



Renew a Vehicle Driver's License

MOI Services Website

User Journey

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 includes a sidebar with categories like 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', and 'Private Security'. The 'Traffic Services' category is selected. Under 'TRAFFIC SERVICES', there are sub-categories: 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Driving Licensing' sub-category is highlighted. Within 'Driving Licensing', the 'Renew a Vehicle Driver's License' service is highlighted, showing 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. i

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. i

Please specify how to receive the new driving licence card.

Emirate/Region* Abu Dhabi

Receive by* Electronic Card (No Delivery)

i You 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
Total Amount (AED)		335 AED

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
Total Amount	AED 63.00

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 heading is 'Customer Pulse Survey'. The 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. Below the scale are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. At the bottom center is a 'Next' button.

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 is the date '25/12/2023'. Below the title is a green checkmark and the text 'Payment has been done successfully'. Below this is a 'Download Receipt' button with a file size of '1 MB' and a receipt number '1111111111' and amount '335 AED'. Below the receipt information is a table with the following data:

Traffic Number	Application Number	Total Amount
1020025432	1111111111	335 AED

Below the table is a 'Payment ID' field with the value '100202335999642599'. Below the table is a license attachment. The license is for 'United Arab Emirates' and 'دولة الإمارات العربية المتحدة'. The license type is 'Driving License' and 'رخصة قيادة'. The license holder's name is 'Abdullahim Hazea Rashad' and 'عبدالكريم حسن راشد'. The license number is '428125'. The license is issued by the 'Licensing Authority' in 'Abu Dhabi'. The license is valid until '18-Sep-21'. The license was issued on '08-Nov-19'. The license was issued in 'Abu Dhabi'.

Below the license attachment are three buttons: 'Click to see the other side', 'Zoom', and 'File Size: 350 KB'.