



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

**Request a free sale certificate for a veterinary
product**

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 covers all 115 services that MOCCA 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 MOCCAЕ Website

First you need to log in to the MOCCAЕ website.

- 1- Open your browser then navigate to MOCCAЕ website <https://www.moccae.gov.ae/>
- 2- Click on the *Login* icon.

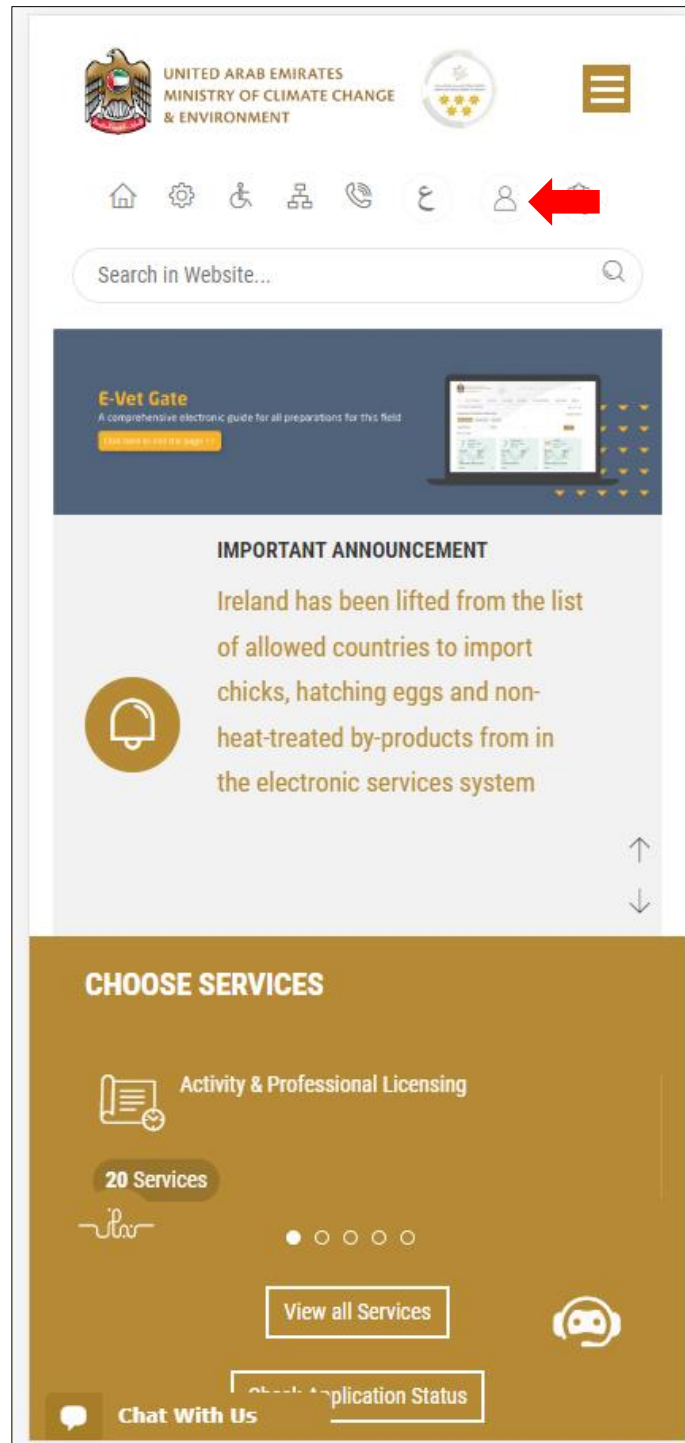
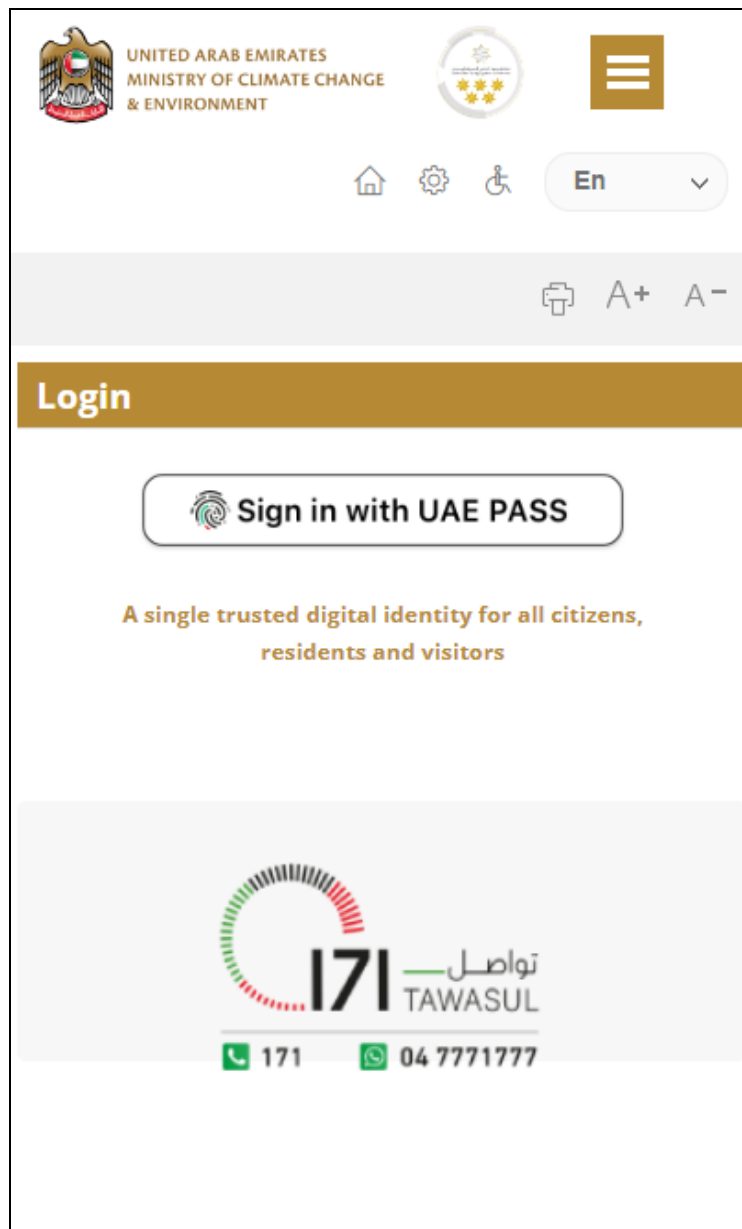


Figure 1 – MOCCAЕ Website Home Page

1- Click on Sign in with UAE PASS.



