وزارة التغييـــر المنــــاخــــي
والـــبـــــــئــــة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Register an animal holding

User Guide

Table of Contents

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.

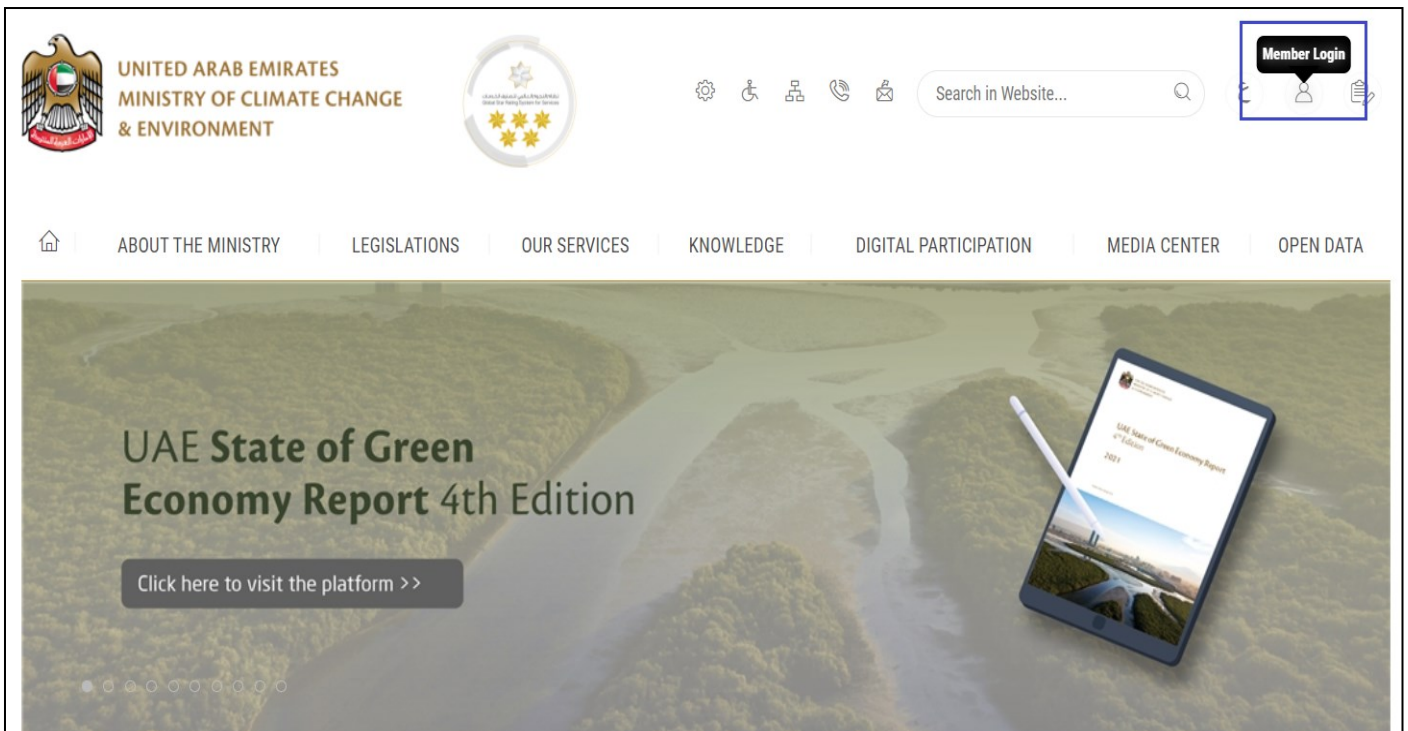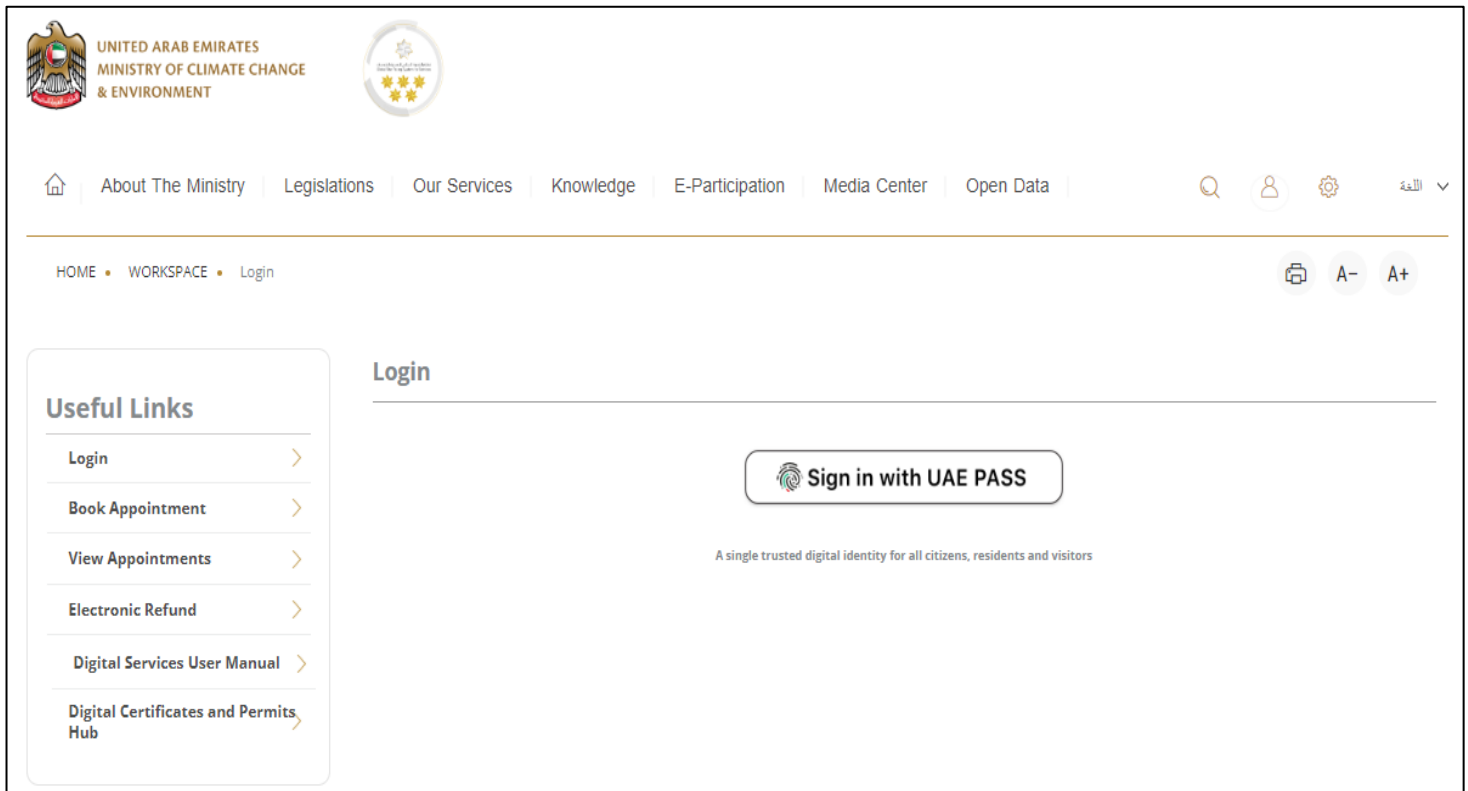*Figure 1 – MOCCAE Website Home Page*

