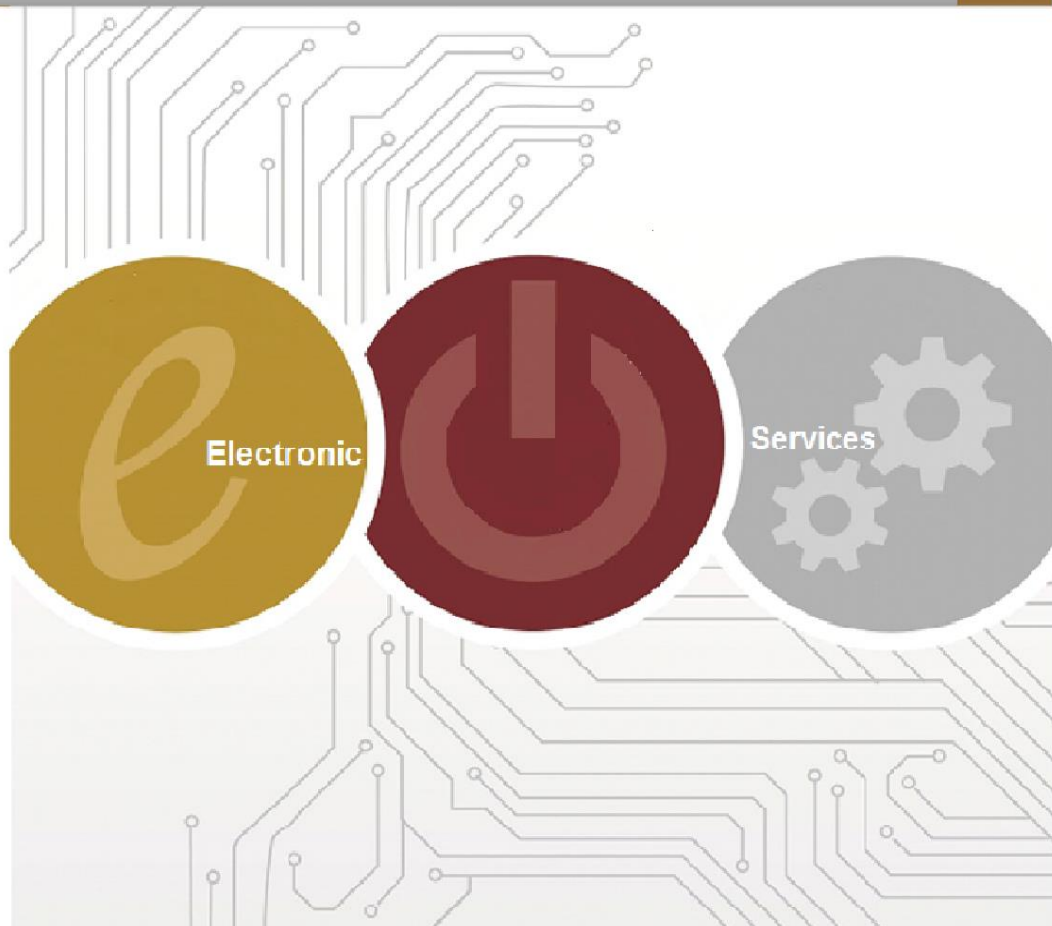




UNITED ARAB EMIRATES  
MINISTRY OF ENVIRONMENT & WATER

# User Manual



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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

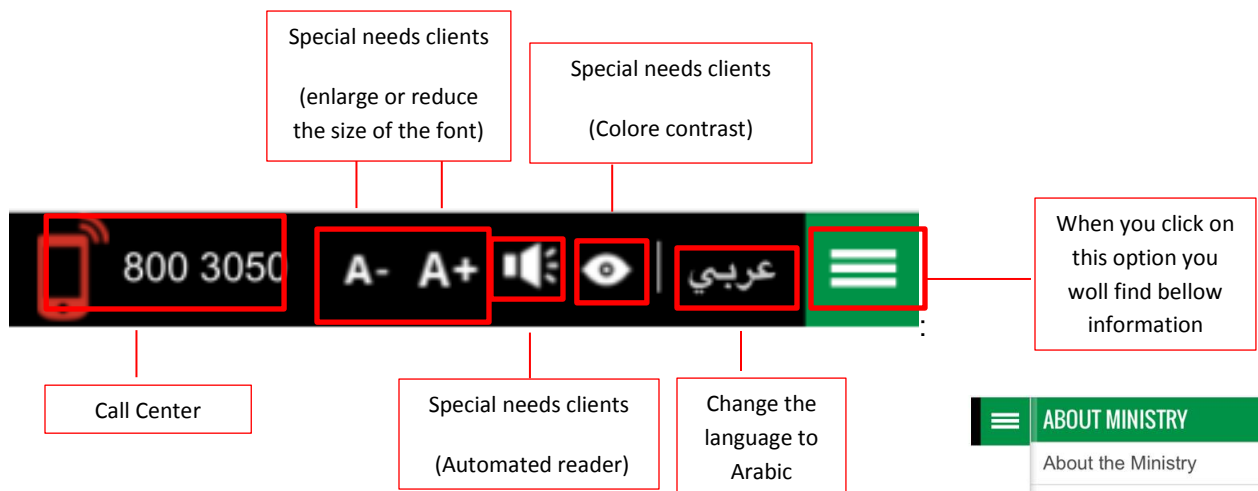
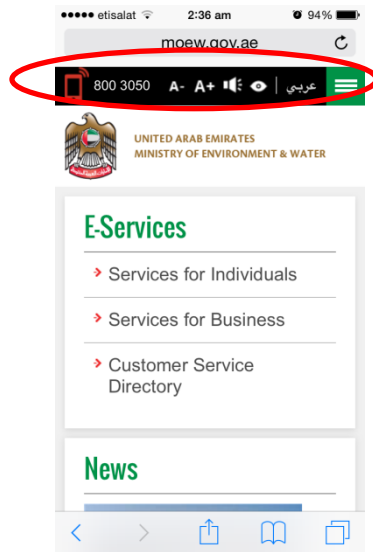
The application is available on the following platforms:

- IOS
  - BlackBerry
  - Windows
  - Android
3. USSD

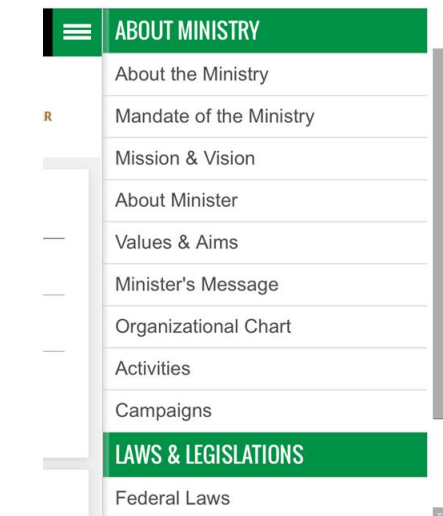
# E-services (Smart Phone Website)

the first/General page

Access to the Ministry of Environment and Water in smart phones by [www.moew.gov.ae](http://www.moew.gov.ae) Then screen appears as shown below

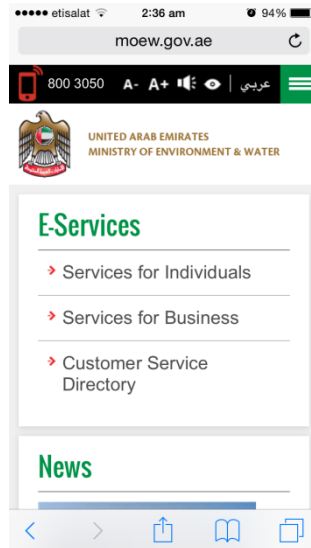


You can view the information of the Ministry of Environment and Water and to know more about the Ministry



## view services details

To view the services details please follow the instructions below



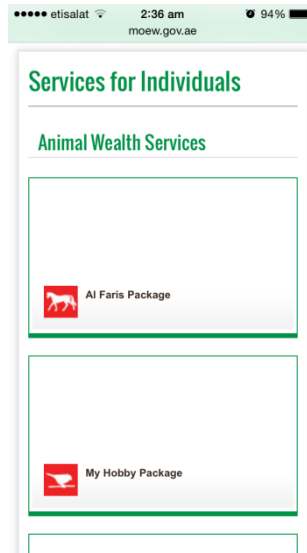
- When you click on “Service for Individual” only the service for individuals will appear
- When you click on “Service for Business” only the services for Business will appear
- “Customer Service Directory” will guide you

