



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Issue a Veterinary Establishment License

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 ' is a 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.

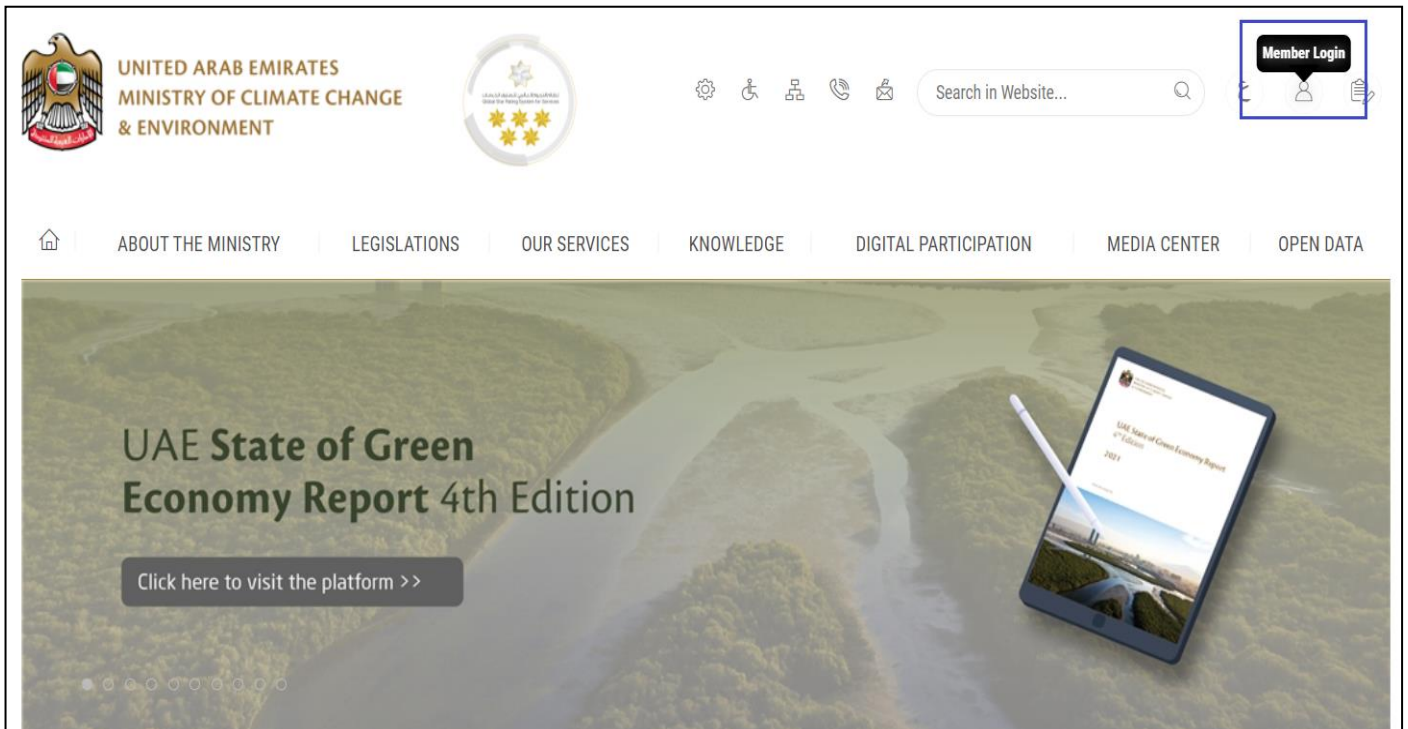


