



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

Import of fishing tools and equipment

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.

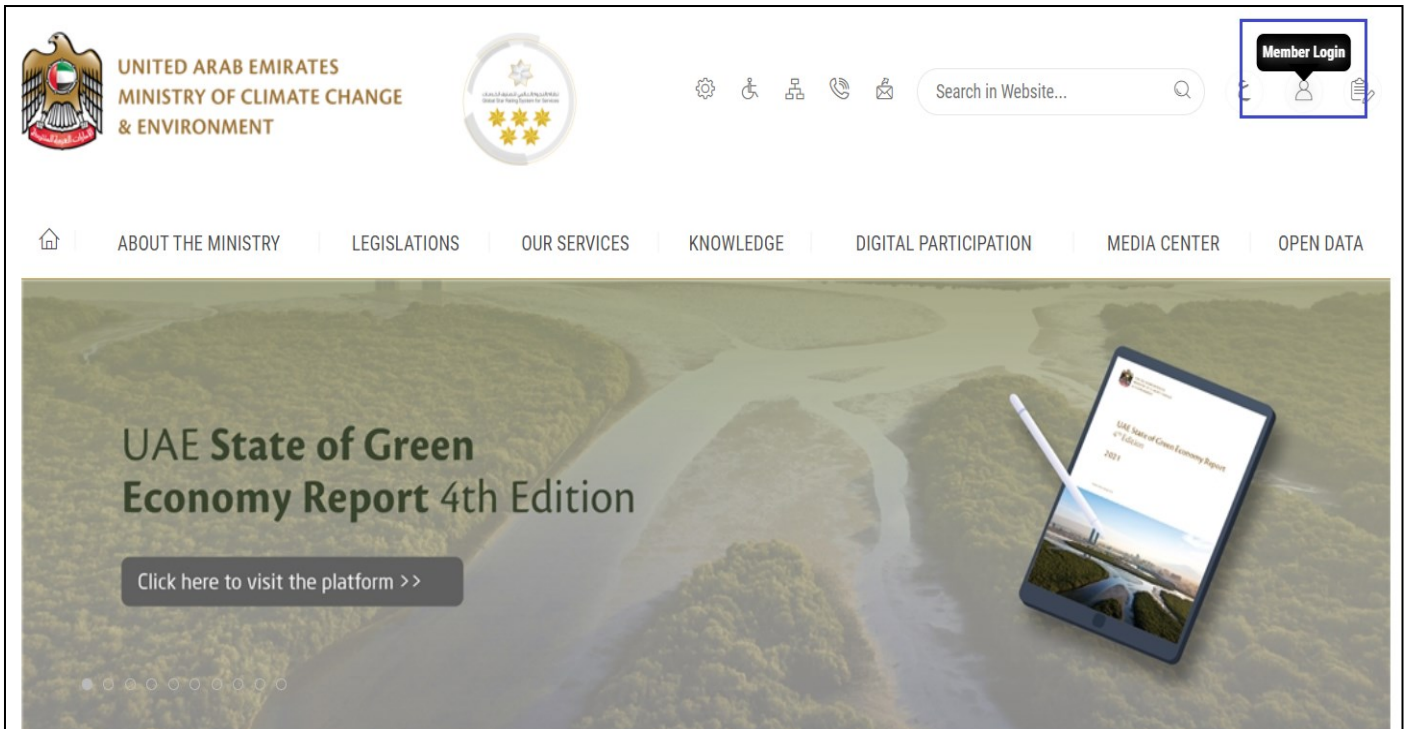
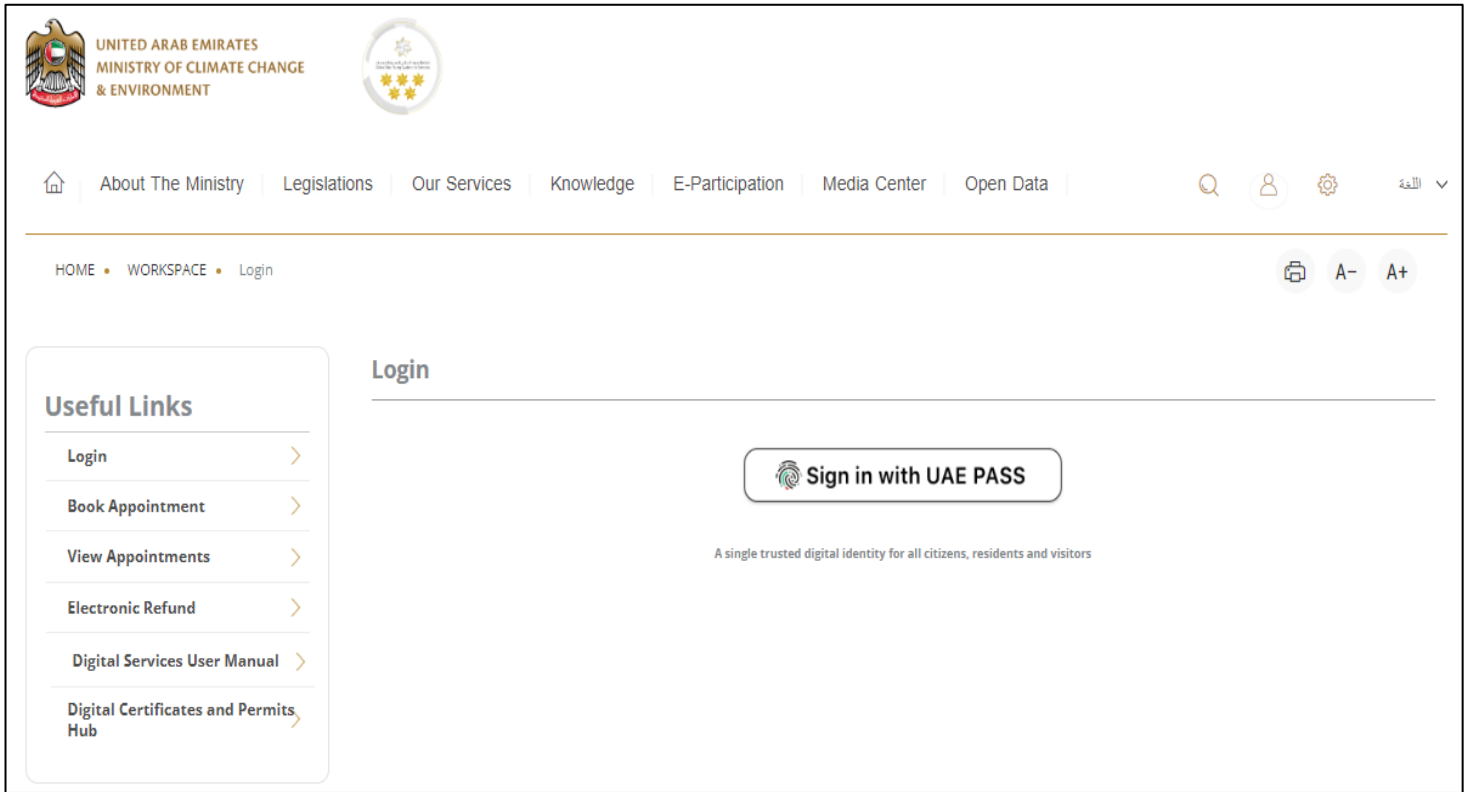