1. Choose the type.

Example: individuals

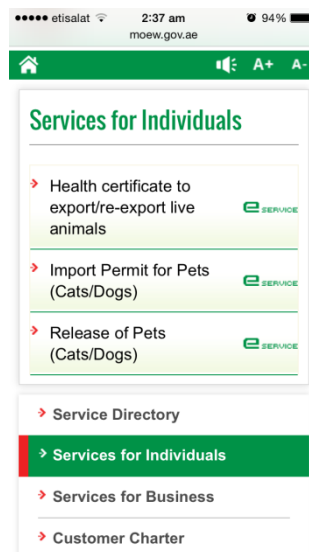
2. Choose the package

Example: Pets Package



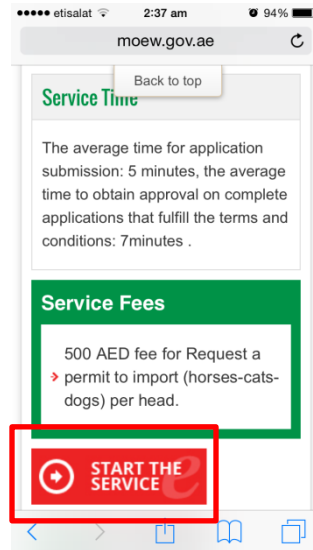
### 3. Choose the Service

Example: Pet Animals Import Permit



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

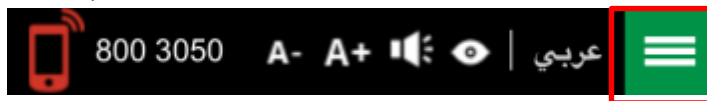
After reading all the service information you can apply for a service by clicking on the “Start the Service”



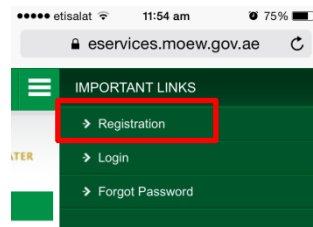
## Register

If you don't have an account in the Ministry of Environment and Water please follow the instructions bellow.

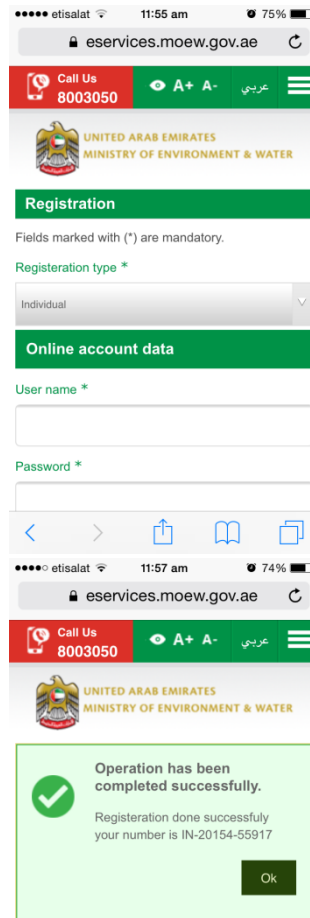
1. click on this option



2. click on “Registration”

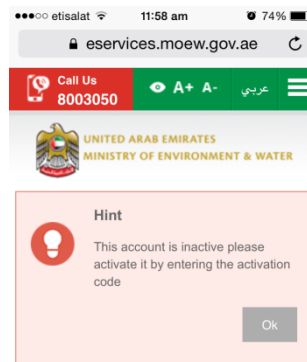


3. Fill in the required field then click “Submit”



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

5. A message will appear to inform you that the account is inactive to activate the account please click “ok”

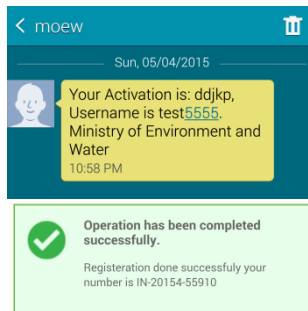




6. Please enter the mobile phone number registered in the system and click “send activation code”

The screenshot shows the mobile app interface for eservices.moew.gov.ae. At the top, there is a status bar with 'etisalat', '11:58 am', and '74%' battery. Below the address bar, there is a 'Remember Me' checkbox and a 'Login' button. A 'Validation Code' input field is present, followed by an 'Activate' button highlighted with a red box. Below this, there is a section titled 'Send activation code again' with a 'Mobile number' input field highlighted with a red box. An example number '00971123456789' is provided, and a 'Send activation code' button is at the bottom of this section. A 'VIEW Full Site' link is also visible.

7. Please enter the activation code that will be sent as “SMS” to your mobile phone and click “Activate”

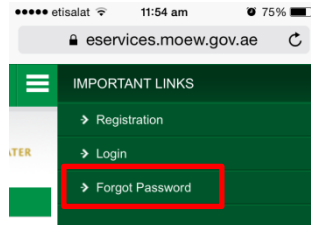


This message will appear to inform you that the account has been activated and you can log in and apply for a service

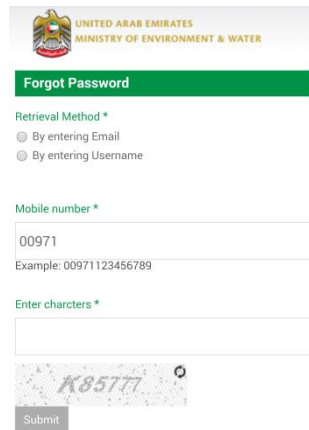
## Forget password

If you forget your password

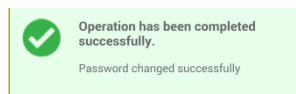
1. click on “Forget Password”



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)

A screenshot of a web form titled 'Forgot Password' from the United Arab Emirates Ministry of Environment & Water. The form has a green header with the ministry's logo and name. Below the header, there are two radio button options for 'Retrieval Method \*': 'By entering Email' and 'By entering Username'. Below these is a text input field for 'Mobile number \*' containing '00971', with an example 'Example: 00971123456789' below it. There is another empty text input field for 'Enter characters \*'. Below that is a CAPTCHA image showing the number 'K85777'. At the bottom of the form is a 'Submit' button.

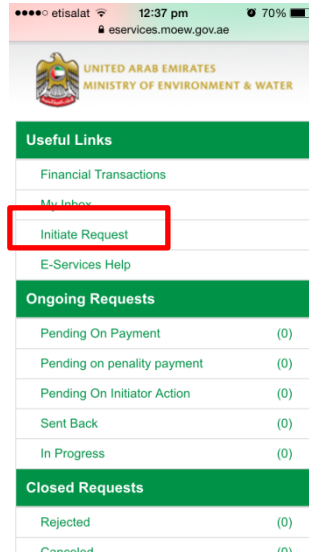
Your password changed



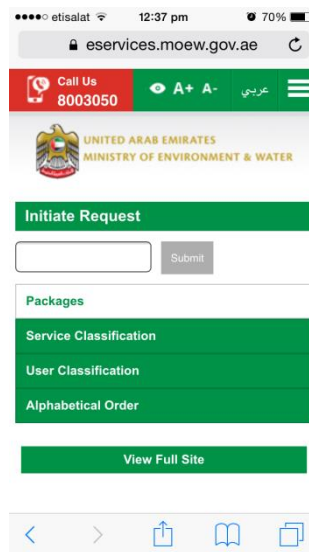
## Apply for new Service

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 Alphabeticakl order



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

Health certificate to export/re-export animal and fish products and remnants and manufactured feed

Issue Health Certificate for Export / Re-Export of Live Animals

Issuance of a permit to import live animals and birds and ornamental fish

Pet Animals Import Permit

< > Page 1 Of 1

[View Full Site](#)

4. Fill In the required field in the “Initial information”

etisalat 12:45 pm 69% eservices.moew.gov.ae

Fields marked with (\*) are mandatory.

