



# Issuance of Clear Criminal Record Certificate

MOI Services Website

User Manual

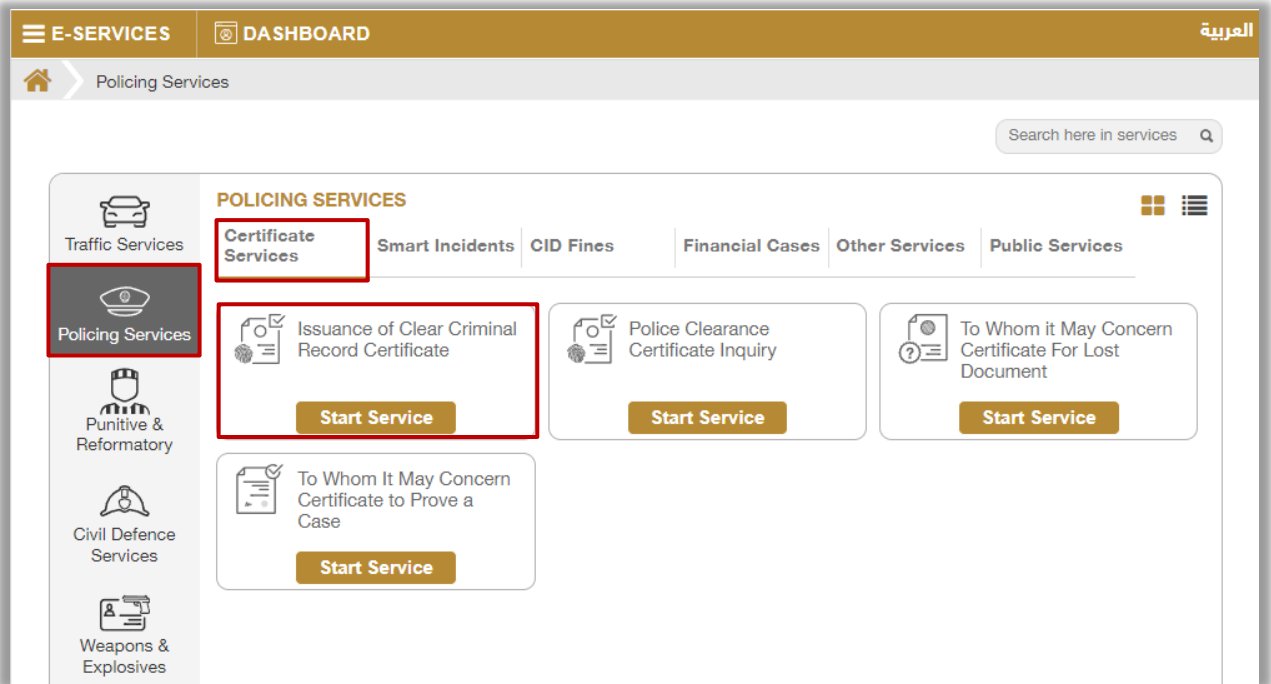
Version Number:2.0





## 1. Access to the Service:

To apply for clear criminal record certificate, navigate to **Issuance of clear criminal record certificate** service from the **certificate services** tab that fall under the **policing services** category then click on **start service** button.





## 2. Service Steps:

1. Enter main application data, which varies according to the purpose of using the certificate:

1.1. If you select **use inside the country**, you should enter the Issuance Emirate, reason, language of the certificate and others, then click on **next** button.

[Application Inquiry](#)

Application Info
Service Fees
Online Payment

**Step: Application Info**

Mobile Number \*   
ex. 05xxxxxxxx, +9715xxxxxxxx, 00xxxxxxxx

Email Address \*   
ex. email@email.com

Purpose of Use \* Use inside the country ▼

Issuance Emirate \* Abu Dhabi ▼

Reason \* Driving Trainer Permit ▼

Language \* Arabic ▼

Organization \* organization  
Enter text (Arabic only).

Delivery Method \* Email ▼

Save Draft
Next



1.2. If you select **use outside the country**, enter the issuance Emirate, requesting country and delivery method, then click on **next** button.

Application Info

Service Fees

Online Payment

Step: Application Info

Mobile Number \*

0502683020

ex. 05xxxxxxxx, +9715xxxxxxxx, 00xxxxxxxx

Email Address \*

ghada@mailinator.com

ex. email@email.com

Purpose of Use \*

Use outside the country

Issuance Emirate \*

Abu Dhabi

Reason \*

For Work

Requesting Country \*

JORDAN

Delivery Method \*

Email

Save Draft

Next



2. Check fees details, accept the terms and conditions then click on **next** button to proceed.

Application Info

Service Fees

Online Payment

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	Fees of issuing criminal investigation record	50
Total Amount		50 AED

Showing 1 to 1 of 1 entries

- Note: An additional fee will be added by the bank.
- To continue please accept terms and conditions, then press on the "Next" button.

☒ I accept the Terms and Conditions

Next

3. Click **YES** to be redirected to the payment gateway

Confirmation

X

You are going to be redirected to the payment gateway.  
Would you like to continue ?

NO

YES



4. You will be redirected to the payment gateway to complete payment process

The screenshot shows the Ministry of Interior payment gateway. At the top, it displays the Ministry of Interior logo and the text "Ministry of Interior" and "Session time left: 00:56:20". Below this is a progress bar with two steps: "Method" (active) and "Confirm". The main heading is "Select the required payment method". There are two options: "Card" (with a Visa logo) and "Bank Transfer" (with a bank icon). At the bottom left is a "Cancel Process" button and at the bottom right is a "Calculate Price" button.

5. You can evaluate your experience in obtaining the service through the **customer pulse survey** screens shown below

The screenshot shows the Customer Pulse Survey screen. It features the United Arab Emirates logo on the top left and the "CUSTOMER PULSE" logo on the top right. The survey title is "Customer Pulse Survey". The question is "Overall, how satisfied are you about the Website? \*". Below the question is a row of seven stars. The first star is highlighted, indicating a rating of 1. Below the stars are the labels "Extremely Dissatisfied" and "Extremely Satisfied". At the bottom center is a "Next" button.



6. After rating our service your application status and ID shows up as follows.

Application Info

Service Fees

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Step: Online Payment

Payment Result

Payment has been done successfully

Application Number28605

Payment Details

Confirmation ID	817940346132147901
Transaction Date & Time	14/11/2022 02:56:54 PM
Card Charges	0.36 AED
Fees of issuing criminal investigation record	50 AED
Total Amount	50.36 AED

You will be notified by either SMS or Email, for further assistance contact 8005000 or through moi@moi.gov.ae