2- Enter ID or Mobile or email which has been registered in UAE pass.

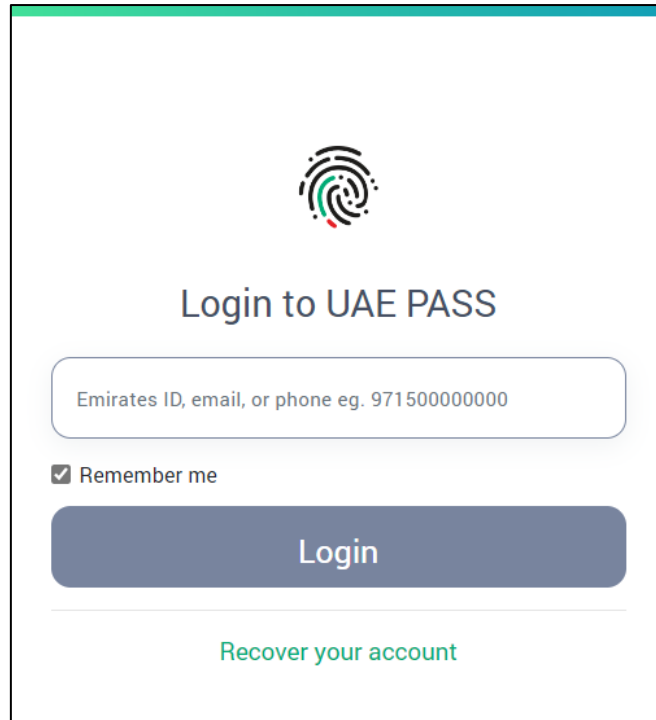
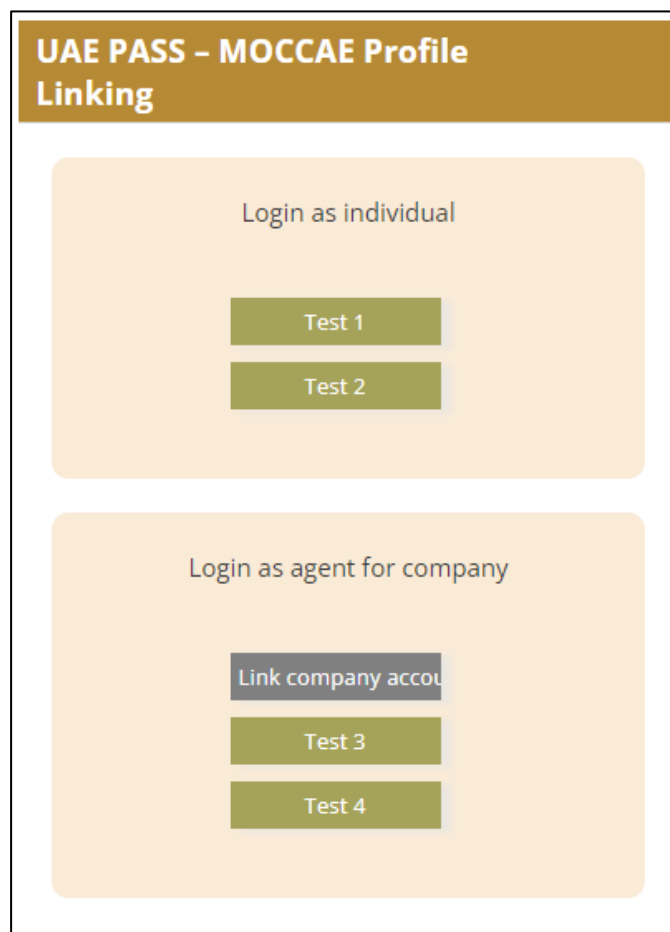


Figure 2 - Login Page

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



4- You will be logged in successfully and directed to MOCCAЕ survey page.