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

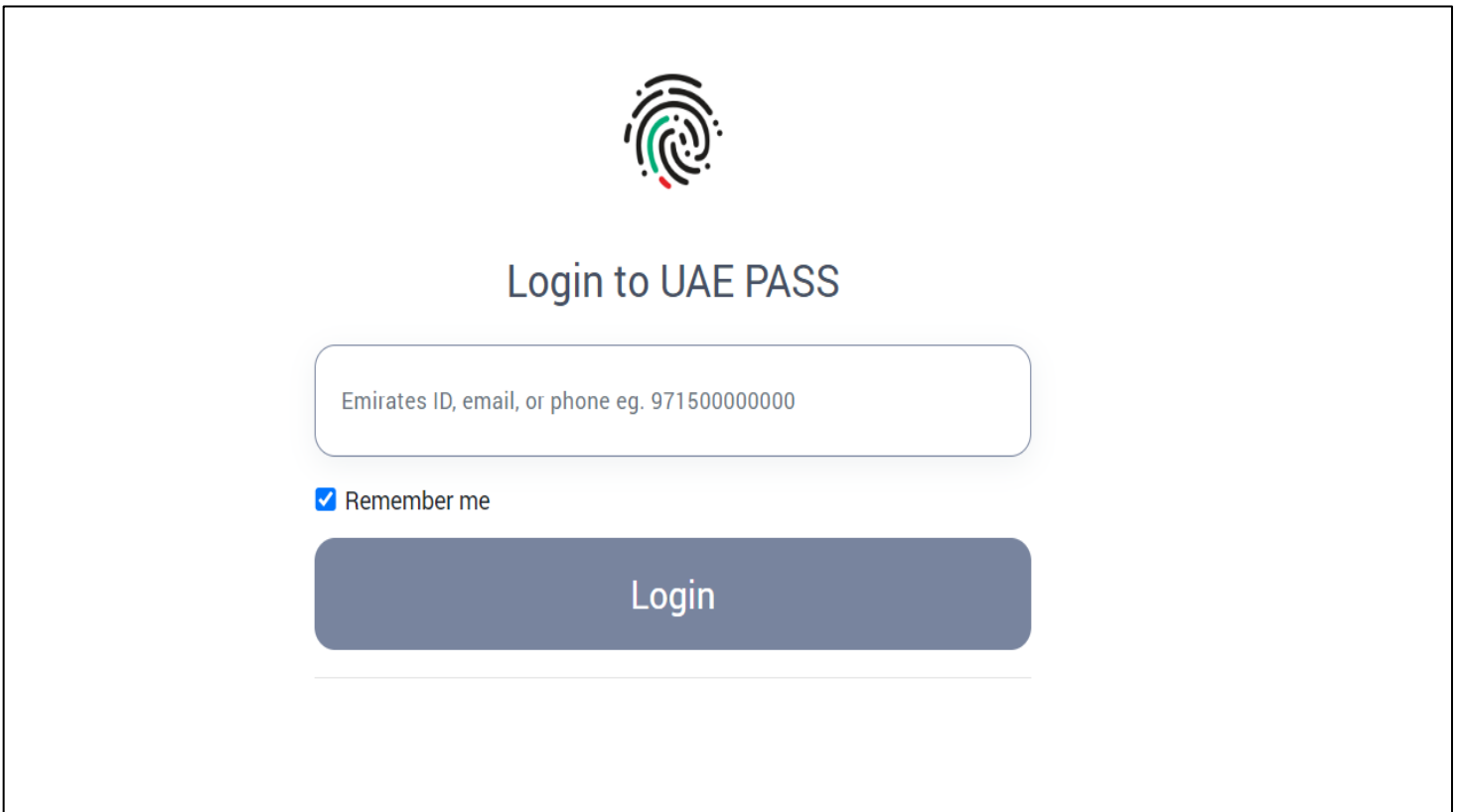


Figure 2 - Login Page

