



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Request Subsidies for Farmers

User Guide


Table of Contents

| | |
|---|----|
| Introduction | 1 |
| Overview | 1 |
| Getting Started..... | 2 |
| Logging in MOCCAIE Website | 2 |
| View/Update Customer Profile..... | 5 |
| Changing the Interface Language | 6 |
| The User Dashboard..... | 6 |
| Using the 'Go Digital' Services | 7 |
| Digital Services Overview | 7 |
| Starting a New Request..... | 7 |
| Retrieve a Service Request | 9 |
| View or Download a Certificate | 10 |
| apply for Request Subsidies for Farmers | 11 |
| How to Pay for a Digital Service..... | 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 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.

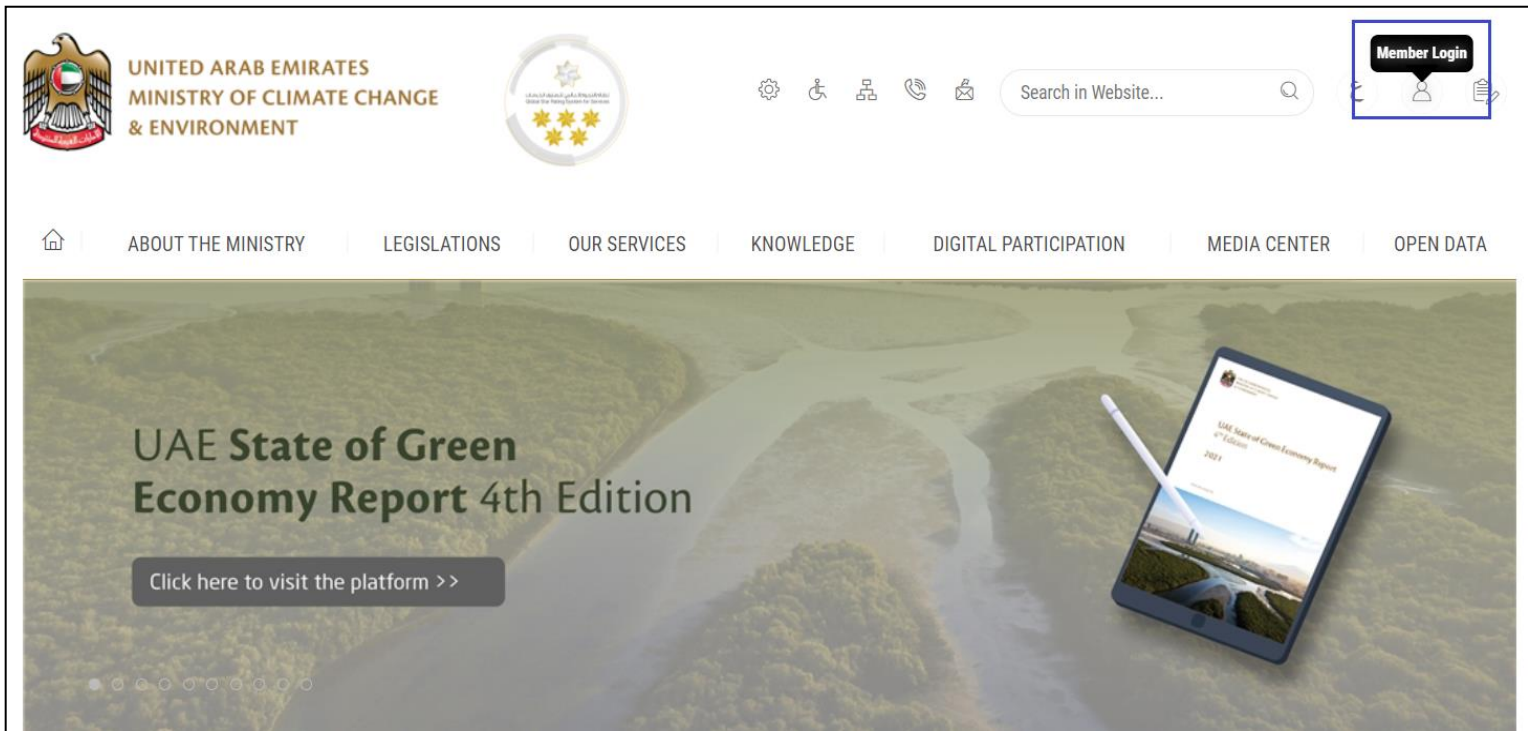
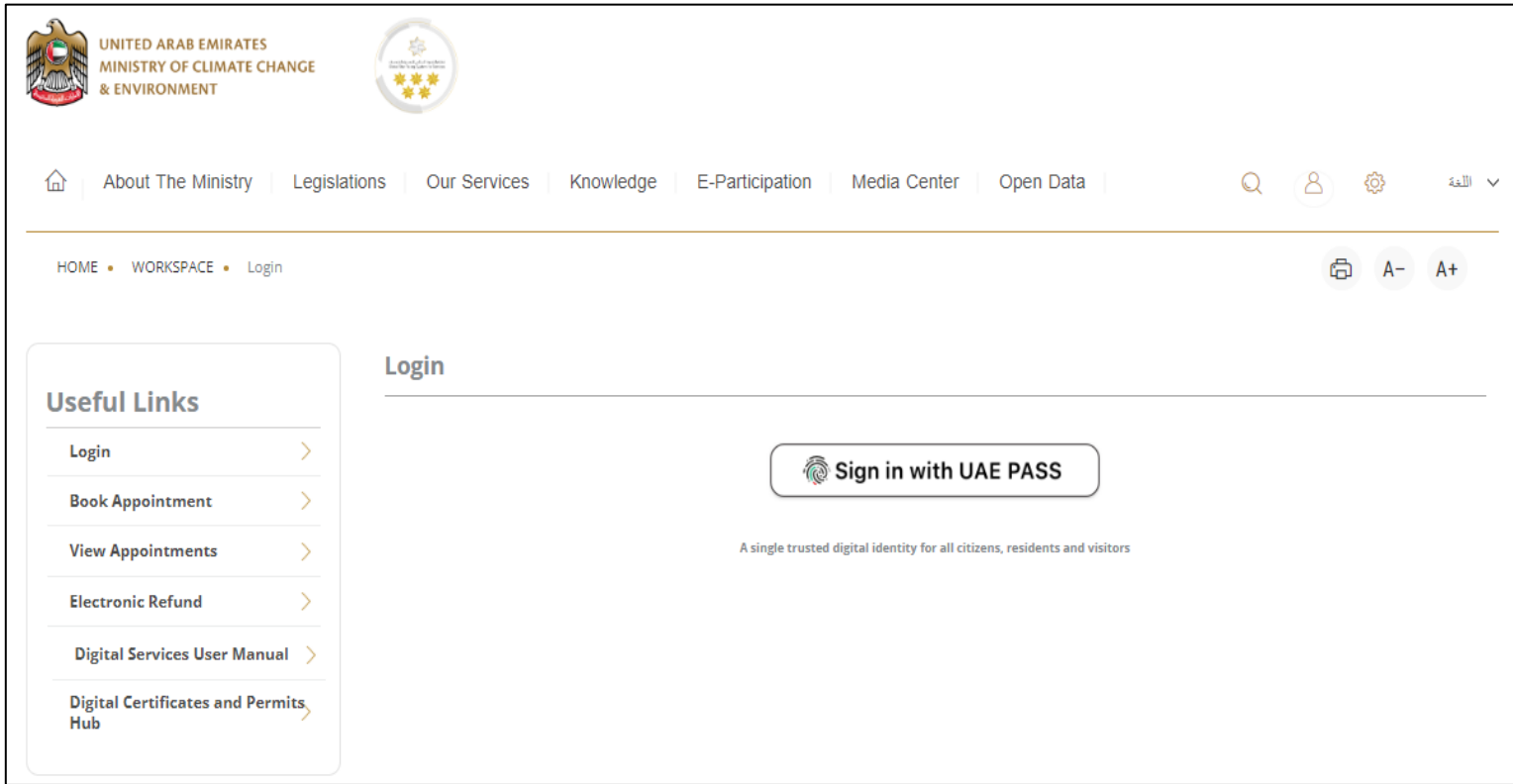


