



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

## Digital Services

---

**Issue an import permit for live animals and birds**

## 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
How to Pay for a Digital Service.....	14
Retrieve a Service Request .....	18
View or Download a Certificate .....	20
Apply for Release Permit .....	28

## Introduction

This guide is developed to help clients and business entities to use the MOCCA 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 MOCCA 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.

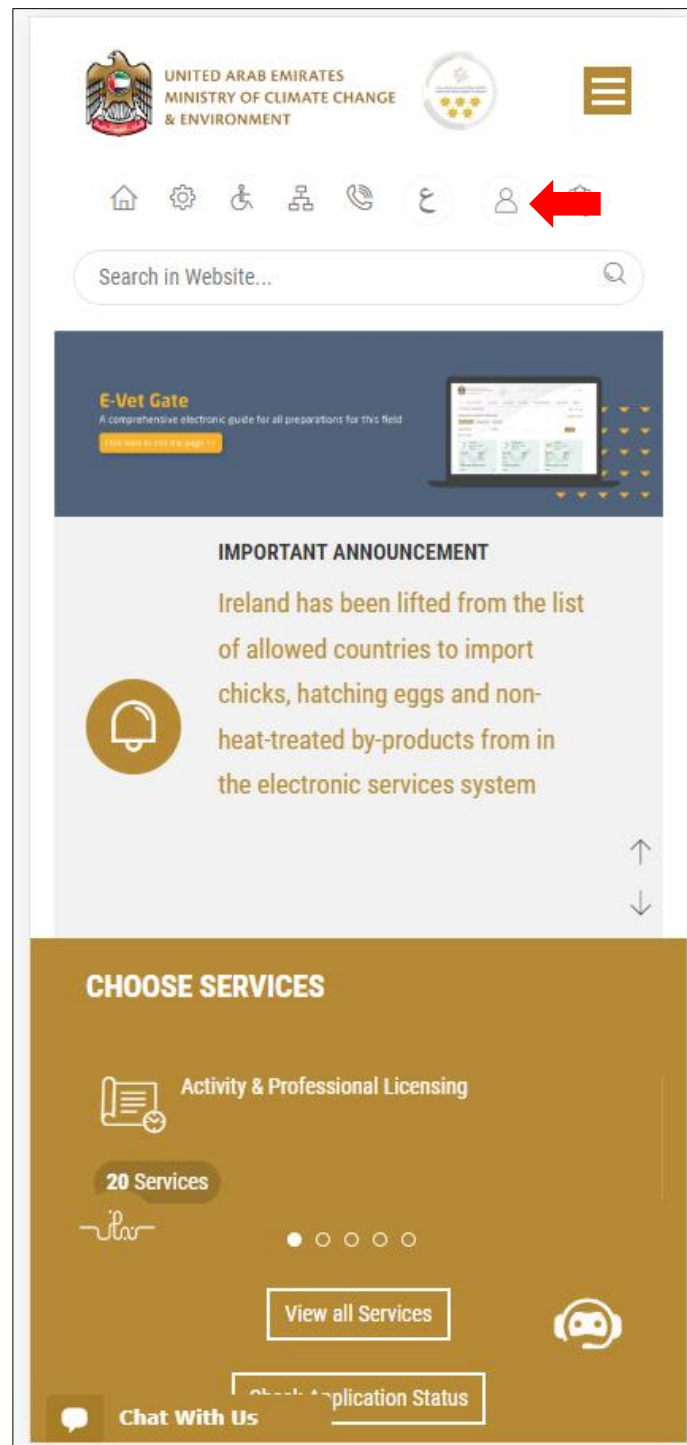
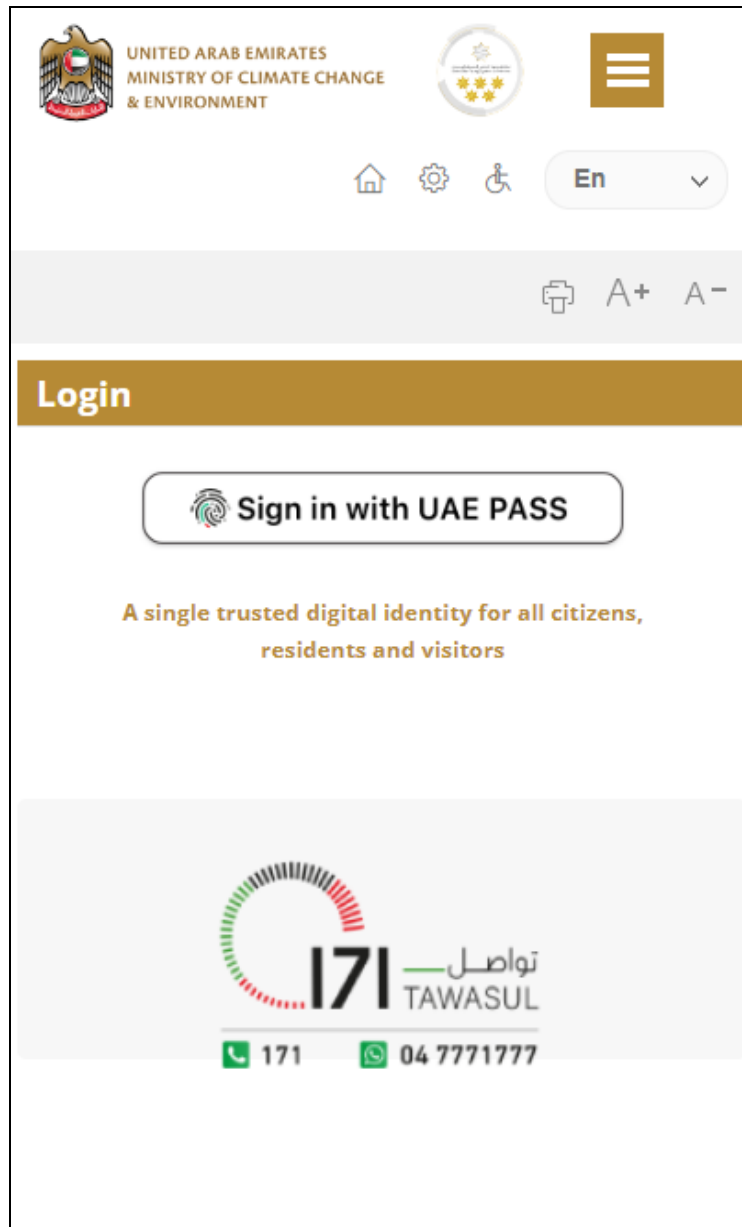
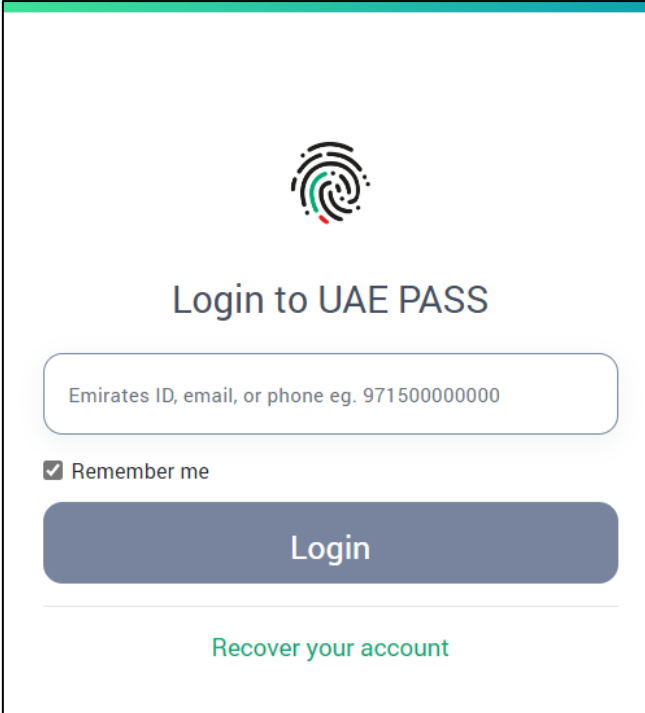