3- Click on Sign in with UAE PASS.

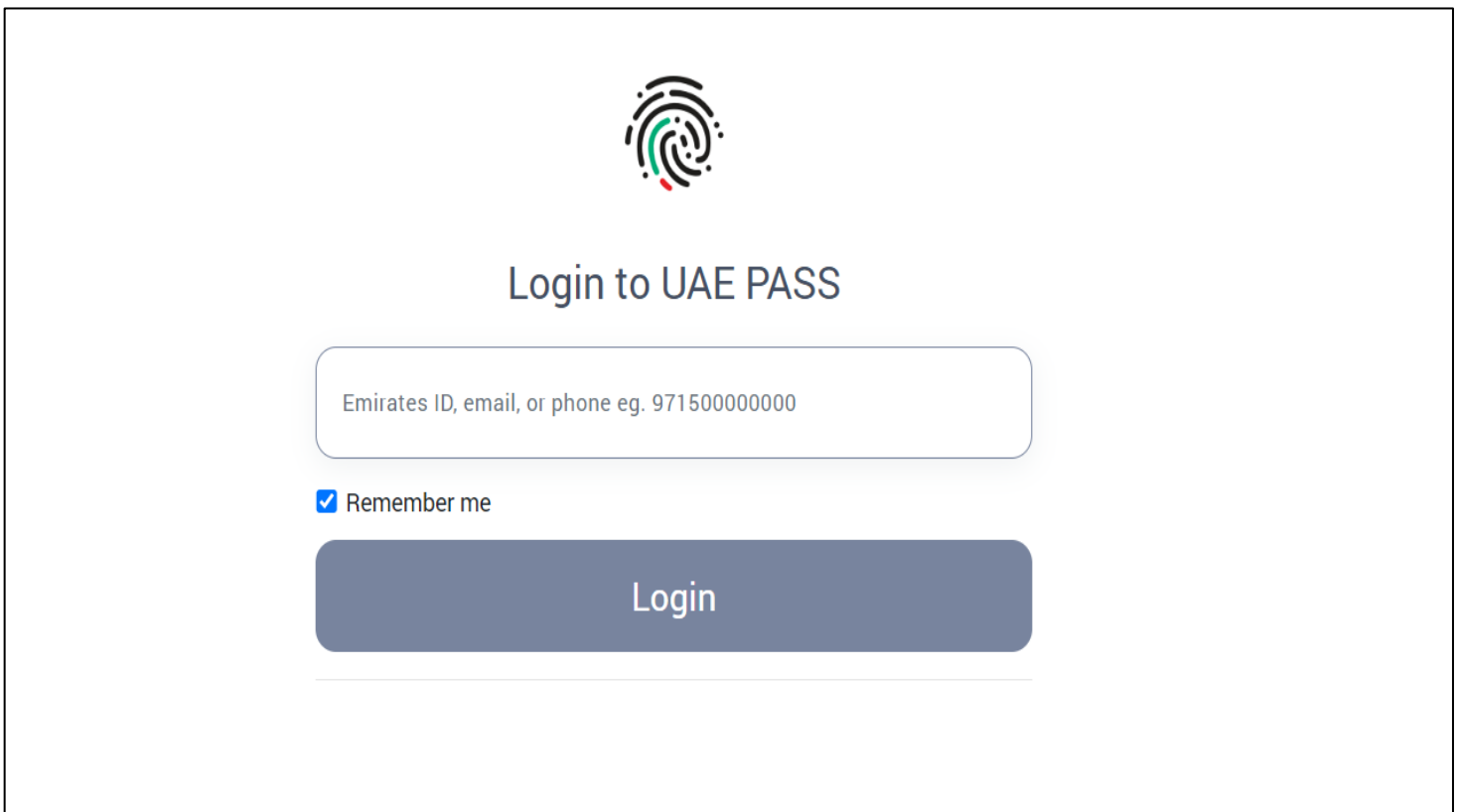4- Enter Emirates ID or Phone or Email which has been registered in UAE pass

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*.
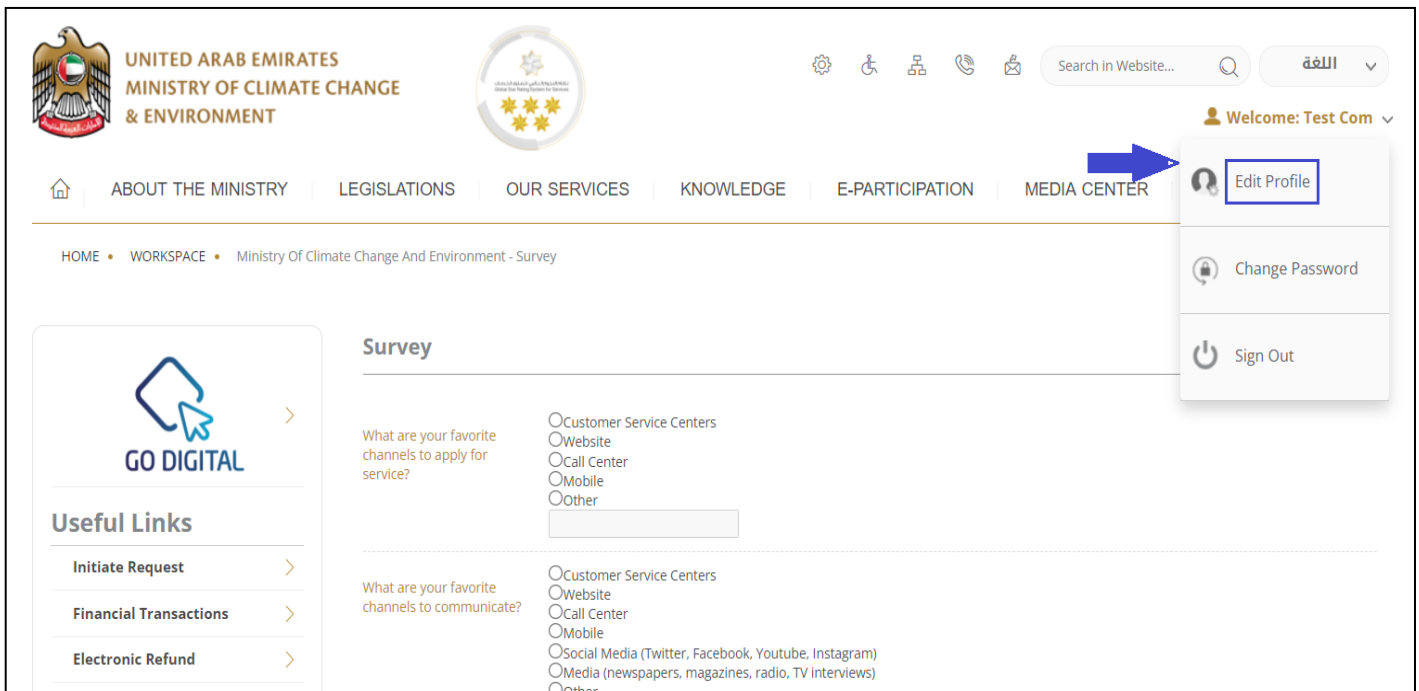
Figure 4 - Update Profile