Figure 1 – MOCCAЕ Website Home Page

3- Click on Sign in with UAE PASS.



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

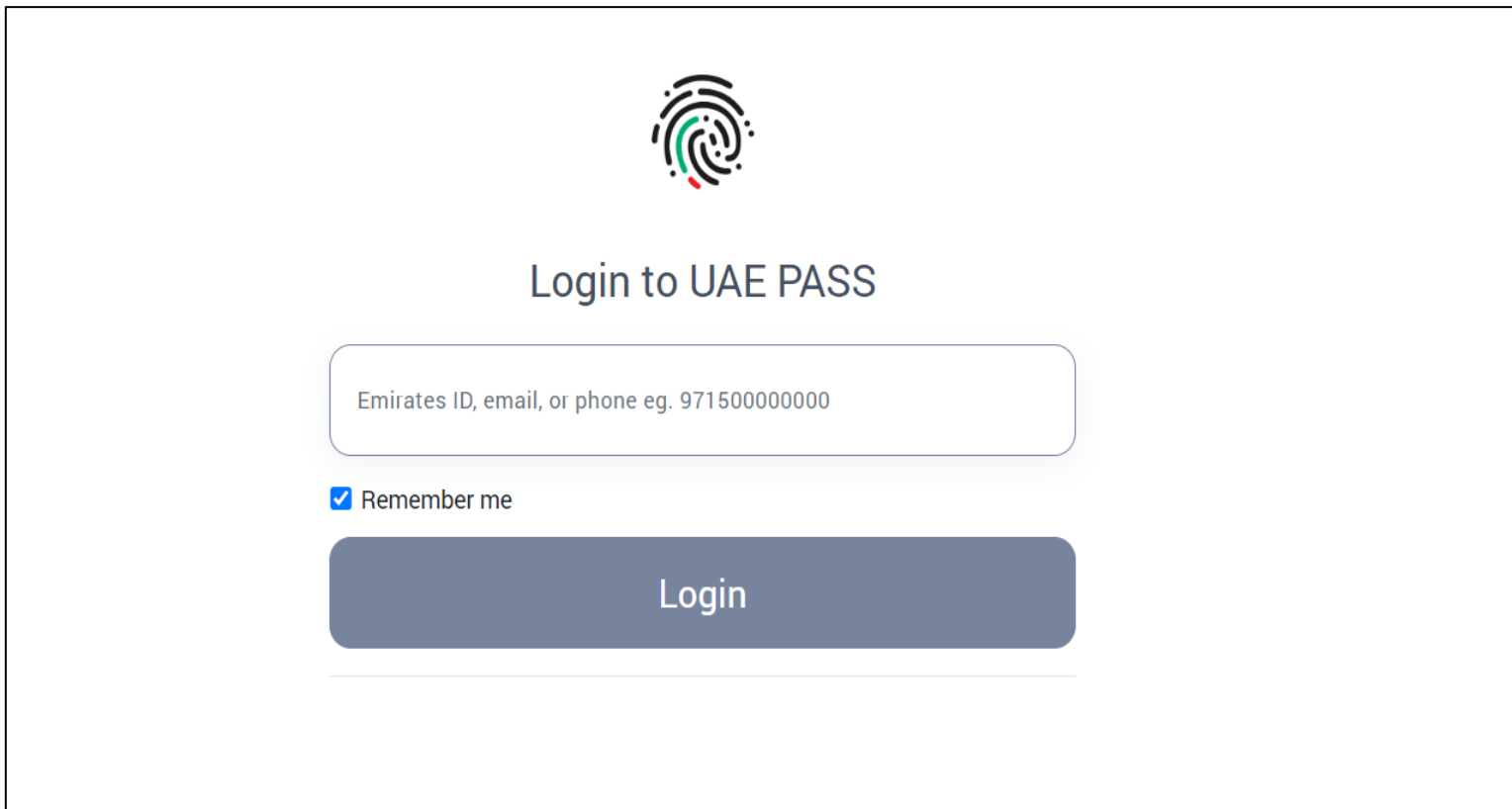


Figure 2 - Login Page

UAE PASS – MOCCAЕ Profile Linking

Login as individual

Test 1

Test 2

Login as agent for company

Link company account

Test 3

Test 4

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

My Dashboard



My Statistics

New Request



My Requests

ALL

5

Search

Showing 3 of 156 Requests