**Initial Information**

**Applicant Information**

Applicants \*

Add New Applicant

Name \*

Identity Type \*

ID  
 Passport

Identity Number/ Passport Number \*

Mobile Phone Number \*

5. Fill In the required field in the “Service Information” and add a statement

etisalat 12:45 pm 69% eservices.moew.gov.ae

**Service Information**

**Service\_Import**


Exporting Country \*  
--Select--

Expected Arrival Date  
  
 Clear

Shipping Method \*  
--Select--

**The Consignment Data :**

Add a statement!

 There is no search results available

6. Add the consignment data and then click on “Add”

etisalat 1:04 pm 66% eservices.moew.gov.ae

**The Consignment Data :**

Category \*  
--Select--

Category Type \*  
--Select--

Description

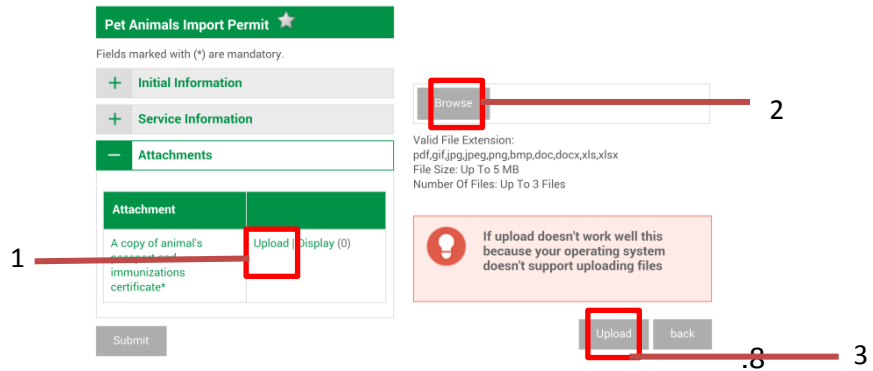
Country Of Origin \*  
--Select--

Allowed maximum quantity

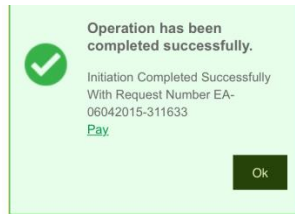
Scientifi Name

Breed ID \*

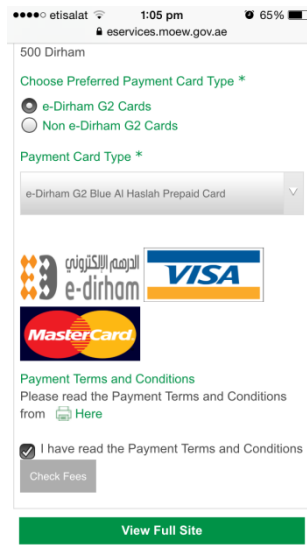
7. Upload the attachments by clicking on “Upload” and then click on “Submit”



9. Click “Pay”



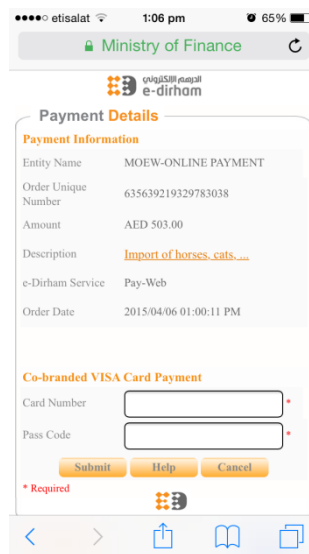
10. Please choose the payment card type and then read the terms and conditions and if you are agree click on “I have read the payment terms and conditions” and click “check fees”



This warning will appear

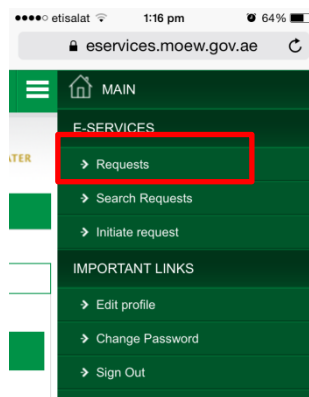


11. To continue paying please click on “yes”

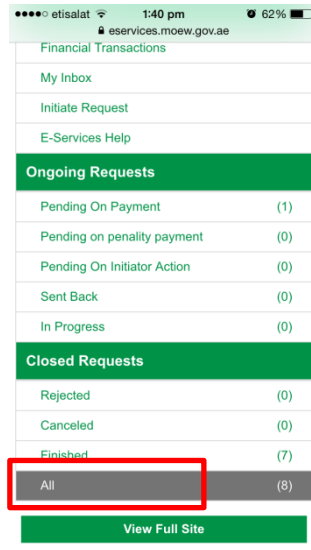


12. Fill in the Required field to pay

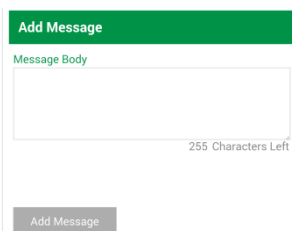
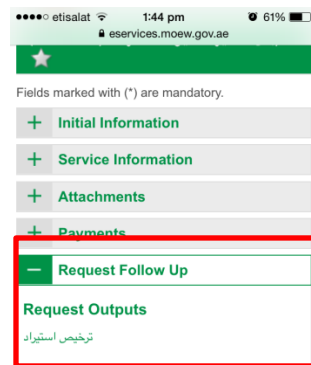
13. Open the requests form this option



14. Open “All” request



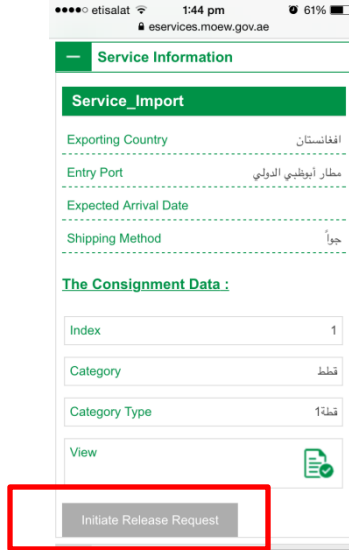
15. Open the request. The status of the request is “Import permit issued” to view the output open the request and click on “Request Follow up”



(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”.





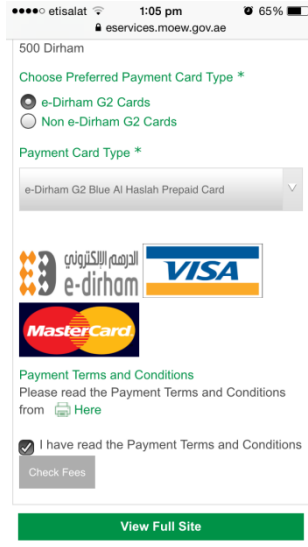
17. Fill in the required field in the “Service information”

18. Upload the attachments and then click on



19. Click on “Pay”

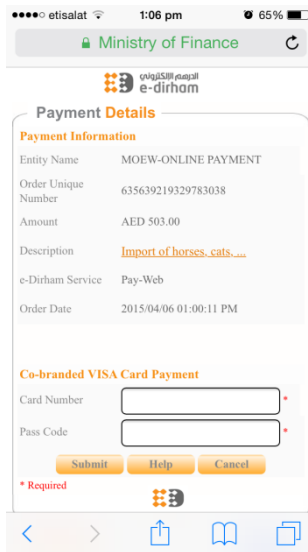
20. Please choose the payment card type and then read the terms and conditions and if you are agree click on “I have read the payment terms and conditions” and click “check fees”