Figure 1 – MOCCAE Website Home Page

1- Click on Sign in with UAE PASS.



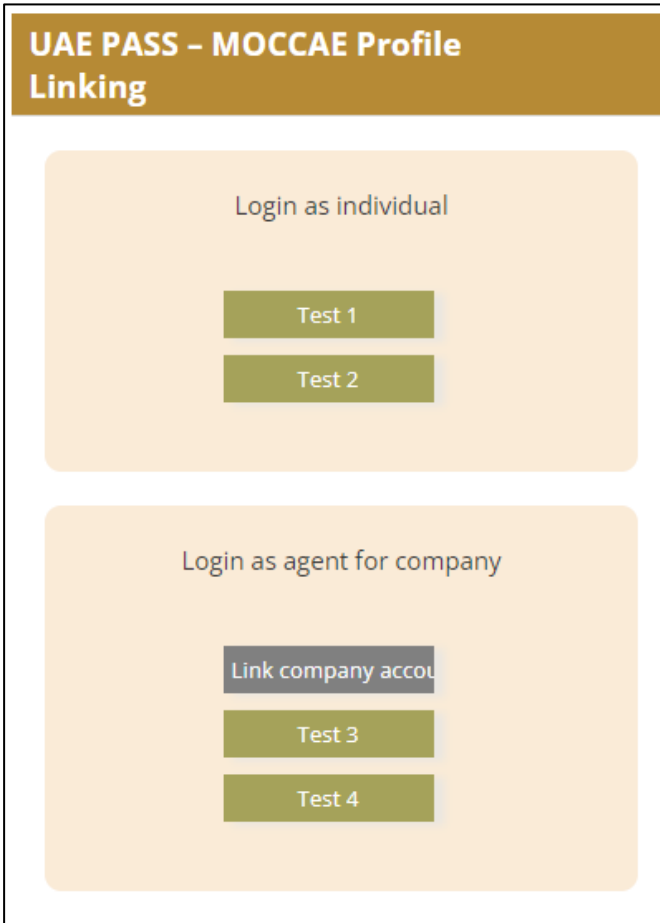
2- Enter ID or Mobile or email which has been registered in UAE pass.



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". 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, "Login as individual", contains two green buttons labeled "Test 1" and "Test 2". The second section, "Login as agent for company", 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.