Request Data

Status

REQUEST NO#OTH-10102023-481304

Request Subsidies for Fishermen-Issuance

Finished

Tuesday, October 10, 2023

View

View/Send Messages

More Details...

View/Update Customer Profile

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

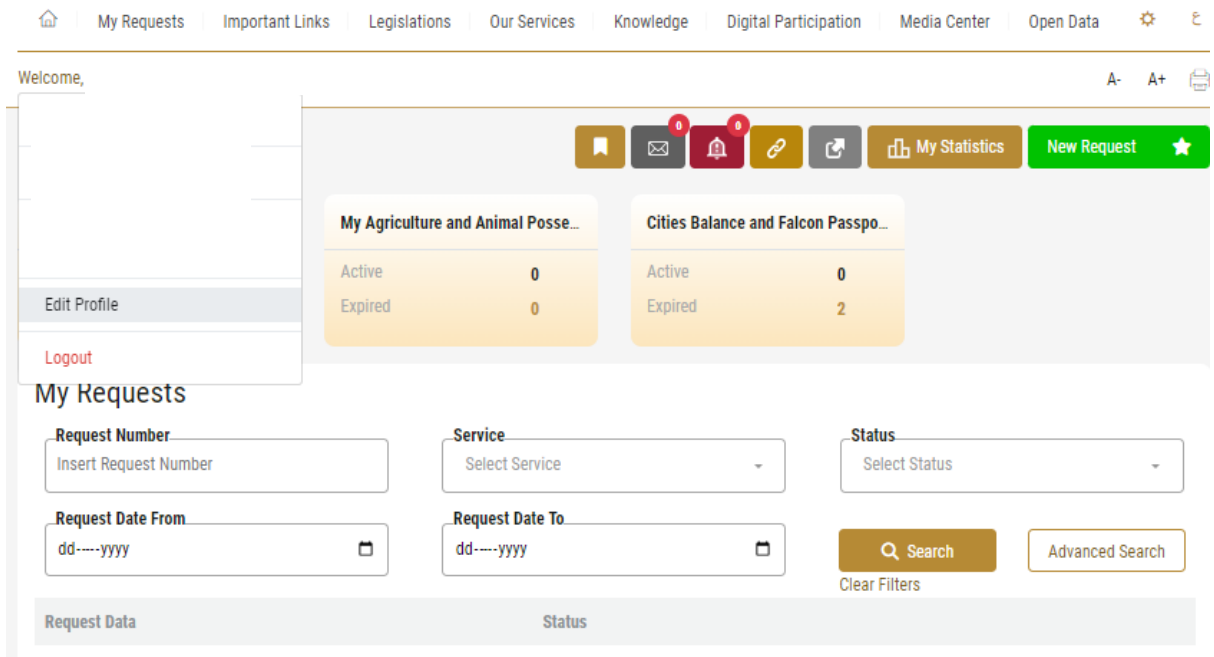


Figure 3 - Update Profile

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

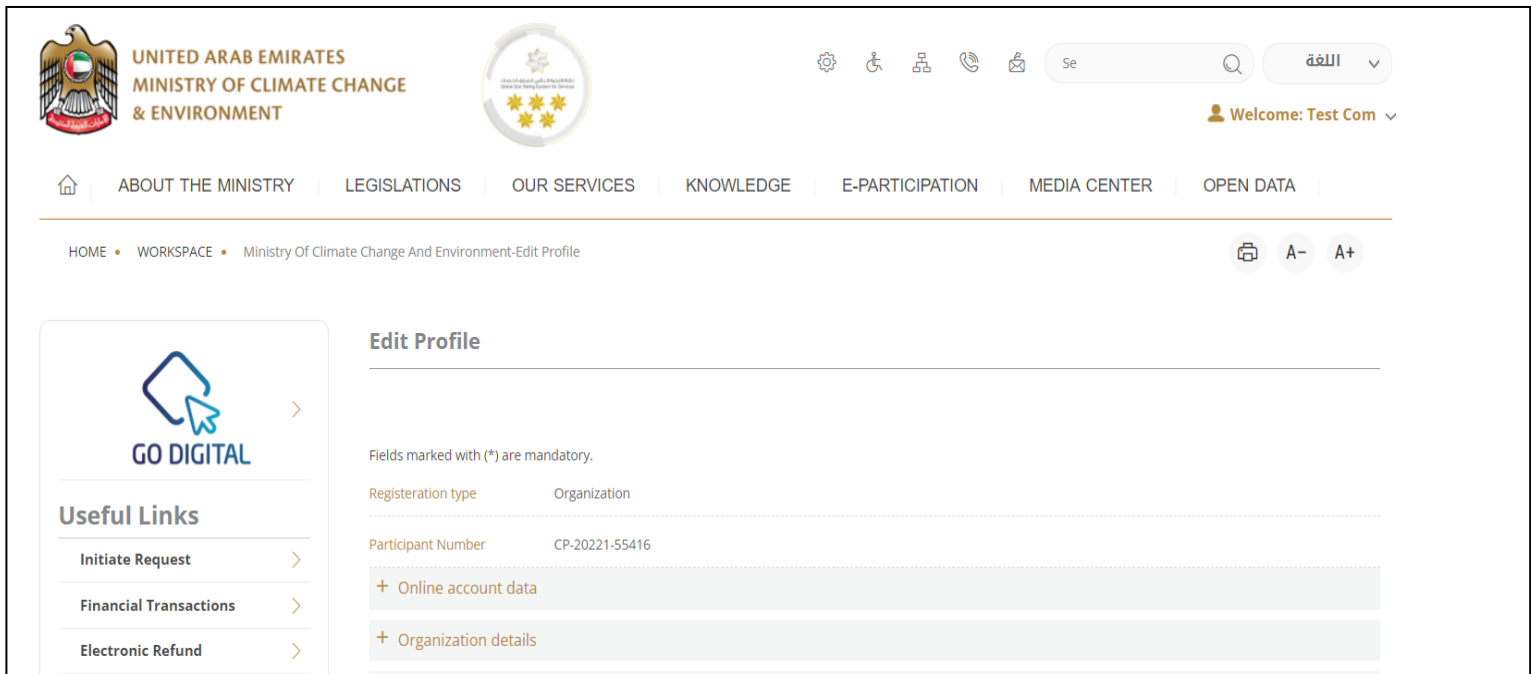
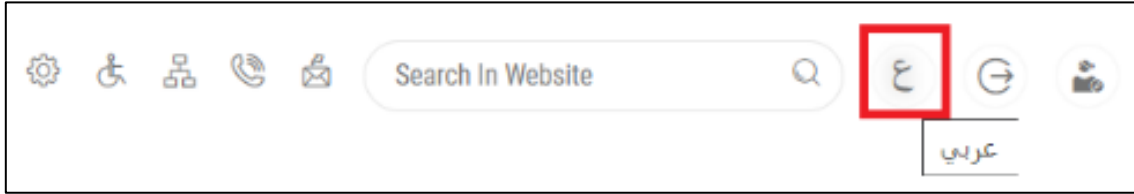


