

Digital Services

Issue a temporary license to practice the

profession for veterinarians

User Guide

Table of Contents

Introduction	1
Overview	1
Getting Started	2
Logging in MOCCAE Website	2
View/Update Customer Profile	5
Running the 'Go Digital' Services	5
Changing the Interface Language	5
The User Dashboard	7
Using the 'Go Digital' Services	3
Digital Services Overview	3
Starting a New Request	3
How to Pay for a Digital Service)
Retrieve a Service Request12	2

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 \bigcirc ' '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.

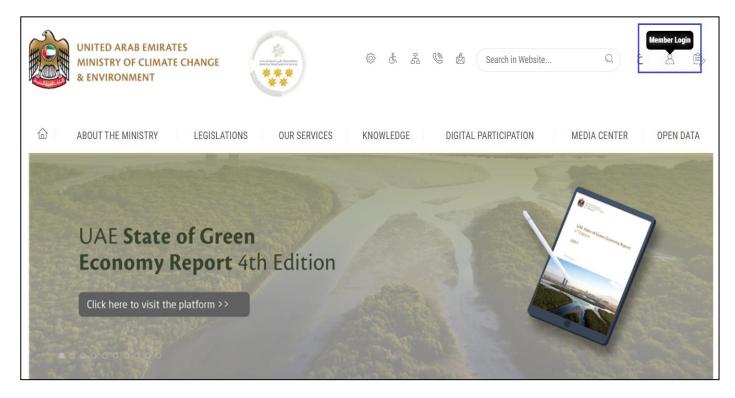


Figure 1 – MOCCAE Website Home Page

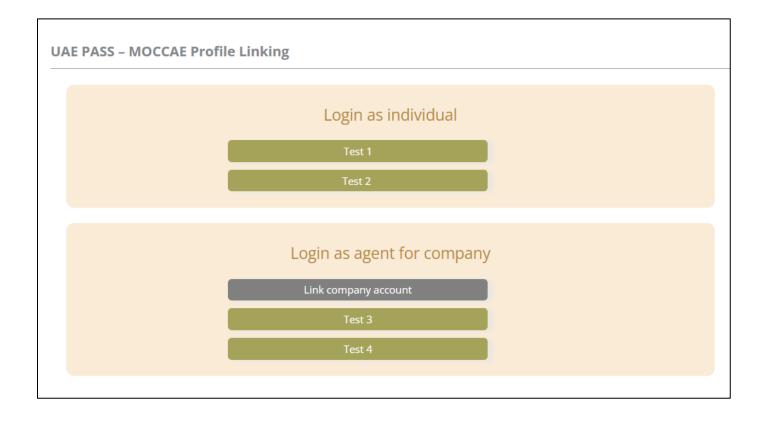
3- Click on Sign in with UAE PASS.

UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHAN & ENVIRONMENT	NGE					
About The Ministry	Legisla	tions Our Services Knowledge E-Participation Media Center Open Data	Q	ه (ک)	á	√ اللغ
HOME • WORKSPACE • Login				ē,	A- A+	
Useful Links		Login				
Login	>					
	_	🔞 Sign in with UAE PASS				
Book Appointment	>					
View Appointments	>	A single trusted digital identity for all citizens, residents and visitors				
Electronic Refund	>					
Digital Services User Manual	>					
Digital Certificates and Permi Hub	ts					

Login to UAE PASS
Emirates ID, email, or phone eg. 971500000000
Login

Figure 2 - Login Page

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



UNITED ARAB EN MINISTRY OF CLI & ENVIRONMENT	MATE CH			dell1 ↓
	RY LE	GISLATIONS OU	R SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER OPEN	
HOME + WORKSPACE + Minist	iry Of Climate	Dange And Environment - Sa	^{wy} 6) A- A+
GO DIGITAL	>	Survey	Ocustamer Service Centers Overatione Ocal Camer	
Useful Links			Oother	
Initiate Request	>	What are your favorite	Ocustamer Service Centers	
Financial Transactions	>	pharmels to communicate?	Ovebsite Orat Center Ovebsite	
Electronic Refund	>		Cincolae OScial Media (Investager, Facebook, Youtube, Instagram) Obteala (Investagers, magazines, radio, Yr Interview) October	

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

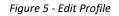
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

UNITED ARAB E MINISTRY OF CL & ENVIRONMEN	IMATE			\$ \$	ය 🕲		Search in Website	e Q قناب باللغة Welcome: Test Com ب
	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PART	ICIPATION	ME	DIA CENTER	Edit Profile
HOME • WORKSPACE • Mini	istry Of Clin	nate Change And Environment - Su	rvey					(Change Password
\wedge		Survey						U Sign Out
GO DIGITAL	>	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile					
Useful Links			Oother					
Initiate Request	>	With the same success for some the	OCustomer Service Centers					
Financial Transactions	>	What are your favorite channels to communicate?	Owebsite Ocall Center Omobile					
Electronic Refund	>		Oxiobile OSocial Media (Twitter, Facebook, Youtube, OMedia (newspapers, magazines, radio, TV i Ootbor					

