

Digital Services

Request Agricultural Extension Services

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 \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

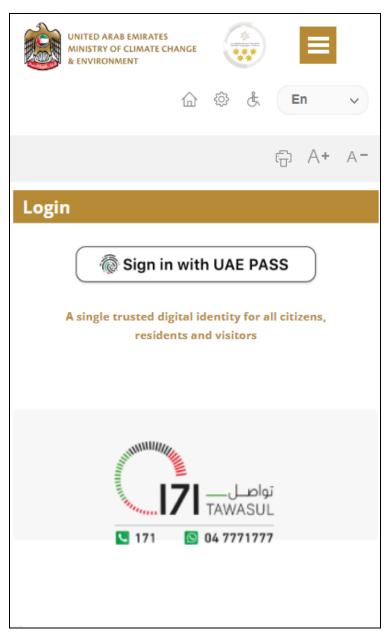
First you need to log in to the MOCCAE website.

- 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 | |
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| | Total Sala Mobile nu | iry / Pensio | n | > Addr | erred lar | | | |
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| | | | | | | | | |
| • | 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 | | | | | | | | |
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| 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 | | | | | |
|-----------|---|-----------|-------|----|------|------|
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| | | | | | 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.

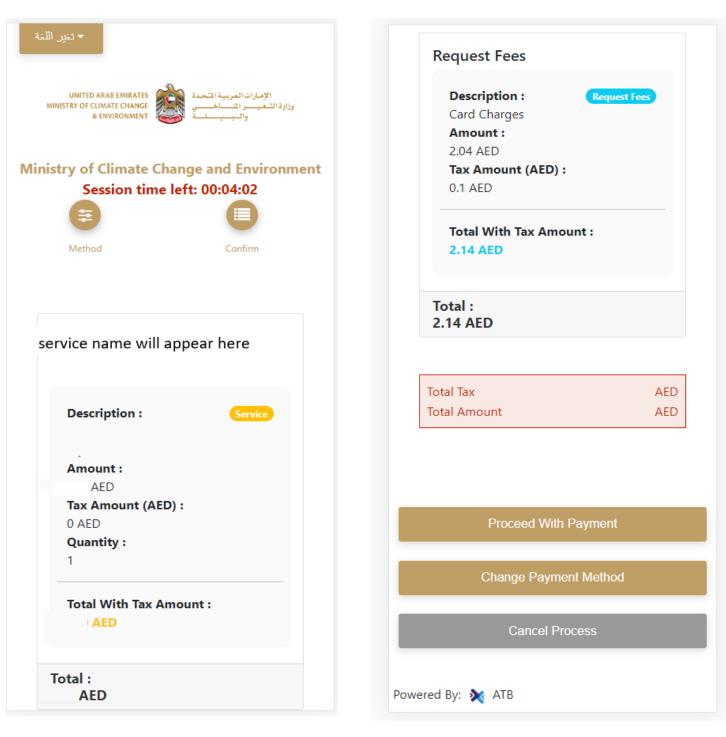
How to Pay for a Digital Service

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

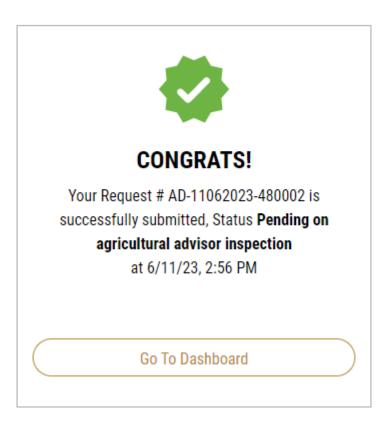
1- Click Next, then the service details view will be displayed, to Fill the required information

| 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"

