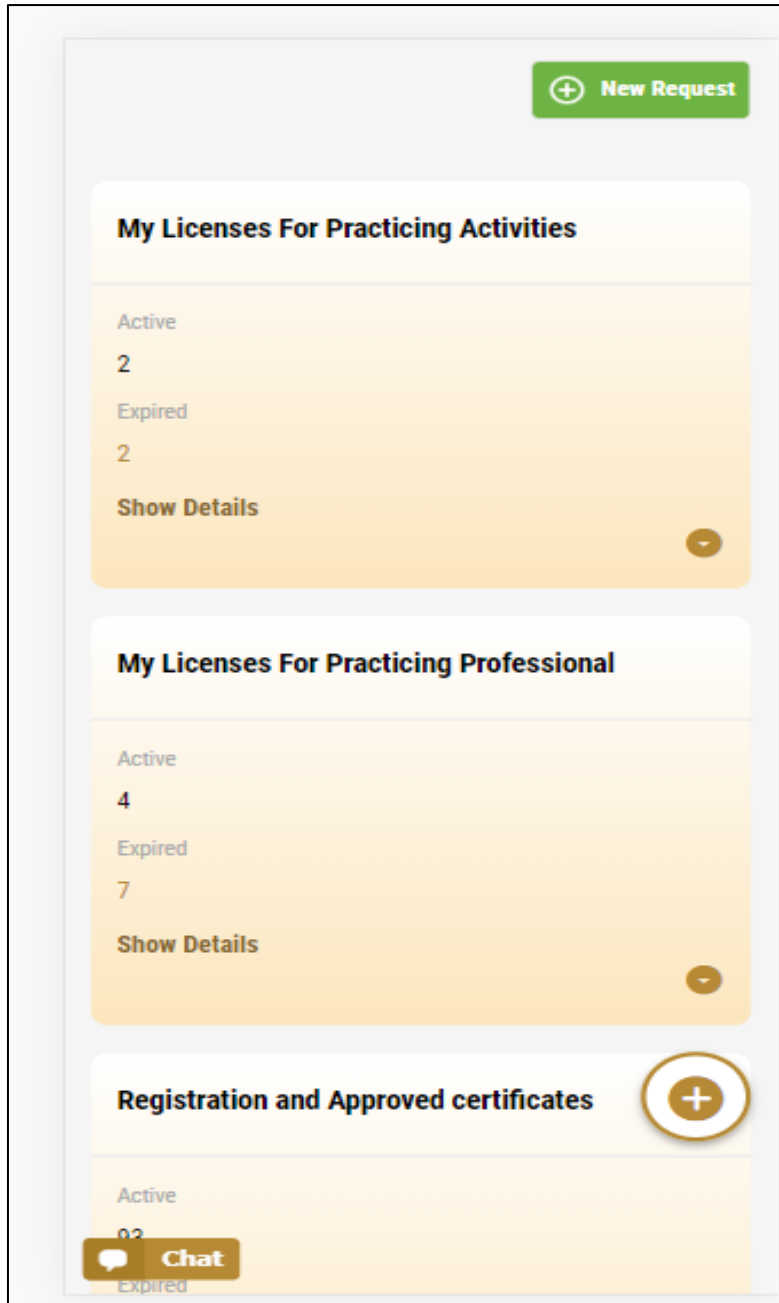


Figure 8 - Dashboard Digital Service Categories

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;"> 🗨️ Chat ❌ Cancel 👁️ 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 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:

