

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Driving License Printing

Moi Services Website User Manual

Version 1.0



1. Access to the Service:

Click on **Driving License Printing** in the list of **driving licensing** services that fall under **traffic services** then click on **start service** button.

The screenshot displays the 'TRAFFIC SERVICES' section of the Ministry of Interior's online portal. The interface includes a search bar at the top right and a navigation menu on the left. The 'Traffic Services' menu item is highlighted with a red box. The main content area shows a grid of service cards. The 'Driving License Printing' card is highlighted with a red box, and its 'Start Service' button is also highlighted. Other visible services include 'Driving License Info', 'Update Driving License Information', 'Renew a Vehicle Driver's License', 'Replace Lost Driving License', 'Replace Damaged Driving License', 'Add a Category to Vehicle Driving License', 'Vehicle Driving Driver License Issuance', 'Replacement of Vehicle Driver's Licence Issued by Another Country', 'Traffic File Opening', 'Trainee Card', 'Issue try Date', 'Reactivate Try File', 'Change Try Date', and 'Renew Driving Training License'. A pagination bar at the bottom indicates the current page is 1 of 2.



2. Service Steps:

1. Choose the Emirate and the Courier (Receive by) from the list, then click in **Next** button.

Driving License Printing

Service Description
In this service you will be able to request a printed (digital/electronic) driver's license, and the license will be delivered via the delivery company.

Progress Percentage
30%

Traffic Profile No. 6130047564

Restrictions Service Fees Online Payment Gateway

You have no restrictions preventing you from proceeding in the application. to continue and calculate total amount, press "Next" button.

Please specify how to receive the new driving licence card.

Emirate/Region * Please Select

Receive by *

Next



2. Check the Services Fees and Delivery fees then click on **Next** button

Driving License Printing

Service Description
In this service you will be able to request a printed (digital/electronic) driver's license, and the license will be delivered via the delivery company.

Progress Percentage
90%

Traffic Profile No. **6130047584**

Restrictions | **Service Fees** | Online Payment Gateway

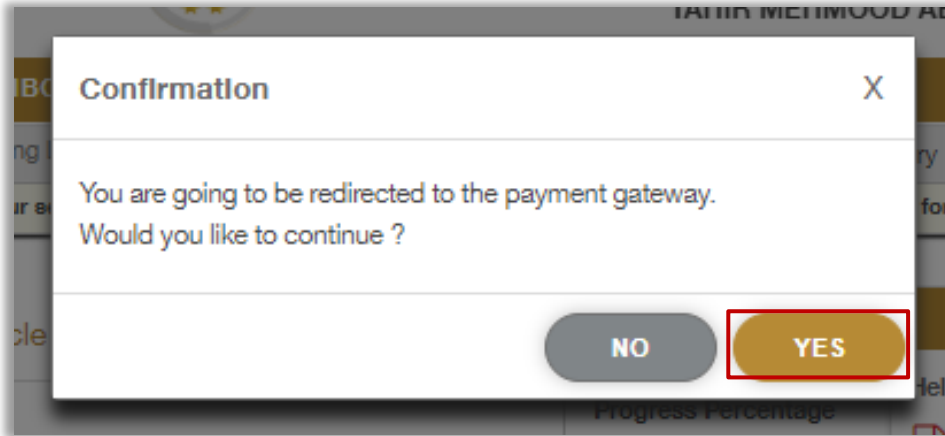
No.	Description	Amount (AED)
1	Delivery service fees	15
Total Amount (AED)		15 AED

Showing 1 to 1 of 1 entries

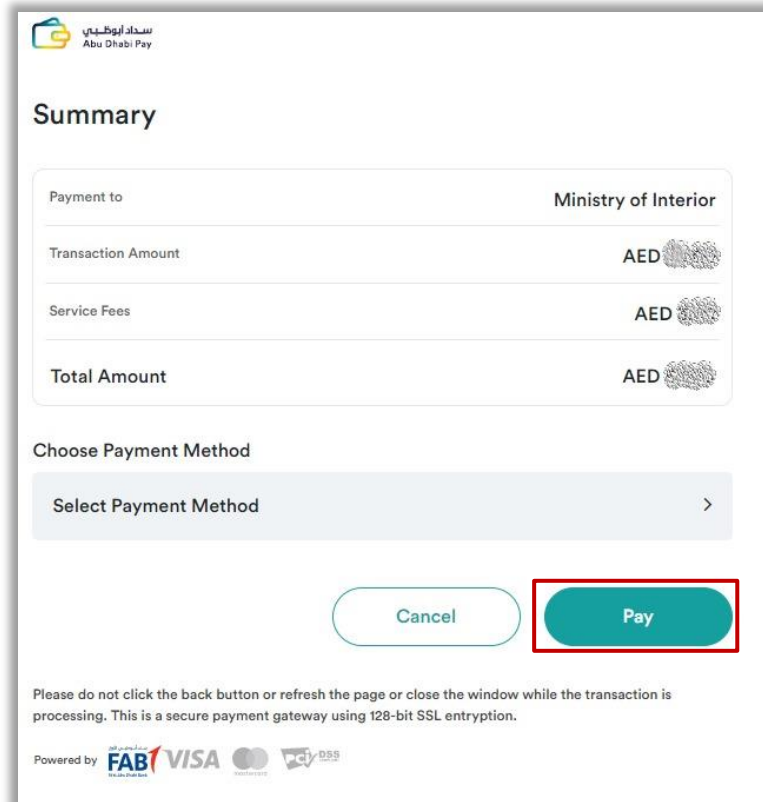
Next



3. Confirm moving to payment gateway by click on **Yes** button



4. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay icon**.





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

The screenshot shows a survey titled "Customer Pulse Survey" with the question "Overall, how satisfied are you about the Website?". Below the question is a horizontal row of seven stars. The first star is filled, indicating a rating of 1. The text "Extremely Dissatisfied" is on the left and "Extremely Satisfied" is on the right. A "Next" button is centered below the stars. The interface includes the UAE coat of arms and the "CUSTOMER PULSE" logo in the top right corner.

6. Your request was submitted successfully; payment details will be displayed as well as receipt attachment.

The screenshot displays a confirmation screen with three main sections: "Select Service", "Restrictions", and "Service Fees". Below these is a "Step: Online Payment Gateway" indicator. The "Payment Result" section features a green checkmark and the text "Payment has been done successfully". The "Receipt Information" section lists: Receipt No. 1111111111, Receipt Date. 18/11/2019, and Receipt Time. 12:00 AM. A "View Receipt" link with the text "Please click here" is located at the bottom.