



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Change Fishing Method

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.

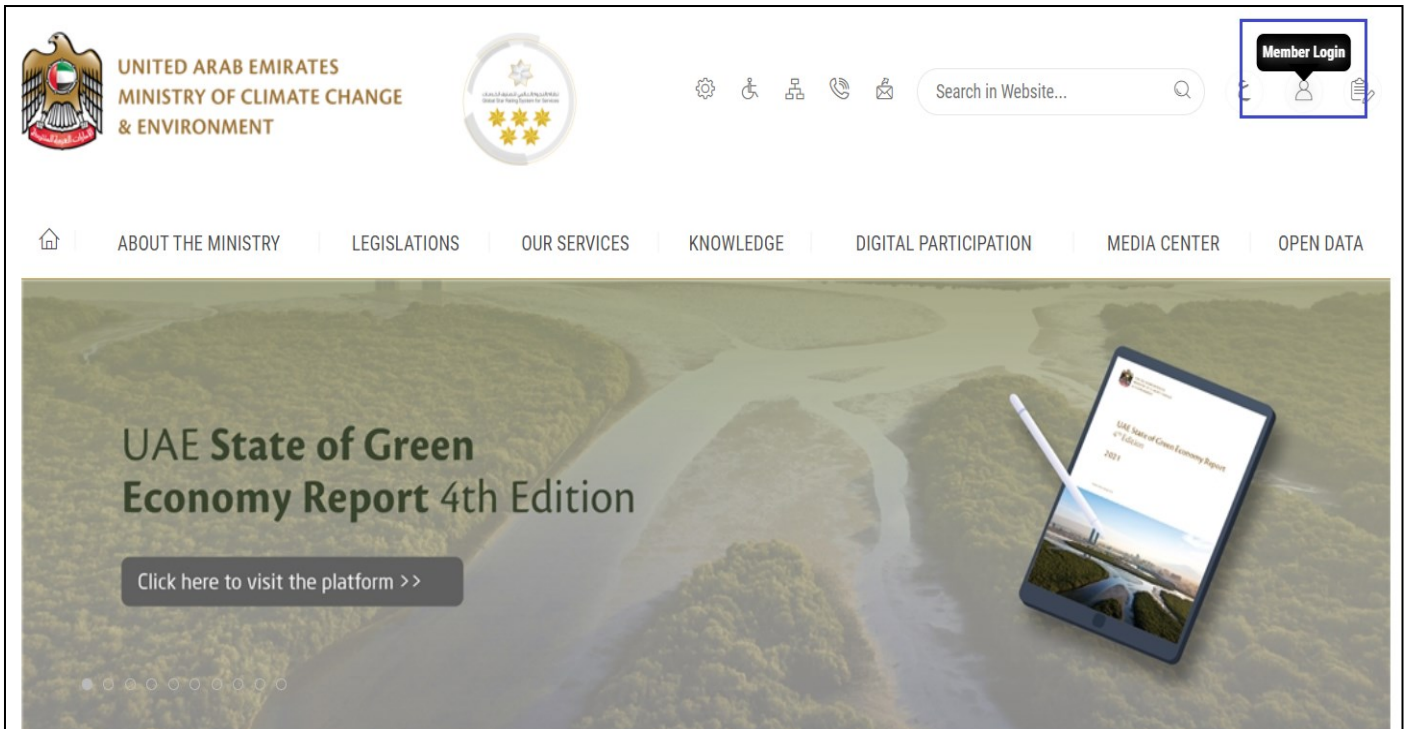
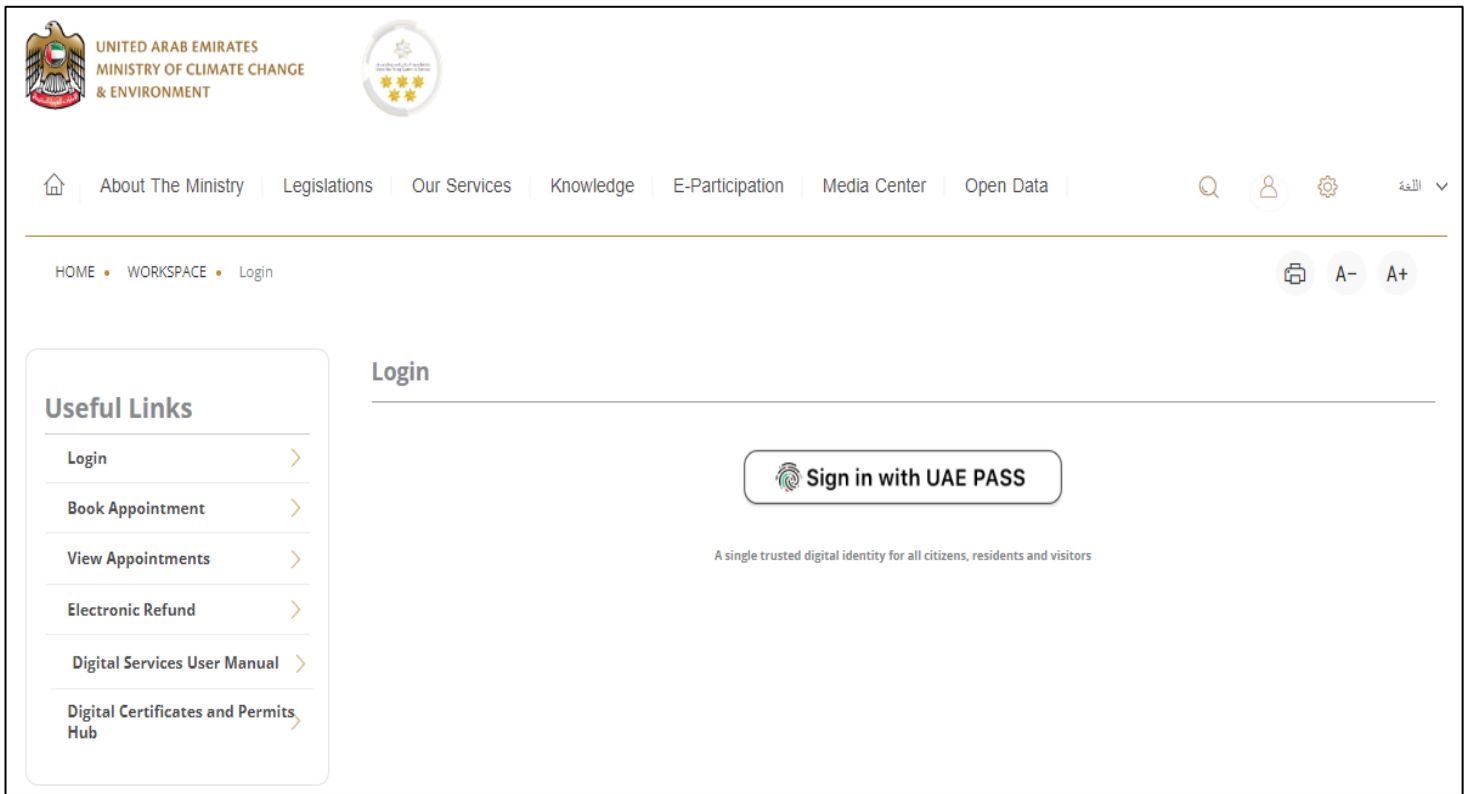


