

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Renew a Vehicle Driver's License

Moi Services Website
User Manual



1. Access to the Service:

To apply for driving license renewal, choose **Renew a Vehicle Driver's License** service from the list of **driving licensing** services that fall under the **traffic services** list then click on **start service** button.

The screenshot displays the E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with the language set to 'العربية'. Below the navigation, a search bar is present. The main content area is titled 'TRAFFIC SERVICES' and contains a grid of service cards. The 'Driving Licensing' category is highlighted with a red box, and the 'Renew a Vehicle Driver's License' service card is also highlighted with a red box. The card includes an icon of a person with a license, the service title, and a 'Start Service' button. Other services visible include 'Driving License Info', 'Replace lost driving License', 'Replace damaged driving License', 'Add a Category to Vehicle Driving License', 'Issue a Vehicle Driving License', 'Replacement of a Vehicle Driving License Issued by Another Country', 'Traffic File Opening', and 'Trainee Card'. A left sidebar contains icons for 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', and 'Private Security'.



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.

Restrictions
Service Fees
Online Payment Gateway

Step: Service Fees

No.	Description	Amount (AED)
1	--	300
2	DELIVERY SERVICE FEES	35
Total Amount (AED)		335 AED

Showing 1 to 2 of 2 entries

Upload new 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 your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region*

Please Select

Address*

Please Select

+ 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



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

Restrictions > Service Fees > Online Payment Gateway

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	--	300
2	DELIVERY SERVICE FEES	35
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Showing 1 to 2 of 2 entries

Upload new personal image.*

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To continue, Please fill your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region* Abu Dhabi

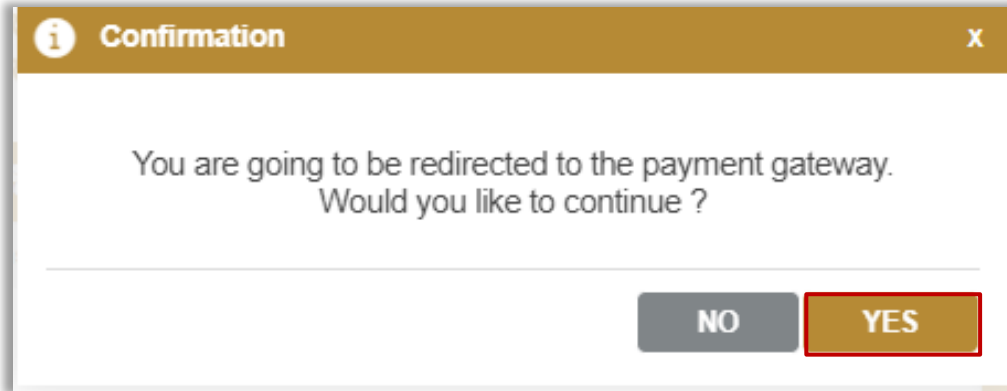
Address*
Address Test test, Test test, ... x

Address
Test test, Test test, City,, Dubai
Mobile Number: 0567897655
Update Address | Add New Address

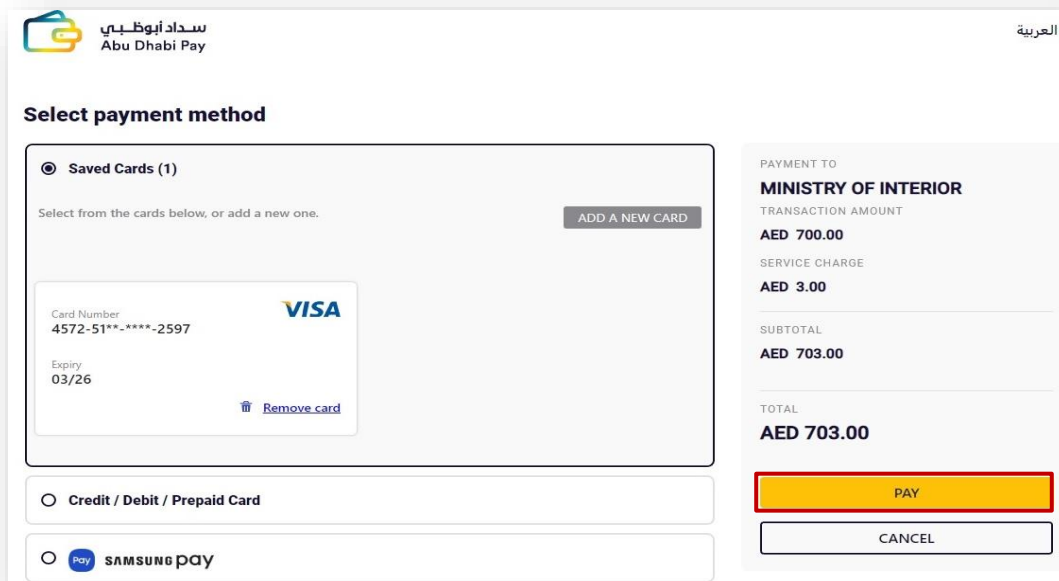
Next



3. To confirm the transition to the payment gateway, 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.

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied Extremely Satisfied

Next

United Arab Emirates logo and Customer Pulse logo are visible at the top.

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

United Arab Emirates logo and Customer Pulse logo are visible at the top.



6.Payment has been done successfully, payment receipt info is displayed as well as the receipt attachment.

Restrictions Service Fees Online Payment Gateway

Step: Online Payment Gateway

Payment Result

Payment has been done successfully ✓

License Receipt information:

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

View Receipt [Please click here](#)