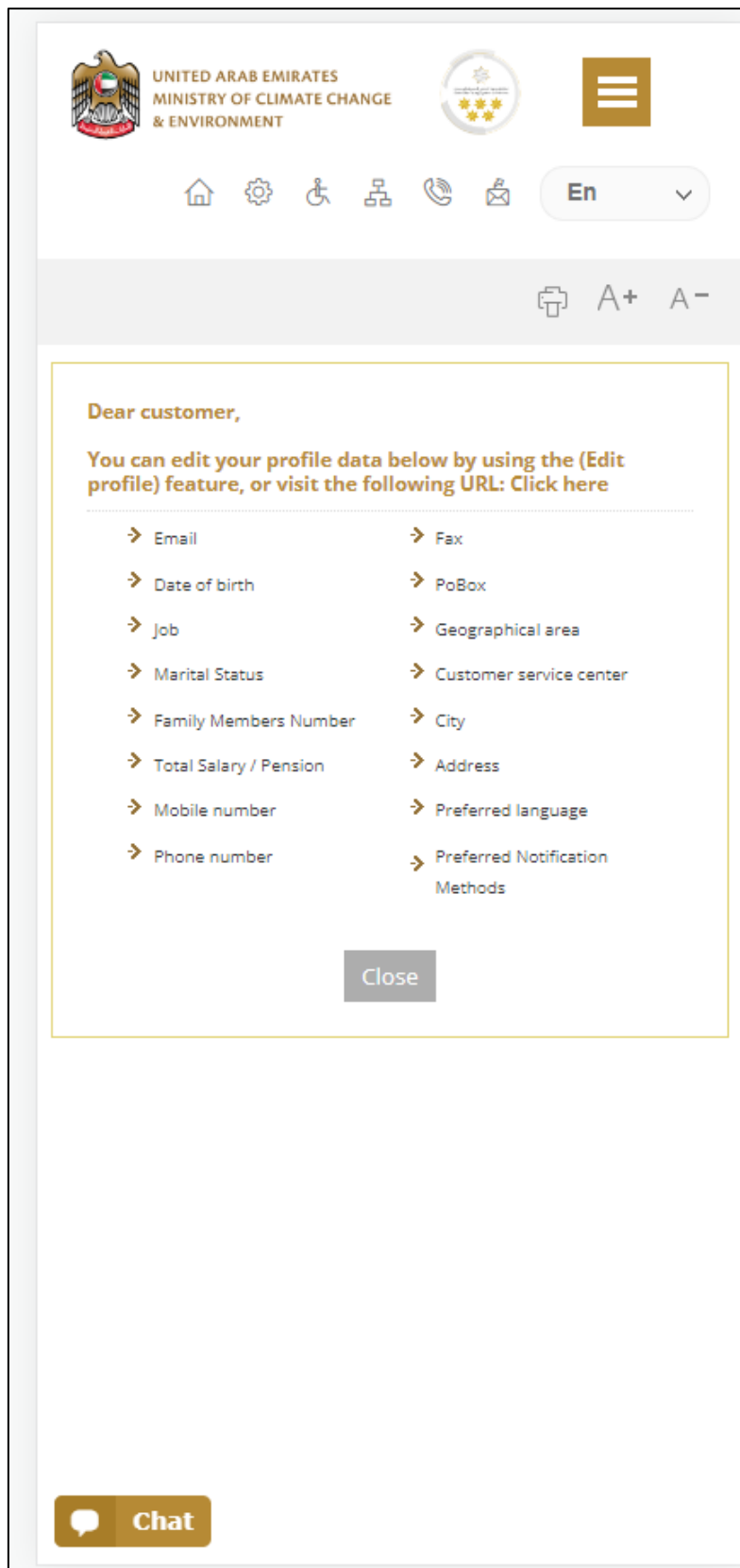



Figure 3 - MOCCAЕ Survey Page

View/Update Customer Profile

- 1- Click on the top right icon 
- 2- Click on *Edit Profile*.

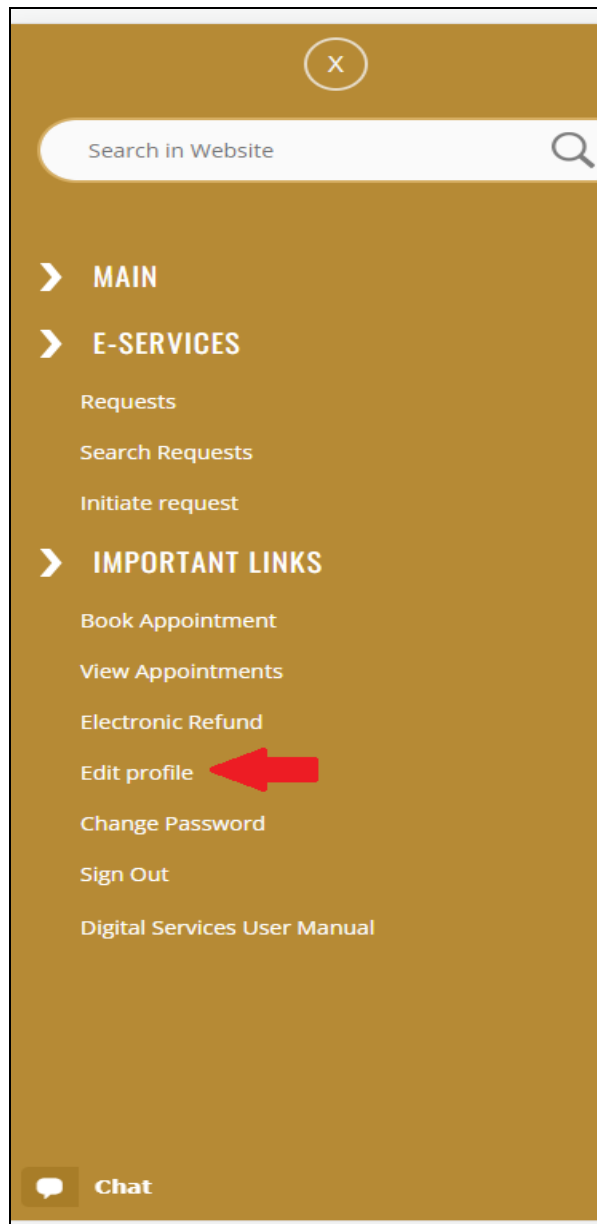


Figure 4 - Update Company Profile


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

The screenshot shows the 'Edit Profile' interface. At the top, there is a header with the UAE Ministry of Climate Change & Environment logo and name, a circular icon with three stars, and a hamburger menu icon. Below the header is a navigation bar with icons for home, settings, accessibility, organization, contact, and email, along with a language dropdown set to 'En'. A secondary bar contains a print icon and font size controls 'A+' and 'A-'. The main content area is titled 'Edit Profile' and includes a note: 'Fields marked with (*) are mandatory.' The form is divided into sections: 'Registration type' (Individual), 'Participant Number' (IN-20174-86637), 'Online account data' (Email field with microphone and info icons), 'Confirm Email' (field with microphone and info icons), 'Enable 2 Step Authentication feature' (checkbox), 'Individual details' (Full arabic name * field with microphone and info icons, and a note: 'This field accepts English letters in case the client can't speak Arabic'), and 'Full english name *' (field).

