UNITED ARAB EMIRATES
MINISTRY OF ENVIRONMENT & WATER

User Manual

Electronic

Services

Table of content

The customers of the Ministry of Environment and Water can apply for the services through different channels using their smart phones without visiting the Customer Services Centers and wait for their turn to apply for it which are:

1. Smart Mobile Website
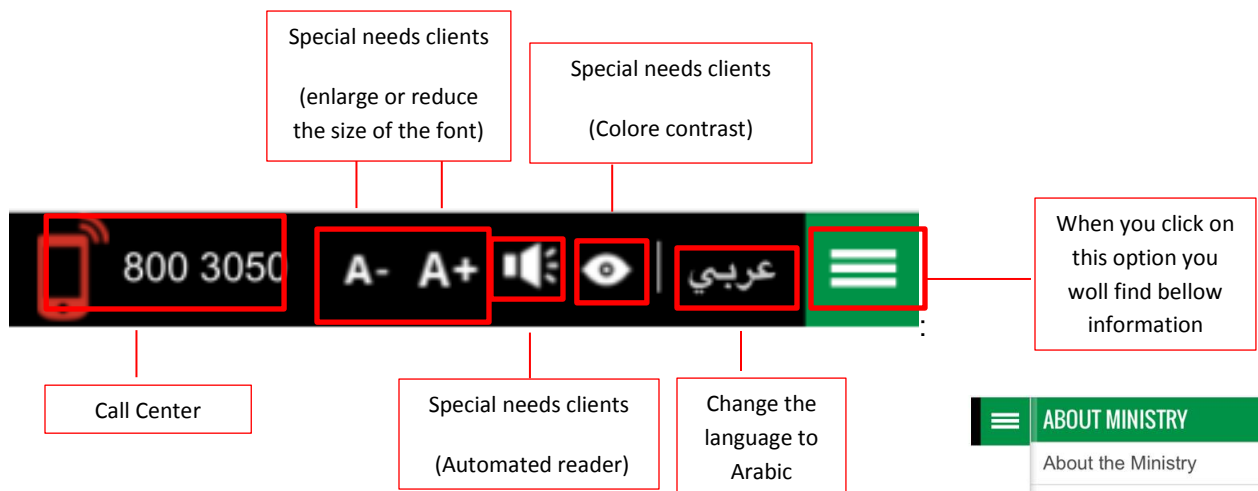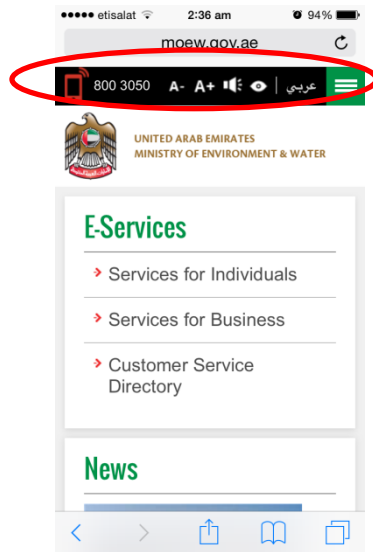2. Smart Environment Application

The application is available on the following platforms:
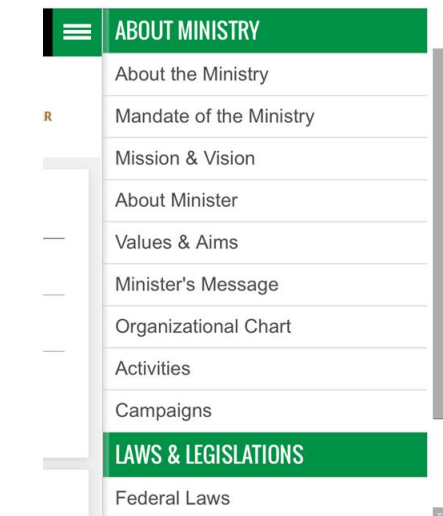
- IOS
- BlackBerry
- Windows
- Android

3. USSD

E-services (Smart Phone Website)

the first/General page

Access to the Ministry of Environment and Water in smart phones by
www.moew.gov.ae Then screen appears as sown below

Special needs clients

(enlarge or reduce the size of the font)

Special needs clients

(Colore contrast)

When you click on this option you woll find bellow information

Call Center

Special needs clients
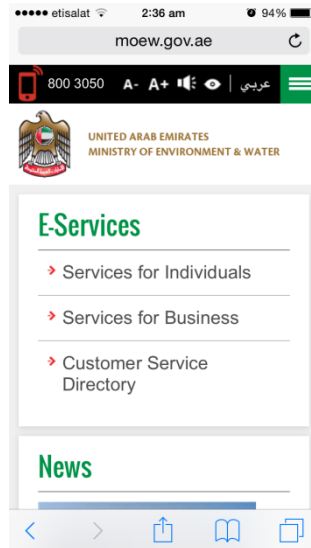
(Automated reader)

Change the language to Arabic

You can view the information of the Miistry of Enviroment and Water and to know more about the Ministry

view services details

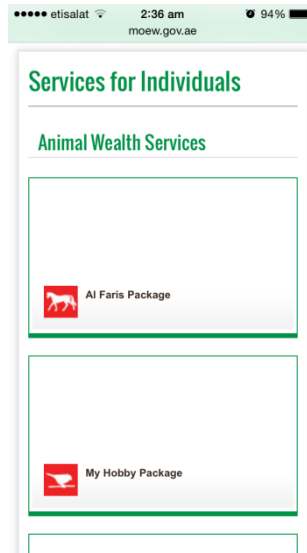To view the services details please follow the instructions below

- When you click on "Service for Individual" only the service for individuals will appear
- When you click on "Service for Business" only the services for Business will appear
- "Customer Service Directory" will gide you
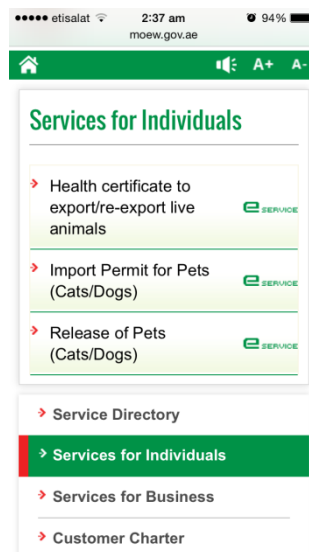
1. Choose the type.
   Example: individuals
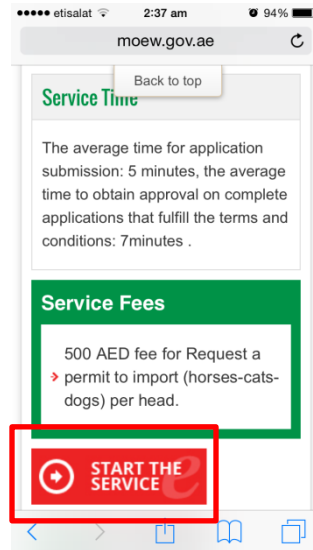
2. Choose the package
   Example: Pets Package

