



Issue an Accident Report Against an Unknown Person

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

1. Navigate to **Issue an Accident Report Against an Unknown Person**

service from the list of **traffic accidents** services of the **traffic services** and then click on **start service** button.

The screenshot displays the E-Services Dashboard for the UAE Ministry of Interior. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'العربية'. The main content area is titled 'Traffic Services' and features an 'Action Center' with 317 pending notifications. Below this, there are three notification cards from the Policing General Head Quarter regarding pending cases. A search bar is located below the notifications. The 'TRAFFIC SERVICES' section is highlighted, with a sub-menu containing 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Traffic Accidents' sub-menu is selected, showing a list of services: 'Issuance of a Minor Traffic Accident Inspection Report', 'Issue an Accident Report Against an Unknown Person', 'Vehicle Accidents', 'Vehicle Accident Report', 'True Copy Accident Report', 'Print Lost Accident Report', and 'Vehicle Accidents Inquiry'. The 'Issue an Accident Report Against an Unknown Person' service is highlighted with a red box, and its 'Start Service' button is also highlighted.



2. Service Steps:

1. To initiate the service process, you must log in to MOI website or enter your **mobile number** to verify your identity as shown on the screen below.

The screenshot shows a web form with a brown header bar containing an information icon 'i' on the left and a close icon 'X' on the right. The main content area has a white background with the text "You need to verify your mobile number or be logged in to use this service". Below this text is a light gray input field with a red border and the placeholder text "Pleaee enter mobile number". At the bottom right of the form is a red button with the text "Send".

2. Determine whether there are **injuries or not**.

The screenshot shows a web form with a brown header bar containing an information icon 'i' on the left and the text "LET US KNOW" on the right. The main content area has a white background with a red-bordered input field containing the text "Are there any injuries?". Below the input field is a horizontal line, and at the bottom right are two brown buttons labeled "No" and "Yes".



3.1. **In case of injuries**, you will be instructed to contact the police directly via calling 999 to speed up the response and send an ambulance to the scene.

Please call 999!

Call 999 and they will help you at the earliest or [Click Here](#) to create a new request.

4. **In the absence of injuries**, the following message will appear to clarify the condition of the vehicle.

Can you move your car off the road?

Note: If you choose "No", a request will be immediately submitted.

4.1. In case the answer is **No**, your request will be sent immediately to be processed and the necessary action to be taken as soon as possible by the concerned authorities.

Accident Location > Accident Information > Tracking info.

Step: Tracking info.

Your request has been sent successfully.

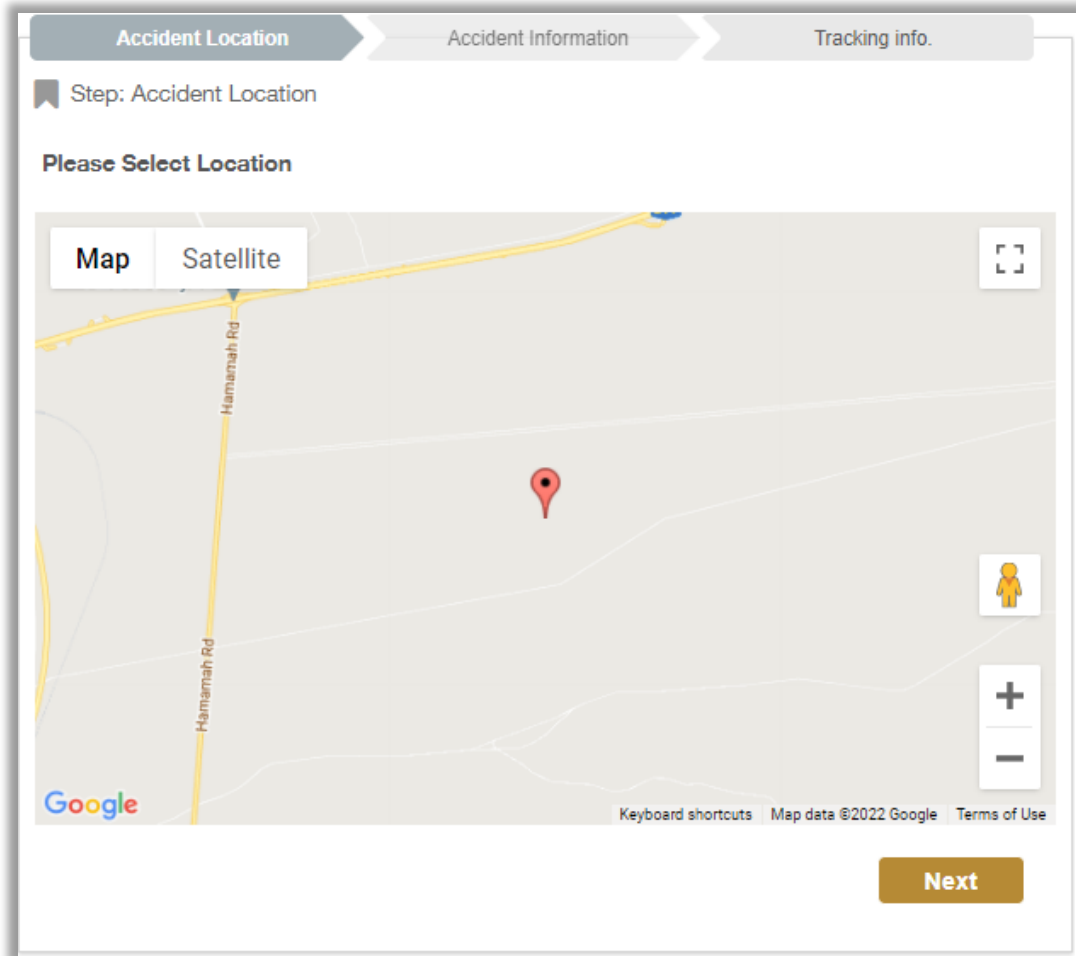
Request Number : 22925
Report Time : 23/01/2022 10:45 AM
Request Status :

