



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Request Veterinary Extension Services

User Guide


Table of Contents

Introduction	1
Overview	1
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 Dashboard	10
Using the 'Go Digital' Services	13
Digital Services Overview	13
Starting a New Request	13
Retrieve a Service Request.....	14
Request Veterinary Extension Services	16
Apply for a Request Veterinary Extension Services	17

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 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.

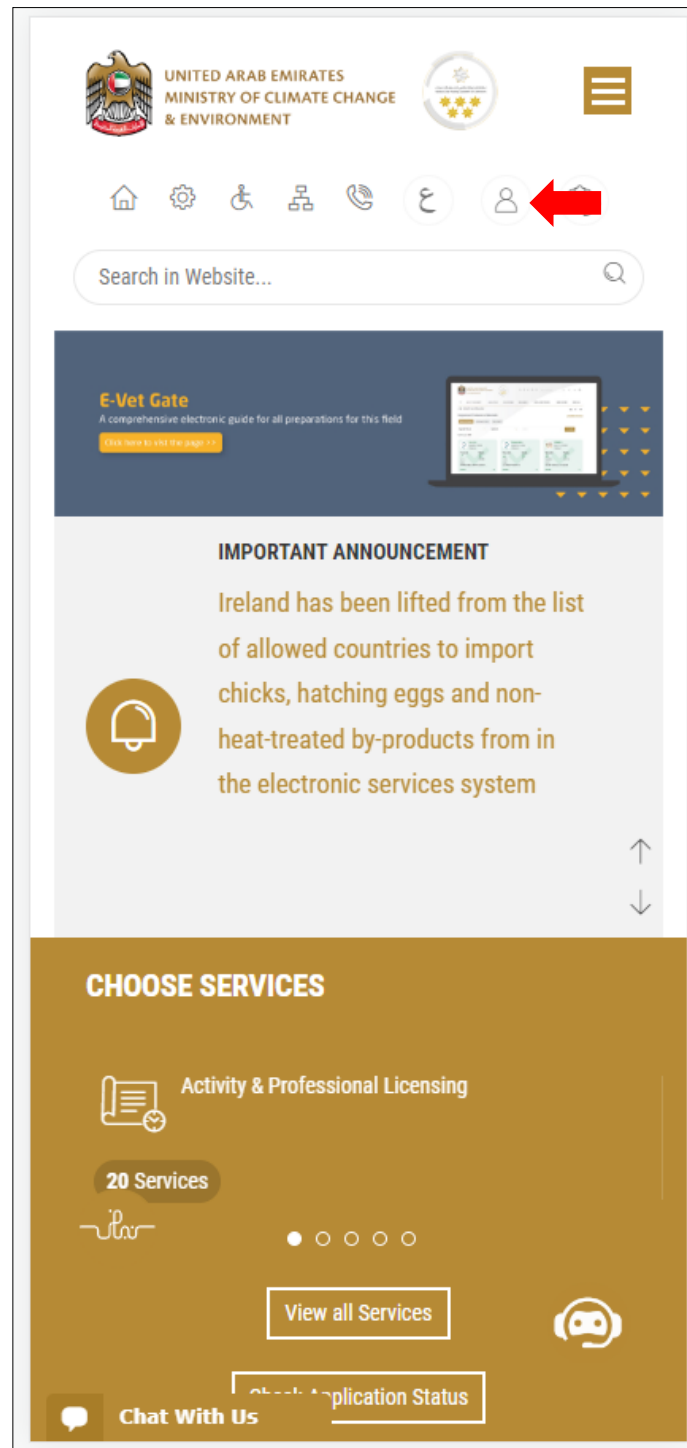
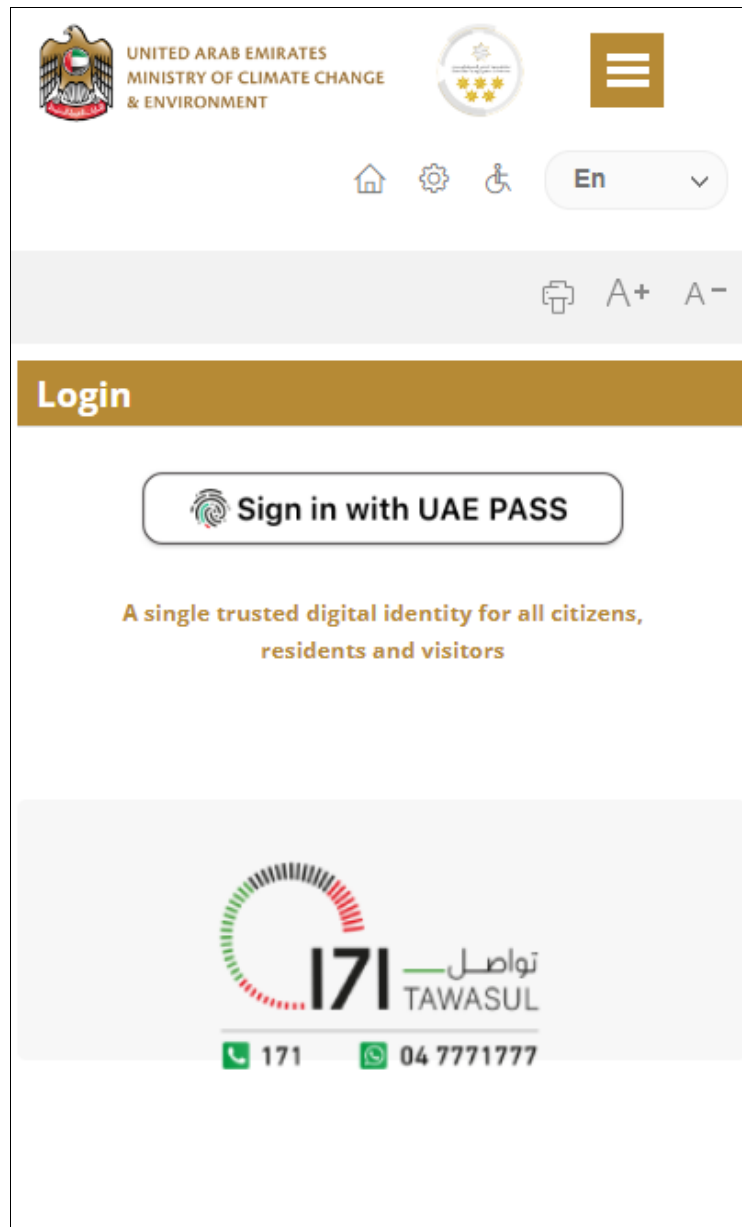
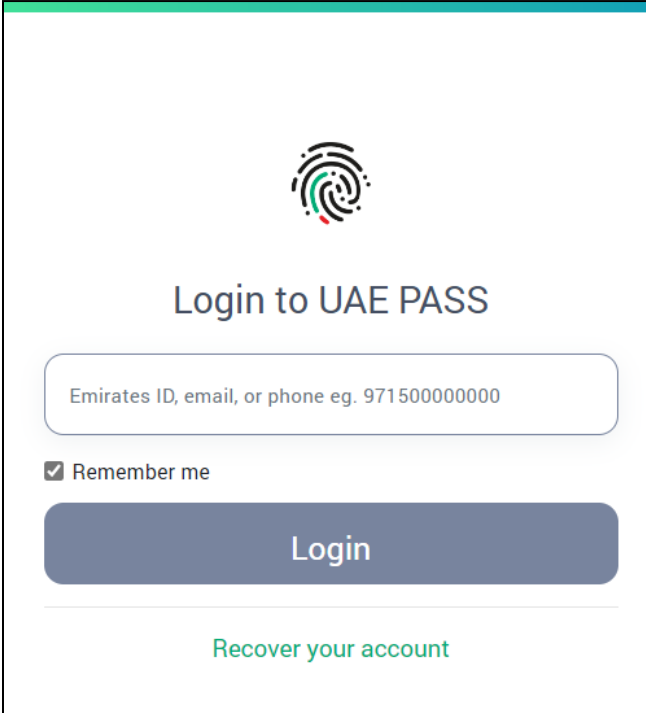