3. Choose the Service

   Example: Pet Animals Import Permit

- Service information screen will appear (service fees, service procedures, service description, time of service, etc,)

After reading all the service information you can apply for a service by clicking on the
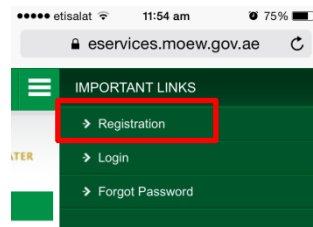"Start the Service"

Register

If you don't have an account in the Ministry of Enviroment and Water please follow the
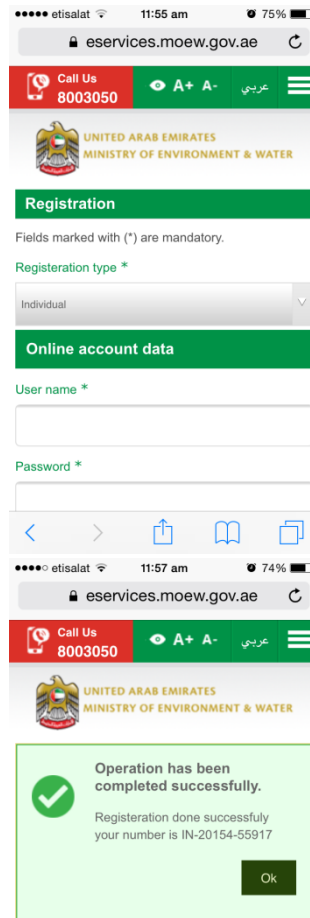instructions bellow.
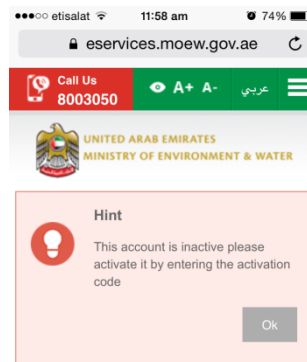
1. click on this option
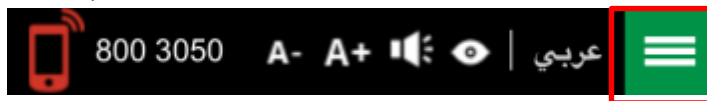
2. click on "Registration"

3. Fill in the required field then click "Submit"

4. Enter the username and the password that you create and click "Sign in"

5. A massage will appear to inform you that the account is inactive to active the account please click "ok"

6. Please enter the mobile phone number regesterd in the system and click "send activation code"

7. Please enter the activation code that will be sent as "SMS" to your mobile phone and click "Activate "
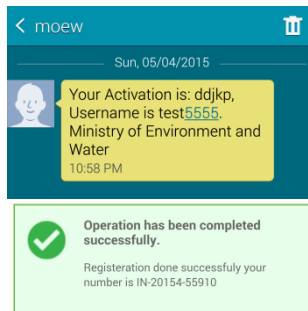
This message will appear to informe you that the account has been activeated and you can log in and apply for a service
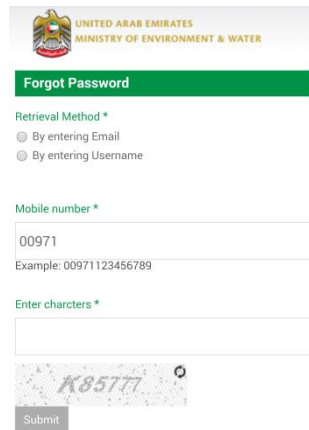
Forget password

If you forget your password

1. click on "Forget Password"

2. Fill in the required field and click on "Submit"
    (you should enter the mobile phone number regesterd in the system to receive
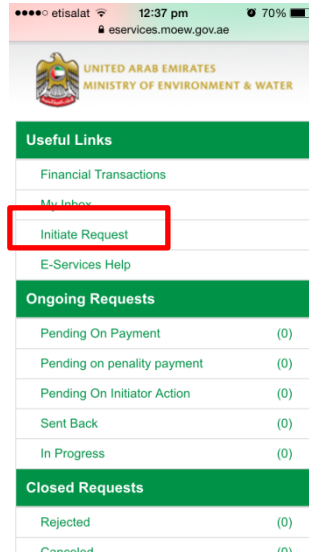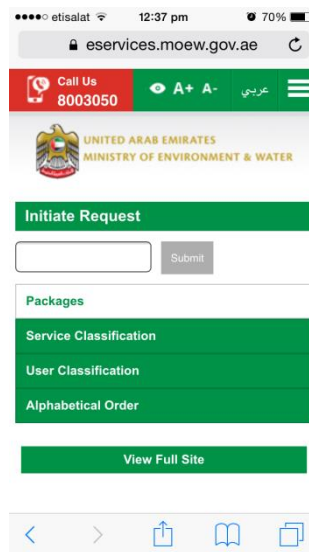   activation code and enter it then click activate)

Your password changed

Apply for new Service

To Apply for new service please follow the instructions

1. Click on "Initiate request".

2. Search for the service you need
   By writing the key word or be searching in service and user classification or Alphabaticakl order

3. Click on the service you need
   Example: Pet Animals Importing Permit

4. Fill In the required field in the "Initial information"

5. Fill In the required field in the "Service Information" and add a statement
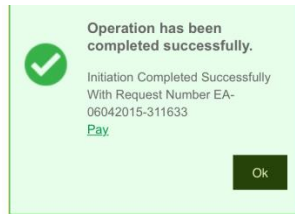
6. Add the consignment data and then click on "Add"
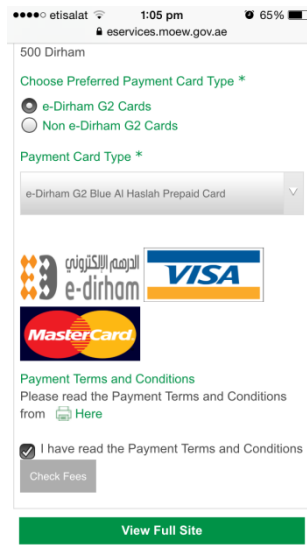
7. Upload the attachments by clicking on "Upload" and then click on "Submit"
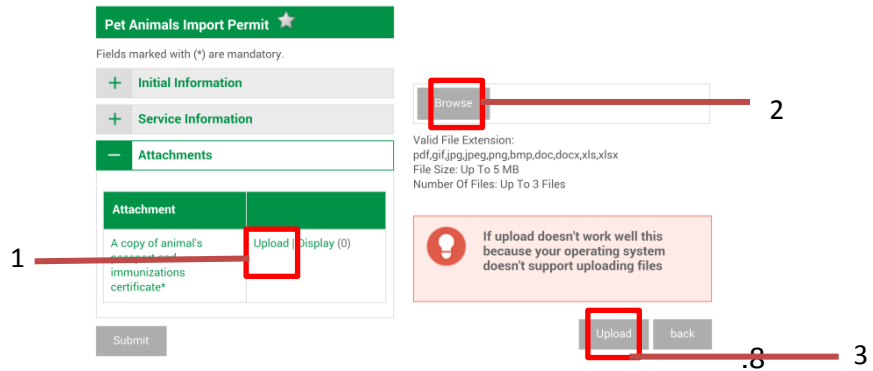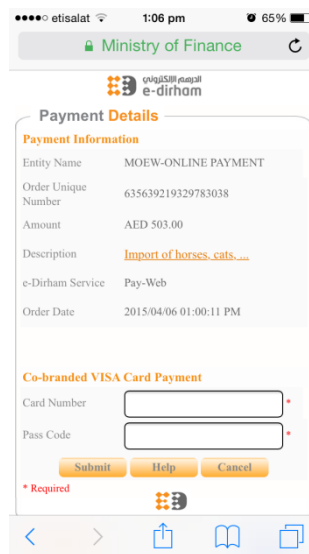

