

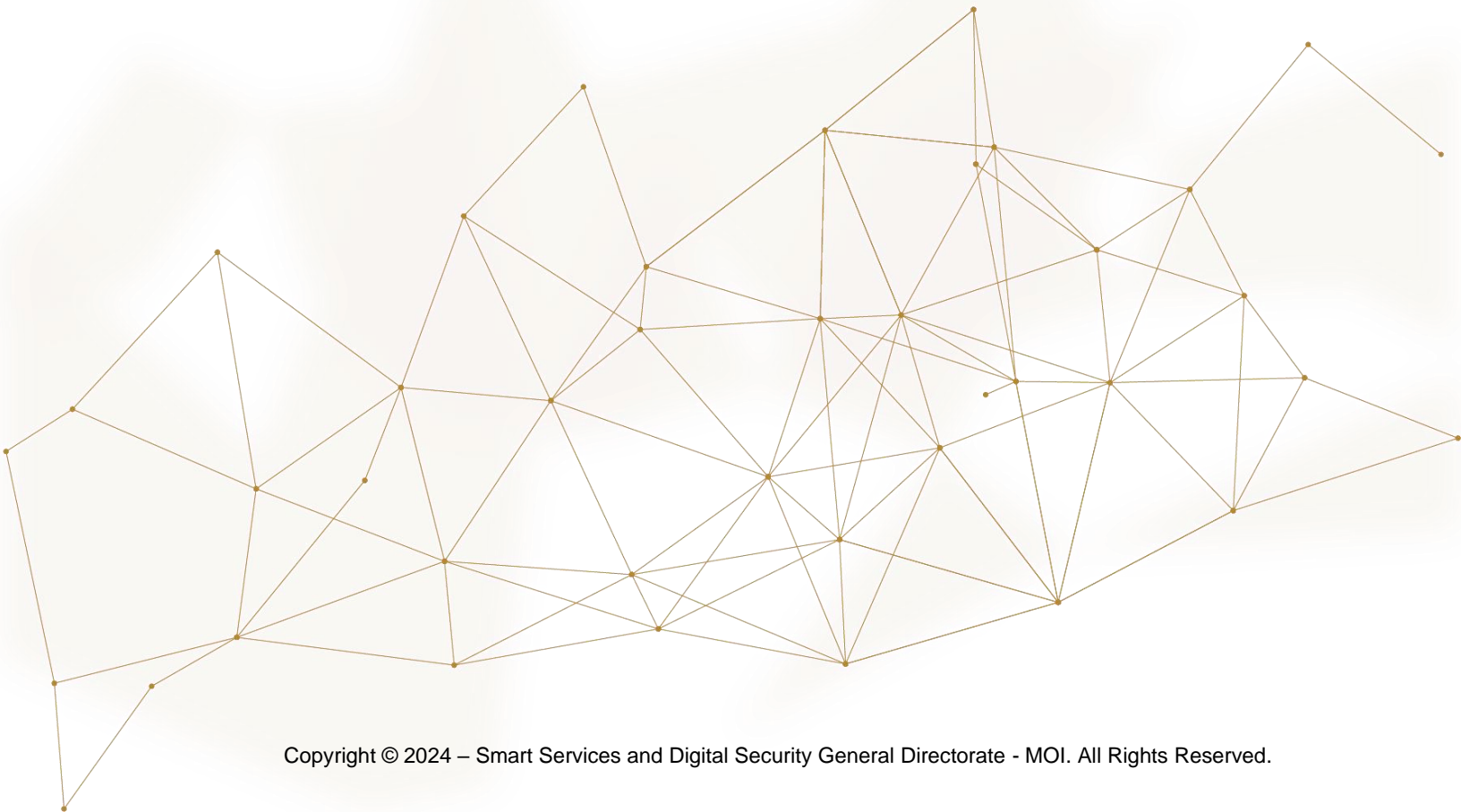


Traffic File Opening

MOI Service Website

User Journey

Version Number:2.0





1. Access to the Service:

To create new request to open a new traffic file, choose **Traffic File opening** service available in the driving licensing services list then click on **start service button**.

The screenshot displays the E-Services dashboard for the Ministry of Interior. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'العربية'. The main content area is titled 'E-Services' and features a search bar. A sidebar on the left lists various service categories: Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services, and Weapons & Explosives. The 'Traffic Services' category is expanded, showing sub-sections: Traffic Fines Services, Driving Licensing, Traffic Accidents, Certificate Services, Other Services, and Public Services. The 'Driving Licensing' sub-section is highlighted with a red box. Within this sub-section, five service cards are visible: 'Issue a Vehicle Driving License' (marked 'NEW'), 'Replacement of a Vehicle Driving License Issued by Another Country', 'Traffic File Opening' (highlighted with a red box), 'Trainee Card', and 'Issue try Date'. Each card includes a 'Start Service' button.