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



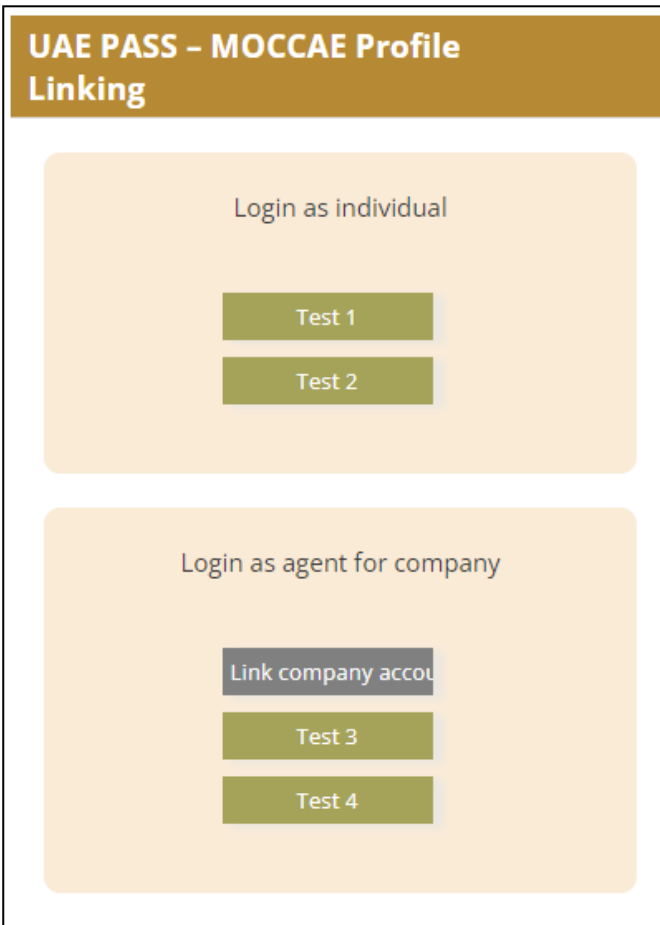
2- Enter ID or Mobile or email which has been registered in UAE pass.



The login page features a circular logo with a fingerprint icon at the top center. Below it, the text "Login to UAE PASS" is displayed. A text input field contains the placeholder "Emirates ID, email, or phone eg. 971 500000000". Below the input field is a checkbox labeled "Remember me" which is checked. A large blue "Login" button is positioned below the checkbox. At the bottom, there is a green link that says "Recover your account".

Figure 2 - Login Page

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



The page has a brown header with the text "UAE PASS - MOCCAIE Profile Linking". Below the header, there are two main sections. The first section is titled "Login as individual" and contains two green buttons labeled "Test 1" and "Test 2". The second section is titled "Login as agent for company" and contains a grey button labeled "Link company account", followed by two green buttons labeled "Test 3" and "Test 4".

4- You will be logged in successfully and directed to MOCCAE survey page.

