



To Whom It May Concern to Prove a Case

Moi Services Website

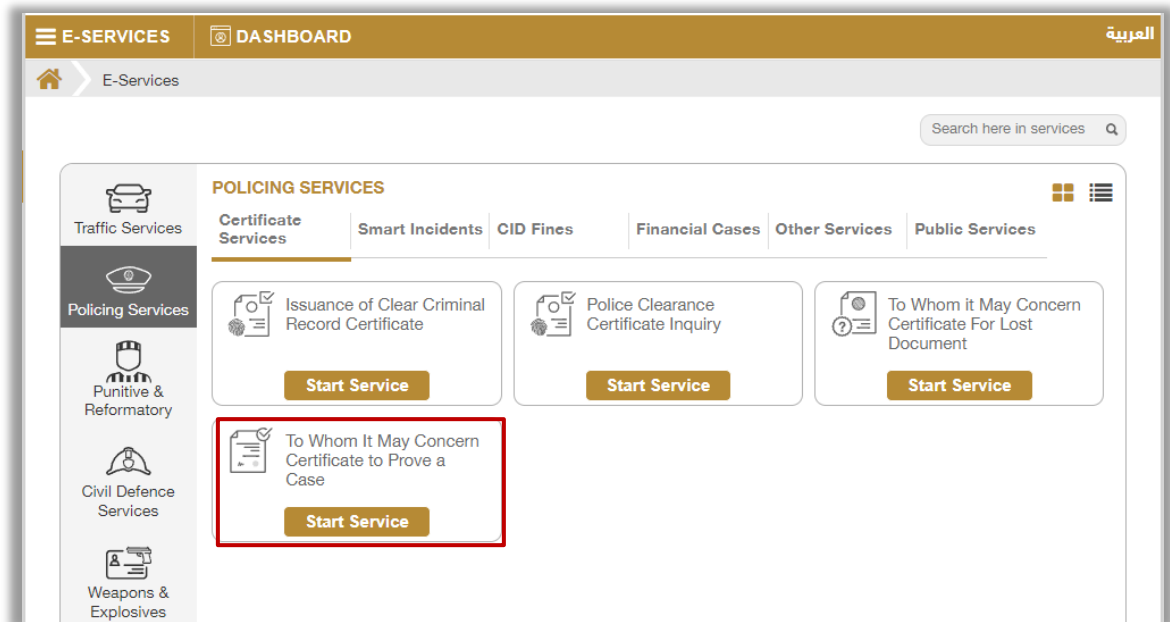
User Manual

Version 2.0



1. Access to the Service:

To apply for a **to whom it may concern it May Concern Certificate to prove a case**, choose the service from the list of **certificate services** that fall under the **policing services**.





2. Service Steps:

1. The list of previously submitted requests will be displayed in addition to the main info and the status of each request, you can submit a new request by pressing a **new request** button.

Home

Policing Services

Certificate Services

To Whom It May Concern Certificate to Prove a Case

To Whom It May Concern Certificate to Prove a Case

Service Description

In this service, you can apply for a "To whom it may concern certificate to prove a case" and follow up on previous submitted applications.

Name

MOHAMMAD MARUF ELSAYED

Unified ID

14325912

New Request

Certificate Info.

Application No.

215075243545

Date

19/12/2021

Case Number/Year

486/2015

Status

Entered

Department Name

قسم مركز شرطة العوب الشمالي

Email

omaier@live.com

Mobile No.

0508163833

Emirate

Sharjah

Next Action

استكمال الطلب وإرساله

Edit

Certificate Info.

Application No.

215075173544

Date

19/12/2021

Case Number/Year

199/2015

Status

Entered

Department Name

فرع التحقيق والبحث الجنائي

Email

omaier@live.com

Mobile No.

0508163833

Emirate

Ajman

Next Action

استكمال الطلب وإرساله

Edit

2. Select the case for which you wish to issue a prove case certificate from the list of cases as shown below.

Name

MOHAMMAD MARUF ELSAYED

Unified ID

14325912

Police Case List

Application Details

Application Status

Step: Police Case List

To continue, Please select a case from the list.

