

Digital Services

Issue a Veterinary Establishment License

User Guide

Table of Contents

Introduction1	Ĺ
Overview	L
Getting Started2	<u>)</u>
Logging in MOCCAE Website2	2
View/Update Customer Profile5	5
Running the 'Go Digital' Services6	5
Changing the Interface Language6	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 Service10)
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 estimates' 's 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.

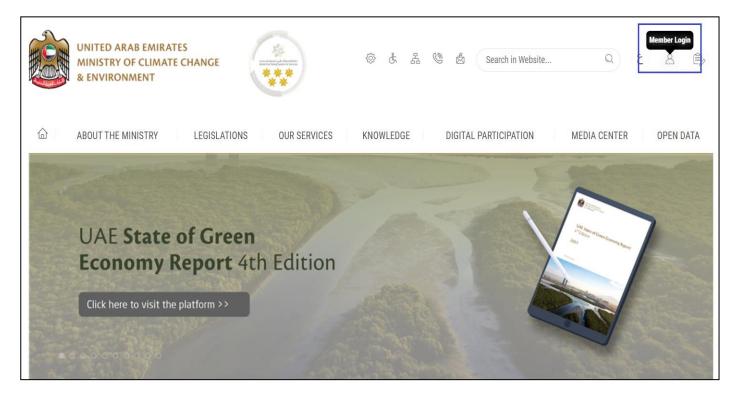


Figure 1 – MOCCAE Website Home Page

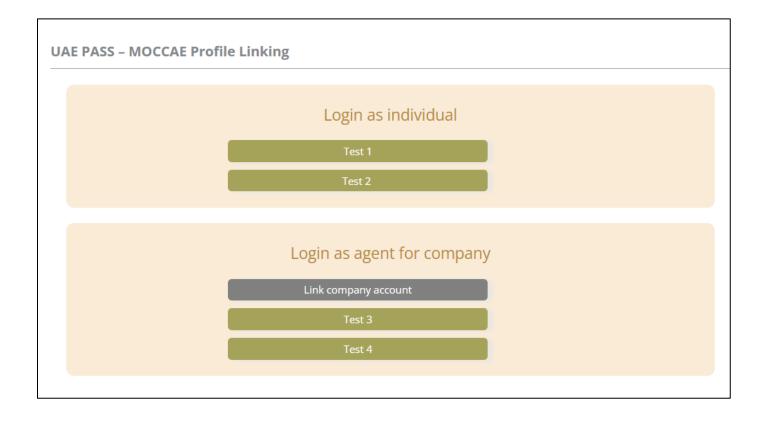
3- Click on Sign in with UAE PASS.

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		Login				
Useful Links						
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
Remember me
Login

Figure 2 - Login Page

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



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Useful Links			Oother	
Initiate Request	>	What are your favorite	Ocustamer Service Centers	
Financial Transactions	>	pharmels to communicate?	Ovebsite Orat Center Ovebsite	
Electronic Refund	>		Choose OSodal Media (Investuper, Facebook, Youtube, Instagram) Obtenia (Investupers, magazines, radio, Yr Interview) October	

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

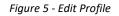
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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	LEGISLATIONS	IR SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CEN	ITER REdit Profile
HOME • WORKSPACE • Ministry (Df Climate Change And Environment - Su	irvey	Change Password
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GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile	
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Initiate Request	What are your favorite	Ocustomer Service Centers	
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Electronic Refund	•	Osocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews) Onther	

Figure 4 - Update Profile

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

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& ENVIRONMENT			💄 Welcome: Test Com 🗸
ABOUT THE MINISTRY	LEGISLATIONS OUR SERVICES KNOWL	EDGE E-PARTICIPATION MEDIA CENT	ER OPEN DATA
HOME • WORKSPACE • Ministry Of Cli	mate Change And Environment-Edit Profile		合 A- A+
^	Edit Profile		
	Edit Profile		
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory. Registeration type Organization		
	Fields marked with (*) are mandatory. Registeration type Organization		
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Useful Links	Fields marked with (*) are mandatory. Registeration type Organization		



Running the 'Go Digital' Services

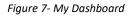
The digital services platform can be accessed internally from the MOCCAE homepage by clicking on the *Go Digital* icon \Im to the left of the homepage.