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

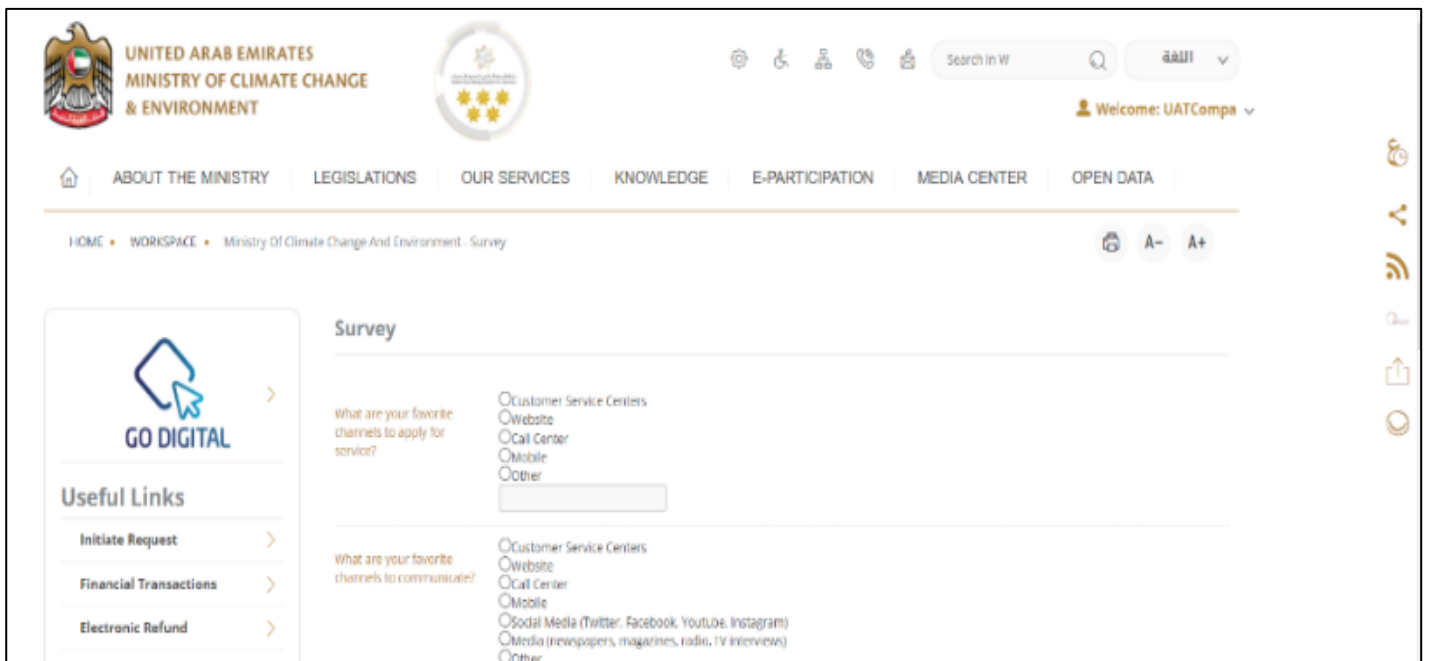
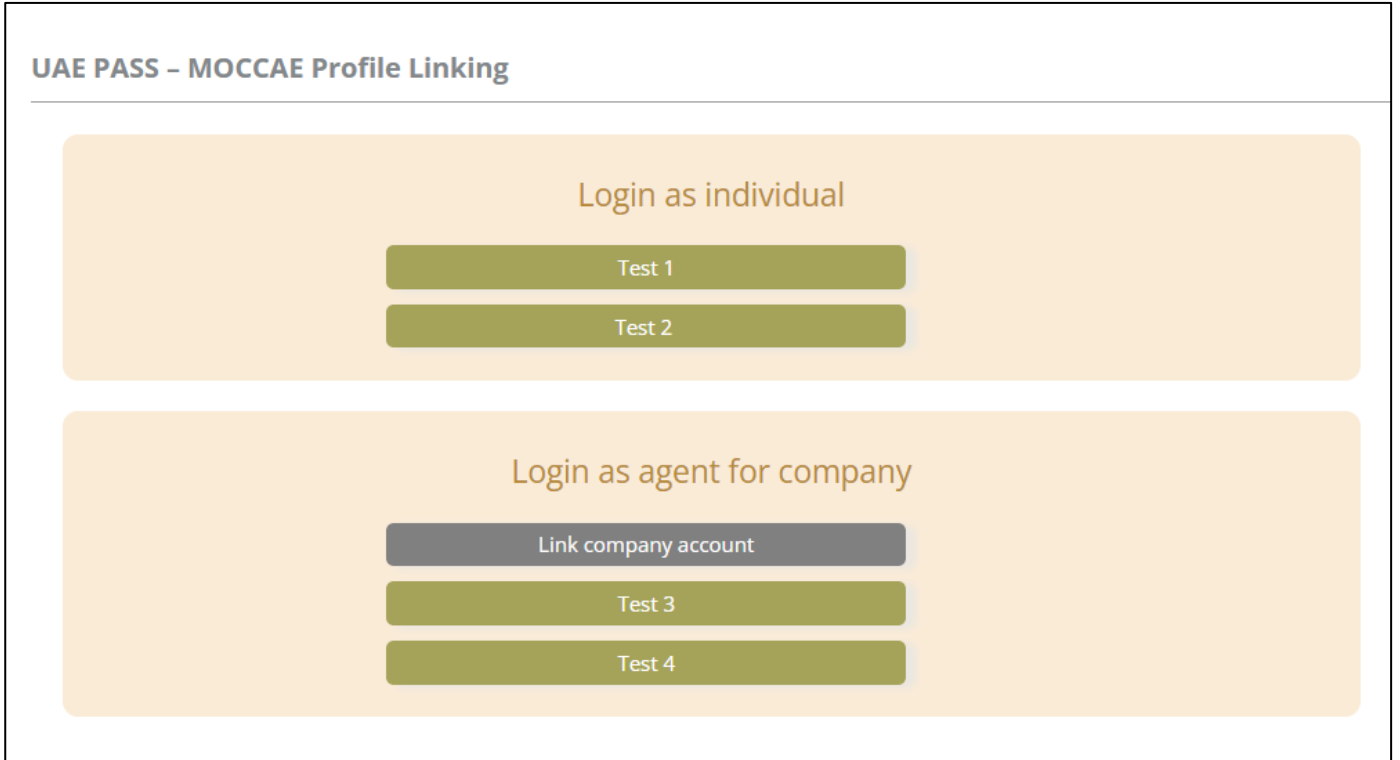