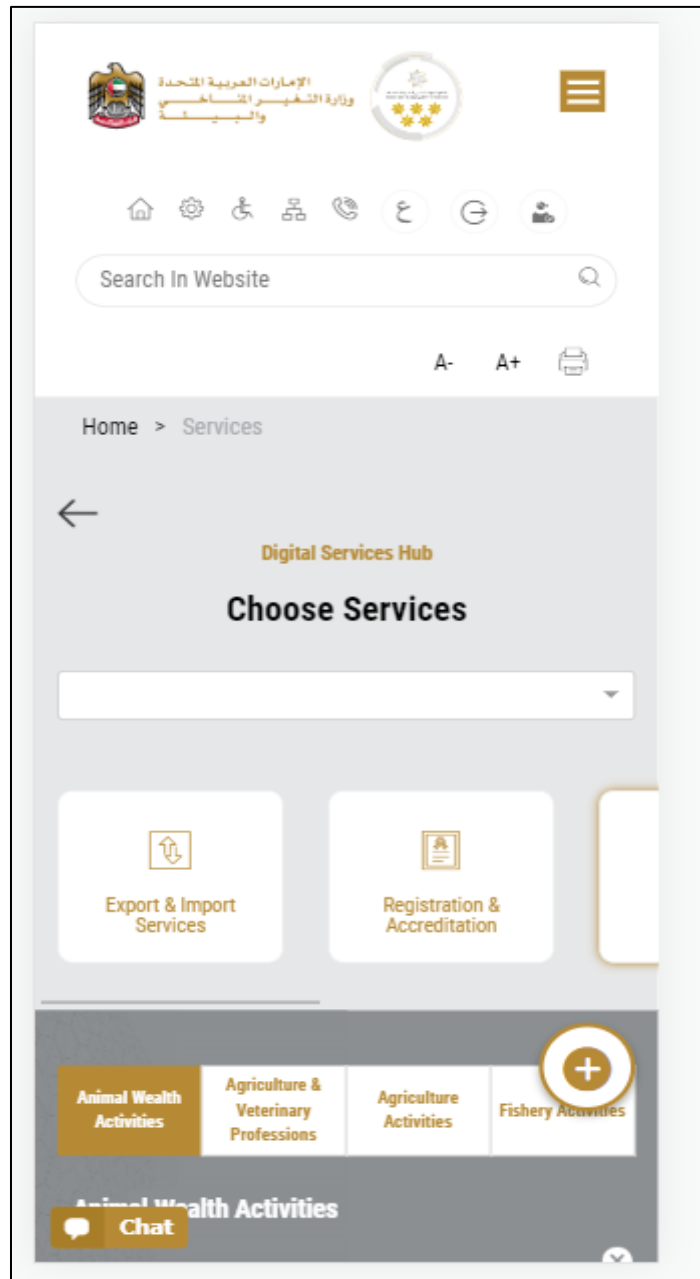


Figure 10 – Service New Request

- 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.

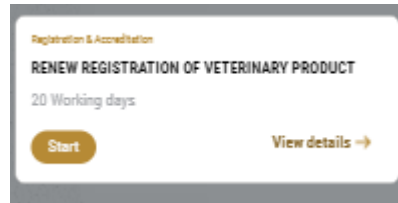


Figure 11 - Service Card

3- Click on *Start* 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.

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* . You will be then directed to the payment gateway.

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

The screenshot shows a mobile application interface for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown labeled 'تغير اللغة'. Below this is the ministry's logo and name in English ('UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT') and Arabic ('الإمارات العربية المتحدة وزارة التغير المناخي والبيئة'). A session timer indicates 'Session time left: 00:09:47'. Two circular icons are present: 'Method' (with a list icon) and 'Confirm' (with a checkmark icon). The main heading is 'Select the required payment method'. Below this, there are two payment options: 'Card' (with icons for Visa, Mastercard, American Express, Google Pay, and Apple Pay) and 'Bank Transfer' (with a bank icon). At the bottom, there are two large buttons: a gold 'Calculate Price' button and a grey 'Cancel Process' button.

Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment's digital services interface. It is divided into two main sections: a service details panel on the left and a request fees panel on the right.

