



وزارة التغير المناخي
والبيئة
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

Digital Services

Pesticide registration-renewal

User Guide


Table of Contents

Introduction	1
Overview	1
Getting Started	2
Logging in MOCCA Website	2
View/Update Customer Profile	5
Running the 'Go Digital' Services	6
Changing the Interface Language.....	7
The User Dashboard	7
Using the 'Go Digital' Services	8
Digital Services Overview	8
Starting a New Request	8
How to Pay for a Digital Service	10
Retrieve a Service Request.....	12
View or Download a Certificate	14
apply for Pesticide registration-renewal	14

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 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 MOCCA Website

First you need to log in to the MOCCA website.

- 1- Open your browser then navigate to MOCCA website <https://www.moccae.gov.ae/>
- 2- Click on the *Login* icon.

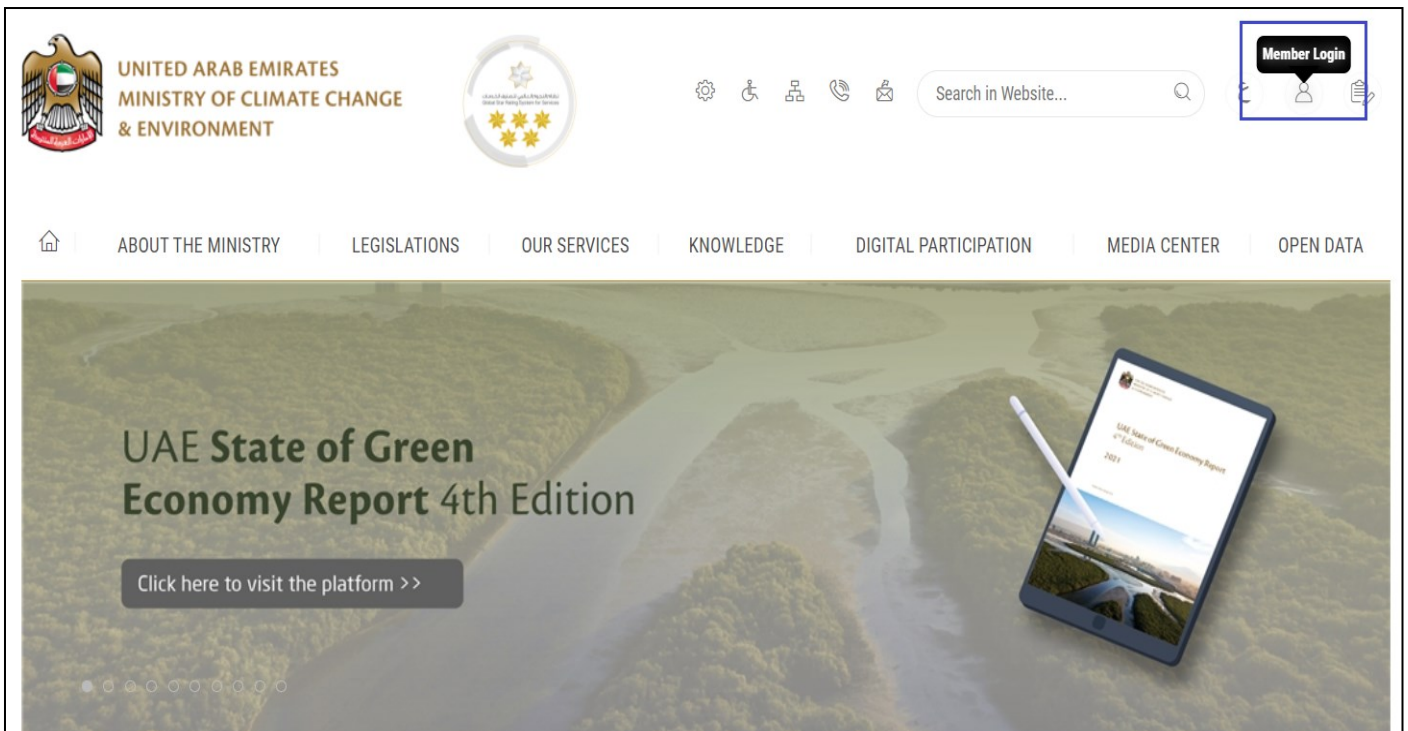
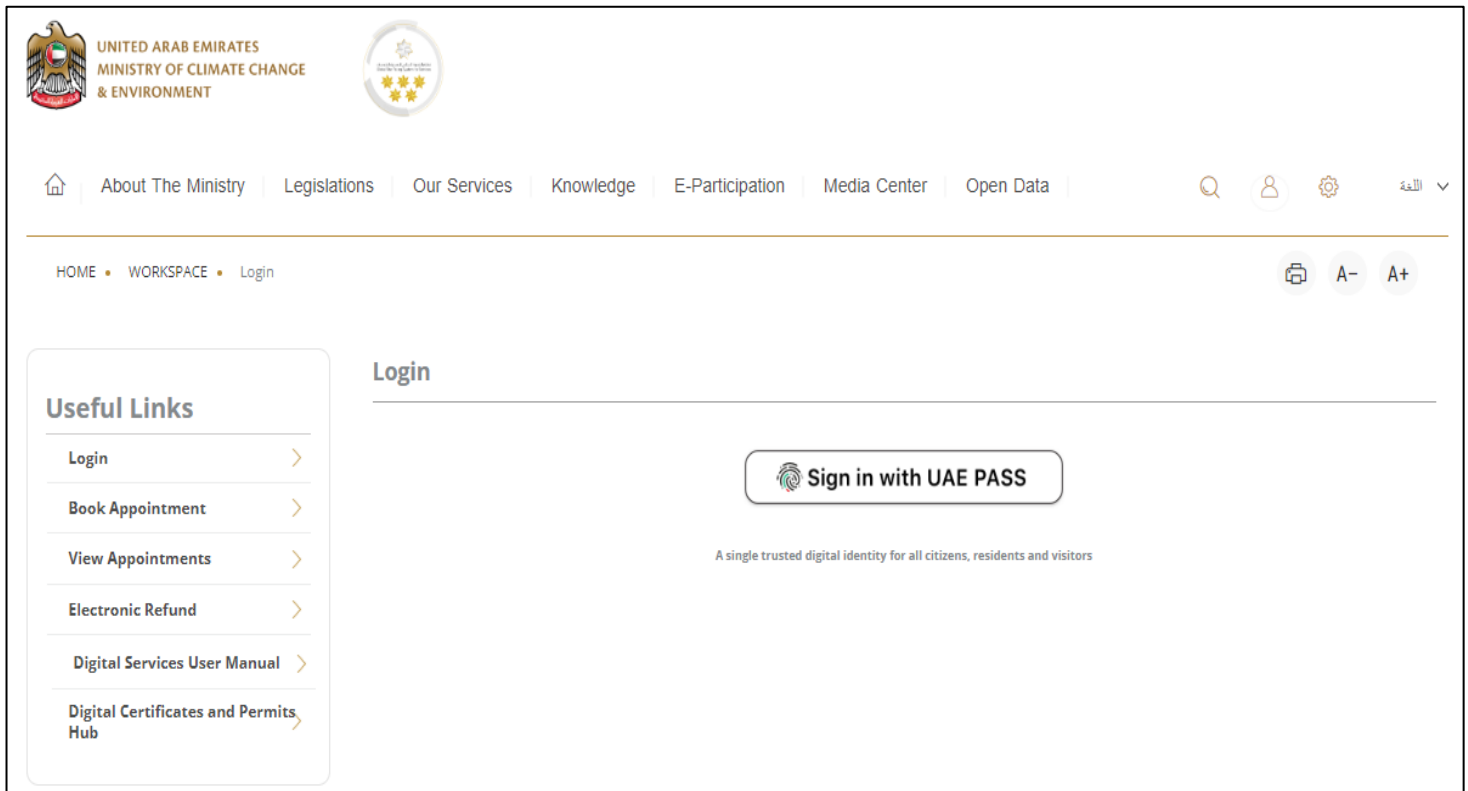


Figure 1 – MOCCA Website Home Page

3- Click on Sign in with UAE PASS.



