وزارة التغييــر المنـــاخـــي
والـــبـــيـــئــة
**MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT**

Digital Services

Register an Agricultural Holding

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 ' single service interface, integrated internally within the Ministry portal and externally with other concerned government entities. It covers all 115 services that MOCCAE 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 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/
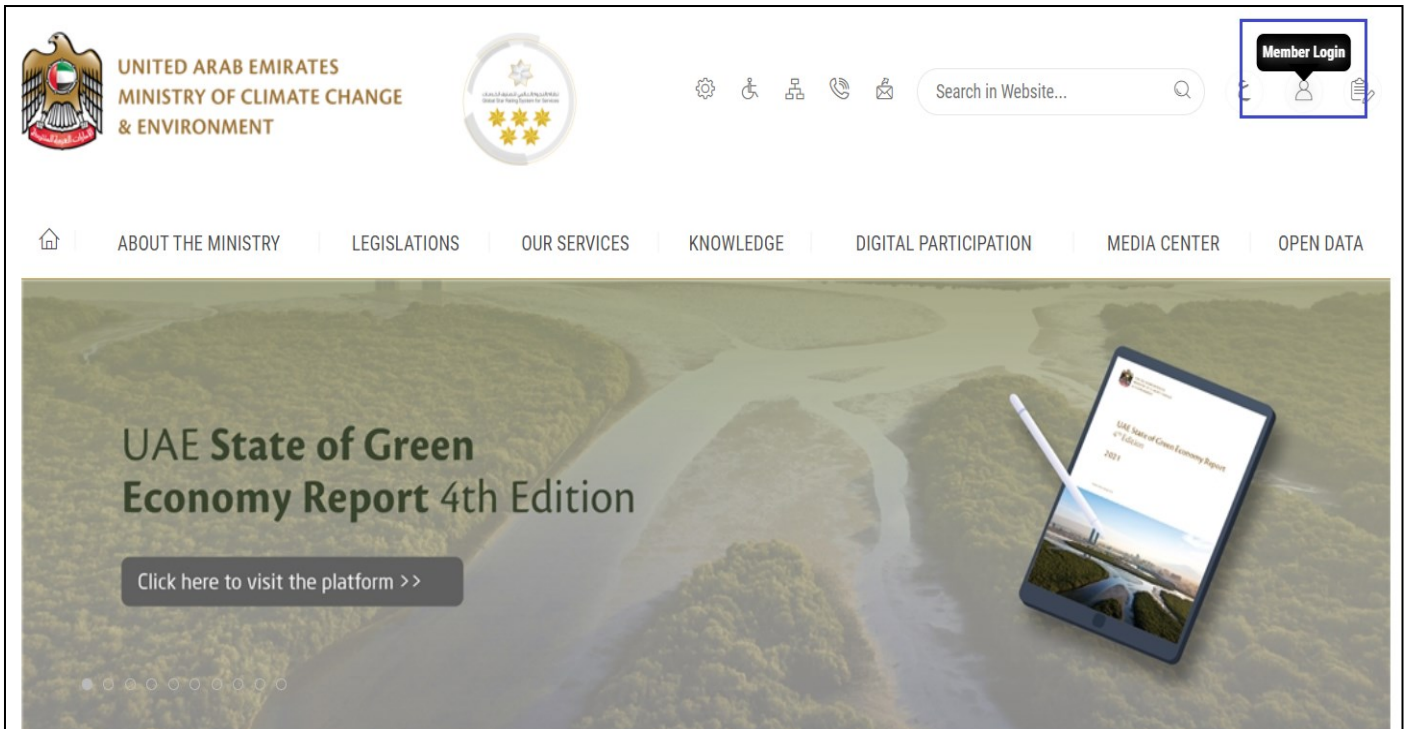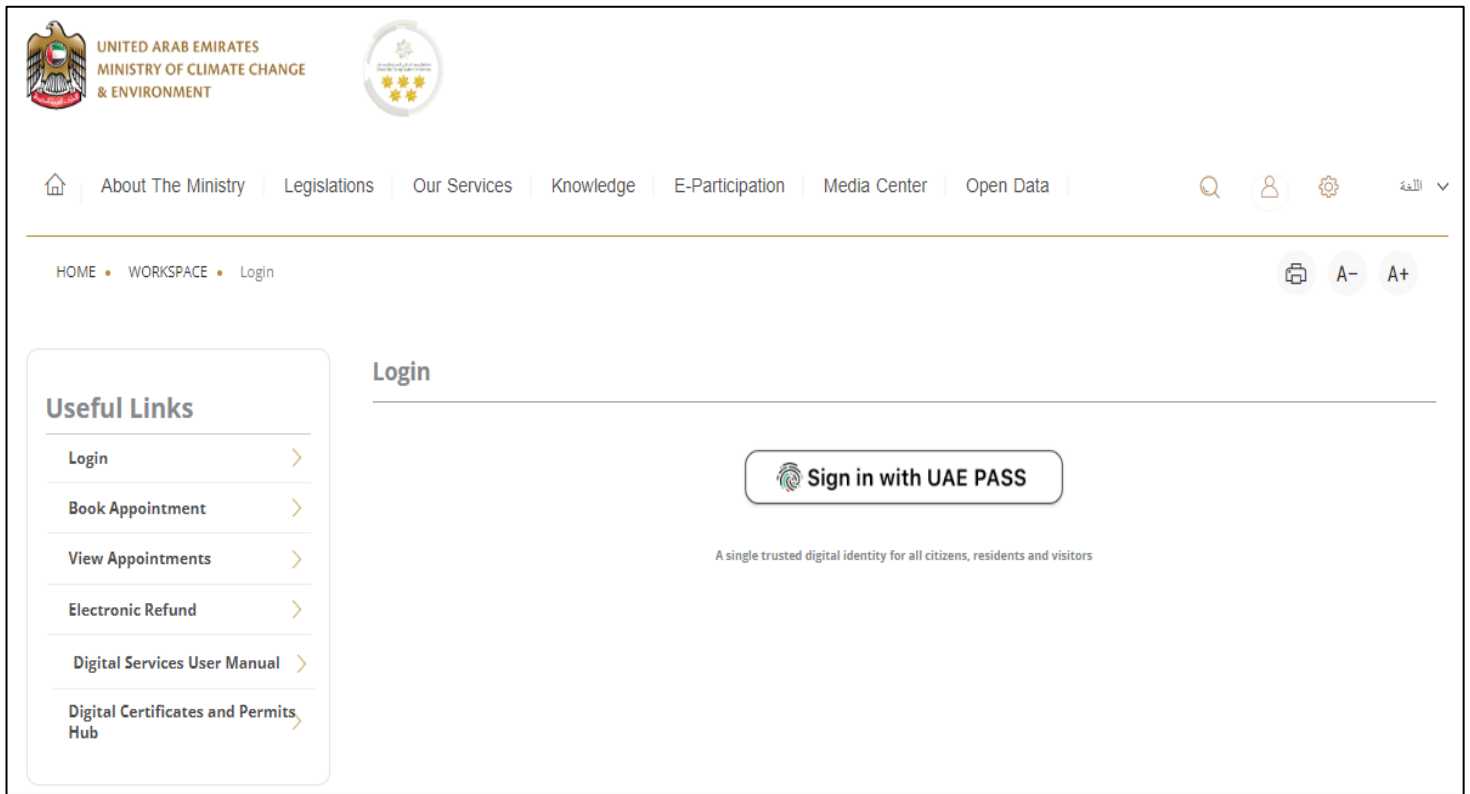2- Click on the *Login* icon.

