

Digital Services

Renew registration of veterinary product

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	6
Changing the Interface Language	7
The User Dashboard	7
Using the 'Go Digital' Services	8
Digital Services Overview	8
Starting a New Request	8
How to Pay for a Digital Service	10
Retrieve a Service Request	12
View or Download a Certificate	14
Apply for Renew registration of veterinary product	14

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 👸 ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCAE offers to its customers.

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 CHANGE & ENVIRONMENT				
合 About The Ministry Legislat	ions Our Services Knowledge E-Participation Media Center Open Data	Q (8	8) @	۷ اللغة
HOME • WORKSPACE • Login			습 A-	A+
	Login			
Useful Links				
Login >	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 Permits, Hub				

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

Login to UAE PASS	
Emirates ID, email, or phone eg. 97150000000	
Remember me	
Figure 2 - Login Page	

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



UNITED ARAB EMIRA MINISTRY OF CLIMAT & ENVIRONMENT	E CHANGE		0 6 4 0	🛓 Search in W	ي مغلبا ب Welcome: UATCompa ب	
ABOUT THE MINISTRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA	
HOME + WORKSPACE + Ministry Of C	Climate Change And Environment - Su	nny			🛱 A- A+	
^	Survey					
	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebatte Ocall Center OMobile				
Useful Links		Oother				
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Ocal Center OMobile				
Electronic Refund		Osocial Media (Twitter: Facebook: Youtui OMedia (newspapers, magazines, radio, Other	e. Instagram) IV interviews)			



View/Update Customer Profile

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

UNITED ARAB EMIRAT MINISTRY OF CLIMAT & ENVIRONMENT		遼 & 品 🕲 💩 Se	و اللغة Welcome: Test Com ب
	LEGISLATIONS OUR SERVICES KNOWLEDGE	E E-PARTICIPATION MEDIA C	
	imate Change And Environment-Edit Profile Edit Profile		ြ A- A+
GO DIGITAL	Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization Participant Number CP-20221-55416		
Initiate Request > Financial Transactions >	+ Online account data		
Electronic Refund	+ Organization details		

Figure 4 - Update Profile

UNITED ARAB EMIRATES 🕸 🕹 🕹 🌡 🕹 اللغة \sim Search in Website... Q MINISTRY OF CLIMATE CHANGE ** & ENVIRONMENT 💄 Welcome: Test Com 🗸 **n** Edit Profile ABOUT THE MINISTRY LEGISLATIONS OUR SERVICES KNOWLEDGE E-PARTICIPATION MEDIA CENTER 俞 HOME • WORKSPACE • Ministry Of Climate Change And Environment - Survey Change Password Survey U Sign Out OCustomer Service Centers What are your favorite channels to apply for Owebsite **GO DIGITAL** OCall Center service? Oother **Useful Links** Initiate Request OCustomer Service Centers What are your favorite channels to communicate? OWebsite OCall Center **Financial Transactions** OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews) Electronic Refund

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

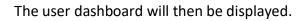
Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

UNITED ARAB I MINISTRY OF C & ENVIRONMENT	LIMATE	CHANGE		© & & ©	Search in W	ر لللغة عن اللغة عن ال
ABOUT THE MINIS	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
COME . WORKSPACE . MIT	istry Of Clir	mate Change And Environment - Su	rvey.			🖨 A- A+
GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite OCall Center OMobile			
Useful Links		1	Oother			
Initiate Request	\rightarrow	What are your favorite	OCustomer Service Centers			
Financial Transactions	\rightarrow	channels to communicate?	Owebsite Ocall Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youtut OMedia (newspapers, magazines, radio, 1 Other			

Figure 6 - 'Go Digital' Icon



My Licenses Practicing Ac	For ctivities		My Licenses F Practicing Pro		Registration a Approved cert		Material Balanc Cities	es &
Active	Expired		Active	Expired	Active	Expired	Material	cites
D	0		0	0	0	0	0	0
Show Details		0	Show Details	0	Show Details	0	Show Details	0
My Reque				ALL		• 5 •	Q Search	

Figure 7- My Dashboard

٦

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.

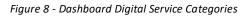
The dashboard displays the following buttons:

	To notify the customer about any messages related to his request to take the proper actions
A	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.

