



وزارة التغير المناخي  
والبيئة  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# Digital Services

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Pesticide registration-renewal

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 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.

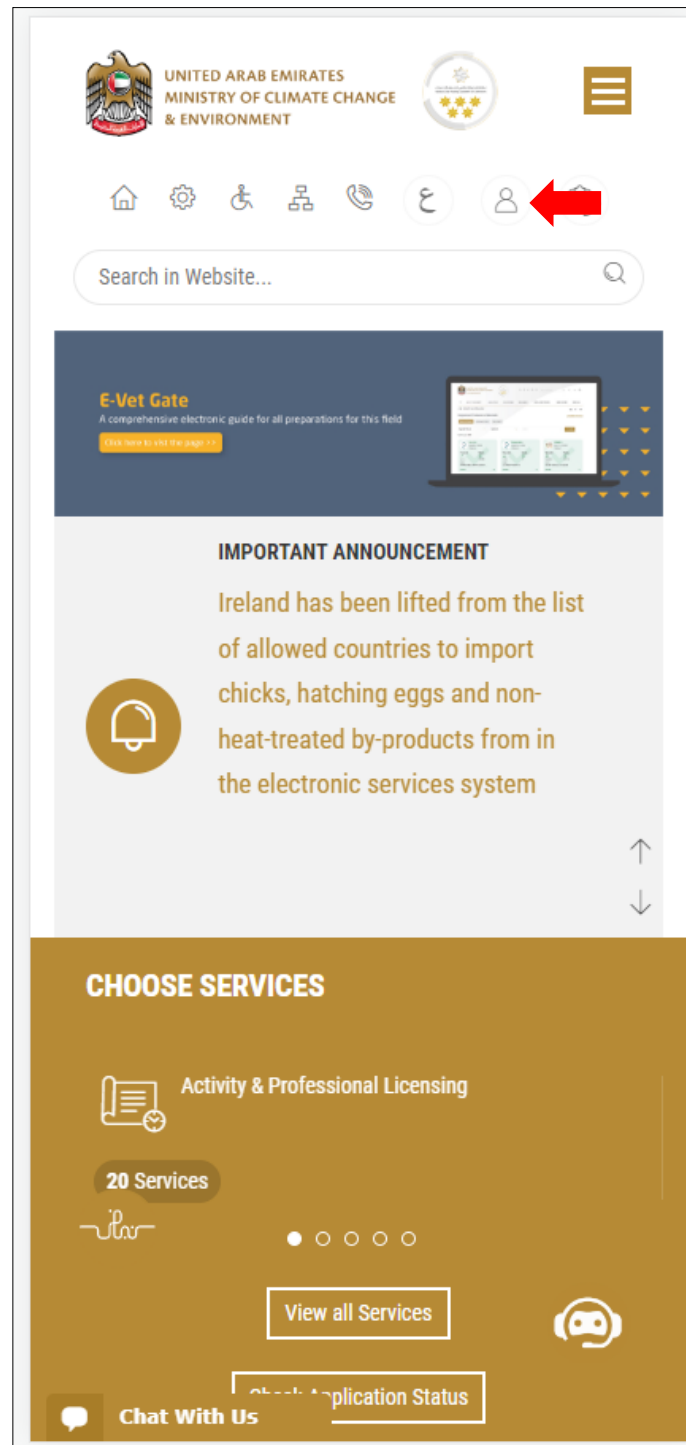
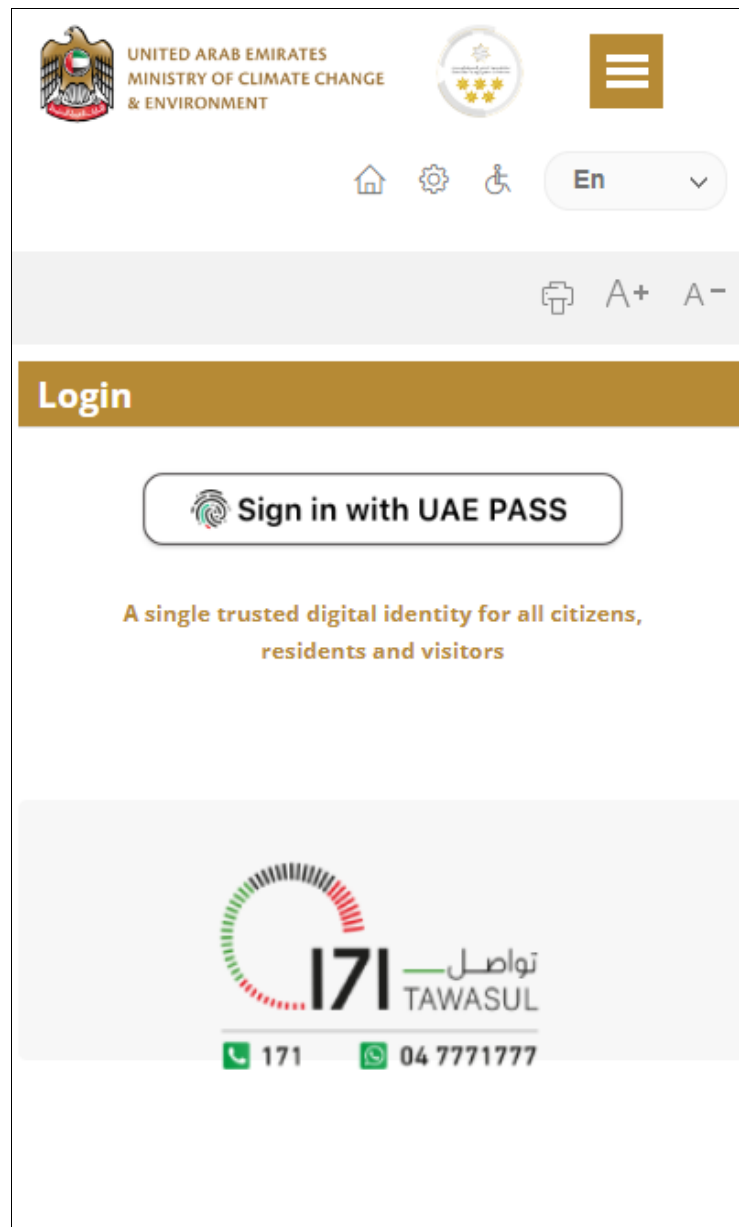
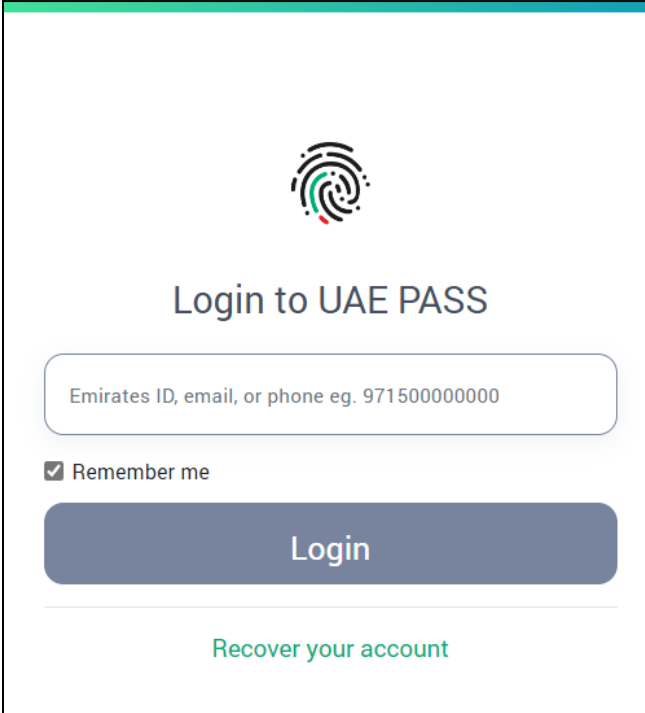


