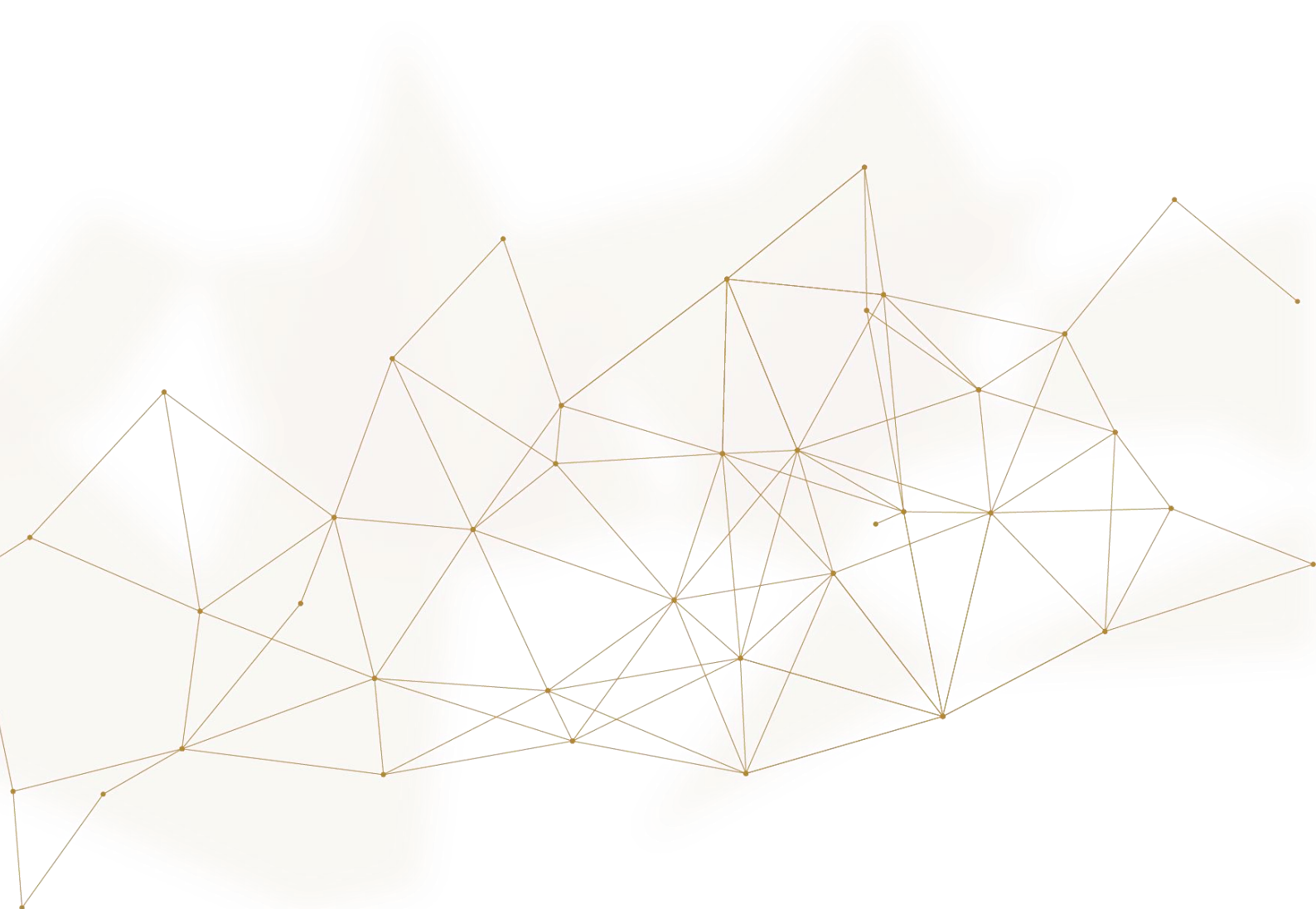




Respond to Unknown Minor Traffic Accidents

Moi Services Website

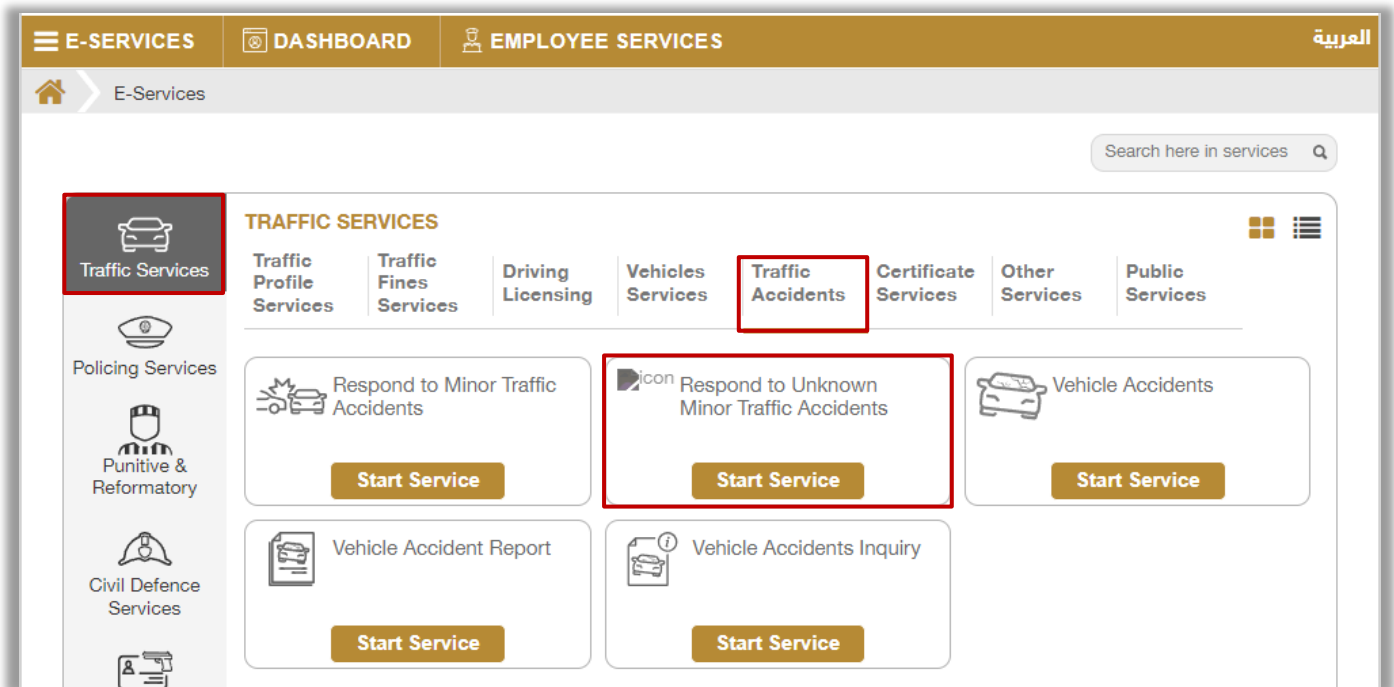
User Manual





1. Access to the Service:

1. Navigate to **Respond to Unknown minor traffic accidents** service from the list of **traffic accidents** services of the **traffic services** and then click on **start service** button.





2. Service Steps:

1. To initiate the service process, you must log in to MOI website or enter your **mobile number** to verify your identity as shown on the screen below.

A screenshot of a mobile verification pop-up window. The window has a gold header bar with an information icon 'i' on the left and a close icon 'X' on the right. The main text reads: "You need to verify your mobile number or be logged in to use this service". Below this text is a light gray rectangular input field with the placeholder text "Pleae enter mobile number". At the bottom right of the window is a red rectangular button with the text "Send".

2. Determine whether there are **injuries or not**.

A screenshot of a "LET US KNOW" survey pop-up window. The window has a gold header bar with an information icon 'i' on the left and the text "LET US KNOW" on the right. The main text reads: "Are there any injuries?". Below this text is a horizontal line. At the bottom right of the window are two gold rectangular buttons: "No" and "Yes".



3.1. **In case of injuries**, you will be instructed to contact the police directly via calling 999 to speed up the response and send an ambulance to the scene.

Please call 999!

Call 999 and they will help you at the earliest or [Click Here](#) to create a new request.

4. In **the absence of injuries**, the following message will appear to clarify the condition of the vehicle.

Can you move your car off the road?

Note: If you choose "No", a request will be immediately submitted.

4.1. In case the answer is **No**, your request will be sent immediately to be processed and the necessary action to be taken as soon as possible by the concerned authorities.

Accident Location > Accident Information > Tracking info.