You will be directed to *Edit Profile* view to modify account details.
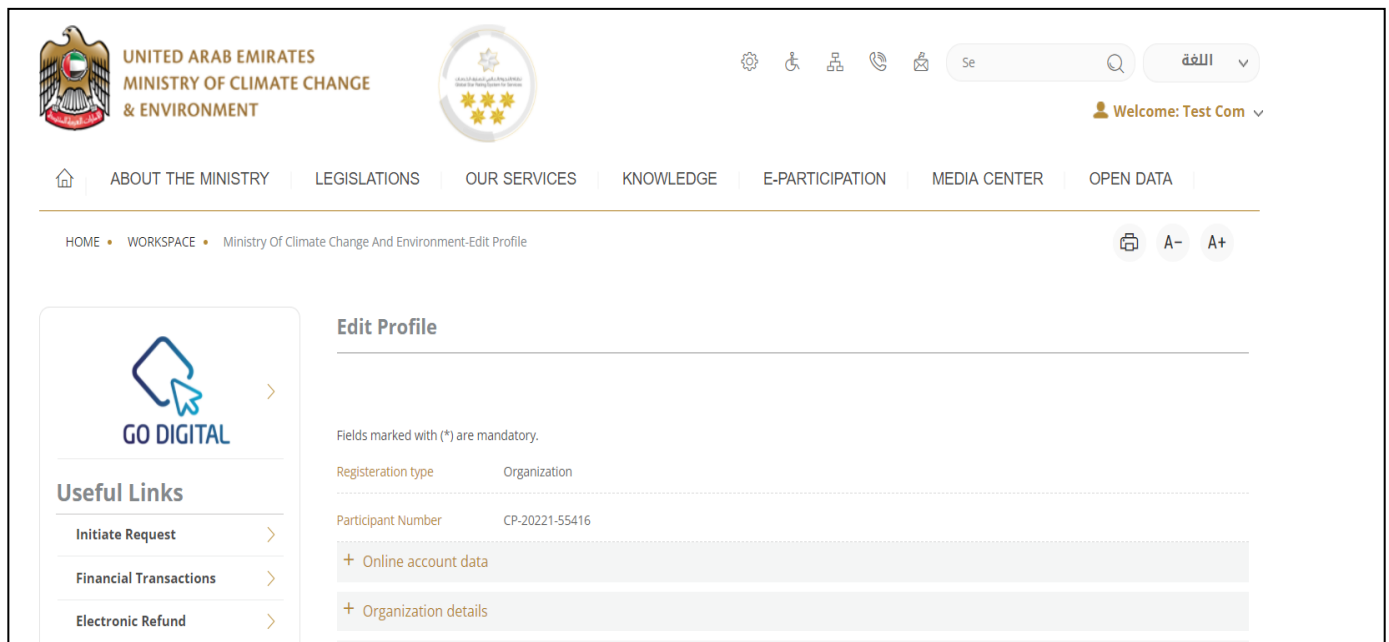
Figure 5 - Edit Profile