Figure 4 - Edit Profile

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 5 - Dashboard Digital Service Categories

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

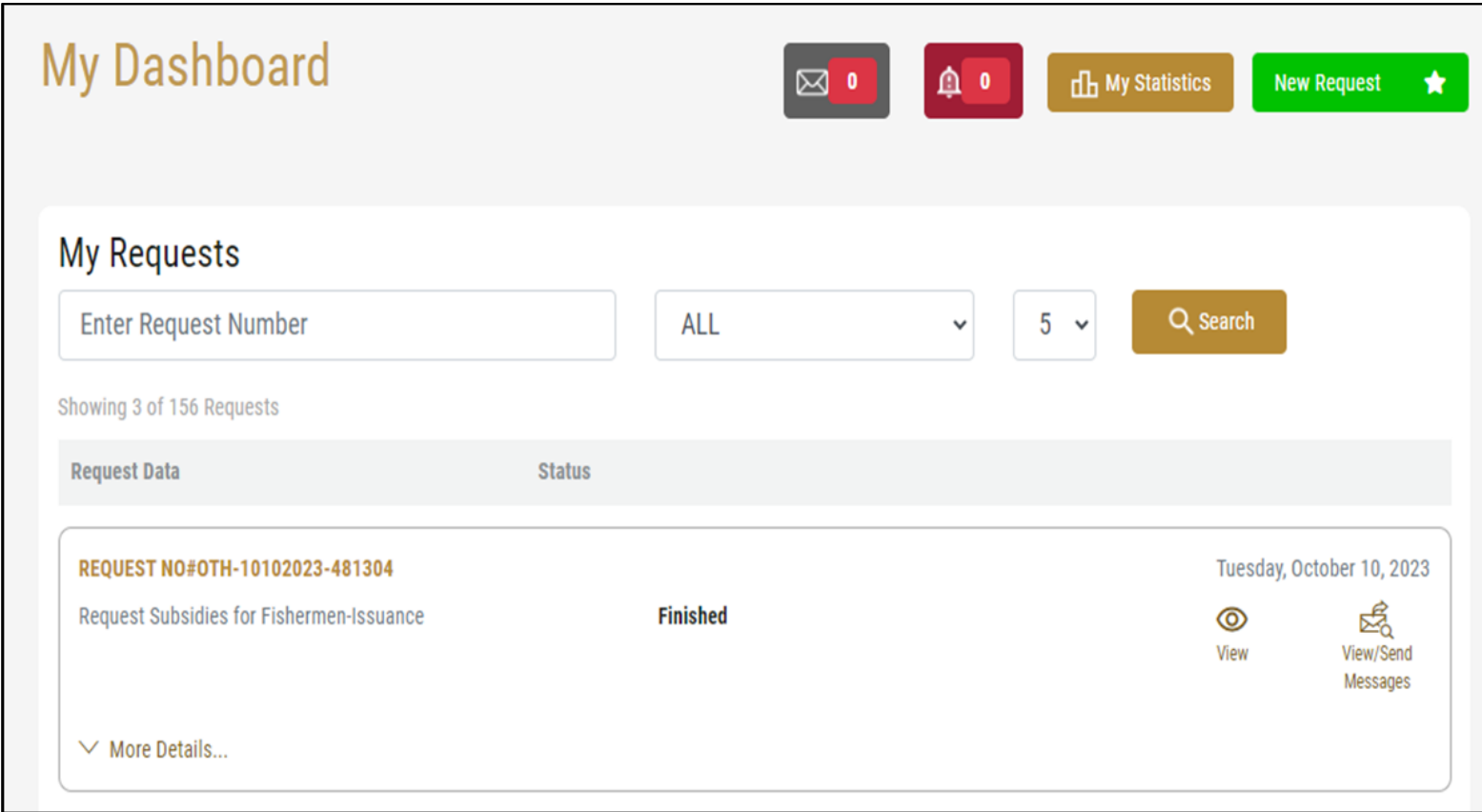


Figure 6 - Customer's Requests List


Using the 'Go Digital' Services

Digital Services Overview

The 'Go digital' portal provides digital services for customers to complete their required transactions with MOCCAЕ.