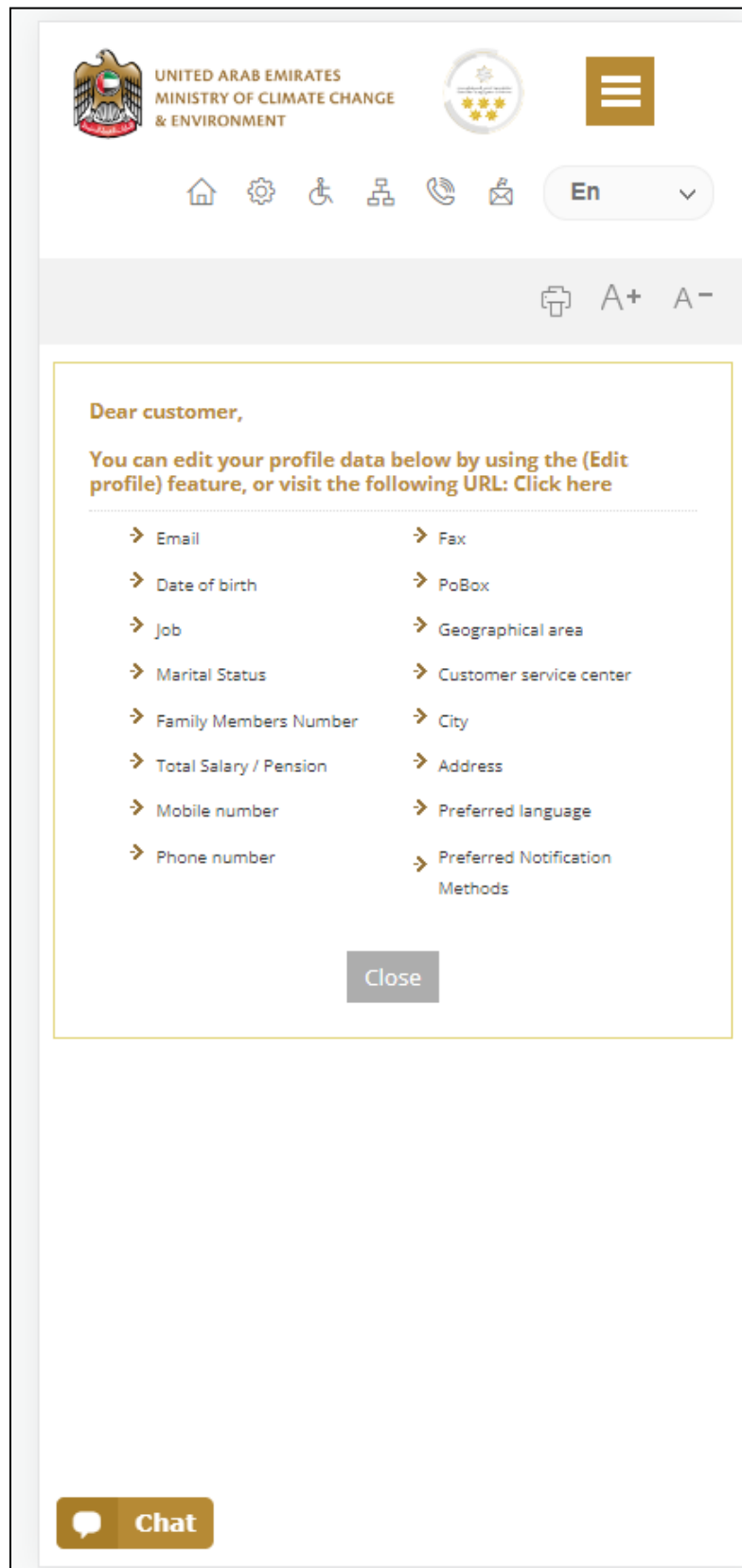



Figure 3 - MOCCAE Survey Page

View/Update Customer Profile

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

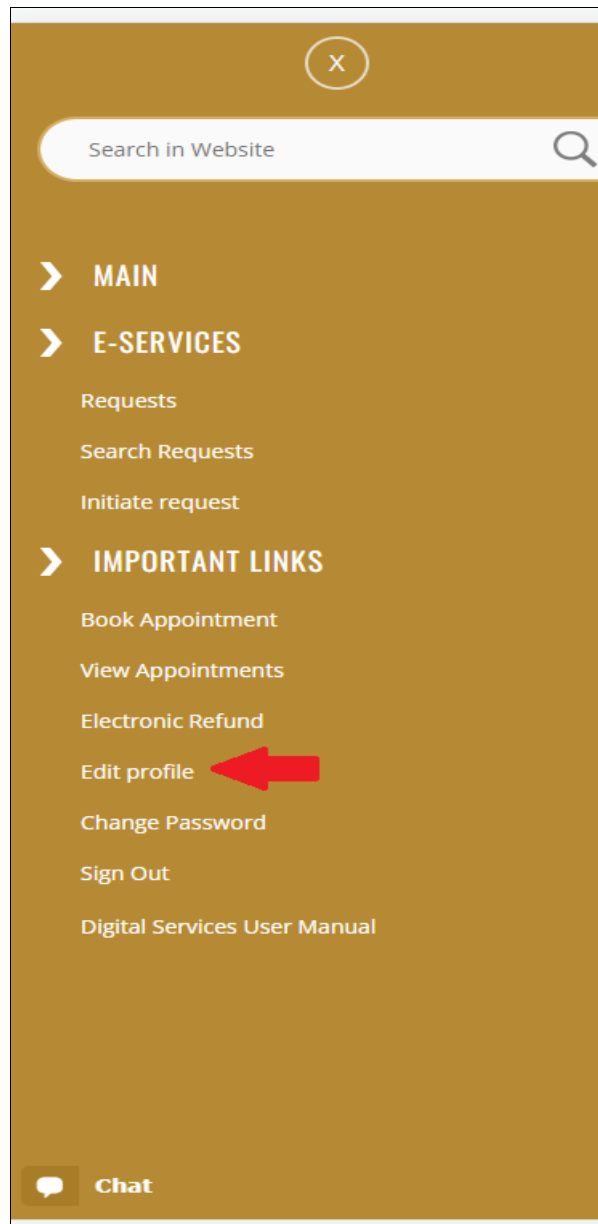


Figure 4 - Update Company Profile

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


The screenshot displays the 'Edit Profile' interface. At the top, there is a header with the UAE coat of arms, the text 'UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT', a circular logo, and a hamburger menu icon. Below the header is a navigation bar with icons for home, settings, accessibility, organization, contact, and email, along with a language dropdown set to 'En'. A secondary bar contains a print icon and font size controls 'A+' and 'A-'. The main content area is titled 'Edit Profile' in a blue bar. Below this, a note states 'Fields marked with (*) are mandatory.' The form includes sections for 'Registration type' (set to 'Individual'), 'Participant Number' (IN-20174-86637), 'Online account data', 'Email' (with a text input field, microphone icon, and info icon), 'Confirm Email' (with a text input field, microphone icon, and info icon), 'Enable 2 Step Authentication feature' (with a checkbox and info icon), 'Individual details', 'Full arabic name *' (with a text input field, microphone icon, and info icon), a note 'This field accepts English letters in case the client can't speak Arabic', and 'Full english name *' (with a text input field).

Figure 5 - Edit Profile

3- You can modify the following details:

- **Online account data** including company email address
- **Organization details** including company name, license and authority details
- **Company Geographical Data** including company location details
- **Communication Data** including primary contact number, email and address 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  to the left of the homepage.

