Smart E-Services Guide
1. Write ministry website through any of compatible web browser, using the following URL www.mocd.gov.ae or ministryofcommunitydevelopment.ae
2. Click on “Login “ button which is available on main menu of MOCD website
3. Write the user name and password, then click on “sign In” button
4. Provide the answer of the secret question, then click on “continue” button
5. Your personal profile will be displayed for you where you can find direct link to the requested service. Also the services are classified to:
- Priority services
- Favorite services
Group the services based on the category
6. Click on **“View Details”** button to read all the service details from the service card.

<table>
<thead>
<tr>
<th>Service</th>
<th>Start Service</th>
<th>View Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for Social Financial Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Announce New Public Association</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applying for official letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issuing Entrepreneurial Family Membership Card</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. Click on "start service" button after reading the service card details
8. Fill all the mandatory fields on the online form

**Request for Social Financial Assistance**

**Request Type**

- **Request Type** *
  - Ongoing

**Financial Assistance Information**

- **Emirate** *
  - Please select

- **Area** *
  - Area

- **Center** *
  - Please select

- **Case Reason**
  - Case Reason
9. Attach all the mandatory documents
10. Click on “next” button
11. Fill the satisfaction survey of the service
12. Please check your email and make sure you receive email notification containing the reference number

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Mon 11/13/2017 8:07 AM
no reply
MOCD eServices
To Kidar Muhamed Fareed Zohurudeen
This message was sent with High importance.

Dear valued customer,
Thank you for using Ministry of Community Development e-services
Your request has been successfully registered,
Used service: Issuing to whom it may concern certificate
Your reference number is: FL000038
Register date: 13/11/2017
You can follow up your application by accessing your personal account on our website.

Greetings from the Ministry of Community Development
P.O.Box: 4409
Dubai, United Arab Emirates
13. You can check the status of your request by visiting the “my applications“ tab from your profile

<table>
<thead>
<tr>
<th>No.</th>
<th>Application</th>
<th>Submit date</th>
<th>Last Edited</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Marriage Grants</td>
<td>16/11/2017</td>
<td>16/11/2017</td>
<td>Pending Application</td>
<td>PREVIEW</td>
</tr>
<tr>
<td>2</td>
<td>Formal Letter</td>
<td>24/10/2017</td>
<td>24/10/2017</td>
<td>InProgress</td>
<td>PREVIEW</td>
</tr>
<tr>
<td>3</td>
<td>Formal Letter</td>
<td>24/10/2017</td>
<td>24/10/2017</td>
<td>InProgress</td>
<td>PREVIEW</td>
</tr>
<tr>
<td>4</td>
<td>Formal Letter</td>
<td>24/10/2017</td>
<td>24/10/2017</td>
<td>InProgress</td>
<td>PREVIEW</td>
</tr>
<tr>
<td>5</td>
<td>Formal Letter</td>
<td>24/10/2017</td>
<td>24/10/2017</td>
<td>InProgress</td>
<td>PREVIEW</td>
</tr>
</tbody>
</table>
To request for any support
please call 800623