UNITED ARAB EMIRATES
MINISTRY OF INTERIOR

الإمارات العربية المتحدة
وزارة الـــداخلـــيــــة

Traffic File Opening

Moi Service Website

User Manual

1. Access to the Service:

To create new request to open a new traffic file, choose **Traffic File opening** service available in the driving licensing services list then click on **start service button.**

2. Service Steps:

1. If you apply to open a traffic file for the first time, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

2.1. If you choose the try type **(new- normal)** in the previous step: You have to enter your home and work address info as shown below.

2.2. If you choose the try **type (Foreign or GCC driving license holder)** in the first step, you should enter your work and home address data described above in addition to the Foreign driving license info.

3.1. If you choose the try type **(new-normal)**: attach the required documents which include: personal image, Emirate ID and others, then click on **next** button.

3.2. If you choose the try type **(Foreign or GCC driving license holder)**: You must add the service attachments described above in addition to the foreign license attachment, then click on **Next** button.

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

5.The application was successfully submitted; request number will appear for follow up. A text message will be sent with approval or rejection of your request with the reason for the rejection.

Applicant Info.	Vehicles	Tracking Info.

🚩 Step: Tracking Info.

> All the changes have been saved successfully. ✔

Request Number: 1286

> 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 ❗

2. If you apply to open another traffic file, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

2.1. If you choose the try type **(normal- new)** in the previous step: you will be redirected to service attachments screen, attach the required documents and click on **Next** button.

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2.2. If you choose the try type (Foreign or GCC driving license holders), you have to enter the **foreign license data**, which includes: license number, source, license type, etc., and then add **service attachments** and **foreign license attachments** then click on **Next** Button.

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

4.The application was successfully submitted; request number will appear for follow up.
A text message will be sent with **approval or rejection** of your request with the reason for the rejection.

- **When receiving a text message agreeing to your request to open a traffic file, you must go to the service Traffic File opening again and follow the following steps:**

1. The service fee will be displayed as shown below, click on **Next** button to go to MOI payment gateway.

2. To confirm redirecting to the payment gateway click on YES button.

3. 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**.