

UNITED ARAB EMIRATES  
MINISTRY OF INTERIOR



الإمارات العربية المتحدة  
وزارة الداخلية

# Issue a Vehicle Driving License

Moi Services Website

User Manual



## 1. Access to the Service:

To apply for a new driving license, go to traffic services, then navigate to **Issue a Vehicle Driving License** service from the driving licensing list and then press the **Start service** button.

The screenshot displays the E-Services Dashboard. At the top, there is a navigation bar with 'E-SERVICES' and 'DASHBOARD' on the left, and 'العربية' on the right. Below the navigation bar, there is an 'Action Center' with 9 pending notifications. The main content area is titled 'TRAFFIC SERVICES' and includes a sidebar with categories like 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', and 'Weapons &'. The 'Driving Licensing' sub-category is highlighted with a red box. Under 'Driving Licensing', the 'Issue a Vehicle Driving License' service is also highlighted with a red box. A 'Start Service' button is visible below this service card. Other services shown include 'Replacement of a Vehicle Driving License Issued by Another Country', 'Traffic File Opening', 'Issue try Date', 'Change Try Date', and 'Renew Driving Training License', each with its own 'Start Service' button.



## 2. Service Steps:

1. Service and delivery fees will be displayed as shown below, upload personal image then enter delivery address details which include the following:

1. Select **Emirate or region**

2. Select **Address**: Where you can select an address from the registered addresses or add new one by clicking on **add new address** button.

Select Service
Restrictions
Service Fees

Step: Service Fees

| No.                       | Description           | Amount (AED)   |
|---------------------------|-----------------------|----------------|
| 1                         | --                    | 300            |
| 2                         | DELIVERY SERVICE FEES | 15             |
| <b>Total Amount (AED)</b> |                       | <b>315 AED</b> |

Showing 1 to 2 of 2 entries

**Personal Image \***

Image should be less than 2,048kb in size and of types JPG or PNG only.

Upload Personal Image

**To continue please fill in your address (inside UAE only)**  
**Note: Will be delivered within 72 hours.**

**Emirate/Region \***

Please Select v

**Address \***

Please Select x v

+ Add New Address

Next



2.1. When you click the **Add New Address** button the below form will appear through which you can add the details of the delivery address, enter the required data and then click on **Save As New** button.

### **i** Delivery address X

**Address Name \***   
Enter text.

**Emirate \***

**City \***   
Text and numbers are allowed.

**Property Type \***

**Address Line 1 \***   
Enter text : Address

**Address Line 2**   
Enter text : Address

**P.O Box Number**   
Enter number ex. 2020

**Mobile Number \***   
ex. 05xxxxxxxx

Default Address

**Cancel** **Reset** **Save** **Save As New**



2.2. The added address will be displayed in the **address** list, select the delivery address and then click on **Next** button.

Step: Service Fees

| No.                       | Description           | Amount (AED)   |
|---------------------------|-----------------------|----------------|
| 1                         | --                    | 300            |
| 2                         | DELIVERY SERVICE FEES | 15             |
| <b>Total Amount (AED)</b> |                       | <b>315 AED</b> |

Showing 1 to 2 of 2 entries

Personal Image\*

Image should be less than 2,048kb in size and of types JPG or PNG only.

To continue please fill in your address (inside UAE only)  
**Note: Will be delivered within 72 hours.**

