

Digital Services

Request Agricultural Extension Services

User Guide

Table of Contents

Introduction	. 1
Overview	
Getting Started	. 2
Logging in MOCCAE Website	. 2
View/Update Customer Profile	.6
Running the 'Go Digital' Services	. 8
Changing the Interface Language	.9
The User Dashboard1	10
Using the 'Go Digital' Services1	L3
Digital Services Overview	L3
Starting a New Request1	13
How to Pay for a Digital Service	٤4
Retrieve a Service Request1	19

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 \bigcirc ' '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 MOCCAE Website

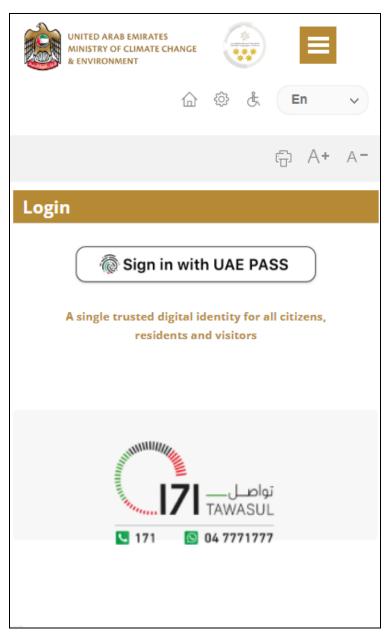
First you need to log in to the MOCCAE website.

- 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.



Login to UAE PASS
Emirates ID, email, or phone eg. 971500000000
Remember me
Login
Recover your account

Figure 2 - Login Page

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

UAE PASS – MOCCAE Profile Linking	
Login as individual Test 1 Test 2	
Login as agent for company	
Link company accou Test 3 Test 4	

		RAB EMIRA OF CLIMAT NMENT						
	습	<u>ې</u>	5 A	٢		Er	ı	*
						÷	A+	A-
Dear	custome	r,						
You c profil	an edit y e) featur	our profi e, or visit	le data b t the follo	elow by wing U	/ using IRL: Cli	the (l ck he	Edit re	
>	Email			≯ Fax				
>	Date of b	irth		PoBe	x			
	Job				graphica			
	Marital St				omer se	rvice ce	enter	
		embers Nu		City				
	Total Sala Mobile nu	iry / Pensio	n	> Addr	erred lar			
	Phone nu				erred lar			
	Thone no	in der			nods		511	
			Clos	e				
•	Chat							

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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

	X	
	Search in Website	Q
>	MAIN	
>	E-SERVICES	
	Requests	
	Search Requests	
	Initiate request	
>	IMPORTANT LINKS	
	Book Appointment	
	View Appointments	
	Electronic Refund	
	Edit profile	
	Change Password	
	Sign Out	
	Digital Services User Manual	
	Chat	
	Chat	

Figure 4 - Update Profile

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

	UNITED A MINISTRY & ENVIRO	OF CLIN		IANGE				=	
	습	ŝ	¢	格	٢		E	'n	~
							Ē	A +	A-
Edit	Profil	е							
Fields m	narked	with (*) are	e mar	ndato	ry.			
Register	ration ty	ype							
Individu	ıal								
Particip	ant Nur	nber							
IN-2017	4-8663	7							
Online a	account	data							
Email									
								1	ļ
Confirm	n Email								
								1	ļ
Enable	2 Step A	Authe	ntica	tion f	eatur	e			
D Individu	ial deta	ils							()
Full ara	bic nam	ie *							
4								1	ļ
This fiel speak A		ots En	glish	lette	rs in o	ase	the cl	ient c	an't
Full eng	lish nar	ne *							

Running the 'Go Digital' Services

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

MIN MIN	FED ARAB EMIR ISTRY OF CLIM/ IVIRONMENT					
	@ ₿	å 4	Q	~	En	~
					f) A	+ A-
		GO D	GITA	۱L		
Useful L						
	Request					
	al Transac					
Electror	nic Refund					
My Inbo	X					
CITES B	alance					
Search i	in services	s and ma	ilbox			
Book Ap	opointme	nt				
View Ap	pointmer	nts				
Digital S	Services U	ser Manı	lal			
Ongoin	g Reque	sts				
Pending	g On Paym	nent				(0)
Pending	g On Initia	tor Actio	n			(0)
In Progr	ress					(2)
Draft						(2)
Closed I		S				
Chat						(0)

Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

الإمارات العربية المتحدة وزارة التغير المساخسي والبيائة	
6 🥸 & A 🧐 🕄	E 🕀 📸
Search In Website	Q
	A- A+ 🚔
Welcome	
You have made no requests in the p	ast 50 days
My Dashboard	My Statistics My Request
My Requests	(\bullet)
Enter Request Number	
Electronic chat	~

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
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.

