



Vehicle Driving Driver License Issuance

MOI Services Website
User Journey

Version Number: 3.0





1. Access to the Service:

To apply for a new driving license, go to traffic services, then navigate to **Vehicle Driving Driver License Issuance** service from the **driving licensing** list then click on **Start service** button.

The screenshot displays the UAE E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a language selector for 'العربية'. Below the navigation, there are breadcrumb links for 'Traffic Services' and 'Driving Licensing'. A search bar is located on the right side of the page. The main content area is titled 'TRAFFIC SERVICES' and features a grid of service cards. The 'Driving Licensing' category is highlighted with a red box. Within this category, the 'Vehicle Driving Driver License Issuance' service card is also highlighted with a red box. The card includes a 'NEW' badge, an icon of a person and a document, the service title, and a 'Start Service' button. Other visible services include 'Driving License Info', 'Renew a Vehicle Driver's License', 'Replace lost driving License', 'Replace damaged driving License', 'Add a Category to Vehicle Driving License', 'Replacement of Vehicle Driver's Licence Issued by Another Country', 'Traffic File Opening', 'Trainee Card', 'Issue try Date', 'Change Try Date', 'Renew Driving Training License', 'Replacement of Lost Driving Training License', 'Replacement of Damaged Driving Training License', and 'Trainer Permit Issuance'. A sidebar on the left contains various service categories like 'All Services', 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', 'Other Services', and 'Public Services'. At the bottom of the page, there are pagination buttons for '1' and '2'.



2. Service Steps:

1. If there are restrictions or violations, a screen will appear showing the details of the restrictions. If there are no restrictions or violations, the following screen will appear. Choose the **Emirate** and then the delivery method. If you choose the **Electronic card**, no delivery fees will be charged and the driver's license card will not be delivered. You can choose the **courier service** so that we can deliver the driver's license card to the address you specify.

If you choose the **courier service**, choose the Emirate, then choose one of your addresses to which you want the card to be delivered, then click **Next**.

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

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 * Courier Service

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

Delivery Company * Alsamha - Alsalama BUILDING

Address * Ahmad Mahmoud Mushref ma...

Ahmad Mahmoud
Mushref mall, 1312, Abu Dhabi, 13212, Abu Dhabi
Mobile Number: 0555755886

Update Address | Add New Address

Next



2. The service fee details will appear, and the option to upload a new personal photo will also appear in case you wanted to change your existing photo. After finishing, click **Next**.

Select Service Restrictions Service Fees

No.	Description	Amount (AED)
1	--	300
2	DELIVERY SERVICE FEES	15
Total Amount (AED)		315 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. Click on **Yes** button to confirm the redirection to the payment gateway page.


Confirmation X

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 315.00
Service Fees	AED 3.00
Total Amount	AED 318.00

Choose Payment Method

Saved cards (5204-74**-****-1002) [Change](#)

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    

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



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. After successful payment, payment receipt information as well as receipt attachment will be displayed.

Payment Gateway Result 25/12/2023

Payment has been done successfully ✓

Download Receipt
File Size: 1 MB
1111111111
315 AED

Traffic Number	Application Number	Total Amount
1140025046	1111111111	315 AED

Payment ID
100202335900144804