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



Figure 2 - Login Page

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

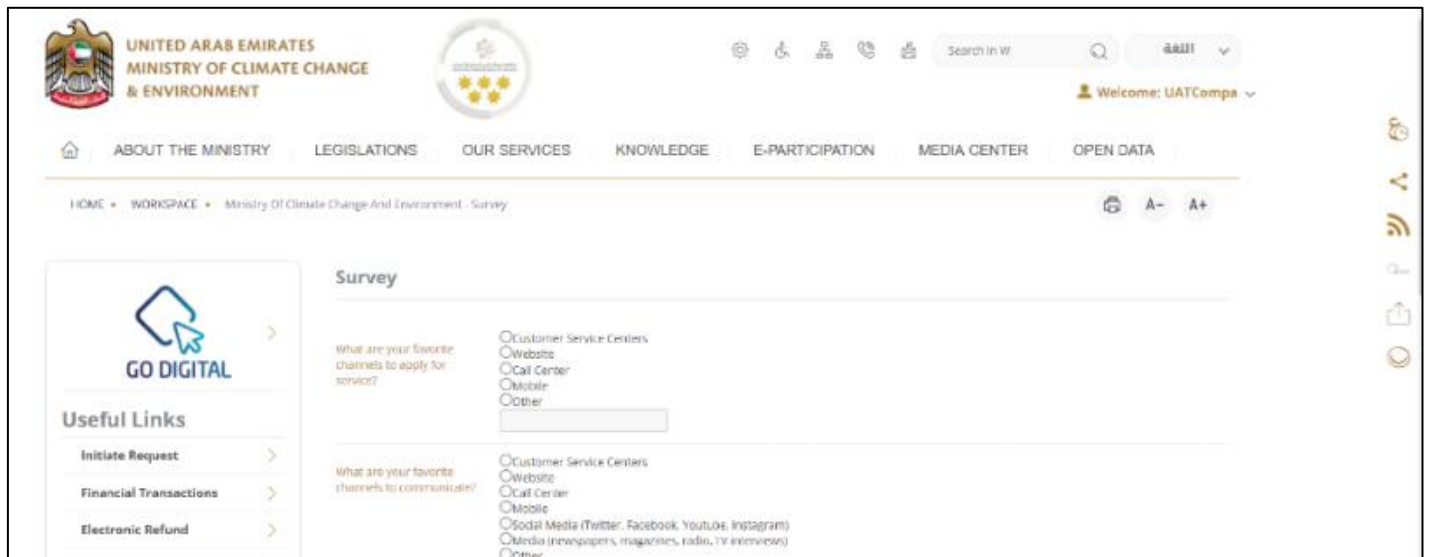
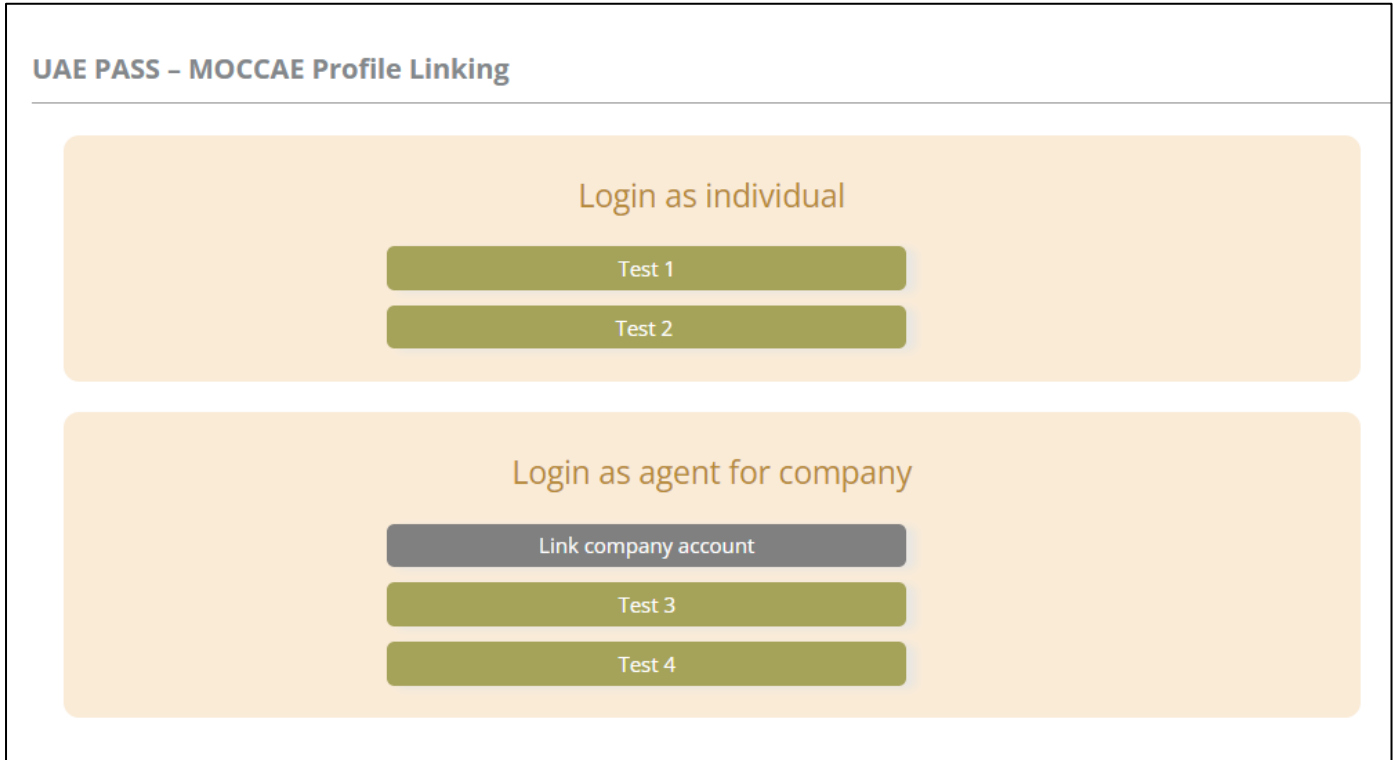