Figure 3 - MOCCAЕ Survey Page

## View/Update Customer Profile

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

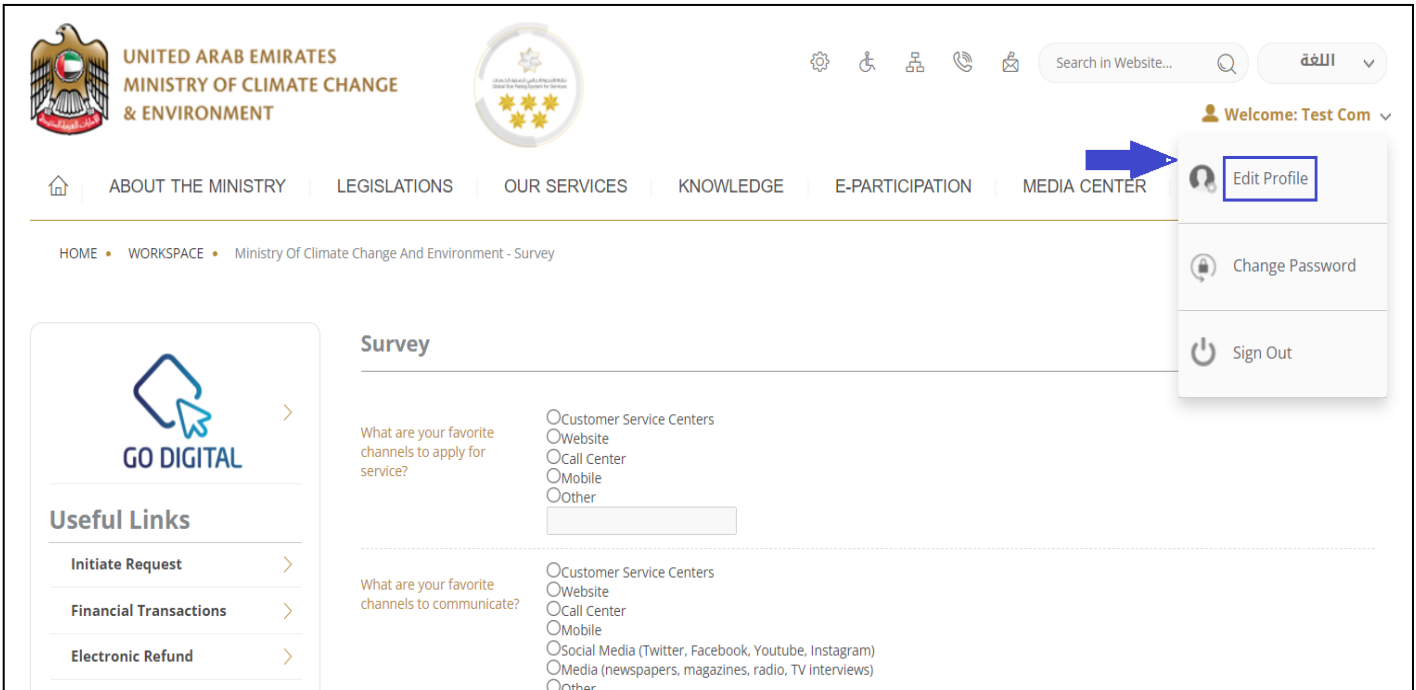


Figure 4 - Update Profile

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

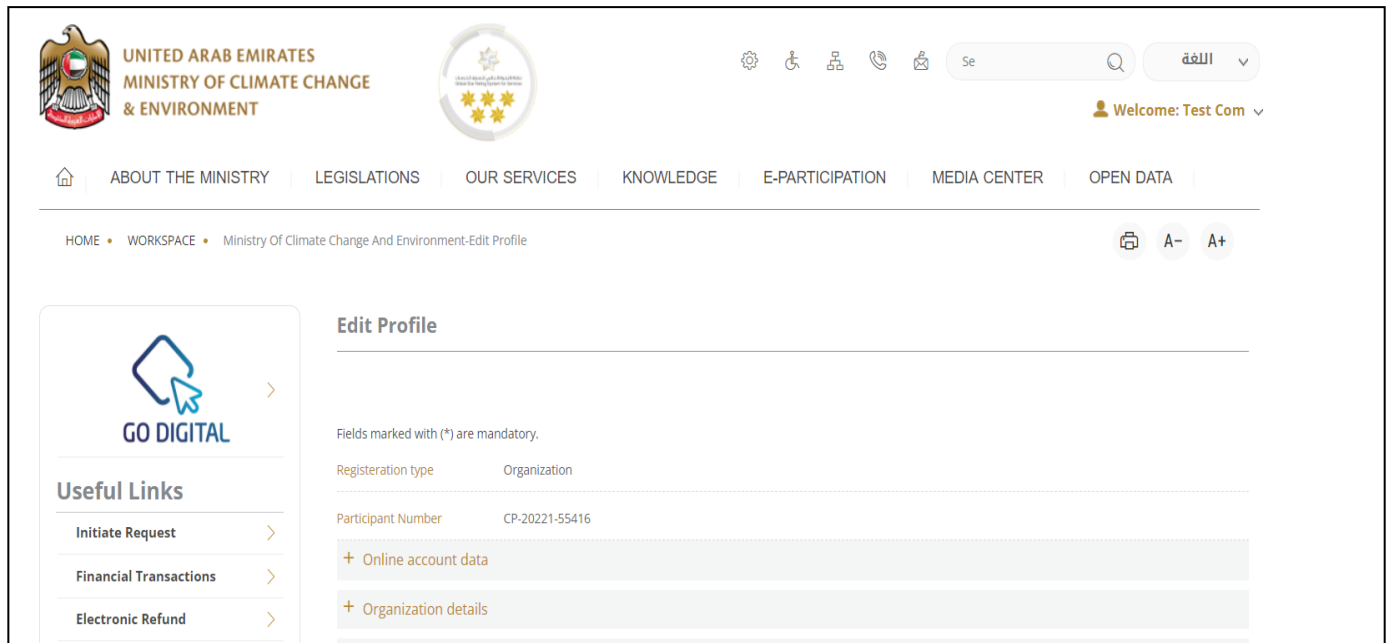


Figure 5 - Edit Profile