	Emirate	Case Number	Case Status	Department Name
Select	Ajman	199/2015	جاري	AL NUAIMIYA POLICE STATION
Select	Ras Al Khaimah	71/2013	جاري	AL MADINAH POLICE STATION
Select	Sharjah	486/2015	جاري	ALGHARB POLICE STATION

Page 3 of 8

جميع الحقوق محفوظة لدى الإدارة العامة للخدمات الذكية والأمن الرقمي - وزارة الداخلية © 2024



3. Enter the main application details that includes phone number, Email, Address, workplace and more, then click on **next** button to go to the next step.

Police Case List

Application Details

Application Status

Step: Application Details

Case No/Year

2/2019

Department Name

MUSSAFAH POLICE STATION

Mobile No. *

0508163833

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email *

ghadah@q-pros.com

ex. email@email.com

Requested By *

Please Enter Requested By

Text and numbers are allowed.

Working Place *

Please Enter Working Place

Text and numbers are allowed.

Address *

Please Enter Address

Enter text : Address

Reason *

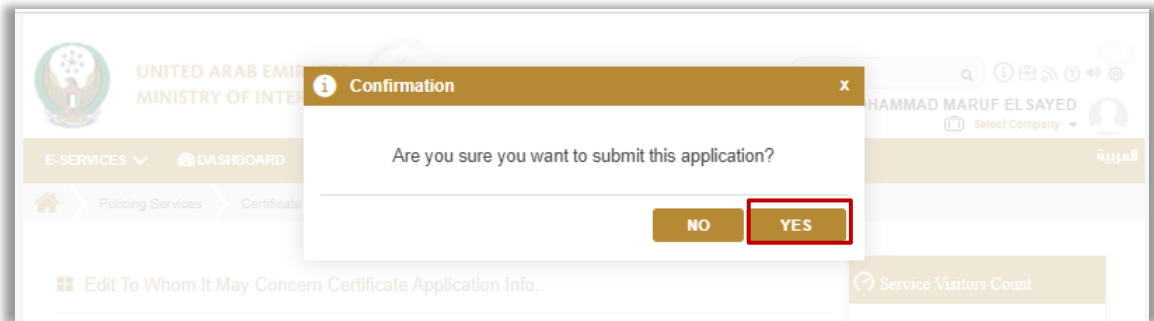
Please Enter Reason

Text and numbers are allowed.

Save Draft

Next

4. To confirm your application, click on **yes** button.



5. The total fees for issuing a status certificate, which may vary from an Emirate to another will be displayed, click on **Pay Now** to go to the payment screen.

Police Case List




Application Details

Application Status


Step: Application Status

The application is stored as a draft. You can complete the application by paying the fees below via our payment gateway. You can also complete your application at a later time

	Description	Amount (AED)
1	Fees for issuing Status certificate	50.0
Total Amount (AED)		50.0 AED

Pay Now


- 
MINISTRY OF INTERIOR


Ministry of Interior
Session time left: 00:06:44

Method

Confirm


Select the required payment method


Card


Bank Transfer

Cancel Process

Calculate Price

- 
 MINISTRY OF INTERIOR
Ministry of Interior
Session time left: 00:05:42

➡

☰

Method

Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOI test service 1	150 AED	0.00 AED	1	150 AED
Total				150 AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
Total			1.07 AED

Total Tax
 Total Amount

0.05 AED
 151.07 AED

Cancel Process

Change Payment Method

Proceed With Payment



6.3. If you confirm to proceed with payment, add card details then click on **Pay Now** icon.

وزارة الداخلية
MINISTRY OF INTERIOR

Ministry of Interior
Total Payment: 151.07 AED
Session time left: 00:08:56

Cardholder Name

Card Number

Month

Year

CVV

☐ I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method



7. 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 '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 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.

8. Your request was successfully sent and the application number is displayed to follow up on the status of the request later.

The screenshot shows the 'Application Status' screen. At the top, it displays the user's name 'MOHAMMAD MARUF EL SAYED' and Unified ID '14325912'. Below this is a progress bar with three steps: 'Police Case List', 'Application Details', and 'Application Status', with the third step being the active one. Below the progress bar, it says 'Step: Application Status'. A green box with a checkmark contains the message 'Your request has been sent successfully.' Below this, the 'Application Number' is displayed as '215089003558'. At the bottom, there is an information box with the text: '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' and an information icon.