9. Click "Pay"

10. Please choose the payment card type and then read the tearms and conditions and if you are agree click on "I have read the payment tearms and conditions" and click "check fees"
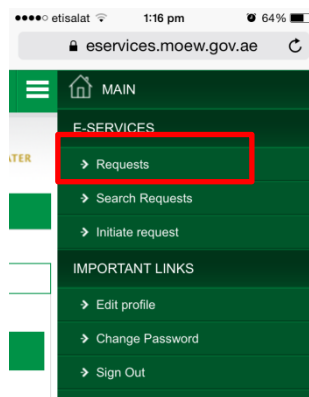

14

This warning will appear

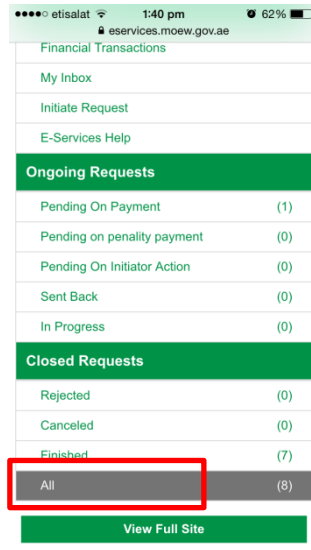11. To continue paying please click on "yes"
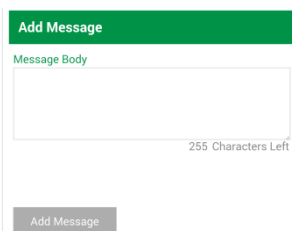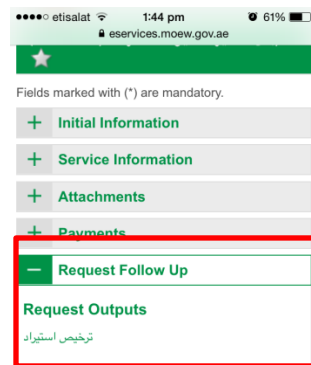

12. Fill in the Requierd field to pay

13. Open the requests form this option



14. Opeen "All" request

15. Open the request. The status of the request is "Import permit issued" to view the ouptput open the request and click on "Request Follow up"

(you can right a message for the Ministry of Environment and Water if you have a question and they will reply to you)

16. To release issuance of a permit click on "Service information" then click on "Initiate Release Request".
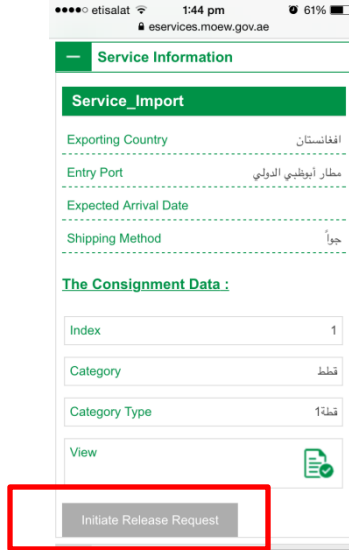
17. Fill in the required field in the "Service information"
18. Upload the attachments and then click on
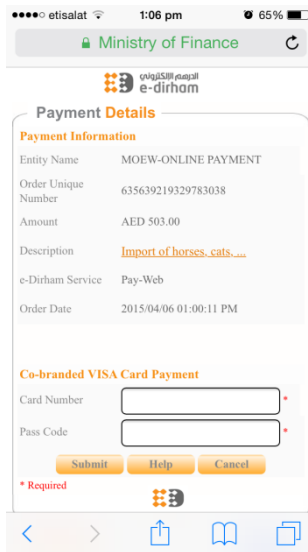

19. Click on "Pay"

20. Please choose the payment card type and then read the tearms and conditions and if you are agree click on "I have read the payment tearms and conditions" and click "check fees"
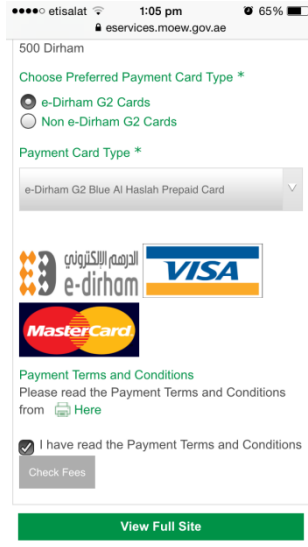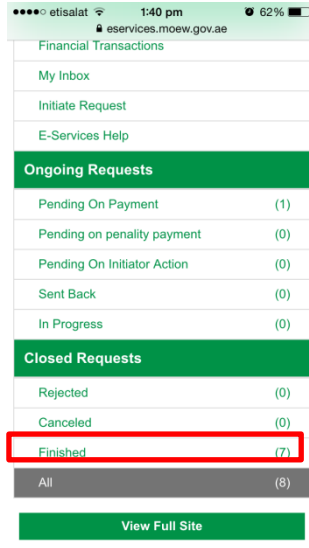
This warning will appear


21. To continue paying please click on "yes"

22. Fill in the Requierd field to pay

23. The statues of the request will be "In progress" please wait until the staff Ministry of Enviroment and water close the request.
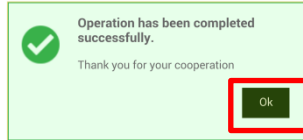24. Upon complietion of the request (you will receive a message) please click on "Finished"