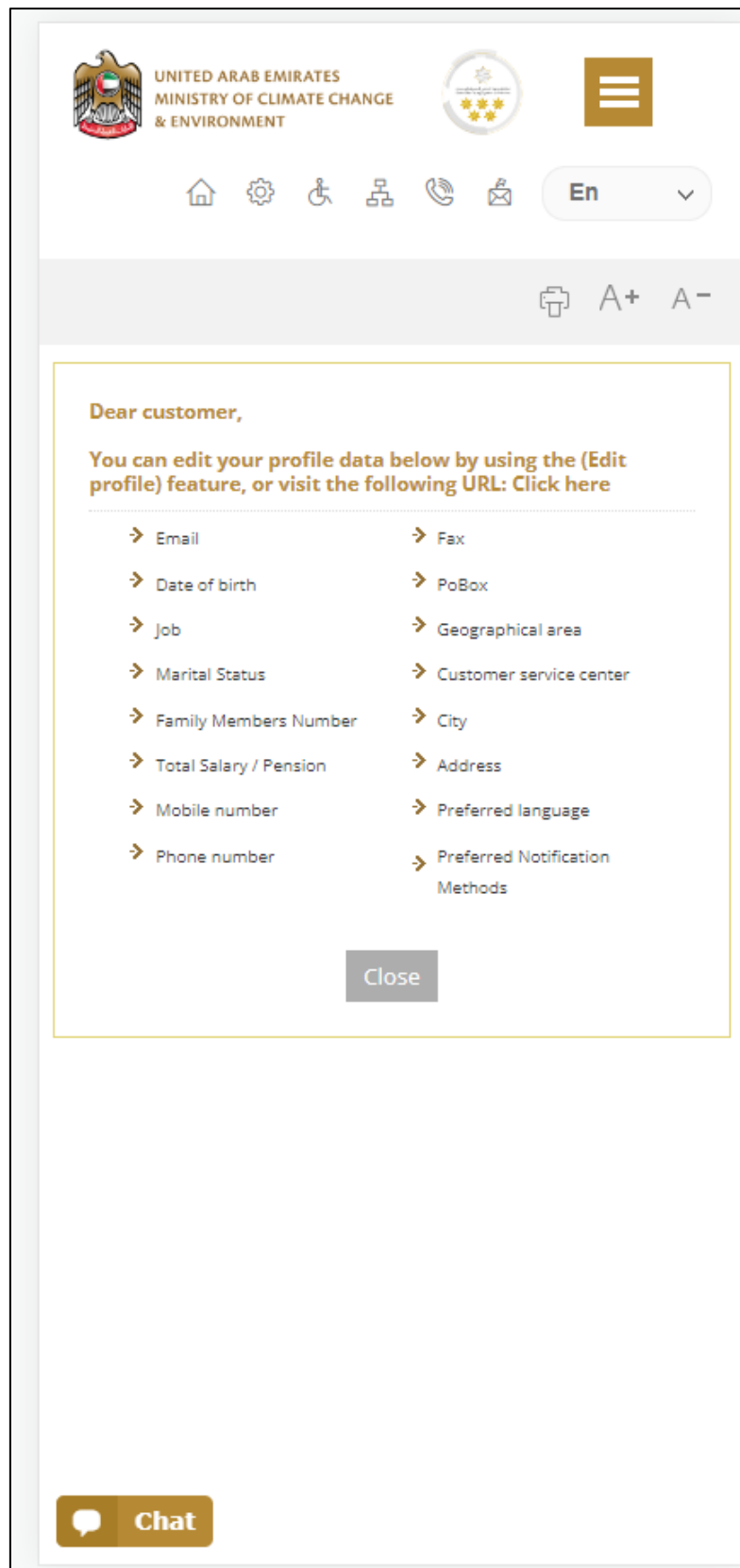



Figure 3 - MOCCAE Survey Page

## View/Update Customer Profile

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

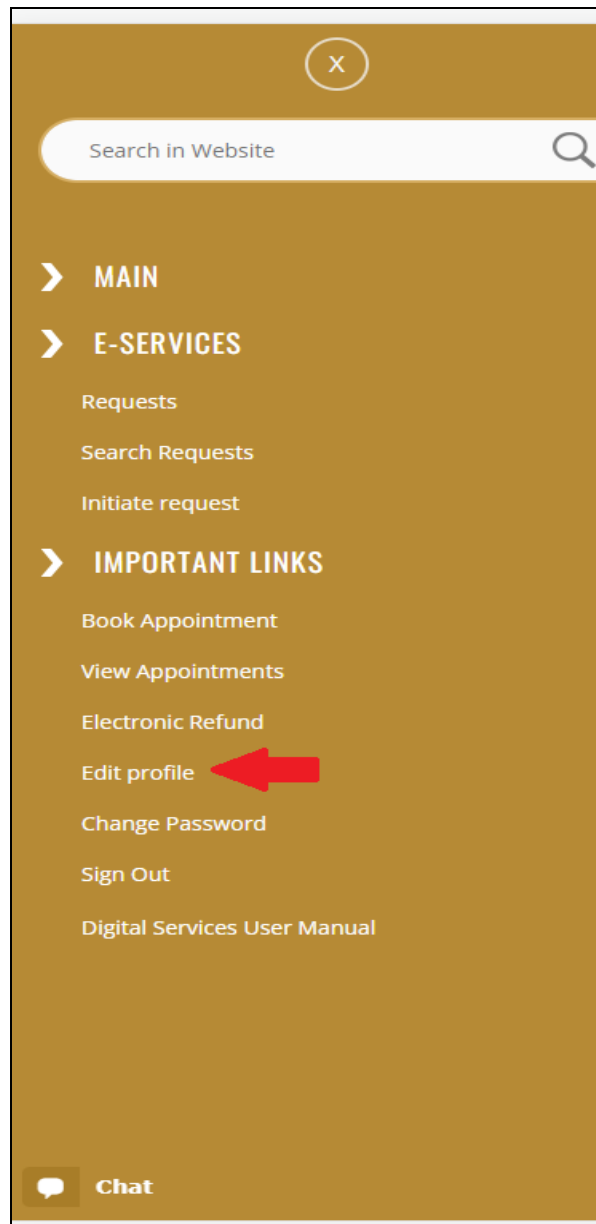


Figure 4 - Update Company Profile



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 selector set to 'En'. The main content area has a title bar 'Edit Profile' and a note: 'Fields marked with (\*) are mandatory.' The form includes sections for 'Registration type' (set to 'Individual'), 'Participant Number' (IN-20174-86637), 'Online account data' (Email), 'Confirm Email', 'Enable 2 Step Authentication feature' (unchecked), 'Individual details' (Full arabic name \*), and 'Full english name \*'. Each input field has a microphone icon and an information icon. A note below the 'Full arabic name' field states: 'This field accepts English letters in case the client can't speak Arabic'.

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 MOCCAIE homepage by clicking on the *Go Digital* icon  to the left of the homepage.