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ABOUT THE MINIS	TRY	LEGISLATIONS OU	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
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^		Survey				
GO DIGITAL	>	What are your favorite charaves to apply for service?	Ocustomer Service Centers Ovebatte Call Center Oxastie			
Useful Links			Oather			
Initiate Request	2	What are your favorite	Ocustomer Service Centers			
Financial Transactions		channels to communicate?	Ovetsite Ocal Center OMobile			
Electronic Refund	>		Official Media (Twitter: Facebook: Youtus Official Media (Twitter: Facebook: Youtus Official (newspapers: magazines: radio. 1 Official			

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 Licenses Practicing A		My License Practicing F	s For Professional		Registration Approved co		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		0	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	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 التخيير المساخسين واليبيينية		
	-	Change and Environment le left: 00:08:03		
-	E			
	Method	Confirm		
	Select the require	ed payment method		
	Card (GPay)			
	Bank Transfer			
Cancel Process			I	Calculate Price

Figure 12 - Payment Gateway

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

		UNITED ARAB EMIRAT MINISTRY OF CLIMATE CHANC & ENVIRONMEN	سربيدة المتحدة GE ف المتحدة NT	الإسارات اله وزارة التسغيبيسر الا والد			
		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 renew	a pesticide registration	1 certificate	AED	0.00 AED	_	5	AED
Total							AED
Request Fees							
Description							
Description	Amount	Tax Amount (AE	ED)		Total Wit	h Tax Amoun	t
Card Charges	Amount	Tax Amount (AE	ED)		Total Wit		t
			ED)	-)	t
Card Charges			ED)		AED)	
Card Charges			ED)		AED)	t 1.02 AE
Card Charges Total			ED)		AED)	1.02 A
Card Charges Total Total Tax		1.02 AED	ED) yment Method		AED)	

Figure 13 - Service Fees Details

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

MINIS	UNITED ARAB EMIRATES STRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية المتحدة وزارة التغيــــر المُنـــــا فـــــــــــــــــــــــــــــــ	
Μ	linistry of Climate Chang Total Payment: 30 Session time left	21.42 AED	
		(G Pay)	
Cardholder Name			
Cardholder Name			
Card Number			
XXXX XXXX XXXX XX	XXX		
Month	Year	cvv	
Month	Year	***	
I agree to Terms&	Conditions Pay Now		
Cancel F	rocess	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

Issue a Veterinary Establishment License

Service Description

To apply for a Issue a Veterinary Establishment License

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

Home > Services			Digital Services Hub Choose Services		M	
× Import Search Results	t of animal feed and fod	Ider × Import of a veterinary			ck and Larvae	× •
Expert & Import Services IMPORT OF ANIMAL FE 1 Working day Start	EED AND FODDER View detai	CONSIGNM 1 Working o	A VETERINARY PRODUCT IENT day	S IN	port & Import Services MPORT PERMIT FOR BROOM ARVAE working days Start	DSTOCK AND View details →
	-				V.A	
Regi	stration & reditation	Export & Import Services	Cites	Activity & Profession Licensing	View All Ser	vices

- 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.

Issue a Veterinary Establishment License

Applicant Information Applicant Name *			
	*	Edit Applicant Information	New Applicant
			Next

Figure 17 - Select Applicant Name

4- Click *Next*, then Fill the required information.

Request Details

Request Details		(
Request Type		
Issuance		
Activity Type *		
Veterinarian *		-
		Ŧ
ID Number *	Name *	
Phone *	Email *	
Qualification *	Nationality *	
		-
License Type *	License Number *	
	•	
Last Issuance on *	Expire on	
Start Practicing on *		
Owner Name *		
		-
Back	Ν	ext

Figure 18 - Service Information

5- Upload the required attachments then click "Next".

Copy of passport		
	Upload a File	
Personal photo (jpg,png)		
	Upload a File	
Back		Next

6- Click Next to review your request.

Issue a Veterinary Establishment License

Request Type Renew	Activity Type Veterinary clinic - primary
Veterinarian	ID Number
Name	Phone
Email	Qualification
Nationality United Arab Emirates	License Type
License Number	Last Issuance on
DXB-APH-04-273304	Mar 29, 2023
Expire on	Start Practicing on
Mar 18, 2026	Mar 21, 2023
Owner Name	
test	
Accept Terms & Conditions *	
Back	Submit

- 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* 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/Bend 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	Paymenta List	O View	View/Bend Messages

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

Request Details	Outputs			
Outputs	Certificate Number	Certificate Name		
Attachments	AJM-APH-06-273486	license	(j	Download