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.
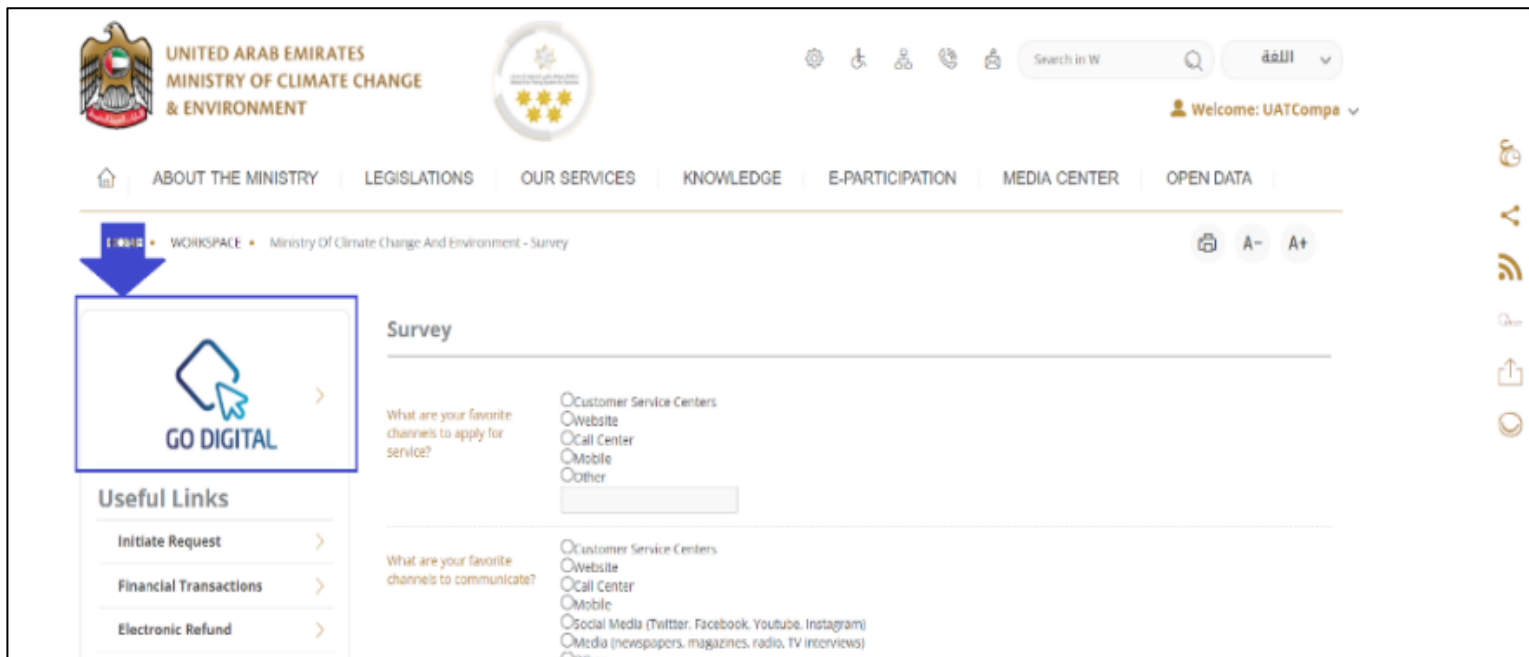
Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.
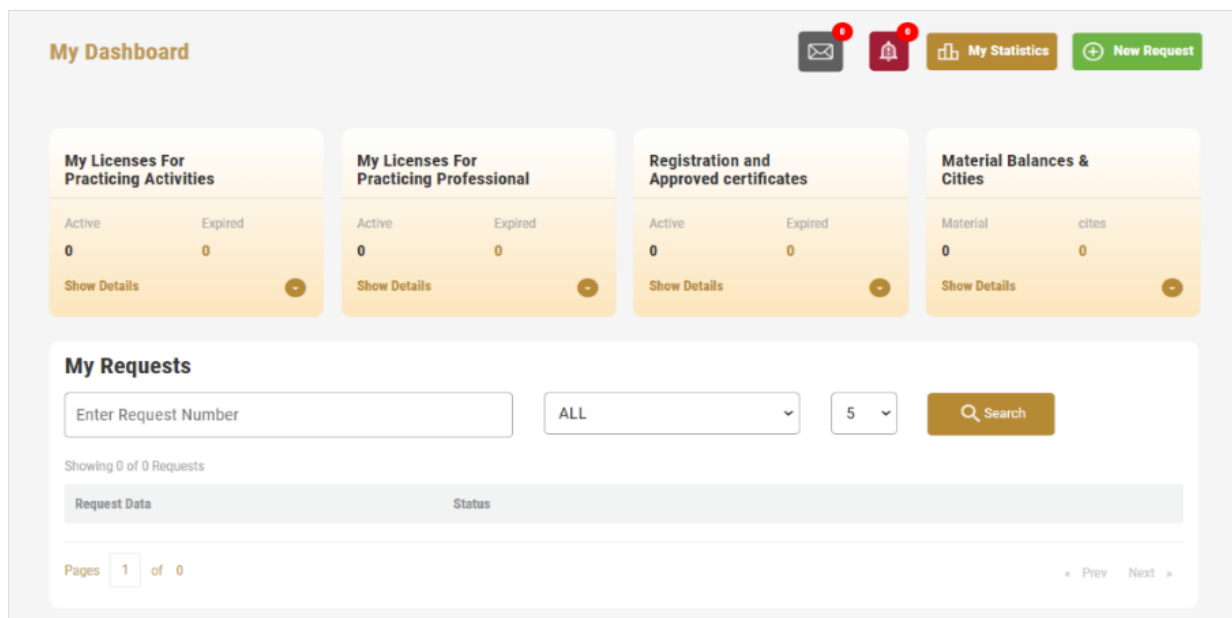
Figure 7- My Dashboard