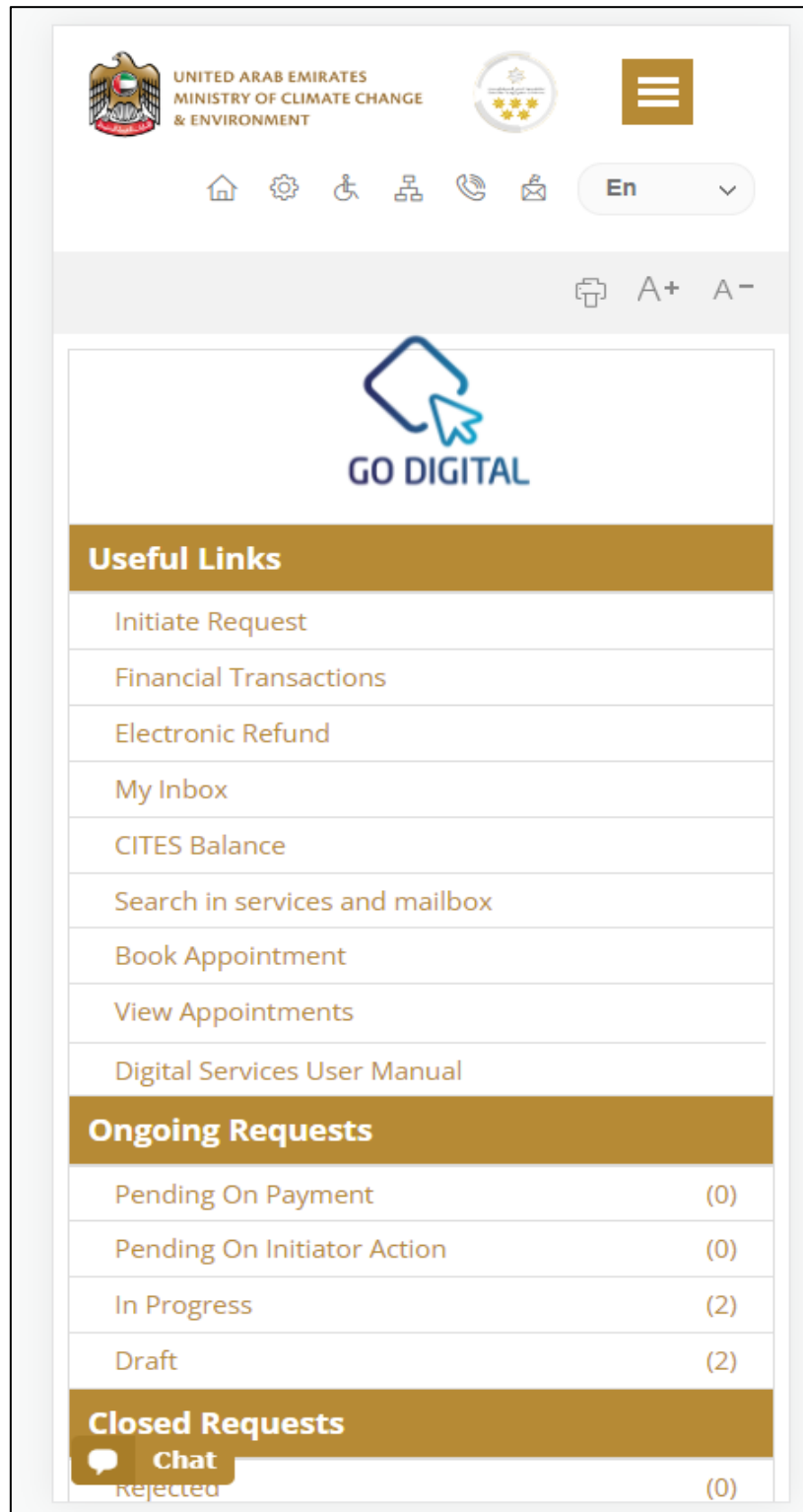


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

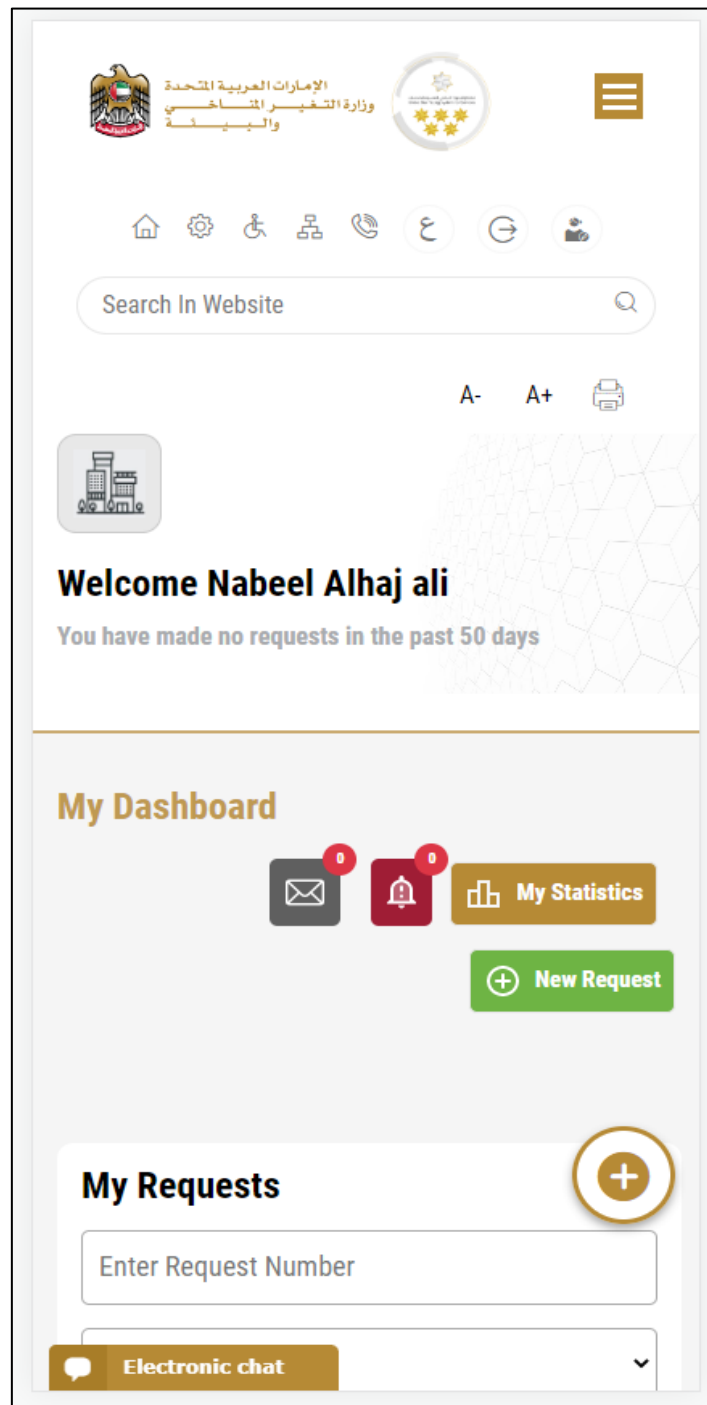


Figure 7- My Dashboard

### 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
	To display statistics about the customer's requests
	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.