Figure 1 – MOCCAE Website Home Page

3- Click on Sign in with UAE PASS.

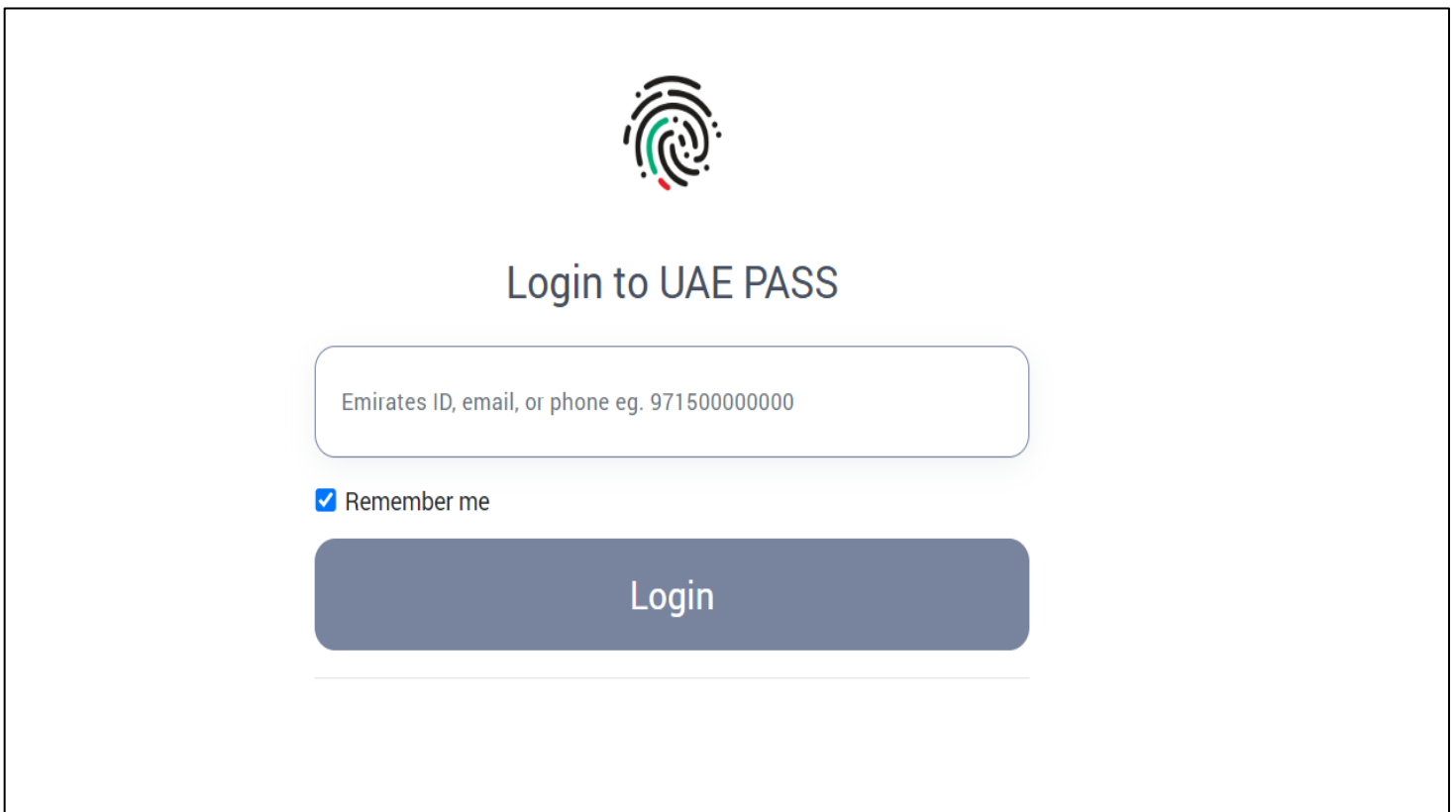4- Enter Emirates ID or Phone or Email which has been registered in UAE pass

