



# Renew a Vehicle Driver's License

## MOI Services Website User Manual

Version Number:2.0



## 1. Access to the Service:

To apply for driving license renewal, choose **Renew a Vehicle Driver's License** service from the list of **driving licensing** services that fall under the **traffic services** list then click on **start service** button.

The screenshot displays the E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with the language set to 'العربية'. Below the navigation, a search bar is present. The main content area is titled 'TRAFFIC SERVICES' and contains a grid of service cards. The 'Driving Licensing' category is highlighted with a red box, and the 'Renew a Vehicle Driver's License' service card is also highlighted with a red box. Other services visible include 'Driving License Info', 'Replace lost driving License', 'Replace damaged driving License', 'Add a Category to Vehicle Driving License', 'Issue a Vehicle Driving License', 'Replacement of a Vehicle Driving License Issued by Another Country', 'Traffic File Opening', and 'Trainee Card'. Each service card includes a 'Start Service' button.



## 2. Service Steps:

1. Select **Emirate /Region** related to your address then select courier service from the **Receive by** list which include the following options:

1. Electronic Card (No Delivery)
2. Driving License card Delivery

Select Service Restrictions Service Fees

You have no restrictions preventing you from proceeding in the application, to continue please press on the "Next" button.

Please specify how to receive the new driving licence card.

Emirate/Region\* Abu Dhabi

Receive by\* Please Select

Please Select

Electronic Card (No Delivery)

Courier Service

Next

1.1. If you selected **Electronic Card** option, no further details will be requested from you, click on **Next** button to move to the next step.

Select Service Restrictions Service Fees

You have no restrictions preventing you from proceeding in the application, to continue please press on the "Next" button.

Please specify how to receive the new driving licence card.

Emirate/Region\* Abu Dhabi

Receive by\* Electronic Card (No Delivery)

Your can access your digital license card from the service 'Driving License Info' on your Dashboard or services menu. The digital copy will be ready after complete transaction.  
Note: You can print the digital card anytime without any additional charges.

Next



1.2. If you selected **Courier Service**, you will need to select an address from your saved addresses or add new one, then select **delivery company**, then click on **Next** button.

Select Service Restrictions Service Fees

You have no restrictions preventing you from proceeding in the application, to continue please press on the "Next" button. i

**Please specify how to receive the new driving licence card.**

Emirate/Region \* Abu Dhabi ▾

Receive by \* Courier Service ▾

i Will be delivered driving license card within 72 hours (Addresses inside UAE only).

Delivery Company \* Please Select ▾

Address \* Address Test test, Test test, C... ▾

**Address**  
Test test, Test test, City, 1234567867, Abu Dhabi  
**Mobile Number:** 0567876556  
[Update Address](#) | [+ Add New Address](#)

**Next**



2. Service fees will be shown, update your **personal image** if needed then click on **Next** button

Restrictions   Service Fees   Online Payment Gateway

No.	Description	Amount (AED)
1	--	300
2	DELIVERY SERVICE FEES	35
<b>Total Amount (AED)</b>		<b>335 AED</b>

Showing 1 to 2 of 2 entries

Upload personal image. \*

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

**Next**




3. To confirm the transition to the payment gateway, click on **YES** button.

### Confirmation X

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

4. You will be redirected to the Payment Gateway, Select the desired payment method, then click on **Pay** button.

 **سداد أبوظبي**  
Abu Dhabi Pay





### Summary

Payment to	Ministry of Interior
Transaction Amount	AED 60.00
Service Fees	AED 3.00
<b>Total Amount</b>	<b>AED 63.00</b>

Choose Payment Method

Select Payment Method >

Please do not click the back button or refresh the page or close the window while the transaction is processing. This is a secure payment gateway using 128-bit SSL encryption.

