

Digital Services

Register an animal 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.

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Useful Links				
Login	🔞 Sign in with UAE PASS			
Book Appointment				
View Appointments	A single trusted digital identity for all citizens, residents and visitors			
Electronic Refund				
Digital Services User Manual >				
Digital Certificates and Permits Hub				

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

Login to UAE PASS	
Emirates ID, email, or phone eg. 971500000000	
Remember me	
Figure 2 - Login Page	

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



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^	Survey					
GO DIGITAL	What are your favorite channels to apply for service?	Ocustomer Service Centers Owebsite Ocal Center OMobile				
Useful Links		Oother				
Initiate Request	What are your favorite	Ocustomer Service Centers Owebsite				
Financial Transactions	channels to communicate?	Ocal Center Otal Center OMobile				
Electronic Refund		Official Media (Twitter, Facebook, Youtube, In Official (newspapers, magazines, radio, TV in Official	stagram) terviews)			



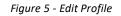
View/Update Customer Profile

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

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Useful Links		Oother		
Initiate Request	> What are your favorite	Ocustomer Service Centers		
Financial Transactions	Channels to communicate	Owebsite Ocall Center Omobile		
Electronic Refund	>	Onoblie OSocial Media (Twitter, Facebook, Youtube, Instagram) OMedia (newspapers, magazines, radio, TV interviews)		

Figure 4 - Update Profile

UNITED ARAB EMIRAT MINISTRY OF CLIMATI & ENVIRONMENT		9 & & & & &	ر اللغة Welcome: Test Com ب
	LEGISLATIONS OUR SERVICES KNOWLEDG	GE E-PARTICIPATION MEDIA CENTER	R OPEN DATA
HOME • WORKSPACE • Ministry Of Cl	imate Change And Environment-Edit Profile		□ A- A+
GO DIGITAL	Edit Profile Fields marked with (*) are mandatory.		
Useful Links	Registeration type Organization		
Initiate Request	Participant Number CP-20221-55416		
Financial Transactions	+ Online account data		
Electronic Refund	+ Organization details		



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.

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Financial Transactions	\rightarrow	channels to communicate?	Owebsite Ocal Center OMobile			
Electronic Refund	\rightarrow		Osocial Media (Twitter, Facebook, Youtu OMedia (newspapers, magazines, radio,			

Figure 6 - 'Go Digital' Icon

6- The user dashboard will then be displayed.

My License Practicing A			My Licenses Practicing Pr			Registration Approved cer			Material Balan Cities	ices &
Active	Expired		Active	Expired		Active	Expired		Material	cites
0	0		0	0		0	0		0	0
Show Details		•	Show Details		0	Show Details		0	Show Details	
My Requ	iest Number	•	Show Details		ALL	Show Details	~	5 ~	Show Details	

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
	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 License	s For Boats		My Agricultu Animal Poss	essions	Cities Balar Falcon Pass	
Active	Expired		Active	Expired	Active	Expired
0	0		0	0	0	2
Show Details		0	Show Details	6	Show Details	0

Figure 8 - Dashboard Digital Service Categories

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

My License Practicing F	s For Professional	My Licenses I	For Boats	My Agricultu Animal Posse	re and essions	Cities Balance and Falcon Passport	
Active	Expired 0	Active 2	Expired	Active 2	Expired	Active Expir	ed
Show Details	•	Show Details	0	Show Details	0	Show Details	0
My Requ	ests uest Number		ALL		✓ 5 ✓	Q Search	
Showing 3 of Request Da	197 Requests ta	S	tatus				
Sunday, Ma	NO #APH-14052023-479726 ay 14, 2023 dify / Cancel an Animal Holding-Issua		inished		O View	View/Bend 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* ⊙ More Request on the dashboard. The following screen will display:

\leftarrow				ervices Hub Services			
	D Export & Import Services	Registration & Accreditation	Activity &	Professional ensing	Cites	View All Services	
Registra	Certificates tion, Transfer, Cancellation o		& Identification Rings	Registration, Transfer, Cancella	ntion of CITES Properties		8
Cites Transfer Ov 1 Workin Start	vnership of Species Listed in CITES Append g day View de	lices Ca	tes ancel Ownership of Species Lis Working day Start	sted in CITES Appendices View details →	1 Working		ppendices w details →

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* 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.