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

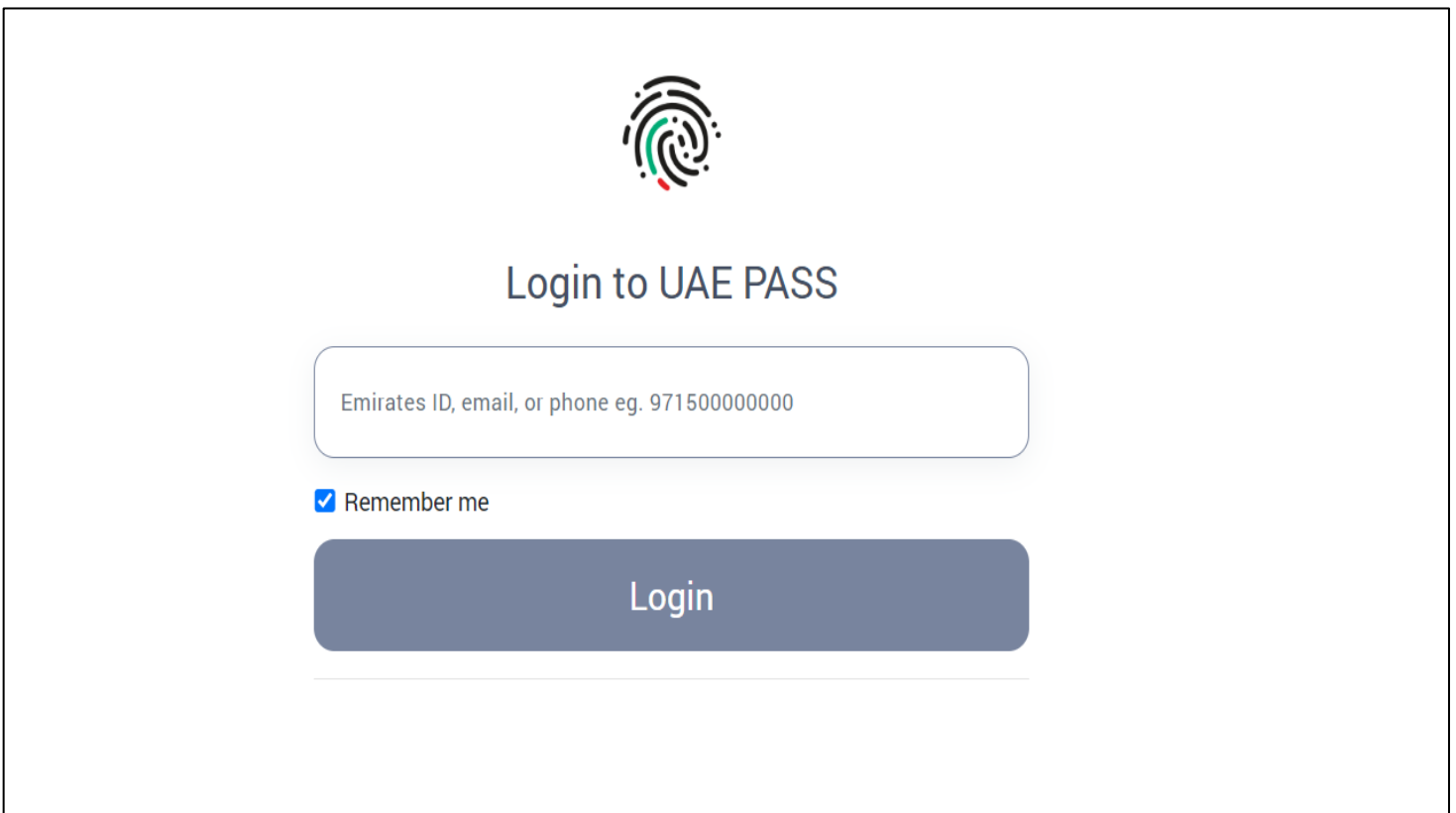


Figure 2 - Login Page

