

Digital Services

Registration of veterinary product

User Guide

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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

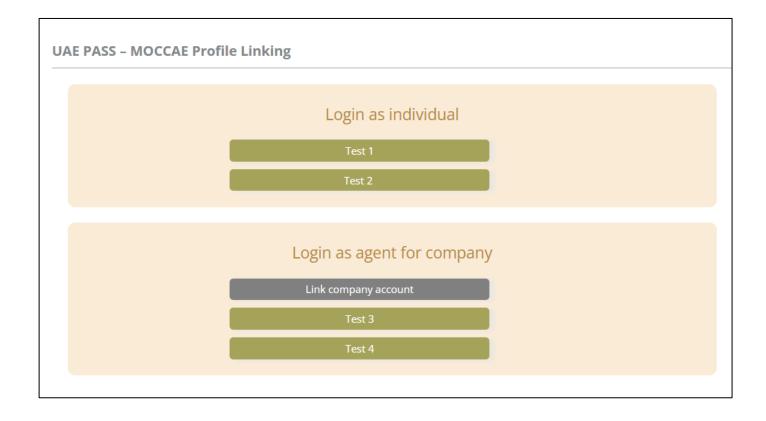
3- Click on Sign in with UAE PASS.

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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 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	
Login	
Figure 2 - Login Page	

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



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ABOUT THE MINISTRY	LEGISLATIONS OU	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA	
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^	Survey					
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocal Center OMobile				
Useful Links		Oother				
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Otal Center OMobile				
Electronic Refund		Official Media (Twitter, Facebook, Youtube, In Official (newspapers, magazines, radio, TV in Official	stagram) terviews)			



View/Update Customer Profile

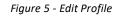
- 1- Click on the profile name displayed on the top of the page.
- 2- Click on Edit Profile.

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\frown	Survey			ပံ 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	> What are your favorite	Ocustomer Service Centers		
Financial Transactions	Channels to communicate	Owebsite Ocall Center Omobile		
Electronic Refund	>	Onoblie OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews)		

Figure 4 - Update Profile

You will be directed to Edit Profile	view to modify account details.
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	LEGISLATIONS OUR SERVICES KNOWLEDG	GE E-PARTICIPATION MEDIA CENTER	R OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		□ A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416		
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 \bigotimes to the left of the homepage.

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	TRY	LEGISLATIONS	R SERVICES KNOWLEDGE	E-PARTICIPATION	MEDIA CENTER	OPEN DATA
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GO DIGITAL	>	Survey What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocall Center OMobile			
Useful Links		1	Other			
Initiate Request	\rightarrow	What are your favorite	OCustomer Service Centers			
Financial Transactions	\rightarrow	channels to communicate?	Owebsite Ocali Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youts OMedia (newspapers, magazines, radio, ONING, Revspapers, magazines, radio,			

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

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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.

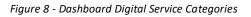
The dashboard displays the following buttons:

	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 For Practicing Activities		My Licenses For Practicing Professional		Registration and Approved certificates		Material Balances & Cities			



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

						al Services User Gu	ide
My Dashboard					0	Hy Statistics	+ New Request
My Licenses For Practicing Activit	ties	My Licenses Fo Practicing Prof	or essional	Registration ar Approved certi	nd ficates	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 N Showing 3 of 10 Ref	lumber		ALL		• 5 •	Q Search	
Request Data		Sta	atus				
Friday, June 2, 20	D-02062023-479903)23 veterinary product	Fi	nished		O View		e C d Messages

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:

\leftarrow			Digital Services Hub Choose Services		
					-
	Export & Import Services	Registration & Accreditation	Activity & Professional Licensing	Cites	View All Services
		KITH H	LAN	\bigwedge	
	Veterinary Products ction Certificate for Plant	Fertilizers, Pesticides & Ph	eromones Food Esta	blishments for Export	Slaughterhouse
Fertilizers,	Pesticides & Pheromones				8
Registration & Ac Pesticide regist 22 Working	ration	Cites Export or r 1 Workin	e-export of a species listed in CITES Appending day	Registration & Renew regist 3 Working	ation of fertilizers and agricultural conditioners
Start	View de	stails → Start	View det	ails \rightarrow Start	View details →
Registration & Ac Registration of f 5 Working d	fertilizers and agricultural conditioner	2 Working	Falcon Identification Rings I days View deta	Cites Request a falcon 3 Working da ils → Start	

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 OF VET PRODUCT	ERINARY
40 Working day	
Start	View details →

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.

		•		
		Change and Environment ne left: 00:08:03		
-	=	-0		
	Method	Confirm		
	Select the require	ed payment method		
	Card GPay			
	Bank Transfer			
Cancel Process			Calculate 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 لا 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*.

Paym	ent Success	sfully
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	Hy Statistics	🕂 New Request
My Licenses For Practicing Activities	My Licenses For Practicing Professional		Registration a Approved cert	nd ificates	Material Balances Cities	&
Active Expired	Active Expire	d	Active	Expired	Material	cites
0 3 Show Details	4 0 Show Details		110 Show Details	46	2 Show Details	2
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						
Registration of veterinary product	Finished			View	View/Send M	

Figure 16 - Select Request to Retrieve

2- You can take any of the following actions on the selected request:

Description
To cancel and delete the request whether it is saved as draft or
pending payment
To pay for a previously created
request but you opted to pay the
fees at a later time using the Pay
Later option
To view request details and make
changes if required
To communicate directly with
MOCCAE employee by sending and
receiving messages regarding your
request
To view the request payment receipt
if it has been already paid