My Licenses Practicing Pr		My Licenses F	or Boats	My Agricultu Animal Poss	ire and essions	Cities Balance ar Falcon Passport	
Active 0	Expired 0	Active 2	Expired	Active 2	Expired	Active 0	Expired 0
Show Details	0	Show Details	0	Show Details	0	Show Details	0
My Reque	est Number		ALL		• 5 •	Q Search	
Request Data	1	SI	tatus				
Sunday, May	D #APH-14052023-479726 / 14, 2023 fy / Cancel an Animal Holding-Issua		inished		O Vice	Viewišenc	A Messages

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.

My License Practicing F	s For Professional	My Licenses F	or Boats	My Agricultu Animal Posse		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	0	Show Details	0	Show Details	0
	uest Number 197 Requests		ALL		▶ 5 ►	Q Search	
Request Da	ta	S	tatus				
	NO #APH-14052023-47972 ay 14, 2023	6					
Register / Mo	dify / Cancel an Animal Holding-Issua	ance F	inished		View	View/Send Mes	isages

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*.

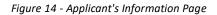
- 1- Select the Request name from the dropdown list, or alternatively click on the *Registration & Accreditation Services* category, select the *Veterinary Products* tab, then select the service card.
- 2- Click on *Start* . The Applicant information view will be displayed.

Modify or delete basic informati	on of a	an animal holding	
Applicant Information			
Applicant Name *			
	•	Edit Applicant Information	New Applicant
			Next

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.

Applicant Informatio	n		
Applicant Name *			
	-	Cancel Adding	
o ID		Passport	
ID No. *			
784-		Verify ID No.	
Emirates ID format 784-XXXX-XX	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
Name *		Mobile No. *	
		Example: 00971123456789	
Email			
Preferred Language *			
Arabic	English	🔘 Urdu	



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

Farms	Possessor Nam Falcon Testing			nality d Arab Emirates	~
	Owner Account 52768 Request Type Add Animal Car	t Number	Farm 1	s Count	
	Farms				(
	Emirate	location	Square Meter	Action Type	
	Ajman	undefined	2	New 🗊	*

Figure 20 - Service Information

5- After filing details Click Add

Farms	Possessor Nam		Nationality United Arab Emirates				\checkmark	
arm Details	Falcon Testing				5			
	Owner Account	Number		s Count				
nimals	52768 1							
	Request Type							
	Add Animal Ca	rd Details						
	Farms						(i	
	Emirate	location	Square Meter	Action Typ	e			
	Ajman	undefined	2	New	ê,	×	~	
	Farm Detail	s						
		0						
	Animal Place *							
							*	
	Animals							
	Animal Kind *							
							*	
	Add							

Figure 21 - Service Information

6-	Click Next to	review your	request the	en Click Submit
----	---------------	-------------	-------------	-----------------

Modify or dele	ete basic info	ormation of an	n animal ho	lding	
Request Details	Request Det	ails			
Farms	Possessor Nam Falcon Testing			nality d Arab Emirates	
	Owner Account 52768	Number	Farm: 1	s Count	
	Request Type Update Animal Card Details				
	Delete or Edit R ok	eason			
	Farms				
	Emirate	location	Square Meter	Action Type	
	Ajman	undefined	3	Update	~
	Ajman	الحليو	4	New	~
	Accept Term	ns & 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 ^e/₂ to download your certificate, or ^o/₂ to view the request.

GO DIGITAL	
3	Digital Services User Guide

Finished	© View	View/Bend Messages
Figure 16 - Download or	View Certificate	
after click on View 🦉	icon then click Download	
Certificate Name		
Certificate Name	Ġ	Download
	Figure 16 - Download or e after click on View	Figure 16 - Download or View Certificate e after click on View e Trificate Name Certificate Name