



Respond To Minor Traffic Accidents

Moi Services Website

User Manual

Version Number: 2.0



Choose **Respond to Minor Traffic Accidents** service from the list of **Traffic Accidents** services that lay under **Traffic Services**, then click on **Start Service**.

The screenshot displays the E-Services portal of the Ministry of Interior. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with a language selector for 'العربية'. The main content area is titled 'E-Services' and features a search bar. A sidebar on the left lists various service categories: Traffic Services (highlighted), Policing Services, Punitive & Reformatory, Civil Defence Services, and a user profile icon. The 'TRAFFIC SERVICES' section contains a horizontal menu with 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents' (highlighted), 'Certificate Services', 'Other Services', and 'Public Services'. Under the 'Traffic Accidents' category, there are five service tiles: 'Respond to Minor Traffic Accidents' (highlighted with a red box and a 'Start Service' button), 'Respond to Unknown Minor Traffic Accidents' (with a 'Start Service' button), 'Vehicle Accidents' (with a 'Start Service' button), 'Vehicle Accident Report' (with a 'Start Service' button), and 'Vehicle Accidents Inquiry' (with a 'Start Service' button').



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.

i

X

You need to verify your mobile number or be logged in to use this service

Please enter mobile number

Send

2. Determine whether there are **Injuries** or not.

i

LET US KNOW

Are there any injuries?

No

Yes




2.1. **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.



2.2. **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.

Yes

No

2.3. 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

Send



2.4. If you can move your vehicle, the below screen will appear to enable you to apply for a new request, locate the accident on the map, then click on **Next** button.

Accident Location

Accident Information

Tracking info.

Step: Accident Location

Please Select Location

Map

Satellite

Google

Keyboard shortcuts | Map data ©2022 Google | Terms of Use

Next



3. 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

☒
Accident Between Vehicles


Hit an Object


Hit and Run accident

Accident Notes


Please Enter Accident Notes

Text and numbers are allowed.

Vehicles*

+ Add

To continue, please add a vehicle(s).



Submit



3.1. Add the required vehicle information such as **Vehicle Role** in the accident and some **Documents** such as: a copy of the driving license, registration card, vehicle's plate and others then click on **Add** button.

Vehicles

Vehicle Information

Mobile Number*

0565914014

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.

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)

Add

Cancel

Submit



3.2. 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 0501670089

Accident Type

✓ Accident Between Vehicles Hit an Object Hit and Run accident

Accident Notes

Please Enter Accident Notes

Text and numbers are allowed.

Vehicles*

+ Add

Mobile Number:	0501670089	Edit Delete
Vehicle Role	Faulty	

Submit

3.3. Click on **Yes** button to confirm submitting your request.

Confirmation

Are you sure you want to submit this request?

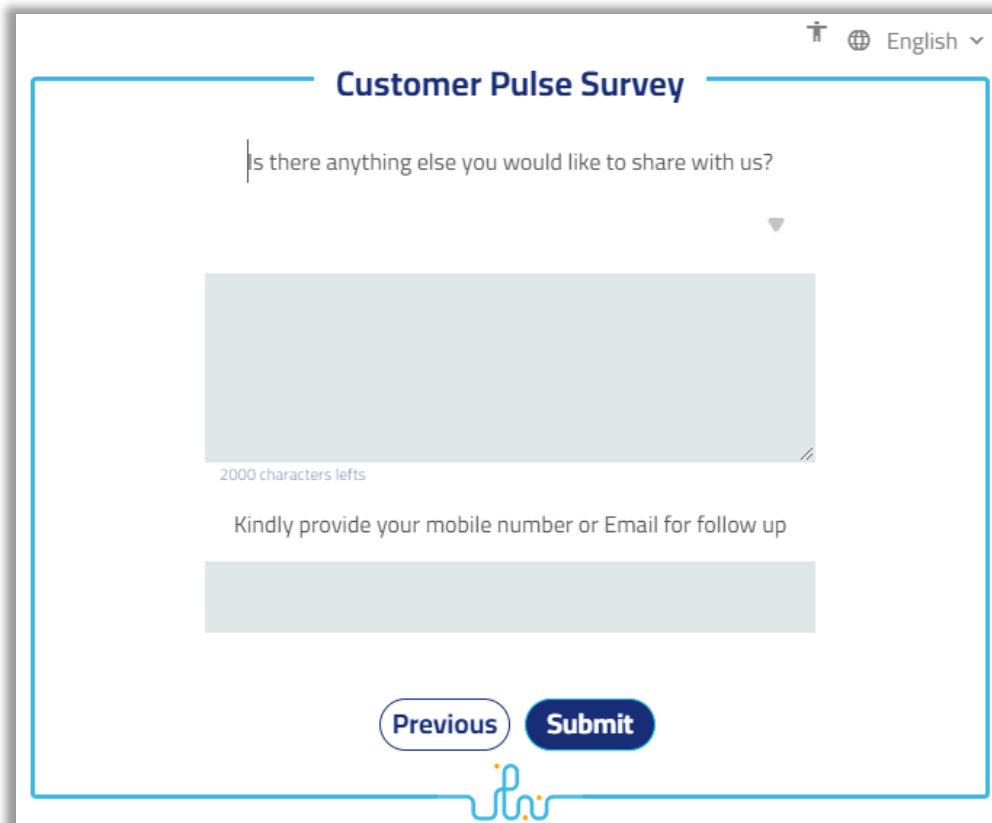
NO YES



4. rate our service through the customer pulse survey screens as shown below.



This screenshot shows the first screen of the 'Customer Pulse Survey'. At the top left is the United Arab Emirates emblem. At the top right is the 'نبض المتعامل' (Customer Pulse) logo with a close button. Below the logo is a language selector showing 'English'. 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 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.



This screenshot shows the second screen of the 'Customer Pulse Survey'. At the top right is a language selector showing 'English'. The main heading is 'Customer Pulse Survey'. 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 is a character count: '2000 characters left'. Below the input area is the text 'Kindly provide your mobile number or Email for follow up' followed by another input field. At the bottom are two buttons: 'Previous' and 'Submit'.



5. Your request has been sent successfully, the request number and status will be displayed.

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.

i

Chat With Us

Send