Figure 5 - Edit Profile

- 3- You can modify the following details:
- **Online account data** including company email address
 - **Organization details** including company name, license and authority details
 - **Company Geographical Data** including company location details
 - **Communication Data** including primary contact number, email and address details

Running the 'Go Digital' Services

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

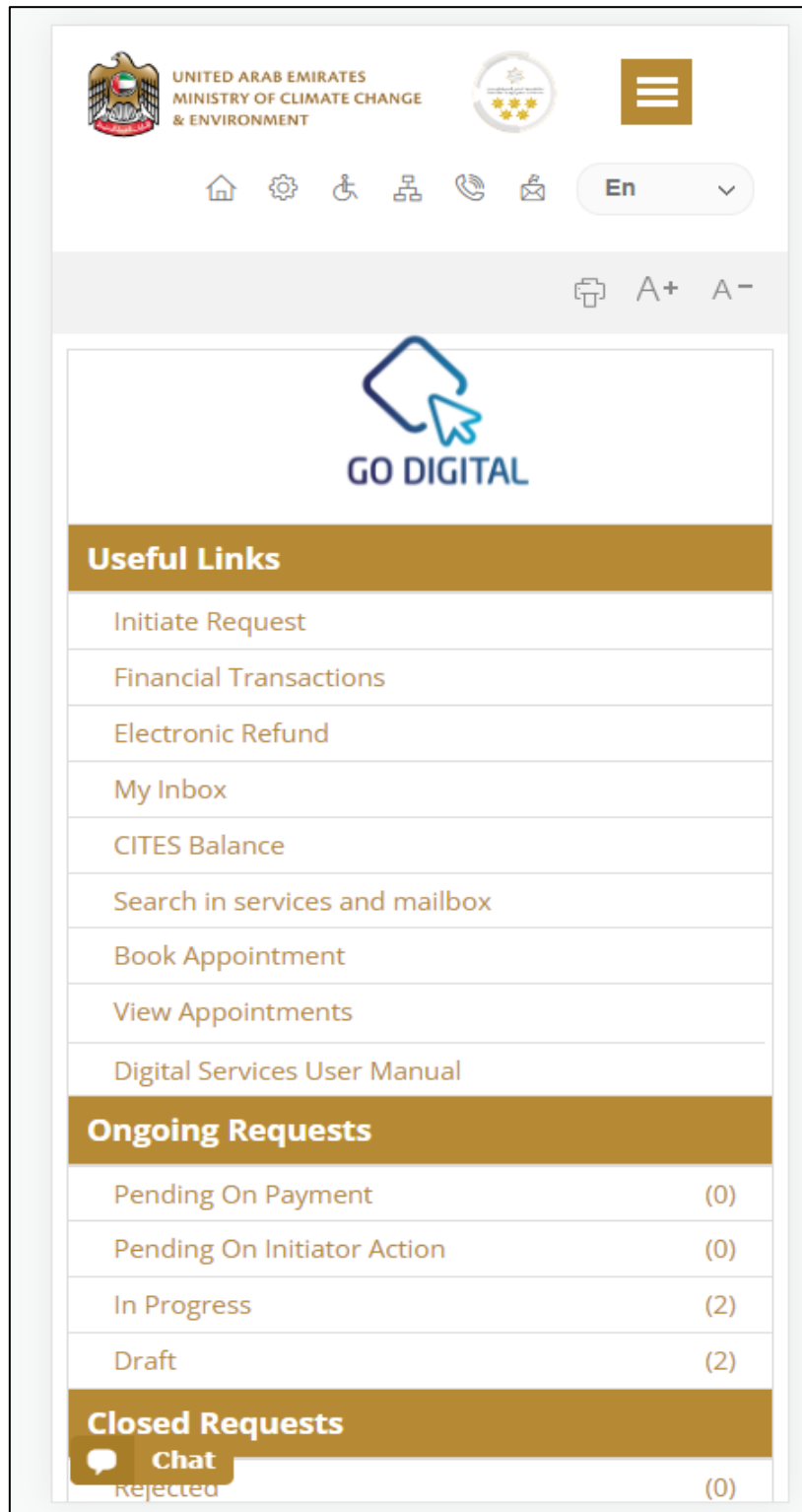


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

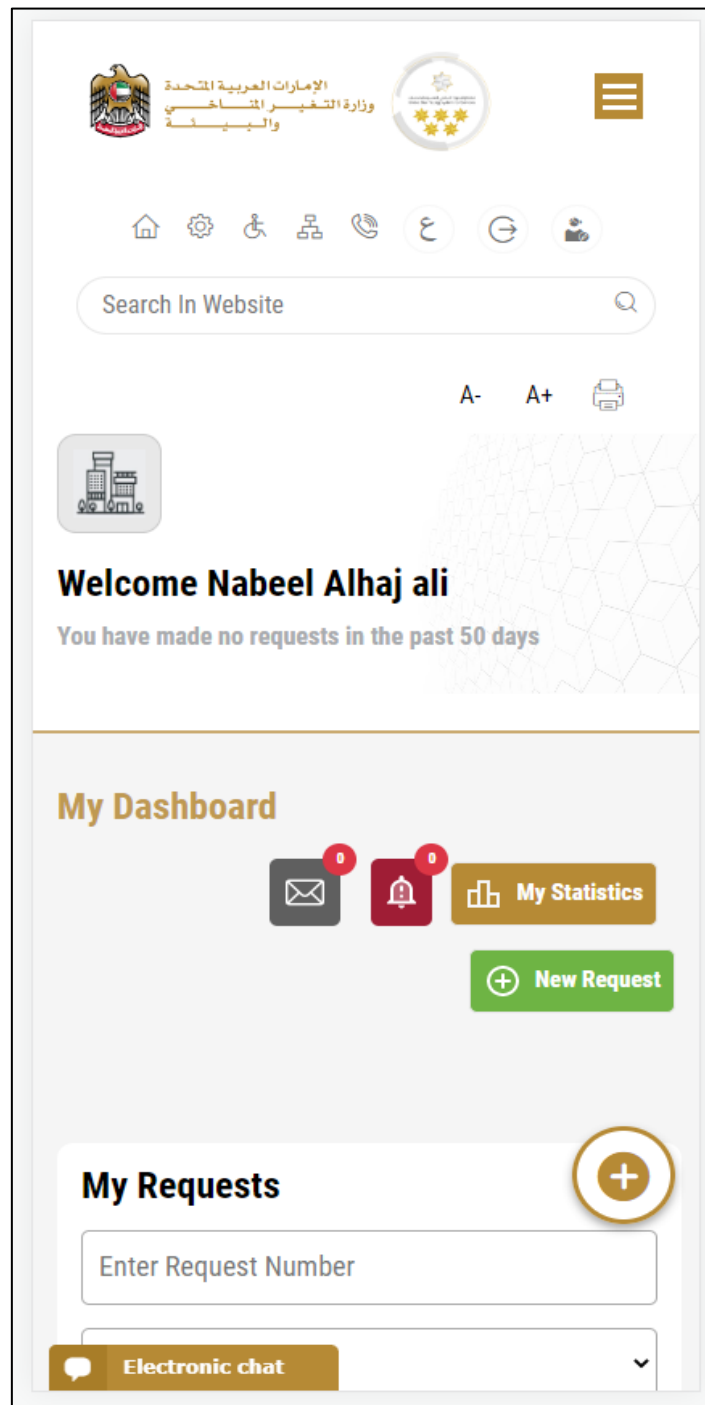


Figure 7- My Dashboard

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.