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:

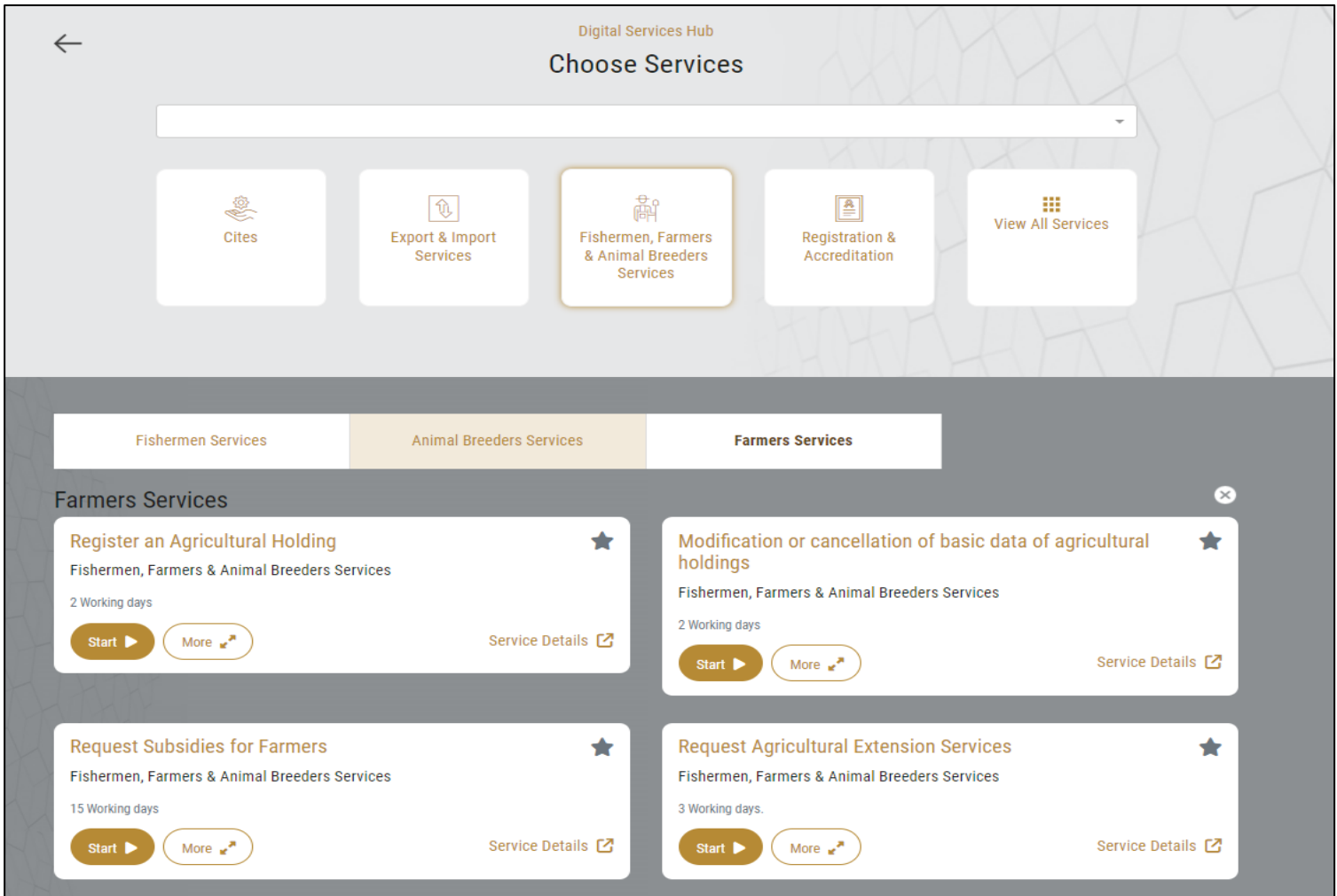


Figure 7 – Service New Request

- 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.

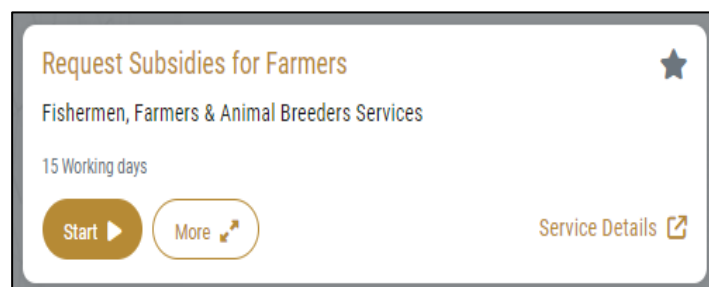


Figure 8 - Service Card

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.