## 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.

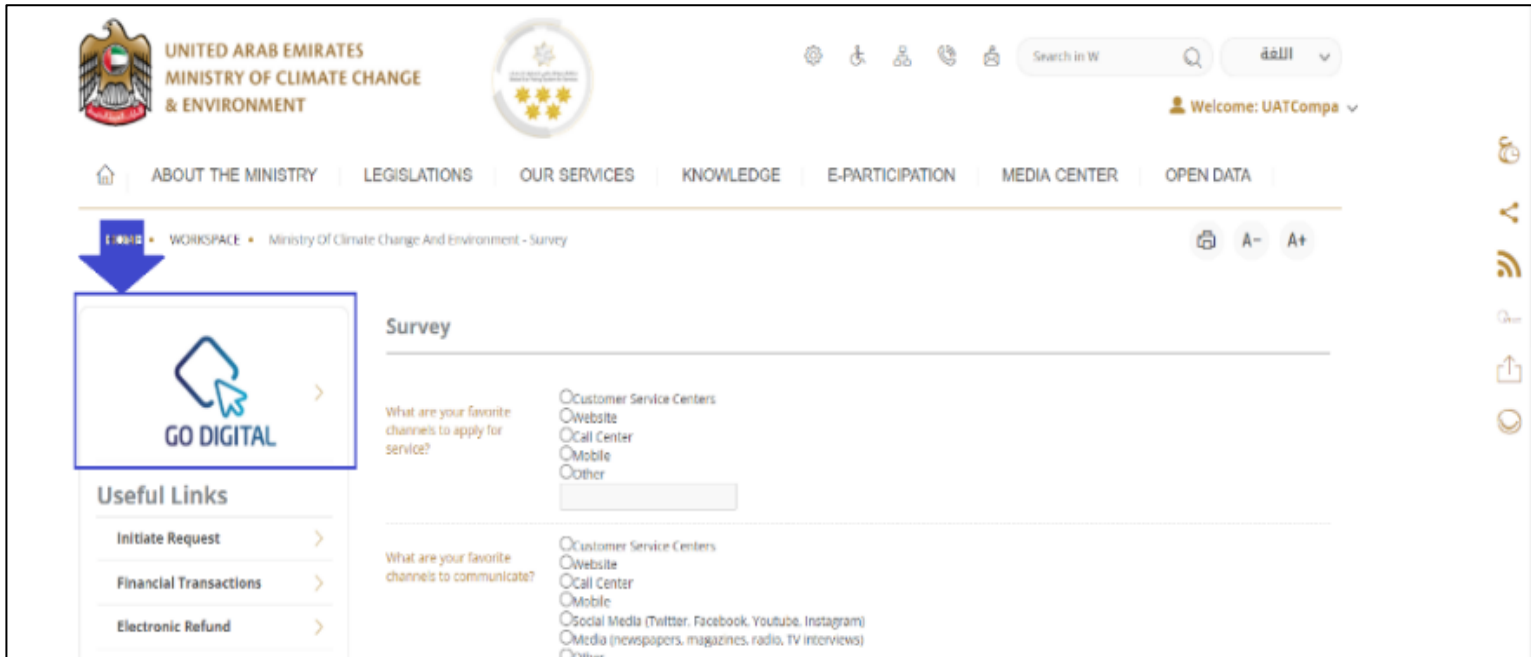


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

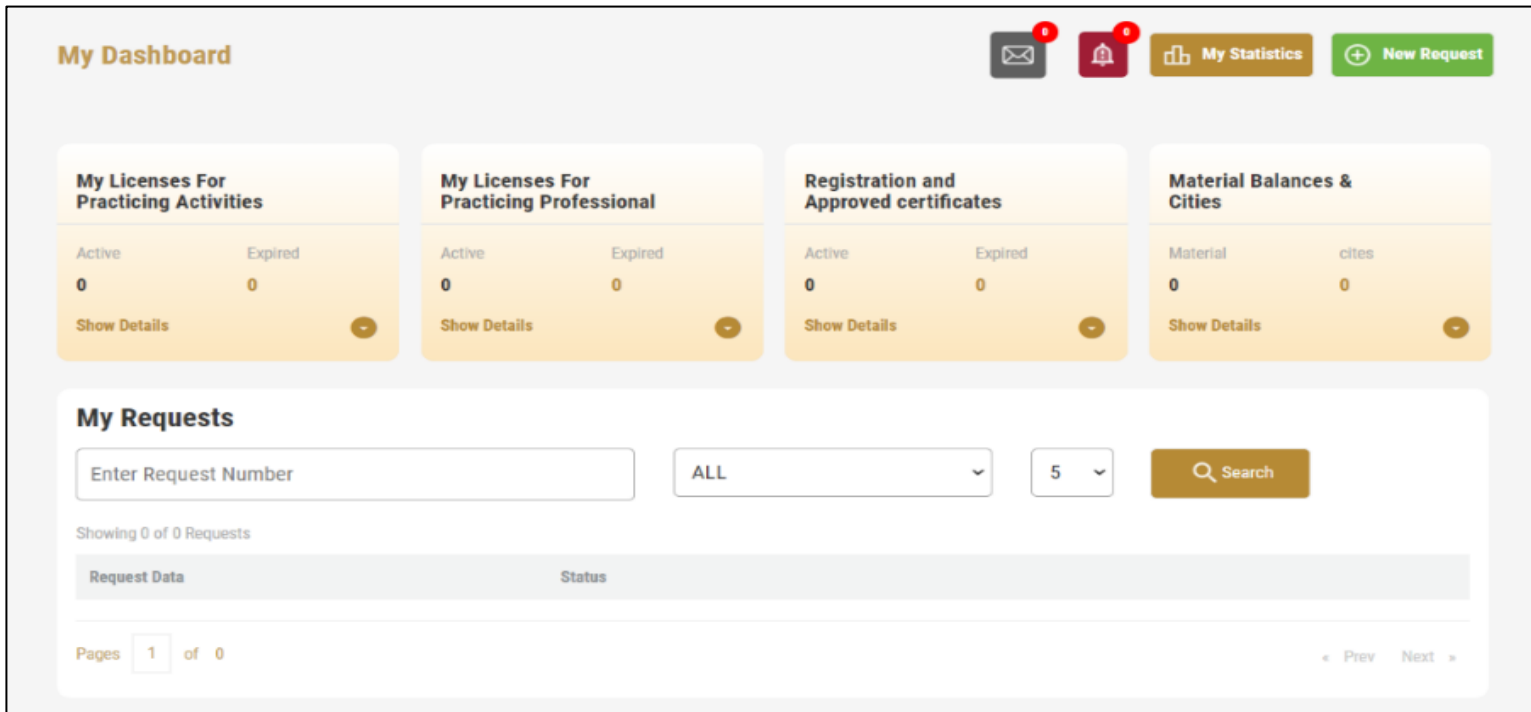


Figure 7- My Dashboard



## 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
	To display statistics about the customer's requests
	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.