25. Open the Finished request
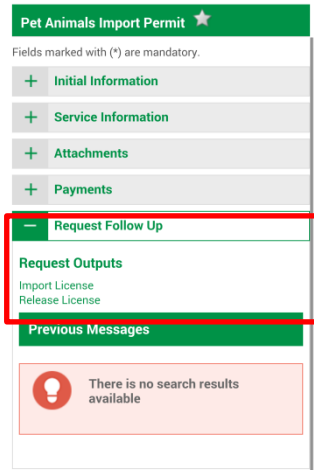26. The system will ask you about your feedback
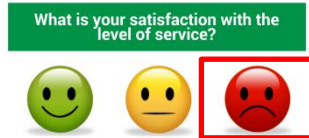
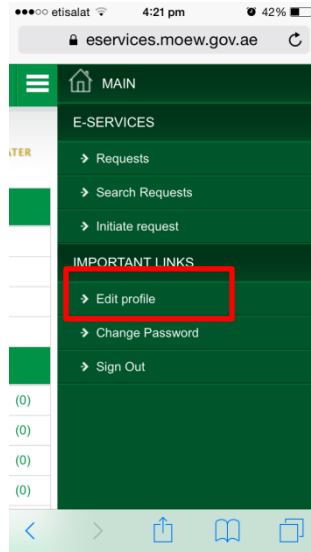27. If you choose "not satisfied" fill in the required field and then click on "send"
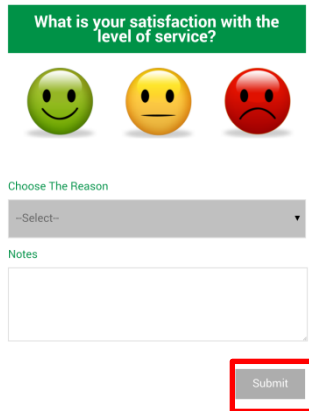
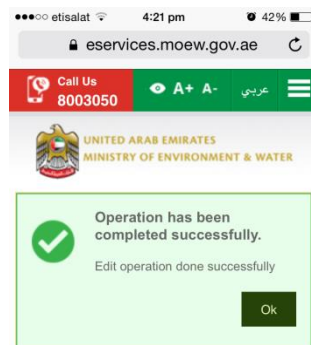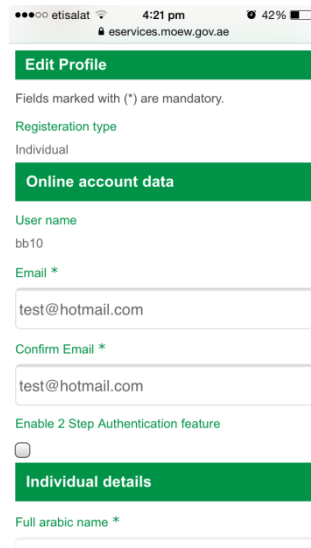28. To view the output of the release License click on "Request Follow Up"

Edit\Sign out

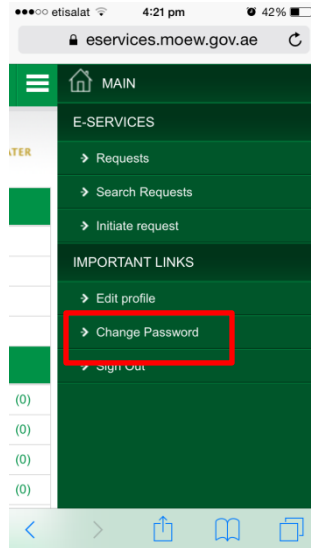To Edit your data please follow the instructions

1. Click on "Edit profile"
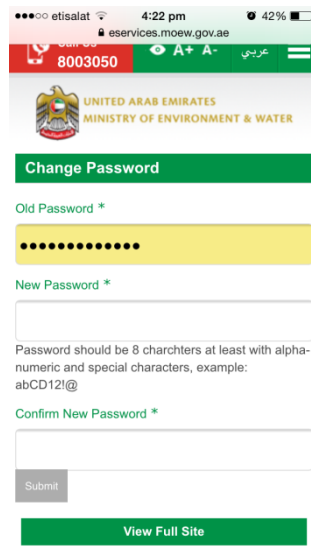

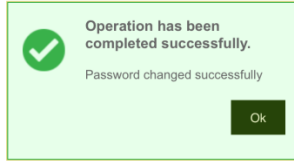2. Change your data and then click "Apply changes"

Change Password

To change your password please follow the instructions
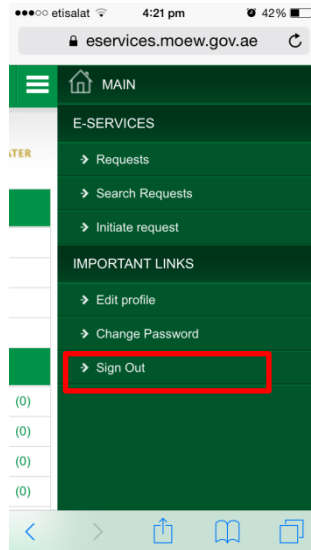
1. Click on "change password"

2. Change your password and click on "Submit"

Sign out

To sign out please click on "Sign out"

Smart Enviroment Application

Smart Enviroment application is available through smart channels on the following platforms:

1. IOS
2. BlackBerry
3. Windows
4. Android
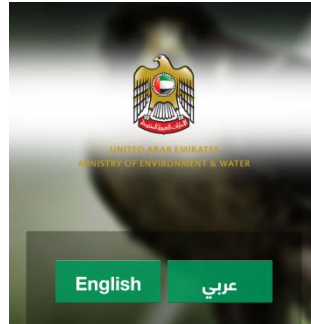   will Explain the Smart Enviroment Application on "Android".
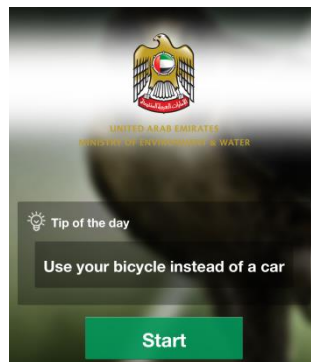
How to access the application through "Android"