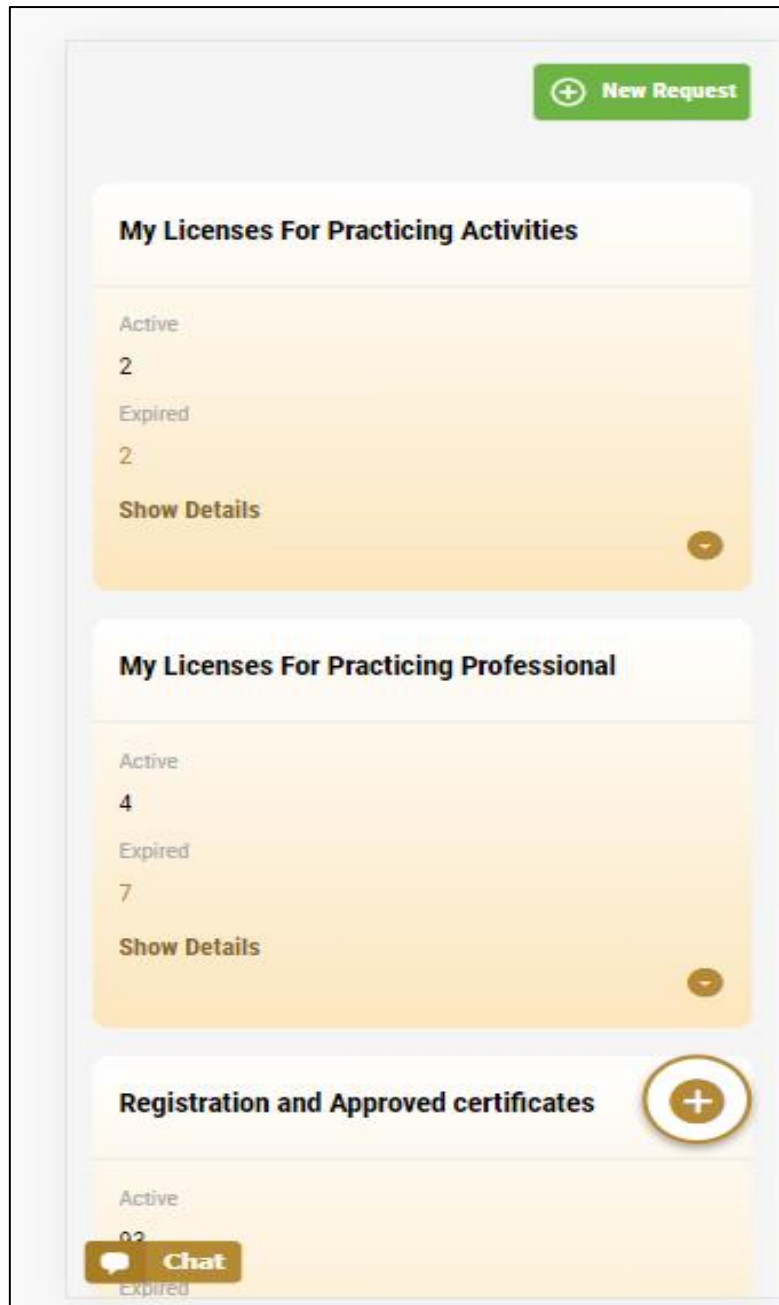


Figure 8 - Dashboard Digital Service Categories

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

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:

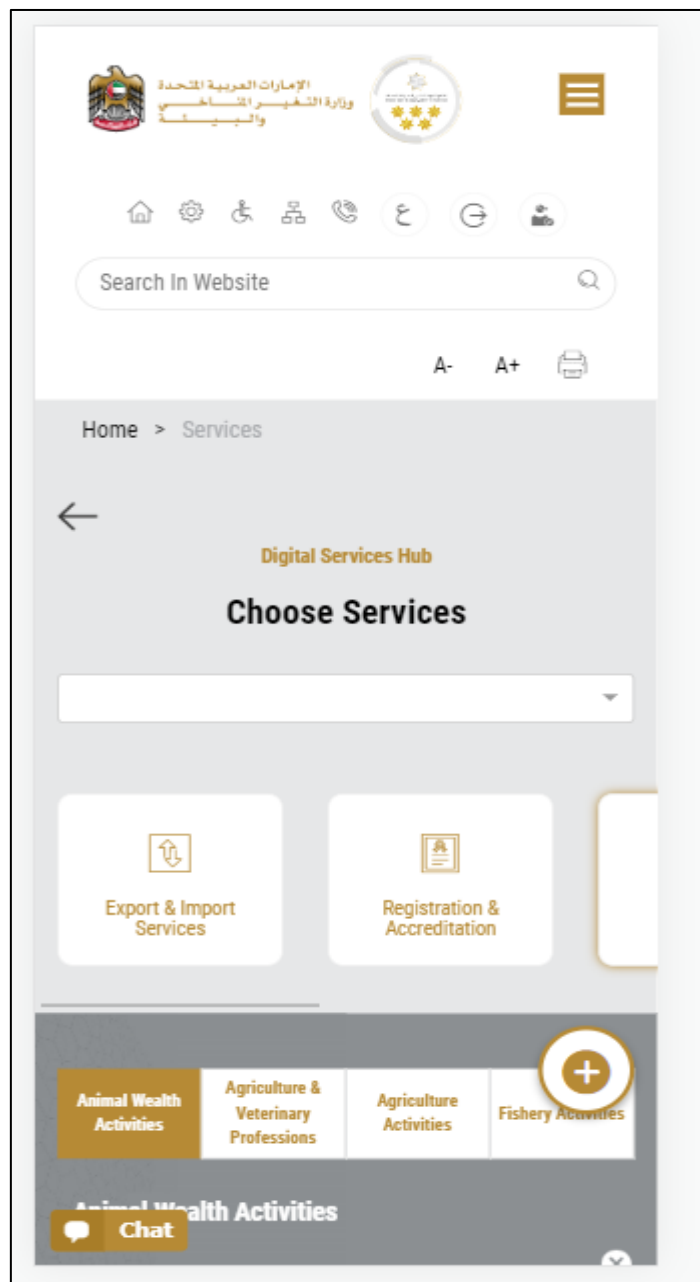


Figure 10 – Service New Request

- 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.

