

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

File Criminal Reports

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

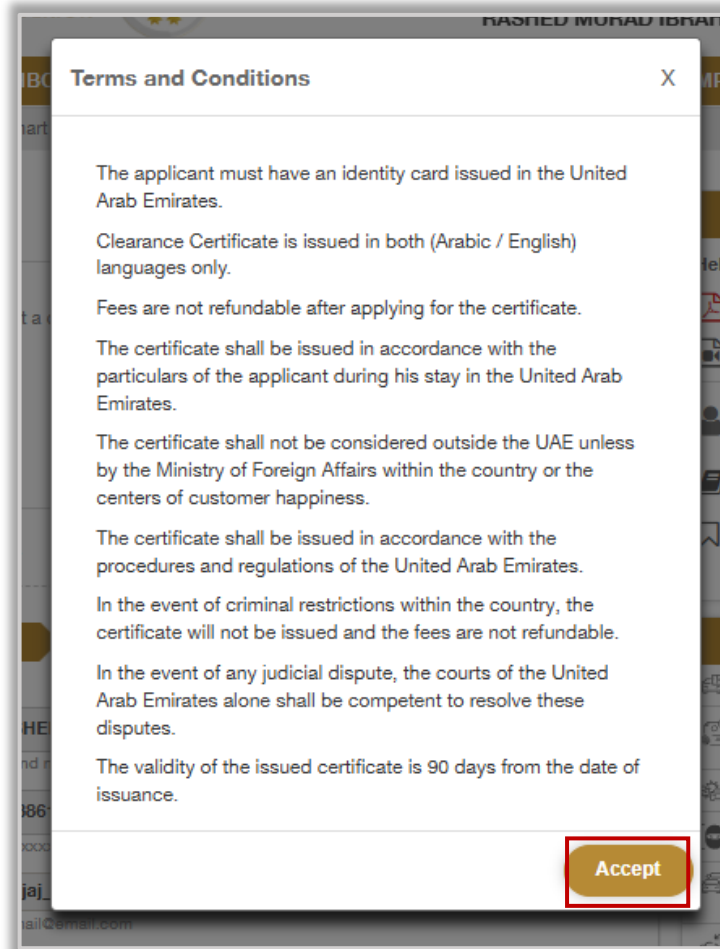
The **File criminal Reports** service is available on the list of **smart incidents** services that fall under the **policing services**.

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, the service name, and a 'Start Service' button.



2. Service Steps:

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





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.

Name * RASHED MURAD IBRAHIM EZZAT
Text and numbers are allowed.

Mobile * 0503861004
ex. 05xxxxxxxx

Email * alhajaj_jawad@yahoo.com
ex. email@email.com

Incident Details

Incident Details * Please Enter Incident Details
Text and numbers are allowed.

- 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 Hosn جزيرة الريم جزيرة أم يعقبة Khor Laffan خور لافان

Abu Dhabi أبو ظبي

Mangrove Marine Park محمية منيرة الوطني

Mushrif Mall المشترف مول

ERTH Hotel ارب

Sas Al Nakhl Island جزيرة ناس النخل

Al Forsan الفرسان

Sports Re التفرسات

BAWABAT ABU DHABI باب

Keyboard shortcuts Map data ©2024 Google Terms

Save Draft Next



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

Incident Details Attachments Tracking Info.

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.

RASHED MURAD IBRAHIM E

SHBC EMPLOY

Smart

ts

helping

port a criminal incident

User

Confirmation X

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 screenshot shows the first screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website? *'. Below the question is a horizontal row of seven stars. The first star is filled, and the others are empty. Below the stars are the labels 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. At the bottom center is a 'Next' button. A small 'نبيض' logo is at the bottom center.

The screenshot shows the second screen of the Customer Pulse Survey. At the top right is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. Below the input area is the text '2000 characters lefts'. Below that is the text 'Kindly provide your mobile number or Email for follow up'. Below this text is another large text input area. At the bottom center are two buttons: 'Previous' and 'Submit'. A small 'نبيض' logo is at the bottom center.



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

File Criminal Reports

Service Description
In this service a user can report a criminal incident

Progress Percentage
100%

[Applications Inquiry](#)

Unified Number **136164**

Incident Details | **Attachments** | **Tracking Info.**

Your request has been sent successfully. ✓

Request Number : 244500439148

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 moi@moi.gov.ae ⓘ