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

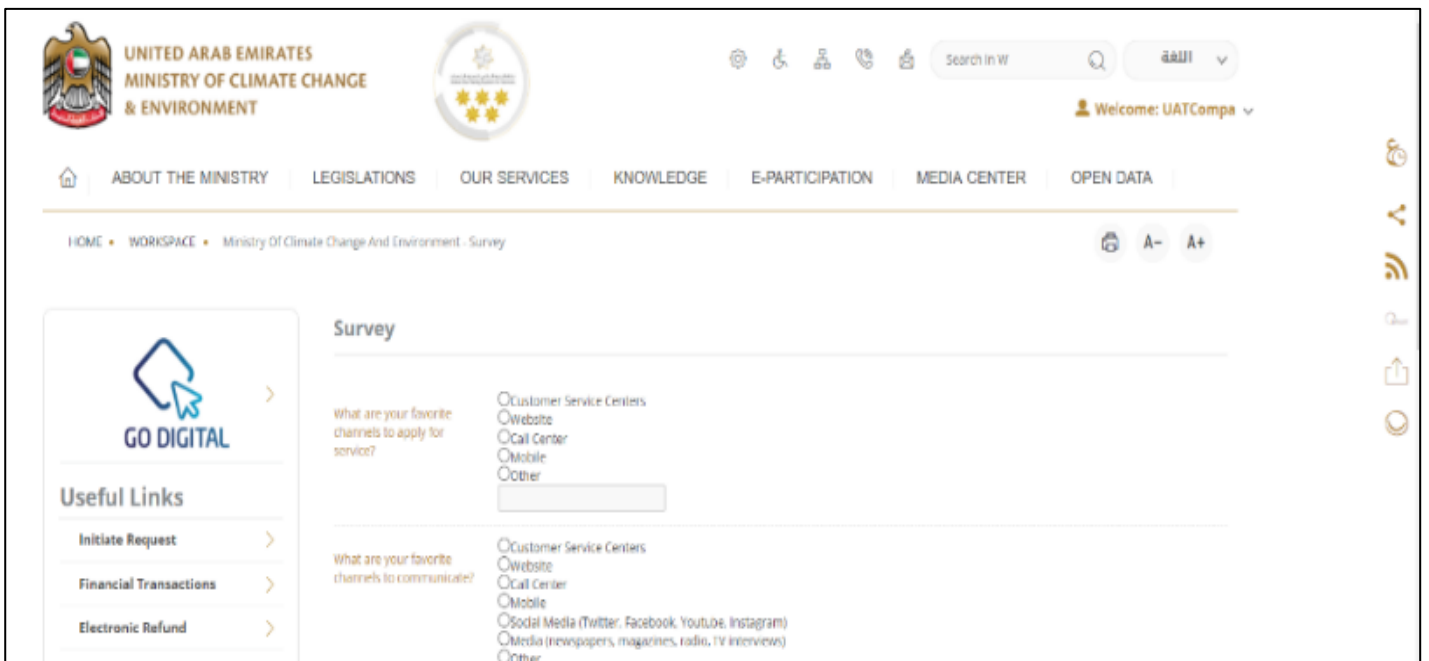
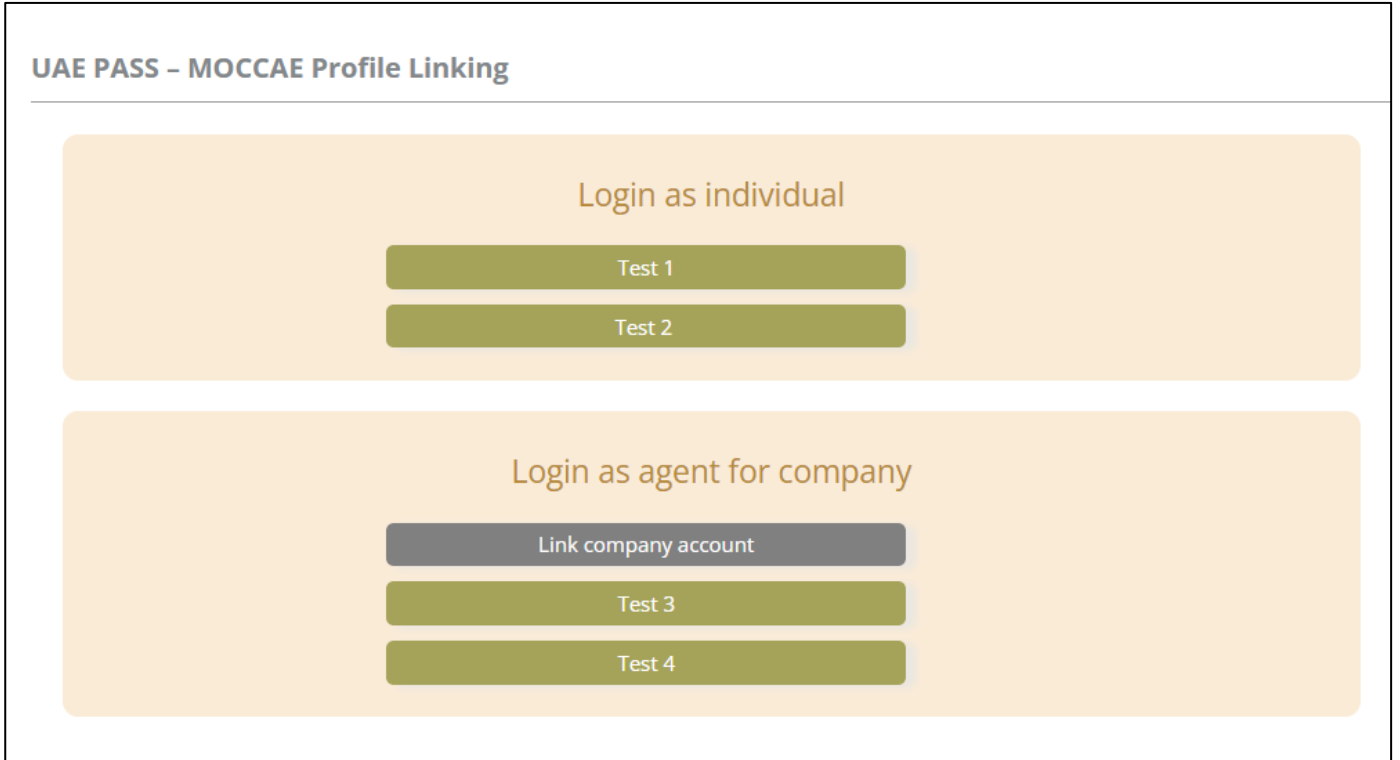


Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

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

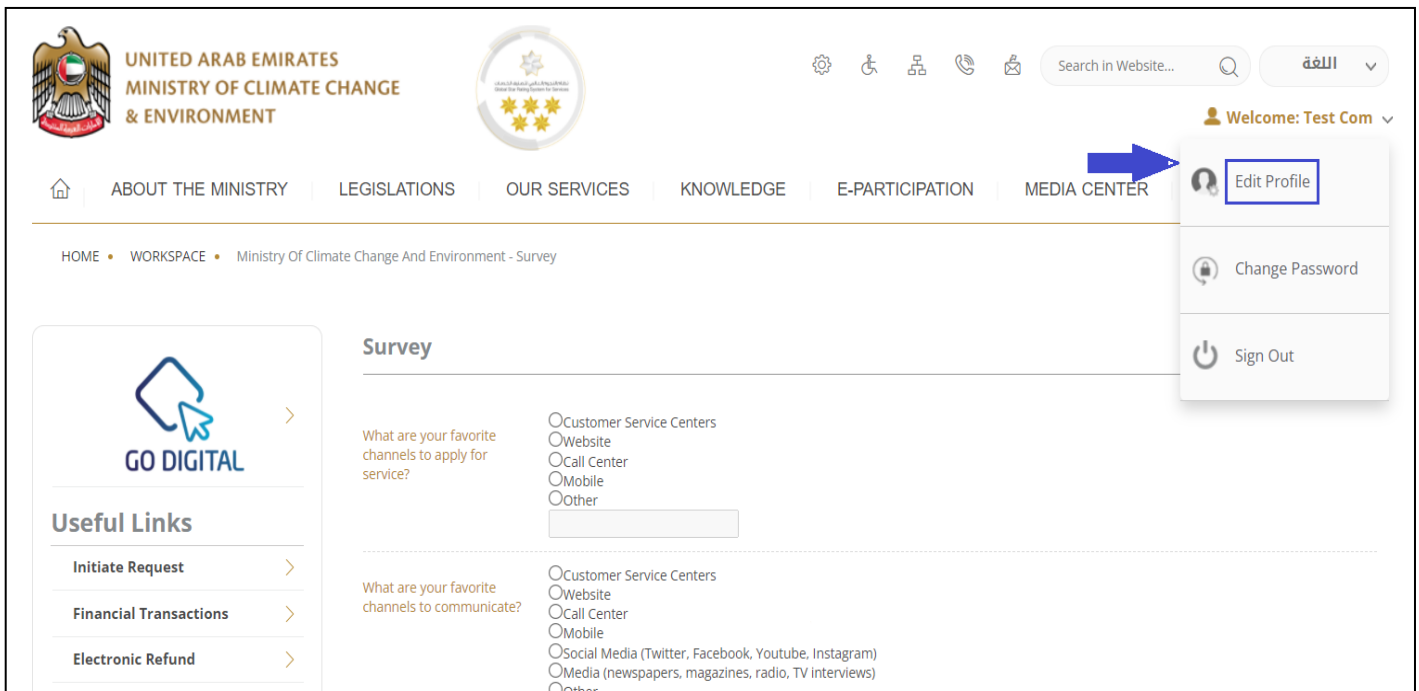


Figure 4 - Update Profile