Service Details Panel (Left):

- Language selector: **تغير اللغة**
- Ministry Logo and Name: **UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT** / **الإمارات العربية المتحدة وزارة التغير المناخي والبيئة**
- Session time left: **00:04:02**
- Navigation buttons: **Method** and **Confirm**
- Placeholder text: **service name will appear here**
- Service Details Card:
 - Description :** Service
 - Amount :** AED
 - Tax Amount (AED) :** 0 AED
 - Quantity :** 1
 - Total With Tax Amount :** AED
- Total :** AED

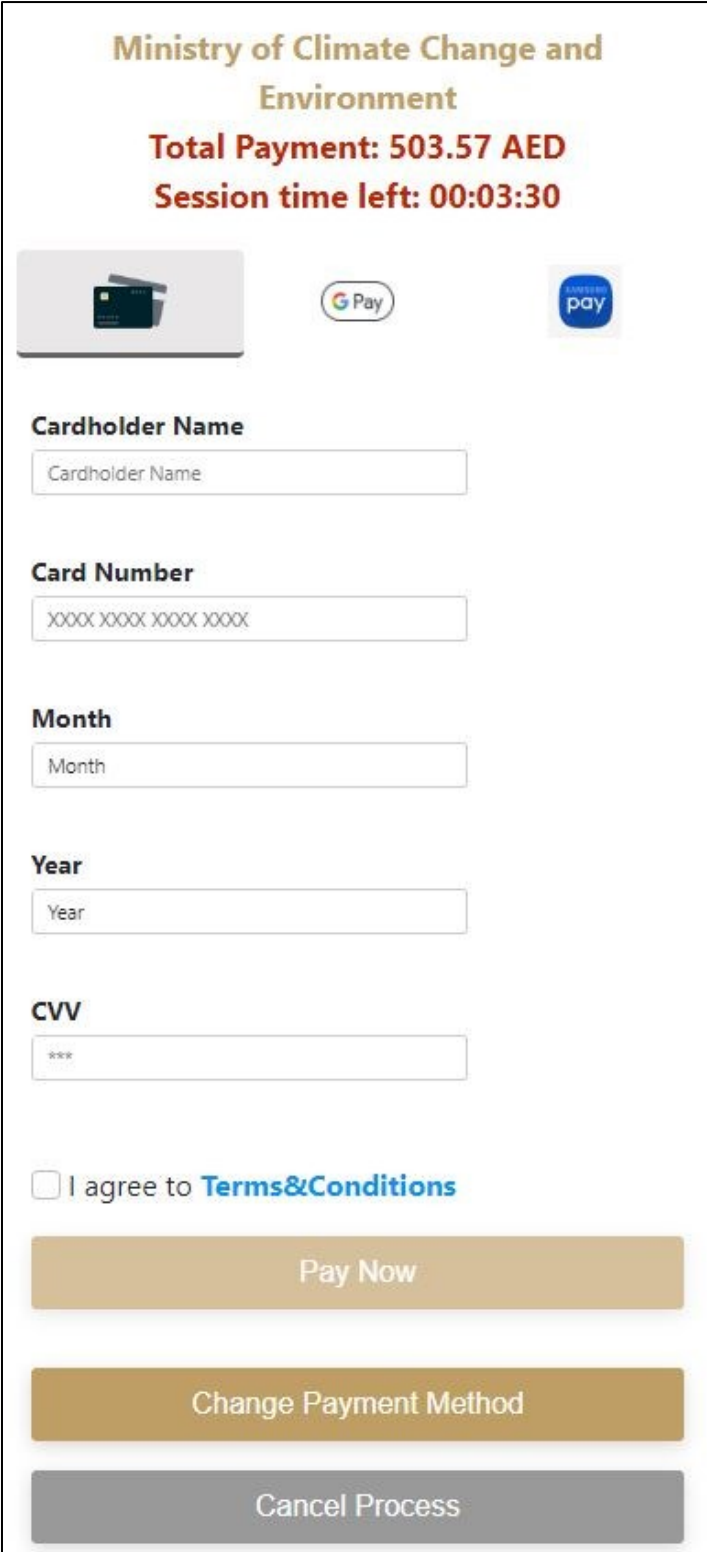
Request Fees Panel (Right):

- Request Fees** section:
 - Description :** Card Charges
 - Amount :** 2.04 AED
 - Tax Amount (AED) :** 0.1 AED
 - Total With Tax Amount :** 2.14 AED
- Total :** 2.14 AED
- Summary Table:

Total Tax	AED
Total Amount	AED
- Buttons: **Proceed With Payment**, **Change Payment Method**, **Cancel Process**
- Powered By: **ATB**

Figure 13 - Service Fees Details

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



The screenshot displays a payment interface for the Ministry of Climate Change and Environment. At the top, it shows the total payment amount as 503.57 AED and a session time left of 00:03:30. Below this, there are three payment method icons: a credit card, Google Pay, and Apple Pay. The credit card form includes fields for Cardholder Name, Card Number (with a placeholder of XXXX XXXX XXXX XXXX), Month, Year, and CVV (with a placeholder of ***). There is a checkbox for agreeing to the Terms & Conditions. At the bottom, there are three buttons: Pay Now, Change Payment Method, and Cancel Process.

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*.

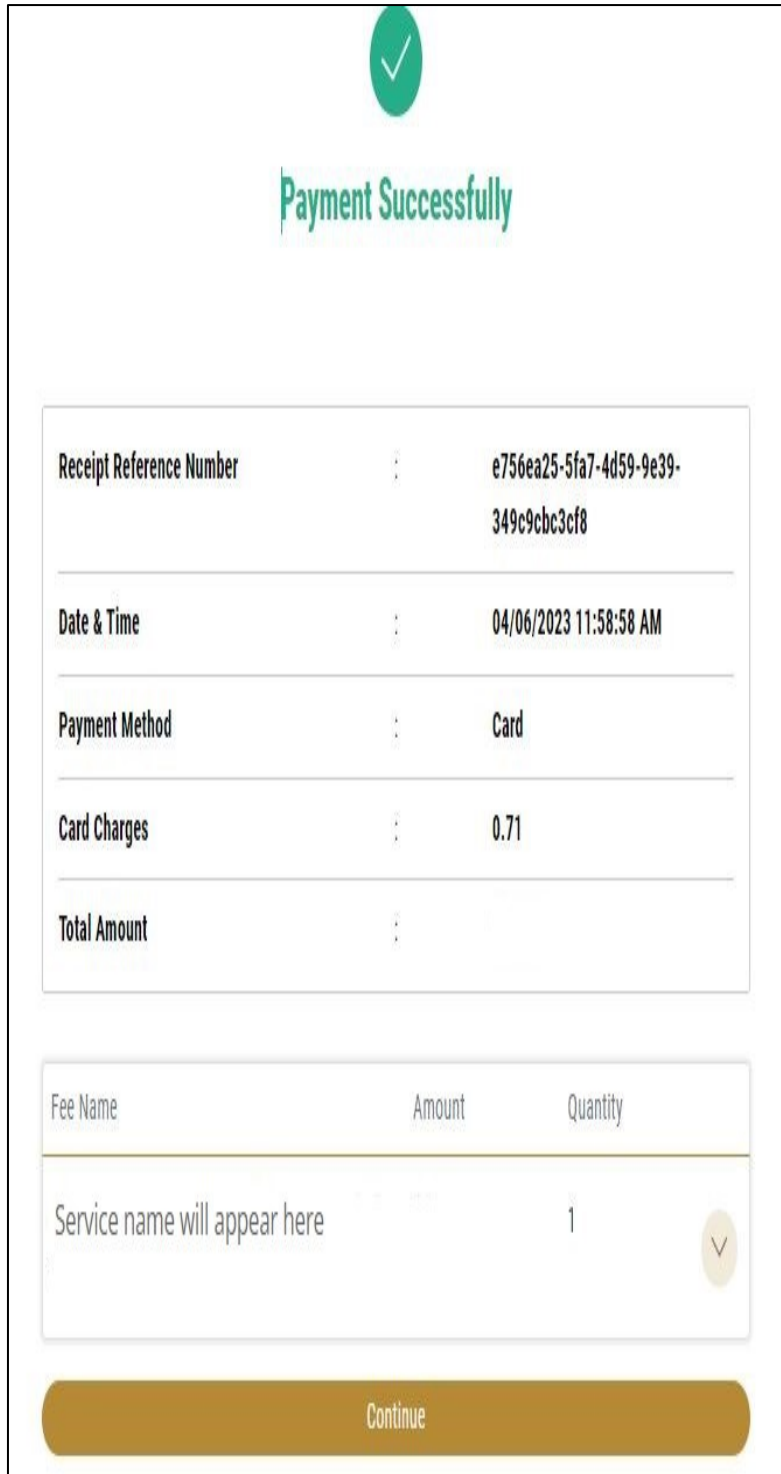


Figure 15 - Payment Confirmation

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.