2. Service Steps:

1. If you apply to open a traffic file for the first time, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

Service Description
By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

Progress Percentage
30%

Traffic Profile No. **1150073170**

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Emirate* UMM AL QAIWAIN

License Type* SALON

Service Center* -- - --test

Gear* AUTOMATIC

Try Type* Please Select

- Please Select
- New - Normal
- Foreign driving license holder
- GCC driving license holder
- People of determination - Handicapped vehicle
- Change Gear from automatic to manual

Next



2.1. If you choose the try type (**new- normal**) in the previous step:
You have to enter your address information as shown below,
update personal image if needed then click on **next** button.

Applicant Info. Restrictions Payment Gateway

Mobile No * 0527915553
ex. 05xxxxxxxx

Email * usman.naveed@gmail.com
ex. email@email.com

Address Information

Home Address * Home Address
Enter text : Address

Home Street * Please Select

Home Building No * 75
Building or villa number ex. 75

Home Flat No * 105
Enter number ex. 105

Home Phone * 024444455
ex. 02xxxxxxxx, 04xxxxxxxx...

P.O.Box Emirate * ABU DHABI

P.O.Box * 2220
Enter number ex. 2020

Service Attachments

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

Personal Image *

Personal Image.jpg
(670.95 KB)
Done

🗑️ 📁

Next



2.2. If you choose the try **type (Foreign or GCC driving license holder)** in the first step, you should enter your home address data described above in addition to the Foreign driving license info. Update the **personal photo** if needed, then attach a copy of the **foreign/GCC** driving license and then click on **Next** button

Foreign Driving License Info

License No *
Enter number ex.135xxxxxxxx

Source *

License Type *

Gear Type *

Issue Date *

Expiry Date *

Service Attachments

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

Personal Image *

Forien License Attachments

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

Foreign License(front side) *

Foreign License(back side) *



2. If you apply to open another traffic file, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

Service Description

By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

Progress Percentage: 30%

Traffic Profile No. 1150073170

Applicant Info. Restrictions Payment Gateway

Step: Applicant Info.

Emirate* UMM AL QAIWAIN

License Type* SALON

Service Center* ---test

Gear* AUTOMATIC

Try Type* Please Select

Next

- 2.1. If you choose the try type (**normal- new**) in the previous step: you will be redirected to service attachments screen, attach the required documents and click on **Next** button.

Applicant Info. Restrictions Payment Gateway

Service Attachments

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

Personal Image*

Personal Image.jpg (670.95 KB) Done

Next



2.2. If you choose the try type (**Foreign or GCC driving license holders**), you have to enter the **foreign license data**, which includes: license number, source, license type, etc., and then add **service attachments** and **foreign license attachments** then click on **Next Button**.

Applicant Info. Restrictions Payment Gateway

Mobile No * 0501670089
ex. 05xxxxxxxx

Email * ghada@mailinator.com
ex. email@email.com

Foreign Driving License Info

License No * 1352221544
Enter number ex.135xxxxxxxx

Source * Saudi Arabia

License Type * SALON

Gear Type * AUTOMATIC

Issue Date * 2023-01-01

Expiry Date * 2024-02-29

Service Attachments

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

Personal Image *

Personal Image.jpg
(670.95 KB)
Done

Trash Upload

Forien License Attachments

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

Foreign License(front side) * **Foreign License(back side) ***

Next



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

The screenshot shows a 'Customer Pulse Survey' window. At the top left is the UAE coat of arms. At the top right is the 'نابض 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 horizontal bar containing seven white stars on a grey background. 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. The UAE coat of arms is also visible at the bottom center.

4. The application was successfully submitted; request number will appear for follow up.

A text message will be sent with **approval or rejection** of your request with the reason for the rejection.

The screenshot shows a 'Transaction Details' page with the date '12/01/2024'. A green success message states 'Your Transaction has been done successfully.' Below this is a table with two columns: 'Traffic Number' (1150073170) and 'Application Number' (1620). At the bottom, an information box contains the text: 'This ID is for tracking your application, You will be notified with any updates. If your request is approved, please log in and complete the transaction. For further assistance please contact us on 8005000 or through our email moi@moi.gov.ae'. An information icon is located to the right of this text.



- **When receiving a text message agreeing to your request to open a traffic file, you must go to the service traffic file opening again and follow the following steps:**

1. The service fee will be displayed as shown below, click on **Next** button.

Applicant Info. Restrictions Payment Gateway

Step: Payment Gateway

Search...

No.	Description	Amount(AED)
1	Issuance of a new driving license	200
Total Amount		200 AED

Showing 1 to 1 of 1 entries

Next

2. To confirm redirecting to the payment gateway click on **YES** button.

Confirmation

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

NO YES



- 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

- Payment has been done successfully, request and payment details will be displayed as shown below.

Payment Gateway Result 12/01/2024

Payment has been done successfully ✓

Download Receipt
File Size: 1 MB
1622
200 AED

Traffic Number	Application Number	Total Amount
1170019346	1620	200 AED
Payment ID	Approval Code	
100202401279377265	352441	