My Licenses For P	racticing Activities
Active	
2	
Expired	
2	
Show Details	
	•
My Licenses For P	racticing Professional
My Licenses For P	Practicing Professional
	racticing Professional
Active 4 Expired	racticing Professional
Active	Practicing Professional
Active 4 Expired	racticing Professional
Active 4 Expired 7	Practicing Professional
Active 4 Expired 7	Practicing Professional

Figure 8 - Dashboard Digital Service Categories

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

My Request	s		
Enter Request	Number		
ALL			~
5			~
	Q Search	1	
Showing 3 of 7 Re	equests		
Request Data	Status		
REQUEST NO #	EA-20092023-2	415503	
Wednesday, Se	ptember 20, 202	3	
Export of hazardous	wasta lesuanaa		
Canceled	waste-issualice		
		*	
0		R C	
Vie	w	View/Send Messages	
\checkmark More Deta	ails		
REQUEST NO #	EA-20092023-2	415463	
Wednesday, Se	ptember 20, 202	3	
Export of hazardous	s waste-Issuance		
Canceled			
6		Ŕ	
		∠~Q	

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:

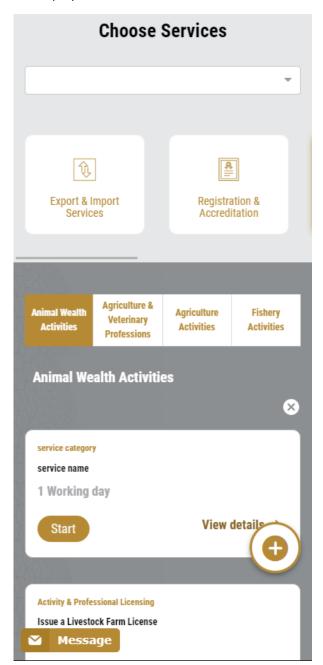


Figure 10 – Service New Request

- 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.

service category	
service name	
1 Working day	
Start	View details $ ightarrow$

Figure 11 - Service Card

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

You can click on *Save as Draft* save as *brat* 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.

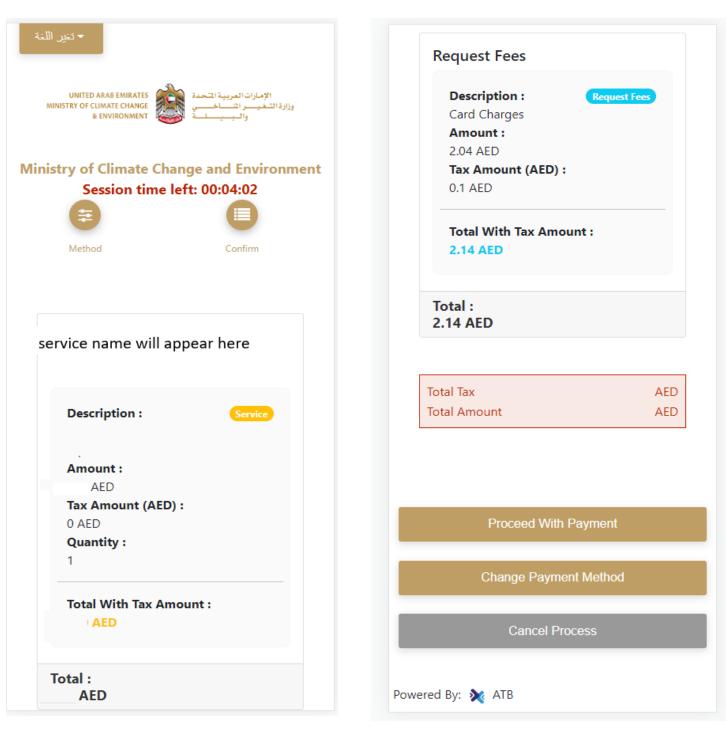
How to Pay for a Digital Service

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*.