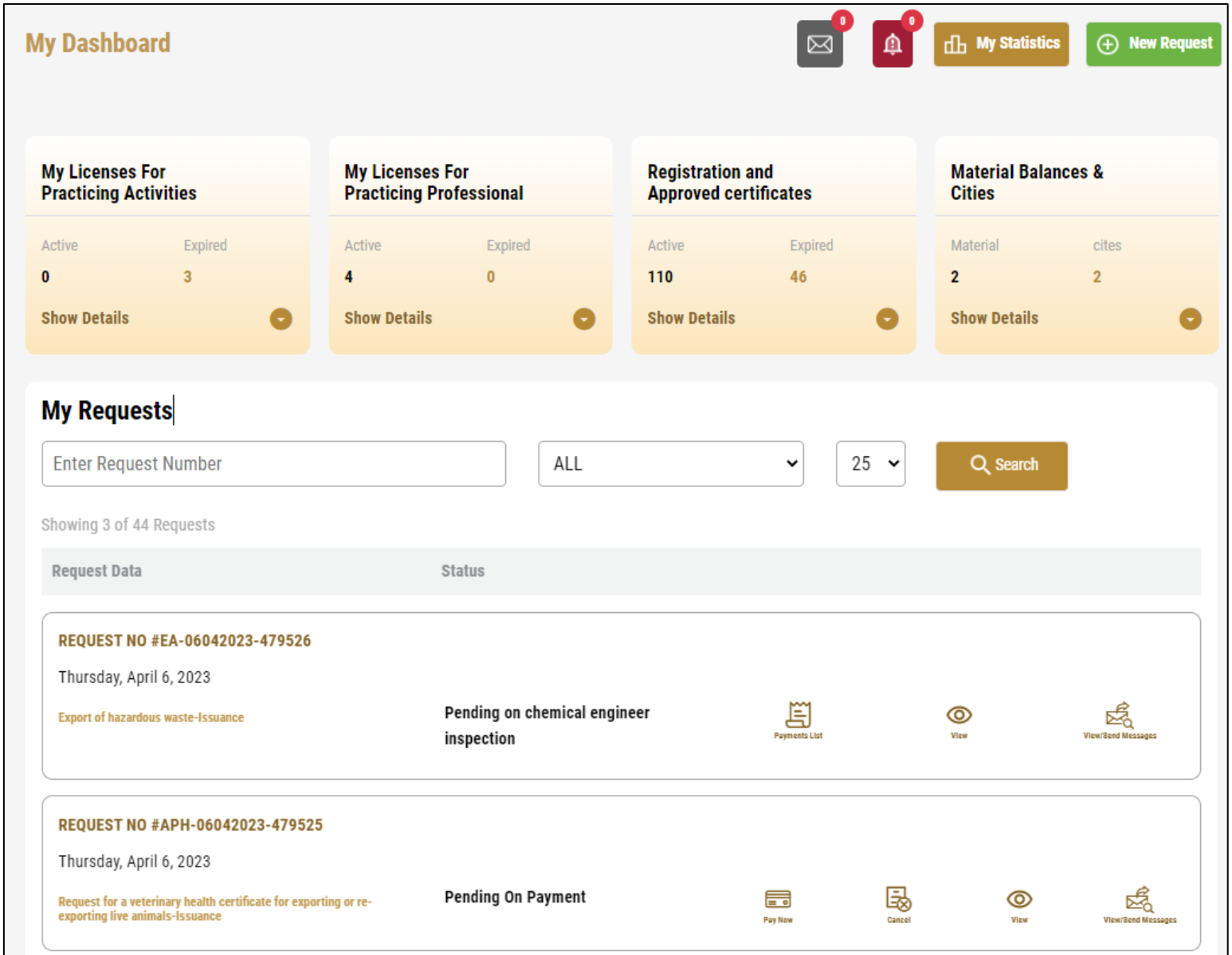


Figure 9 - Customer's Requests List


## 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:

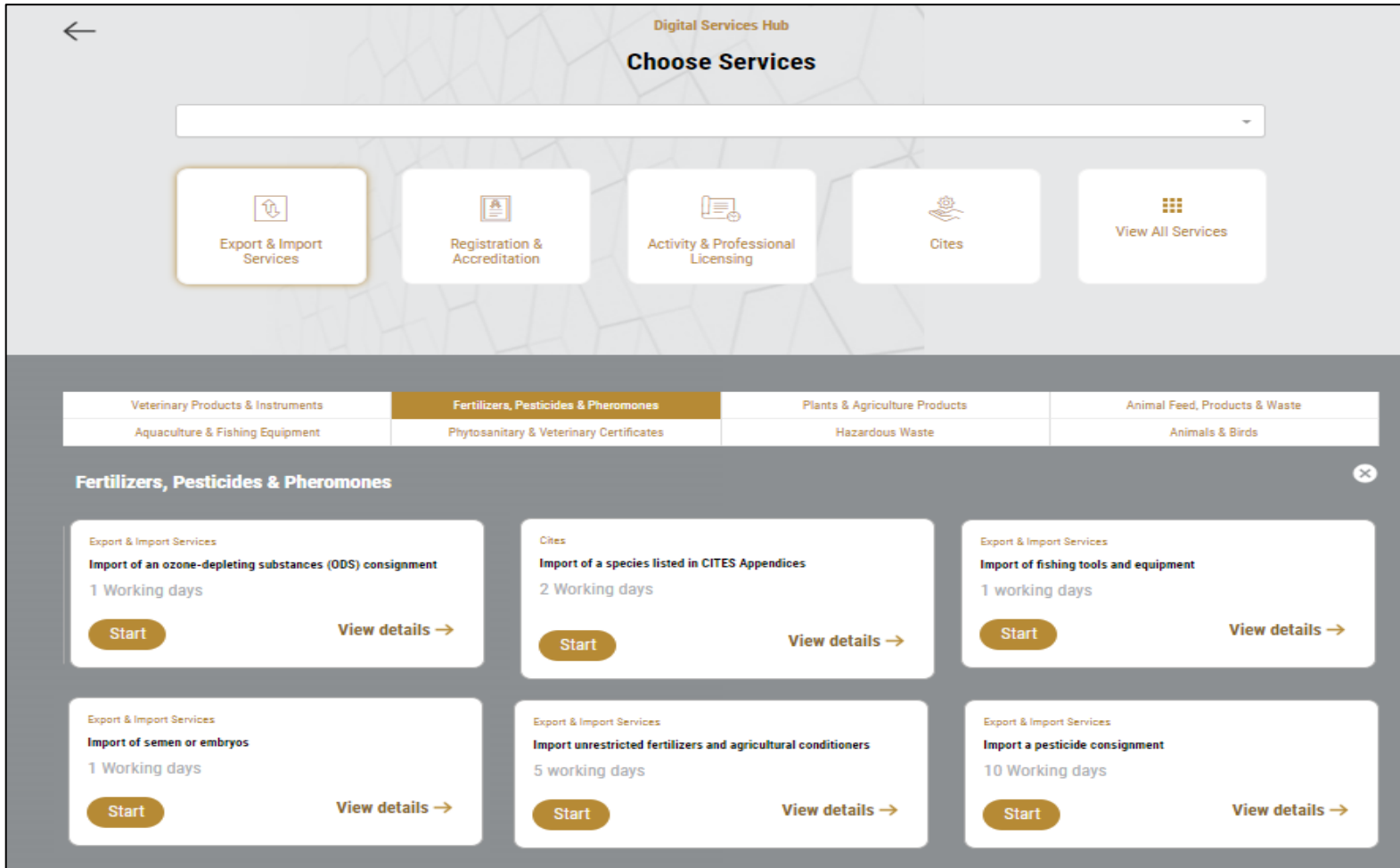


Figure 10 – Service New Request

- 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.

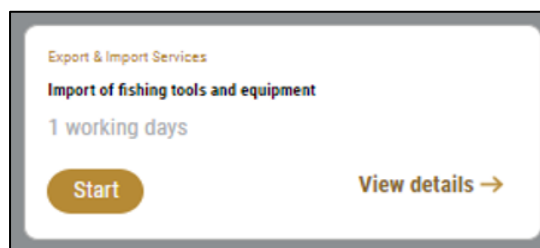


Figure 11 - Service Card

- 3- Click on **Start** to start the new request.

You can click on *Save* (  ) 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, (  ) *Pay Now* . You will be then directed to the payment gateway.