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

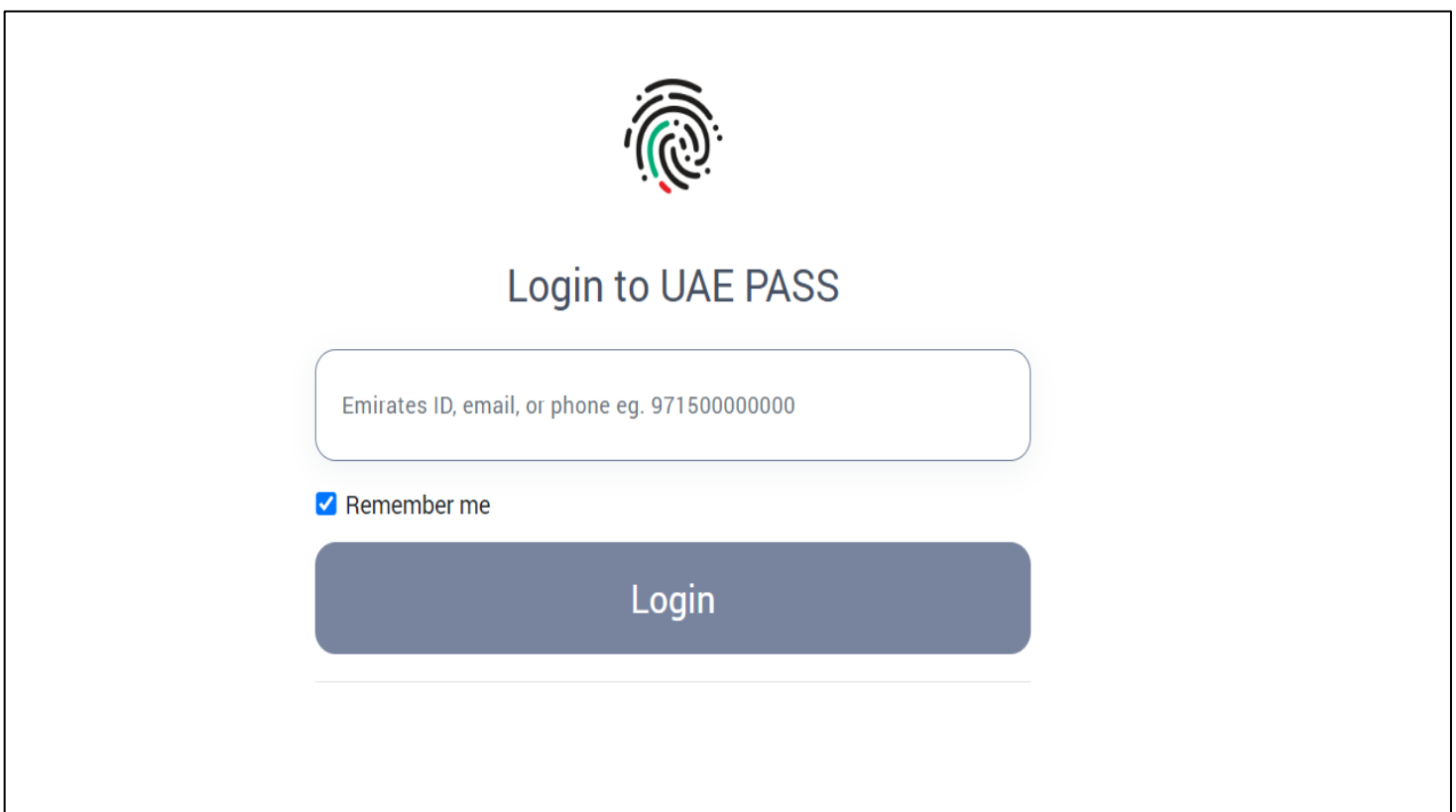


Figure 2 - Login Page

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

UAE PASS – MOCCAIE Profile Linking

Login as individual

Test 1


Test 2

Login as agent for company


Link company account





Test 3

Test 4



UNITED ARAB EMIRATES
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT









اللغة ▼

Welcome: UATCompa ▼

[HOME](#)
[ABOUT THE MINISTRY](#)
[LEGISLATIONS](#)
[OUR SERVICES](#)
[KNOWLEDGE](#)
[E-PARTICIPATION](#)
[MEDIA CENTER](#)
[OPEN DATA](#)

[HOME](#) • [WORKSPACE](#) • Ministry Of Climate Change And Environment - Survey



Useful Links

- [Initiate Request](#)
- [Financial Transactions](#)
- [Electronic Refund](#)

Survey

What are your favorite channels to apply for service?

- ☐ Customer Service Centers
- ☐ Website
- ☐ Call Center
- ☐ Mobile
- ☐ Other

What are your favorite channels to communicate?

- ☐ Customer Service Centers
- ☐ Website
- ☐ Call Center
- ☐ Mobile
- ☐ Social Media (Twitter, Facebook, Youtube, Instagram)
- ☐ Media (newspapers, magazines, radio, TV interviews)
- ☐ Other