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

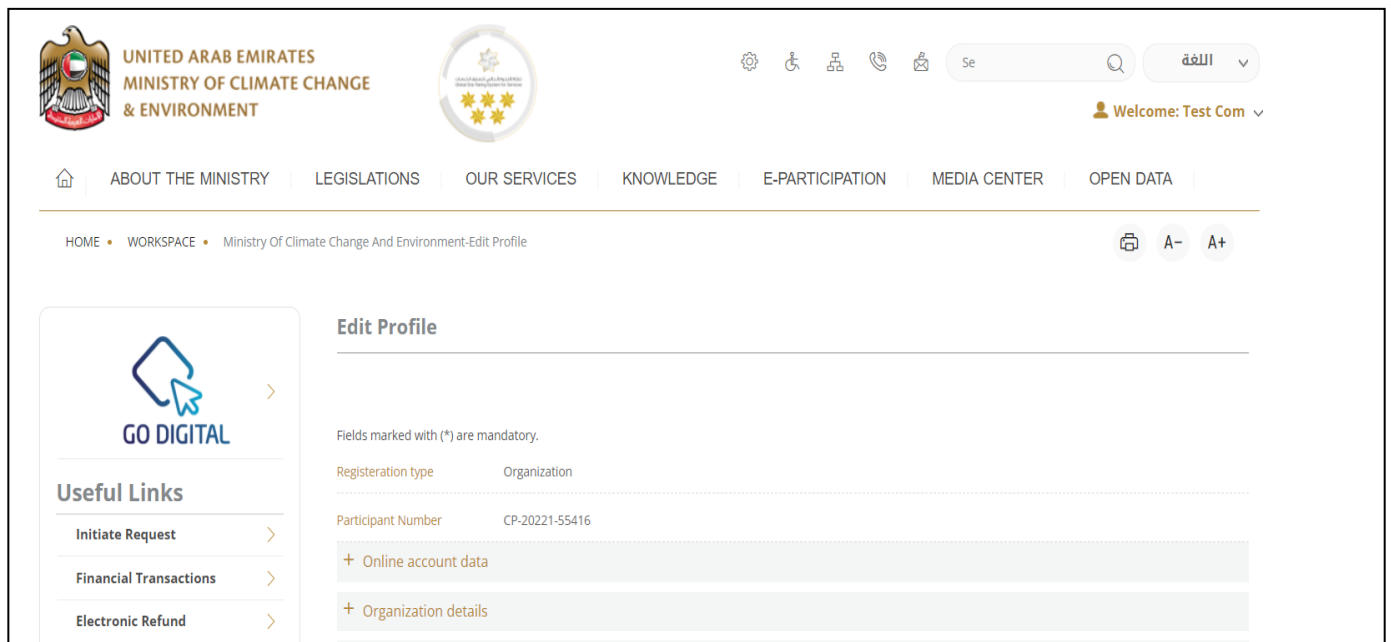



Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