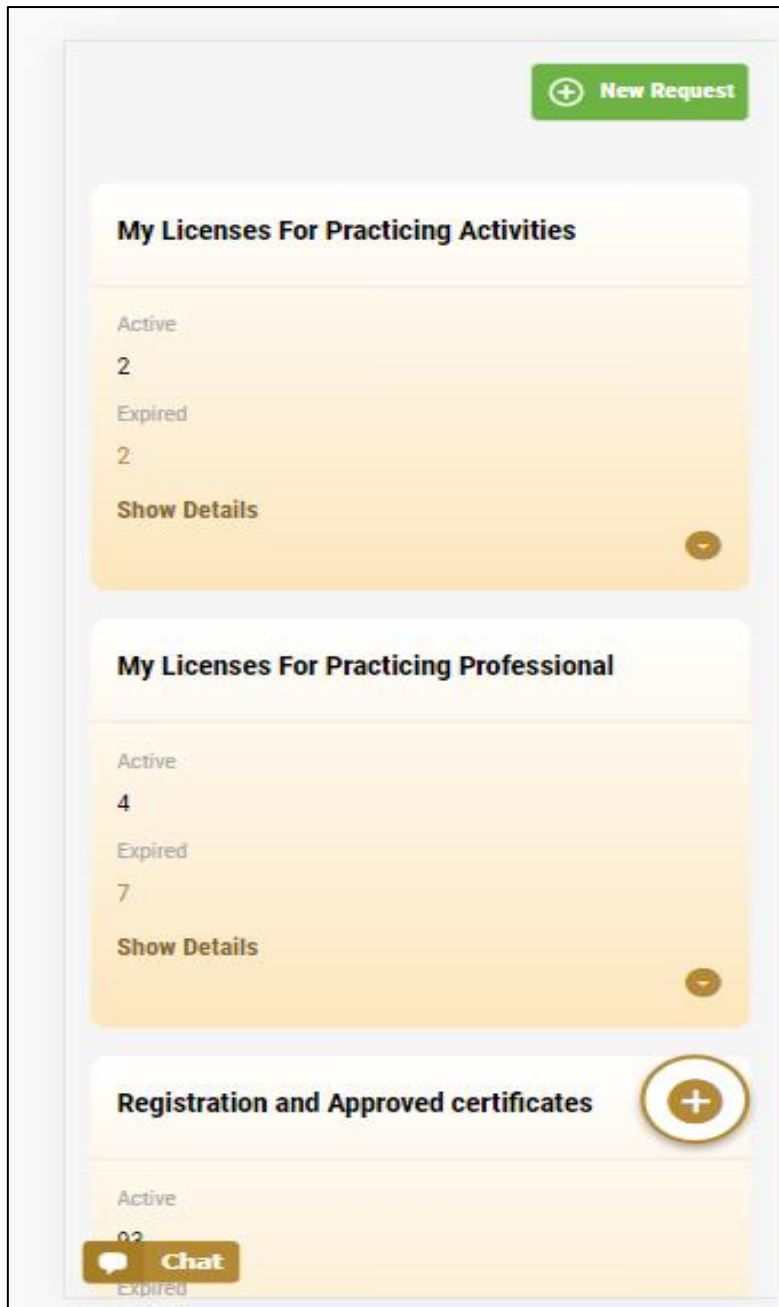


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL ▼

10 ▼

🔍 Search

Showing 3 of 1386 Requests







Request Data	Status
<p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p>	<div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  View </div> <div style="text-align: center;">  View/Send Messages </div> </div>
<p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p>	<div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  Chat </div> <div style="text-align: center;">  Cancel </div> <div style="text-align: center;">  View </div> <div style="text-align: center;">  View/Send Messages </div> </div>

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:

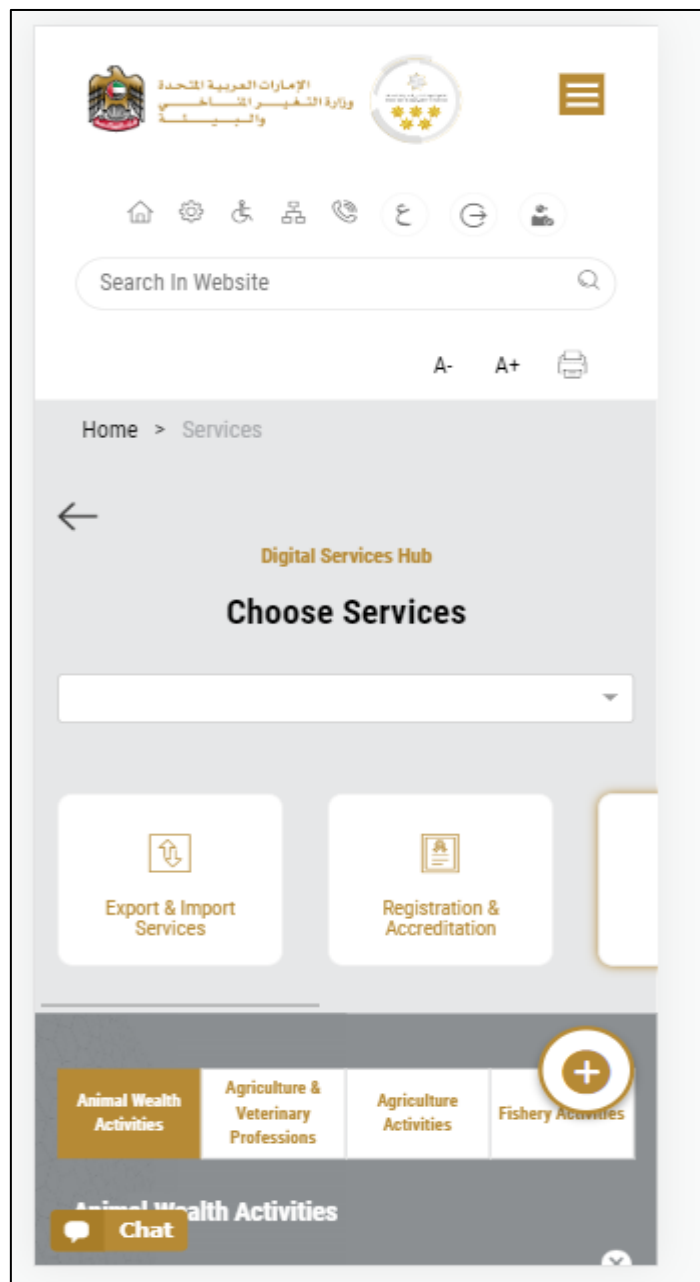


Figure 10 – Service New Request

- 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.