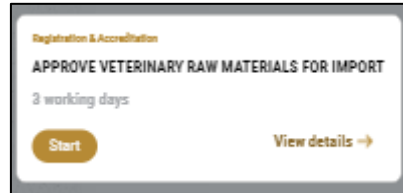


Figure 11 - Service Card

3- Click on *Start* 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.

### 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* Pay Now. You will be then directed to the payment gateway.



1. Choose your payment method (Card or Bank Transfer) then click *Calculate Prices*.

The screenshot displays the payment gateway for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown labeled 'تغيير اللغة'. Below this, the ministry's name is written in English ('UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT') and Arabic ('الإمارات العربية المتحدة وزارة التغير المناخي والبيئة'), accompanied by the national emblem. A session timer indicates 'Session time left: 00:09:47'. Two circular icons are present: one labeled 'Method' with a list icon, and another labeled 'Confirm' with a checkmark icon. The main heading 'Ministry of Climate Change and Environment' is followed by the instruction 'Select the required payment method'. Two payment options are shown: 'Card', which includes icons for Visa, Mastercard, Google Pay, Apple Pay, and Samsung Pay; and 'Bank Transfer', which includes an icon of a bank building. At the bottom, there are two large buttons: a gold 'Calculate Price' button and a grey 'Cancel Process' button.

Figure 12 - Payment Gateway

2. The fees details will be calculated and displayed. Click on *Proceed with Payment*.

تغير اللغة

UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

الإمارات العربية المتحدة  
وزارة التغير المناخي  
والبيئة

Ministry of Climate Change and Environment

Session time left: 00:04:02

Method

Confirm

service name will appear here

Description :

Service

Amount :

AED

Tax Amount (AED) :

0 AED

Quantity :

1

Total With Tax Amount :

AED

Total :

AED

Request Fees

Description :

Card Charges

Amount :

2.04 AED

Tax Amount (AED) :

0.1 AED

Total With Tax Amount :

2.14 AED

Total :

2.14 AED

Total Tax

AED

Total Amount

AED

Proceed With Payment

Change Payment Method

Cancel Process

Powered By: ATB




*Figure 13 - Service Fees Details*

3. Enter your Credit Card details then click on *Pay Now*.

**Ministry of Climate Change and Environment**

**Total Payment: 503.57 AED**

**Session time left: 00:03:30**

**Cardholder Name**

**Card Number**

**Month**

**Year**

**CVV**

☐ I agree to [Terms&Conditions](#)


**Pay Now**

**Change Payment Method**

**Cancel Process**

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*.



## Payment Successfully

<b>Receipt Reference Number</b>	e756ea25-5fa7-4d59-9e39-349c9cbc3cf8
<b>Date &amp; Time</b>	04/06/2023 11:58:58 AM
<b>Payment Method</b>	Card
<b>Card Charges</b>	0.71
<b>Total Amount</b>	

Fee Name	Amount	Quantity
Service name will appear here		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.

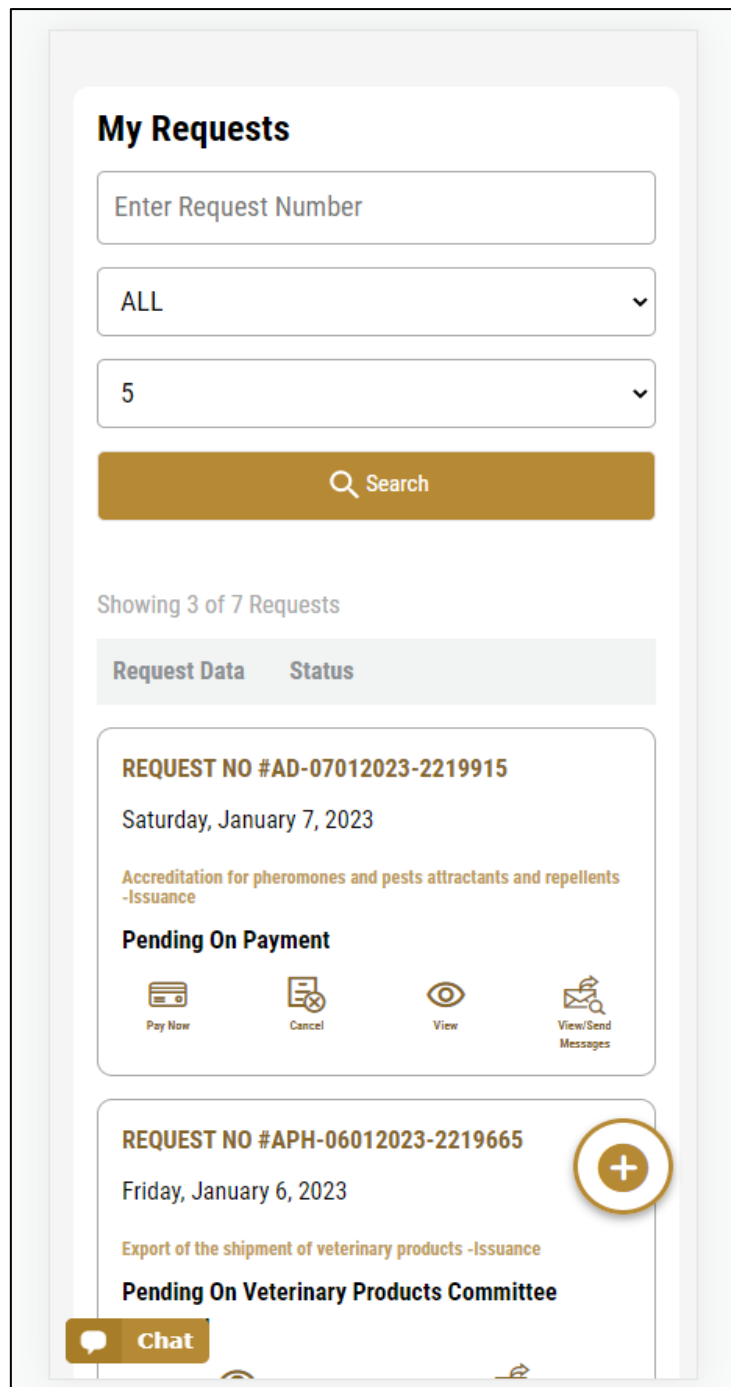




Figure 16 - Select Request to Retrieve

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 MOCCA 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 Requests