Step: Tracking info.

Your request has been sent successfully.

Request Number : 22925

Report Time : 23/01/2022 10:45 AM

Request Status :

Your request is under processing and we will get back to you shortly, for more inquiries you can contact us by using the chat box below.

Chat With Us



4.2. If **you are able to move your vehicle**, the following screen will appear to enable you to apply for new request, locate the accident on the map and then click on **Next** button.

The screenshot displays the 'Accident Location' step of a mobile application. At the top, there are three tabs: 'Accident Location' (active), 'Accident Information', and 'Tracking info.'. Below the tabs, it says 'Step: Accident Location'. The main area is titled 'Please Select Location' and features a Google Map. The map shows a road labeled 'Hamamah Rd' and a red pin marking the accident location. There are controls for switching between 'Map' and 'Satellite' views, a full-screen button, a person icon, and zoom in/out buttons. At the bottom right, there is a prominent orange 'Next' button.



5. Choose the accident type add your accident notes (optional)
then add the affected vehicles details by clicking on **Add** button.

Accident Location


Accident Information


Tracking info.


Step: Accident Information

Mobile Number 0501670089

Accident Type

☒
Accident Between Vehicles

☐
Hit an Object

☐
Hit and Run accident

Accident Notes


Please Enter Accident Notes

Text and numbers are allowed.

Vehicles*

+ Add

To continue, please add a vehicle(s).



Submit



6. Add the required vehicle information such as **vehicle role** in the accident and some **documents** such as: a copy of the driver's license, registration card, vehicle's plate and others then click on **add** button.

Vehicles

Vehicle Information

Mobile Number *
0565914014
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Vehicle Role
Faulty Non Faulty

Documents *

Image should be less than 10000 KB (10 MB) in size and of JPG/JPEG/PNG/GIF types only.

Vehicle Registration Card

Front Side Photo

Back Side Photo

Driving License

Front Side Photo

Back Side Photo

Vehicle Plate picture

Damaged Parts of the Vehicle *

Add Photo(s)

Damaged Parts of Property (if any)

Add Photo(s)

Add

Cancel

Submit



7. After adding all the required data and vehicles details click on **Submit** button to send your request.

The screenshot shows a web form titled "Accident Information" with three tabs: "Accident Location", "Accident Information" (active), and "Tracking info.". Below the tabs, it says "Step: Accident Information". The form contains the following fields and options:

- Mobile Number:** 0565914014
- Accident Type:** Four buttons with icons and labels: "Accident Between Vehicles" (selected with a checkmark), "Hit an Object", "Unknown accident", and "Hit and Run accident".
- Accident Notes:** A text area with the placeholder "Please Enter Accident Notes" and a note "Text and numbers are allowed."
- Vehicles:** A section with a "+ Add" button and a table showing one vehicle:

Mobile Number:	0565914014	Edit Delete
Vehicle Role	Non Faulty	
- Submit:** A red button at the bottom right.

8. Click on **yes** button to confirm submitting your request.

The screenshot shows a "Confirmation" dialog box with a title bar containing an information icon, the text "Confirmation", and a close button (X). The main text of the dialog asks: "Are you sure you want to submit this request?". At the bottom, there are two buttons: "NO" and "YES". The "YES" button is highlighted with a red border.



9. Add your rating of the service through the customer pulse survey screens shown below.

The first screen of the Customer Pulse Survey. It features the United Arab Emirates logo on the top left and the 'نابض المتعامل' (Customer Pulse) logo on the top right. Below the logos, there is a language selector showing 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website? *'. Below the question is a row of seven stars for rating. The first star is highlighted. Below the stars, it says 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. At the bottom center is a 'Next' button.

The second screen of the Customer Pulse Survey. It features the same header as the first screen. The question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. Below the input area, it says '2000 characters lefts'. Below that, it says 'Kindly provide your mobile number or Email for follow up'. At the bottom, there are two buttons: 'Previous' and 'Submit'.



10. Your request has been sent successfully, the request number and status will be displayed, and you can also enter additional notes to the field **chat with us** then click on send button.

Accident Location

Accident Information

Tracking info.

Step: Tracking info.

Your request has been sent successfully.

✓

Request Number : 22926

Report Time : 23/01/2022 10:58 AM

Request Status :

Your request is under processing and we will get back to you shortly, for more inquires you can contact us by using the chat box below.

i

Chat With Us

Send