Figure 1 – MOCCAE Website Home Page

- 1- Click on Sign in with UAE PASS.



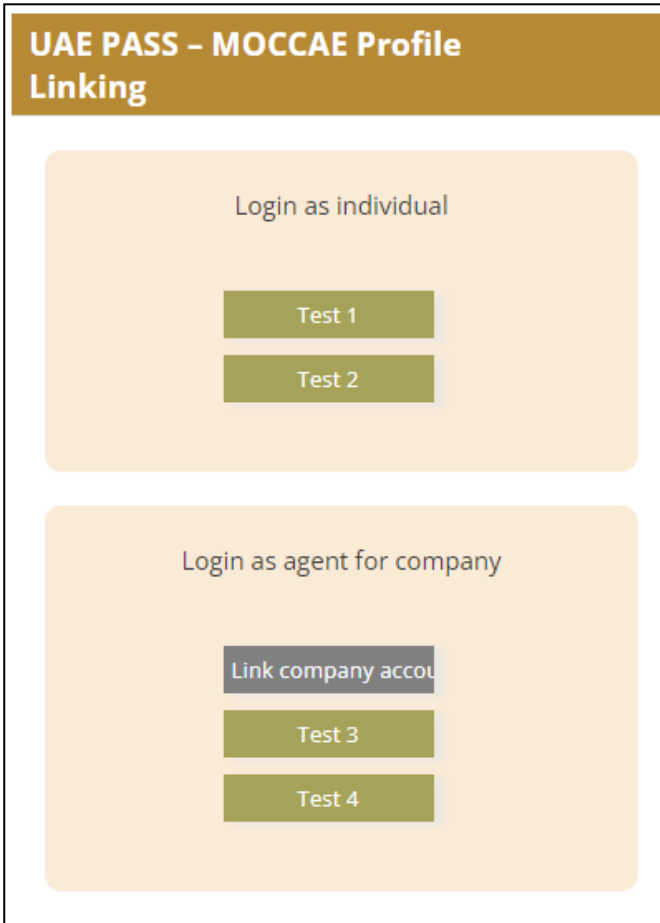
- 2- Enter ID or Mobile or email which has been registered in UAE pass.



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 is provided for "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 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.