This warning will appear

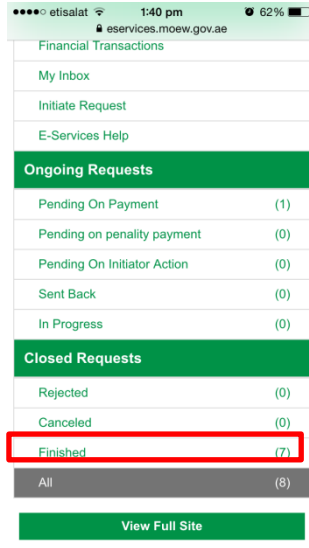


21. To continue paying please click on “yes”

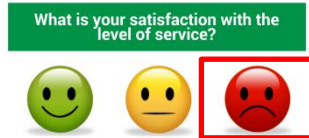


22. Fill in the Required field to pay

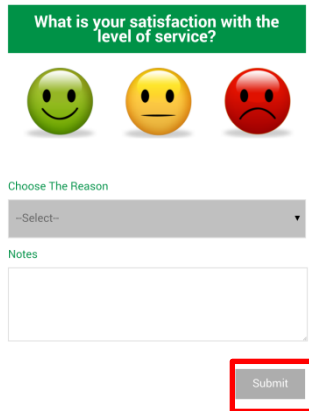
- 23. The statuses of the request will be “In progress” please wait until the staff Ministry of Environment and water close the request.
- 24. Upon completion of the request (you will receive a message) please click on “Finished”

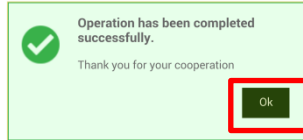


- 25. Open the Finished request
- 26. The system will ask you about your feedback

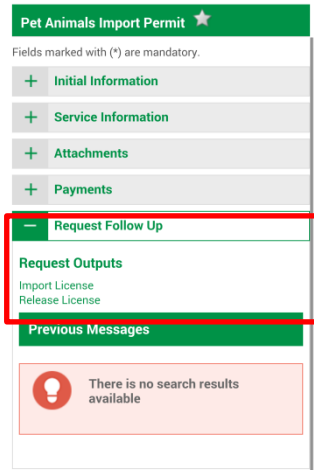


- 27. If you choose “not satisfied” fill in the required field and then click on “send”





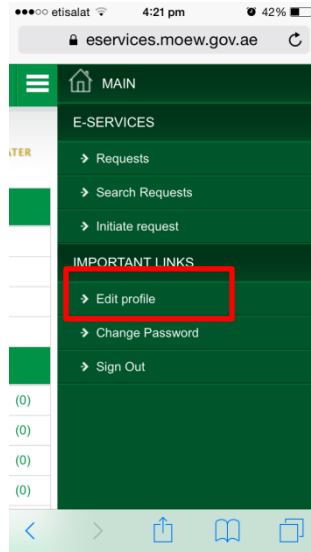
28. To view the output of the release License click on “Request Follow Up”



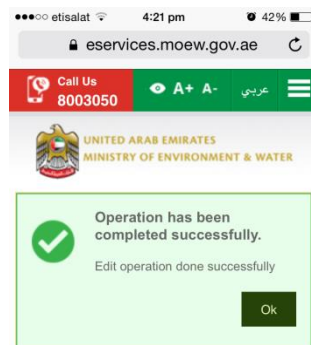
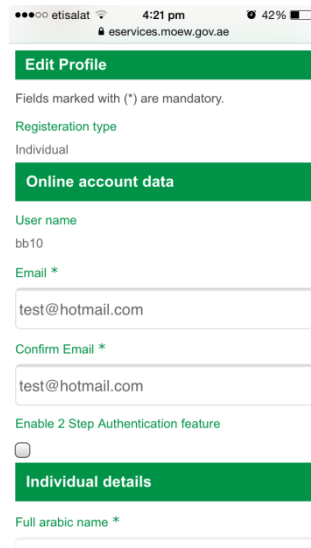
## **Edit\Sign out**

To Edit your data please follow the instructions

1. Click on “Edit profile”



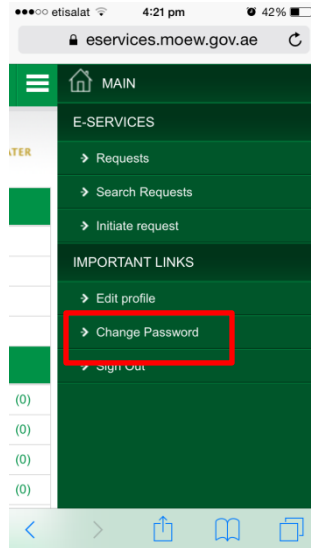
2. Change your data and then click “Apply changes”



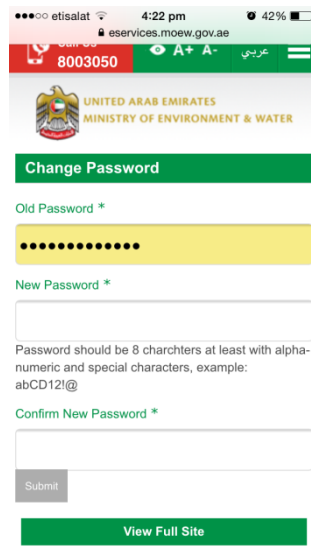
## Change Password

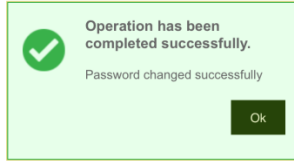
To change your password please follow the instructions

1. Click on “change password”



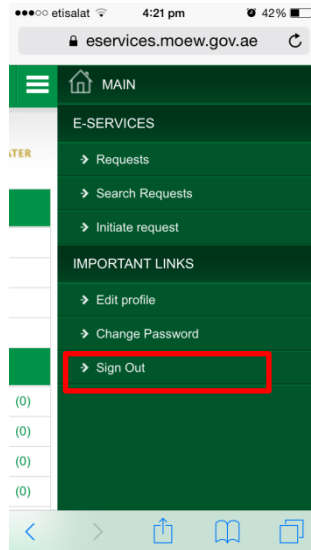
2. Change your password and click on “Submit”

A screenshot of the 'Change Password' form in the mobile application. The top status bar shows 'etisalat', '4:22 pm', and '42%' battery. The browser address bar shows 'eservices.moew.gov.ae'. The page header includes the UAE coat of arms, 'UNITED ARAB EMIRATES', and 'MINISTRY OF ENVIRONMENT & WATER'. Below this is a green bar with 'Change Password'. The form has three input fields: 'Old Password \*' (filled with black dots), 'New Password \*' (empty), and 'Confirm New Password \*' (empty). Below the 'New Password' field, there is a note: 'Password should be 8 characters at least with alpha-numeric and special characters, example: abCD12!@'. At the bottom, there is a 'Submit' button and a 'View Full Site' button.



## Sign out

To sign out please click on “Sign out”



## Smart Enviroment Application



The image displays the Smart Environment Application interface on three smartphones. The central phone shows the main screen with the UAE coat of arms, the text "الامارات العربية المتحدة" (United Arab Emirates), "نصحة اليوم" (Today's Advice), and "استخدم العجلات بدلاً من السيارات" (Use wheels instead of cars). The left phone shows a weather screen with "الرئيسية" (Home) and "2°C | 33°C". The right phone shows a news screen with "المركز الإعلامي" (Media Center) and "الخيار" (Option).

**M ENVIRONMENT**  
البيئة الذكية

**نضع جميع خدماتنا  
بين يديك !**

حمل تطبيق  
وزارة البيئة و المياه  
متوفر الآن على :