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

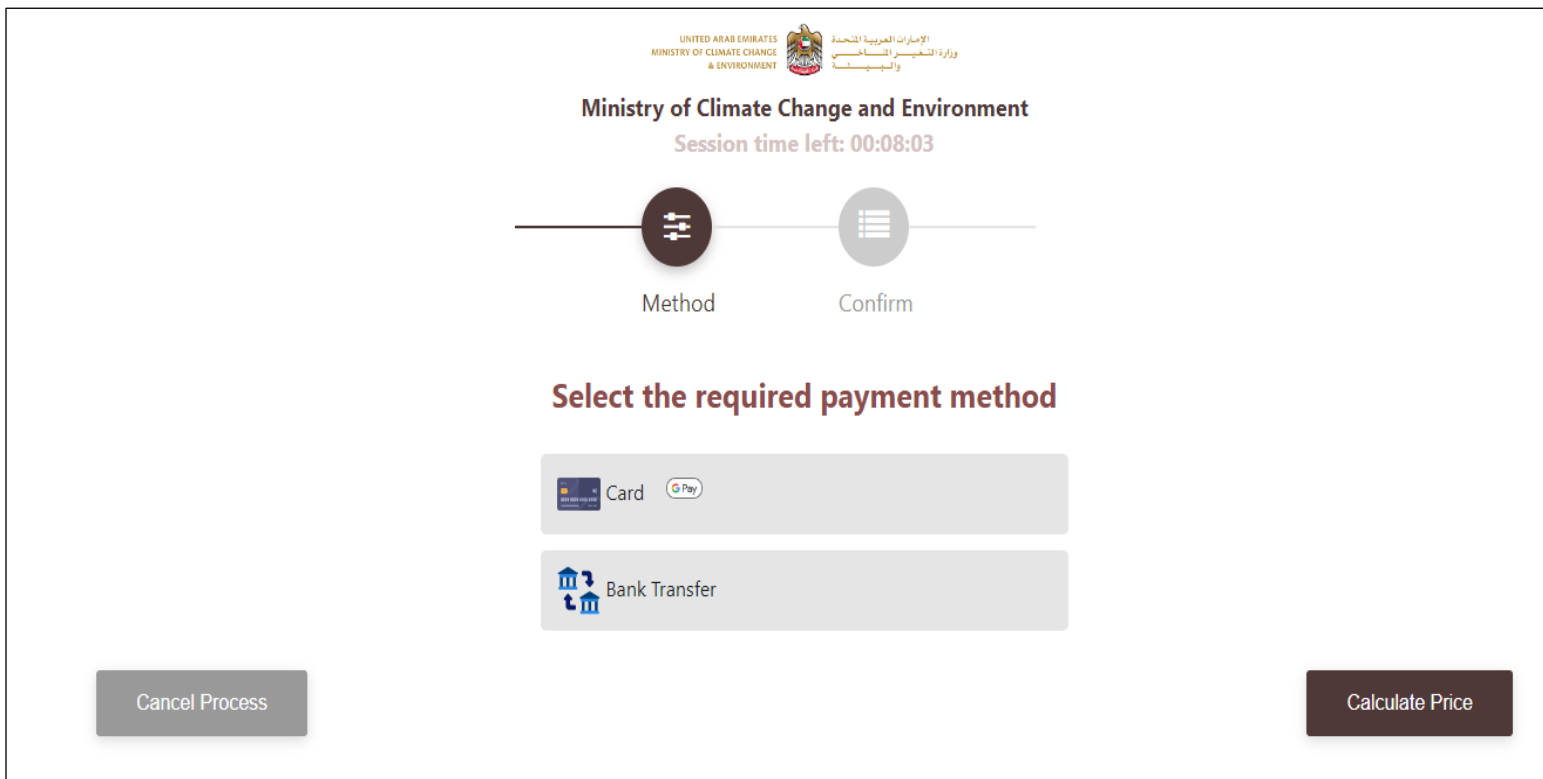


Figure 12 - Payment Gateway

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*.

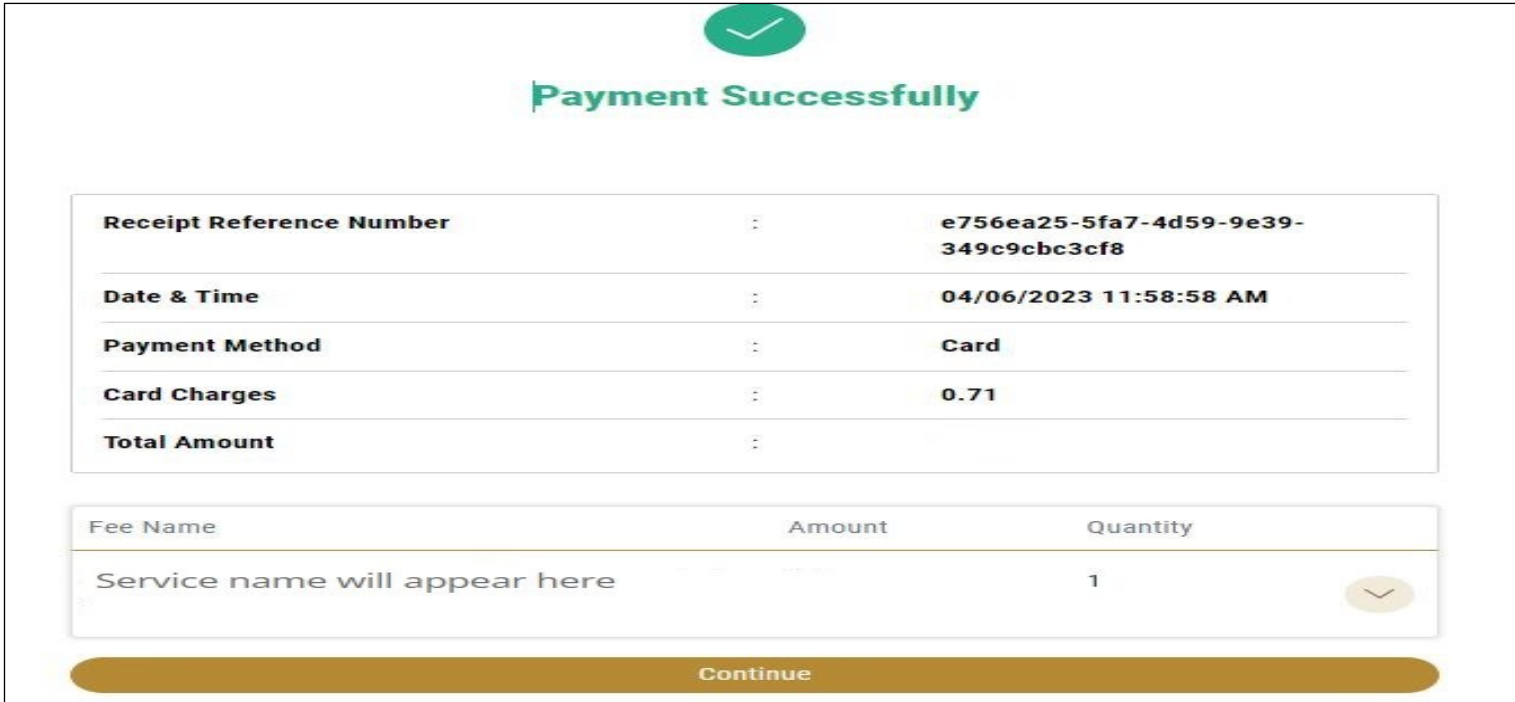


Figure 15 - Payment Confirmation

### 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.

The screenshot displays a dashboard with four summary cards for licenses and certificates, and a 'My Requests' section. The license cards show counts for Active and Expired items. The 'My Requests' section includes a search bar, filters for 'ALL' and '5' items, and a search button. Below the search bar, it shows 'Showing 3 of 10 Requests' and a table with columns for 'Request Data' and 'Status'. A specific request is highlighted with details: 'REQUEST NO #EA-02012023-478581', 'Monday, January 2, 2023', and 'Import of fishing tools and equipment' with a status of 'Import Permit Issued'. Action icons for 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages' are visible at the bottom of the request card.