Figure 2 - Login Page

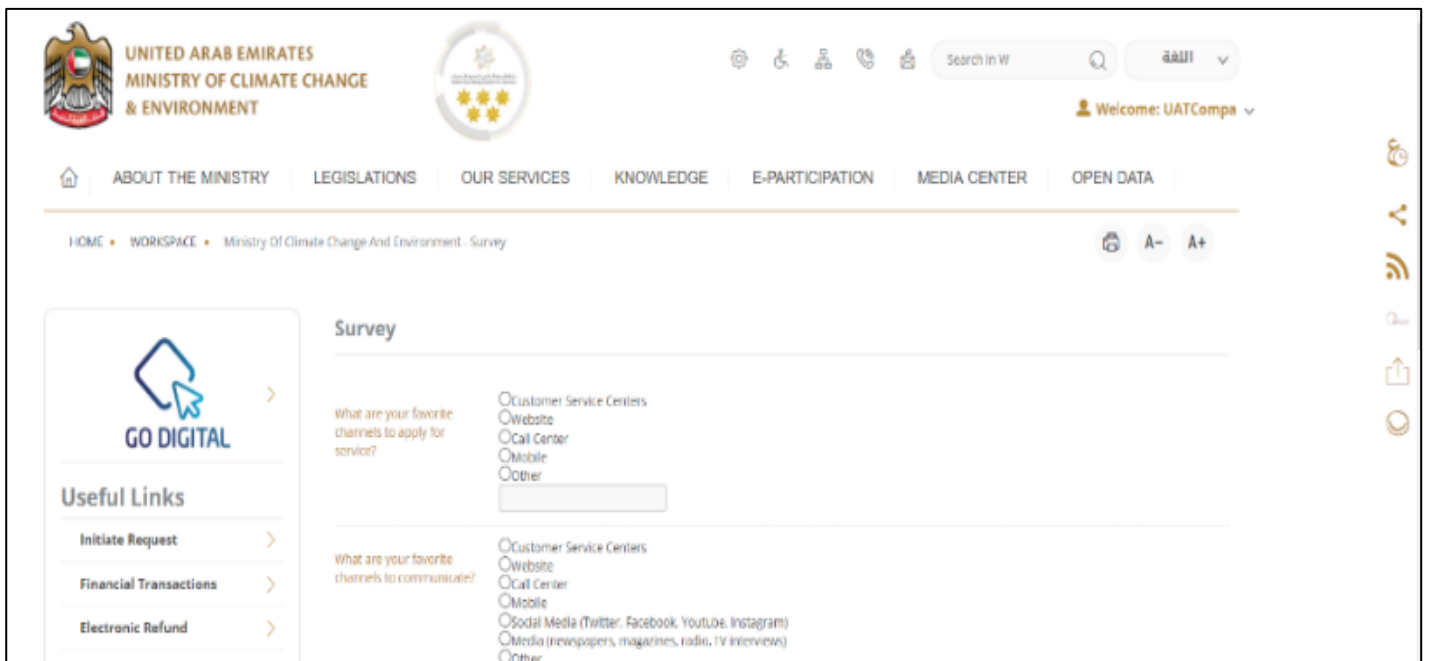5- Select the account then You will be logged in successfully and directed to MOCCAE survey page.
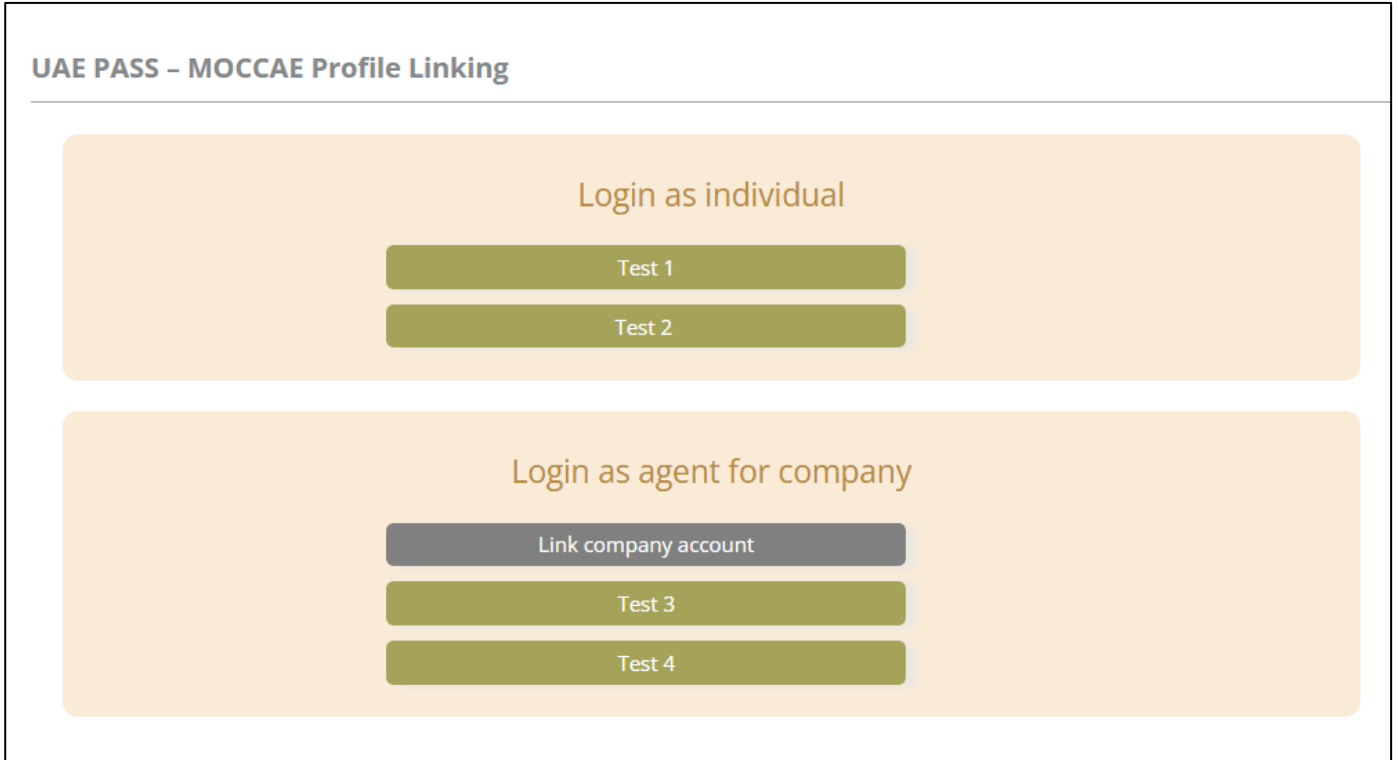

Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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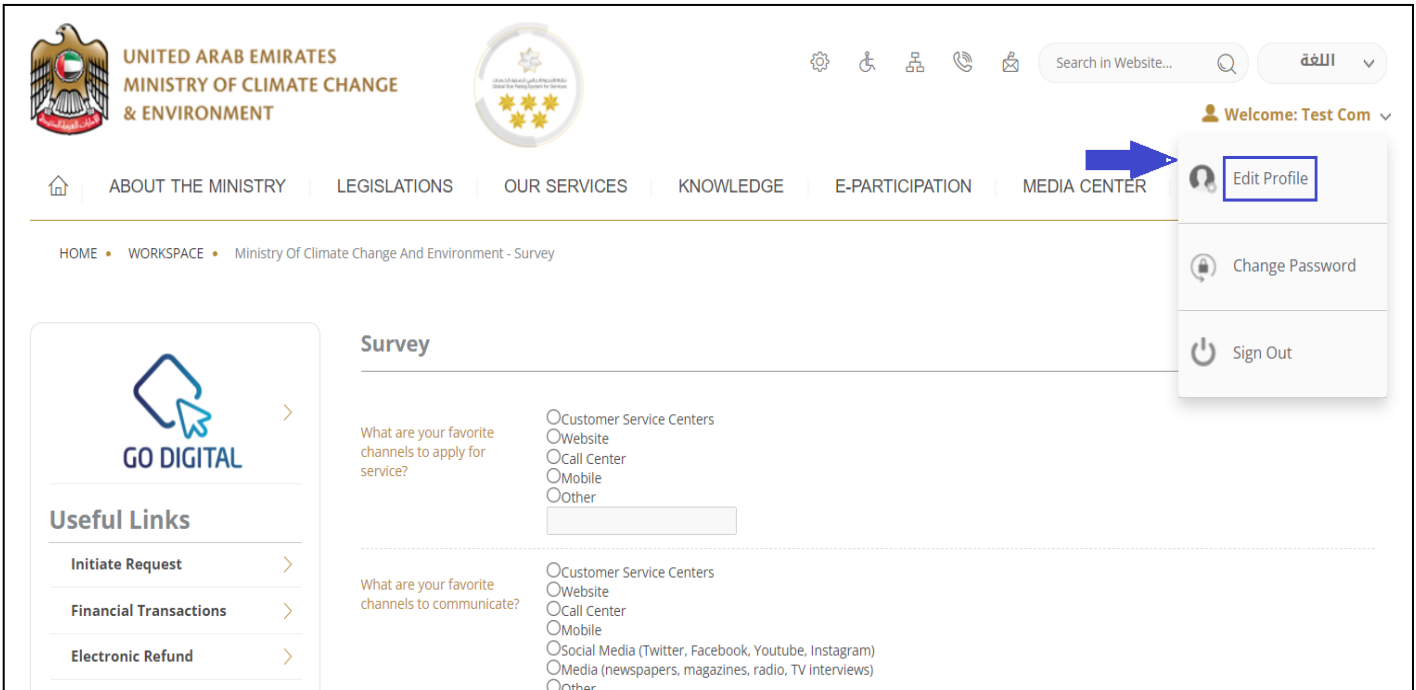2- Click on *Edit Profile*.

Figure 4 - Update Profile

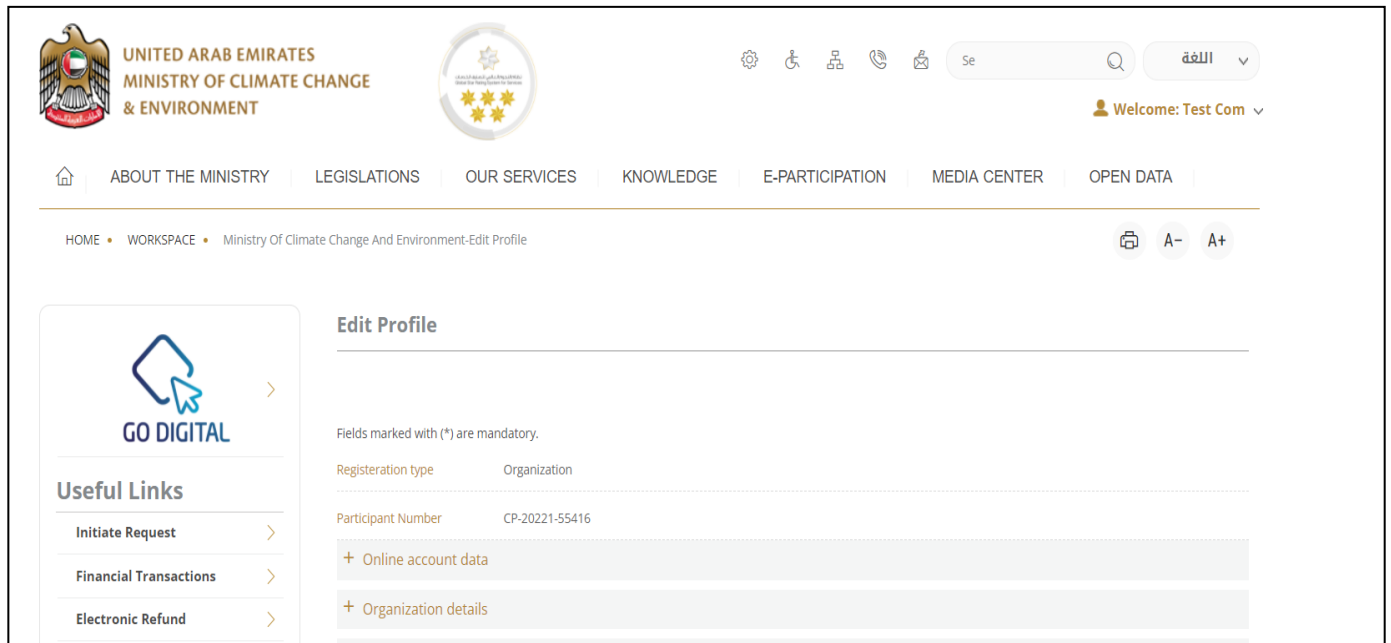You will be directed to *Edit Profile* view to modify account details.