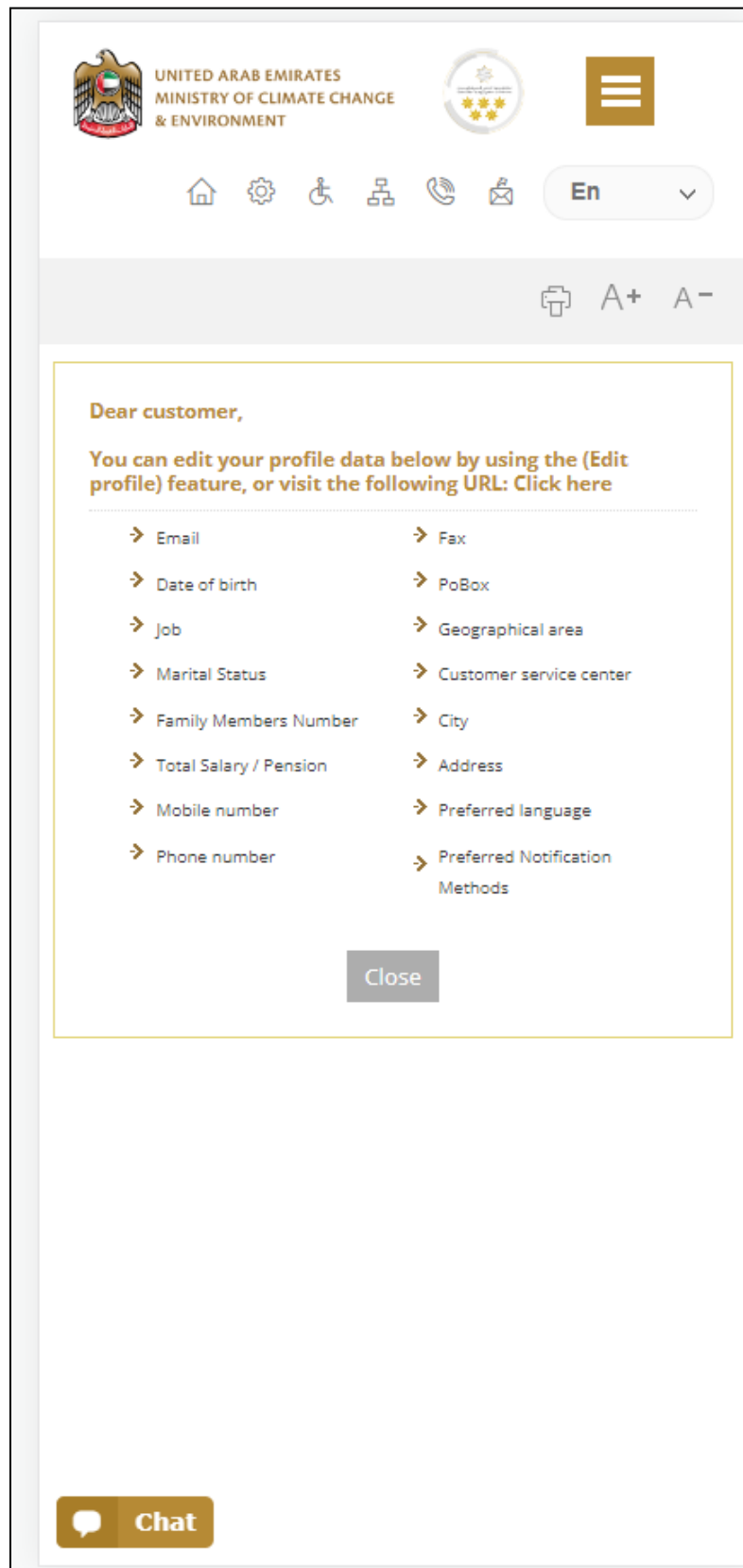



Figure 3 - MOCCAE Survey Page

## View/Update Customer Profile

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

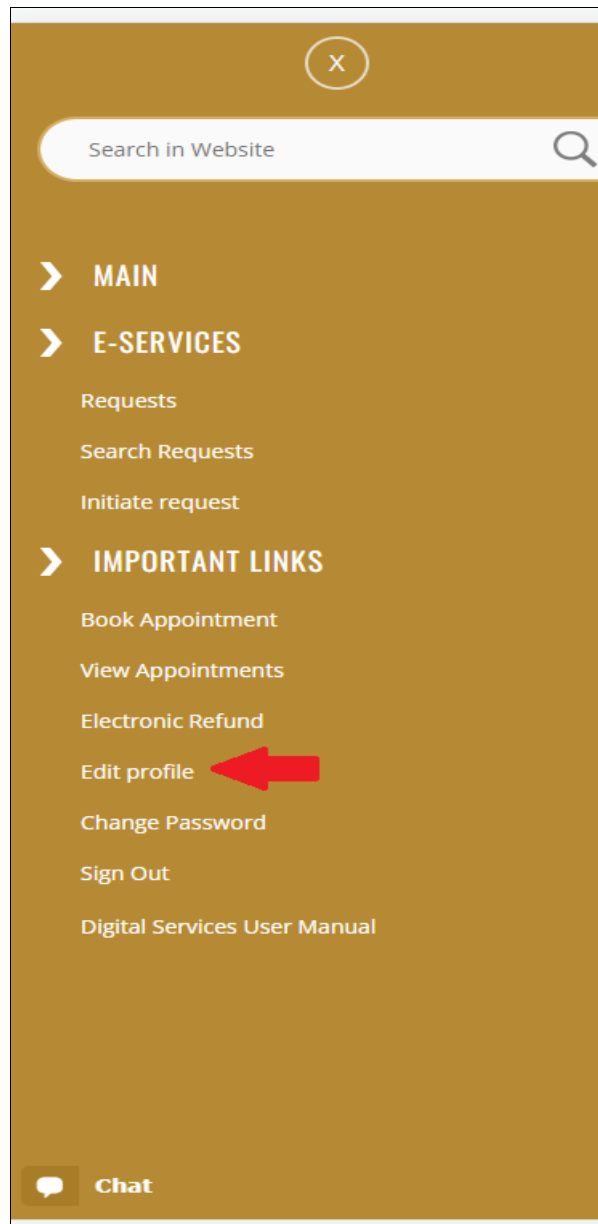


Figure 4 - Update Company Profile




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 selector set to 'En'. A secondary bar contains a printer icon and font size controls 'A+' and 'A-'. The main content area is titled 'Edit Profile' and includes a note: 'Fields marked with (\*) are mandatory.' The form contains several sections: 'Registration type' with a dropdown set to 'Individual'; 'Participant Number' with the value 'IN-20174-86637'; 'Online account data' with