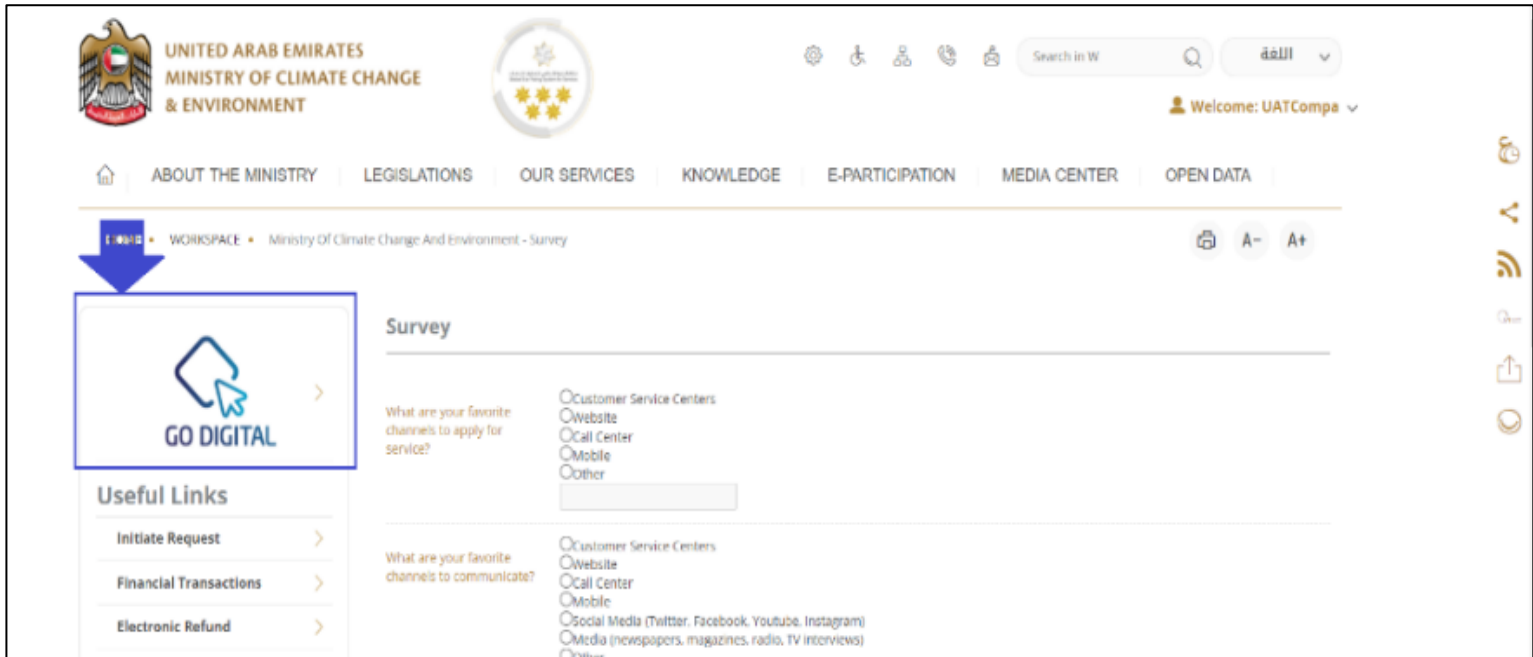


Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

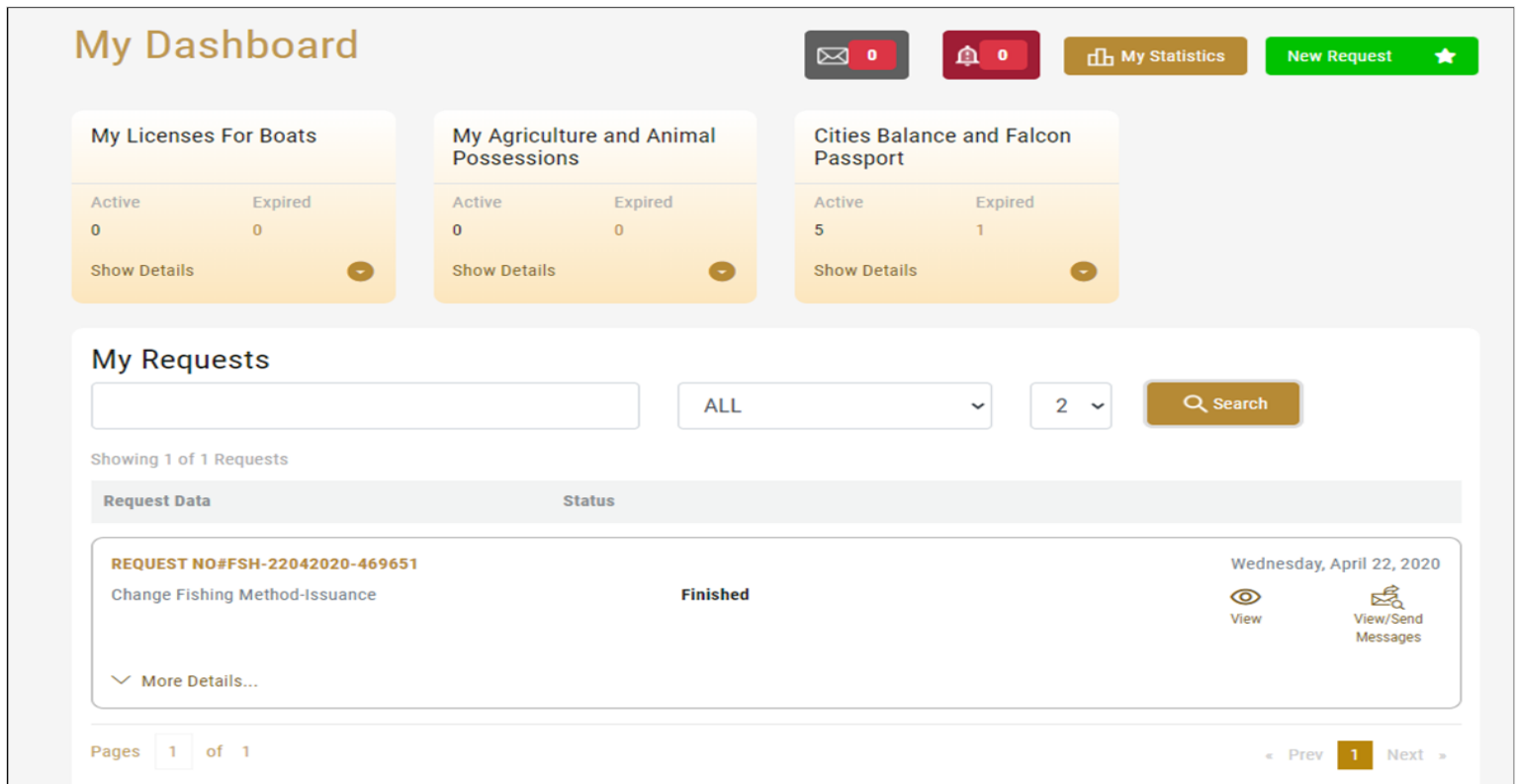
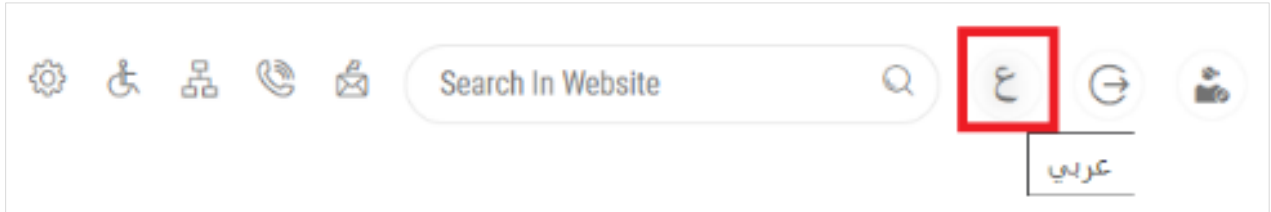