Figure 3 - MOCCAIE Survey Page

View/Update Customer Profile

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

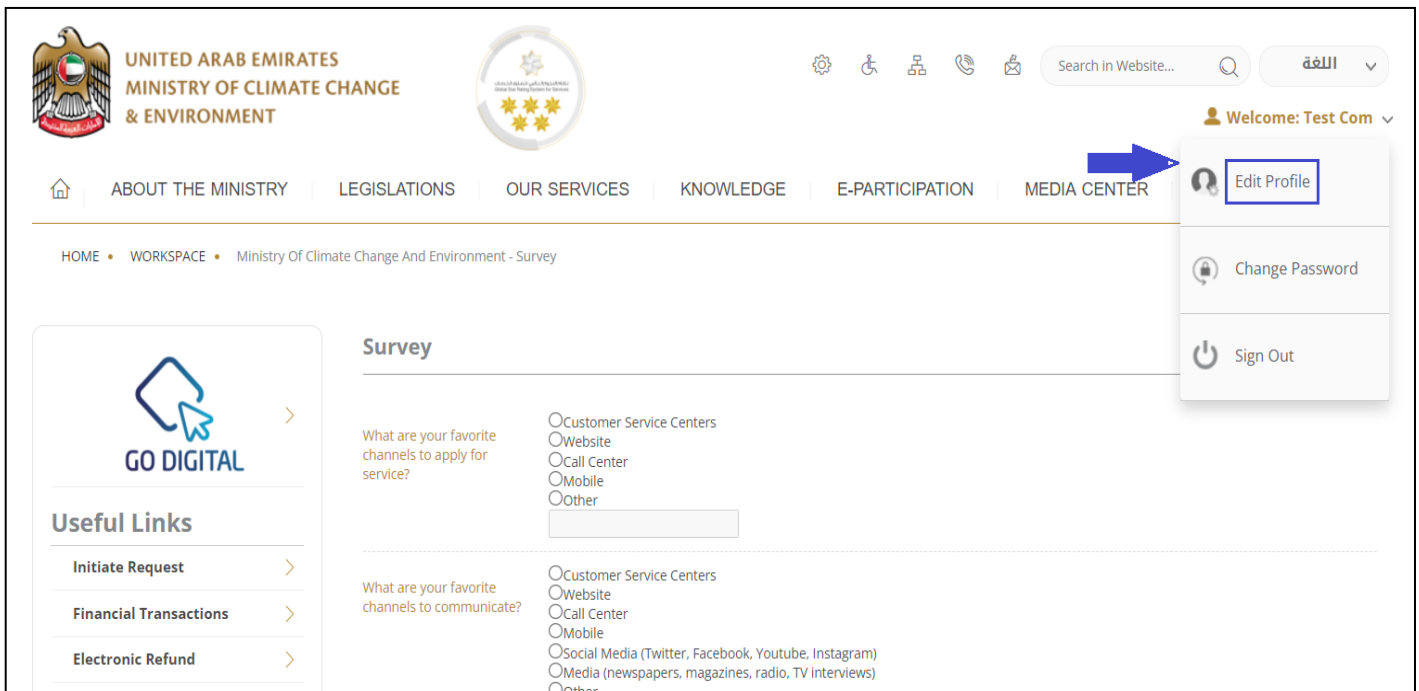


Figure 4 - Update Profile

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

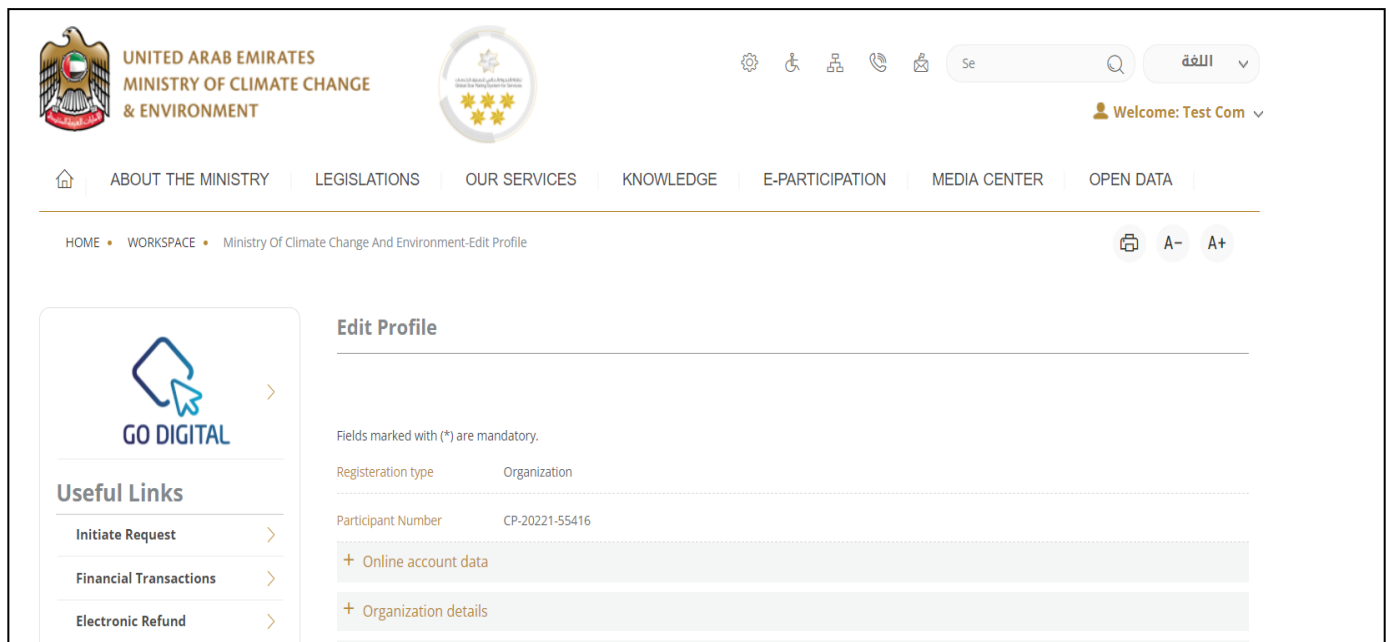


Figure 5 - Edit Profile