an 'Email' field and a 'Confirm Email' field, both with microphone and information icons; 'Enable 2 Step Authentication feature' with an unchecked checkbox and an information icon; 'Individual details' with a 'Full arabic name \*' field (with a microphone and information icon) and a note 'This field accepts English letters in case the client can't speak Arabic'; and a 'Full english name \*' field at the bottom.

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 MOCCA home page by clicking on the *Go Digital* icon  to the left of the homepage.

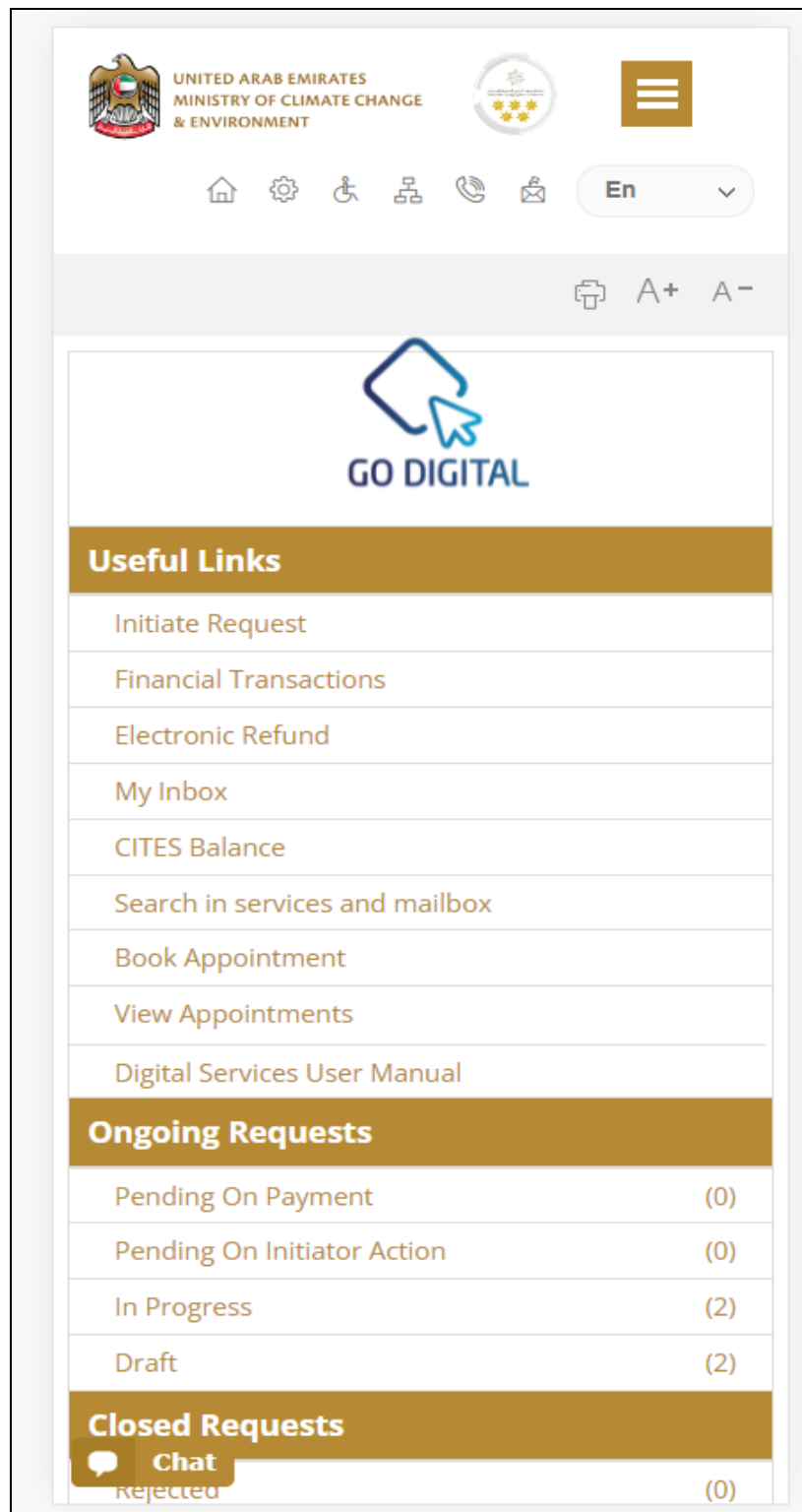


Figure 6 - 'Go Digital' Icon

The user dashboard will then be displayed.