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

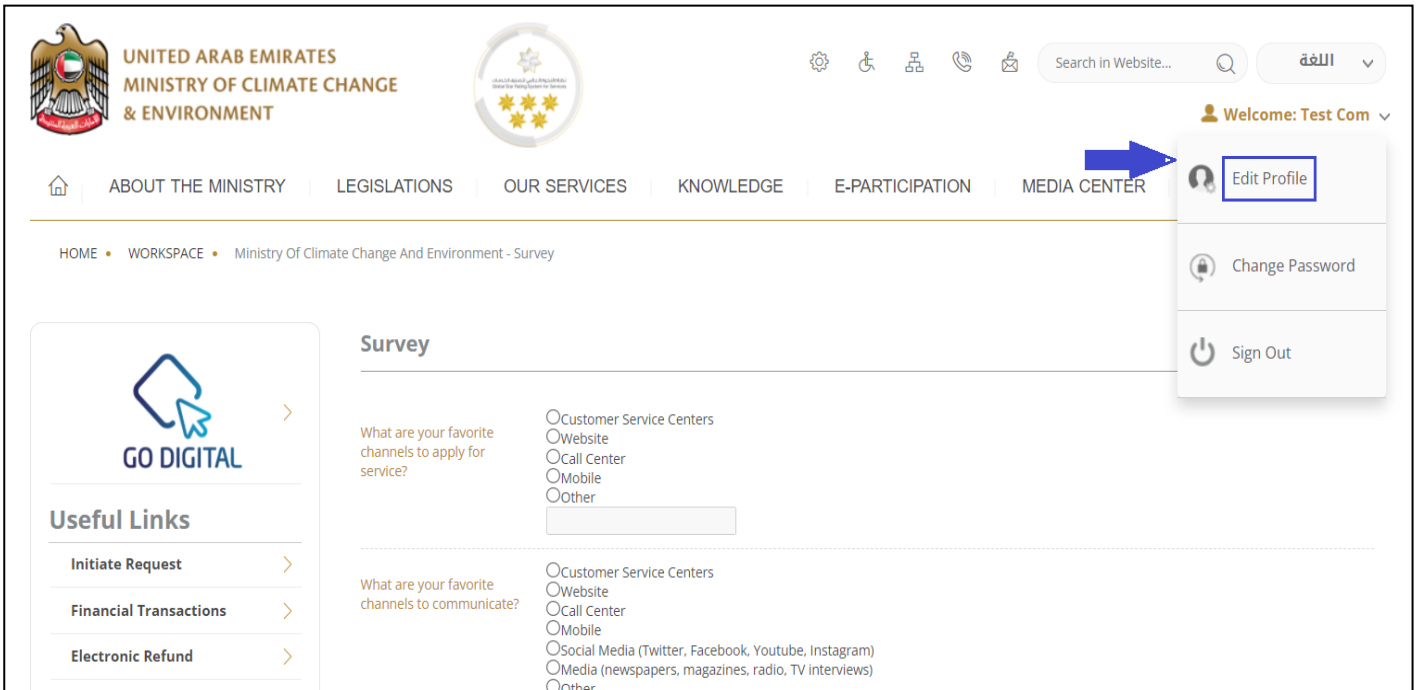


Figure 4 - Update Profile

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

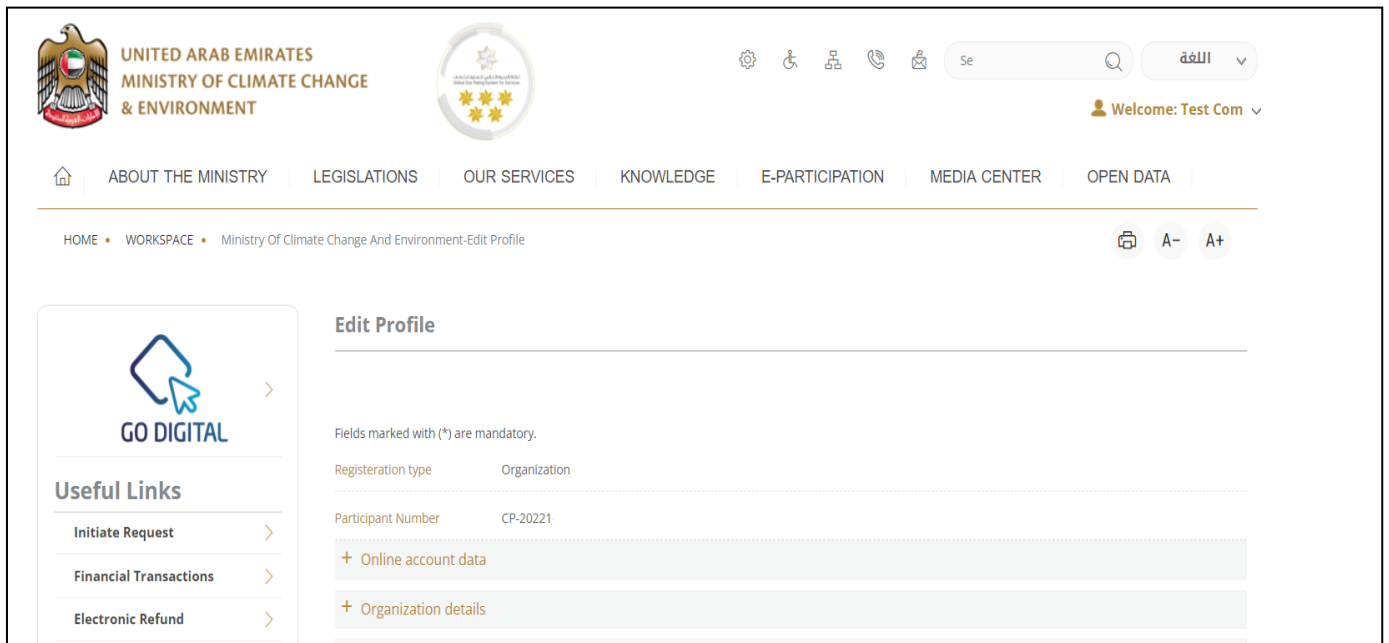



Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

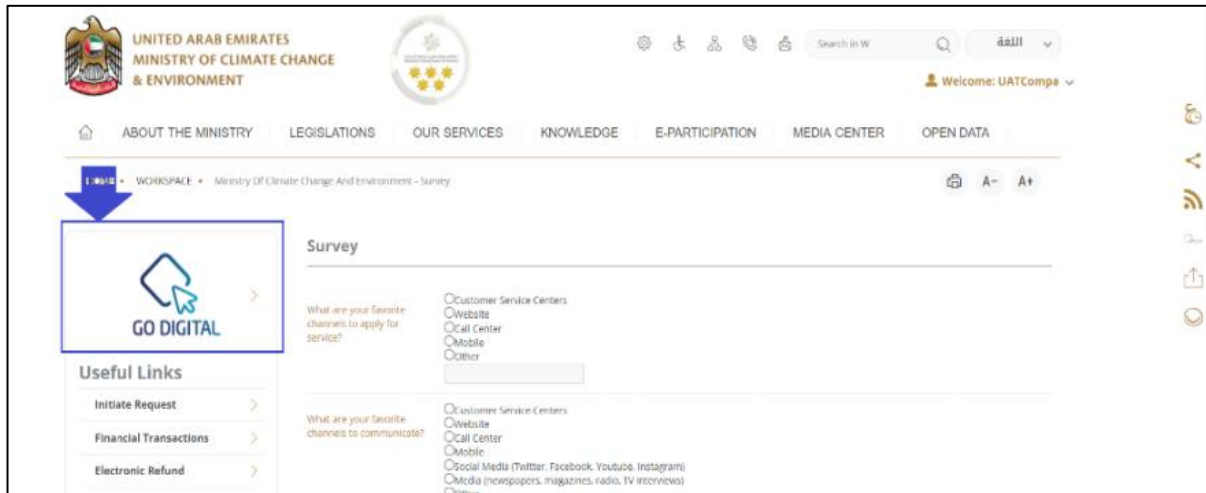


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

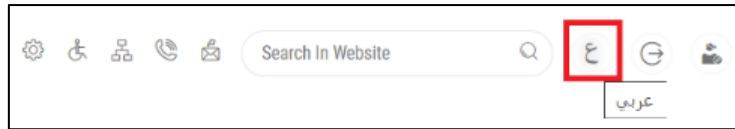


Figure 7- My Dashboard

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

Enter Request Number ALL 5

Showing 3 of 7 Requests

Request Data	Status				
REQUEST NO #EA-20092023-2415503 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details...	Canceled				
REQUEST NO #EA-20092023-2415463 Wednesday, September 20, 2023 Export of hazardous waste-Issuance More Details...	Canceled				
REQUEST NO #ACL-31072023-03196 Monday, July 31, 2023 License for Practicing Animal Care Activities-Add Activity	Completed				

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 MOCCAЕ.

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:

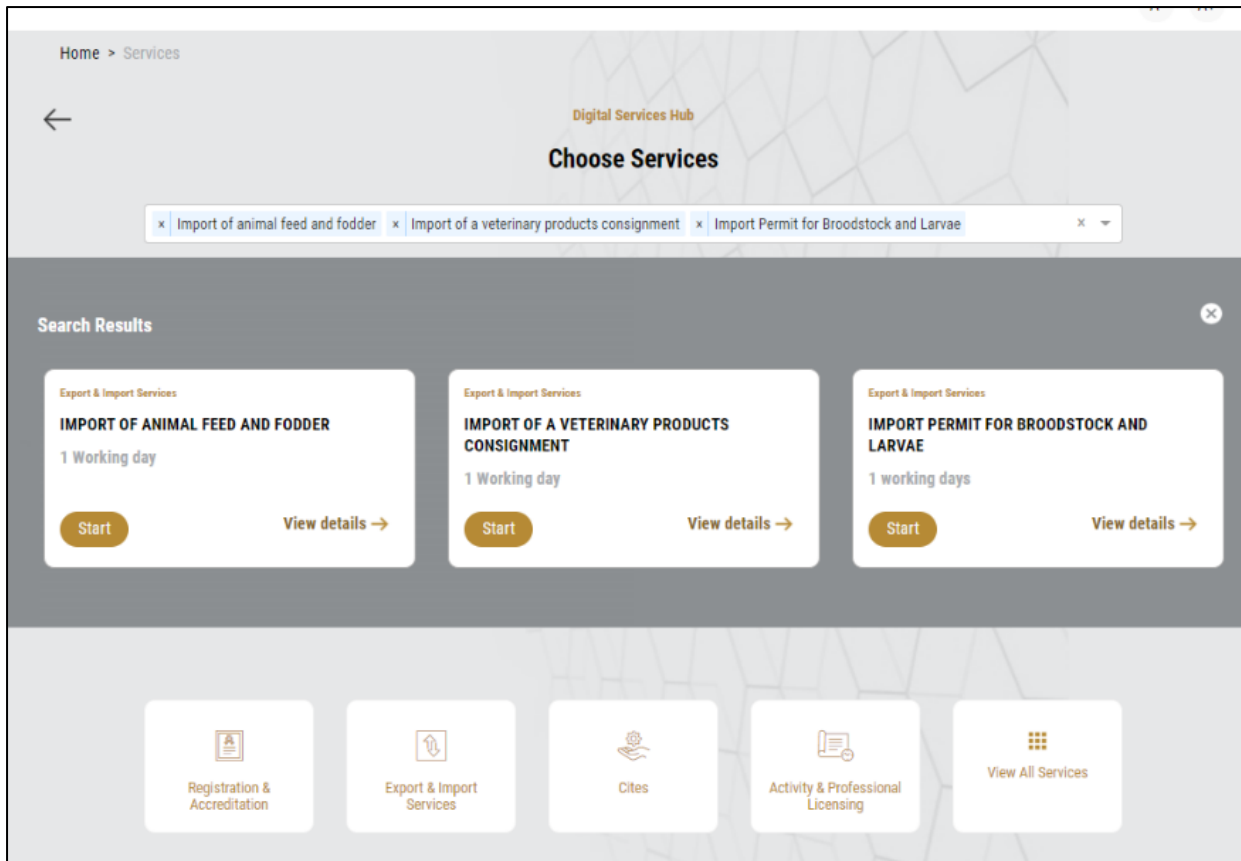


Figure 10 – Service New Request

- 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.

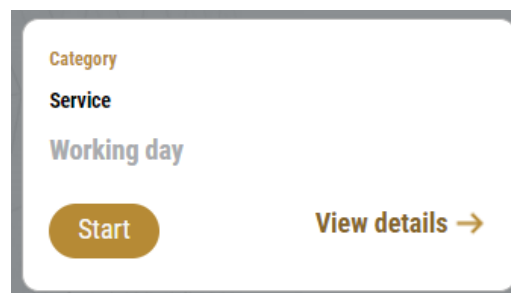


Figure 11 - Service Card

- 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*.