0 Show Details	0	0 Show Details	0	0 Show Details	0	0 Show Details	0
Active	Expired	Active	Expired	Active	Expired	Material	cites
My Licenses Practicing A		My Licenses Practicing P		Registration Approved co		Material Bal Cities	ances &



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

					tal Services User Guide	<u>•</u>
My Dashboard				0	山 My Statistics	Hew Request
My Licenses For Practicing Activities	My Licenses For Practicing Profess	sional	Registration an Approved cert	nd ificates	Material Balances & Cities	k
Active Expired	Active	Expired	Active	Expired		ites
0 3 Show Details	4 Show Details	0	110 Show Details	46	2 2 Show Details	•
My Requests						
Enter Request Number		ALL		✓ 5 ✓	Q Search	
Showing 3 of 10 Requests						
Request Data	Status	;				
REQUEST NO #AD-02062023-479903	}					
Friday, June 2, 2023						
Renew registration of veterinary product-Issu	ance Finish	ed		O View	View/Send Mes	ages

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:

<i>←</i>		tal Services Hub se Services		
				-
D Export & Import Services	Registration & Activi		tes View	All Services
	KIKKL	HAL		
Veterinary Products Protection Certificate for Plant	Fertilizers, Pesticides & Pheromones	Food Establishments for E	xport	Slaughterhouse
Fertilizers, Pesticides & Pheromone				8
rei unzers, resucides a riteronione				~
Registration & Accreditation Pesticide registration 22 Working days	Cites	pecies listed in CITES Appendices	Registration & Accreditation Renew registration of fertiliz 3 Working Days	ters and agricultural conditioners
Registration & Accreditation Pesticide registration 22 Working days	Cites Export or re-export of a s	pecies listed in CITES Appendices View details →	Renew registration of fertiliz	

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.

Registration & Accreditation	
RENEW REGISTRATION C Product	OF VETERINARY
40 Working day	
Start	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.

		الإمارة العربية التحمة والإمانيسية Change and Environment		
		ne left: 00:08:03		
_	=			
	Method	Confirm		
	Select the require	ed payment method		
	Card (Pay)			
	Bank Transfer			
Cancel Process			С	alculate Price

Figure 12 - Payment Gateway

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

Ministry of Climate Change and Environment Session time left: 00:06:38 Operation of the session time left: 00:06:38 Description Amount Confirm Tax Amount (AED) Quantity Total With Tax With Tax Amount (AED) Description Amount Tax Amount (AED) Quantity Total With Tax Amount (AED) Total With Tax Amount (AED) Service name that has been requested AED 0.00 AED 5 AED Total Total Total Total AED AED	Tax Amount (AED) Quantity Total With Tax Amount 0.00 AED 5 AED			UNITED ABAB CONBA HONESTED OF CUMATE COMM & DVVERONME		الإمبارات الد وزارة التنظيمين والد			
Method Confirm Description Amount Tax Amount (AED) Quantity Total With T Service name that has been requested AED 0.00 AED 5 AED	Tax Amount (AED) Quantity Total With Tax Amount 0.00 AED 5 AED		Mi				nt		
Description Amount Tax Amount (AED) Quantity Total With T Service name that has been requested AED 0.00 AED 5 AED	Tax Amount (AED) Quantity Total With Tax Amount 0.00 AED 5 AED			-			_		
Service name that has been requested AED 0.00 AED 5 AED	0.00 AED 5 AED AED			Method	Conf	irm			
· · · · · · · · · · · · · · · · · · ·	AED	Description			Amount	Tax Amount	(AED)	Quantity	Total With Tax Amount
Total AED		Service name that has b	been requested		AED	0.00 AED		5	AED
	Total With Tax Amount	Total							AED
Request Fees Tax Amount (AED) Total With Tax Amount		Request Fees							
Card Charges AED 1.02 AED AED	AED	Description	Amount	Tax Amount (Al	ED)		Total Wit	h Tax Amoun	t
Total AED	AED				ED)				t
					ED)		AEC	>	t
		Card Charges Total			ED)		AEC	>	- 1.02 A

Figure 13 - Service Fees Details

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

	UNITED AF MINISTRY OF CLIA & E	AB EMIRATES MATE CHANGE NVIRONMENT	الإمارات الع وزارة التـغيـــر الله والــ	
	Т	of Climate Change and En otal Payment: 3021.42 Al Session time left: 00:06:0	D	
	Ì		(G Pay)	
Caro	lholder Name			
Ca	ardholder Name			
Caro	l Number			
x	XXX XXXX XXXX XXXX			
Mor	th	Year	cvv	
M	onth	Year	***	
	agree to Terms&Condition	ns Pay Now		
	Cancel Process	С	hange Payment Method	

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*.