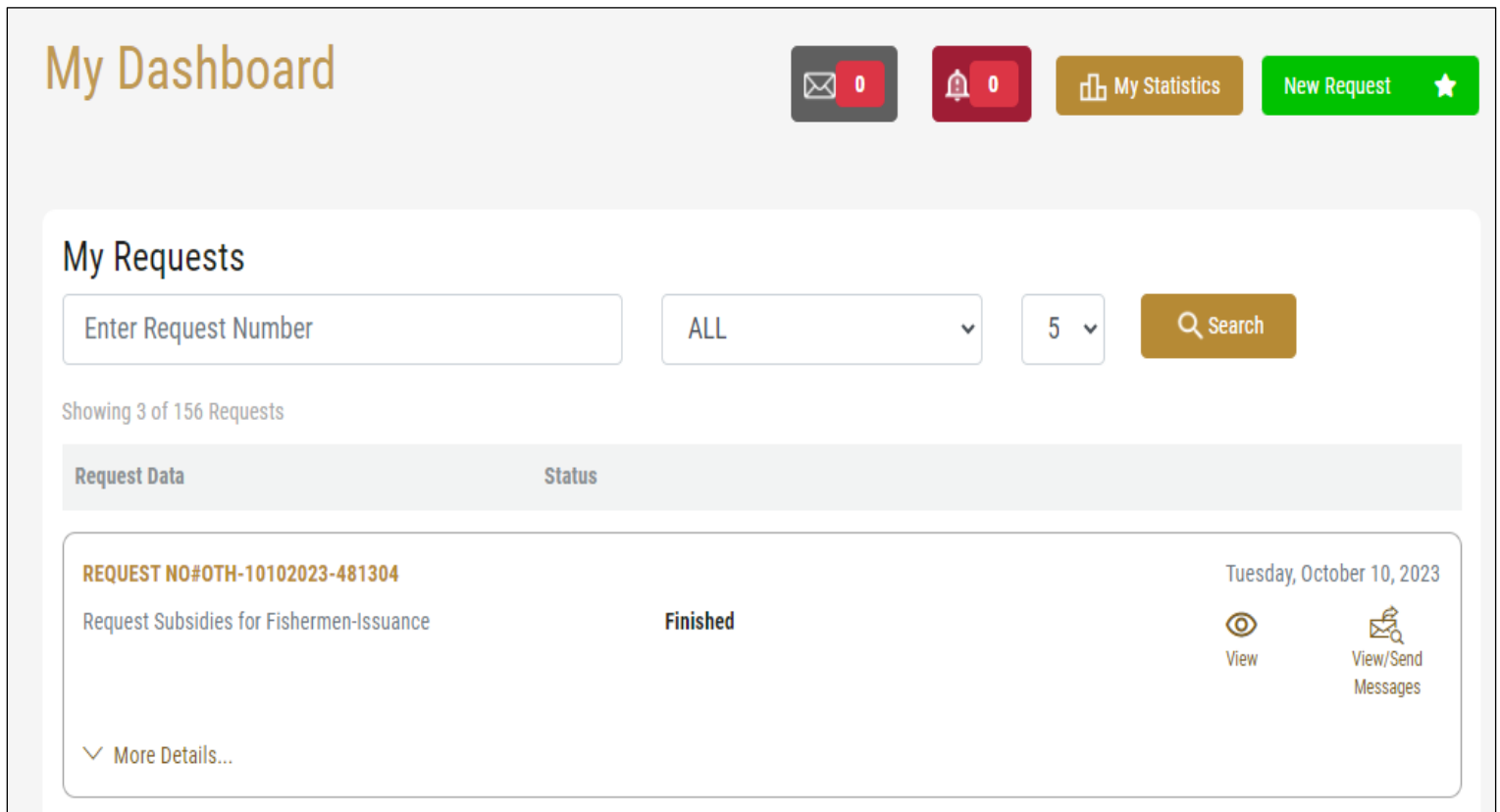


Figure 9 - Select Request to Retrieve

The screenshot displays a dashboard with four license categories: 'My Licenses For Practicing Professional', 'My Licenses For Boats', 'My Agriculture and Animal Possessions', and 'Cities Balance and Falcon Passport'. Each category shows 'Active' and 'Expired' counts and a 'Show Details' button. Below this is the 'My Requests' section, which includes a search bar for request numbers, a filter dropdown set to 'ALL', a page size dropdown set to '5', and a search button. A table shows 'Showing 3 of 195 Requests' with columns for 'Request Data' and 'Status'. A sample request is shown with details: 'REQUEST NO #Q-14052023-479724', 'Sunday, May 14, 2023', 'Request for Falcon Identification Rings', and 'Finished' status. Action icons for 'View' and 'View/Send Messages' are visible for the request.

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

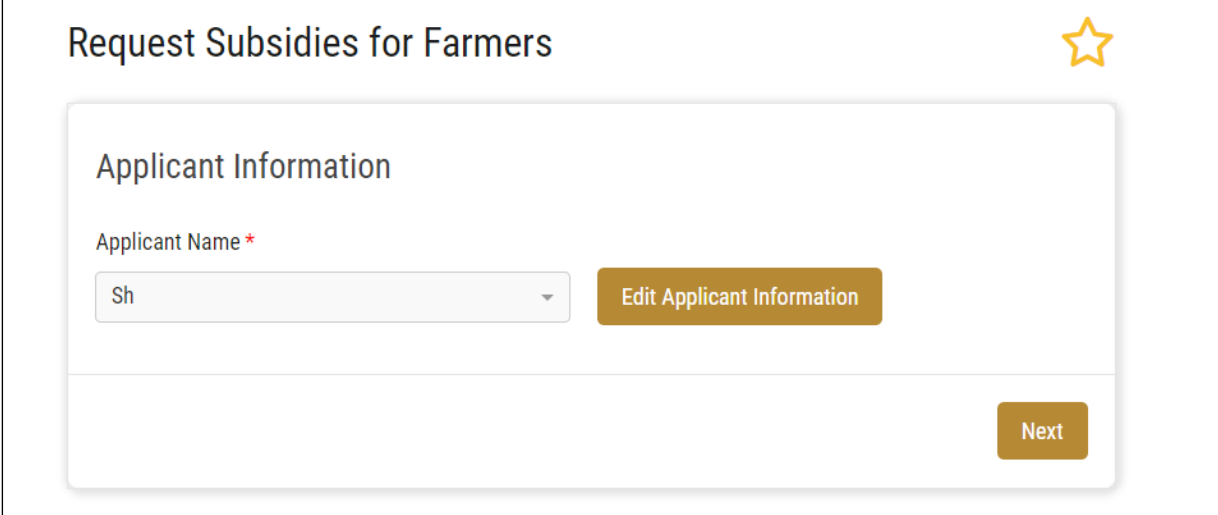
Request Subsidies for Farmers

[Show Service Card](#)

apply for Request Subsidies for Farmers

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.