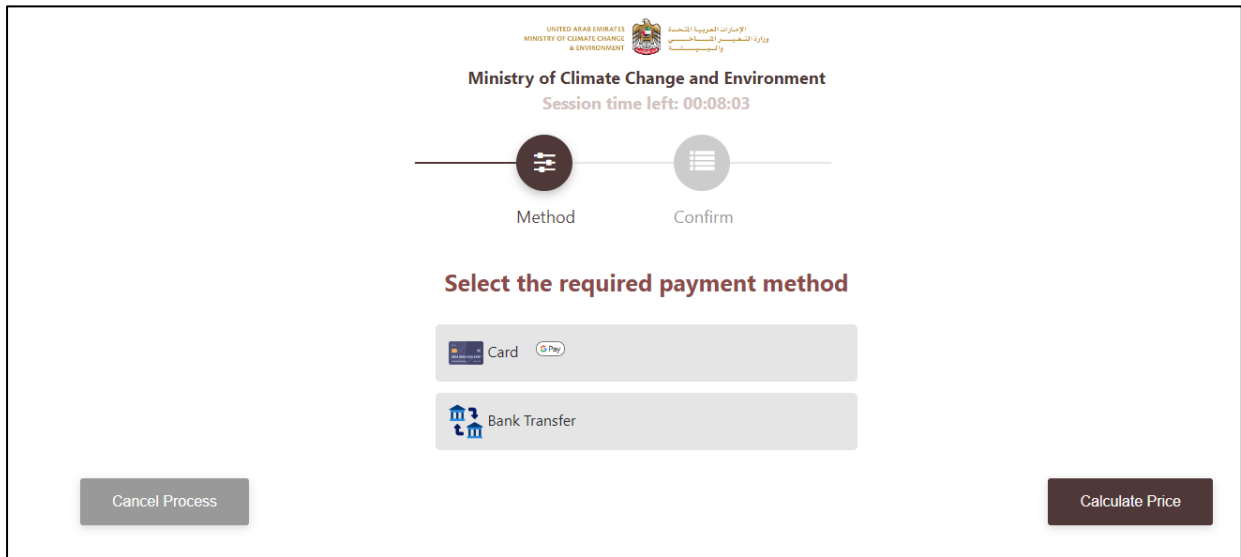


Figure 12 - Payment Gateway

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

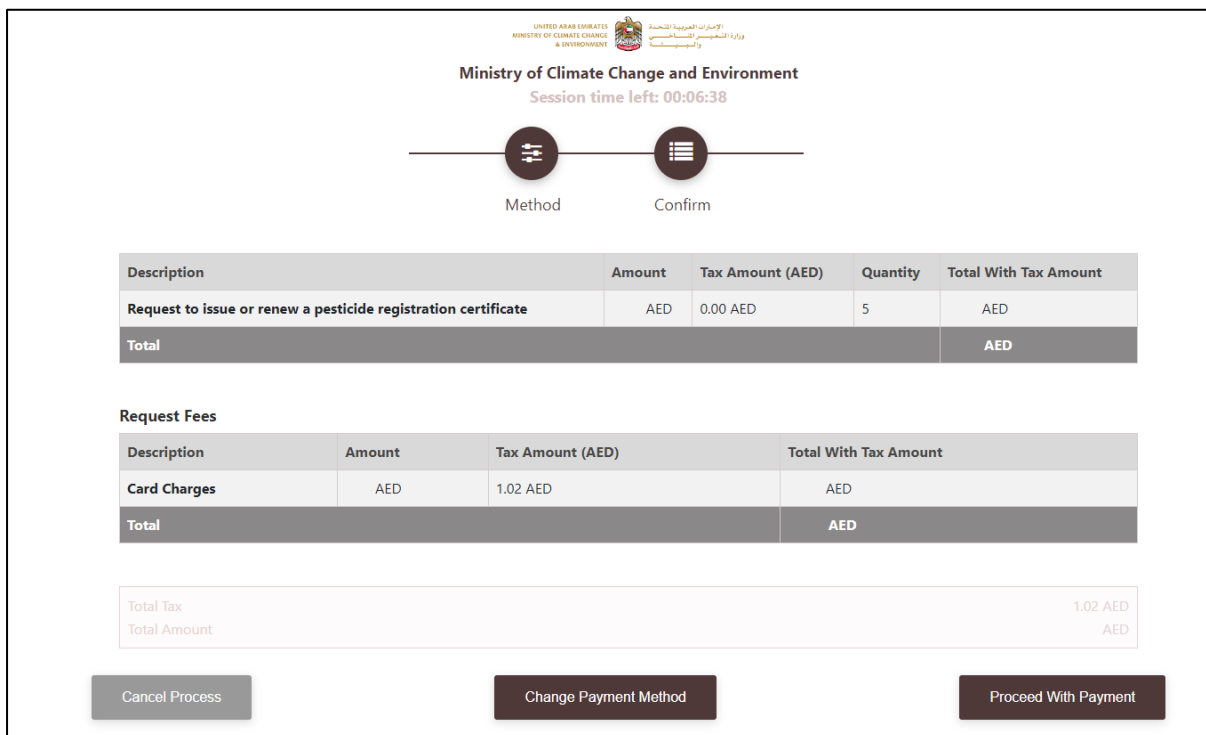


Figure 13 - Service Fees Details

1- 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

Cardholder Name

Card Number

XXXX XXXX XXXX XXXX

Month **Year** **CVV**

Month Year ***

I agree to [Terms&Conditions](#)

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*.

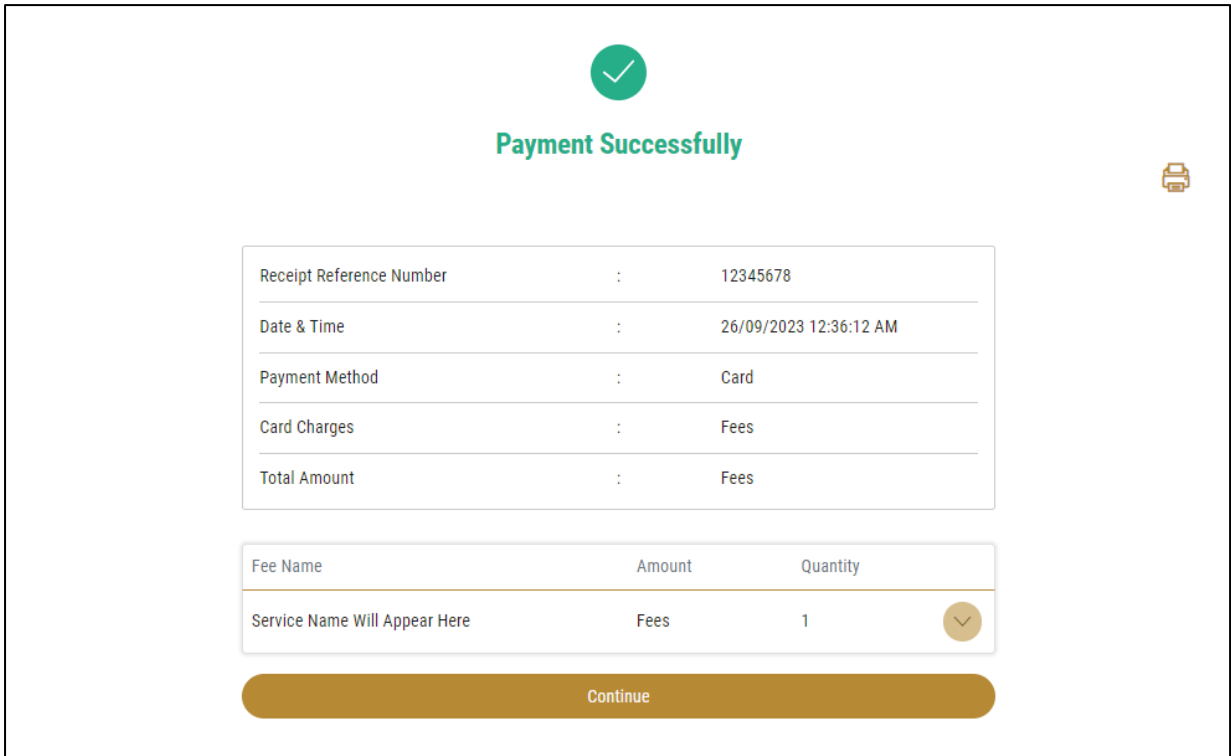


Figure 15 - Payment Confirmation

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.