Figure 7- My Dashboard

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.

The screenshot displays the 'My Dashboard' interface. At the top right, there are notification icons for messages (0) and alerts (0), along with buttons for 'My Statistics' and 'New Request'. Below these are three summary cards: 'My Licenses For Boats' (0 Active, 0 Expired), 'My Agriculture and Animal Possessions' (0 Active, 0 Expired), and 'Cities Balance and Falcon Passport' (5 Active, 1 Expired). Each card has a 'Show Details' button and a dropdown arrow.

The 'My Requests' section features a search bar, a filter dropdown set to 'ALL', a page count dropdown set to '2', and a 'Search' button. Below this, it shows 'Showing 1 of 1 Requests'. A table with columns 'Request Data' and 'Status' contains one entry:

Request Data	Status	
<p>REQUEST NO#FSH-22042020-469651</p> <p>Change Fishing Method-Issuance</p> <p>▼ More Details...</p>	Finished	<p>Wednesday, April 22, 2020</p> <p>View View/Send Messages</p>

At the bottom, there is a pagination control showing 'Pages 1 of 1' and navigation arrows for 'Prev' and 'Next'.

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:

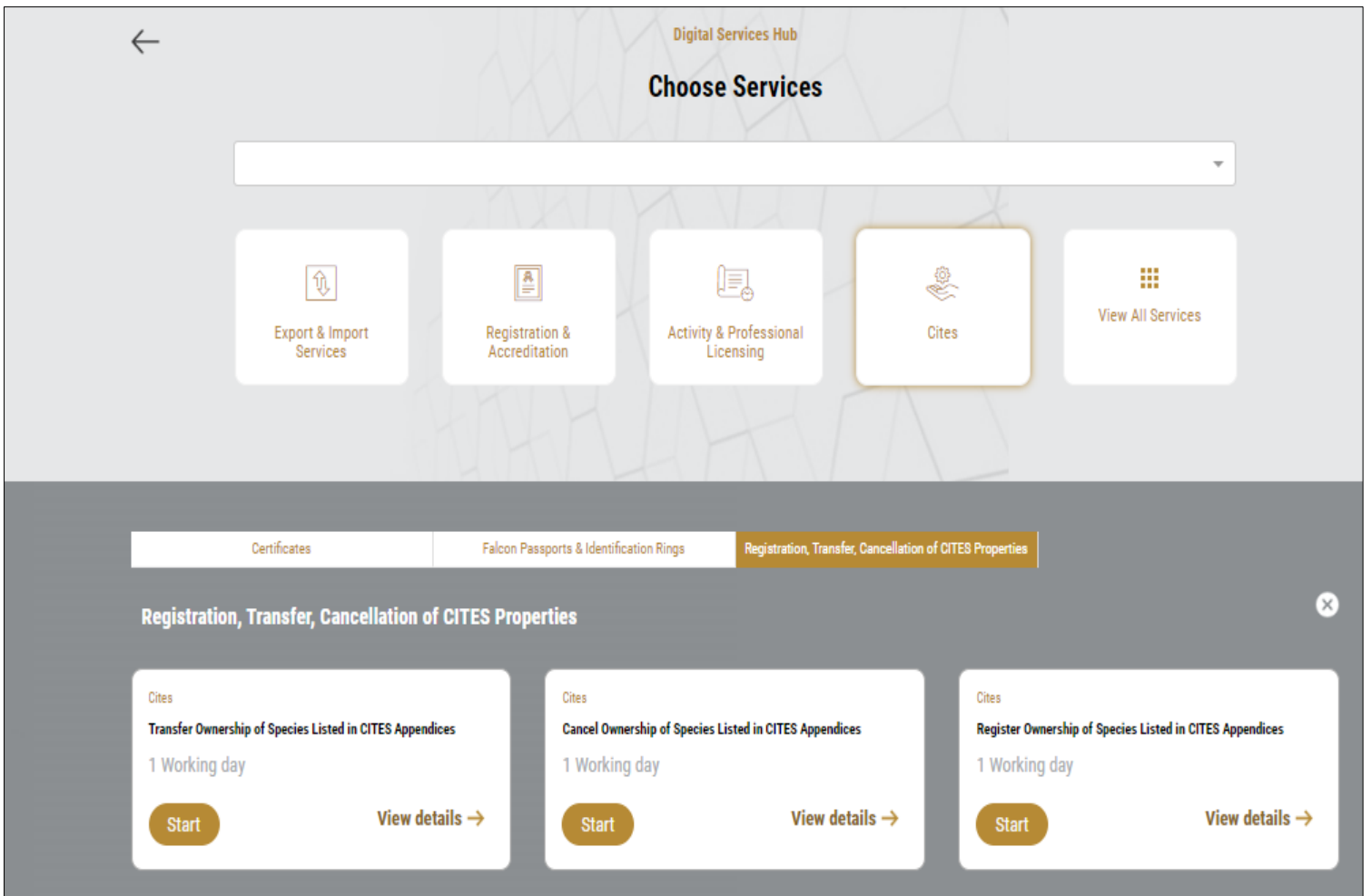


Figure 10 – Service New Request

- 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.

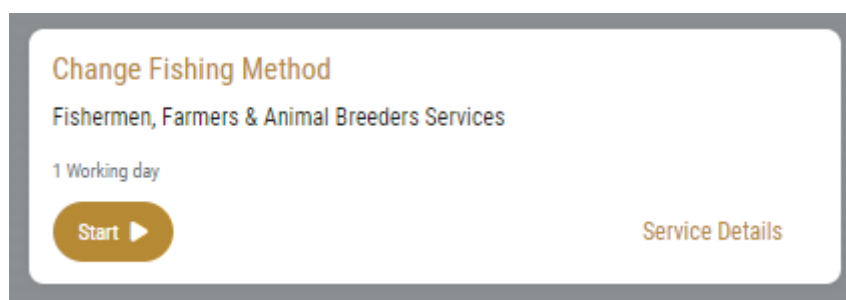


Figure 11 - Service Card

3- Click on *Start* 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.

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.

The screenshot displays a dashboard with four service categories: 'My Licenses For Practicing Professional', 'My Licenses For Boats', 'My Agriculture and Animal Possessions', and 'Cities Balance and Falcon Passport'. Each category shows counts for 'Active' and 'Expired' items and a 'Show Details' button. Below this is the 'My Requests' section, which includes a search bar for 'Enter Request Number', a status dropdown set to 'ALL', a page size dropdown set to '5', and a 'Search' button. It indicates 