To Search for the Application in the "play store" you should click "moew" the below screen will appear (as you can see it is free). Then click on Download.
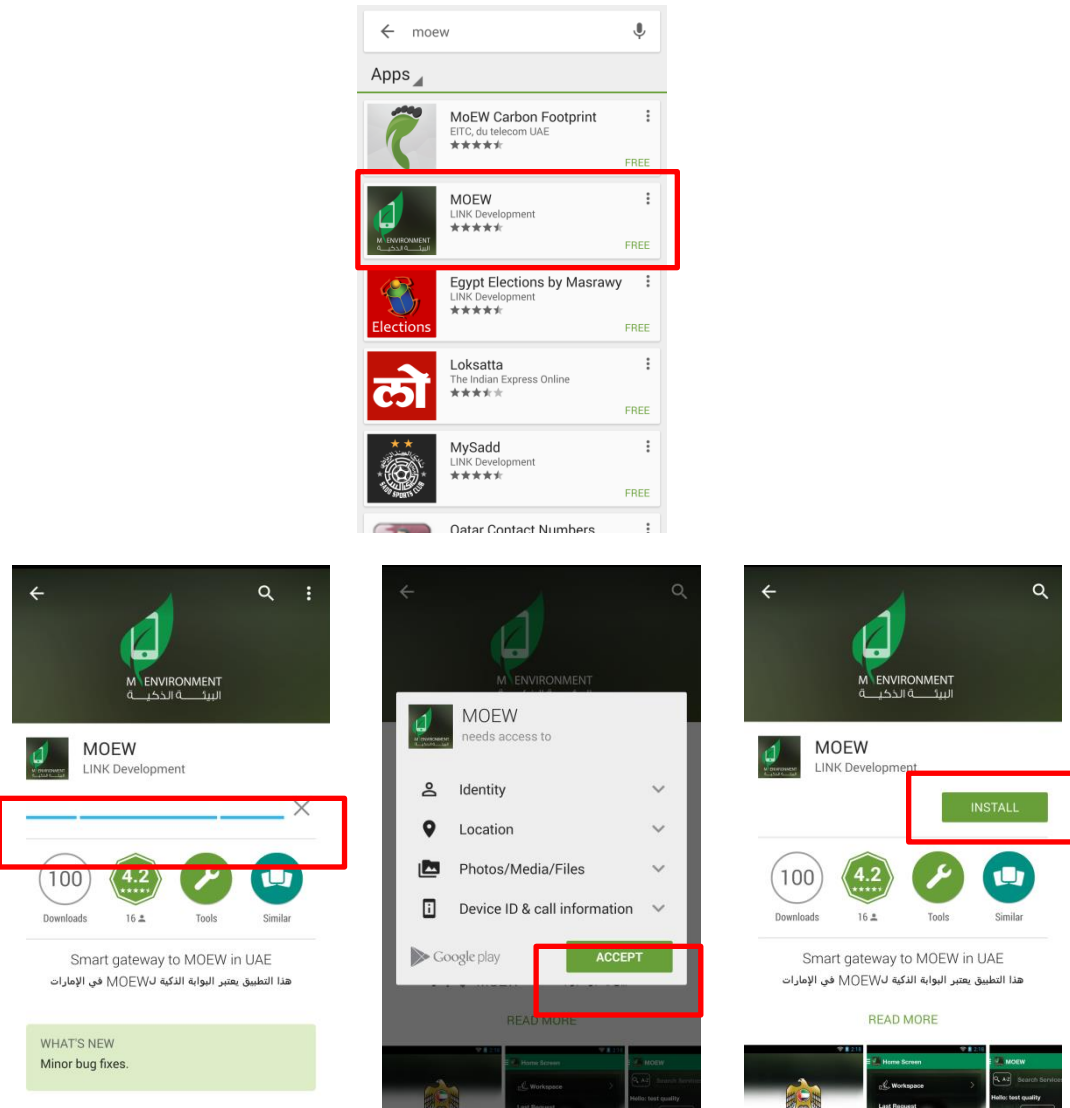
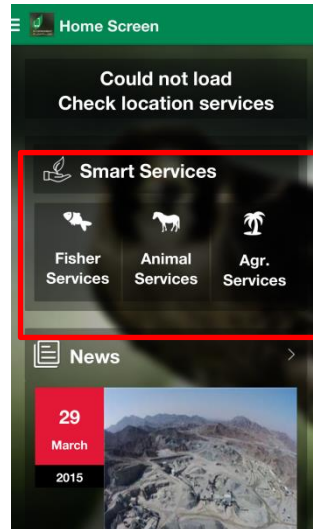When you open the application you should choose the Language

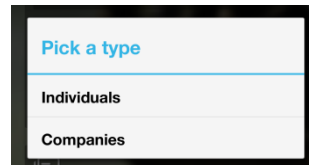Tip of the day click on "Start" to start the Application

To view the Ministry of Enviromet and water Smart Services
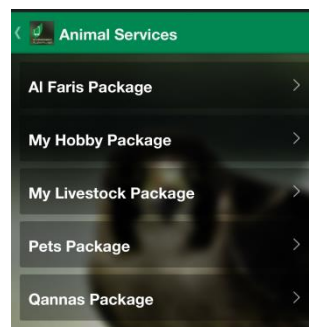
Please follow the following:

4. Choose the service
   Example: Animal Services
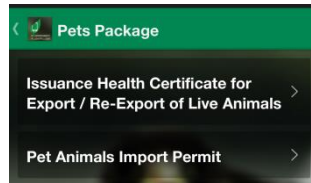

5. Choose the type.
   Example: individuals

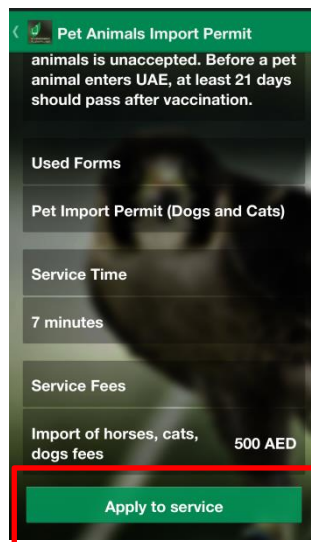6. Choose the package
   Example: Pets Package

7. Choose the Service
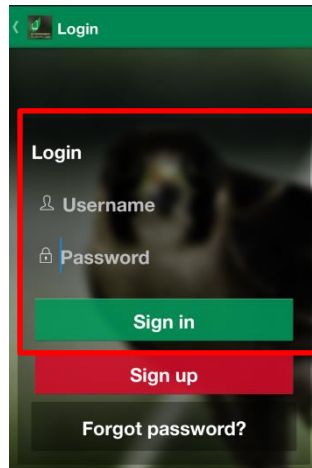   Example: Pet Animals Import Permit

Service information screen will appear (service fees, service procedures, service description, time of service, etc,)

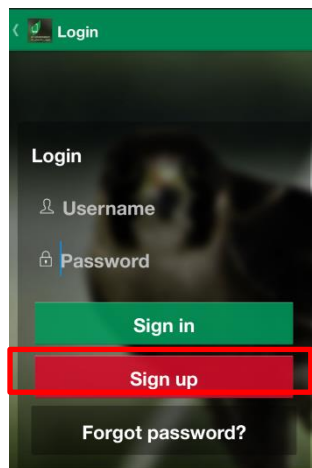After reading all the service information you can apply for a service by clicking on the "Apply to service"

To log in please enter your username and password and click "Sign in"

Register

If you don't have an account in the Ministry of Enviroment and Water please follow the instructions bellow.
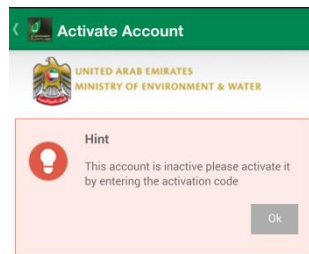
3. Click on "Sign up"