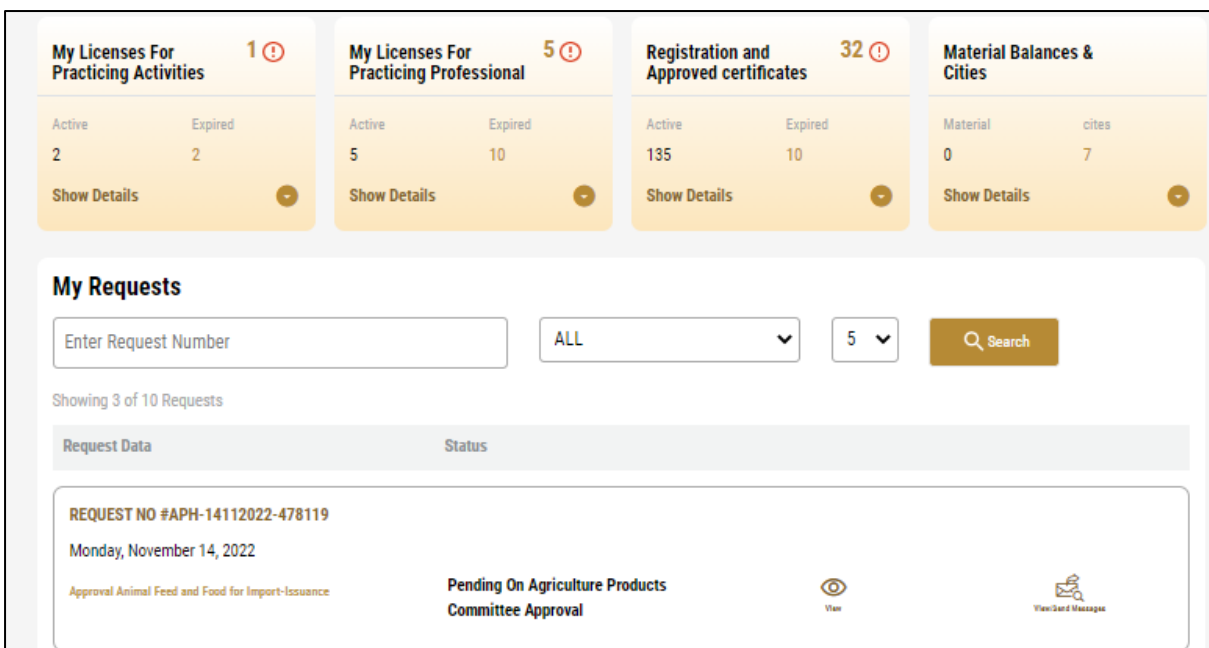


Figure 16 - Select Request to Retrieve

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 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

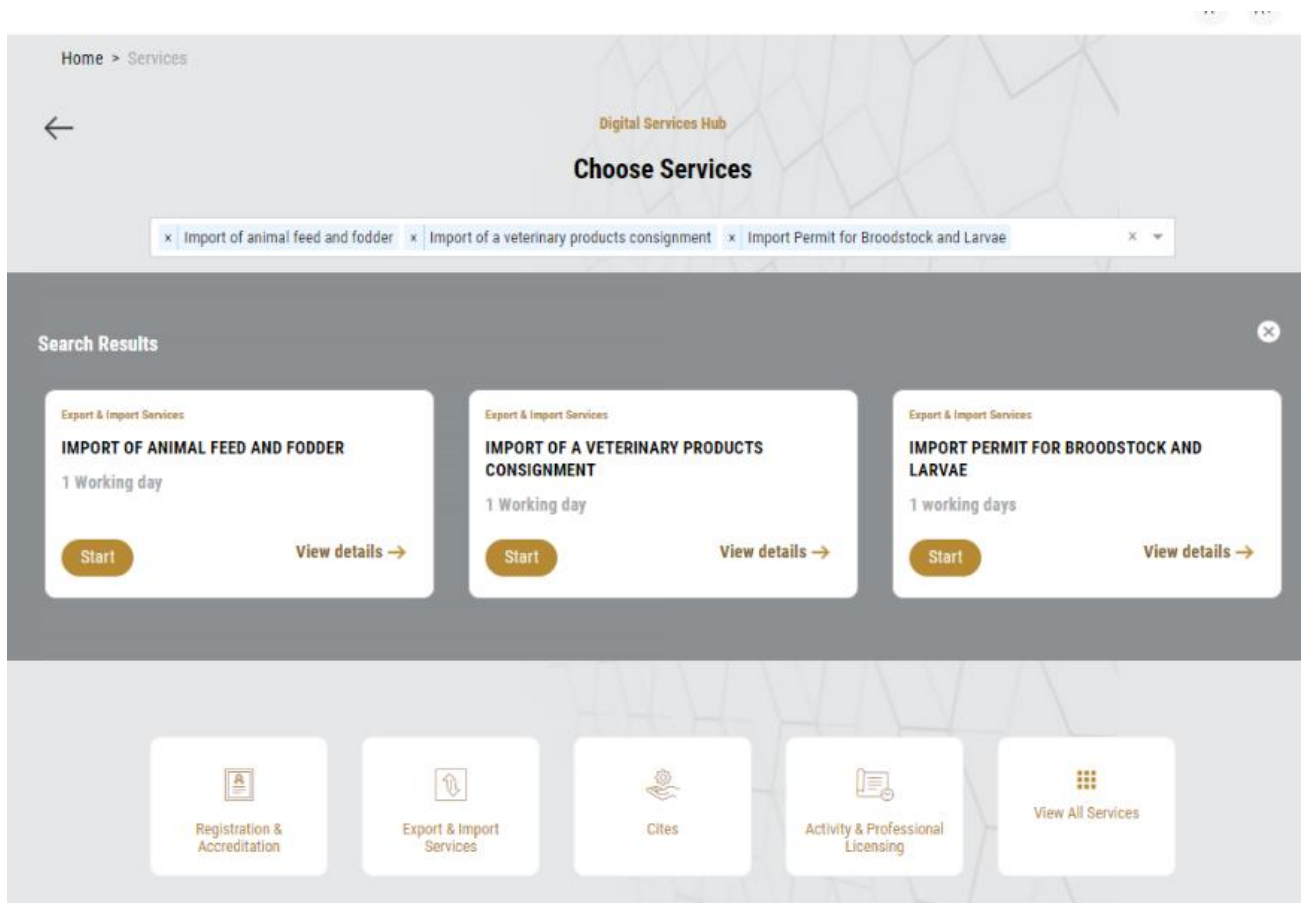
Table 2 – Service Request Actions

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*.