'Showing 3 of 197 Requests' and shows a table with columns for 'Request Data' and 'Status'. A specific request is highlighted with details: 'REQUEST NO #APH-14052023-479726', 'Sunday, May 14, 2023', and 'Finished'. Action buttons for 'Register / Modify / Cancel an Animal Holding-Issuance', 'View', and 'View/Send Messages' are visible for this request.

Figure 12 - 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

Change Fishing Method

Show Service Card

apply for Change Fishing Method

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.

Change Fishing Method

Applicant Information

Applicant Name *

Edit Applicant Information
New Applicant

Next

Figure 13 - 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.

Change Fishing Method

Applicant Information

Applicant Name *

ID Passport

Passport No. *

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *
 Arabic English Urdu

Figure 14 - Applicant's Information Page

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

Figure 20 - Service Information

- 5- After filing details Click Next

Boat	
جعد	
Boat Number	
DF150	
Fishing Technique	Net Type
الشباك	ضغوة وحوشة وحلاق
Old Fishing Technique	Old Net Type
الشباك	ضغوة وحوشة

Figure 21 - Service Information

6- Click Next to review your request then Click Submit

Boat
رقب

Boat Number
DF150

Fishing Technique
الشباك

Net Type
ضغوة وحوشة وحلاق



Old Fishing Technique
الشباك

Old Net Type
ضغوة وحوشة

Accept Terms & Conditions *

Back Submit

Figure 15 – Service Request Review

- 7- Check the I Agree to the Terms and Conditions box. Click submit 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
- 8- Once your request gets approved, the request status will change to *Finished*. You can then view or download your certificate.
- 9- Locate the completed request then click on  to download your certificate, or  to view the request

REQUEST NO#FSH-22042020-469652

Change Fishing Method-Issuance

Finished

Wednesday, April 22, 2020

View View/Send Messages

More Details...