



Respond to Unknown Minor Traffic Accidents

Moi Services Website

User Manual

Version Number:1.0



1. Access to the Service:

1. Navigate to **Respond to Unknown minor traffic accidents** 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. At the top, there is a navigation bar with 'E-SERVICES' and 'DASHBOARD' on the left, and 'العربية' on the right. Below the navigation bar, the 'Traffic Services' section is active. An 'Action Center' shows 317 pending notifications. Three notification cards are visible, each with a red exclamation mark icon and the text 'Request to File eCrim...', 'Request Information', and 'Request a Consultatio...'. A search bar is located below the notifications. The main content area is titled 'TRAFFIC SERVICES' and contains a horizontal menu with categories: Traffic Profile Services, Traffic Fines Services, Driving Licensing, Vehicles Services, Traffic Accidents, Certificate Services, Other Services, and Public Services. The 'Traffic Accidents' category is highlighted with a red box. Below this menu, there is a grid of service cards. The card for 'Issue an Accident Report Against an Unknown Report' is highlighted with a red box. This card includes a car icon, the service title, and a 'Start Service' button. Other cards include 'Issuance of a Minor Traffic Accident Inspection Report', 'Vehicle Accidents', 'Vehicle Accident Report', 'True Copy Accident Report', 'Print Lost Accident Report', and 'Vehicle Accidents Inquiry'. A left sidebar contains icons for various service categories: All Services, Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services, Weapons & Explosives, Other Services, and Public Services.



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 gold 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 and contains 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 "Pleae 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 gold 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 and contains the question: "Are there any injuries?". Below the question is a horizontal line. At the bottom right of the form are two gold buttons: "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. 

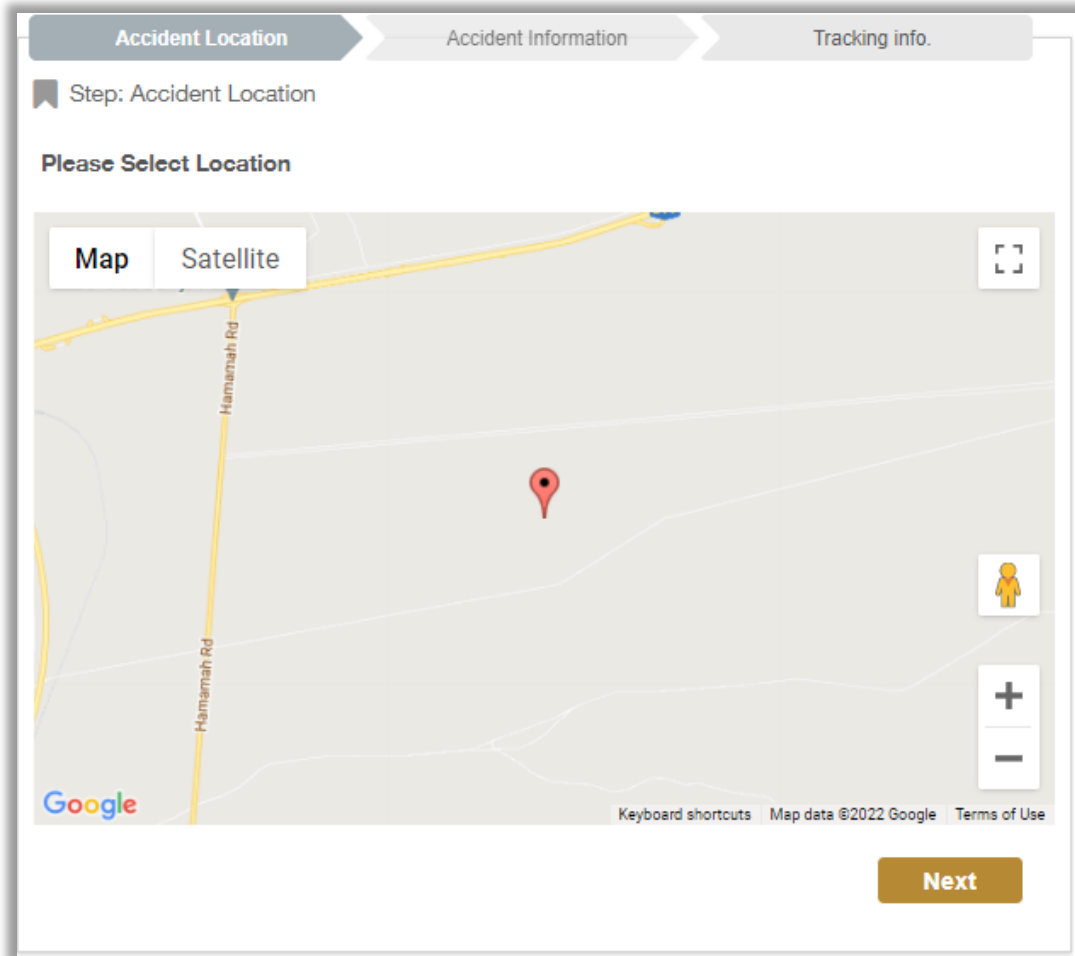
Request Number : 22925
Report Time : 23/01/2022 10:45 AM
Request Status :

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
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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

Front Side Photo

Back Side Photo

Driving License

Front Side Photo

Back Side Photo

Vehicle Plate picture

Damaged Parts of the Vehicle *

Add Photo(s)

Damaged Parts of Property (if any)

Add Photo(s)

AddCancel

Submit



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

Accident Location | Accident Information | Tracking info.

Step: Accident Information

Mobile Number 0565914014

Accident Type

- ✓ Accident Between Vehicles
- Hit an Object
- Unknown accident
- Hit and Run accident

Accident Notes

Please Enter Accident Notes

Text and numbers are allowed.

Vehicles

+ Add

Mobile Number: 0565914014 [Edit] [Delete]

Vehicle Role
Non Faulty

Submit

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

Confirmation

Are you sure you want to submit this request?

NO YES



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

The screenshot shows a survey interface with the United Arab Emirates logo on the top left and the 'Customer Pulse' logo on the top right. The main heading is 'Customer Pulse Survey'. The 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 empty. Below the stars, the text 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered at the bottom.

The screenshot shows a survey interface with the 'Customer Pulse Survey' heading. The question is 'Is there anything else you would like to share with us?'. Below the question is a large text input area. Below the input area, it says '2000 characters lefts'. Below that, it says 'Kindly provide your mobile number or Email for follow up' followed by another text input area. At the bottom, there are two buttons: 'Previous' and 'Submit'.



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