Android, BlackBerry, Apple



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

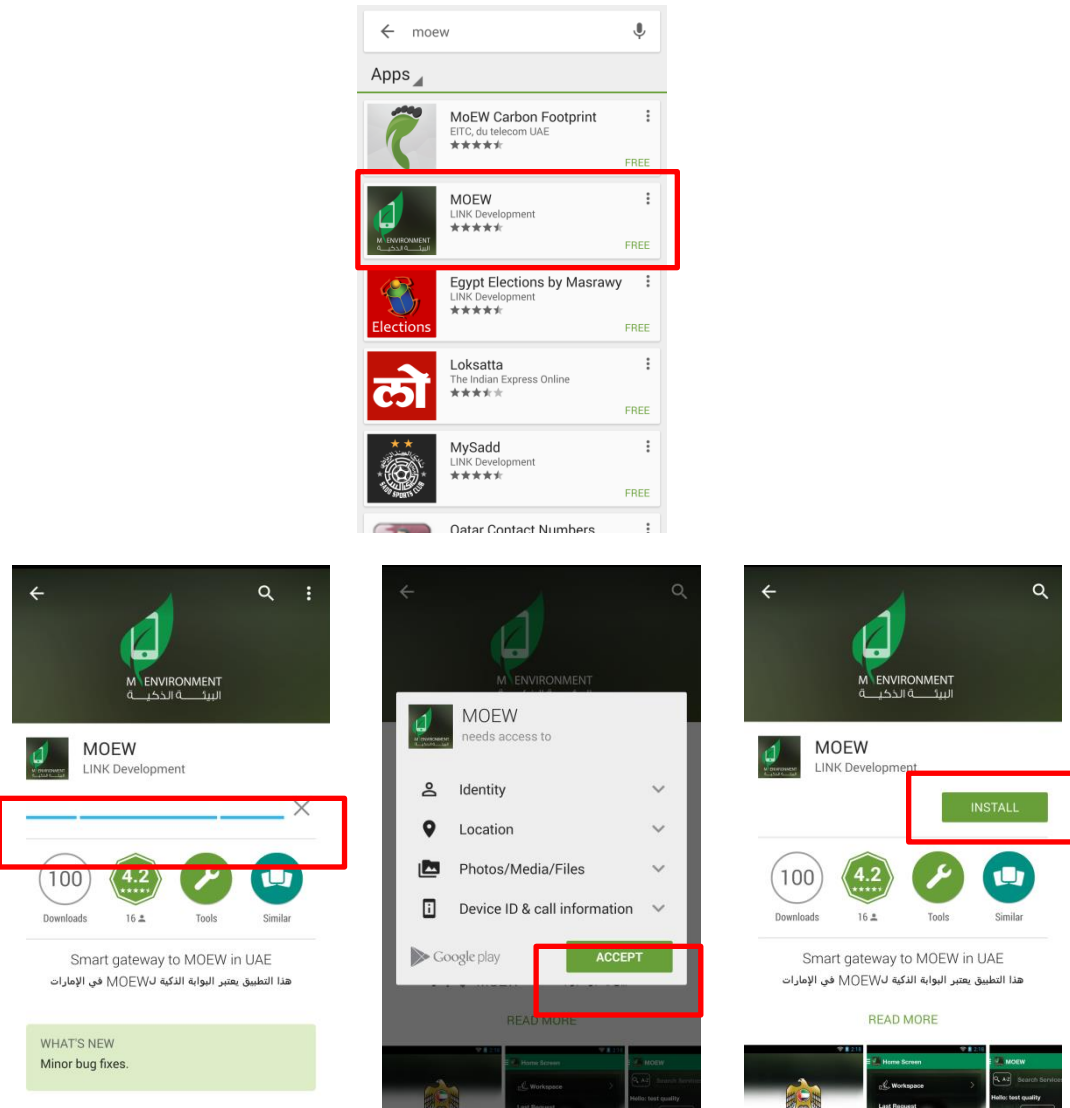
1. IOS
2. BlackBerry
3. Windows
4. Android

will Explain the Smart Enviroment Application on “Android”.

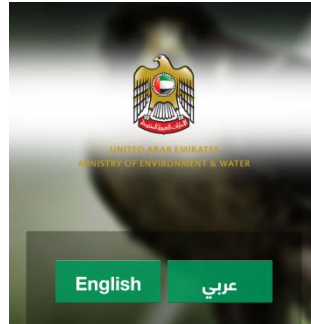


## How to access the application through “Android”

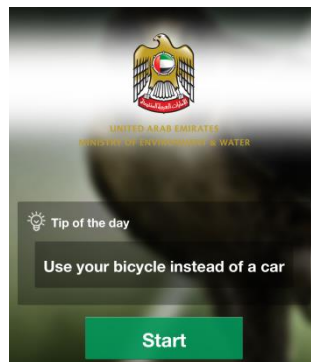
To Search for the Application in the “play store” you should click “moew” the below screen will appear (as you can see it is free). Then click on Download.



When you open the application you should choose the Language



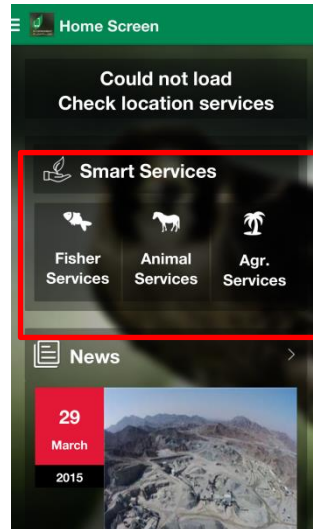
Tip of the day click on “Start” to start the Application



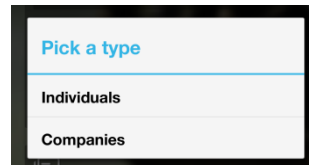
## To view the Ministry of Enviromet and water Smart Services

Please follow the following:

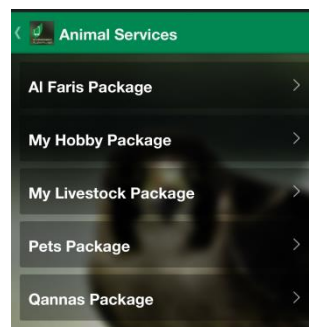
4. Choose the service  
Example: Animal Services



5. Choose the type.  
Example: individuals

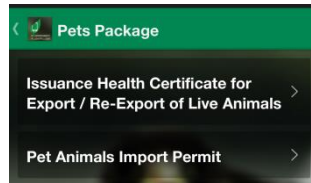


6. Choose the package  
Example: Pets Package

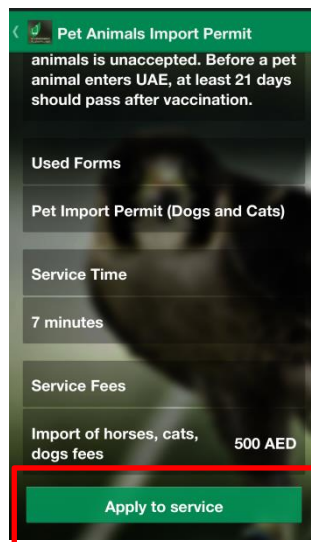


## 7. Choose the Service

Example: Pet Animals Import Permit

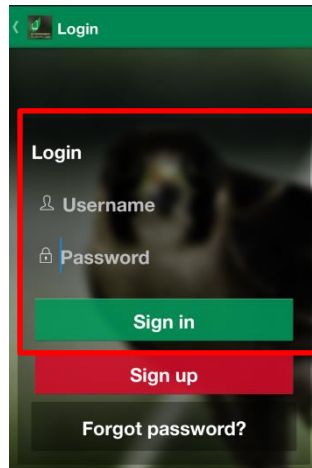


Service information screen will appear (service fees, service procedures, service description, time of service, etc,)



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

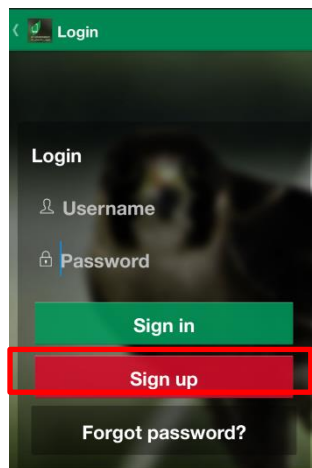
To log in please enter your username and password and click “Sign in”



## Register

If you don't have an account in the Ministry of Environment and Water please follow the instructions below.

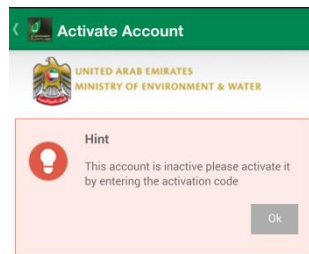
3. Click on "Sign up"



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

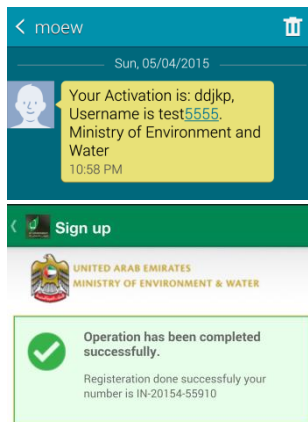
The screenshot shows a mobile application interface for signing up. At the top, there is a green header with a back arrow and the text 'Sign up'. Below this is a section titled 'Registration' with a green background. Underneath, it says 'Fields marked with (\*) are mandatory.' and 'Registration type \*' with a dropdown menu currently set to 'Individual'. The next section is 'Online account data' with a green background. It contains several input fields: 'User name \*', 'Password \*' (with a note: 'Password should be 8 characters at least with alphanumeric and special characters, example: abCD12!@'), 'Confirm password \*', 'Email \*', and 'Confirm Email \*'.