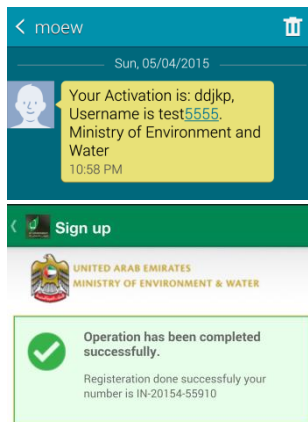4. Fill in the required field and click on "Submit"

5. Enter the username and the password that you create and click "Sign in"

6. A massage will appear to inform you that the account is inactive to active the account please click "ok"

7. Please enter the mobile phone number regesterd in the system and click "send activation code"

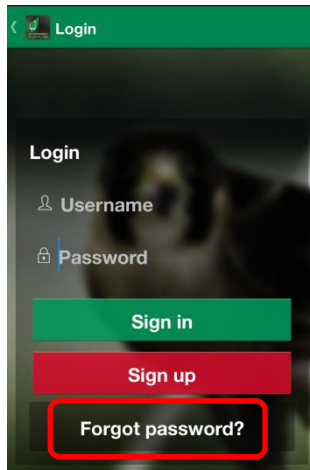8. Please enter the activation code that will be sent as "SMS" to your mobile phone

This message will appear to informe you that the account has been activeated and you can log in and apply for a service

Forget password

If you forget your password please follow the following instructions:
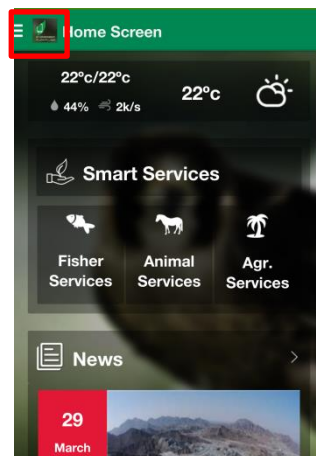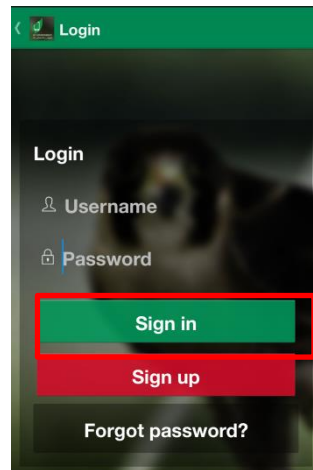
1. Click on "Forget password?"

2. Fill in the required field and click on "Submit"
   (you shou enter the mobile phone number regesterd in the system to receive activation code and enter it then click activate)
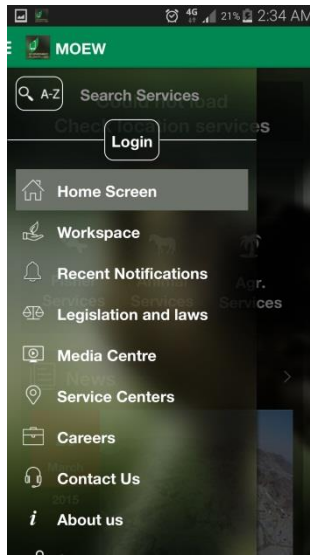

Your password changed

Enter the username and password and click "Sign in"

You can look at the Ministry of Enviroment and Water information by clicking on this option
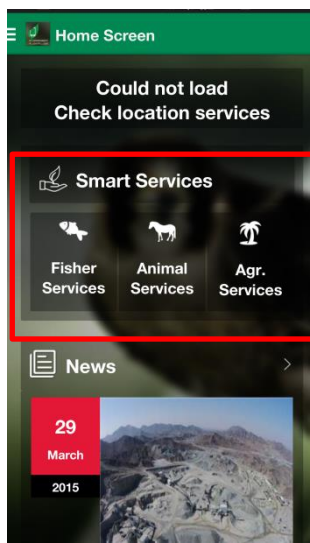
The main screen shows all of the Ministry of Enviroment and Water information as you can "Log in" to view your requests or to submit a new application

Apply for new Service
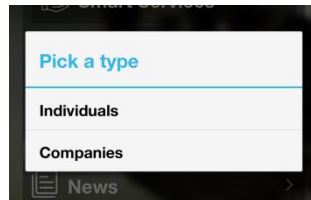
To Apply for new service please follow the instructions
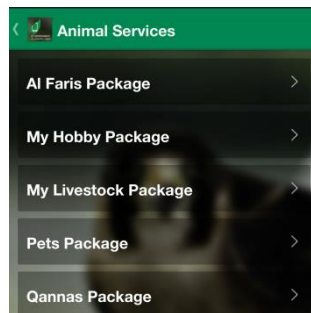
29. Choose the service
   Example: Animal services

30. Choose the type.
   Example: individuals

31. Choose the package
   Example: Pets Package

32. Choose the Service
   Example: Pet Animals Import Permit

33. Fill in the required field in the "Initial Information"

34. Fill in the required field in the "Service information" and add a statement by clicking on "add a statement"

35. Add the consignment data and then click on "Add"

36. Upload the attachment

Upon completion of downloading attachment please click on "Send"
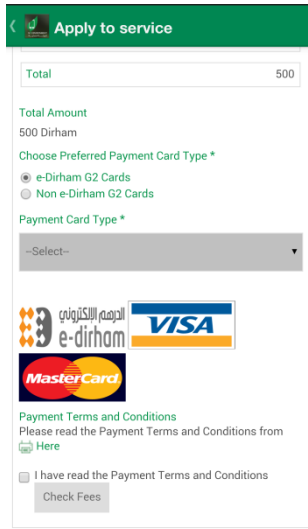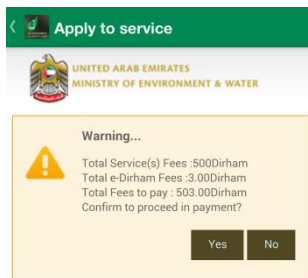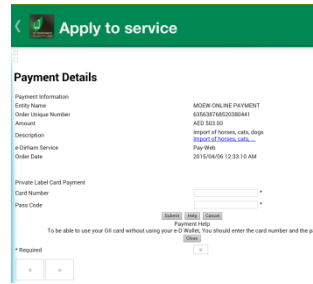

37. Click on "Pay"

38. Please choose the payment card type and then read the tearms and conditions and if you are agree click on "I have read the payment tearms and conditions" and click "check fees"
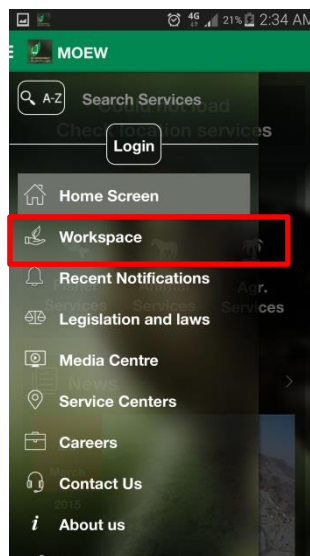

