

UNITED ARAB EMIRATES  
MINISTRY OF INTERIOR



الإمارات العربية المتحدة  
وزارة الداخلية

# File Criminal Reports

Moi Services Website

User Manual



## 1. Access to the Service:

The **File criminal Reports** service is available on the list of **smart incidents** services that fall under the **policing services**.

The screenshot displays the E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', along with a language selector for 'العربية'. Below the navigation, a search bar is present with the text 'Search here in services'. The main content area is titled 'POLICING SERVICES' and features a grid of service cards. The 'Smart Incidents' category is highlighted with a red box, and the 'File Criminal Reports' service card is also highlighted with a red box. Other visible services include 'Traffic Services', 'Certificate Services', 'CID Fines', 'Financial Cases', 'Other Services', 'Public Services', 'Punitive & Reformatory', 'Civil Defence Services', 'File Traffic Reports', 'Lost Items', 'Missing Person', 'Others', and 'Incidents Inquiry'. Each service card includes an icon, a title, and a 'Start Service' button.



## 2. Service Steps:

1. Read the terms and conditions carefully then click on **Accept** button.

**i Terms and Conditions** x

The applicant must have an identity card issued in the United Arab Emirates.

Clearance Certificate is issued in both (Arabic / English) languages only.

Fees are not refundable after applying for the certificate.

The certificate shall be issued in accordance with the particulars of the applicant during his stay in the United Arab Emirates.

The certificate shall not be considered outside the UAE unless by the Ministry of Foreign Affairs within the country or the centers of customer happiness.

The certificate shall be issued in accordance with the procedures and regulations of the United Arab Emirates.

In the event of criminal restrictions within the country, the certificate will not be issued and the fees are not refundable.

In the event of any judicial dispute, the courts of the United Arab Emirates alone shall be competent to resolve these disputes.

The validity of the issued certificate is 90 days from the date of issuance.

**Accept**

[Incidents requests click here](#)



2. Enter the **incident details**, which include the following:
  - 2.1. Personal data which includes applicant's **name**, **mobile number** and **Email** displayed automatically, then enter **incidents details**.

Incident Details Attachments Tracking Info

Step: Incident Details

Name \* RASHED MURAD IBRAHIM EZZAT ALBL  
Enter text.

Mobile \* 0503861004  
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email \* rt9@msn.com  
ex. email@email.com

Incident Details \* Please Enter Incident Details  
Enter text.

- 2.2. Locate the location where the incident has occurred then click on **Next** button.

Please locate the location where the incident has occurred, In case you didn't; we will send your location while sending this incident.

Map Satellite

Map data ©2020 Google Terms of Use

Next



3.Upload attachments (if exists) then click on **submit** button to complete the process.

Incident Details Attachments Tracking Info.

Step: Attachments

Upload attachments (if exists) or you may proceed to submit application

Image should be less than 2048 KB (2 MB) in size and of JPG/JPEG/PNG types only.  
Audio file should be less than 2048 KB (2 MB) in size and of m4a type only.  
Video file should be less than 3048 KB (3 MB) in size and of mp4 type only.

Upload Video Upload Audio

Upload Photo

Submit

4.Confirmation message will be displayed to move to the next step click on yes button.

Confirmation

Are you sure you want to submit this application?

NO YES




5. You can evaluate your experience in obtaining the service through the customer **pulse** survey screens shown below.

The image displays two screenshots of the 'Customer Pulse Survey' interface. The top screenshot shows a rating question: 'Overall, how satisfied are you about the Website? \*'. Below the question is a 7-star rating scale with seven empty star icons. The scale is labeled 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. A 'Next' button is positioned below the stars. The bottom screenshot shows a text input question: 'Is there anything else you would like to share with us?'. Below the question is a large text area for feedback, with a character count of '2000 characters left'. Below the text area is a prompt: 'Kindly provide your mobile number or Email for follow up' followed by an empty input field. At the bottom of the second screenshot are 'Previous' and 'Submit' buttons.



6. Your request has been sent successfully, and request number is displayed for follow up later.

### Criminal Incidents


<b>Service Description</b> In this service a user can report a criminal incident	<b>Progress Percentage</b> 
-------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------

Emirate ID      784198160819615

---

Incident Details      Attachments      Tracking Info.

Step: Tracking Info.

Your request has been sent successfully.

Request Number : 202001000681

This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email [smart@moi.gov.ae](mailto:smart@moi.gov.ae)