Figure 4 - Update Profile

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

UNITED ARAB EMIRAT MINISTRY OF CLIMATE & ENVIRONMENT		徽 读 品 🧶 se	ر اللغة Welcome: Test Com ب
合 ABOUT THE MINISTRY	LEGISLATIONS OUR SERVICES KNC	OWLEDGE E-PARTICIPATION MEDIA CENTER	OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		🛱 A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory. Registeration type Organization		
Useful Links	Participant Number CP-20221		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		



Running the 'Go Digital' Services

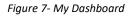
The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \Im to the left of the homepage.

UNITED ARAB E MINISTRY OF C & ENVIRONMEN	LIMATE			\$ \$ \$ \$	& Sweth in W	ي طغلتا ب Welcome: UATComps ب	
ABOUT THE MINIS	TRY	LEGISLATIONS OUT	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA	
Dente - WORKSPACE - Min	istry Of Ciri	nate Change And Environment - Sur	unth			🖨 A- A+	
^		Survey					
GO DIGITAL	>	What are your favorite chareness to apply for service?	Ocustomer Service Centers Ovebolite Call Center Oxabile				
Useful Links			Oother				
Initiate Request	×	What are your favorite	OCustomer Service Centers				
Financial Transactions		channels to communicate?	Owebsite Ocal Center OMobile				
Electronic Refund	>		Osocial Media (Twitter, Facebook, Youtube OMcdia (newspapers, magazines, radio, fr				

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

My Licenses		My Licenses	For	Registration a	nd	Material Balan	ces &
Practicing A	ctivities	Practicing Pr	otessional	Approved cert	ificates	Cities	
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	0	Show Details	0	Show Details	G
My Reque			ALL		•	Q Search	



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.

ŝ	£	2	٢	Å	Search In Website	Q	٤	θ	*
								عربي	

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
A	To inform the customer with any notifications
Hy 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.

My License Practicing A		My License Practicing I	s For Professional	Registration Approved ce		Material Bal Cities	ances &
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	0	0	0	0	0	0	0
Show Details	0	Show Details	c	Show Details	0	Show Details	0

Figure 8 - Dashboard Digital Service Categories

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

My Requests						
Enter Request Number		ALL	~	5 🗸	Q Search	
Showing 3 of 7 Requests						
Request Data	Status					
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance V More Details	Canceled				© View	View/Send Me
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details	Canceled				O View	View/Send Me
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	Completed		₽ Download	E View Payment.	O View	کی View/Send Me

Digital Services User Guide

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:

Home > Services	nimal feed and fodder 🛛 🗙 Imp	Ch	Digital Services Hub 1005E Services ducts consignment × Ir	nport Permit for Broo	dstock and Larvae	X -
Search Results Export & Import Services IMPORT OF ANIMAL FEED A 1 Working day Start	AND FODDER View details →	Export & Import Servic IMPORT OF A V CONSIGNMENT 1 Working day Start	ETERINARY PRODUCT	s details →	Expert & Impert Service IMPORT PERMIT LARVAE 1 working days Start	× FOR BROODSTOCK AND View details →
Registrati Accredita		Import	eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	Licensi	fessional	View All Services

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.

View details \rightarrow

Figure 11 - Service Card

3- Click on *Start* (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.

	UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغييس المساحسين والمينيات		
		Change and Environment le left: 00:08:03		
-	E			
	Method	Confirm		
	Select the require	ed payment method		
	Card (GPay)			
	Bank Transfer			
Cancel Process			Ca	alculate Price

Figure 12 - Payment Gateway

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

		Ministry of Climate Session ti	e Change and ime left: 00:0		ent		
		-					
		Method	Confi	irm			
Description			Amount	Tax Amount	: (AED)	Quantity	Total With Tax Amount
Request to issue or ren	new a pesticide registration	n certificate	AED	0.00 AED		5	AED
Total							AED
Total Request Fees Description	Amount	Tax Amount (Al	ED)		Total Wit	h Tax Amoun	
Request Fees	Amount AED	Tax Amount (Al 1.02 AED	ED)		Total Wit		
Request Fees Description			ED))	
Request Fees Description Card Charges			ED)		AEI)	
Request Fees Description Card Charges Total			ED)		AEI)	
Request Fees Description Card Charges Total			ED)		AEI)	t