ALL





▼

5

▼

 Search

Showing 3 of 1387 Requests

Request Data	Status
<p><b>REQUEST NO #AD-07012023-2219915</b></p> <p>Saturday, January 7, 2023</p> <p>Service name will appear here</p> <p><b>Completed</b></p> <div> <div>   Download                             </div> <div>   View Payment Receipt                             </div> <div>   View                             </div> <div>   View/Send Messages                             </div> </div>	

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

## Issue an import permit for live animals and birds

### Service Description

#### [Service Card](#)

#### To apply for Issue an import permit for live animals and birds

- 1- From the dashboard, click on *New Request*. See *Starting a New Request*.
- 2- Select the Request 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 the request purpose.

0% progress

← [User Icon] [Settings Icon] [Calendar Icon] [Documents Icon]

### Issue an import permit for live animals and birds

#### Applicant Information

Applicant Name \*

[Dropdown Menu]

**Edit Applicant Information** **New Applicant**

[+]

Figure 17 - Select Applicant Name

- 5- 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 web form titled "Issue an import permit for live animals and birds". The "Applicant Information" section includes a dropdown for "Applicant Name", a "Cancel Adding" button, radio buttons for "ID" (selected) and "Passport", a text field for "ID No." with a placeholder "784-" and a note "Emirates ID format 784-XXXX-XXXXXXX-X", a "Verify ID No." button, a text field for "Name", a text field for "Mobile No." with a plus icon in a circle and an example "00971123456789", and an "Email" field. At the bottom is an "Electronic chat" button.

Issue an import permit for live animals and birds

Applicant Information

Applicant Name \*

Cancel Adding

☒ ID  
☐ Passport

ID No. \*

784-

Emirates ID format 784-XXXX-XXXXXXX-X

Verify ID No.

Name \*

Mobile No. \*

Example: 00971123456789

Email

Electronic chat

Figure 18 - Applicant's Information Page



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

## Issue an import permit for live animals and birds

### License Details

License Number  
ACL-2022-14891

Certificate Type  
Practicing Animal Activities License

Last Issuance  
27-01-2022

Expiry Date  
27-01-2023

### Import Details (i)

Exporting Country \*

The country where from items will be exported

Expected Arrival Date \*

mm/dd/yyyy

The date when consignment expected to arrive

Shipping Method \*

Consignment delivery method

Class \*

Electronic chat


Figure 19 – Service Information

- 7- Click *Next*, to upload Attachments

Note : Attachments will be change according to the service


## Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State




Upload a File


Certificate of material composition including active substances, their proportions and ratios of other inert



Upload a File

Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)



 Electronic chat

8- Click *Next* to review your request.

Name

City  
city

Mobile  
009715

Email  
e@e.com

**Service Information**

Product Type  
Feed additions

Trade Name  
545

Composition  
45

Manufacturing Company/Factory Name  
ANVET PHARMA JSC

Origin Country  
Albania

☐ Accept Terms & Conditions \*

Back Submit

Chat

Figure 20 – Service Request Review

- 9- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.
- To pay the service fees later click on *Pay Later* Pay Later, then your request will be saved in your dashboard waiting for payment to be processed.
  - Click on *Pay Now* Pay Now to pay for the service immediately. See [How to Pay for a Digital Service](#)

Product Type

Attractants

Trade Name

fdsf

Composition

dfdsf

Manufacturing Company/Factory Name

Alcochem Hygiene

Origin Country

Algeria

Fees (AED)

Fee Name	Quantity	Total
approve pheromone attractant or repellent additive or substance	1	300
Total		300

☒ Accept Terms & Conditions

+

Back



Pay fees

Pay Later

Electronic chat

Once the payment is done, 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
- 10- Once your request gets approved, the request status will change to *Completed*. You can then view or download your certificate.
- 11- Locate the completed request then click on  to download your certificate, or  to view the request.

## My Requests

ALL

5

 Search

Showing 3 of 1387 Requests





Request Data	Status
<p><b>REQUEST NO #AD-07012023-2219915</b></p> <p>Saturday, January 7, 2023</p> <p>Service name will appear here</p> <p><b>Completed</b></p> <div> <div>  <p>Download</p> </div> <div>  <p>View Payment Receipt</p> </div> <div>  <p>View</p> </div> <div>  <p>View/Send Messages</p> </div> </div>	

Figure 21 - Download or View Import Permit

## Apply for Release Permit

To apply for release permit, go to main dashboard and

1. click on **Initiate Release Request** →

### My Requests

ALL

25

Showing 1 of 1 Requests

Request Data	Status
<div> <p><b>REQUEST NO #EA-04012023-478611</b></p> <p>Wednesday, January 4, 2023</p> <p>Service name</p> <p><b>Import Permit Issued</b></p> <div> <div> <input type="button" value="Initiate Release Request"/> </div> <div> <input type="button" value="Payments List"/> </div> <div> <input type="button" value="View"/> </div> <div> <input type="button" value="View Message"/> </div> <div> <input type="button" value="+"/> </div> </div> </div>	

Pages

1

of 1

Figure 22– Apply for Release

2. 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*.

The applicant's information will be displayed.

0% progress

← [Applicant] [Settings] [Document] [Upload]

## Issue an import permit for live animals and birds

### Applicant Information

Applicant Name \*

[Dropdown Menu]

Edit Applicant Information New Applicant

[+]

Figure 21 - Select Applicant Name

- 12- 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 web form titled "Issue an import permit for live animals and birds". The "Applicant Information" section includes a dropdown for "Applicant Name", a "Cancel Adding" button, radio buttons for "ID" (selected) and "Passport", a text field for "ID No." with a placeholder "784-" and a note "Emirates ID format 784-XXXX-XXXXXXX-X", a "Verify ID No." button, a text field for "Name", a text field for "Mobile No." with a plus icon in a circle and an example "00971123456789", and a text field for "Email". At the bottom is an "Electronic chat" button.