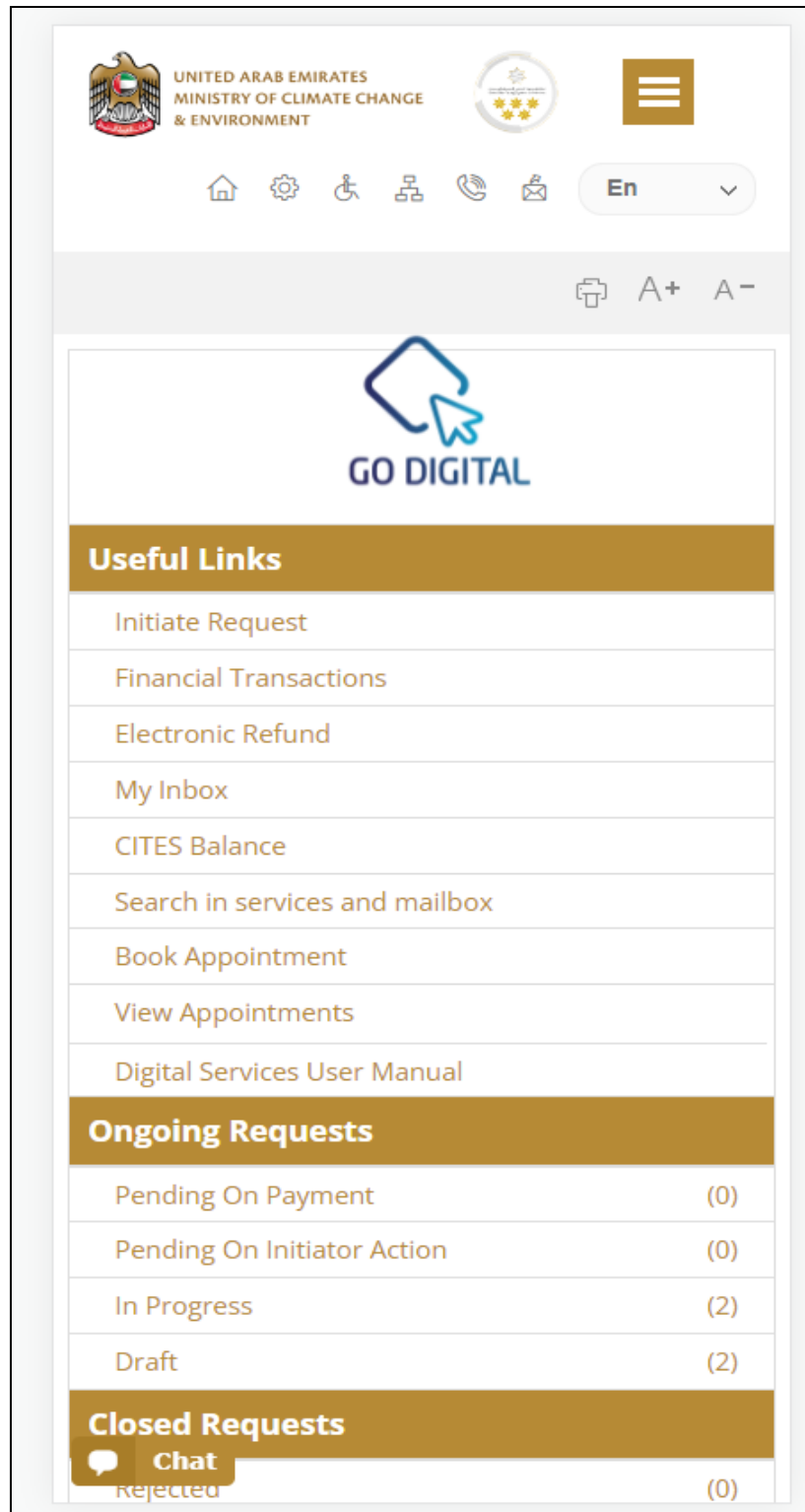


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

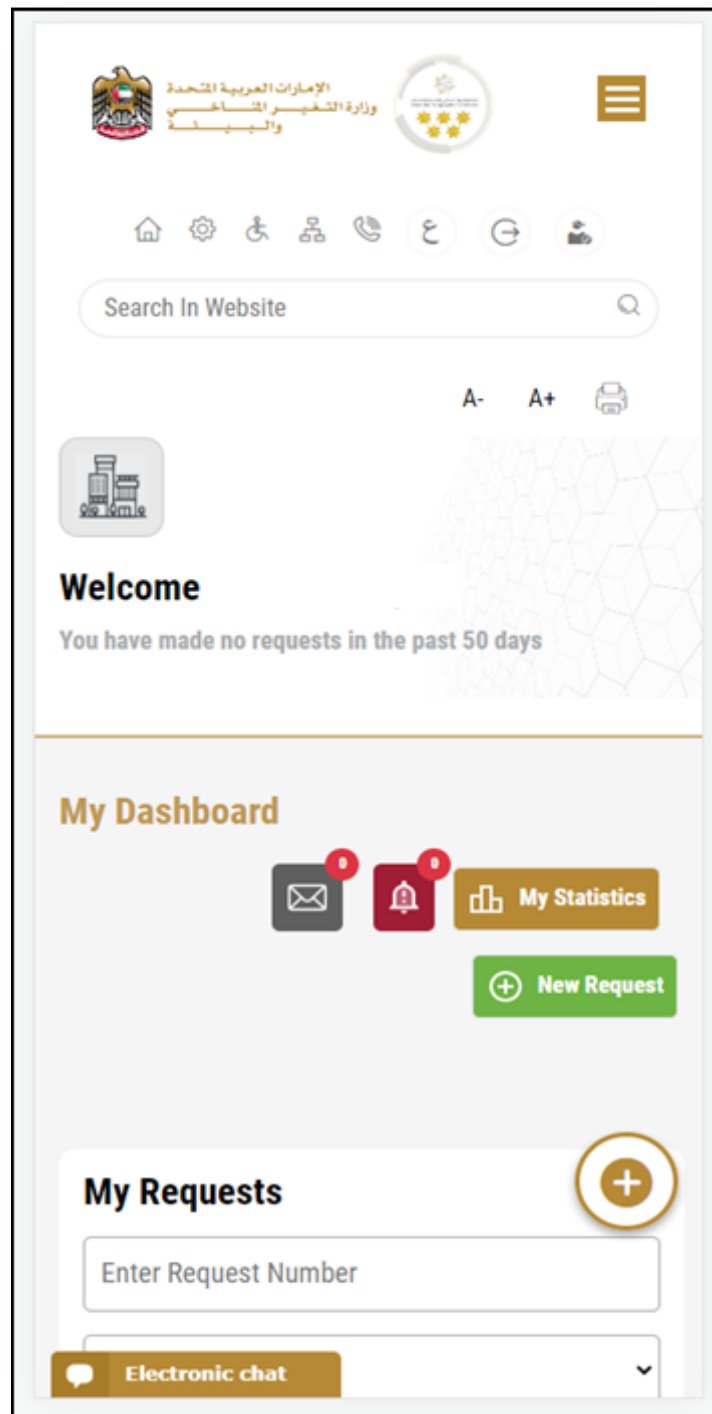


Figure 7- My Dashboard

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.