Running the 'Go Digital' Services

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

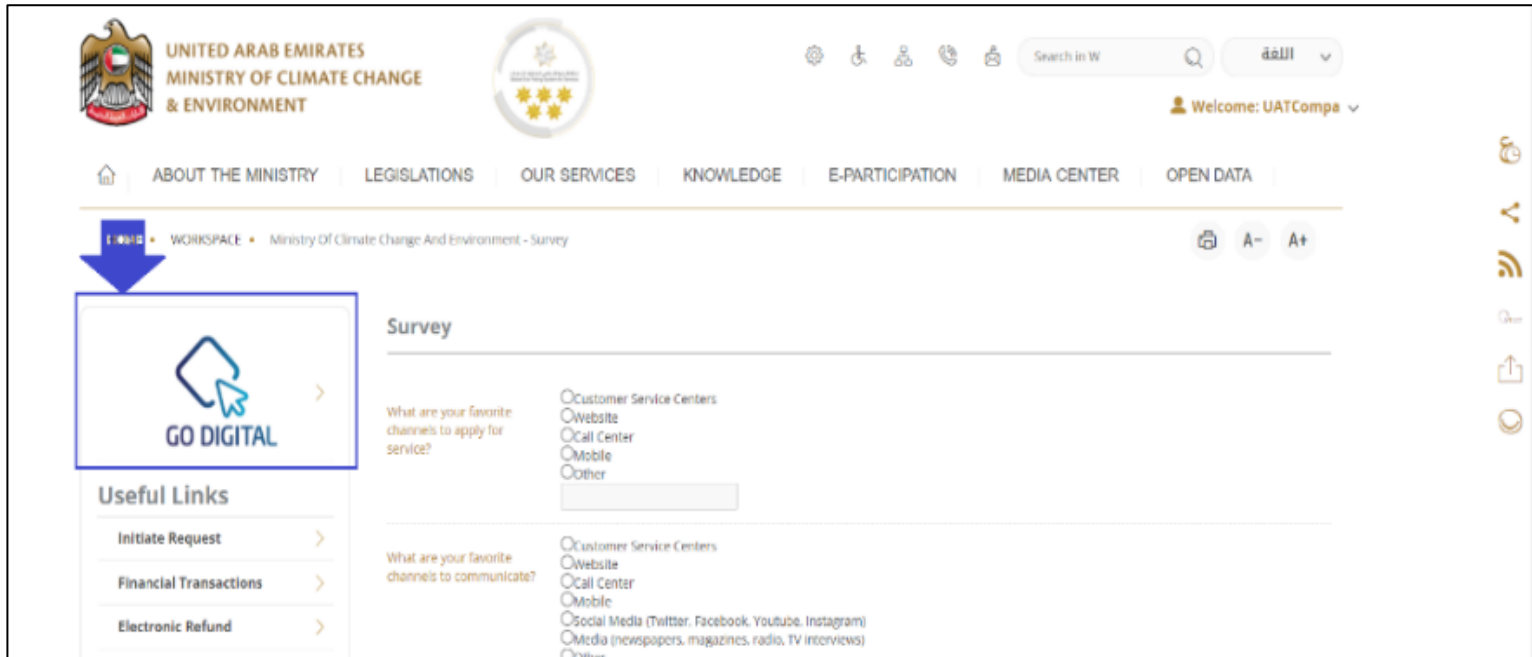


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

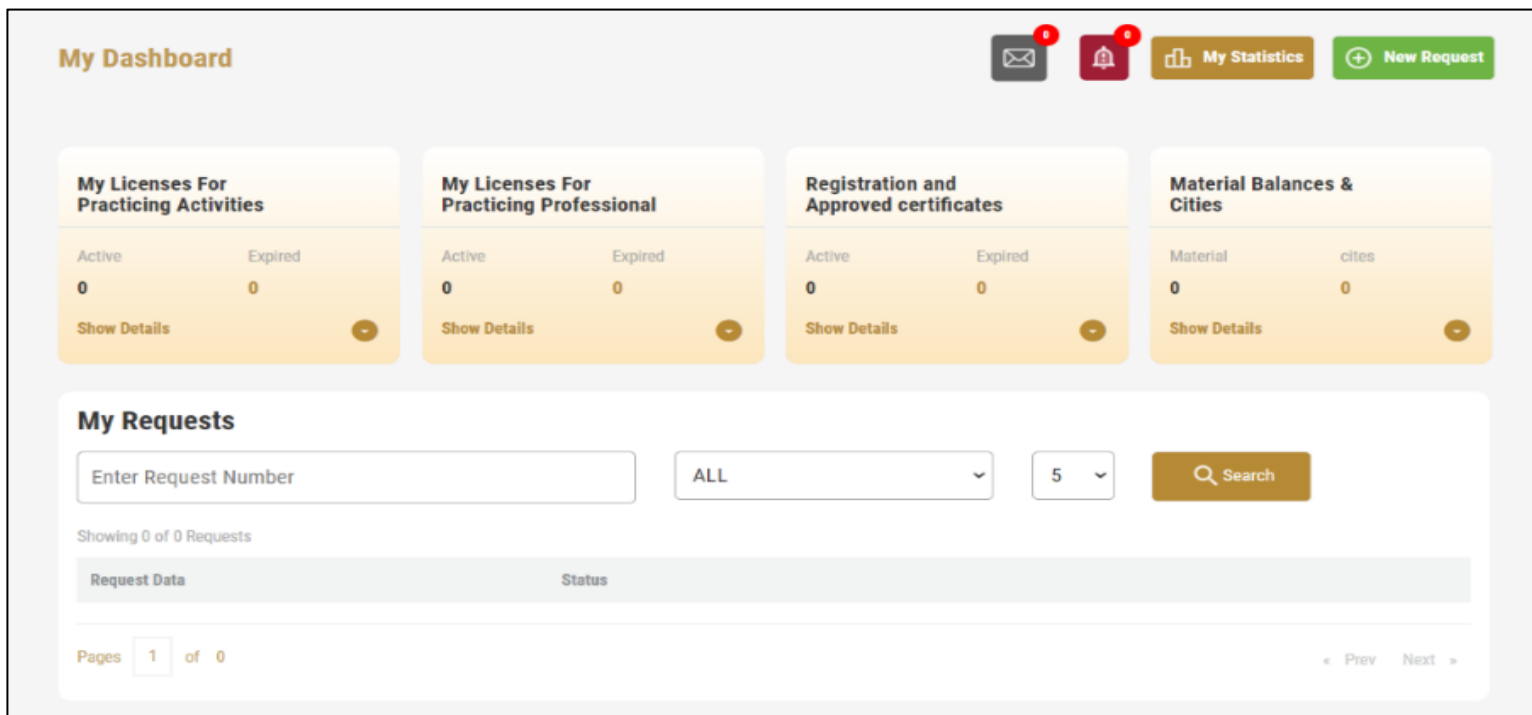


Figure 7- My Dashboard

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.