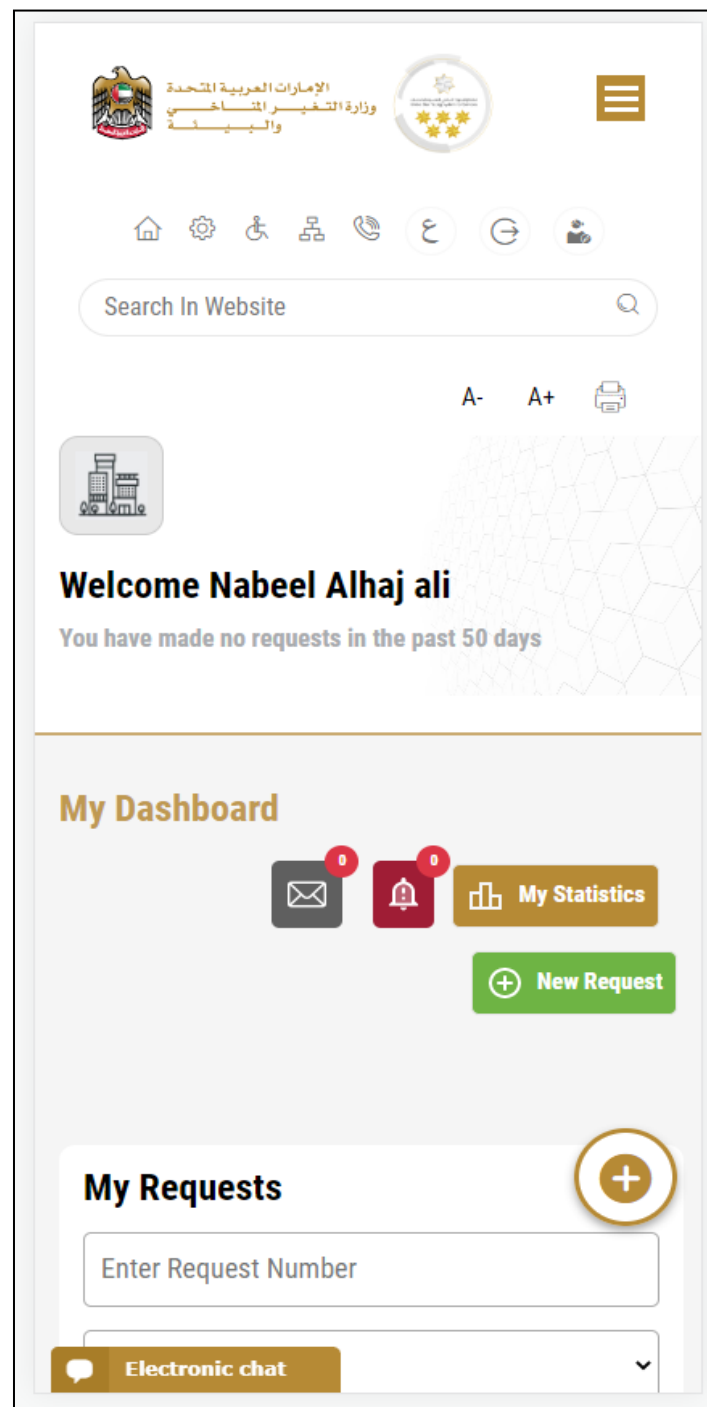


Figure 7- My Dashboard

### 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.

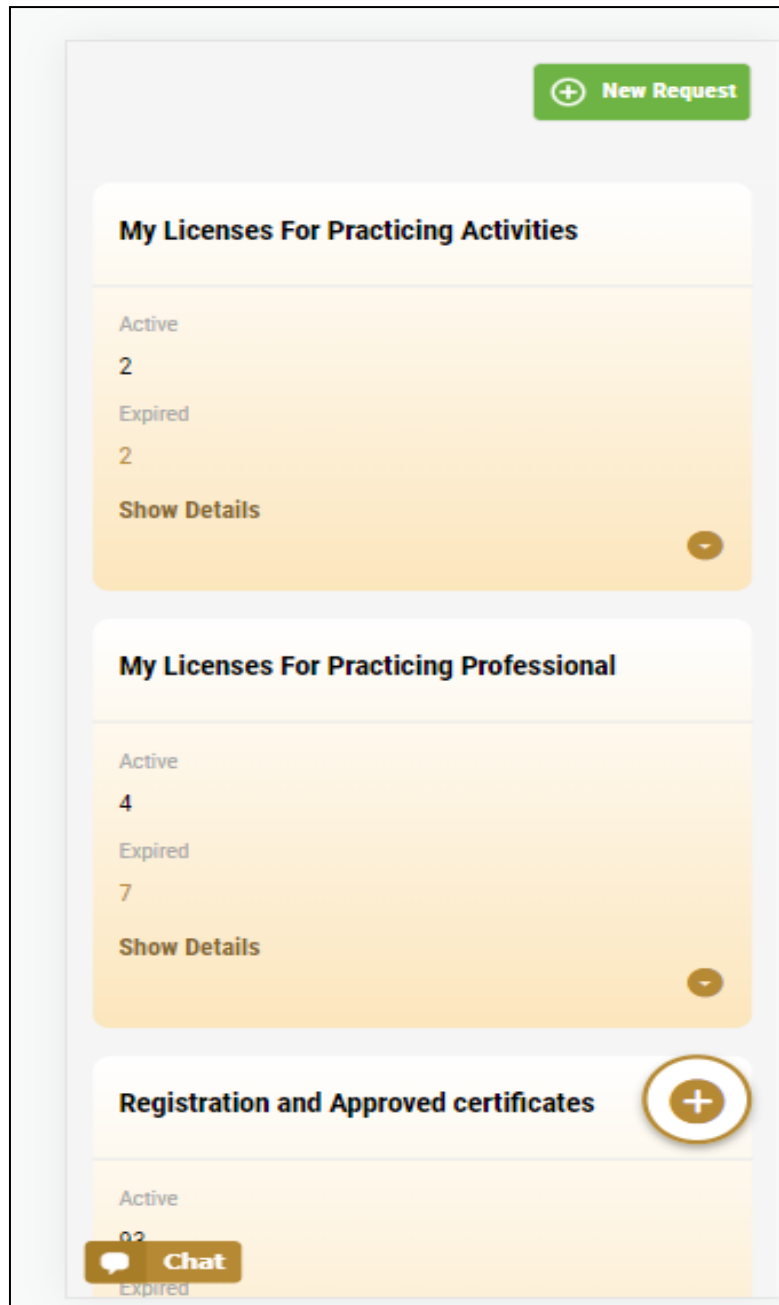


Figure 8 - Dashboard Digital Service Categories

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


## 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 