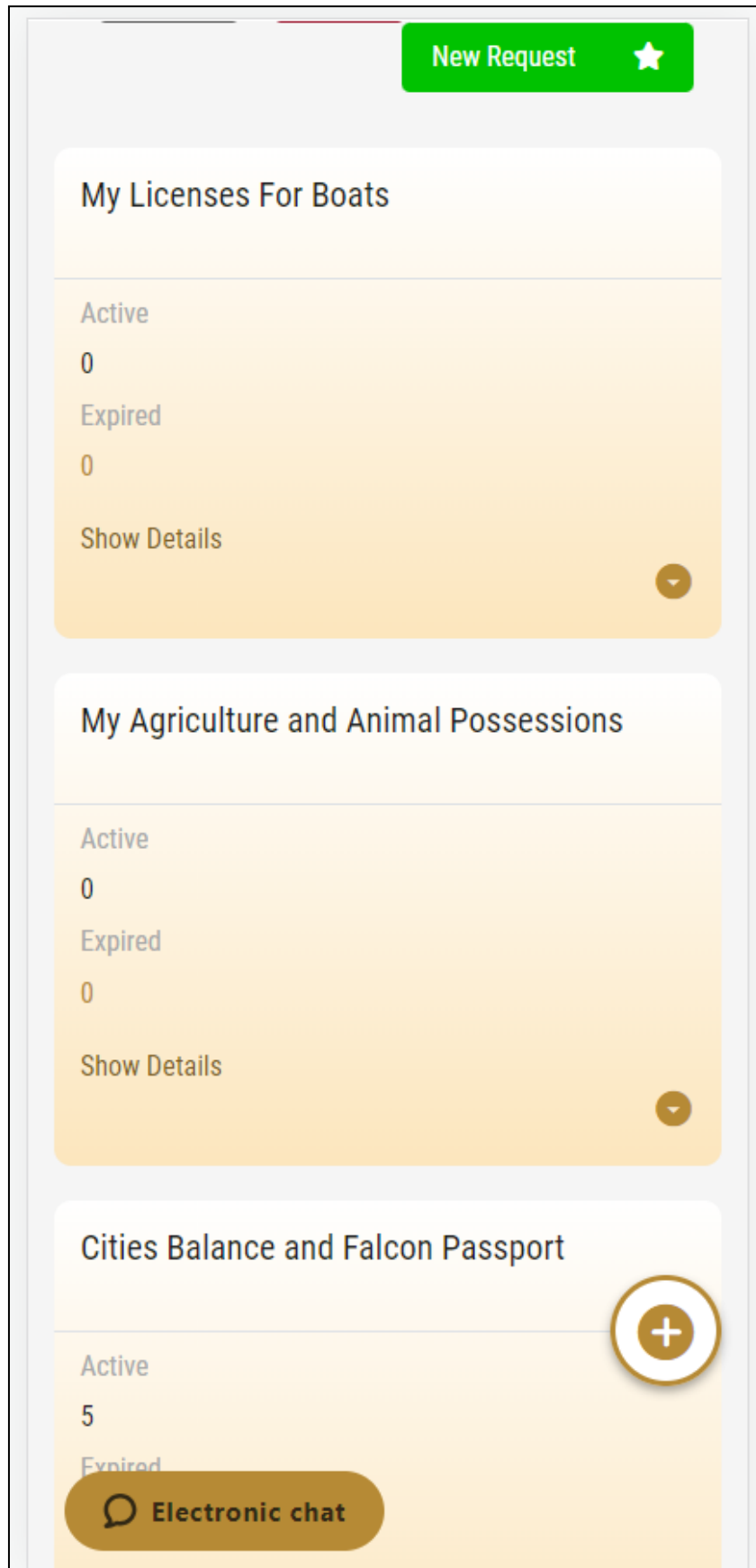


Figure 8 - Dashboard Digital Service Categories

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

My Requests

ALL

▼

10

▼

Search

Showing 3 of 1386 Requests

Request Data	Status
<p>REQUEST NO #APH-06012023-2219665</p> <p>Friday, January 6, 2023</p> <p>Export of the shipment of veterinary products -Issuance</p> <p>Pending On Veterinary Products Committee Approval</p> <div> <div>View</div> <div>View/Send Messages</div> </div>	
<p>REQUEST NO #Q-30122022-2214602</p> <p>Friday, December 30, 2022</p> <p>Request for a phytosanitary certificate for export or re-export Issuance</p> <p>Pending On Payment</p> <div> <div>Chat</div> <div>Cancel</div> <div>View</div> <div>View/Send Messages</div> </div>	<div>+</div>

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 MOCCA.E.

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:

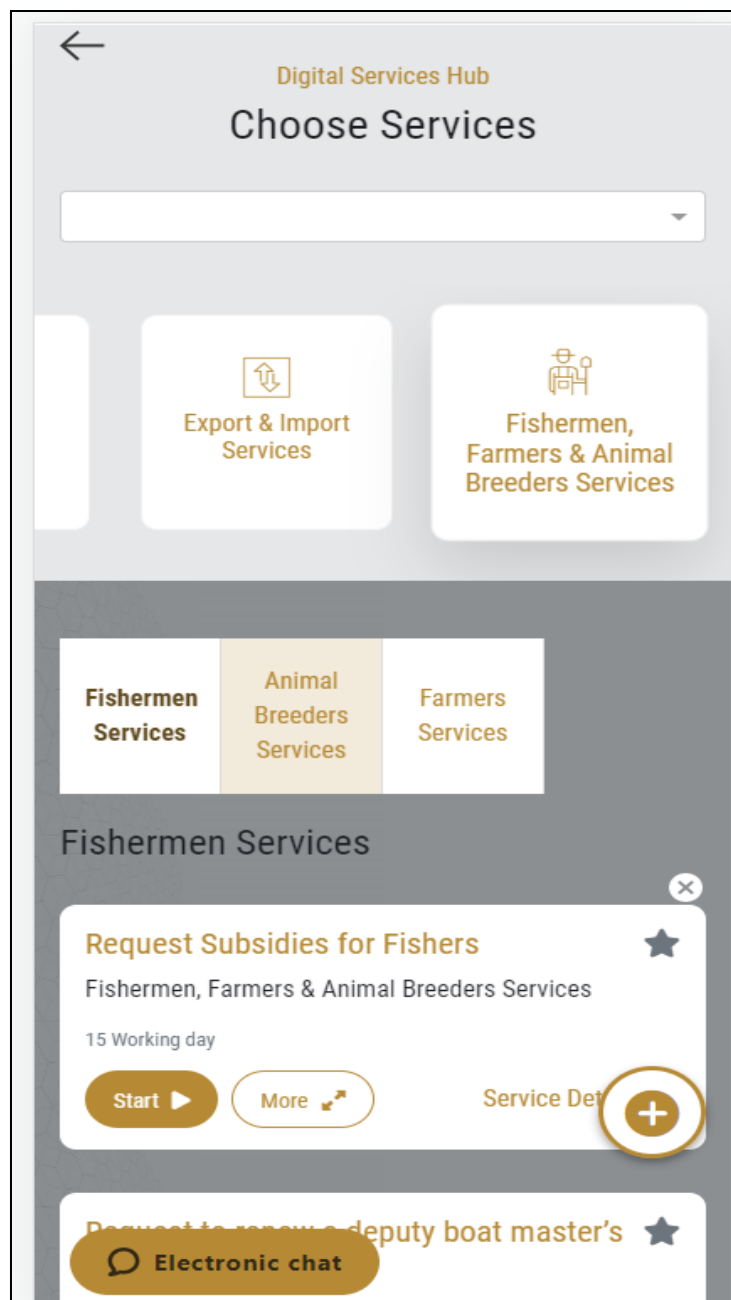


Figure 10 – Service New Request

- 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.

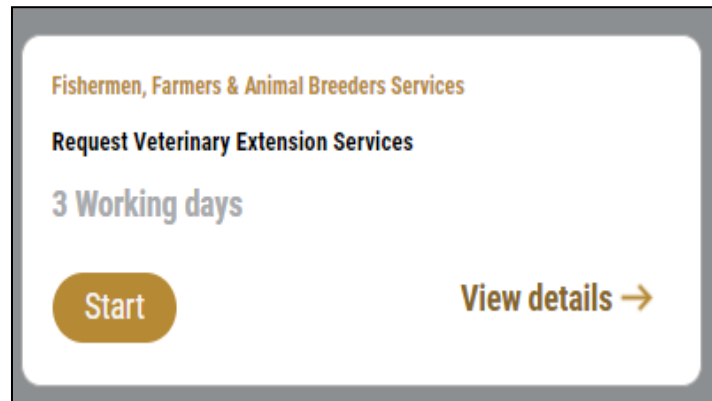



Figure 11 - Service Card

- 3- Click on **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.

Or, you can directly locate the request in the list of requests.