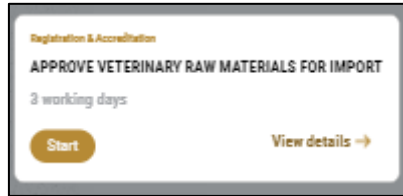


Figure 11 - Service Card

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

You can click on *Save 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*.

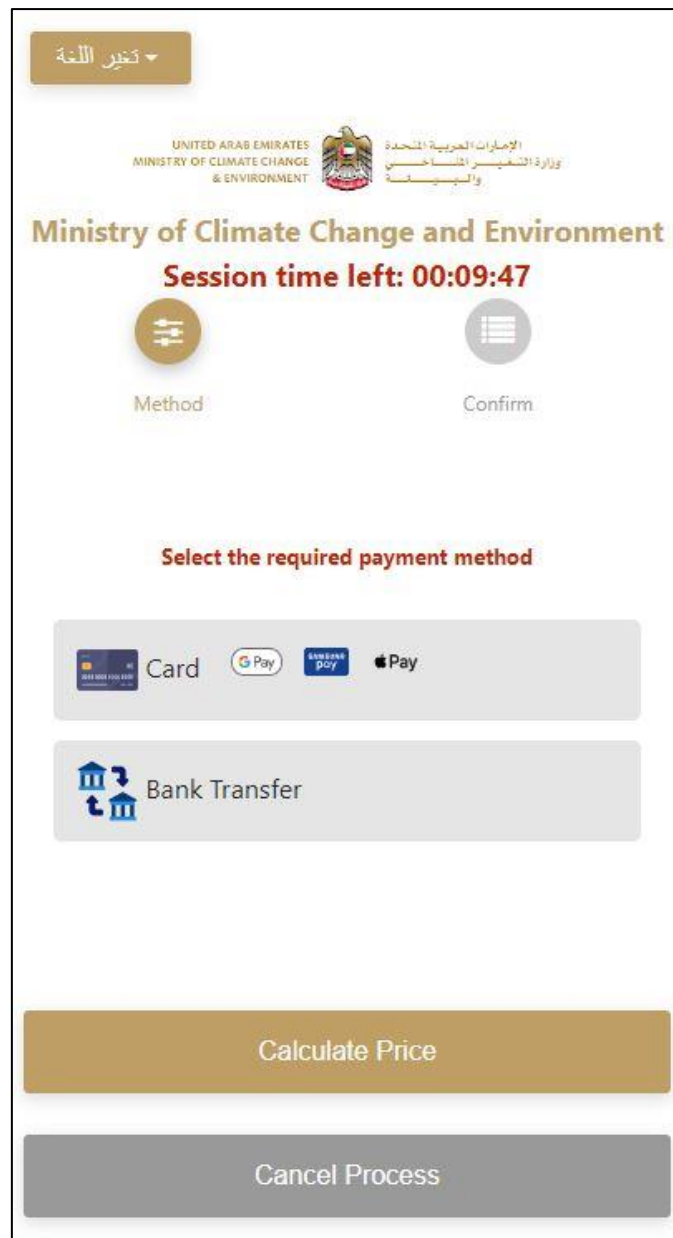


Figure 12 - Payment Gateway

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

The screenshot displays the Ministry of Climate Change and Environment digital services interface. The header includes the ministry's name in English and Arabic, along with the UAE coat of arms. A session timer shows 00:04:02 remaining. Two main buttons are visible: 'Method' and 'Confirm'. The main content area is divided into two sections. The left section, titled 'service name will appear here', shows a 'Service' card with the following details: Description: Service, Amount: AED, Tax Amount (AED): 0 AED, Quantity: 1, and Total With Tax Amount: AED. The right section, titled 'Request Fees', shows a 'Request Fees' card with the following details: Description: Card Charges, Amount: 2.04 AED, Tax Amount (AED): 0.1 AED, and Total With Tax Amount: 2.14 AED. Below these cards, a summary table shows Total Tax: AED and Total Amount: AED. At the bottom, there are three buttons: 'Proceed With Payment', 'Change Payment Method', and 'Cancel Process'. The interface is powered by ATB.




Figure 13 - Service Fees Details

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

Ministry of Climate Change and Environment

Total Payment: 503.57 AED

Session time left: 00:03:30

Cardholder Name

Cardholder Name

Card Number

XXXX XXXX XXXX XXXX

Month

Month

Year

Year

CVV

I agree to [Terms&Conditions](#)

Pay Now

Change Payment Method

Cancel Process

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*.