- 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 (i)

Request Type
Issuance

Activity Type *

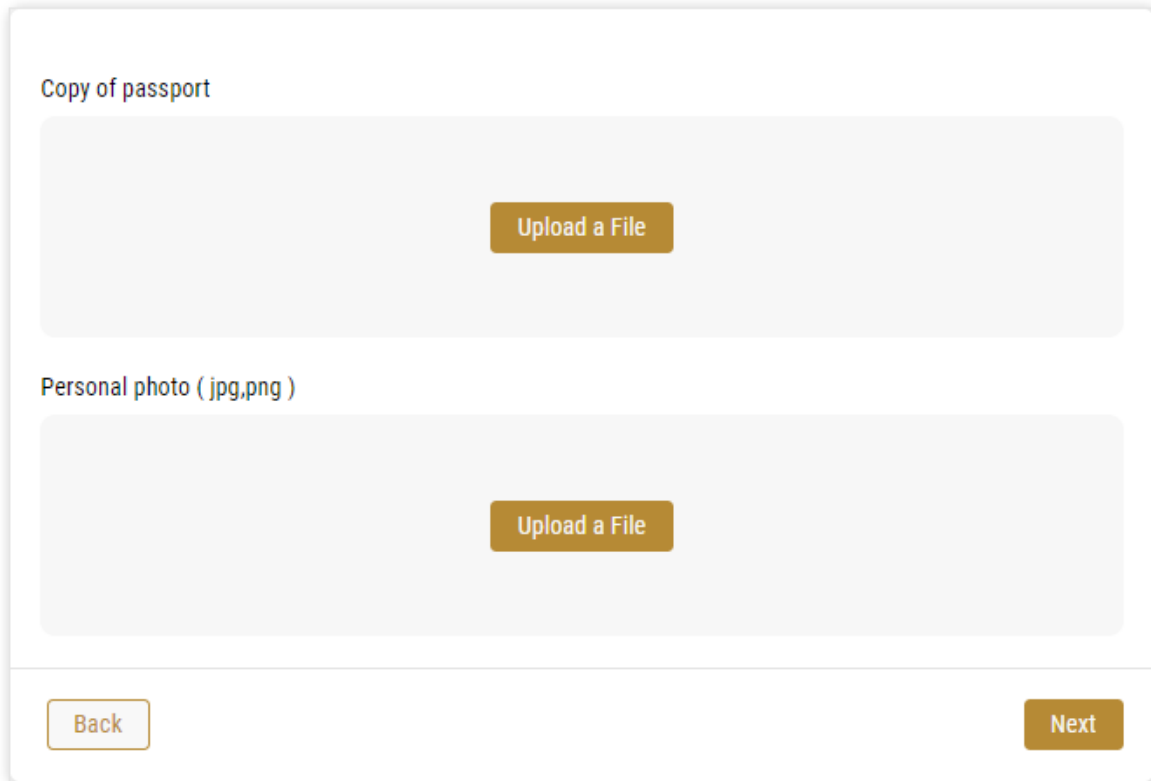
Veterinarian *

<p>ID Number *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	<p>Name *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>
<p>Phone *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	<p>Email *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>
<p>Qualification *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	<p>Nationality *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>
<p>License Type *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	<p>License Number *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>
<p>Last Issuance on *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	<p>Expire on</p>
<p>Start Practicing on *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	
<p>Owner Name *</p> <div style="border: 1px solid #ccc; height: 25px; width: 100%;"></div>	

Back
Next

Figure 18 - Service Information

5- Upload the required attachments then click “Next”.



The screenshot shows a web form with two main sections for file uploads. The first section is titled "Copy of passport" and contains a large light gray rectangular area with a brown "Upload a File" button centered inside. The second section is titled "Personal photo (jpg,png)" and also contains a large light gray rectangular area with a brown "Upload a File" button centered inside. At the bottom of the form, there are two buttons: a light brown "Back" button on the left and a brown "Next" button on the right.

6- Click *Next* to review your request.

Issue a Veterinary Establishment License

Request Type	Activity Type
Renew	Veterinary clinic - primary
Veterinarian	ID Number
Name	Phone
Email	Qualification
Nationality	License Type
United Arab Emirates	
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	
<input checked="" type="checkbox"/> Accept Terms & Conditions *	
<input type="button" value="Back"/>	<input type="button" value="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* Pay Later, then your request will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now* Pay Now to pay for the service immediately. See [How to Pay for a Digital Service](#)


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


Pay Now


Cancel


View



View/Send 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


View



View/Send Messages

11- When approved the status of the request will be “finished”


REQUEST NO #APH-15052023-479737

Monday, May 15, 2023


Finished



Payments List



View



View/Send Messages


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

Request Details

Outputs

Attachments

Outputs

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