Emirate/Region\* Abu Dhabi ▾

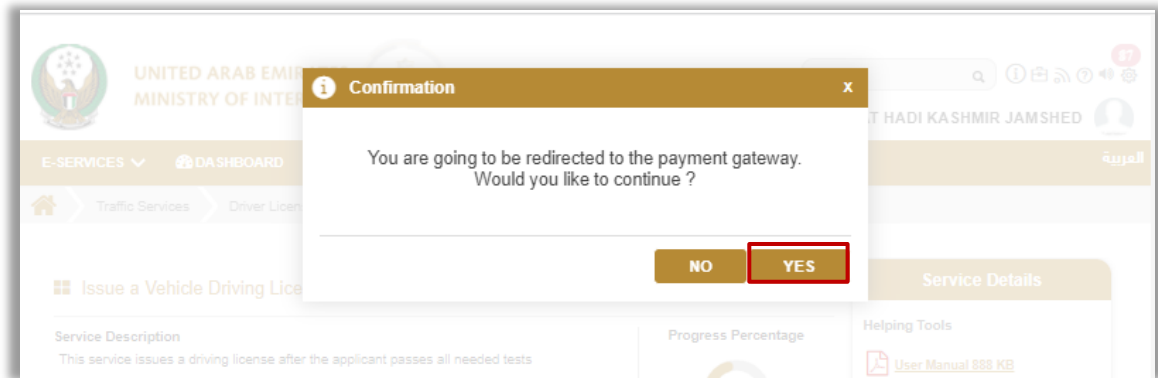
Address\* Address Test test, Test test, ... x ▾

**Address**  
 Test test, Test test, City, 1234567867, Abu Dhabi  
**Mobile Number:** 0567876556  
[✎ Update Address](#) | [+ Add New Address](#)

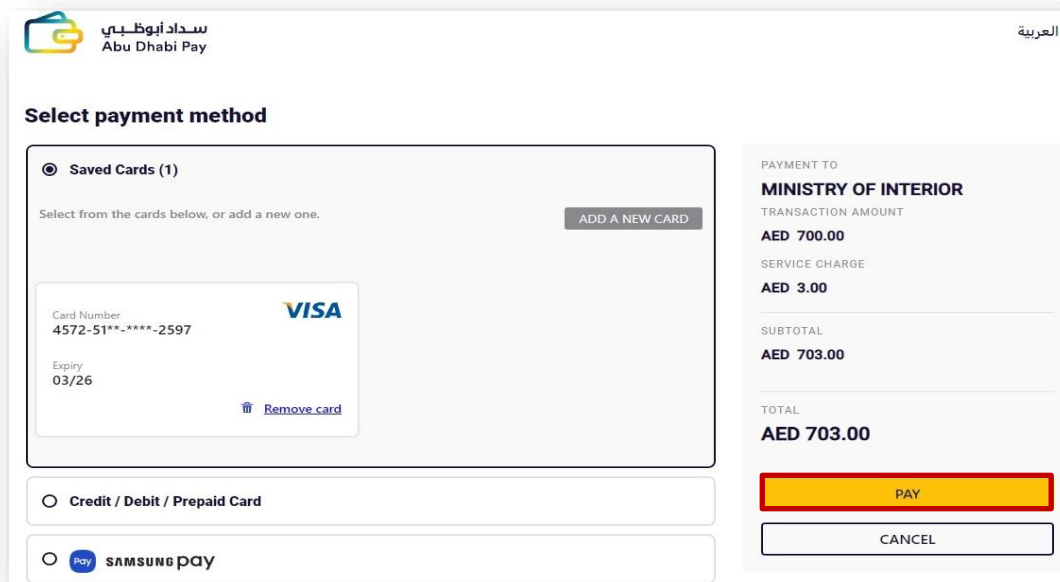
Next



3.To confirm the payment step, click on **yes** button.



4. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay icon**.





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

United Arab Emirates

نبض المتعامل  
CUSTOMER PULSE

English

### Customer Pulse Survey

Overall, how satisfied are you about the Website? \*

Extremely Dissatisfied      Extremely Satisfied

Next

English

### Customer Pulse Survey

Is there anything else you would like to share with us?

2000 characters left

Kindly provide your mobile number or Email for follow up

Previous      Submit



6. After successful payment, payment receipt information as well as receipt attachment will be displayed.

Select Service > Restrictions > Service Fees

Step: Online Payment Gateway

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**Payment Result**

Payment has been done successfully✓

Receipt Information:

Receipt No. 1111111111  
Receipt Date. 18/11/2019  
Receipt Time. 12:00 AM

**View Receipt** [Please click here](#)

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