Figure 5 - Edit Profile

Running the 'Go Digital' Services

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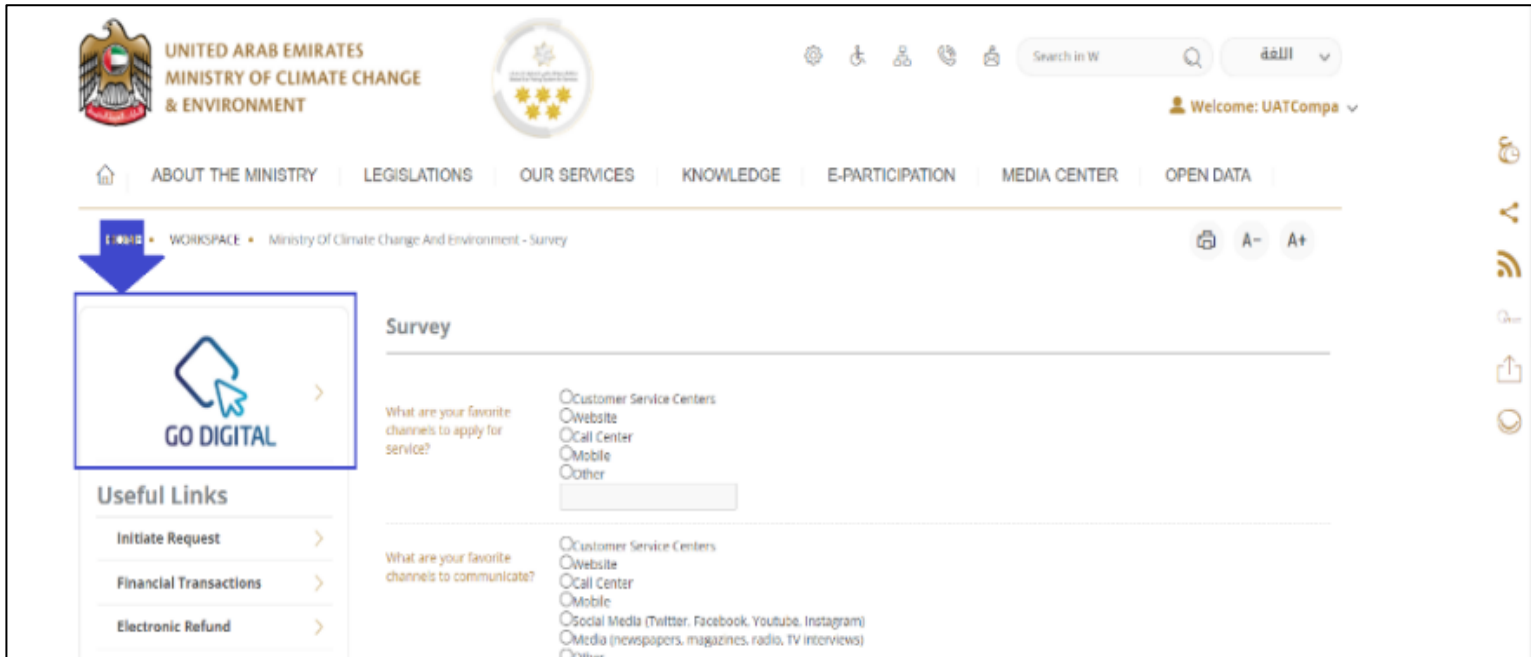