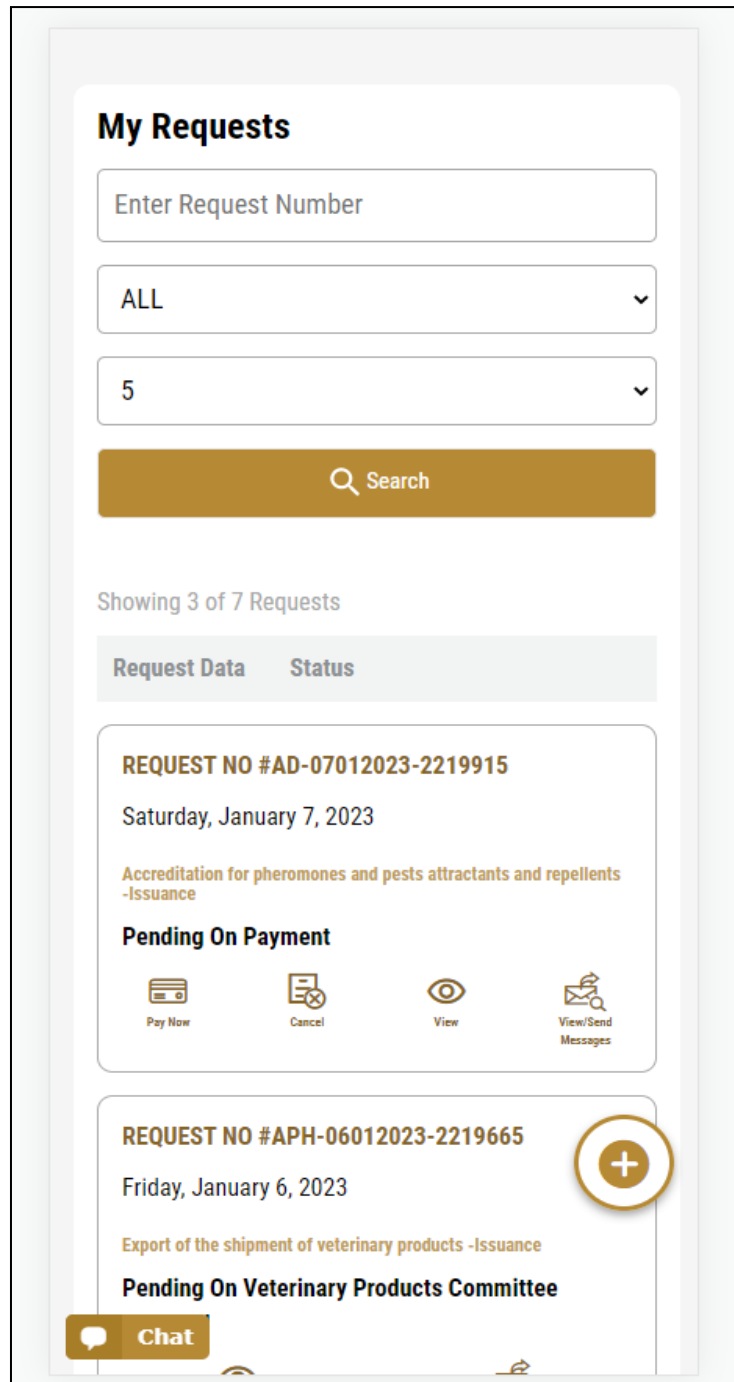




Figure 12 - Select Request to Retrieve

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

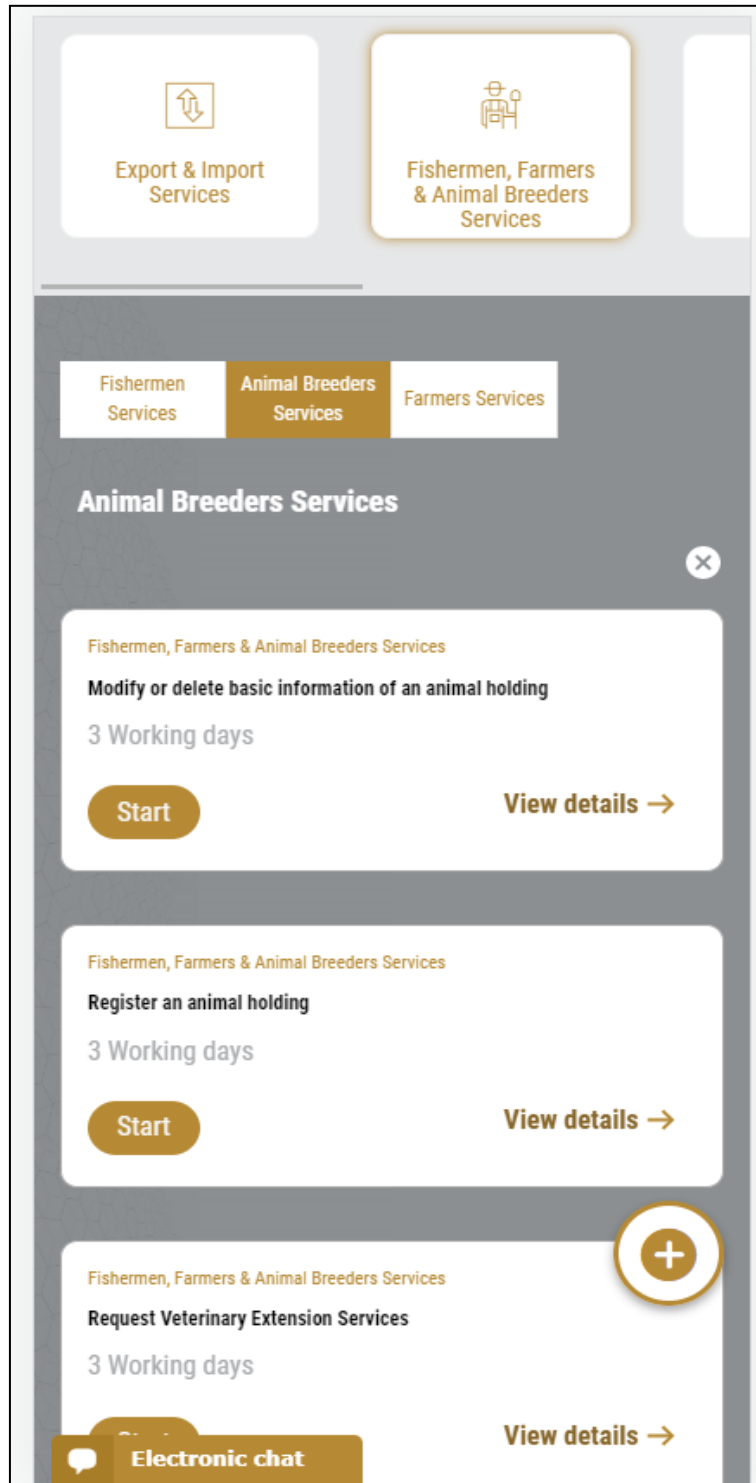
Table 2 – Service Request Actions

Request Veterinary Extension Services

[Show Service Card](#)

Apply for a Request Veterinary Extension Services

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



- 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.
- 4- Add the Applicant Information by:

- a. Selecting the applicant's name from the list, if available
- Or
- b. Click on *Add Applicant* to add the applicant's name using the Emirate ID number, then click on *Find*.
- c. Select the request purpose

The applicant's information will be displayed and show request purpose.

Request Veterinary Extension Services

Applicant Information

Applicant Name *

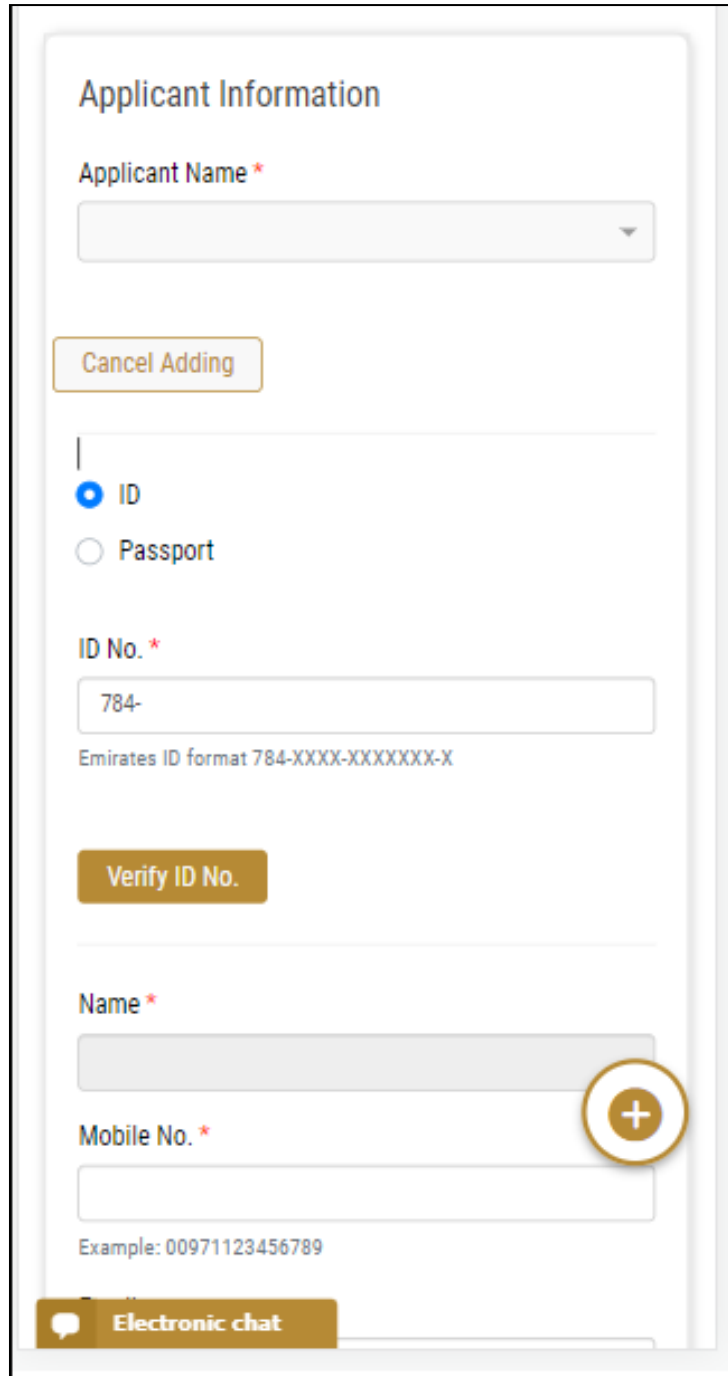
test

Edit Applicant Information New Applicant

Next

Figure 13 - Select Applicant Name

- 1- If necessary, you can update the applicant's Mobile Number and Email ID where the applicant will receive all service-related messages.