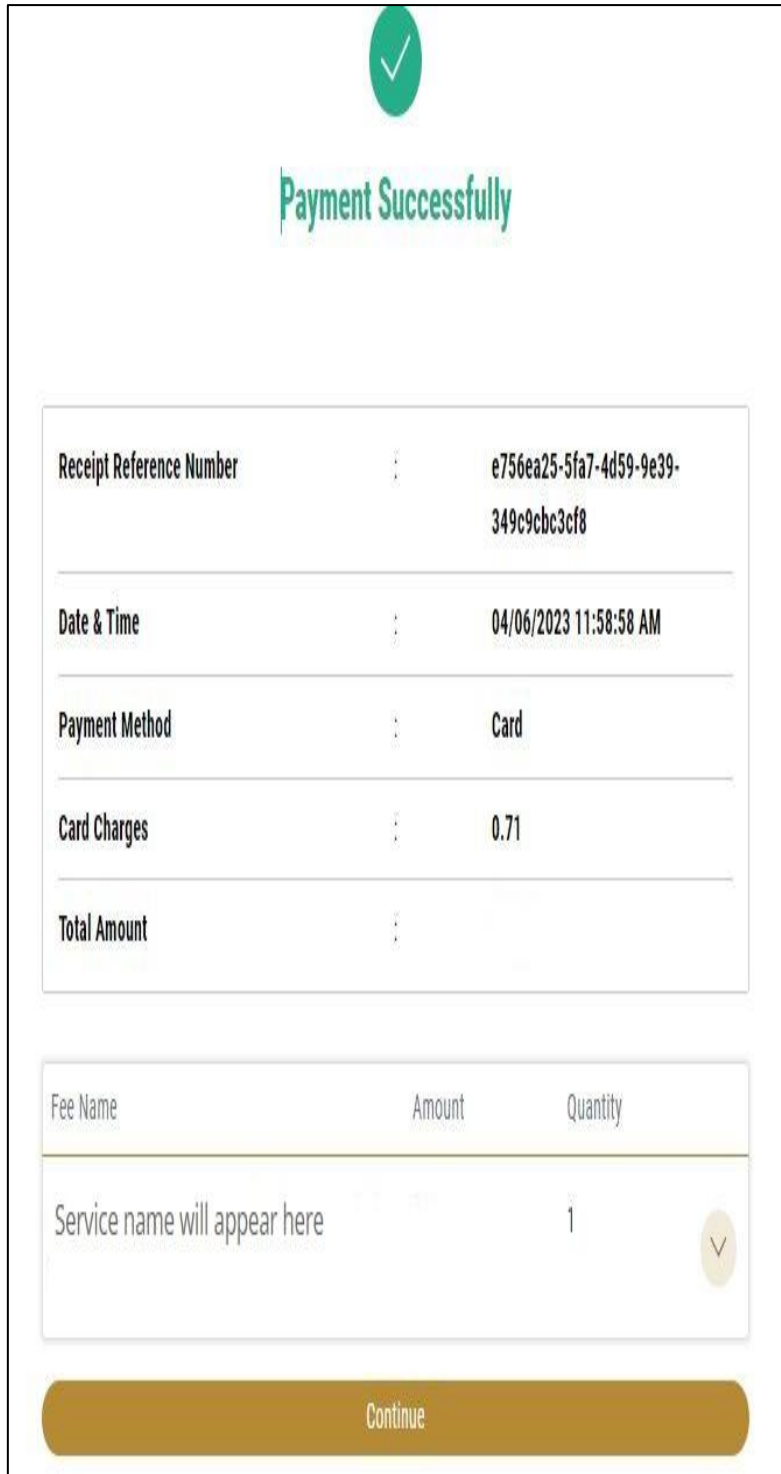


Figure 15 - Payment Confirmation

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.

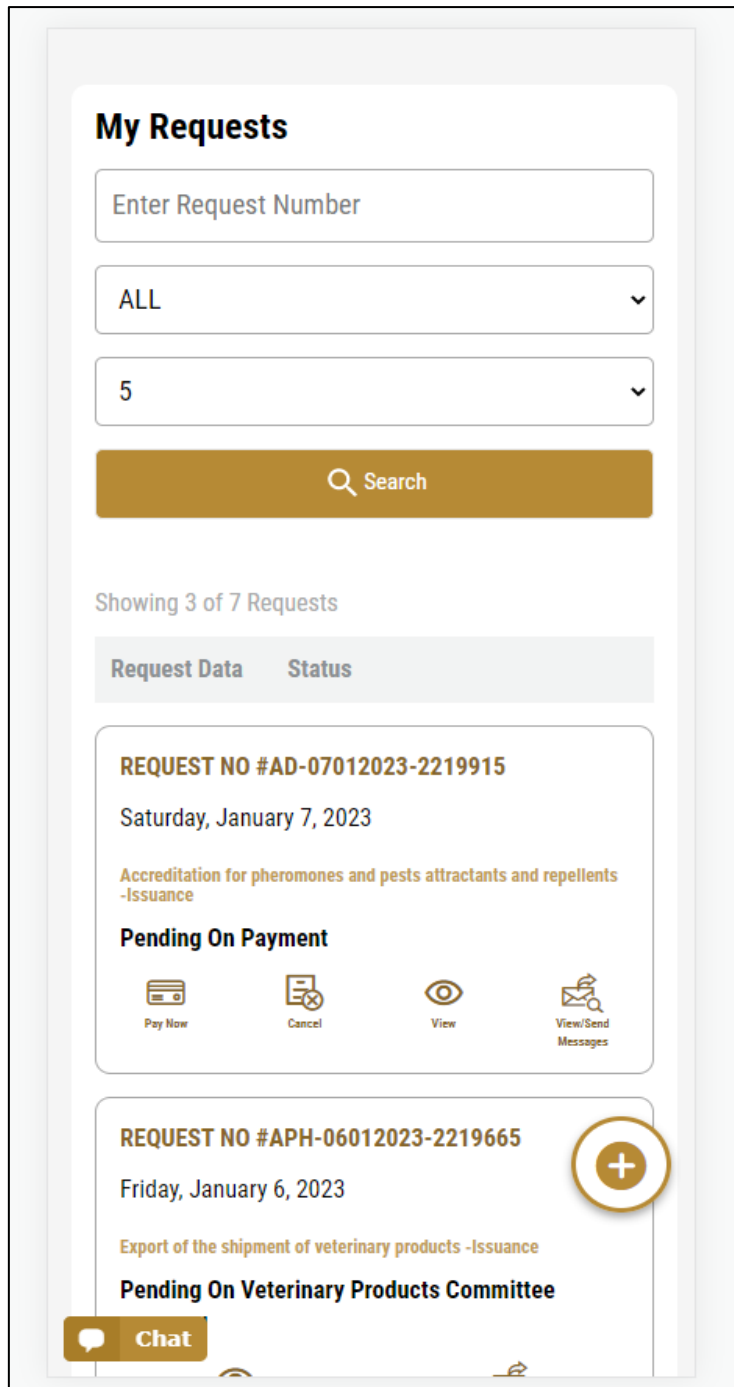




Figure 16 - Select Request to Retrieve

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 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 a Certificate

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





My Requests

ALL 

5 

 Search

Showing 3 of 1387 Requests

Request Data	Status
<p>REQUEST NO #AD-07012023-2219915</p> <p>Saturday, January 7, 2023</p> <p style="color: #8B733D;">Service name will appear here</p> <p style="color: green; font-weight: bold;">Completed</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <small>Download</small> </div> <div style="text-align: center;">  <small>View Payment Receipt</small> </div> <div style="text-align: center;">  <small>View</small> </div> <div style="text-align: center;">  <small>View/Send Messages</small> </div> </div>	


- 2- Locate the required certificate, then click on  to view and download the certificate, or click on  to view the service request.