Figure 6 - 'Go Digital' Icon

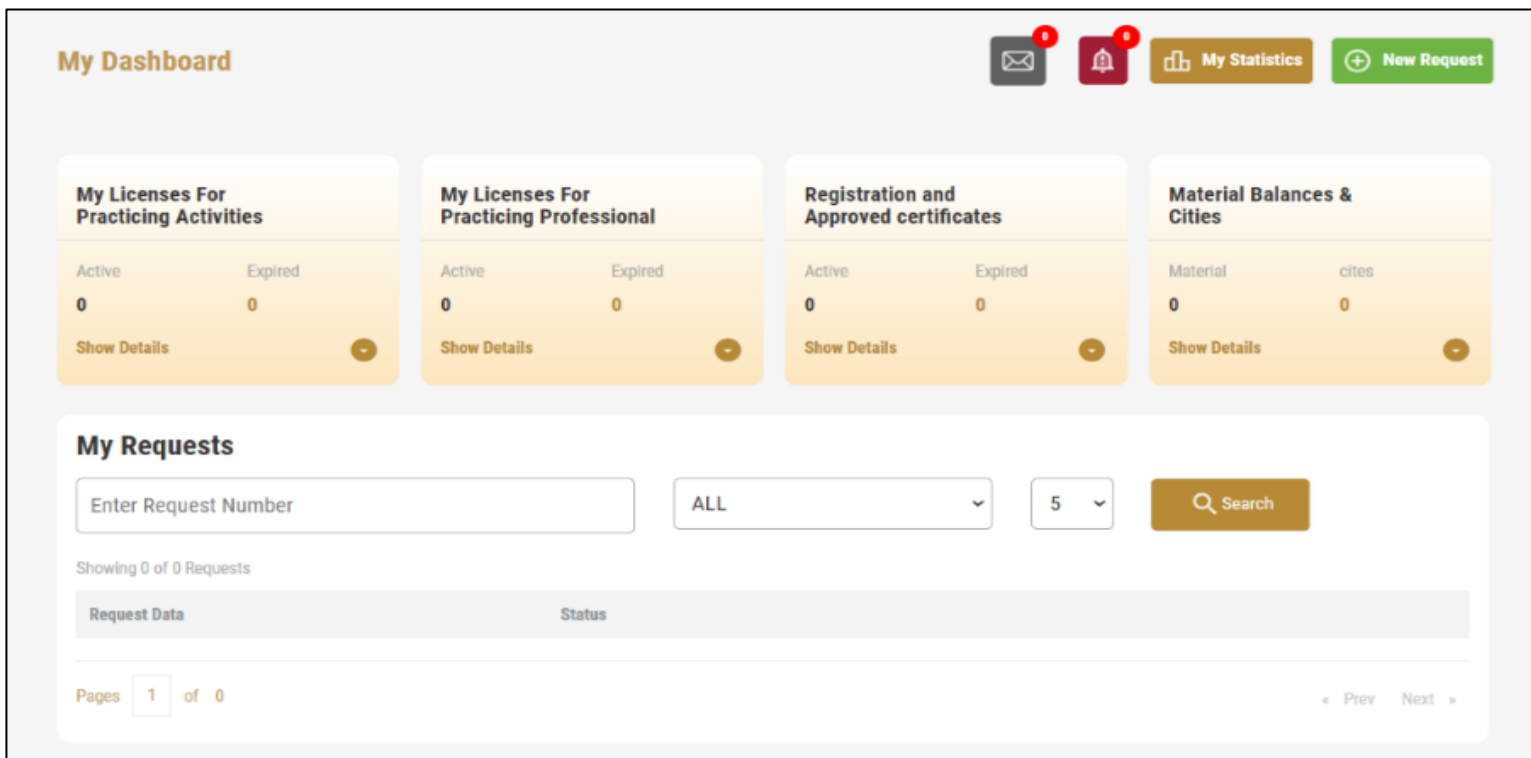6- The user dashboard will then be displayed.

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.

My Licenses For Practicing Professional		My Licenses For Boats		My Agriculture and Animal Possessions		Cities Balance and Falcon Passport	
Active	Expired	Active	Expired	Active	Expired	Active	Expired
0	0	2	1	1	1	0	0
Show Details		Show Details		Show Details		Show Details	

My Requests

| Enter Request Number | ALL | 5 | Search |

Showing 3 of 196 Requests

Request Data	Status		
REQUEST NO #AD-14052023-479725 Sunday, May 14, 2023 Modification or cancellation of basic data of agricultural holdings-Issuance	**Finished**	View	View/Send Messages