This warning will appear

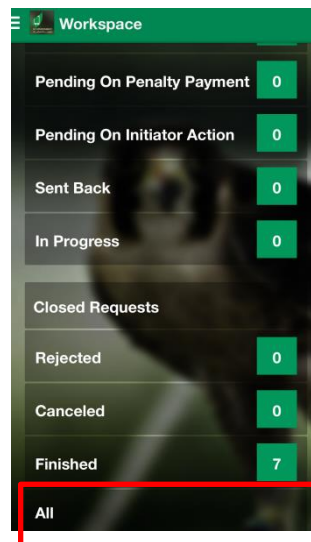39. To continue paying please click on "yes"
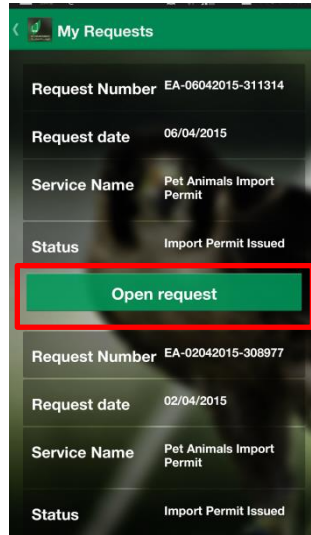
40. Fill in the Requierd field to pay

41. click on this option to view your "Workspace" (you will find all your requests in the workspace categorized with the status)


42. click on "All" to view all requests

43. All the requests that you apply for will appear click on "open request" to view the request you want

44. The status of the request is "Import permit issued" to view the ouptput open the request and click on "Request Follow up"
(you can write a message for the Ministry of Environment and Water if you have a question and they will reply to you)
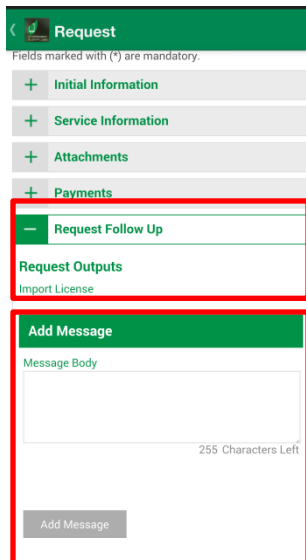
45. To release issuance of a permit click on "Service information" then click on "Initiate Release Request".

46. Fill in the required field in the "Service information"
47. Upload the attachments and then click on "Send"

48. Click on "Pay"
49. Please choose the payment card type and then read the tearms and conditions and if you are agree click on "I have read the payment tearms and conditions" and click "check fees"

This warning will appear

50. To continue paying please click on "yes"

51. Fill in the Requierd field to pay

1. The statues of the request will be "In progress" please wait until the staff Ministry of Enviroment and water close the request.
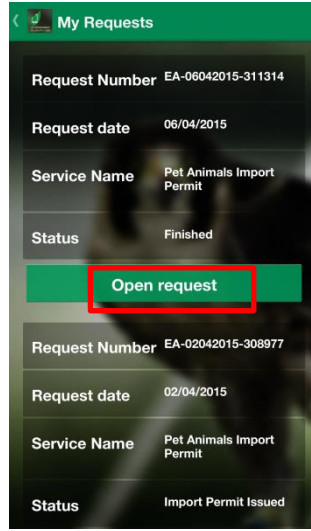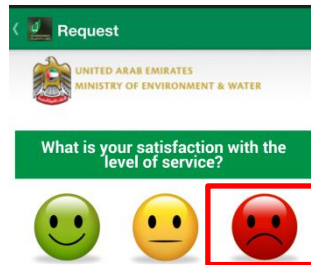2. Upon complietion of the request (you will receive a message) please click on "view all requests"
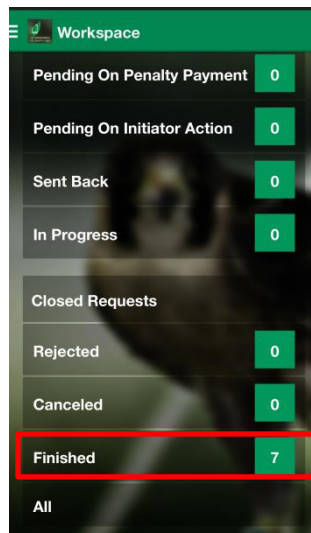
3. Click on "open request"

4. The system will ask you about your feedback

5. If you choose "not satisfied" fill in the required field and then click on "send"

6. To view the output of the release License click on "Request Follow Up"

Edit/Logout from the account

To edit your profile please follow the below instructions

1. Click on this option ![icon] and click on "Edit profile"
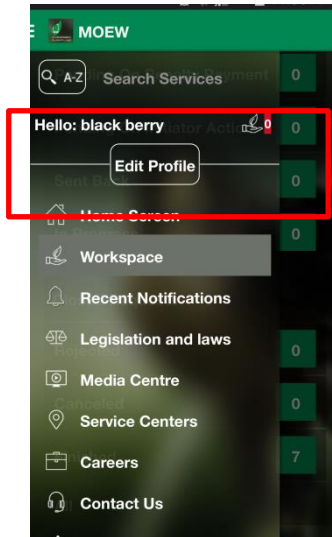
2. Change your data and click on "Apply changes"

To Log out

1. Click on this option ![icon] and then click on "setting"
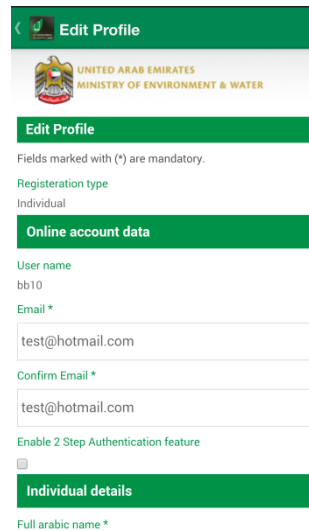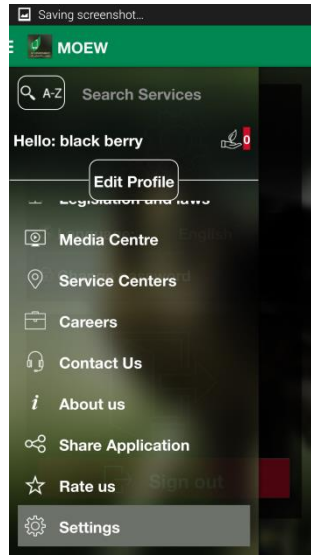
2. Click "sign out"
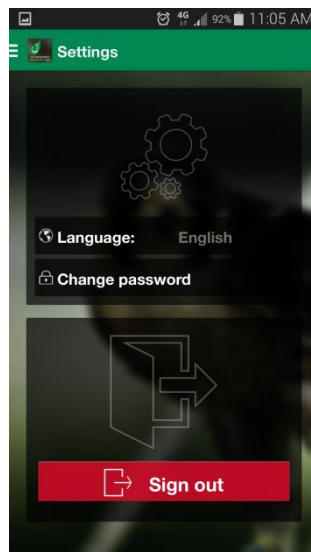
USSD