5. Enter the username and the password that you create and click “Sign in”
6. A message will appear to inform you that the account is inactive to activate the account please click “ok”



7. Please enter the mobile phone number registered in the system and click “send activation code”

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

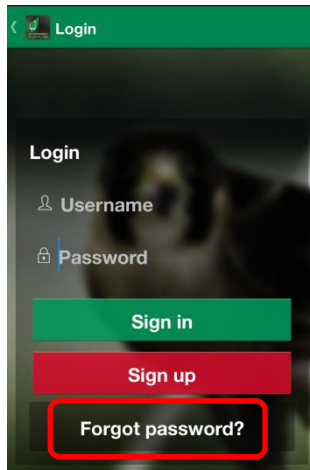


This message will appear to inform you that the account has been activated and you can log in and apply for a service

### Forget password

If you forget your password please follow the following instructions:

1. Click on “Forget password?”



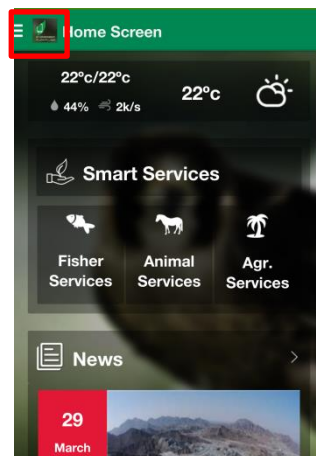
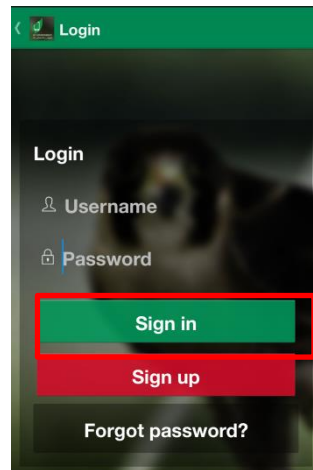
2. Fill in the required field and click on “Submit”  
(you should enter the mobile phone number registered in the system to receive activation code and enter it then click activate)

Your password changed



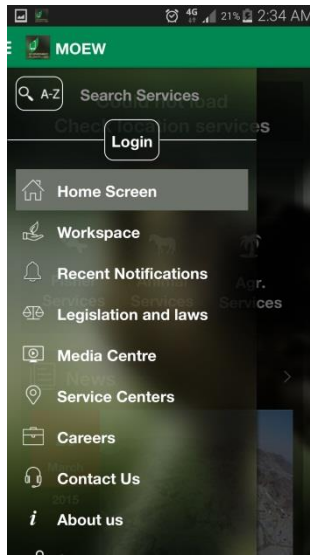


Enter the username and password and click “Sign in”



You can look at the Ministry of Enviroment and Water information by clicking on this option





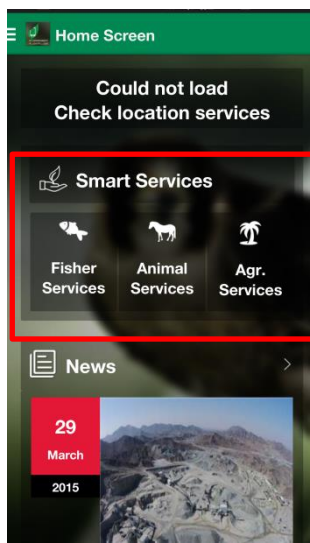
The main screen shows all of the Ministry of Environment and Water information as you can “Log in” to view your requests or to submit a new application

## Apply for new Service

To Apply for new service please follow the instructions

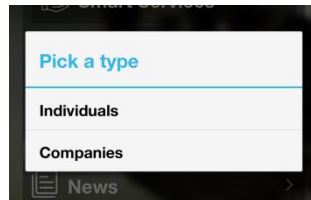
29. Choose the service

Example: Animal services



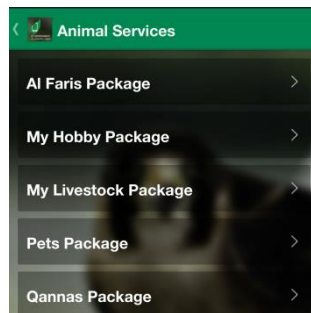
30. Choose the type.

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”

The screenshot shows the 'Apply to service' app interface. At the top, there is a green header with a back arrow and the text 'Apply to service'. Below this is the United Arab Emirates Ministry of Environment & Water logo. The main title is 'Pet Animals Import Permit' with a star icon. A note states 'Fields marked with (\*) are mandatory.' The 'Initial Information' section is expanded, showing 'Applicant Information'. Under 'Applicants \*', there is a dropdown menu with 'Add New Applicant'. Below that is a 'Name \*' text input field. The 'Identity Type \*' section has two radio buttons: 'ID' (selected) and 'Passport'. At the bottom of this section is an 'Identity Number\Passport Number \*' text input field.

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

The screenshot shows the 'Apply to service' app interface. The 'Initial Information' section is collapsed, and the 'Service Information' section is expanded. Under 'Service\_Import', there is an 'Exporting Country \*' dropdown menu with '--Select--'. Below it is an 'Expected Arrival Date' text input field with a 'Clear' button. The 'Shipping Method \*' dropdown menu also shows '--Select--'. Under 'The Consignment Data:', there is a red-bordered button labeled 'Add a statement'. At the bottom, there is a light red box with a lightbulb icon and the text 'There is no search results available'.

35. Add the consignment data and then click on “Add”

Apply to service

45445

Breed Sex \*

Male

Breed Date Of Birth \*

06-04-2013

Breed Rabies Immunization Date \*

06-04-2015

Breed Chip Number \*

4

Import type \*

Imported animal

\* Terms and Conditions applied for Imported Animal Type

Notes

Add Close

36. Upload the attachment

Upon completion of downloading attachment please click on “Send”

Apply to service

UNITED ARAB EMIRATES  
MINISTRY OF ENVIRONMENT & WATER

Pet Animals Import Permit ★

Fields marked with (\*) are mandatory.

+ Initial Information

+ Service Information

- Attachments

Attachment	Upload	Display (0)
A copy of animal's passport and immunizations certificate*	Upload	

Submit

Apply to service

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MINISTRY OF ENVIRONMENT & WATER

Browse

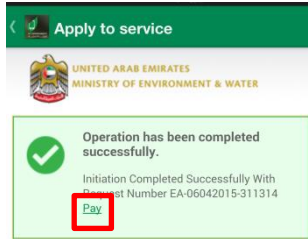
Valid File Extension:  
pdf,gif,jpg,jpeg,png,bmp,doc,docx,xls,xlsx  
File Size: Up To 5 MB  
Number Of Files: Up To 3 Files

If upload doesn't work well this because your operating system doesn't support uploading files

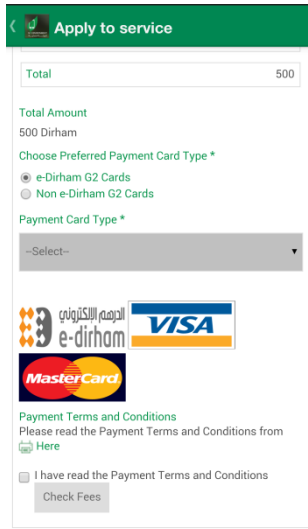
Upload back

1 2 3

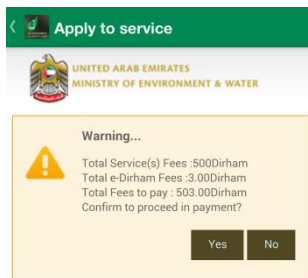
37. Click on “Pay”



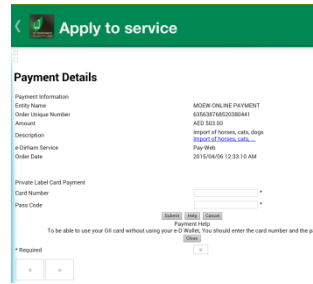
38. Please choose the payment card type and then read the terms and conditions and if you are agree click on “I have read the payment terms and conditions” and click “check fees”