◄ تغير اللغة	
UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT	الإمارات العربية التحد وزارة التـغيـــر المتـــــاخـــــــــــــــــــــــــــــــ
Ministry of Climate Change Session time left:	
Method	Confirm
Select the required payment method	od Eank Transfer
Calculate Pri	ice
Cancel Proce	ess
Powered By: 💓 ATB	

Figure 12 - Payment Gateway



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

Figure 13 - Service Fees Details

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

نير اللغة	► ک
MINIST	UNITED ARAB EMIRATES TRY OF CLIMATE CHANGE & ENVIRONMENT والبيينة والبيينة
linistr	y of Climate Change and Environmer Total Payment: 302.14 AED Session time left: 00:09:02
Cardhol	lder Name
Month Dece	mber
Year	
23	
cvv	
🔽 I agr	ree to Terms&Conditions
♥l agr	ree to Terms&Conditions Pay Now

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*.

Pay	ment Success	sfully	
Payment Status	÷	Paid	
Date & Time	:	10/04/2022 11:5	2:19 AM
Payment Reference Number	3	c684606e-8ab2-4 ac8f0e8779dd	42e4-8687-
Receipt Reference Number	:	00637851882313	0050499
Total Amount	:	2553.06 AED	
E-Dirham Fees		53.06 AED	
Payment Method	13	Non E-Dirham Ca	rd
Service Name	Service Code	Amount	Quantity
Request for the issuance or annual renewal of a license to export or re-export aquatic products	1224122178	2000	1
Request the issuance or annual renewal of licenses for approvals to engage in activities related to the aquaculture sector	1224122177	500	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.

Enter Reque	est Number		
ALL			
5			
	Q	Search	
howing 3 of 7 Request Data			
	0 #AD-07012 nuary 7, 2023	023-2219915 3	
Accreditation fo -Issuance	r pheromones an	d pests attractants	and repellents
Pending On	Payment		
Pay Now	Cancel	O View	View/Send Messages
REQUEST NO	0 #APH-0601	2023-221966	5
Estates Lance	ary 6, 2023		

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 – Service Request Actions

service description

To apply for a Request Agricultural Extension Services

1- From the dashboard, click on New Request. See Starting a New Request.

Digital Services Hub			
Choose Services			
			Ψ
Û			
Export & In		Registrati	on &
Service	S	Accredita	ition
Animal Wealth Activities	Agriculture & Veterinary Professions	Agriculture Activities	Fishery Activities
Animal Wes	alth Activities		
	nui Acumic.		•
AN AN AN			×
Activity & Profess	sional Licensing		
	ock Farm License		
1 Working d	ау		
Start		View	details \rightarrow
1999			
Activity & Profess	sional Licensing		
Issue a Livesto	ck Farm License		
3 Working d	ау		

- 2- Select the Service 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* **Start** . The Applicant information view will be displayed.

•
New Applicant
Next

Figure 17 - Select Applicant Name

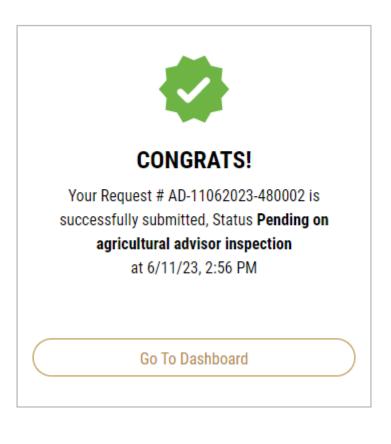
1- Click Next, then the service details view will be displayed, to Fill the required information

Req	uest Deta	ils		~
	er Number 4-62-1227			
Farr	ns List			
	Area	Location	Size Squar Meter	
0	Northern Region	سيح البير	4000	
	e Name m Ownership Do	ocument		Download
	nern Region · Type *	5 البير - 4000 -	M سيد	X 👻
Targe	et Fruits *			
x	Palm Tree ×	Mango ×	سدر	× 👻
Ba	ack			Next

2- Click Next to review your request then click submit.

Guidance Details	
Farm Northern Region - 4000 - سيح البير M Crop Type Trees	
Target Fruits Palm Tree, Mango, سدر Notes	
Accept Terms & Conditions *	
Back	Submit

3- By returning to the main page of the service, you will find your request "Pending On Agricultural Advisor Inspection".





4- Open the request to read the messages that may be sent by the agricultural engineer.

Communication Messages
Comments
No messages sent yet
Communicate with ministry employee
0
Send Message
REQUEST NO #AD-10062023-479997
Saturday, June 10, 2023
Request Agricultural Extension Services-Issuance

5- The engineer will set a date for the visit and once done the status of the request will be "finished"