Issue an import permit for live animals and birds

Applicant Information

Applicant Name \*

Cancel Adding

☒ ID  
☐ Passport

ID No. \*

784-

Emirates ID format 784-XXXX-XXXXXXX-X

Verify ID No.

Name \*

Mobile No. \*

Example: 00971123456789

Email

Electronic chat

Figure 22 - Applicant's Information Page



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

## Issue an import permit for live animals and birds

### License Details

License Number  
ACL-2022-14891

Certificate Type  
Practicing Animal Activities License

Last Issuance  
27-01-2022


Expiry Date  
27-01-2023

### Import Details

Exporting Country \*

The country where from items will be exported

Expected Arrival Date \*

mm/dd/yyyy 

The date when consignment expected to arrive

Shipping Method \*

Consignment delivery method

Class \*


 **Electronic chat**

Figure 23 – Service Information

14- Click *Next*, to upload Attachments

Note: Attachments will be change according to the service

## Service Attachments

A letter of authorization from the producing and exporting company not to object to the circulation of the product in the State

•

Upload a File


Certificate of material composition including active substances, their proportions and ratios of other inert


•

Upload a File

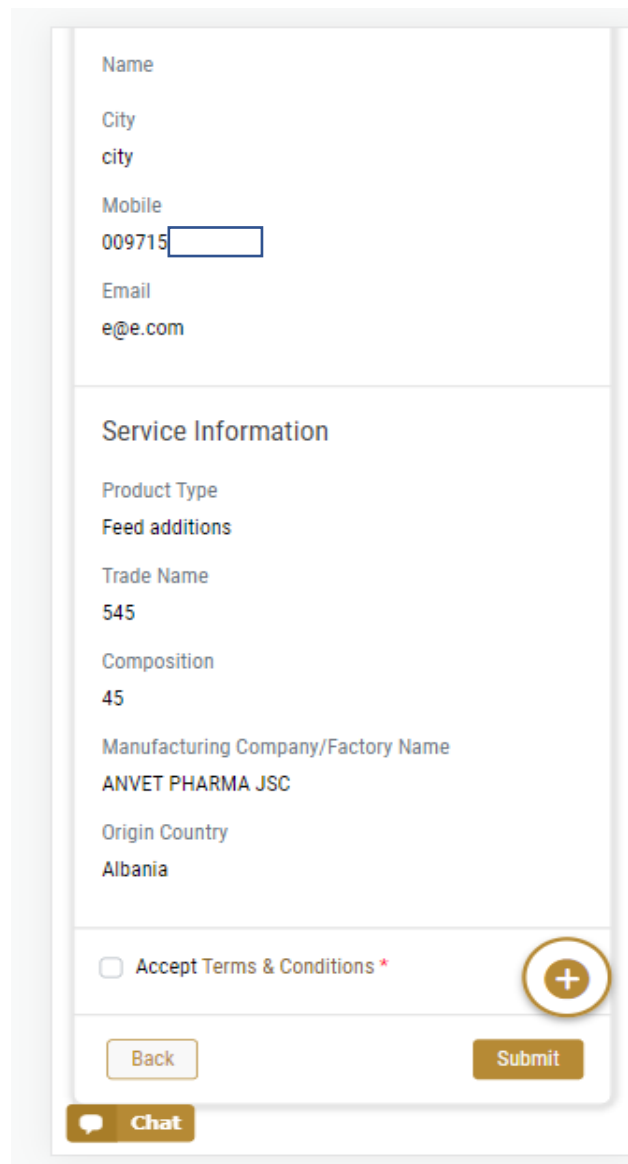
Technical brochure issued by the producing company stating the composition of the material, its specifications, how it is used and pests used to control it (Chemical Safety Card MSDS)

•



 Electronic chat



15- Click *Next* to review your request.



The image shows a mobile application interface for reviewing a service request. The form is divided into two main sections: a top section for user details and a bottom section for service information. The user details section includes fields for Name, City (with the text 'city' below it), Mobile (with the number '009715' and an empty input box), and Email (with the text 'e@e.com'). The service information section includes fields for Product Type (with the text 'Feed additions' below it), Trade Name (with the number '545' below it), Composition (with the number '45' below it), Manufacturing Company/Factory Name (with the text 'ANVET PHARMA JSC' below it), and Origin Country (with the text 'Albania' below it). At the bottom of the form, there is a checkbox labeled 'Accept Terms & Conditions \*' and a circular button with a plus sign. Below these are two buttons: 'Back' and 'Submit'. At the very bottom, there is a 'Chat' button with a speech bubble icon.

Figure 24 – Service Request Review

16- Check the *I Agree to the Terms and Conditions* box. You can pay for the service immediately or at a later time.

- a. To pay the service fees later click on *Pay Later* , then your request will be saved in your dashboard waiting for payment to be processed.
- b. Click on *Pay Now*  to pay for the service immediately. See [How to Pay for a Digital Service](#)

Product Type

Attractants

Trade Name

fdsf

Composition

dfdsf

Manufacturing Company/Factory Name

Alcochem Hygiene

Origin Country

Algeria

Fees (AED)

Fee Name	Quantity	Total
approve pheromone attractant or repellent additive or substance	1	300
Total		300

☒ Accept Terms & Conditions <sup>\*</sup>

+

Back

Pay fees

Pay Later

Electronic chat

Once the payment is done, 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

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

18- Locate the completed request then click on  to download your release permit , or  to view the request.


## My Requests

ALL





▼

5

▼

 Search

Showing 3 of 1387 Requests

Request Data	Status
<p><b>REQUEST NO #AD-07012023-2219915</b></p> <p>Saturday, January 7, 2023</p> <p>Service name will appear here</p> <p><b>Completed</b></p> <div> <div>   Download                             </div> <div>   View Payment Receipt                             </div> <div>   View                             </div> <div>   View/Send Messages                             </div> </div>	