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 Import permit

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

The screenshot displays a dashboard with four summary cards at the top: 'My Licenses For Practicing Activities' (0 Active, 3 Expired), 'My Licenses For Practicing Professional' (4 Active, 0 Expired), 'Registration and Approved certificates' (110 Active, 46 Expired), and 'Material Balances & Cities' (2 Material, 2 cities). Below these is a 'My Requests' section with a search bar, filters (ALL, 5), and a search button. A table shows a request for 'Import of fishing tools and equipment' with a status of 'Import Permit Issued'. Action icons for 'Initiate Release Request', 'Payments List', 'View', and 'View/Send Messages' are visible.

- 2- Locate the import permit issued then click view icon to view and download the import permit.

## Import of fishing tools and equipment

### [Show Service Card](#)

#### apply for Import of fishing tools and equipment

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* . The Applicant information view will be displayed.



**Import of fishing tools and equipment**

**Applicant Information**

Applicant Name \*

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.

**Import of fishing tools and equipment**

**Applicant Information**

Applicant Name \*

ID  Passport

ID No. \*

Emirates ID format 784-XXXX-XXXXXXXX-X

Name \*

Mobile No. \*

Example: 00971123456789

Email

Preferred Language \*

Arabic  English  Urdu

Figure 18 - Applicant's Information Pag

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

### Import of fishing tools and equipment

**License Details**

**Import Details**

**Shipment Information**

**Consignment Items**

**Entrance Data**

#### License Details

License Number ACL-2022-14891	Certificate Type Practicing Animal Activities License
Last Issuance 27-01-2022	Expiry Date 27-01-2025

#### Import Details (i)

<b>Exporting Country *</b> <input type="text"/> <small>The country where from items will be exported</small>	<b>Expected Arrival Date *</b> <input type="text" value="mm/dd/yyyy"/> <small>The date when consignment expected to arrive</small>
<b>Shipping Method *</b> <input type="text"/> <small>Consignment delivery method</small>	
<b>Class *</b> <input type="text"/> <small>Classification of the imported item(s)</small>	

#### Shipment Information (i)

<b>Type *</b> <input type="text"/>	<b>Country Of Origin *</b> <input type="text"/> <small>The country from which it will be exported</small>
<b>Description *</b> <input style="height: 20px;" type="text"/> <small>Write description for the imported item</small>	
<b>Measurement Unit *</b> <input type="text"/>	<b>Quantity *</b> <input type="text"/>
<b>Notes</b> <input style="height: 20px;" type="text"/> <small>Please mention if any extra information</small>	
<input type="button" value="Add"/>	

**Consignment Items**

No items added

#### Entrance Data (i)

**Port \***

  
Entry port where the consignment will pass

Figure 19 - Service Information

5- Click *Next*, to upload attachment

required attachments

Upload a File

required attachments

Upload a File

6- Review Request then Click *Submit*.

### Import of fishing tools and equipment

License Details

Import Details

Consignment Items

#### License Details

License Number <b>ACL-2022-14891</b>	Certificate Type <b>Practicing Animal Activities License</b>
Last Issuance <b>27-01-2022</b>	Expiry Date <b>27-01-2023</b>

#### Import Details

Exporting Country <b>Algeria</b>	Expected Arrival Date <b>25-12-2022</b>
Shipping Method <b>By Air</b>	Class <b>Animal for slaughter</b>
Port <b>Sharjah Airport</b>	

#### Consignment Items

Filter



Class	Scientific Name			
<b>Amphibians</b>	<b>Inclius periglenes</b>			

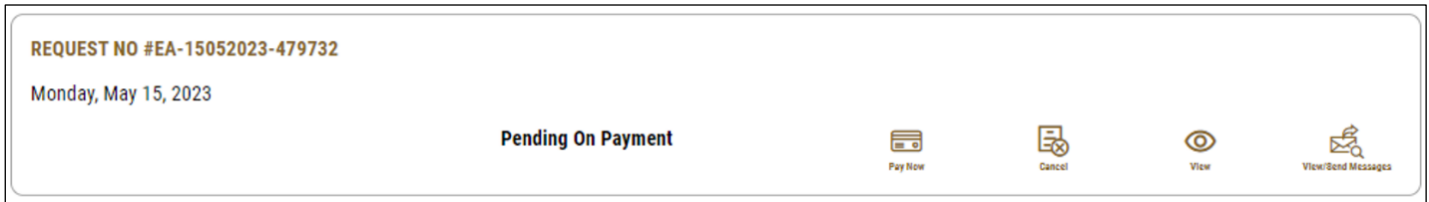
**Accept Terms & Conditions \***

Back
Submit

Figure 20 – Service Request Review



- 7- 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* , 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 How to Pay for a Digital Service



Once the payment is done, the request will be sent to the authorized MOCCAIE employee for processing. Once your request gets approved, the request status will change to *Import permit Issued*. You can then view or download it


- 8- Locate the import permit issued then click view icon  to view and download the import permit.



Figure 21 - Download or View Import Permit


- 9- Download the Import permit by clicking on  Consignment Import Permission

Figure 22 - Download Import Permit

### Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** 

2. Fill the applicant details as you did in Import permit
3. Enter the shipping information

<b>Arrival Date *</b> <input type="text" value="01/24/2023"/>	<b>Shipping Policy *</b> <input type="text"/>
<b>Carrier *</b> <input type="text"/>	
<b>Approved Collection Site *</b> <input type="text"/>	

4. Upload the required attachments

required attachments

required attachments

5. Click on “confirm T&C “  
then you’ll be able to pay same time or later

**Accept Terms & Conditions \***

---

6. Make the payment. See [How to Pay for a Digital Service](#)
7. Once paid the request status will be pending On Vet Auditing or Inspection

**REQUEST NO #EA-02012023-478581**  
 Monday, January 2, 2023

**Import of fishing tools and equipment**      **Pending On Vet Auditing or Inspection**


Payments List      View      View/Send Messages

8. Once the consignment arrives the status of the request will be finished



**REQUEST NO #EA-02012023-478581**  
 Monday, January 2, 2023

**Import of fishing tools and equipment**      **Finished**

Payments List      View      View/Send Messages

9. To download the permit, click on the download Icon below request output 

### Outputs

Certificate Number	Certificate Name		
DXB-FW-157-272961	Consignment Import Permission		
DXB-EA-202-272989	Consignment Release Permission	