Powered by    

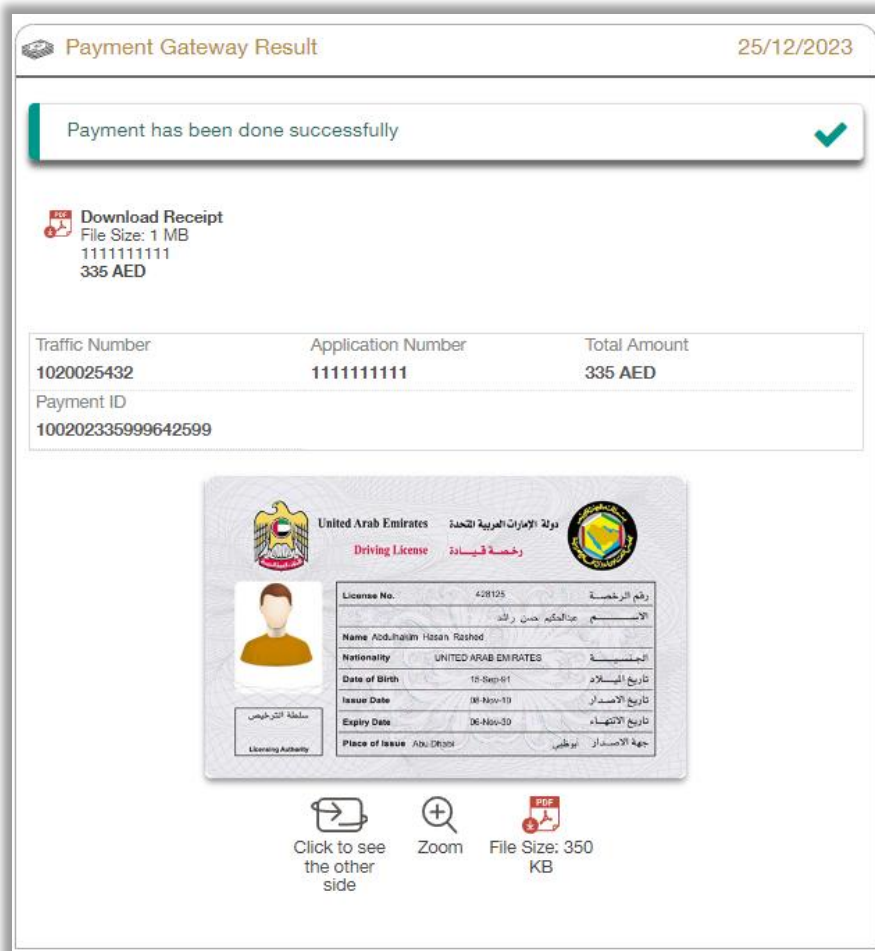


5. Add your rating of the service through the customer pulse survey screens shown below.



The screenshot shows a 'Customer Pulse Survey' interface. 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 question is 'Overall, how satisfied are you about the Website? \*'. Below the question is a 7-point star rating scale. The first star is selected, and the text 'Extremely Dissatisfied' is positioned below the first star, and 'Extremely Satisfied' is positioned below the seventh star. A 'Next' button is located at the bottom center of the survey area.

6. Payment has been done successfully, request and payment info will be displayed as well as the receipt and license attachment.



The screenshot shows a 'Payment Gateway Result' page. At the top right, the date '25/12/2023' is displayed. A green checkmark and the text 'Payment has been done successfully' are shown in a box. Below this is a 'Download Receipt' button with a file size of 1 MB and a receipt number '1111111111' and amount '335 AED'. A table displays transaction details:

Traffic Number	Application Number	Total Amount
1020025432	1111111111	335 AED

Below the table, the 'Payment ID' is '100202335999642599'. A license attachment is shown, which is a 'Driving License' (رخصة قيادة) for the United Arab Emirates. The license details are as follows:

Field	Value	Field	Value
License No.	428125	رقم الرخصة	
Name	Abdulhamid Hazan Rashid	الاسم	عبدالحكم حسان راشد
Nationality	UNITED ARAB EMIRATES	الجنسية	
Date of Birth	18-Sep-61	تاريخ الميلاد	
Issue Date	08-Nov-19	تاريخ الاصدار	
Expiry Date	06-Nov-20	تاريخ الانتهاء	
Place of Issue	Abu Dhabi	جهة الاصدار	أبوظبي

At the bottom of the license attachment, there are three icons: 'Click to see the other side', 'Zoom', and 'File Size: 350 KB'.



### 7. Service Outputs.

UNITED ARAB EMIRATES  
MINISTRY OF INTERIOR

الإمارات العربية المتحدة  
وزارة الداخلية

الامارات  
THE EMIRATES

Driving License  
رخصة القيادة

رخصة القيادة

United Arab Emirates الإمارات العربية المتحدة	رخصة قيادة
License No. 420108	رقم الرخصة
Name Abdulla Murti Mufson	الاسم عبدالله مورتى موفسون
Nationality UNITED ARAB EMIRATES	الجنسية الإمارات العربية المتحدة
Date of Birth 08-Apr-91	تاريخ الميلاد 08-Apr-91
Issue Date 14-Jan-83	تاريخ الاصدار 14-Jan-83
Expiry Date 05-Jan-31	تاريخ الانتهاء 05-Jan-31
Place of Issue Abu Dhabi	جهة الاصدار أبوظبي

Traffic Code No. 1020629432	الرمز المروري
Permitted Vehicles	أنواع المركبات المسموح بها

This license should be with you when you are driving and should be presented on demand to an authorized person.  
يجب حمل الرخصة أثناء القيادة وإبرازها عند الطلب للجهات المختصة.

Be in full compliance with the traffic rules and regulations.  
يجب الالتزام بالقرارات والقوانين المرورية والإستخدام السليم للسيارة والمركبات المسموح بها.

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