

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

File Traffic Reports

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

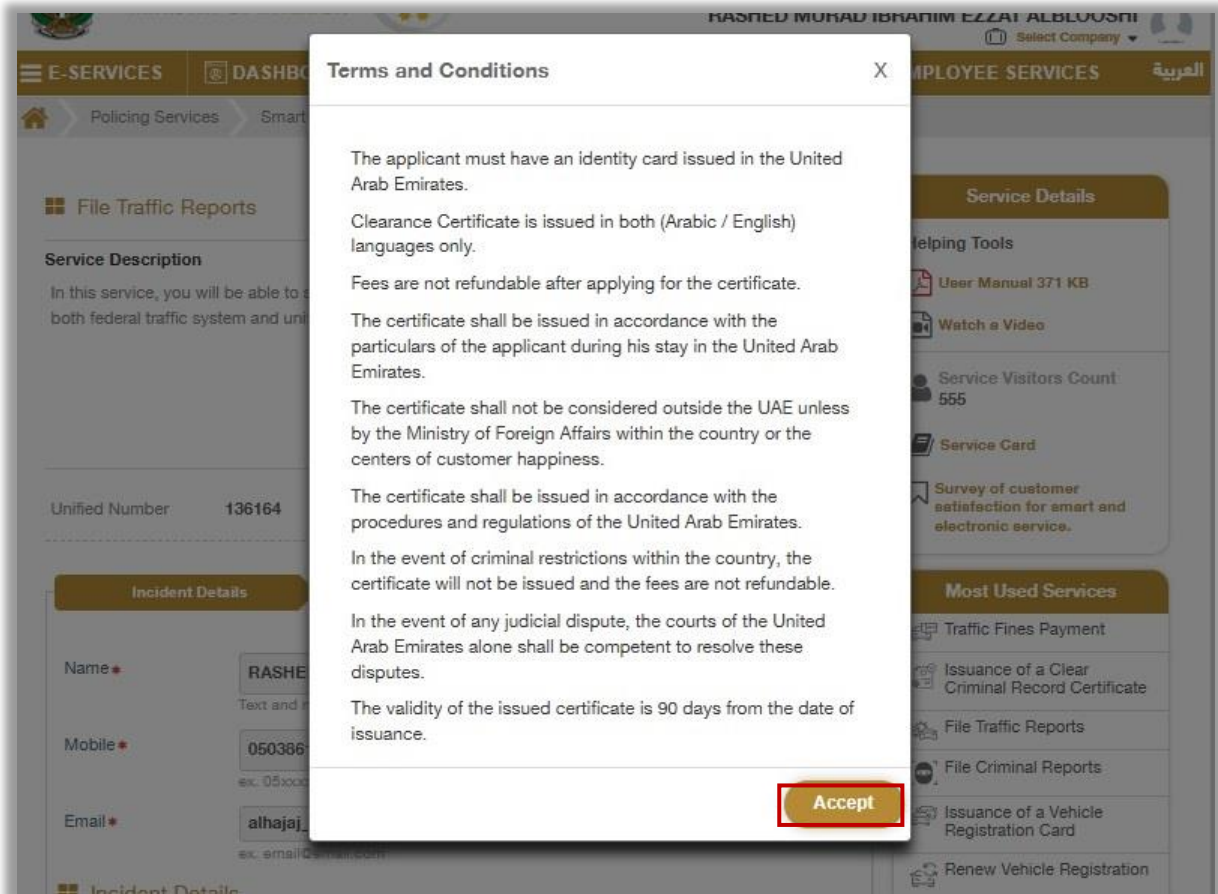
To request new traffic report through MOI website, navigate to **smart incidents** services that fall under **policing services**, select **file traffic reports** service then click on **start service** button.

The screenshot displays the MOI website's E-Services portal. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with the word 'العربية' (Arabic) on the right. Below the navigation bar, there is a search bar and a main content area. The main content area is divided into several sections. On the left, there is a vertical menu with icons for 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', and 'Civil Defence Services'. The 'Policing Services' icon is highlighted with a red box. The main content area is titled 'POLICING SERVICES' and contains several sub-sections: 'Certificate Services', 'Smart Incidents', 'CID Fines', 'Financial Cases', 'Other Services', and 'Public Services'. The 'Smart Incidents' sub-section is highlighted with a red box. Under 'Smart Incidents', there are three service cards: 'File Criminal Reports', 'File Traffic Reports', and 'Lost Items'. The 'File Traffic Reports' card is highlighted with a red box and contains a 'Start Service' button. Below it, there are two more cards: 'Missing Person' and 'Others', each with a 'Start Service' button. The 'Incidents Inquiry' card is also visible at the bottom right with a 'Start Service' button.



2. Service Steps:

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





2. Enter incident details and locate where the incident has occurred then click on **Next** button.

Incident Details Attachments Tracking Info.

Name*
Text and numbers are allowed.

Mobile*
ex. 05xxxxxxxx

Email*
ex. email@email.com

Incident Details

Incident Details*
Text and numbers are allowed.

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

Save Draft **Next**



3. Upload attachments if exist (audio, video, photo)

then click on the **submit** button.

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. After uploading attachments click on **Yes** button.

Confirmation X

Are you sure you want to submit this application?

NO YES



5. Evaluate your service experience through happiness meter screens.

United Arab Emirates

نبض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied Extremely Satisfied

Next

6. Your request has been sent successfully and request number will be shown for later follow up.

Incident Details Attachments Tracking Info.