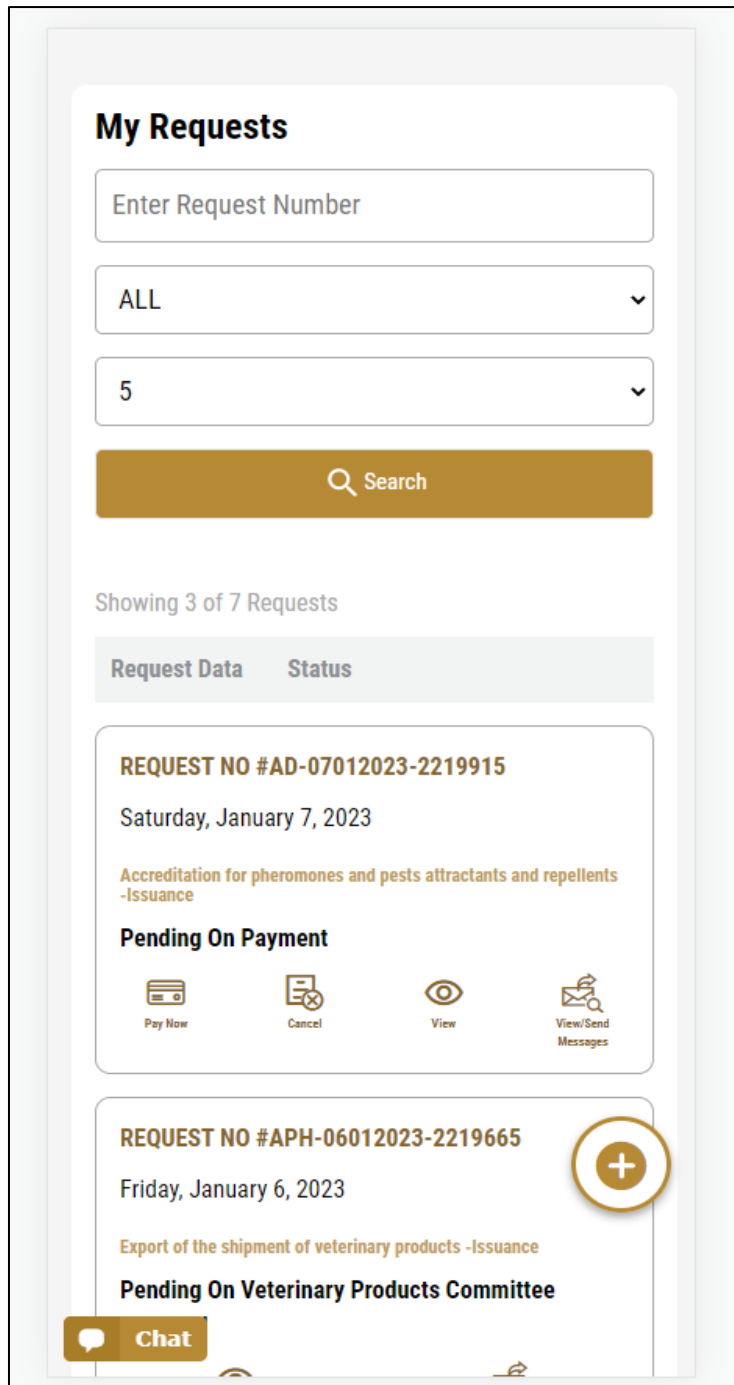




Figure 16 - Select Request to Retrieve

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 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

View or Download a Certificate

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





My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests


Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p style="color: #8B6914;">Service name will appear here</p> <p style="color: green; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div>	

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

Renew registration of veterinary product

Show Service Card

Apply for Renew registration of veterinary product

- 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*  . 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.

