UNITED ARAB EMIRATES MINISTRY OF INTERIOR





Vehicle Driving Driver License Issuance

MOI Services Website

User Journey

Version Number: 3.0

UNITED ARAB EMIRATES MINISTRY OF INTERIOR



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.

	المربية DASHBOARD
Traffic Services	S Driving Licensing
	Search here in services Q
All Services	TRAFFIC SERVICES Image: Constraint of the services Traffic profile Traffic Files Driving Licensing Vehicles Traffic Accidents Certificate Other Public Services
Traffic Services	Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service Image: Construct of the service
Punitive & Reformatory	Replace damaged driving Add a Category to Vehicle Image: Comparison of the second driving Driver Start Service Start Service Start Service
Civil Defence Services	Replacement of Vehicle Driver's Licence Issued by Another Country Start Service Start Service Start Service
Explosives Other Services	Start Service Start Service Start Service
Public Services	Replacement of Lost Driving Training License
	Start Service Start Service 1 2

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2. Service Steps:

 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 No Service Restrictions Service Fees

	ictions preventing you from proceedin press on the "Next" button.	g in the application,to
Please specify ho	w to receive the new driving licence c	ard.
Receive by *	Please Select	
0	Please Select	
	Electronic Card (No Delivery)	Next
	Courier Service	Next

	ctions preventing you from procee ress on the "Next" button.	
Please specify how	v to receive the new driving licence	e card.
Emirate/Region *	Abu Dhabi	~
Receive by *	Courier Service	~
Will be delivered driving	license card within 72 hours (Address	es inside UAE only).
Delivery Company *	Alsamha - Alsalama BUILDING	~
Address *	Ahmad Mahmoud Mushref ma	h v
	Ahmad Mahmoud	
	Mushref mall, 1312, Abu Dhabi,	13212, Abu Dhabi
	Mobile Number: 0555755886	
	🖋 Update Address 🕇 Add New	Address

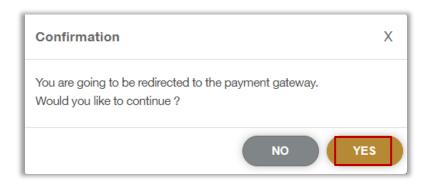
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2. The service fee details will appear, and the option to upload a new personal photo will also appear in case you wanted to change your existing photo. After finishing, click **Next**.

Sele	ect 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 pers	sonal image. *					
🖸 Image	should be less than 2,048kb in size and o	f types JPG or PNG only.				
		Next				

3. Click on **Yes** button to confirm the redirection to the payment gateway page.





4. You will be redirected to the payment gateway, select the desired payment method, then click on **Pay** button.

سحاد ابوظ جي 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
Can	cel Pay
Please do not click the back button or refresh the page or clos processing. This is a secure payment gateway using 128-bit SS Powered by	

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

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United Arab Emirazes							-		
		— Cı	istom	er Puls	e Surv	ey —	Ť	⊕ English	Ý
	0	verall, ho	w satisfie	d are you a	about the	Website?	*		
	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow		
Ð	Extremely Dissatisfied			Extremely Satisfied					
Next									
				 vlv					

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

Payment Gateway I	Result		25/12/2023
Payment has been do	ne successfully		~
Download Receipt File Size: 1 MB 1111111111 315 AED			
Traffic Number	Application Number	Total Amount	
1140025046	111111111	315 AED	
Payment ID			