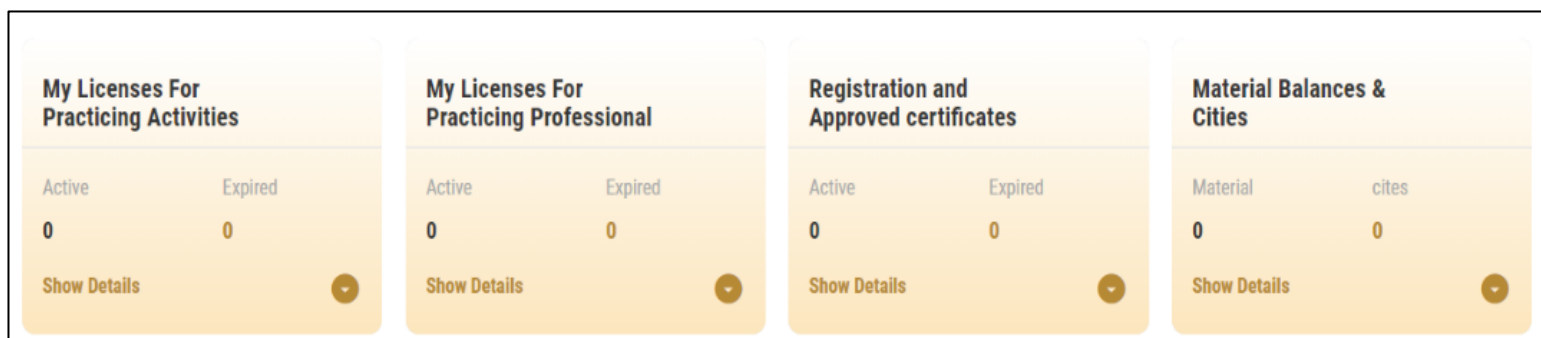


Figure 8 - Dashboard Digital Service Categories

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

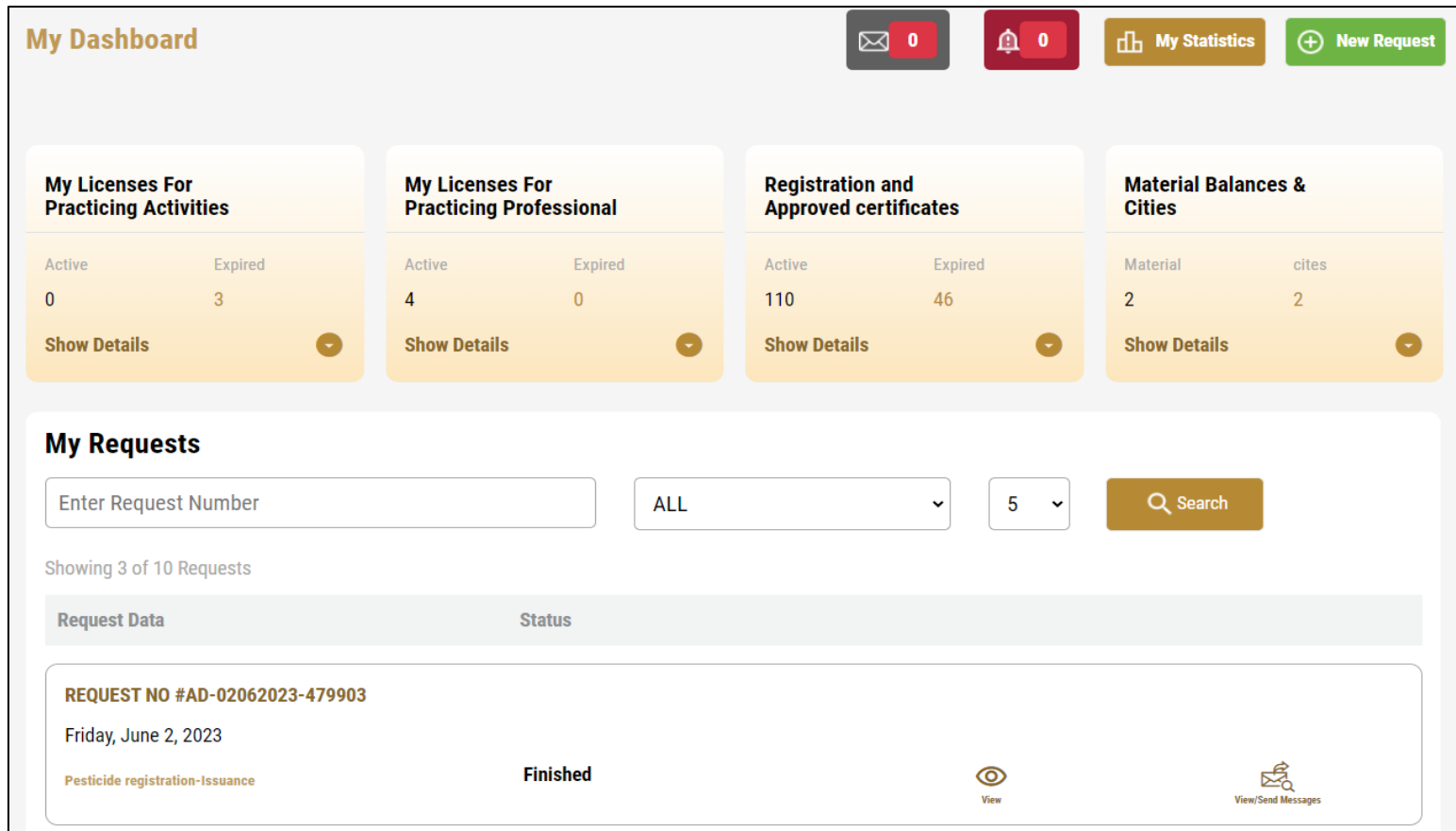


Figure 9 - Customer's Requests List


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:

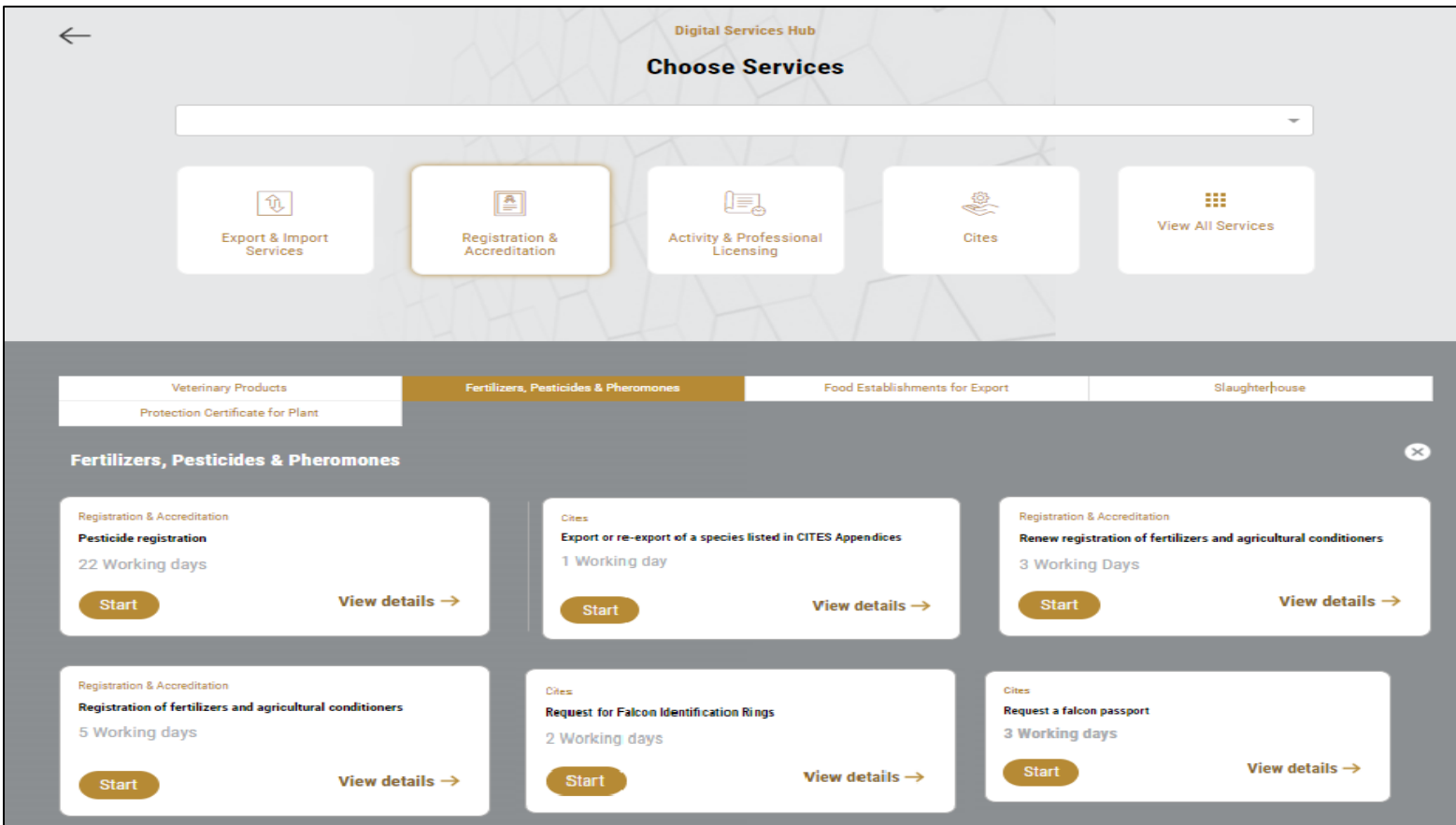


Figure 10 – Service New Request

- 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.

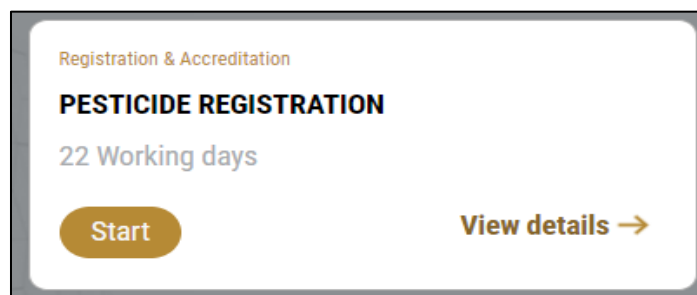



Figure 11 - Service Card

- 3- Click on **Start** Start to start the new request.