Payment Successfully					
Receipt Reference Number	(2)	e756ea25-5fa7-4d59-9e39- 349c9cbc3cf8			
Date & Time		04/06/2023 11:58:58 AM			
Payment Method	1	Card			
Card Charges	1	0.71			
Total Amount	Ŧ				
Fee Name	Amoun	t Quantity			
Service name will appear here		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.

Or, you can directly locate the request in the list of requests.

ly Dashboard						0	ث و	My Statistics	(+) New	/ Request
My Licenses For Practicing Activities		My Licenses F Practicing Pro			Registration a Approved cert	nd ificates		Material Baland Cities	ces &	
Active Expir	ed	Active	Expired		Active	Expired		Material	cites	
0 3 Show Details		4 Show Details	0		110 Show Details	46		2 Show Details	2	
My Requests	er			ALL		•	5 ~	Q Search		
Showing 3 of 10 Requests	6									
Request Data		St	tatus							
REQUEST NO #AD-020	62023-479903									
Friday, June 2, 2023										
Renew registration of veter	rinary product-Issuan	ce F	inished			O View			Send Messages	

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 C	arvies Deguest Actions

Table 2 – Service Request Actions

View or Download a Certificate

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

My Dashboard					0	Hy Statistics	+ New Request
My Licenses For Practicing Activitie	es	My Licenses For Practicing Profes	ssional	Registration and Approved certif	d icates	Material Balance Cities	es &
Active	Expired	Active	Expired	Active	Expired	Material	cites
0	3	4	0	110	46	2	2
Show Details	0	Show Details	0	Show Details	0	Show Details	0
My Requests Enter Request Nu Showing 3 of 10 Requ Request Data		State	ALL		▼ 5 ▼	Q Search	
REQUEST NO #AD Friday, June 2, 202	-02062023-479903 3 reterinary product-Issuance		shed		O View		e e d Messages

2- Locate the required certificate, then click on $\stackrel{\circ}{\longrightarrow}$ to view and download the certificate, or click on $\stackrel{\circ}{\longrightarrow}$ to view the service request.

Renew registration of veterinary product

Show Service Card

Apply for Renew registration of veterinary product

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* Start . The Applicant information view will be displayed.
- 3- 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*.

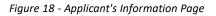
The applicant's information will be displayed.

enew registration of veterina	ary produ	ct	
Applicant Information			
Applicant Name *			
	-	Edit Applicant Information	New Applicant
			Next

Figure 17 - Select Applicant Name

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

Applicant Information			
Applicant Name *			
	-	Cancel Adding	
o ID		 Passport 	
ID No. *			
784-		Verify ID No.	
Emirator ID format 784 XXXX XXX	~~~~~		
Emirates ID format 784-XXX-XX	0000X-X		
	0000-X	Mobile No. *	
	CXXXX-X	Mobile No. *	
	XXXX-X		
Name *	XXXX-X	Mobile No. *	
Name *		Mobile No. *	
Emirates ID format 784-XXXX-XXX Name * Email Preferred Language *	XXXXX-X	Mobile No. *	
Name * Email	OXXOX-X	Mobile No. *	



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

Renew regis	tration of veterinary product	
Şervice Information	Service Information Registered Products *	(j)
		-
	Back	Next