The screenshot shows a web interface for 'Request Subsidies for Farmers'. At the top right of the page is a yellow star icon. The main content area is a white box with a light gray border. Inside this box, the title 'Request Subsidies for Farmers' is at the top left. Below it is a section titled 'Applicant Information'. This section contains a dropdown menu labeled 'Applicant Name *' with the text 'Sh' and a downward arrow. To the right of the dropdown is a brown button labeled 'Edit Applicant Information'. At the bottom right of the 'Applicant Information' section is another brown button labeled 'Next'.

Figure 10 - 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.

Request Subsidies for Farmers

Applicant Information

Applicant Name *

ID **Passport**

ID No. *

Emirates ID format 784-XXXX-XXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

Arabic English Urdu

Figure 11 - Applicant's Information Page

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

Request Subsidies for Farmers ★

Service Information

Available Materials

Service Information ?

License Number
SHJ-AD-62-2121958

Area * Center *

Centri x

Al Dhaid Center for Agricultural and Veterinary Extension x

Recipient * RequestOwner x

Available Materials Filter x

Agril + 0 -

Available Quantity (6) Roll 3 by 400 meter

المواد المتعلقة

Unit Price 112 AED

Bell Pepper Seeds + 0 -

Available Quantity (5) كيس بذرة 500

المواد المتعلقة

Unit Price 33.5 AED

Magnesium sulfate sulfate + 0 -

Available Quantity (10) كيس سعة 25 كغ

المواد المتعلقة

Unit Price 19.5 AED

Please select one materials at least

Back

Next

Figure 12 - Service Information

5- Click **Next** to review your request.

Request Subsidies for Farmers ★

Service Information

Area: Central Region Center: Al Dhaid Center for Agricultural and Veterinary Extension

Recipient: RequestOwner

Selected Materials

| Material Name | Quantity | Unit Price | Total Price |
|---------------------------|----------|------------|------------------|
| AgriL | 1 | 112 | 112 |
| Bell Pepper Seeds | 1 | 33.5 | 33.5 |
| Magnesium sulfate sulfate | 1 | 19.5 | 19.5 |
| Total Price | | | 165 (AED) |

Accept Terms & Conditions *

Figure 13 – Service Request Review

Accept Terms & Conditions *

- 6- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- 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.
 - Click on *Pay Now* to pay for the service immediately. See [How to Pay for a Digital Service](#)

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*.