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					My Statistics	(+) New Request
My Licenses For Practicing Activities	My Licenses For Practicing Profession	al	Registration Approved cer	and tificates	Material Balanc Cities	es &
Active Expired	Active Expi	red	Active	Expired	Material	cites
0 3	4 0		110	46	2	2
Show Details	Show Details	0	Show Details	0	Show Details	0
My Requests Enter Request Number Showing 3 of 10 Requests		ALL		▼ 5 ▼	Q Search	
Request Data	Status					
REQUEST NO #AD-02062023-479903 Friday, June 2, 2023 Registration of veterinary product	Finished			O View		end Messages

3- You can take any of the following actions on the selected request:

the request s draft or sly created ed to pay the
ly created
d to pay the
u to pay the
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egarding your
payment receipt
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Table 3 – Service Request Actions

Registration of veterinary product

Show Service Card

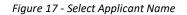
apply for Registration of veterinary product

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.

Registration of veterinary product		
Applicant Information		
Applicant Name *	Edit Applicant Information	New Applicant
		Next



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	1		
Applicant Name *			
	-	Cancel Adding	
D		Passport	
D No. *			
784-		Verify ID No.	
Emirates ID format 784-XXXX-XX	XXXXX-X		
	XXXXX-X	Mobile No. *	
	XXXXX-X	Mobile No. *	
Emirates ID format 784-XXXX-XXX	XXXXX-X	Mobile No. *	
	XXXXX-X		
Name *	XXXXX-X		

Figure 18 - Applicant's Information Page

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

Registration	of veterinary product	
Registration c	or veterinary product	
Service Information	Service Information	(i)
Package Size	Please pre-prepare the needed documents and submit to minutes	the request within 15
Packages List	Product Type *	
Target Animals		*
Target Animals List	Form * Trade Nam	e *
LIST	Composition *	
	Safety period *	
	Shelf life (Months) *	li li
	Manufacturing Company/Factory Name *	
	Is the veterinary product registered with an one of the international bodies & organizations? Is the veterinary product registered in two reference country?	Ves No
	Package Size	í
	Package Size * Quantity Ur	nit *
	Add	
	Packages List	Filter ×
	Please inset at least one iter	n
	Target Animals	(j)
	Target Animal *	
	· · · · · · · · · · · · · · · · · · ·	
	Add	Filter
	Target Animals List	
	Please inset at least one iter	n
	Back	Next

Figure 19 - Service Information

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

Registration of veterinary product
A document attesting that the veterinary product is registered in one of the international organizations (FDA EMEA) or registered in two reference countries, or the product is intended for dogs, cats & wild animals
Upload a File
Certificate duly certified showing the prices of the preparation as follows: - Factory price in country of origin
Wholesale price in the country of origin Selling price to the public in the country of origin CIF prices continued to 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
Certificate of CPP or valid sale certificate in the country of origin issued by the responsible and duly authorized authorities, stating the following: 1.1 Name and address of the manufacturer. 2.1 Number and
date of registration of the veterinary product in the country of origin. 3.1 Details of the veterinary product indicating that the drug or product to be registered in the UAE is identical to the name, composition and
specifications of the marketed product in the country of origin. If the trade name of the product to be registered is different from its trade name in the country of origin, it should be mentioned with reasons,
provided that the certificate includes both names and that the composition and other specifications of the two names are identical. 4.1. active and non-effective materials with their quantities. 5.1 The date of commencement of marketing in the country of origin. 6.1 The shelf life of the medicine and storage
conditions. 7-1 Safety period / duration of withdrawal or interruption of animal treatment
Upload a File

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.

	of veterinary produ		
Service Information	Service Information	on	
	Product Type		
Packages List	Anesthetic or monitore	d veterinary	
Forget Animale	Form	Trade	Name
Target Animals List	Capsules	fdgfdg	
	Composition fdgdfgfd		
	Safety period		
	dgdfg		
	Shelf life (Months)		
	4		
	Manufacturing Compar		
	Emad Comp 1 : AUD-APH-12-270914		
	Is the veterinary produc organizations? No	ct registered with an one of the	international bodies &
	Is the veterinary product registered in two reference country?		
	Ma	-	ountry:
	No	-	ountry :
	No	-	
	No Packages List	-	Filter
		Quantity Unit	Filter
	Packages List		Filter
	Packages List Package Size	Quantity Unit	Filter
	Packages List Package Size 4	Quantity Unit KG	Filter
	Packages List Package Size	Quantity Unit KG	Filter
	Packages List Package Size 4	Quantity Unit KG	Filter Filter
	Packages List Package Size 4 Target Animals Li	Quantity Unit KG st	Filter Filter
	Packages List Package Size 4 Target Animals Li	Quantity Unit KG st Animal Species	Filter

Figure 21 – Service Request Review

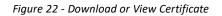
- 9- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
 - a. To pay the service fees later click on *Pay Later* (**Paulor**), then your request will be saved in your dashboard waiting for payment to be processed.
 - b. Click on *Pay Now* to pay for the service immediately. See <u>How to Pay for</u> <u>a Digital Service</u>

REQUEST NO #AD-02062023-479903			
Friday, June 2, 2023			
Registration of veterinary product	Finished	O View	View/Send 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 $^{\textcircled{0}}$ to view the request.

REQUEST NO #AD-02062023-479903			
Friday, June 2, 2023			
Registration of veterinary product	Finished	O View	View/Send Messages
		ven	vien joenu messages



 $^{\odot}$

12- Download the certificate after

click on View icon then click Download

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