Your request has been sent successfully. ✓

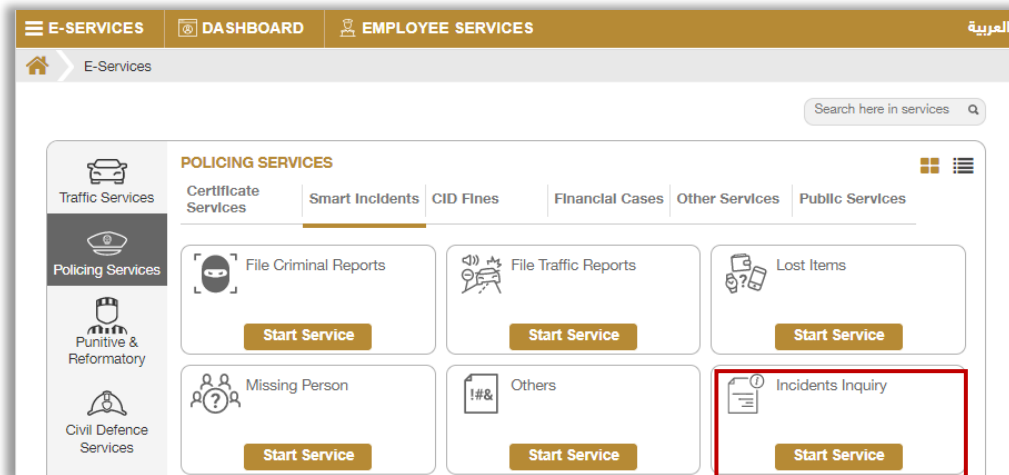
Request Number : 244498249144

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 ⓘ

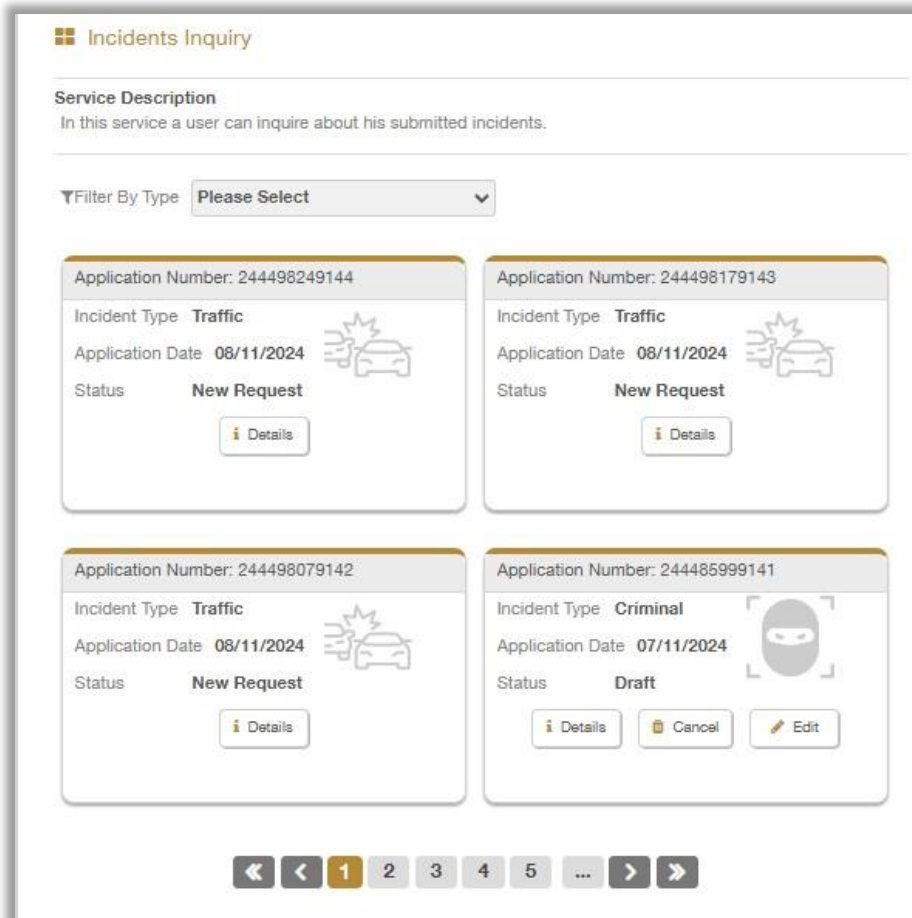


For inquiry, please follow these steps:

- 1- Navigate to **Incidents inquiry** service that lay under smart incidents services, then click on **start service** button.



2. Select incident type from the list of **filter by type**, then click on **details** icon to view incident details.





3. After view application number you can add any clarifications if exist.

File Traffic Reports

Service Description
In this service, you will be able to send a request to open a traffic incident on both federal traffic system and unified criminal system.

Emirate ID **784198160819615**

Name	RASHED MURAD IBRAHIM EZZAT ALBLOOSHI		
Nationality	Application Number	244498249144	
UNITED ARAB EMIRATES	Mobile NO.	0503861004	
Email	Incident Type	Traffic	
alhajaj_jawad@yahoo.com	Date	08/11/2024	
Identification Type	Emirates Id	Emirates Id	784198160819615
Details	test		

New Attachments

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

Clarifications