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*  on the dashboard. The following screen will display:

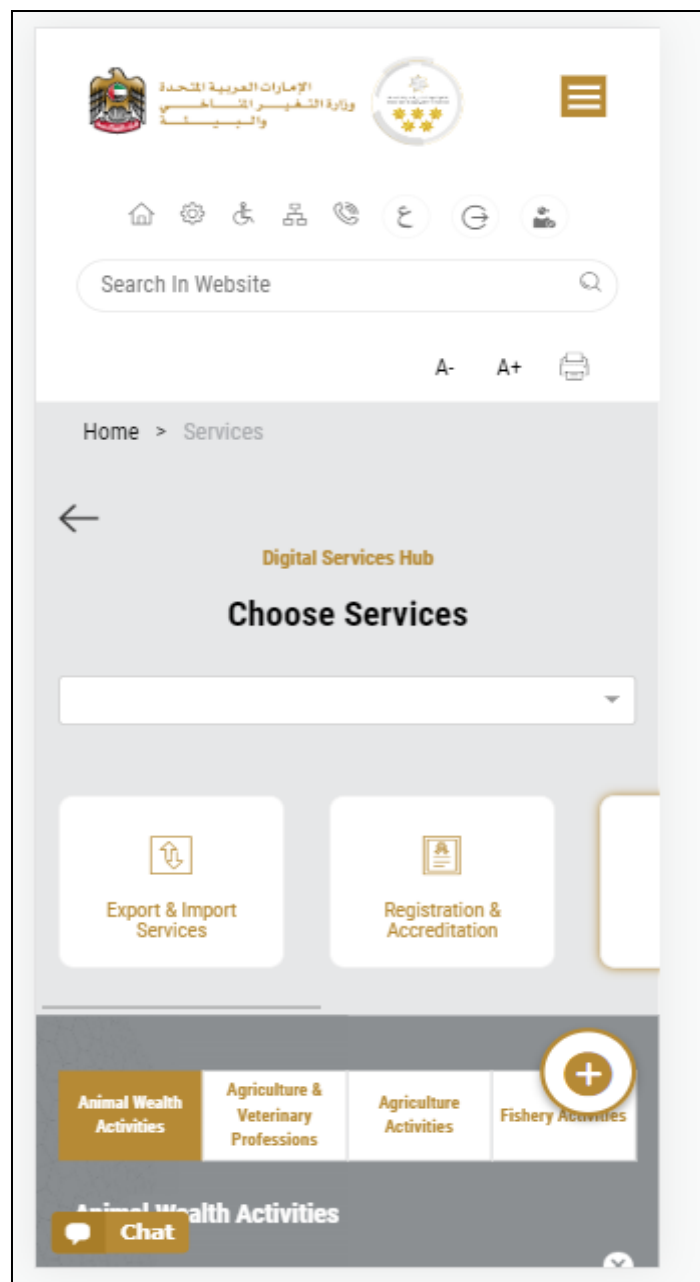


Figure 10 – Service New Request

- 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.

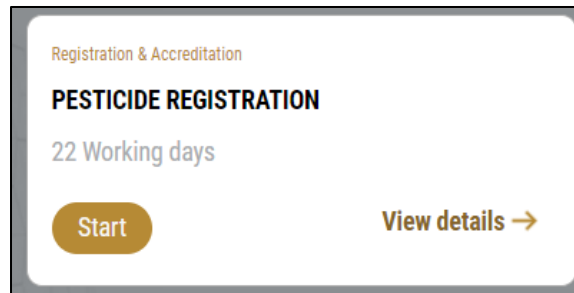




Figure 11 - Service Card

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.