This warning will appear

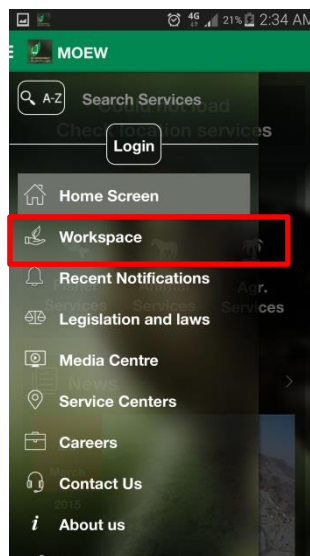


39. To continue paying please click on “yes”

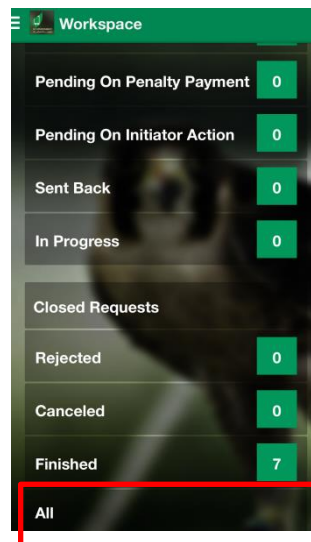


40. Fill in the Required field to pay

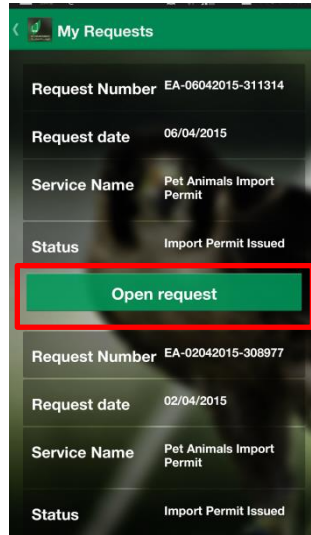
41. click on this option  to view your "Workspace" (you will find all your requests in the workspace categorized with the status)



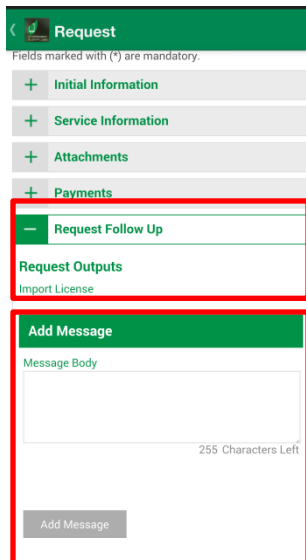
42. click on "All" to view all requests



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 output 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”.



**Request**

+ Initial Information

- Service Information

**Service\_Import**

Exporting Country: Afghanistan

Entry Port: Dubai airport

Expected Arrival Date: 06-04-2015

Shipping Method: By Air

**The Consignment Data :**

Index: 1

Category: Cats

Category Type: cat1

View

**Initiate Release Request**

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

**Request**

- Attachments

Previous Attachments	
A copy of animal's passport and immunizations certificate	Display (1)
Copy of the veterinary Health certificate issued by MOEW	Display (1)

Attachment	
A health certificate from an official, approved body*	Upload   Display (0)
Customs declaration or bill of lading*	Upload   Display (0)
Original Animal passport/vaccination certificate*	Upload   Display (0)
Original blood analysis of Rabies immunity level i.e. Rabies SNT test (from requested countries according to governing decision) except for recipient states*	Upload   Display (0)

48. Click on “Pay”

49. Please choose the payment card type and then read the terms and conditions and if you are agree click on “I have read the payment terms and conditions” and click “check fees”

Apply to service

Total 500

Total Amount  
500 Dirham

Choose Preferred Payment Card Type \*

e-Dirham G2 Cards  
 Non e-Dirham G2 Cards

Payment Card Type \*

--Select--

e-dirham VISA MasterCard

Payment Terms and Conditions  
Please read the Payment Terms and Conditions from [Here](#)

I have read the Payment Terms and Conditions

Check Fees

This warning will appear

Apply to service

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MINISTRY OF ENVIRONMENT & WATER

Warning...

Total Service(s) Fees :500Dirham  
Total e-Dirham Fees :3.00Dirham  
Total Fees to pay : 503.00Dirham  
Confirm to proceed in payment?

Yes No

50. To continue paying please click on “yes”

Apply to service

Payment Details

Payment Information

Entity Name	MOEW ONLINE PAYMENT
Order Unique Number	6304281623280481
Amount	AED 503.00
Description	Import of horses, cats, dogs
e-Dirham Service	Import of horses, cats, dogs
Order Date	2016/06/06 12:33:16 AM

Private Label Card Payment

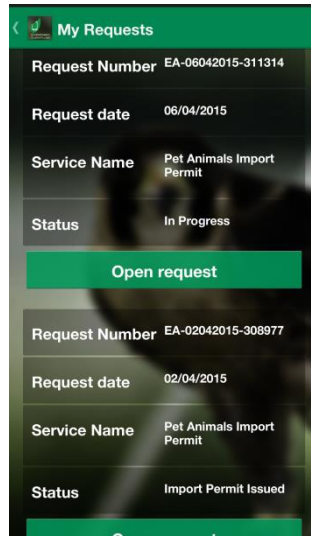
Card Number

Pass Code

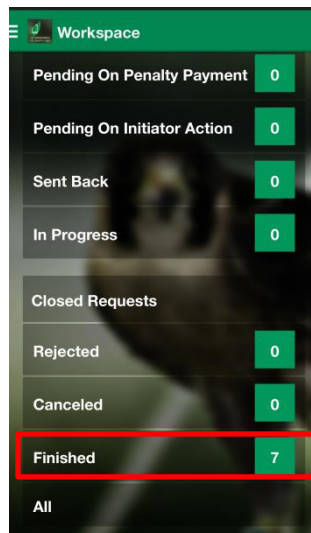
To be able to use your QR card without using your e-D Dirham, You should enter the card number and the pass code.

\* Required

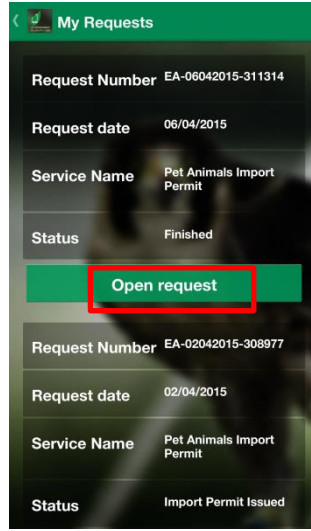
51. Fill in the Required field to pay



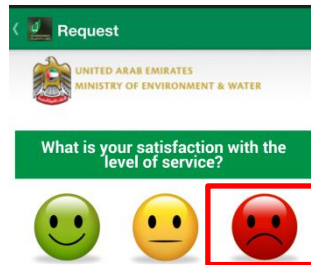
1. The statuses of the request will be “In progress” please wait until the staff Ministry of Environment and water close the request.
2. Upon completion of the request (you will receive a message) please click on “view all requests”



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”

**Request**

UNITED ARAB EMIRATES  
MINISTRY OF ENVIRONMENT & WATER

What is your satisfaction with the level of service?

😊 😐 😞

Choose The Reason

--Select--

Notes

Submit

**Request**

UNITED ARAB EMIRATES  
MINISTRY OF ENVIRONMENT & WATER

✔ Operation has been completed successfully.  
Thank you for your cooperation.

Ok

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

**Request**

**Pet Animals Import Permit** ★

Fields marked with (\*) are mandatory.