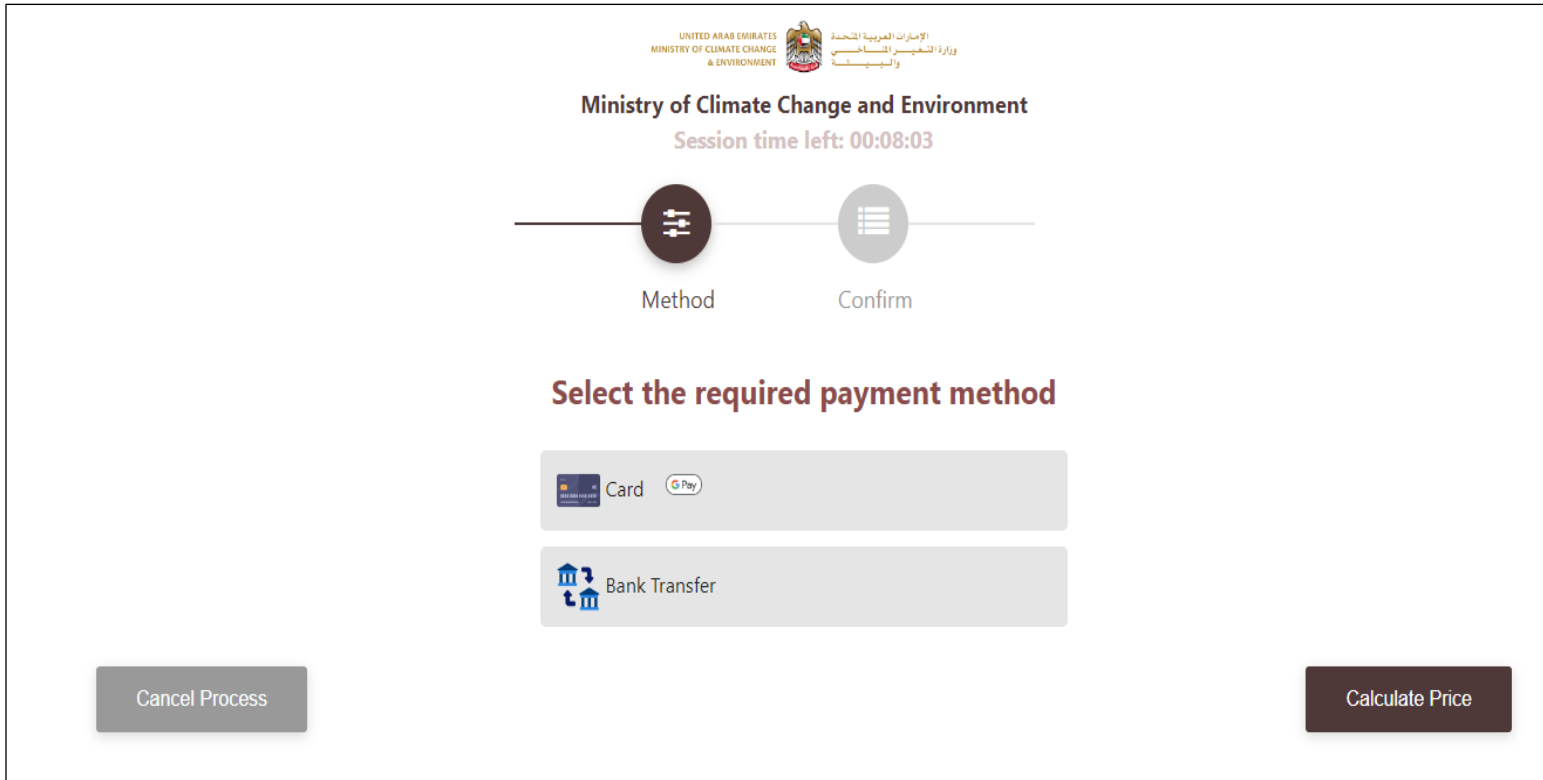


Figure 14 - Payment Gateway

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

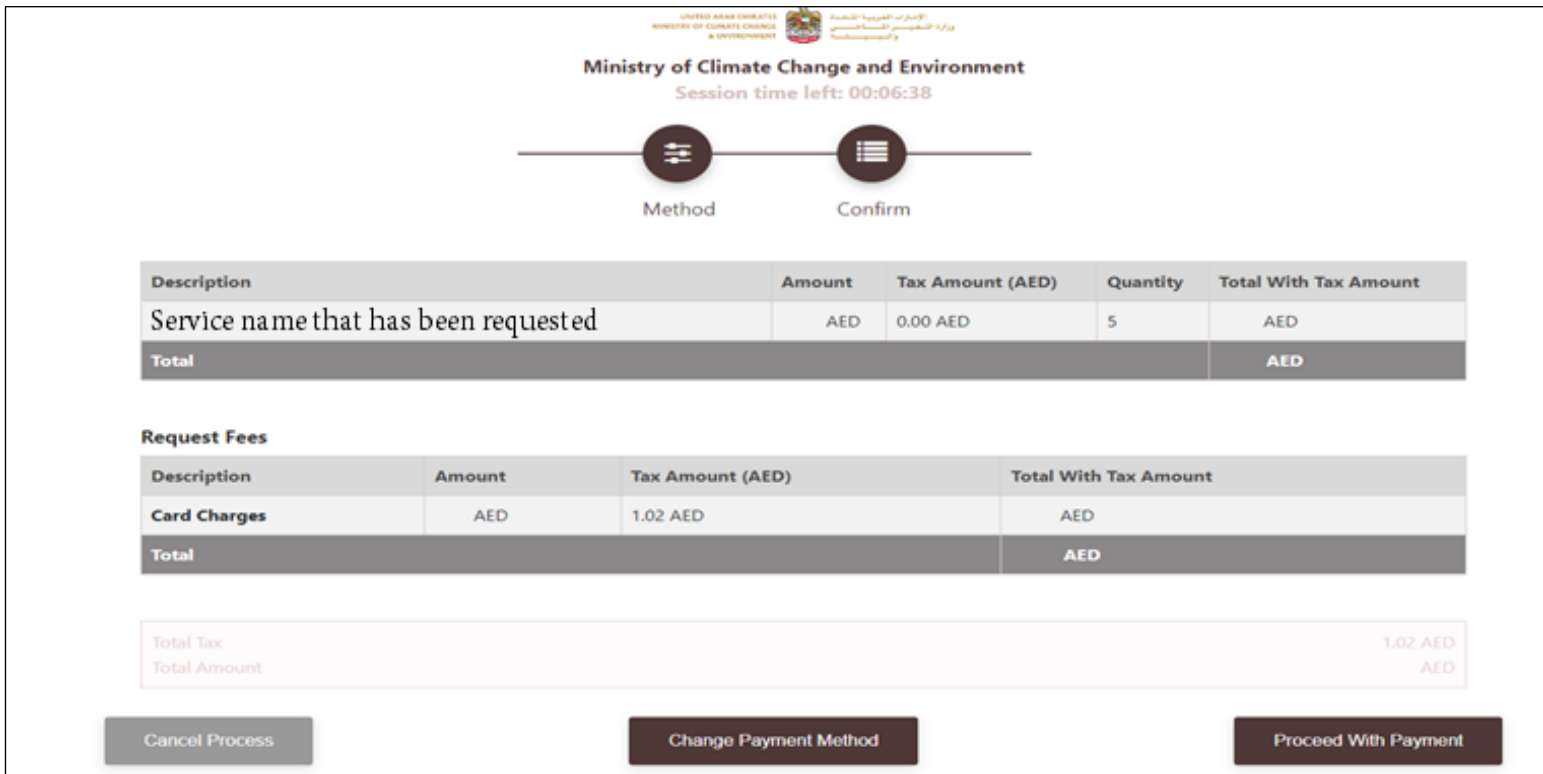


Figure 15 - Service Fees Details

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

UNITED ARAB EMIRATES
 MINISTRY OF CLIMATE CHANGE
 & ENVIRONMENT

الإمارات العربية المتحدة
 وزارة التغير المناخي
 والبيئة

Ministry of Climate Change and Environment
Total Payment: 3021.42 AED
Session time left: 00:06:03

G Pay

Cardholder Name

Cardholder Name

Card Number

XXXX XXXX XXXX XXXX

Month **Year** **CVV**

Month Year ***

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method

Figure 16 - 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 | : | e756ea25-5fa7-4d59-9e39-349c9cbc3cf8 |
| Date & Time | : | 04/06/2023 11:58:58 AM |
| Payment Method | : | Card |
| Card Charges | : | 0.71 |
| Total Amount | : | |

| Fee Name | Amount | Quantity |
|-------------------------------|--------|----------|
| Service name will appear here | | 1 |

Continue

Figure 17 - Payment Confirmation

7- Once approved it will be Pending on Receiving Materials

REQUEST NO#OTH-06092023-480208 Wednesday, September 6, 2023

Request Subsidies for Fishermen-Issuance **Pending on Receiving Materials**

Payments List

View

View/Send Messages

∨ More Details...

8- Download the certificate after click on View icon then click Download

Outputs

| Certificate Number | Certificate Name | | |
|--------------------|------------------|--|--|
| AUD-FSH-80-273766 | Exchange Order | | Download |

Figure 18 - Download or View Certificate

9- once Receiving Materials it will be finished

REQUEST NO#OTH-10102023-481304 Tuesday, October 10, 2023

Request Subsidies for Fishermen-Issuance **Finished**

View

View/Send Messages

∨ More Details...