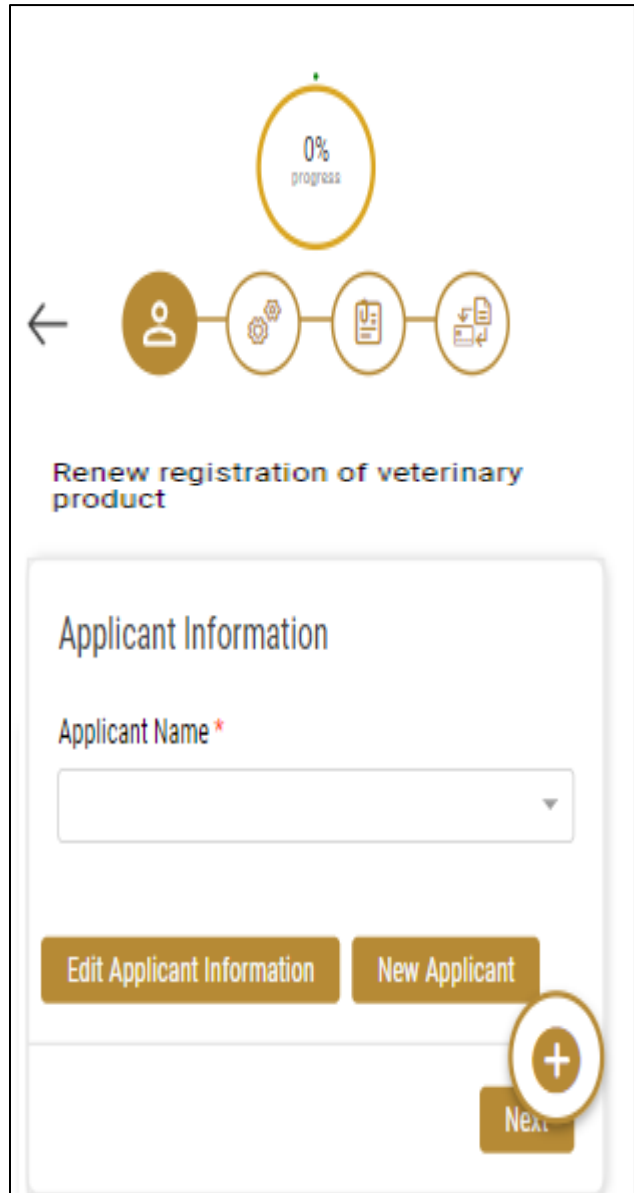


Figure 17 - Select Applicant Name

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

Renew registration of veterinary product

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 18 - Applicant's Information Page

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

Renew registration of veterinary product

Service Information (i)

Please pre-prepare the needed documents and submit the request within 15 minutes

Product Type *

Form *

Trade Name *

Composition *

Safety period *

Shelf life (Months) *

Manufacturing Company/Factory Name * (+)

Is the veterinary product registered with an one of the international bodies & organizations?

Electronic chat

Package Size (i)

Package Size *

Quantity Unit *

Add

Packages List Filter

×

Please add one item at least

Target Animals (i)

Target Animal *

Add

Target Animals List Filter

×

Please add one item at least (+)

Back **Next**

Electronic chat

Figure 19 – Service Information

7- Click *Next*, upload attachments

Renew registration of veterinary product

A document attesting that the veterinary product is registered in one of the international organizations (FDA, EMEA) or registered in two reference countries, or the product is intended for dogs, cats & wild animals

Upload a File

Certificate duly certified showing the prices of the preparation as follows: - Factory price in country of origin. - Wholesale price in the country of origin. - Selling price to the public in the country of origin. - CIF prices continued to UAE ports