Request a free sale certificate for a veterinary product


Service Description

[Service Card](#)

To apply for a License for Accreditation for pheromones and pests attractants and repellents

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request 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*  . The Applicant information view will be displayed.
- 4- 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*.
 - c. Select the request purpose.

The applicant's information will be displayed and the request purpose.



0% progress

Request a free sale certificate for a veterinary product

Applicant Information

Applicant Name *

Edit Applicant Information New Applicant

Next

Figure 17 - Select Applicant Name

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

The screenshot displays a mobile application interface for requesting a free sale certificate for a veterinary product. The main heading is "Request a free sale certificate for a veterinary product". Below this is a section titled "Applicant Information".

The form includes the following elements:

- Applicant Name ***: A dropdown menu for selecting the applicant's name.
- Cancel Adding**: A button to cancel the current entry.
- ID Selection**: Two radio buttons to select the type of ID: "ID" (selected) and "Passport".
- ID No. ***: A text input field containing "784-". Below it, a note specifies the format: "Emirates ID format 784-XXXX-XXXXXXX-X".
- Verify ID No.**: A button to verify the entered ID number.
- Name ***: A text input field for the applicant's name.
- Mobile No. ***: A text input field for the applicant's mobile number. An example number "00971123456789" is provided below the field. A circular "+" icon is overlaid on the right side of the field.
- Electronic chat**: A button with a speech bubble icon at the bottom left of the form.

Figure 18 - Applicant's Information Page

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

Request a free sale certificate for a veterinary product

License Details

License Number
464654

Certificate Type
Veterinarian Establishment License

Last Issuance
01/01/2019

Expiry Date
9/8/2024

User Data

Name

City
city

Mobile

Email
e@e.com

Service Information

Chat

Figure 19 – Service Information

- 7- Click *Next*, to review your request

8- Click *Next* to review your request.

Name

City
city

Mobile
009

Email
e@e.com

Service Information

Product Type
Feed additions

Trade Name
545

Composition
45

Manufacturing Company/Factory Name
ANVET PHARMA JSC

Origin Country
Albania

Accept Terms & Conditions *

Figure 20 – 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* Pay Later, then your request will be saved in your dashboard waiting for payment to be processed.

Request a free sale certificate for a veterinary product

Product Type

Attractants

Trade Name

fdsf

Composition

dfdsf

Manufacturing Company/Factory Name

Alcochem Hygiene

Origin Country

Algeria


Fees (AED)

Fee Name	Quantity	Total
approve pheromone attractant or repelliant additive or substance	1	300
Total		300

Accept Terms & Conditions *

Back
Pay fees
Pay Later

Electronic chat

- 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 MOCCA 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- Locate the completed request then click on  to download your certificate, or  to view the request.

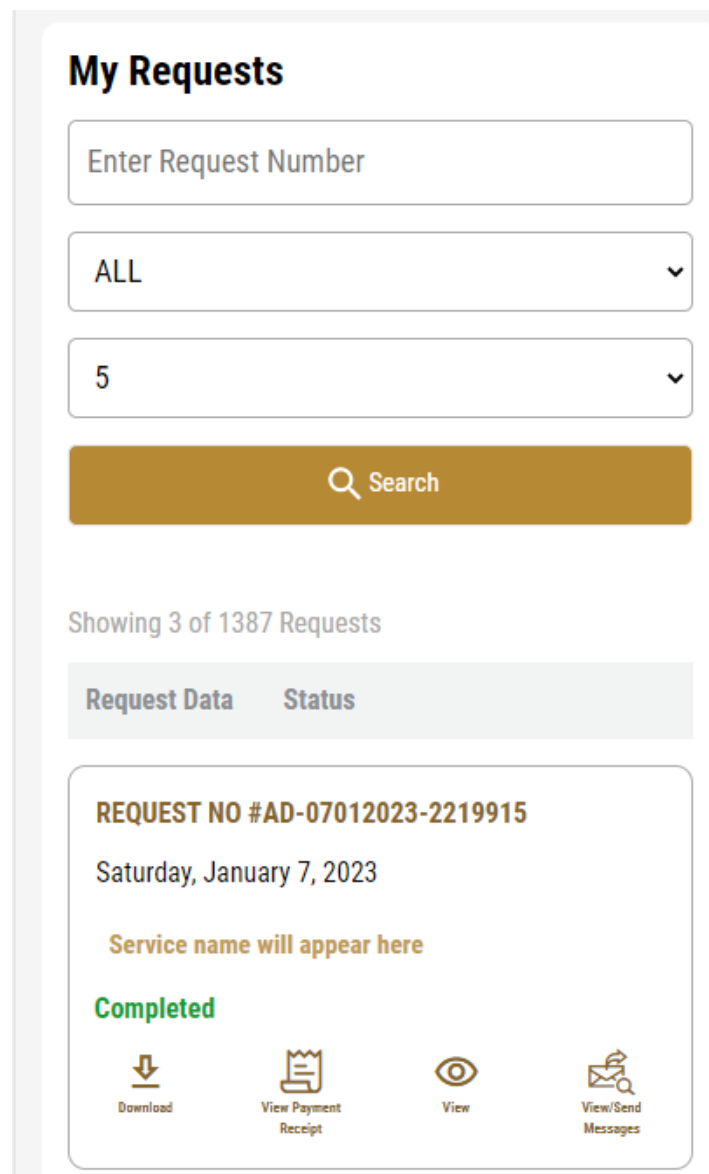


Figure 21 - Download or View Certificate