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* [+ New Request] on the dashboard. The following screen will display:
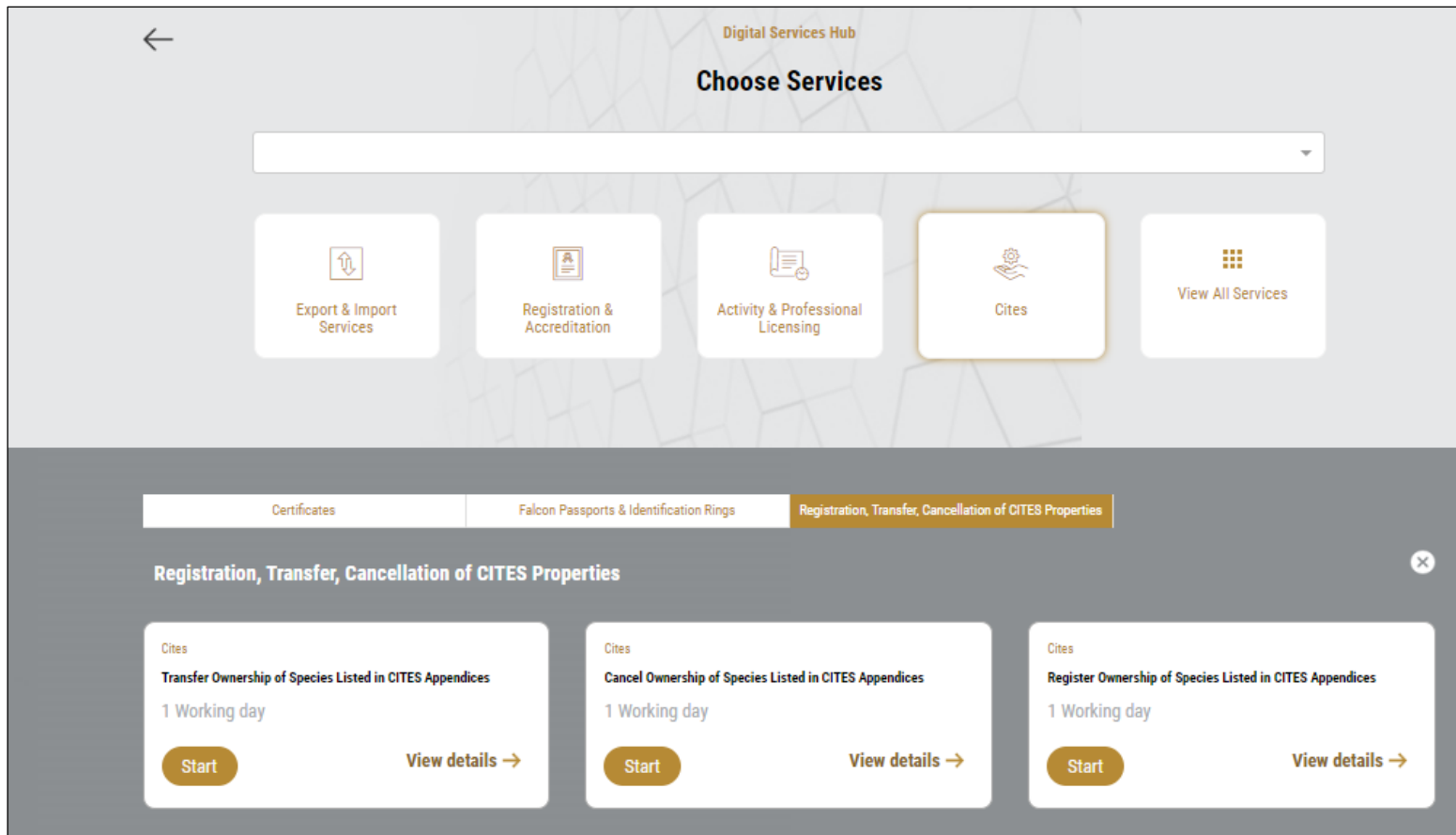
Figure 10 – Service New Request

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.

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 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

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.

Register an Agricultural Holding

Show Service Card

apply for Register an Agricultural Holding

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* Start . The Applicant information view will be displayed.

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.

Figure 14 - Applicant's Information Page

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

Modification or cancellation of basic data of agricultural holdings

Basic Information

Holding Details

Basic Information ✓

Possessor Name
Falcon Testing User 2

Nationality
United Arab Emirates

Owner Account Number
IN-20156-52768

Agricultural tenure number
DXB-AD-62-272509

Number of Farms
2

ⓘ

Holding Details

Add New Farm

Tenure Method	Area	Action Type			
ملكيت	Eastern area	NA	📝	✖	⌄
ملكيت	Centeral area	NA	📝	✖	⌄

Back

Next

5- After filing details Click Add

Figure 15 - Service Information

6- Click *Next* to upload the attachments.

7- Click Next to review your request then Click Submit

Figure 16 – Service Request Review

8- 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

9- Once your request gets approved, the request status will change to *Completed*. You can
    then view or download your certificate.

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

Figure 17 - Download or View Certificate

Download the certificate after click on View 👁 icon then click Download