Service Information	Service Informati	on		~		
Destaura Line	Registered Products *					
Packages List	Eslam Testing Empty	: DXB-APH-10-272686		х -		
Target Animals List	Product Details					
	Product Type					
Reference	Veterinary Medicines					
Countries	Form	Trade Na	ame			
	Syrup	Eslam Te	esting Empty			
	Composition					
	MedicineDisclamer					
	Safety period					
	23					
	Shelf life (Months)					
	23					
	Manufacturing Company/Factory Name					
	Emad Comp 1					
	Is the veterinary product registered with an one of the international bodies &					
	Is the veterinary produc	ct registered with an one of the in	nternational bodies &			
	Is the veterinary product organizations?	ct registered with an one of the in	nternational bodies &			
		ct registered with an one of the in	nternational bodies &			
	organizations? Yes	ct registered with an one of the in ct registered in two reference cou				
	organizations? Yes					
	organizations? Yes Is the veterinary produc		untry?			
	organizations? Yes Is the veterinary produc Yes					
	organizations? Yes Is the veterinary produc		untry?	×		
	organizations? Yes Is the veterinary produc Yes		untry?			
	organizations? Yes Is the veterinary produc Yes Packages List	ct registered in two reference cou	untry?			
	organizations? Yes Is the veterinary product Yes Packages List Package Size	ct registered in two reference cou	untry?			
	organizations? Yes Is the veterinary produc Yes Packages List Package Size 23 1	Ct registered in two reference cou Quantity Unit DOSE LT	untry?			
	organizations? Yes Is the veterinary produc Yes Packages List Package Size 23	Ct registered in two reference cou Quantity Unit DOSE LT	Filter			
	organizations? Yes Is the veterinary produc Yes Packages List Package Size 23 1	Ct registered in two reference cou Quantity Unit DOSE LT	Filter			
	res Packages List Package Size 23 1 Target Animals Li	ct registered in two reference cou Quantity Unit DOSE LT	Filter			

Figure 19 - Service Information

6- Click Next, then the Attachments view will be displayed.

Wholesale	duly certified showing the prices of the preparation as follows: - Factory price in country of origin. price in the country of origin Selling price to the public in the country of origin CIF prices o UAE ports
	Upload a File
Certificate	of analysis and specifications of the preparation of the manufacture
	Upload a File
Certificate	of analysis from the competent authority in the event that the product targets horses
	Upload a File
authorized date of regi indicating t specificatio registered i provided th two names commence	of CPP or valid sale certificate in the country of origin issued by the responsible and duly authorities, stating the following: 1.1 Name and address of the manufacturer. 2.1 Number and sitration of the veterinary product in the country of origin. 3.1 Details of the veterinary product hat the drug or product to be registered in the UAE is identical to the name, composition and ons of the marketed product in the country of origin. If the trade name of the product to be s different from its trade name in the country of origin, it should be mentioned with reasons, at the certificate includes both names and that the composition and other specifications of the are identical. 4.1. active and non-effective materials with their quantities. 5.1 The date of ment of marketing in the country of origin. 6.1 The shelf life of the medicine and storage 7-1 Safety period / duration of withdrawal or interruption of animal treatment
	Upload a File
copies of th	ne internal bulletin / envelope / inner label of the product in Arabic or English
	Upload a File
Back	Next

Figure 203 - Attachments Page

- 7- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.
- None
 - 8- Click Next to review your request.

Product Details	Product Details				
Packages List	Product Type				
	Veterinary Medicines				
farget Animals .ist	Form	Trade Na	ame		
	Syrup	Eslam Te	esting Empty		
Reference Countries	Composition				
Jounnes	MedicineDisclamer				
	Safety period 23				
	Shelf life (Months) 23				
	Manufacturing Company/Factory Name Emad Comp 1 Is the veterinary product registered with an one of the international bodies & organizations?				
	Is the veterinary product registered in two reference country?				
		Yes			
	Dealer 11.1		Filter		
	Packages List		×		
	Package Size	Quantity Unit			
	23	DOSE			
	1	LT			
			Filter		
	Target Animals List		×		
	Target Animal	Animal Species			
	Wild Animals				
	Other	يرجى تحديد الحيوانات			
			Filter		
	Reference Countries	3			
	Reference Country		· I		
	Kingdom of Saudi Arabia	1			
	United States of America	1			
	 Accept Terms & Condi 				

Figure 21 – 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* **(Payer)**, 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>

REQUEST NO #EA-15052023-479732					
Monday, May 15, 2023					
Renew registration of veterinary product-Issuance	Pending On Payment	Pay Now	Cancel	O View	View/8end Messages

Once the payment is done, the request will be sent to the authorized MOCCAE 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- Click over ^(O) to view the request.

REQUEST NO #AD-02062023-479903			
Friday, June 2, 2023			
Renew registration of veterinary product-Issuance	Finished	\odot	E
		View	View/Send Messages

Figure 22 - Download or View Certificate

0

12- Download the certificate after

click on View icon then click Download

Outputs			
Certificate Number	Certificate Name		
23AE1838	Certificate Name	(i)	Download