### 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 shows a mobile application interface for the Ministry of Climate Change and Environment. At the top, there is a language selection dropdown labeled 'تخیر اللغة'. Below this is the ministry's logo and name in English ('UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT') and Arabic ('الإمارات العربية المتحدة وزارة التغير المناخي والبيئة'). The title 'Ministry of Climate Change and Environment' is displayed in a large, bold font, followed by a session timer 'Session time left: 00:09:47'. Two circular icons are present: 'Method' (a gear icon) and 'Confirm' (a checkmark icon). Below these, a red text prompt says 'Select the required payment method'. There are two main payment options: 'Card' (with icons for Visa, Mastercard, Google Pay, Samsung Pay, and Apple Pay) and 'Bank Transfer' (with a bank icon). At the bottom, there are two large buttons: 'Calculate Price' (orange) and 'Cancel Process' (grey).

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**

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.

The screenshot shows a web interface titled "My Requests". At the top, there is a search bar with the placeholder text "Enter Request Number". Below the search bar are two dropdown menus: the first is set to "ALL" and the second is set to "5". A blue "Search" button with a magnifying glass icon is positioned below the dropdowns. The interface indicates "Showing 3 of 7 Requests". Below this, there are two tabs: "Request Data" (selected) and "Status". The first request card displays "REQUEST NO #AD-07012023-2219915", dated "Saturday, January 7, 2023", with the description "Accreditation for pheromones and pests attractants and repellents -Issuance". Its status is "Pending On Payment", and it features four action buttons: "Pay Now" (credit card icon), "Cancel" (document with X icon), "View" (eye icon), and "View/Send Messages" (envelope with X icon). The second request card displays "REQUEST NO #APH-06012023-2219665", dated "Friday, January 6, 2023", with the description "Export of the shipment of veterinary products -Issuance". Its status is "Pending On Veterinary Products Committee". A circular button with a plus sign is visible to the right of the second request card. At the bottom left of the interface is a "Chat" button with a speech bubble icon.

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 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>	

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

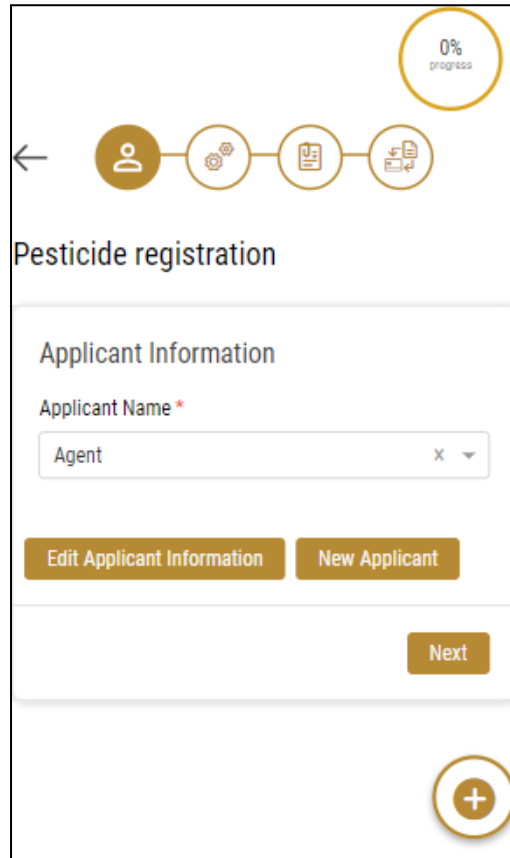
## Pesticide registration-renewal

### Show Service Card

#### apply for Pesticide registration-renewal

- 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* . 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.



The screenshot shows a mobile application interface for 'Pesticide registration'. At the top, there is a progress indicator showing '0% progress' and a navigation bar with four icons: a back arrow, a person icon, a gear icon, and a document icon. Below the navigation bar, the title 'Pesticide registration' is displayed. The main section is titled 'Applicant Information' and contains a dropdown menu for 'Applicant Name \*' with 'Agent' selected. Below the dropdown are two buttons: 'Edit Applicant Information' and 'New Applicant'. At the bottom right of the form is a 'Next' button. A large circular button with a plus sign is located at the bottom right of the screen.

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.

