

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

File Traffic Reports

MOI Services Website

User Manual

Version Number: 2.0



1. Access to the Service:

To request new traffic report through MOI website, navigate to **smart incidents** services that fall under **policing services**, select **file traffic reports** service then click on **start service** button.

The screenshot displays the MOI website's E-Services portal. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with the word 'العربية' (Arabic) on the right. Below the navigation bar, the 'E-Services' section is active. A search bar is present. The main content area is titled 'POLICING SERVICES' and features a sidebar with icons for 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', and 'Civil Defence Services'. The 'Policing Services' icon is highlighted with a red box. The main area shows a grid of service cards under the 'POLICING SERVICES' header. The 'Smart Incidents' tab is highlighted with a red box. Within this tab, the 'File Traffic Reports' card is highlighted with a red box, and its 'Start Service' button is also highlighted with a red box. Other cards include 'File Criminal Reports', 'Lost Items', 'Missing Person', 'Others', and 'Incidents Inquiry', each with a 'Start Service' button.



2. Service Steps:

1. Read terms and conditions carefully then click on **Accept** button.

The screenshot displays a web interface for the United Arab Emirates Ministry of Interior. A modal window titled "Terms and Conditions" is open, listing the following conditions:

- The applicant must have an identity card issued in the United Arab Emirates.
- Clearance Certificate is issued in both (Arabic / English) languages only.
- Fees are not refundable after applying for the certificate.
- The certificate shall be issued in accordance with the particulars of the applicant during his stay in the United Arab Emirates.
- The certificate shall not be considered outside the UAE unless by the Ministry of Foreign Affairs within the country or the centers of customer happiness.
- The certificate shall be issued in accordance with the procedures and regulations of the United Arab Emirates.
- In the event of criminal restrictions within the country, the certificate will not be issued and the fees are not refundable.
- In the event of any judicial dispute, the courts of the United Arab Emirates alone shall be competent to resolve these disputes.
- The validity of the issued certificate is 90 days from the date of issuance.

An "Accept" button is located at the bottom right of the modal window. The background interface shows a dashboard with navigation options like "E-SERVICES" and "DASHBOARD", and a sidebar with "File Traffic Reports".



2. Enter incident details and locate where the incident has occurred then click on **Next** button.

Incident Details Attachments Tracking Info.

Step: Incident Details


Name * RASHED MURAD IBRAHIM EZZAT ALBL

Mobile * 0503861004

Email * rt9@msn.com

Incident Details * Incident Details

Please locate the location where the incident has occurred, In case you didn't, we will send your location while sending this incident.



Map Satellite

Next



3. Upload attachments if exist (audio, video, photo)
then click on the **submit** button.

Incident Details Attachments Tracking Info.

Step: Attachments

Upload attachments (if exists) or you may proceed to submit application

Image should be less than 2048 KB (2 MB) in size and of JPG/JPEG/PNG types only.
Audio file should be less than 2048 KB (2 MB) in size and of m4a type only.
Video file should be less than 3048 KB (3 MB) in size and of mp4 type only.

Upload Video Upload Audio

Upload Photo

Submit

4. After uploading attachments click on **Yes** button.

Confirmation

Are you sure you want to submit this application?

NO YES



5. Evaluate your service experience through happiness meter screens.

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. Your request has been sent successfully; request number will be shown for future follow-ups.

Incident Details Attachments Tracking Info.

Step: Tracking Info.