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:

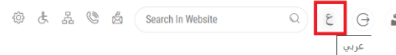|	
✉ 0	To notify the customer about any messages related to his request to take the proper actions
🔔 0	To inform the customer with any notifications
My Statistics	To display statistics about the customer's requests
⊕ New Request	To start a new request

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 Boats

Active	Expired
0	0

Show Details

My Agriculture and Animal Possessions

Active	Expired
0	0

Show Details

Cities Balance and Falcon Passport

Active	Expired
0	2

Show Details

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	2 1	0 0
Show Details ⬇	Show Details ⬇	Show Details ⬇	Show Details ⬇

My Requests

Enter Request Number	ALL	5	🔍 Search

Showing 3 of 197 Requests

Request Data	Status
REQUEST NO #APH-14052023-479726 Sunday, May 14, 2023 Register / Modify / Cancel an Animal Holding-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:
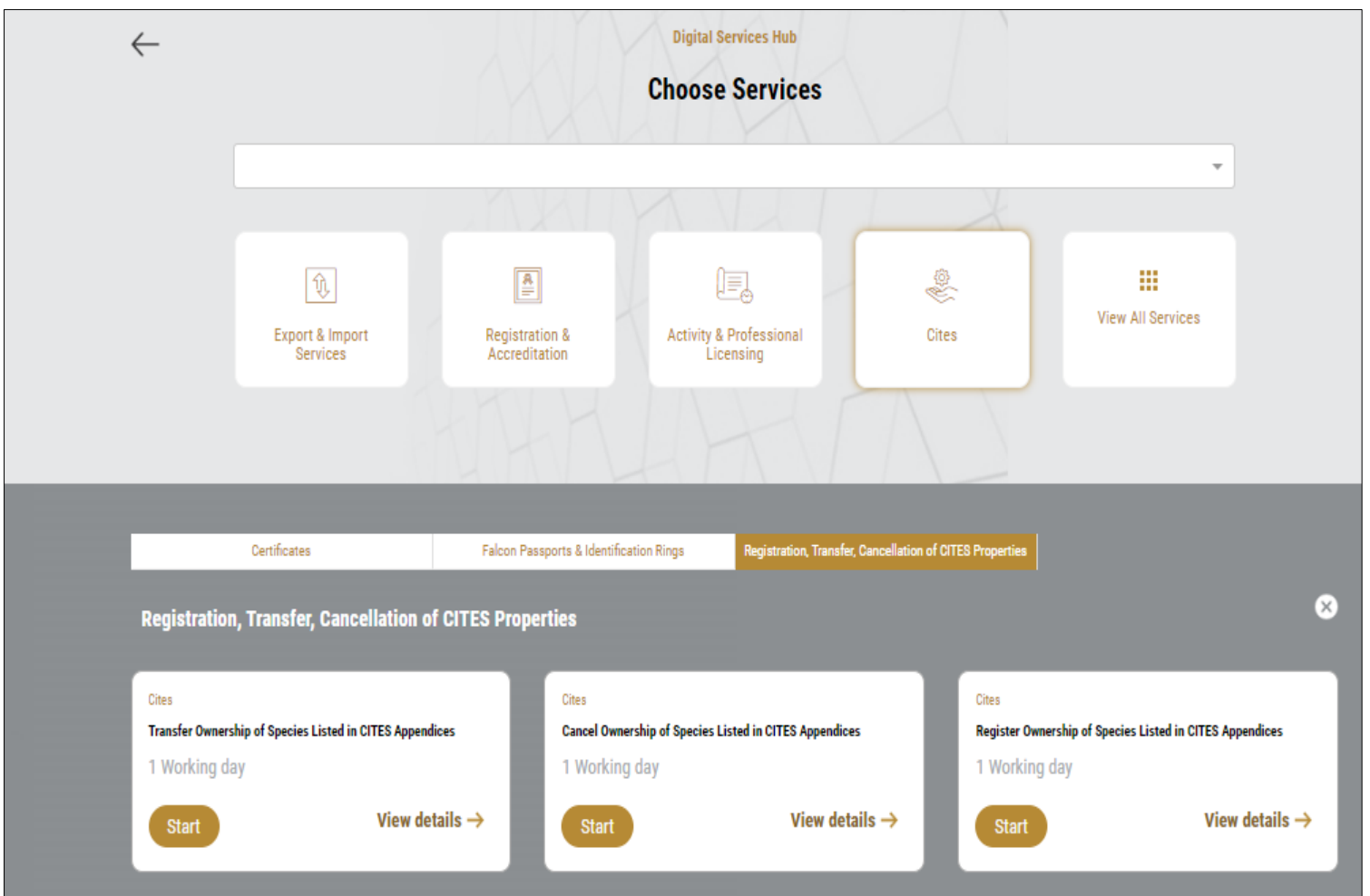
Figure 10 – Service New Request