Upload a File

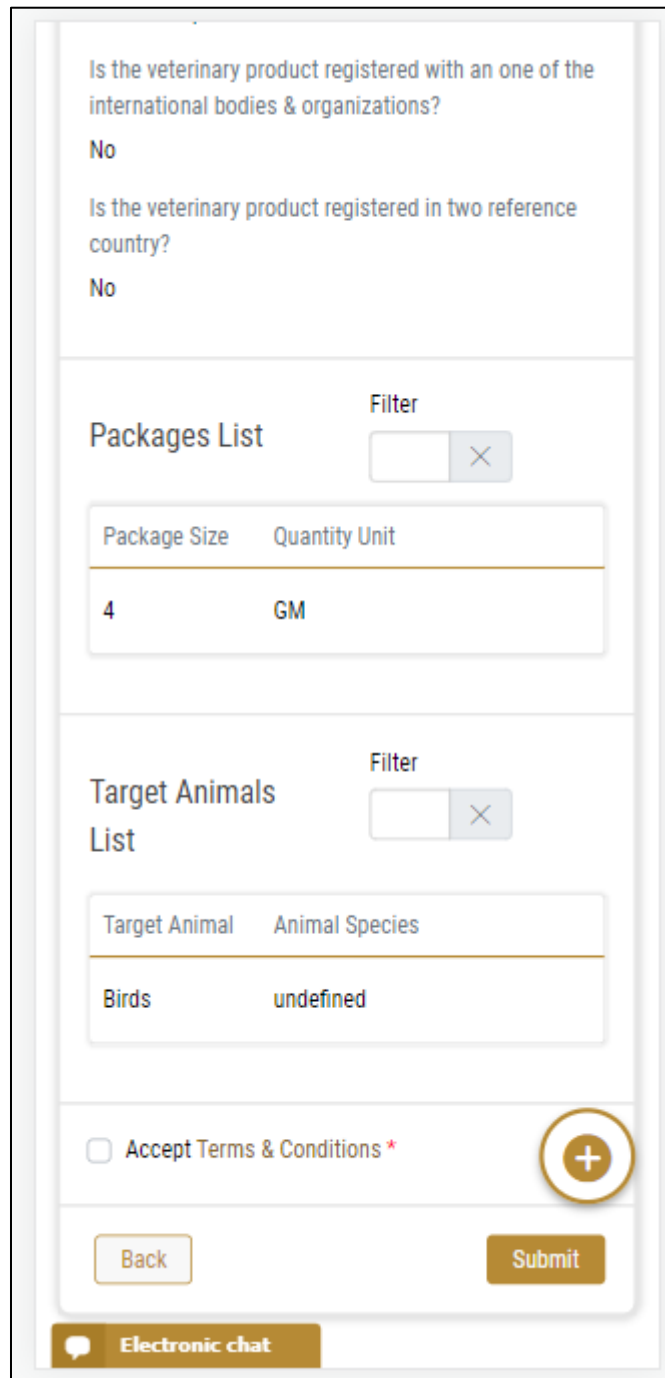
Certificate of analysis and specifications of the preparation of the manufacture

Upload a File

+

Electronic chat

8- Click *Next* to review your request.



Is the veterinary product registered with an one of the international bodies & organizations?
No

Is the veterinary product registered in two reference country?
No

Packages List Filter

Package Size	Quantity Unit
4	GM

Target Animals List Filter

Target Animal	Animal Species
Birds	undefined

Accept Terms & Conditions *

Back Submit Pay Later +

Electronic chat

Figure 20 – 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.
- 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.

Renew registration of veterinary product

Request Details

Request Number
APH-08012023-478640

Status
Pending On Payment

Company
Test QC

undefined
CP-201310-15930

Applicant

Created Date

Service Information

Product Type
Veterinary Medicines

Form
Creams

Trade Name
fgfdg

Composition

Accept Terms & Conditions *

Back
Pay fees
Pay La +

- b. 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- Locate the completed request then click on  to download your certificate, or  to view the request.

My Requests

ALL
▼

5
▼

🔍 Search

Showing 3 of 1387 Requests





Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p style="color: #8B6914;">Service name will appear here</p> <p style="color: green; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div>	

Figure 21 - Download or View Certificate