Your request has been sent successfully. ✓

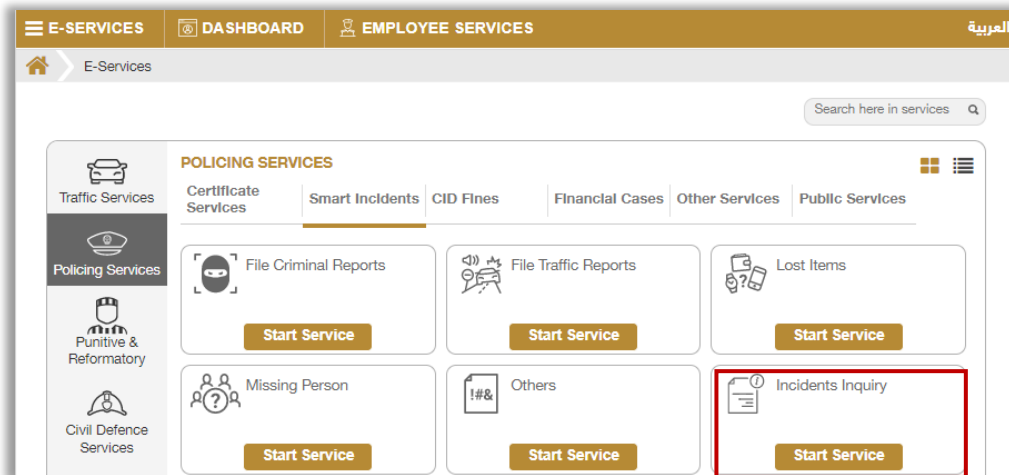
Request Number : 202201000009

This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email moi@moi.gov.ae ⓘ

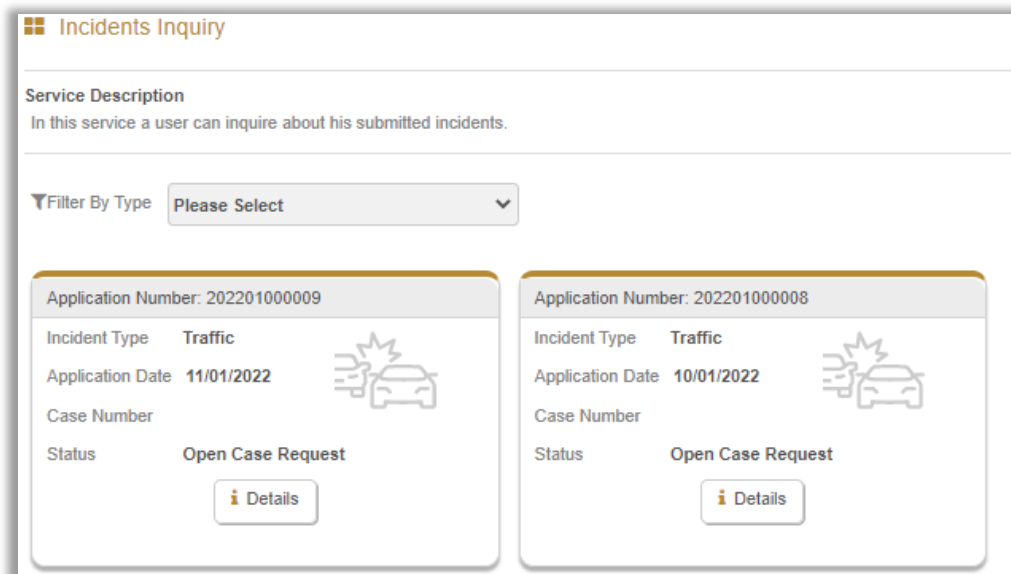


For inquiry, please follow these steps:

- 1- Navigate to **Incidents Inquiry** service that lay under smart incidents services, then click on **Start Service** button.



2. Select incident type from the **Filter By Type** list, then click on **Details** to view incident's details.





3. After reviewing the application details you have the option to add any further clarifications/questions if exists.

File Traffic Reports

Service Description
In this service, you will be able to send a request to open a traffic incident on both federal traffic system and unified criminal system.

Emirate ID: 784198160819615

Name	Rashed Murad Ibrahim Ezzat Alblooshi		
Nationality	UNITED ARAB EMIRATES	Application Number	202201000009
Mobile NO.	0565914014	Email	ghadah@q-pros.com
Incident Type	Traffic	Date	11/01/2022
Identification Type	Emirates Id	Emirates Id	784198160819615
Details	details		

New Attachments

Image should be less than 2048 KB (2 MB) in size and of JPG/JPEG/PNG types only.
 Audio file should be less than 2048 KB (2 MB) in size and of m4a type only.
 Video file should be less than 3048 KB (3 MB) in size and of mp4 type only.

Upload Video

Upload

Upload Audio

Upload

Upload Photo

Upload

Update Attachments

Clarifications

No data returned

Please add clarifications *

Please add clarifications

Text and numbers are allowed.

Ask Question