- + Initial Information
- + Service Information
- + Attachments
- + Payments
- Request Follow Up**

**Request Outputs**


- Import License
- Release License

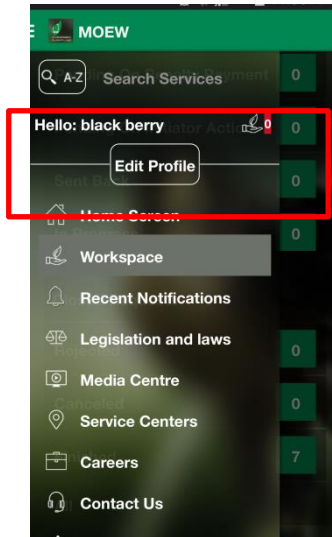
**Previous Messages**

💡 There is no search results available

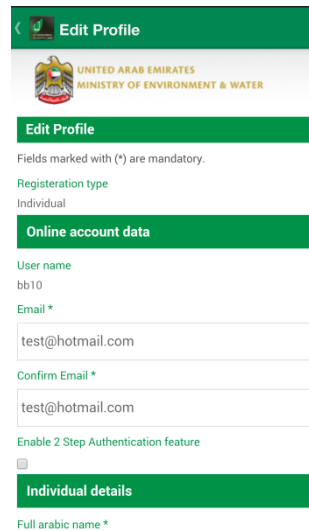
## Edit/Logout from the account

To edit your profile please follow the below instructions

1. Click on this option  and click on “Edit profile”



2. Change your data and click on “Apply changes”



**Edit Profile**

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MINISTRY OF ENVIRONMENT & WATER

**Edit Profile**

Fields marked with (\*) are mandatory.

Registration type  
Individual

**Online account data**

User name  
bb10

Email \*  
test@hotmail.com


Confirm Email \*  
test@hotmail.com

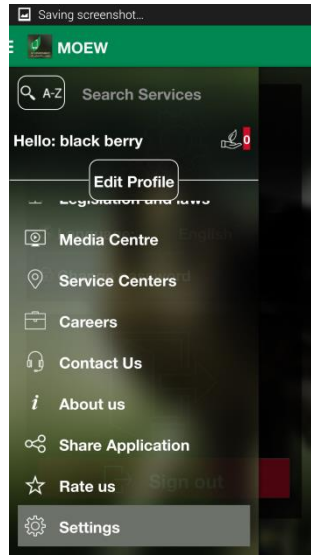
Enable 2 Step Authentication feature

**Individual details**

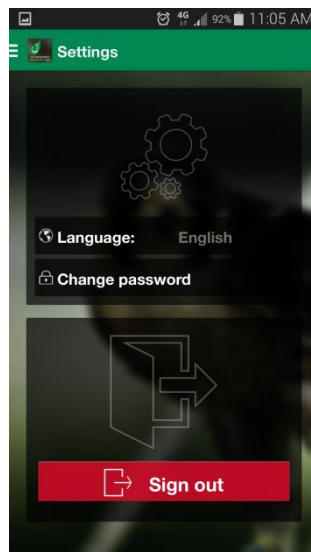
Full arabic name \*

To Log out

1. Click on this option  and then click on “setting”

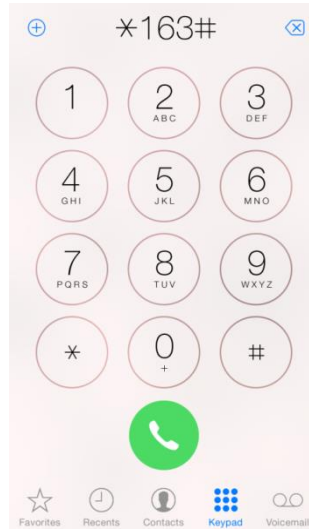


2. Click "sign out"

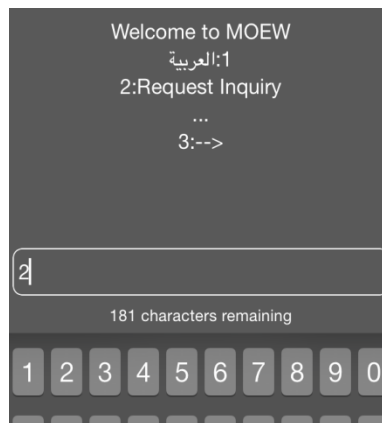


# USSD

Call \*163#

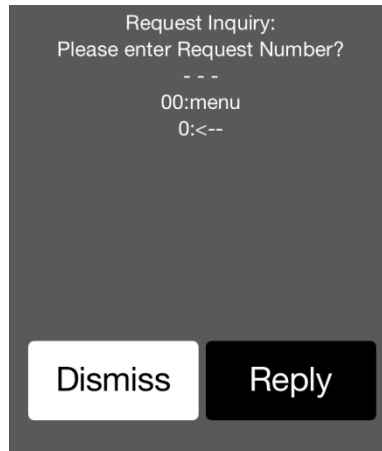


Select the language

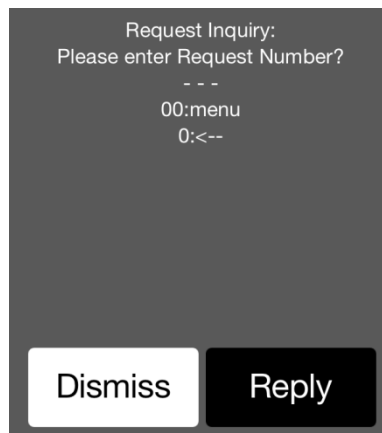




## Request inquiry



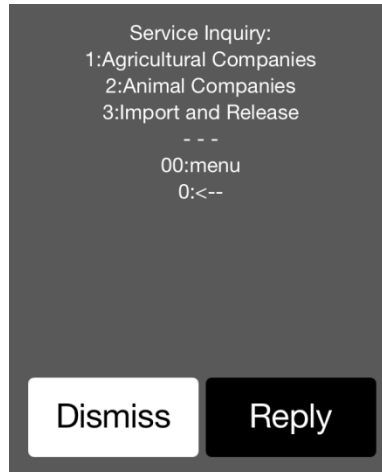
Enter the request number



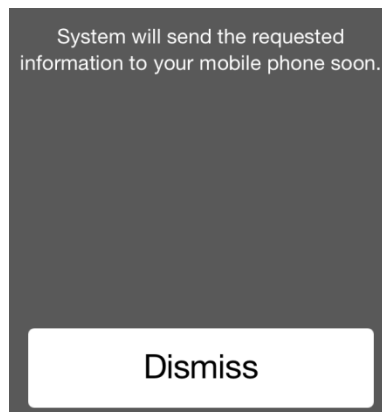
The page will display information about request status

## Services inquiry

Choose the service



System will send the requested information to your mobile phone soon

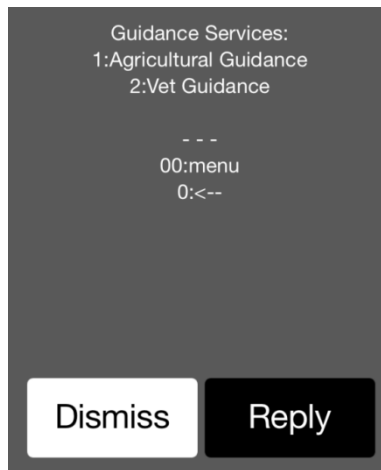


The SMS include link to the Ministry of Environment and Water that include information about the service

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

## Guidance Services

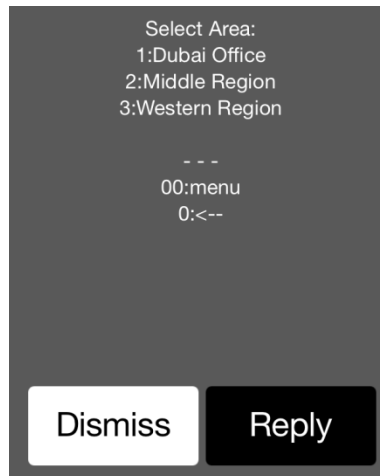
1. Select the service



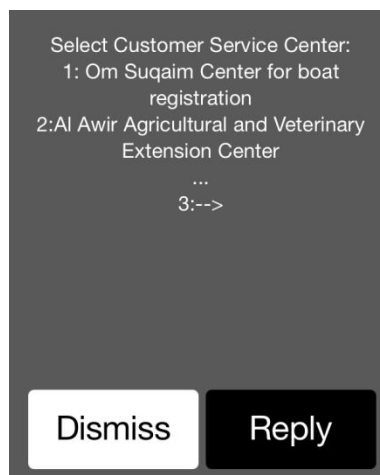
2. Select Emirate



### 3. Select Area



### 4. Select customer services center



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.