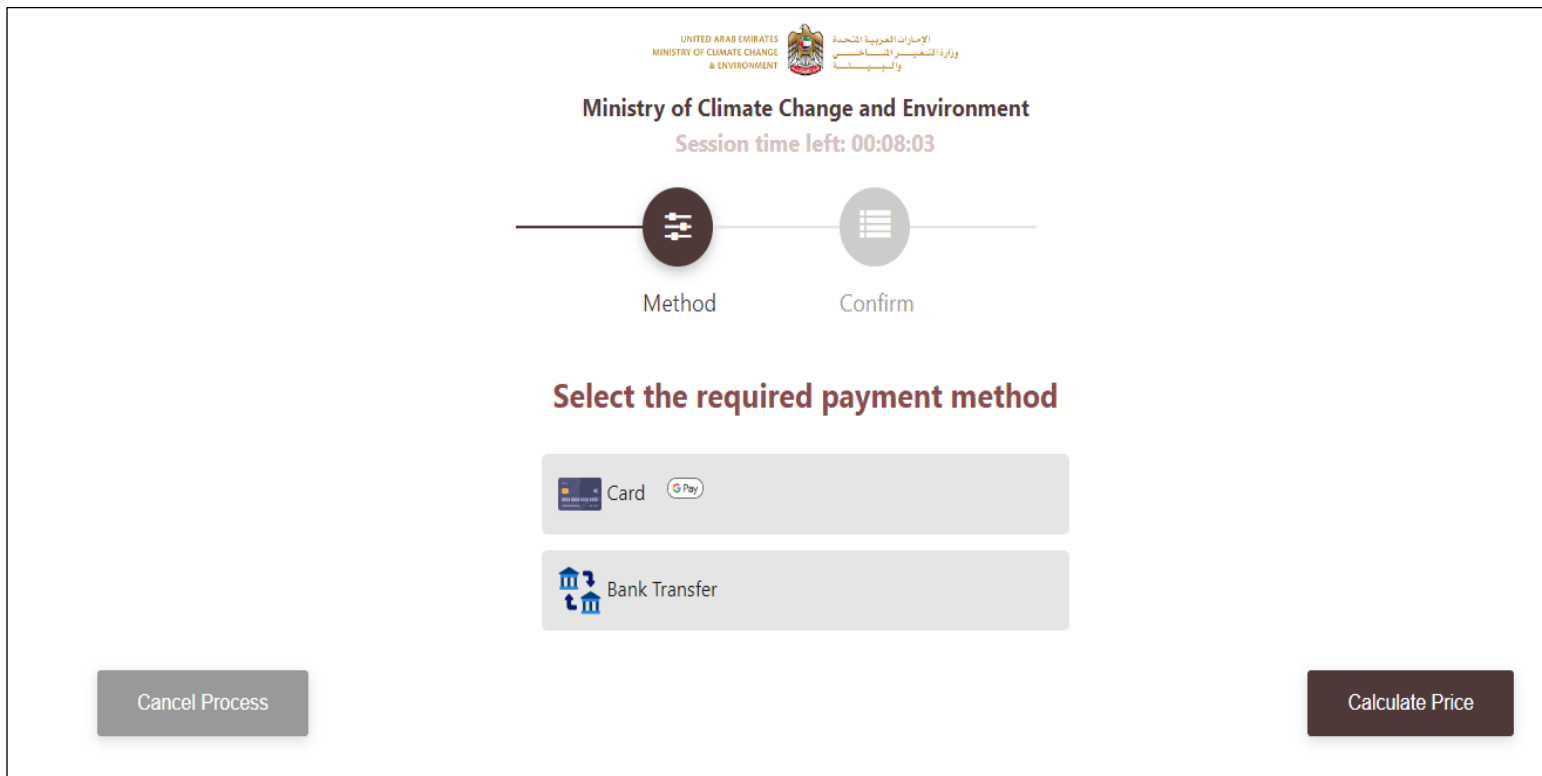
You can click on **Save as Draft** Save as Draft at any view to save all the task information you entered for later viewing or editing.

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** . 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, the ministry's name is written in English and Arabic, accompanied by its logo. Below this, a session timer indicates 'Session time left: 00:08:03'. A progress bar shows two steps: 'Method' (active) and 'Confirm'. The main heading is 'Select the required payment method'. Two options are presented: 'Card' (with icons for Visa, Mastercard, and Apple Pay) and 'Bank Transfer' (with a bank icon). At the bottom left is a 'Cancel Process' button, and at the bottom right is a 'Calculate Price' button.

Figure 12 - Payment Gateway

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



Ministry of Climate Change and Environment
Session time left: 00:06:38

➡

☰

Method

Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Service name that has been requested	AED	0.00 AED	5	AED
Total				AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	AED	1.02 AED	AED
Total			AED

Total Tax 1.02 AED

Total Amount AED


Cancel Process

Change Payment Method

Proceed With Payment

Figure 13 - Service Fees Details

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



Ministry of Climate Change and Environment
Total Payment: 3021.42 AED
Session time left: 00:06:03

G Pay

Cardholder Name

Cardholder Name

Card Number

XXXX XXXX XXXX XXXX

Month

Month

Year

Year

CVV

☐ I agree to [Terms&Conditions](#)

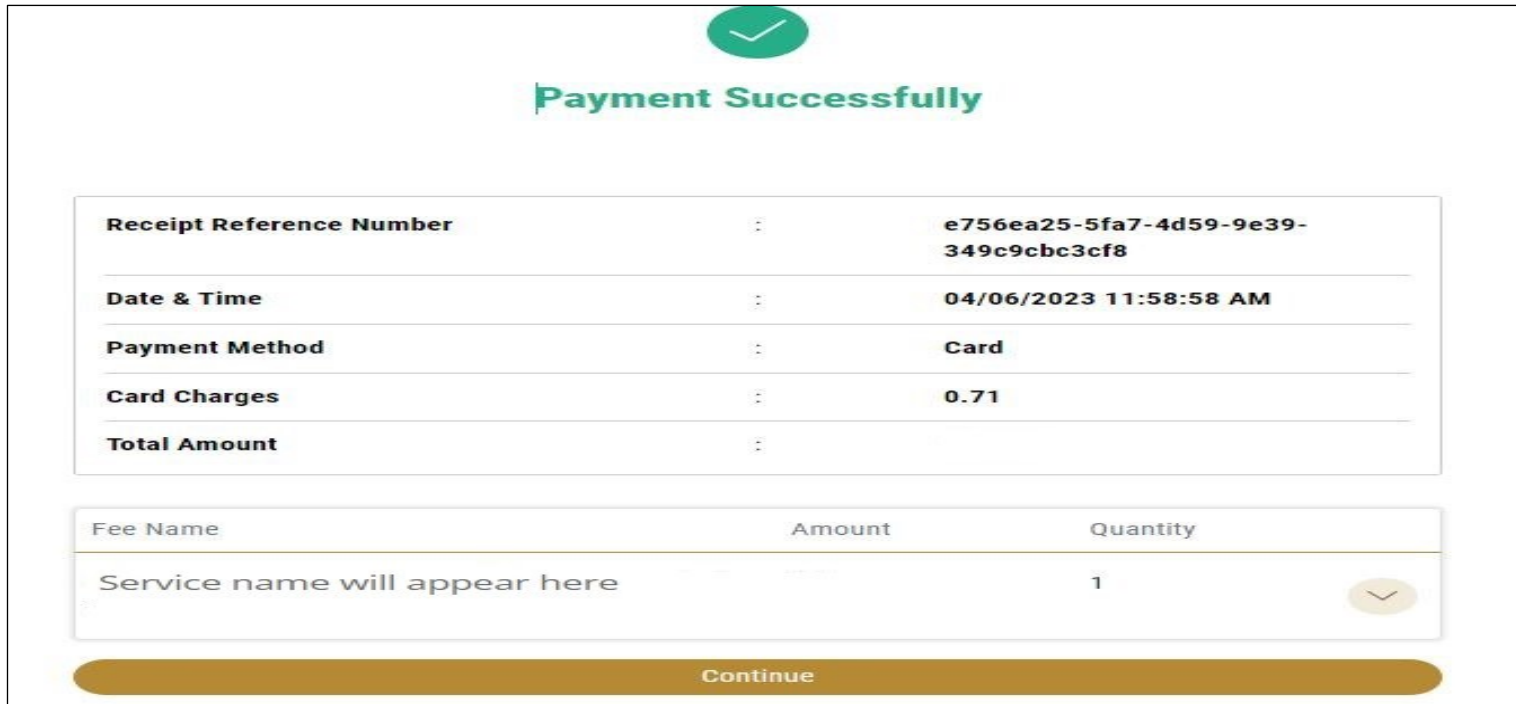
Pay Now

Cancel Process

Change Payment Method

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*.



The screenshot shows a 'Payment Successfully' confirmation screen. At the top, there is a green checkmark icon and the text 'Payment Successfully'. Below this is a table with payment details. At the bottom, there is a table for fees and a 'Continue' button.

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

Fee Name	Amount	Quantity
Service name will appear here		1

Continue

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.