Figure 13 - Service Fees Details

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

міні	UNITED ARAB EMIRATES ISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التخيـــر المنــــاخــــــي والــــــــــــــــــــــــــــــــــــ	
M	linistry of Climate Chang Total Payment: 30 Session time left	21.42 AED	
		(G Pay)	
Cardholder Name			
Cardholder Name			
Card Number			
XXXX XXXX XXXX XXXX X	XXX		
Month	Year	cvv	
Month	Year	***	
I agree to Terms&	Conditions Pay Now		
Cancel F	Process	Change Payment Method	

Figure 14 - Credit Card Details

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

Рау	ment Success	fully	
Receipt Reference Number	:	12345678	
Date & Time	:	26/09/2023 12:36:12 AM	
Payment Method	:	Card	
Card Charges	:	Fees	
Total Amount	:	Fees	
Fee Name	Amount	Quantity	
Service Name Will Appear Here	Fees	1	

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.

Active 5 Show Details	Expired 10	Active 135 Show Details	Expired 10	Material cites 0 7 Show Details	
Show Details	0	Show Details	0	Show Datails	
				Show Details	
	ALL		v 5 v	Q, Search	
Sta	atus				
	Sta	Status			

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

Service Description

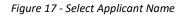
To apply for a Issue a temporary license to practice the profession for veterinarians

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

. <u>.</u>			Digital Services Hub			
× Import of	animal feed and fodder 🛛 🗙	import of a veterinary produ	icts consignment × Imp	ort Permit for Broodstock an	d Larvae X 👻	
Expert & Inpert Services IMPORT OF ANIMAL FEED 1 Working day	AND FODDER	Expert & Import Services IMPORT OF A VE CONSIGNMENT 1 Working day	TERINARY PRODUCTS		Import Services RT PERMIT FOR BROODSTOCK AI NE Ling days	ND
Start	View details →	Start	View de	etails → Star	View	details ·
			AA			
	1	1	2	E		

- 2- Select the Service 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.

Applicant Information Applicant Name *		
	Edit Applicant Information	New Applicant
		Next



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

Request Details	Request Details		()
	of Federal Law No. 10 of 2002 regarding and its executive regulations The license	No. 8 of 2017 amending some provisions the practice of the veterinary profession to establish a veterinary facility requires of the United Arab Emirates or a citizen o tes of the Gulf	
	This service is for the visiting doctor onl	у	
	Activity Type *		_
	Laboratory Request Type *		*
			•
	Passport No. *	Name *	
	Phone *	Email *	
	Example: 00971123456789		
	Qualification *	Activity Type *	-
	Nationality *		
	Owner Name *		
			-
	Back	Ne	xt

Figure 18 - Service Information

5- Upload the required attachments then click next

Attested Certificate of academic qualification
Upload a File
Mission work permit or work contract with mission statement issued by the Ministry of Human Resources and Emiratisation.
Upload a File
Passport Copy With Stamped VISA
Upload a File
Personal photo(jpg,png)
Upload a File
Back

6- Click Next to review your request.

Request Type Issuance Veterinarian	Activity Type Laboratory Passport No. 123123
Name test	Phone 00971505994894
Email tests@hotmail.com	Qualification dr
Nationality Azerbaijan	
License Number Expire on	Issuance Date
Owner Name test	
Accept Terms & Conditions *	
Back	Submit

Figure 19 – Service Request Review

- 7- When all the request details are confirmed click on "submit"
- 8- Check the "*I Agree to the Terms and Conditions* box". You can pay for the service immediately or just save the request to pay later by clicking on "Pay Later".

Fees (AED)	 Accept Terms & Conditions * 		
	Back	Pay fees	Pay Later

a. 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.

- b. Click on *Pay Now* to pay for the service immediately. See <u>How to Pay for</u> <u>a Digital Service</u>
- 9- If you chose to pay later you'll be able to find the request under "my requests" with the status "pending on payment"

REQUEST NO #EA-16052023-479752				
Tuesday, May 16, 2023				
Pending On Payment		E	0	Ŕ
	Pay Now	Cancel	View	View/8end Messages

10- Once the payment is done, the request status will be "Pending On Technical Committee Approval".

REQUEST NO #AD-16052023-479751 Tuesday, May 16, 2023				
	Pending On Technical Committee Approval	Cancel	O View	View/Bend Messages

11- When approved the status of the request will be "finished"

REQUEST NO #APH-15052023-479737 Monday, May 15, 2023				
	Finished	Payments List	O View	View/Send Messages

12- Then to download the license click on "view" and you'll be able to find it under "outputs".

Outputs			
Certificate Number	Certificate Name		
AJM-APH-06-273486	license	0	Download
	Certificate Number	Certificate Number Certificate Name	Certificate Number Certificate Name