



# Vehicle Driving Driver License Issuance

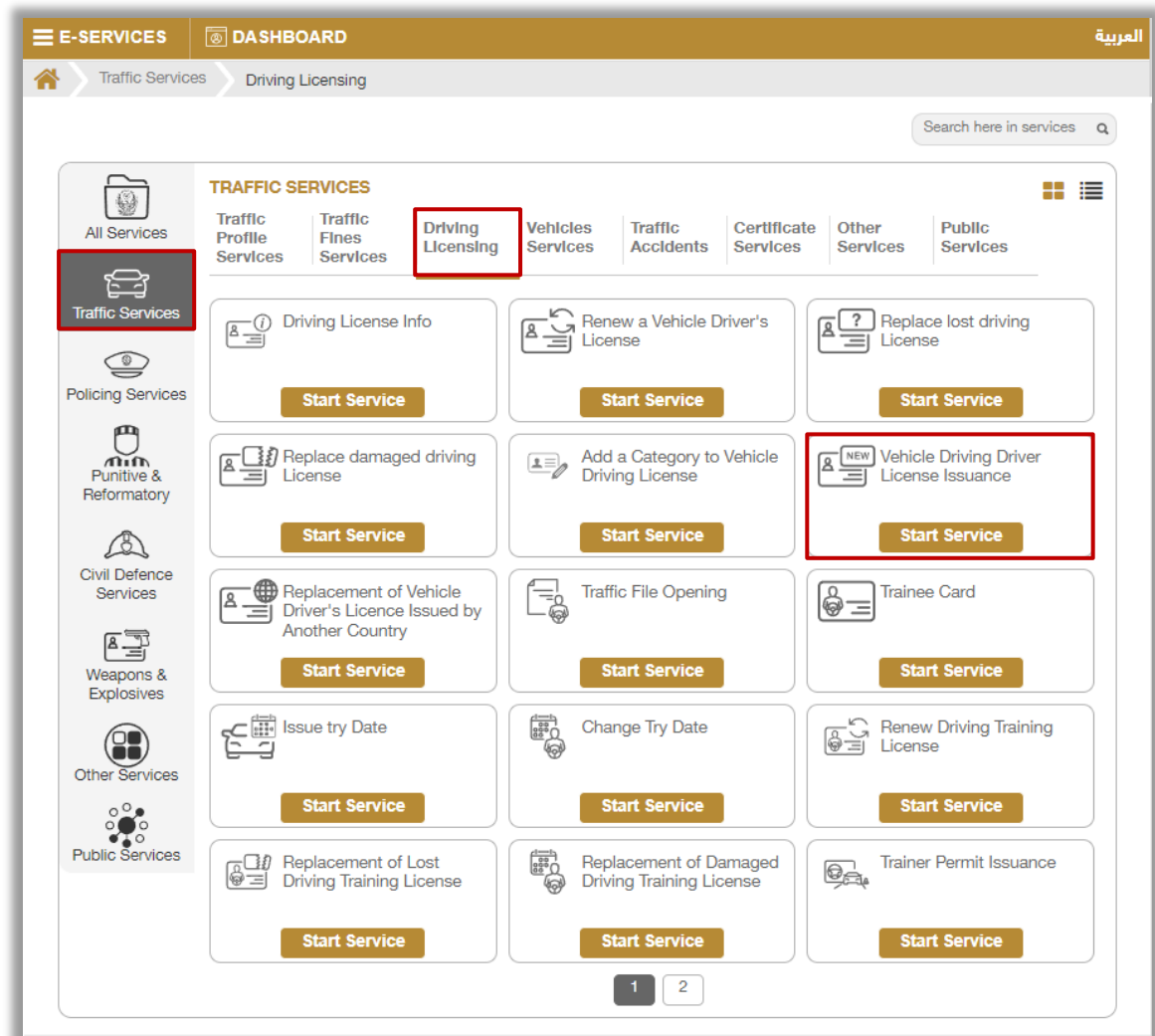
## MOI Services Website User Manual

Version Number:2.0



## 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.





## 2. Service Steps:

1. Service and delivery fees will be displayed as shown below, your **personal image** will be retrieved from your profile, you can also upload new one, enter delivery address details then click on **next** button.

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.

To continue please fill in your address (inside UAE only)

Note: Will be delivered within 72 hours.

Emirate/Region\*

Please Select

Address\*

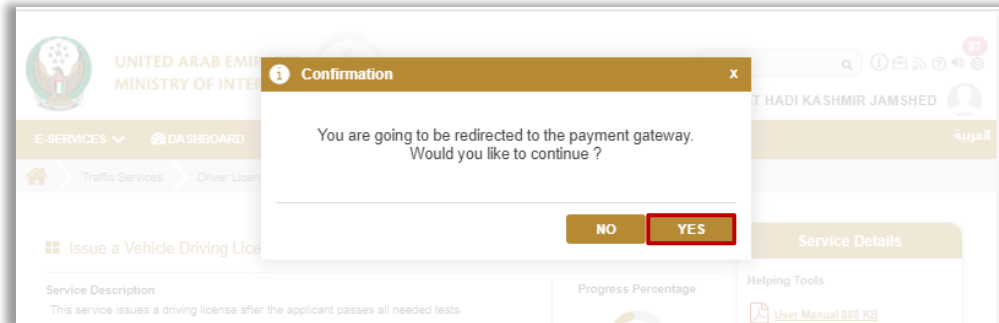
Please Select

+ Add New Address

Next



2.To confirm the payment step, click on **yes** button.



3. 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**.

سداد أبوظبي  
Abu Dhabi Pay

## Summary

Payment to	Ministry of Interior
Transaction Amount	AED 60.00
Service Fees	AED 3.00
<b>Total Amount</b>	<b>AED 63.00</b>

### Choose Payment Method

Select Payment Method

Cancel

Pay

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



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

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates emblem. At the top right is the 'نابض المتعامل' (Customer Pulse) logo and a language dropdown set to 'English'. The main question is 'Overall, how satisfied are you about the Website?'. Below the question is a row of seven stars for rating. The first star is highlighted. Below the stars are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. At the bottom center is a 'Next' button.

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

The screenshot shows the 'Payment Gateway Result' screen dated 25/12/2023. A green banner at the top states 'Payment has been done successfully' with a green checkmark. Below this is a 'Download Receipt' button with a PDF icon, showing 'File Size: 1 MB', '1111111111', and '315 AED'. At the bottom is a table with payment details.

Traffic Number	Application Number	Total Amount
1140025046	1111111111	315 AED
Payment ID		
100202335900144804		