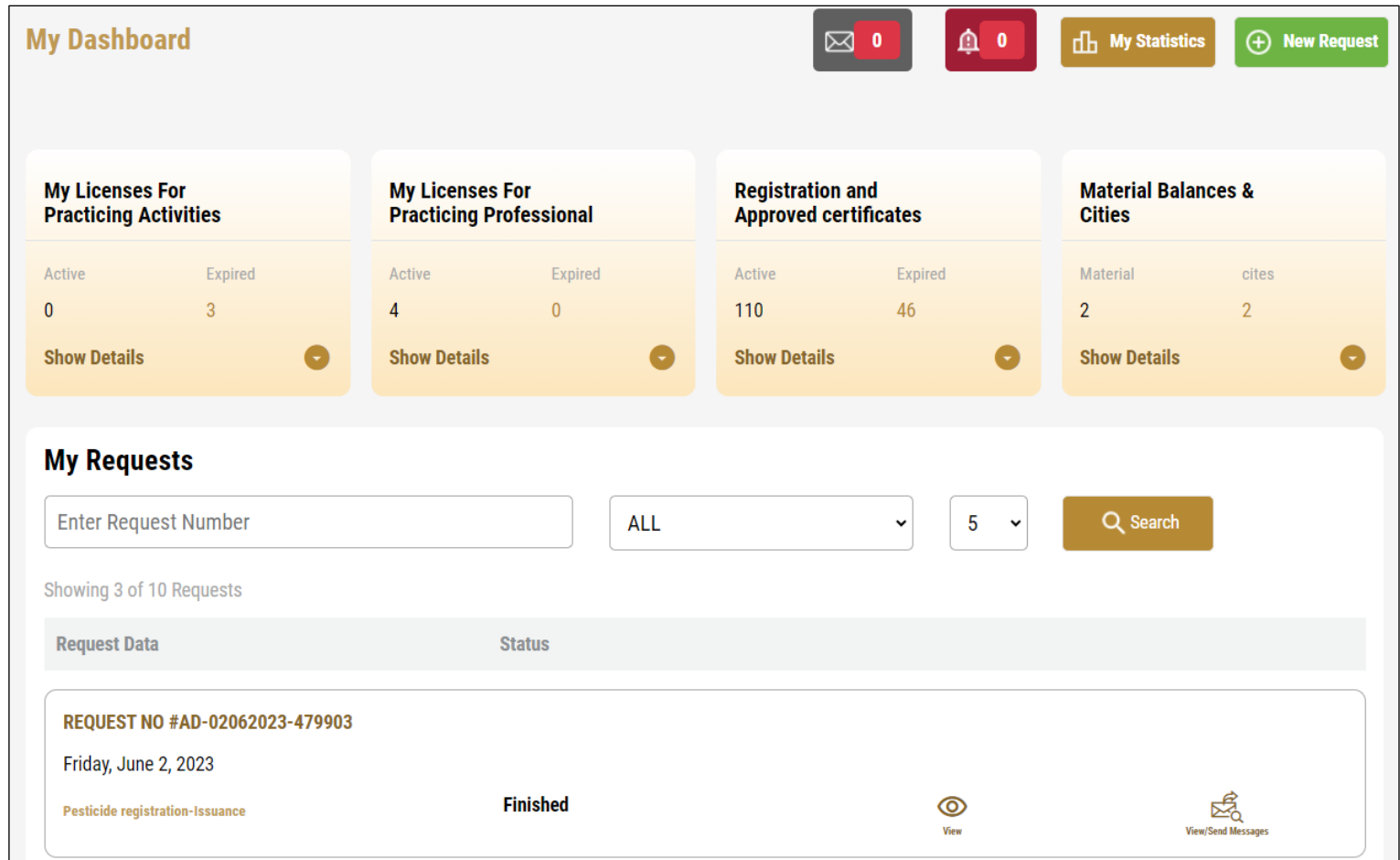


Figure 16 - Select Request to Retrieve

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 MOCCAIE 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 Dashboard

 My Statistics

 New Request

My Licenses For Practicing Activities

Active	Expired
0	3
Show Details	

My Licenses For Practicing Professional

Active	Expired
4	0
Show Details	

Registration and Approved certificates

Active	Expired
110	46
Show Details	


Material Balances & Cities

Material	cities
2	2
Show Details	



My Requests

ALL

5

 Search

Showing 3 of 10 Requests

Request Data	Status
REQUEST NO #AD-02062023-479903 Friday, June 2, 2023 Pesticide registration-Issuance	Finished <div>  View  View/Send Messages </div>

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


Pesticide registration-renewal

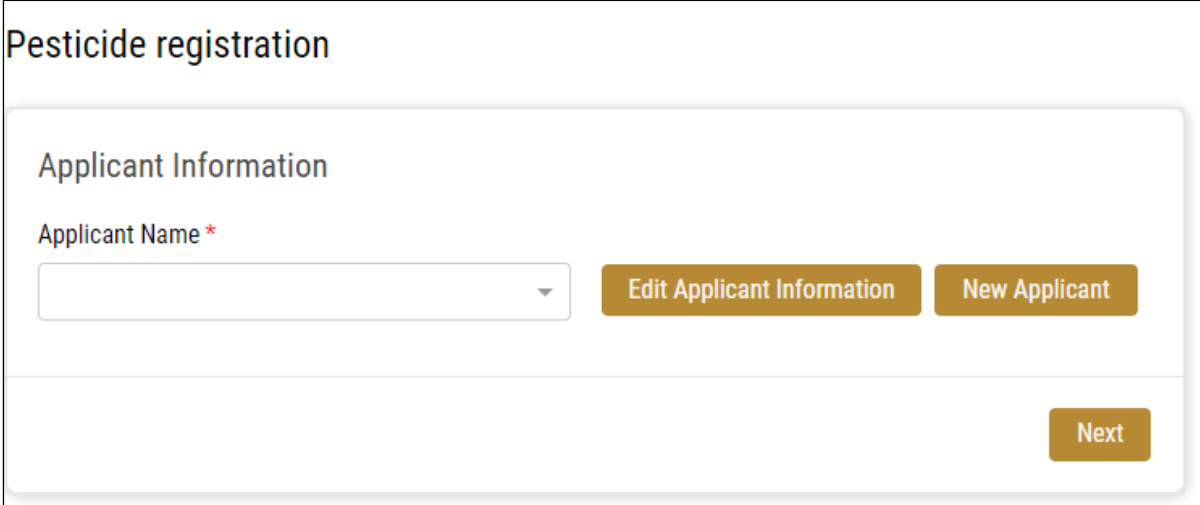
[Show Service Card](#)

apply for Pesticide registration-renewal

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.

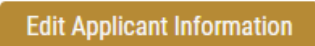

- 2- Click on *Start*  . The Applicant information view will be displayed.