Call *163#

Select the language

48

Request inquiry

Request Inquiry:
Please enter Request Number?
- - -
00:menu
0:<--
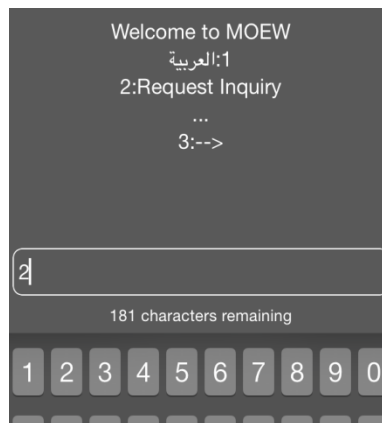
Dismiss   Reply

Enter the request number

Request Inquiry:
Please enter Request Number?
- - -
00:menu
0:<--

Dismiss   Reply
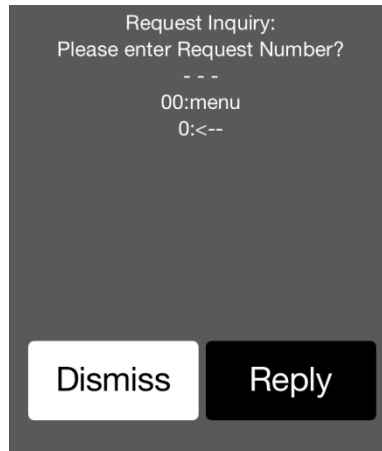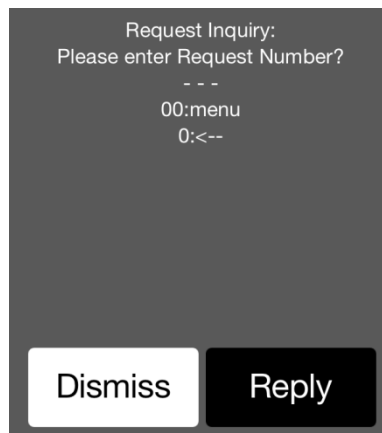
The page will display information about request status

Services inquiry

Choose the service

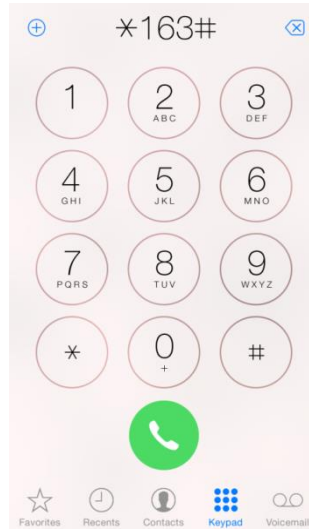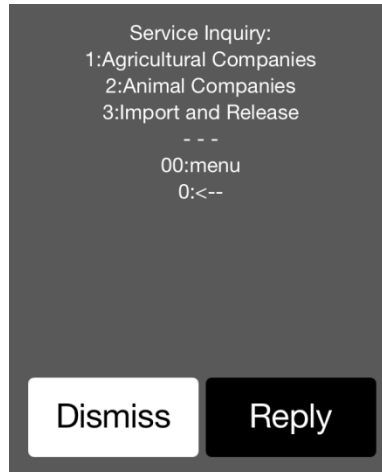System will send the requested information to your mobile phone soon
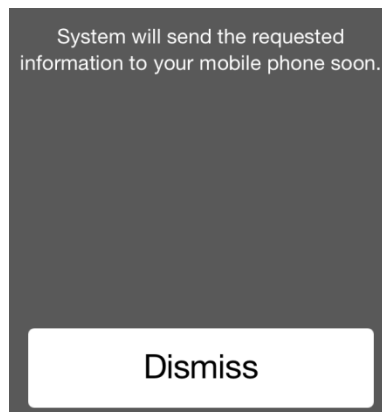
The SMS include link to the Ministry of Environment and Water that include information about the service

Agricultural Companies Services Information is available at http://www.moew.gov.ae/portal/en/our-services/agricultural-services.aspx

Guidance Services

1. Select the service

2. Select Emirate

3. Select Area

Select Area:
1:Dubai Office
2:Middle Region
3:Western Region

- - -
00:menu
0:<--

Dismiss   Reply

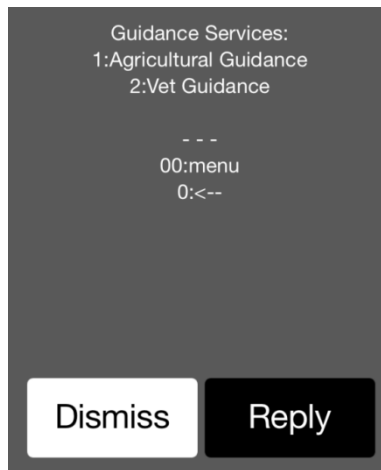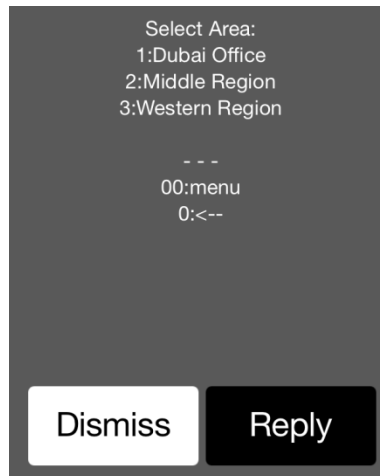4. Select customer services center

Select Customer Service Center:
1: Om Suqaim Center for boat
registration
2:Al Awir Agricultural and Veterinary
Extension Center
...
3:-->
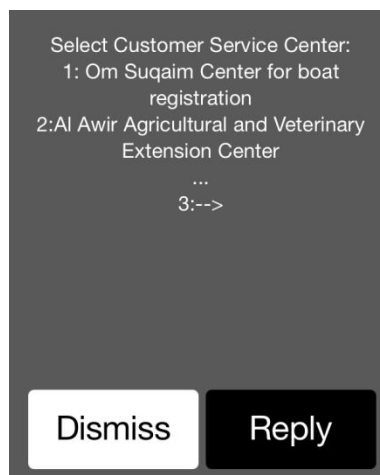
Dismiss   Reply

The screen will display the request number and send a SMS to your phone number

to inform you that the responsible will call you back

Request OTH-06042015-311885 has
been created. Responsible employee
will call you back soon.

Dismiss

Request
OTH-06042015-311885
has been created.
Responsible employee
will call you back soon.