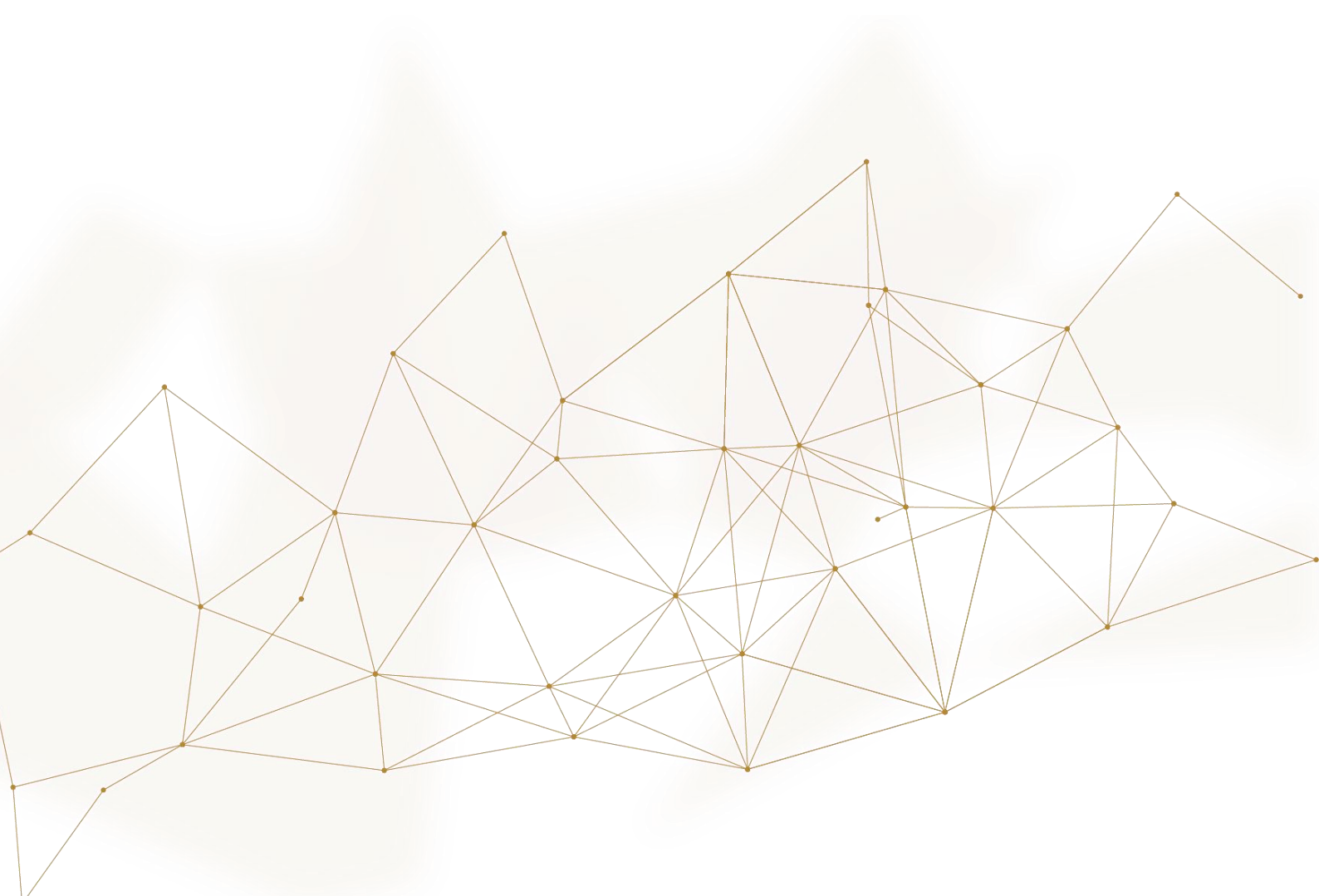




Respond To Minor Traffic Accidents

Moi Services Website

User Manual





1. Choose **Respond to Minor Traffic Accidents** service from the list of **Traffic Accidents** services that lay under **Traffic Services**, then click on **Start Service**.

The screenshot displays the E-Services portal of the Ministry of Interior. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES'. The 'E-SERVICES' section is active, showing a search bar and a list of services. The 'TRAFFIC SERVICES' category is selected, and the 'Traffic Accidents' sub-category is highlighted. Under 'Traffic Accidents', the 'Respond to Minor Traffic Accidents' service is highlighted with a red box, and its 'Start Service' button is also highlighted.

E-SERVICES | **DASHBOARD** | **EMPLOYEE SERVICES** | العربية

E-Services

Search here in services

TRAFFIC SERVICES

- Traffic Profile Services
- Traffic Fines Services
- Driving Licensing
- Vehicles Services
- Traffic Accidents**
- Certificate Services
- Other Services
- Public Services

Respond to Minor Traffic Accidents

Start Service

Respond to Unknown Minor Traffic Accidents

Start Service

Vehicle Accidents

Start Service

Vehicle Accident Report


Start Service

Vehicle Accidents Inquiry

Start Service




2. 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.

 X

You need to verify your mobile number or be logged in to use this service

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

 LET US KNOW



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.

Yes
No

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 inquires you can contact us by using the chat box below.

Chat With Us

Send



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

Accident Location

Accident Information

Tracking info.

Step: Accident Location

Please Select Location

Map

Satellite

Hamamah Rd

Hamamah Rd

Google

Keyboard shortcuts

Map data ©2022 Google

Terms of Use

Next



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 driving 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 interface for reporting an accident. At the top, there are three tabs: "Accident Location", "Accident Information" (which is active), and "Tracking info.". Below the tabs, a progress bar indicates the current step: "Step: Accident Information".

The form contains the following fields and options:

- Mobile Number:** 0501670089
- Accident Type:** Three buttons are shown: "Accident Between Vehicles" (selected with a checkmark), "Hit an Object", and "Hit and Run accident".
- Accident Notes:** A text area with the placeholder "Please Enter Accident Notes" and a note below it stating "Text and numbers are allowed."
- Vehicles:** A section with a grid icon and the text "Vehicles*". It contains one vehicle entry with the following details:
 - Mobile Number:** 0501670089 (with Edit and Delete icons)
 - Vehicle Role:** Faulty
- Buttons:** A "+ Add" button to the right of the vehicle list and a "Submit" 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 icon (X). The main text of the dialog asks: "Are you sure you want to submit this request?". At the bottom right, 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.

This screenshot shows the first screen of the Customer Pulse Survey. It features the United Arab Emirates logo and the 'Nabz al-Mutamwil' (Customer Pulse) logo. The survey question is 'Overall, how satisfied are you about the Website?'. Below the question is a seven-star rating scale. The first star is selected, indicating a rating of 1. The scale is labeled 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. A 'Next' button is located at the bottom center of the survey area.

This screenshot shows the second screen of the Customer Pulse Survey. It features the United Arab Emirates logo and the 'Nabz al-Mutamwil' (Customer Pulse) logo. The survey question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. A character count '2000 characters left' is displayed below the input area. Below the text input area is a label 'Kindly provide your mobile number or Email for follow up' followed by a text input field. At the bottom of the survey area 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