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.
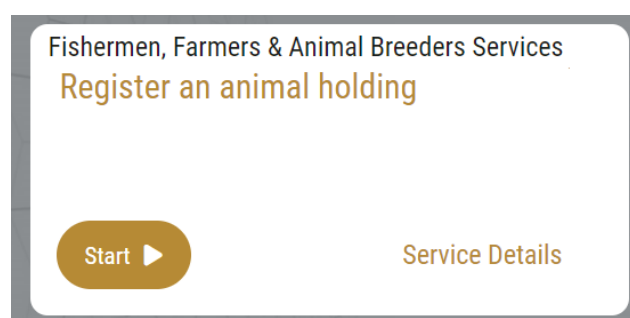

Figure 11 - Service Card

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.

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	2	1	0	0
Show Details		Show Details		Show Details		Show Details	

My Requests

Enter Request Number		ALL	5	Search

Showing 3 of 197 Requests

Request Data	Status
REQUEST NO #APH-14052023-479726 Sunday, May 14, 2023 Register / Modify / Cancel an Animal Holding-Issuance	Finished View View/Send Messages

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.

My Licenses For Practicing Professional

Active	Expired
0	0

Show Details ⌄

My Licenses For Boats

Active	Expired
2	1

Show Details ⌄

My Agriculture and Animal Possessions

Active	Expired
2	1

Show Details ⌄

Cities Balance and Falcon Passport

Active	Expired
0	0

Show Details ⌄

My Requests

| Enter Request Number | ALL ⌄ | 5 ⌄ | 🔍 Search |

Showing 3 of 197 Requests

Request Data	Status		
REQUEST NO #APH-14052023-479726 Sunday, May 14, 2023 Register / Modify / Cancel an Animal Holding-Issuance	**Finished**	👁 View	🖂 View/Send Messages

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

Register an animal holding

Show Service Card

apply for Register an animal 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.

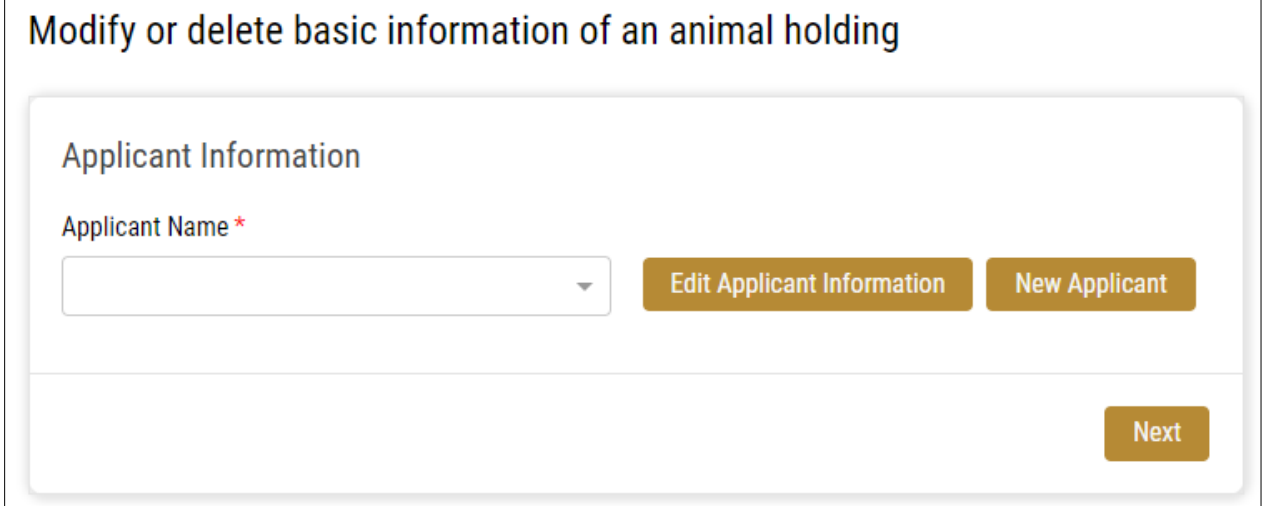2- Click on *Start* Start . The Applicant information view will be displayed.