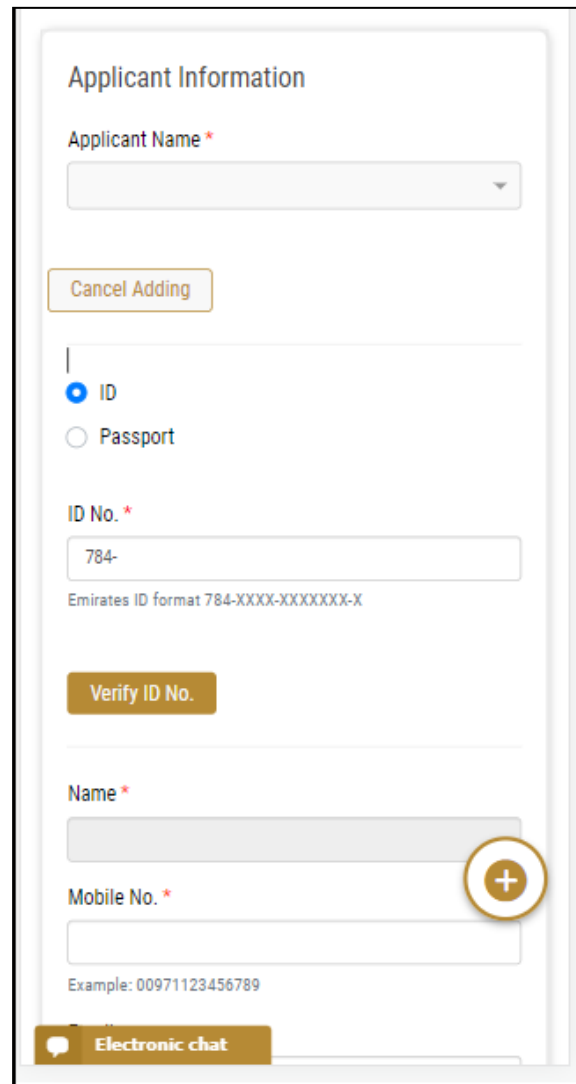
The screenshot shows a mobile application interface for 'Applicant Information'. At the top, there's a title 'Applicant Information'. Below it is a dropdown menu for 'Applicant Name \*'. A 'Cancel Adding' button is positioned below the dropdown. Further down, there are two radio buttons: 'ID' (selected) and 'Passport'. Below these is a text input field for 'ID No. \*' containing '784-'. A small text note below the field states 'Emirates ID format 784-XXXX-XXXXXX-X'. A 'Verify ID No.' button is located below the ID number field. Another text input field for 'Name \*' is present. Below the name field is a 'Mobile No. \*' field with an example number '00971123456789' and a circular '+' icon to its right. At the bottom, there is an 'Electronic chat' button with a speech bubble icon.

Figure 18 - Applicant's Information Page

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

Note: select request type Issuance



## Pesticide registration

### 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 \*  
Renewal 

previously registered pesticide commercial name


 Electronic chat  e? \*

Figure 19 – Service Information

## 7- Fill the required information

Pesticide commercial name \*

test

☒ Is restricted pesticide? \*

☒ Is the pesticide is restricted to a government entity? \*

☒ Is there an expiration date from the country of origin? \*

Origin certificate expiry date \*

06/07/2023

Initial Classification \*

Biocides

Pesticide class \*

Agricultural pesticide

Pesticide Type \*

مبيد آفات زراعية (نيماتودي)

Registration Country \*

Bahrain

Registered Company \*

test

Product Type \*

test

Manufacturer company \*

Electronic chat

test

Manufacturer company origin \*

x 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

Back

Next

Electronic chat

8- Click *Next*, upload attachments

### 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.

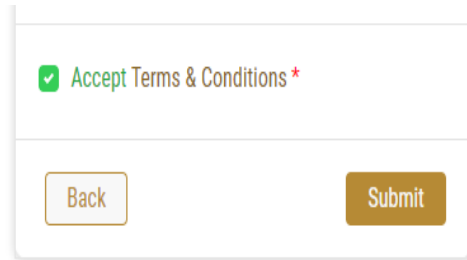
Upload a File

+

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

Electronic chat

9- Click *Next* to review your request then click submit



10- Click pay fess to pay for the service

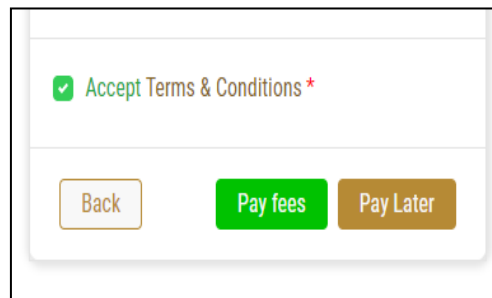




Figure 20 – Service Request Review

11- 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](#)

Once the payment is done, the request will be sent to the authorized MOCCAЕ 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

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

13- Click over  to view the request.

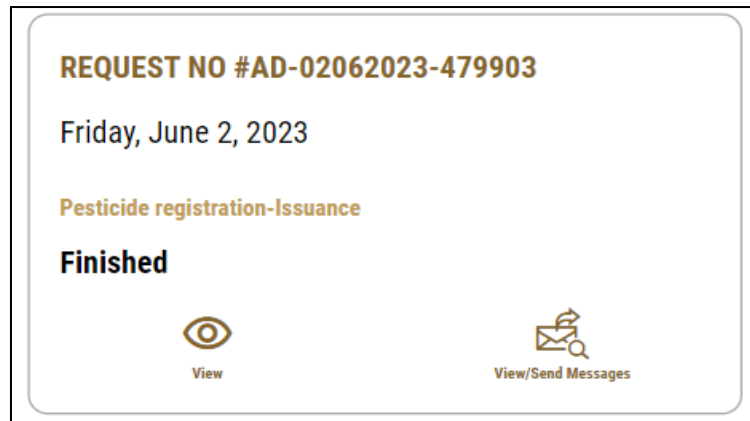



Figure 21 - Download or View Certificate

14- To download the Certificate, open the request then click on the download icon below

Request output 

Outputs		
Certificate Number	Certificate Name	
DXB-FW-157-272970	Certificate Name	