

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

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**.

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 this is a search bar labeled 'Search here in services'. The main content area is titled 'TRAFFIC SERVICES' and contains several categories: 'Traffic Fines Services', 'Driving Licensing', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Driving Licensing' category is highlighted with a red box. Under 'Driving Licensing', there are four service cards: 'Issue a Vehicle Driving License' (marked with a 'NEW' icon), 'Replacement of a Vehicle Driving License Issued by Another Country', 'Trainee Card', and 'Issue try Date'. The 'Traffic File Opening' service card is highlighted with a red box and features a 'Start Service' button. On the left side of the dashboard, there is a vertical menu with icons for 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', and 'Weapons & Explosives'.



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.

Service Description

By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

Traffic Profile No. **1150073170**

Progress Percentage

30%

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Emirate* UMM AL QAIWAIN

License Type* SALON

Service Center* -- - ---test

Gear* AUTOMATIC

Try Type* Please Select

- Please Select
- New - Normal
- Foreign driving license holder
- GCC driving license holder
- People of determination - Handicapped vehicle
- Change Gear from automatic to manual

Next



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.

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Home Address Info

Home Address *
e.g. Address where you live or where you want to deliver your required document

Home Street *

Home Building No *
e.g. Building or Villa Number

Home Flat No *
e.g. Flat or Room Number

Home Phone *
e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx

Work Address Info

Work Address
e.g. Address where you live or where you want to deliver your required document

Work Street

Work Building No
e.g. Building or Villa Number

Work Flat No
e.g. Flat or Room Number

Work Telephone No
e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx

Telephone Ext No
e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx

P.O.Box Emirate *

P.O.Box *
e.g. 201xx

Mobile No *
e.g. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Fax No
e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx



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.

Foreign Driving License Info

License No *
Enter number ex.135xxxxxxxx

Source *

License Type *

Gear Type *

Issue Date *

Expiry Date *

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.

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Visa Copy *

Next



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.

Forien License Attachments

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

Foreign License(front side) Foreign License(back side)

Next

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

United Arab Emirates

نibus المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied

Extremely Satisfied

Next



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.

Service Description
By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

Progress Percentage
30%

Traffic Profile No. **1150073170**

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Emirate* UMM AL QAIWAIN

License Type* SALON

Service Center* -- - ---test

Gear* AUTOMATIC

Try Type* Please Select

Please Select
New - Normal
Foreign driving license holder
GCC driving license holder
People of determination - Handicapped vehicle
Change Gear from automatic to manual

Next



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.

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Next



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**.

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Mobile No *
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email *
ex. email@email.com

Foreign Driving License Info

License No *
Enter number ex.135xxxxxxxx

Source * ▼

License Type * ▼

Gear Type * ▼

Issue Date *

Expiry Date *

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Foreign License Attachments

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

Foreign License(front side)

Foreign License(back side)

Next



3. 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

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.

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



- **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.

Applicant Info. Restrictions Payment Gateway

Step: Payment Gateway

Search...

No.	Description	Amount(AED)
1	Issuance of a new driving license	200
Total Amount		200 AED

Showing 1 to 1 of 1 entries

Next

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

Confirmation

You are going to be redirected to the payment gateway.
Would you like to continue ?

NO YES



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**.

سداد أبوظبي
Abu Dhabi Pay

العربية

Select payment method

Saved Cards (1)

Select from the cards below, or add a new one. [ADD A NEW CARD](#)

Card Number **VISA**
4572-51**-****-2597

Expiry
03/26

[Remove card](#)

Credit / Debit / Prepaid Card

samsung pay

PAYMENT TO
MINISTRY OF INTERIOR

TRANSACTION AMOUNT
AED 700.00

SERVICE CHARGE
AED 3.00

SUBTOTAL
AED 703.00

TOTAL
AED 703.00

PAY

CANCEL