Your request is under processing and we will get back to you shortly, for more inquires you can contact us by using the chat box below.

Chat With Us



4.2. If **you are able to move your vehicle**, the following screen will appear to enable you to apply for new request, locate the accident on the map and then click on **Next** button.








5. Choose the accident type add your accident notes (optional) then add the affected vehicles details by clicking on **Add** button.

Accident Location Accident Information Tracking info.

Step: Accident Information

Mobile Number 0501670089

Accident Type

<input checked="" type="checkbox"/>  Accident Between Vehicles	<input type="checkbox"/>  Hit an Object	<input type="checkbox"/>  Hit and Run accident
--	---	--


Accident Notes

Please Enter Accident Notes

Text and numbers are allowed.

Vehicles*

[+ Add](#)

To continue, please add a vehicle(s). 

[Submit](#)



6. Add the required vehicle information such as **vehicle role** in the accident and some **documents** such as: a copy of the driver's license, registration card, vehicle's plate and others then click on **add** button.

Vehicles

Vehicle Information

Mobile Number *
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Vehicle Role **Faulty** Non Faulty

Documents *

Image should be less than 10000 KB (10 MB) in size and of JPG/JPEG/PNG/GIF types only. **i**

Vehicle Registration Card

Driving License

Damaged Parts of the Vehicle *

Damaged Parts of Property (if any)

Add **Cancel**

Submit



7. After adding all the required data and vehicles details click on **Submit** button to send your request.

The screenshot shows a web form for reporting an accident. At the top, there are three tabs: 'Accident Location', 'Accident Information' (which is active), and 'Tracking info.'. Below the tabs, the 'Mobile Number' is set to '0501670089'. Under 'Accident Type', there are three options: 'Accident Between Vehicles' (selected with a checkmark), 'Hit an Object', and 'Hit and Run accident'. Below this is a text area for 'Accident Notes' with the placeholder text 'Please Enter Accident Notes' and a small icon. A note below the text area says 'Text and numbers are allowed.'. Under 'Vehicles*', there is a table with one entry: 'Mobile Number: 0501670089' with 'Edit' and 'Delete' icons, and 'Vehicle Role: Non Faulty'. An '+ Add' button is to the right. A 'Submit' button is at the bottom right.

8. Click on **yes** button to confirm submitting your request.

The screenshot shows a confirmation dialog box with a title bar 'Confirmation' and a close button 'X'. The main text asks 'Are you sure you want to submit this request?'. At the bottom, there are two buttons: 'NO' and 'YES' (which is highlighted in red).



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

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates emblem. At the top right is the 'نِبْضُ الْمُتَعَامِلِ CUSTOMER PULSE' logo and a language dropdown set to 'English'. The main 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 outlines. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered at the bottom.

The screenshot shows the 'Customer Pulse Survey' interface for providing feedback. At the top right is a language dropdown set to 'English'. The main question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area with a '2000 characters left' indicator. Below the input area is a prompt: 'Kindly provide your mobile number or Email for follow up' followed by another text input area. At the bottom are 'Previous' and 'Submit' buttons.



10. Your request has been sent successfully, the request number and status will be displayed, and you can also enter additional notes to the field **chat with us** then click on send button.

Accident Location Accident Information Tracking info.

Step: Tracking info.

Your request has been sent successfully. ✓

Request Number : 22926
Report Time : 23/01/2022 10:58 AM
Request Status :

Your request is under processing and we will get back to you shortly, for more inquires you can contact us by using the chat box below. ⓘ

Chat With Us

Send