The screenshot shows a mobile application interface for 'Applicant Information'. At the top, there's a title 'Applicant Information'. Below it is a dropdown menu for 'Applicant Name *'. A 'Cancel Adding' button is positioned below the dropdown. A horizontal line separates this section from the next. Below the line, there are two radio buttons: 'ID' (selected) and 'Passport'. Underneath is a text input field for 'ID No. *' with the placeholder '784-'. A note below the field states 'Emirates ID format 784-XXXX-XXXXXXX-X'. A 'Verify ID No.' button is located below the input field. Another horizontal line follows. Below this line is a text input field for 'Name *'. To the right of the 'Name' field is a circular button with a plus sign. Below the 'Name' field is a text input field for 'Mobile No. *' with the example '00971123456789' below it. At the bottom, there is a blue button with a speech bubble icon and the text 'Electronic chat'.

Figure 14 - Applicant's Information Page

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

Request Veterinary Extension Services

Request Details

✓

Animals Kind *

x Cows
x Goats
x ▼

Cows Count *

2

Goats Count *

10

Ownership Type *

Commercial farm
x ▼

Request Type *

Guidance
x ▼

Back

Next

3- Click *Next* to review your request then click submit.

Request Veterinary Extension Services

Request Details

Cows

2

Goats

10

Ownership Type

Commercial farm

Request Type

Guidance

Action Type(s)


☒ Accept Terms & Conditions *

Back

Submit

- 4- By returning to the main page of the service, you will find your request " Pending On Veterinarian Visit".

Request Veterinary Extension Services



CONGRATS!

Your Request # APH-18062023-480052 is successfully submitted, Status **Pending On Veterinarian Visit** at 6/18/23, 12:07 PM


[Go To Dashboard](#)

REQUEST NO #APH-18062023-480052


Sunday, June 18, 2023

Request Veterinary Extension Services-Issuance

Pending On Veterinarian Visit

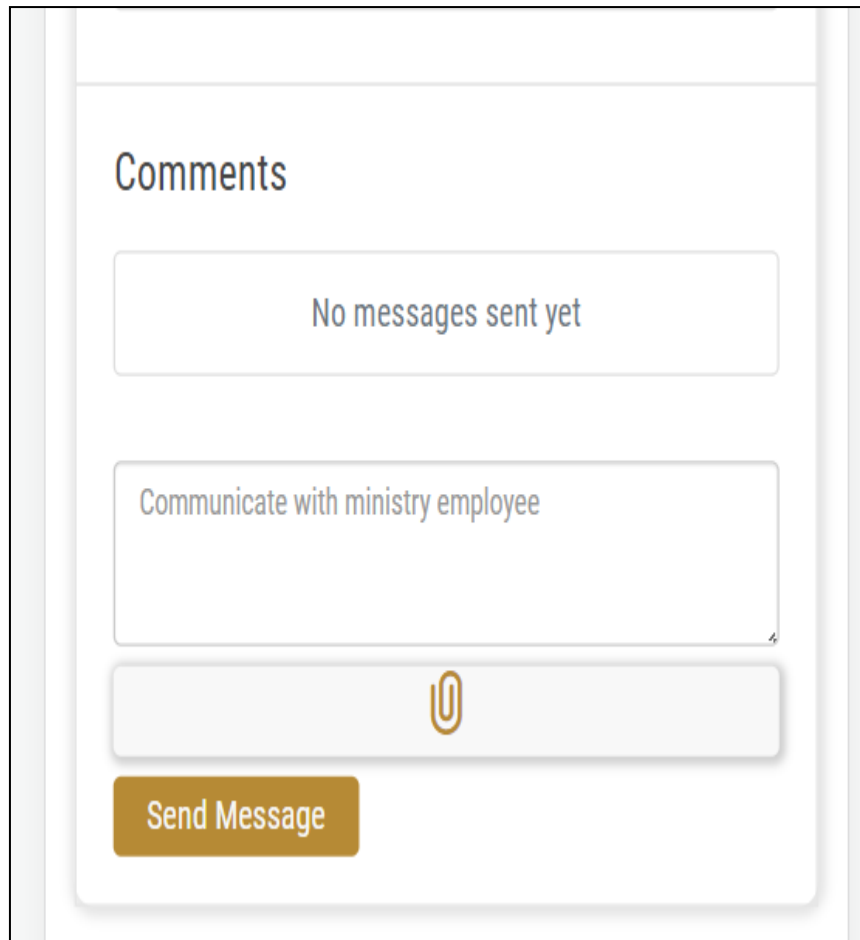


View



View/Send Messages


- 5- Open the request to read the messages that may be sent by the Veterinarian.



Comments

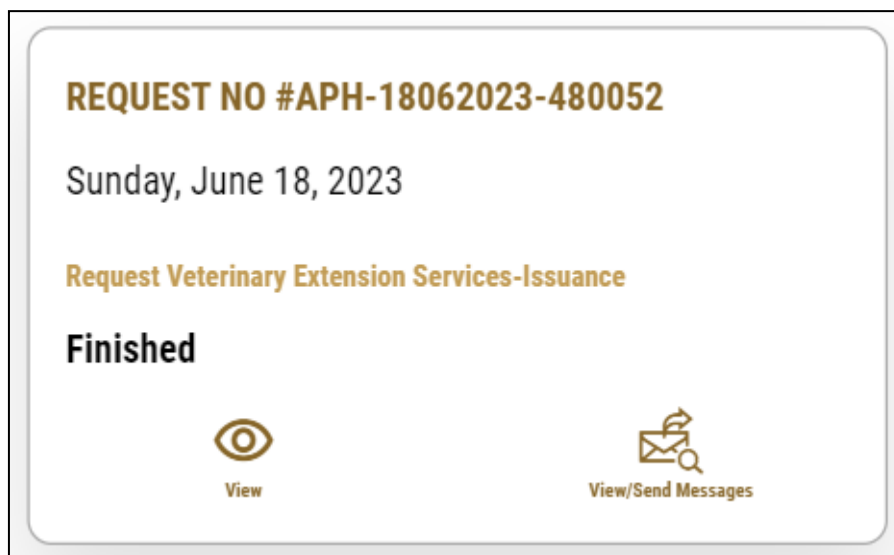
No messages sent yet

Communicate with ministry employee



Send Message

- 6- The Veterinarian will set a date for the visit and once done the status of the request will be “finished”





REQUEST NO #APH-18062023-480052

Sunday, June 18, 2023

Request Veterinary Extension Services-Issuance

Finished

 View

 View/Send Messages