Pesticide registration

Applicant Information

Applicant Name *


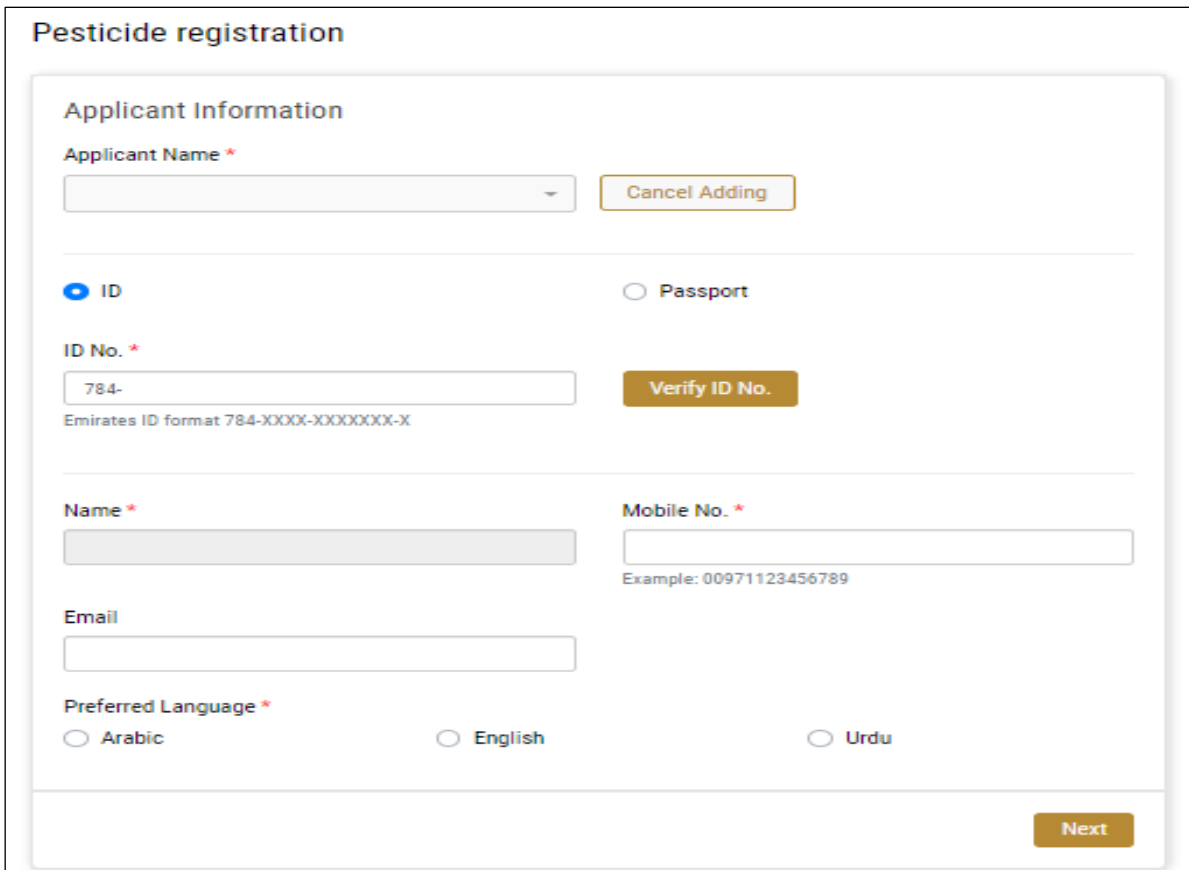


Figure 17 - Select Applicant Name


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



Pesticide registration

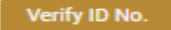
Applicant Information

Applicant Name *



☒ ID ☐ Passport

ID No. *



Emirates ID format 784-XXXX-XXXXXXXX-X

Name *

Mobile No. *

Example: 00971123456789

Email

Preferred Language *

☐ Arabic ☐ English ☐ Urdu

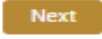


Figure 18 - Applicant's Information Page

- 4- Click *Next*, then the service details view will be displayed, to Fill the required information
- 5- In case of renewal select renewal

Pesticide registration

License Details

Service Information

License Details

License Number
AGL-2022-19109

Certificate Type
Certificate for practicing agricultural activity

Last Issuance
27-01-2022

Expiry Date
27-01-2025

Pesticide sticker sample

Download 

Service Information



License Number *

AGL-2022-19109

Request Type *

Issuance

Renewal

Pesticide commercial name *

Package type *	Package size *
<input type="text"/>	<input type="text"/>
package size Measurement type *	
<input type="text"/>	
Active substance name and concentration *	
<input type="text"/>	
Safety period *	Safety period Measurement type *
<input type="text"/>	<input type="text"/>
Validity period	CAS RN *
<input type="text"/>	<input type="text"/>
Back	Next

Pesticide registration



License Details	<p>License Details</p> <table border="0"> <tr> <td>License Number</td> <td>Certificate Type</td> </tr> <tr> <td>AGL-2022-19109</td> <td>Certificate for practicing agricultural activity</td> </tr> <tr> <td>Last Issuance</td> <td>Expiry Date</td> </tr> <tr> <td>27-01-2022</td> <td>27-01-2025</td> </tr> </table>		License Number	Certificate Type	AGL-2022-19109	Certificate for practicing agricultural activity	Last Issuance	Expiry Date	27-01-2022	27-01-2025
License Number	Certificate Type									
AGL-2022-19109	Certificate for practicing agricultural activity									
Last Issuance	Expiry Date									
27-01-2022	27-01-2025									
	<p>Pesticide sticker sample</p> <p>Download </p>									
Service Information	<p>Service Information </p> <table border="0"> <tr> <td>License Number *</td> <td>Request Type *</td> </tr> <tr> <td><input type="text" value="AGL-2022-19109"/></td> <td><input type="text" value="Renewal"/></td> </tr> <tr> <td colspan="2">previously registered pesticide commercial name *</td> </tr> <tr> <td colspan="2"><input type="text"/></td> </tr> </table>		License Number *	Request Type *	<input type="text" value="AGL-2022-19109"/>	<input type="text" value="Renewal"/>	previously registered pesticide commercial name *		<input type="text"/>	
License Number *	Request Type *									
<input type="text" value="AGL-2022-19109"/>	<input type="text" value="Renewal"/>									
previously registered pesticide commercial name *										
<input type="text"/>										

Figure 19 - Service Information

6- Click *Next*, then the Attachments view will be displayed.

Pesticide registration

Certificate of pesticide composition (active and inert ingredients) from the governmental laboratory of the pesticide registration authority or an accredited laboratory (GLP) accredited by the pesticide registration authority

Upload a File

Certificate of registration in the country of origin in a member state of OECD

Upload a File

Certificate of the pesticide composition from the country of origin.

Upload a File

Copy of the pesticide label in the country of origin in English and Arabic

Upload a File

Proposed pesticide label in UAE in Arabic and English, identical to the pesticide label in the country of origin labeled with the UAE brand mark

Upload a File

Back

Next

Figure 20 - Attachments Page

7- Upload the following documents to be attached. These documents are mandatory and you cannot proceed before attaching them.

8- Click **Next** to review your request.

Pesticide registration

License Details
Service Information

License Details

License Number

AGL-2022-19109

Certificate Type

Certificate for practicing agricultural activity

Last Issuance

27-01-2022

Expiry Date

27-01-2025

Service Information

License Number

AGL-2022-19109

Request Type

Issuance

previously registered pesticide commercial name

test

Pesticide commercial name

test

Is restricted pesticide?

Yes

Is the pesticide is restricted to a government entity?

Yes

Is there an expiration date from the country of origin?

Yes

Origin certificate expiry date

Jun 7, 2023

Certificate issuance date

Certificate expiration date

Certificate Number

Initial Classification

Biocides

Pesticide class

Agricultural pesticide

Pesticide Type

مبيد آفات زراعية (نيماتودي)

Registration Country

Bahrain

Registered Company

test

Product Type

test

Manufacturer company

test

Manufacturer company origin

Bahrain

Package type

Bags

Package size

3

package size Measurement type

GM

Active substance name and concentration

test

Safety period

3

Safety period Measurement type

Days

Validity period

CAS RN

3

☒ Accept Terms & Conditions *

Back

Submit



Figure 21 – Service Request Review

☒ Accept Terms & Conditions *

Back





Pay fees

Pay Later


- 9- 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](#)

REQUEST NO #EA-15052023-479732
 Monday, May 15, 2023

Pending On Payment

 Pay Now
  Cancel
  View
  View/Send Messages

Once the payment is done, the request will be sent to the authorized MOCCAEE 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- Click over  to view the request.

REQUEST NO #AD-02062023-479903
 Friday, June 2, 2023
 Pesticide registration-Issuance

Finished

 View
  View/Send Messages

Figure 22 - Download or View Certificate

- 12- Download the certificate after  click on View icon then click Download

Outputs

Certificate Number	Certificate Name	
23AE1838	Certificate Name	