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.
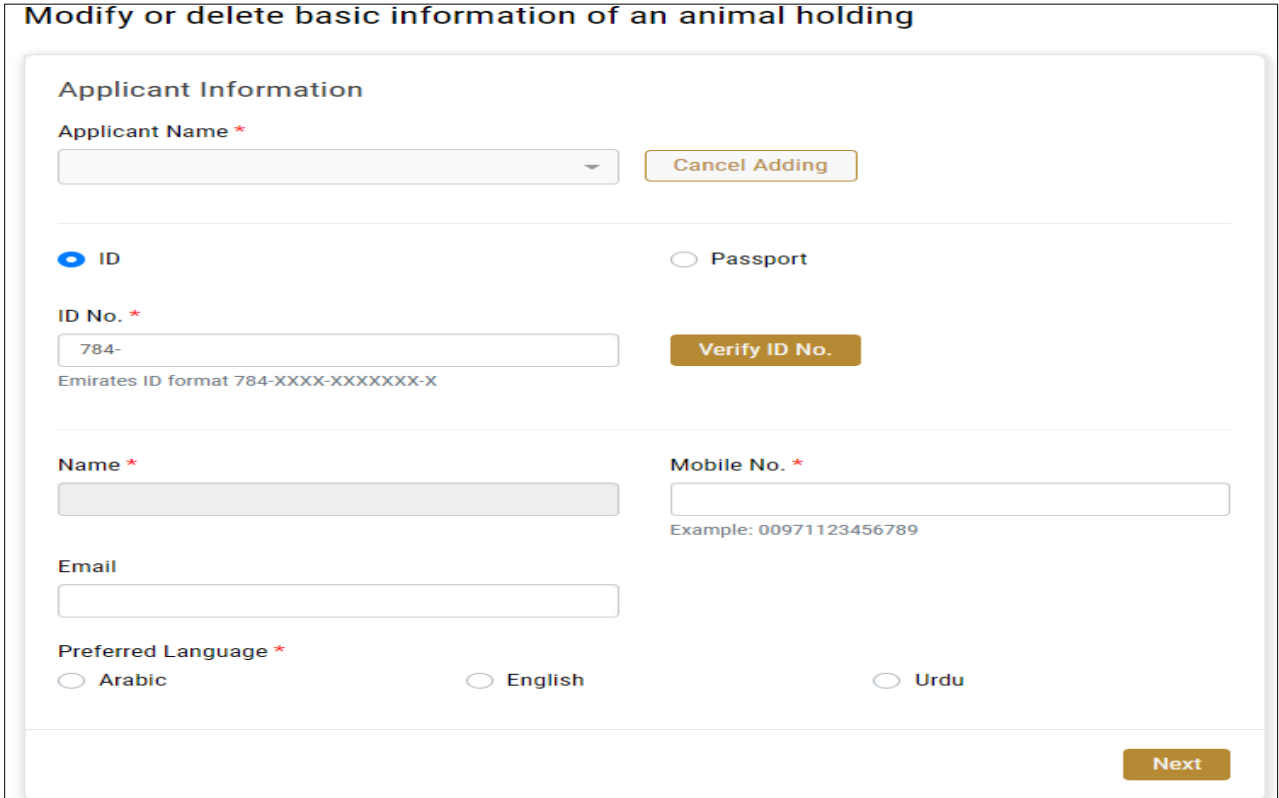
Figure 14 - Applicant's Information Page

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

Figure 20 - Service Information

5- After filing details Click Add

Figure 21 - Service Information

6- Click Next to review your request then Click Submit

Modify or delete basic information of an animal holding

Request Details

Request Details

Possessor Name
Falcon Testing User 2

Nationality
United Arab Emirates

Owner Account Number
52768

Farms Count
1

Request Type
Update Animal Card Details

Delete or Edit Reason
ok

Farms

Emirate	location	Square Meter	Action Type	
Ajman	undefined	3	Update	⌄
Ajman	الحليو	4	New	⌄

☐ Accept Terms & Conditions *

Back | Submit

Figure 15 – Service Request Review

7- 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

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

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

REQUEST NO #APH-14052023-479726

Sunday, May 14, 2023

Register / Modify / Cancel an Animal Holding-Issuance   **Finished**   ◎ View   View/Send Messages

Figure 16 - Download or View Certificate

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

Outputs

Certificate Number	Certificate Name		
23AE1838	Certificate Name	ⓘ	**Download**