



# Traffic File Opening

MOI Service Website

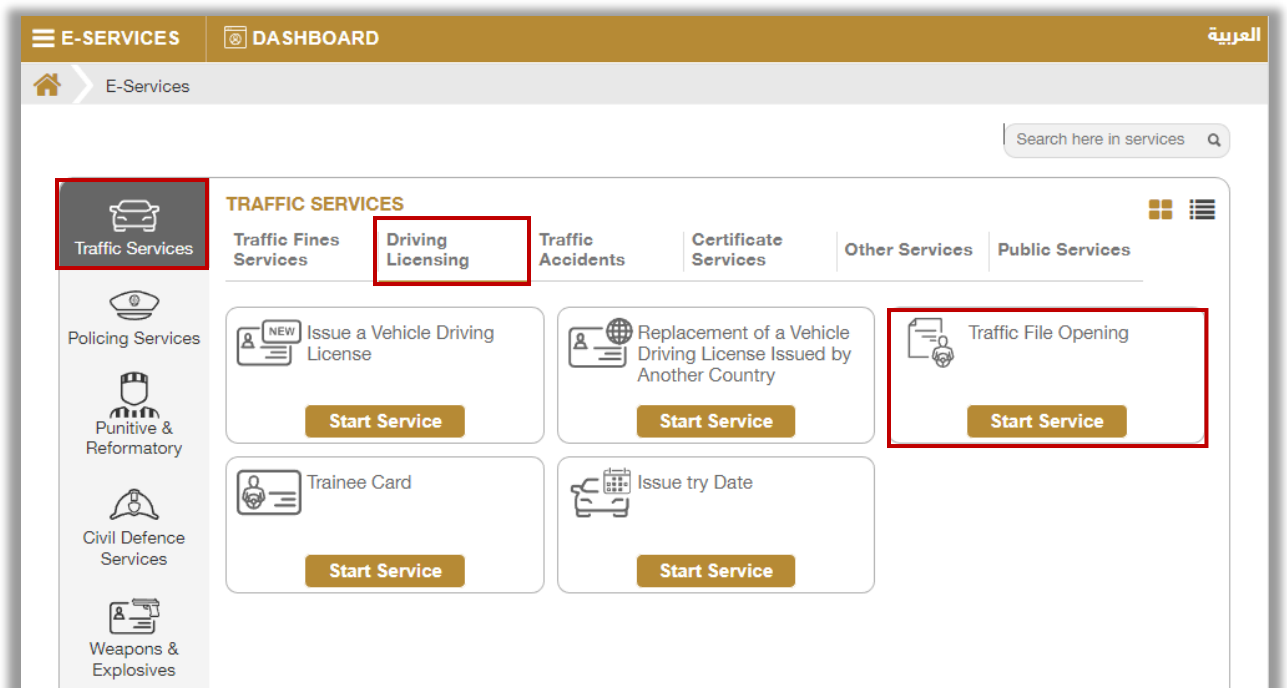
User Manual

Version Number:2.0



## 1. Access to the Service:

To create new request to open a new traffic file, choose **Traffic File opening** service available in the driving licensing services list then click on **start service button**.





## 2. Service Steps:

1. If you apply to open a traffic file for the first time, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

**Service Description**

By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

**Progress Percentage**

30%

Traffic Profile No. **1150073170**

Applicant Info.

Restrictions

Payment Gateway

Step: Applicant Info.

Emirate\*

UMM AL QAIWAIN

License Type\*

SALON

Service Center\*

-- - ---test

Gear\*

AUTOMATIC

Try Type\*

Please Select

Please Select

New - Normal

Foreign driving license holder

GCC driving license holder

People of determination - Handicapped vehicle

Change Gear from automatic to manual

Next



- 2.1. If you choose the try type (**new- normal**) in the previous step:  
You have to enter your address information as shown below,  
update personal image if needed then click on **next** button.

Applicant Info.

Restrictions

Payment Gateway

Mobile No \*

0527915553

ex. 05xxxxxxxx

Email \*

usman.naveed@gmail.com

ex. email@email.com

Address Information

Home Address \*

Home Address

Enter text : Address

Home Street \*

Please Select

Home Building No \*

75

Building or villa number ex. 75

Home Flat No \*

105

Enter number ex. 105

Home Phone \*

024444455

ex. 02xxxxxxxx, 04xxxxxxxx...

P.O.Box Emirate \*

ABU DHABI

P.O.Box \*

2220

Enter number ex. 2020

Service Attachments

Image should be less than 2,048kb in size and of type JPG only.

Personal Image \*

Personal Image.jpg  
(678.95 KB)  
Done

Next



- 2.2. If you choose the try **type (Foreign or GCC driving license holder)** in the first step, you should enter your work and home address data described above in addition to the Foreign driving license info.

Foreign Driving License Info

License No \*

Please Enter License No  
Enter number ex.135xxxxxxxx

Source \*

Please Select

License Type \*

Please Select

Gear Type \*

Please Select

Issue Date \*

Please Enter Issue Date

Expiry Date \*

Please Enter Expiry Date

Service Attachments

Image should be less than 2,048kb in size and of type JPG only.

Personal Image \*

Personal Image.jpg  
(670.95 KB)

Done

🗑️

📁

Forien License Attachments

Image should be less than 2,048kb in size and of type JPG only.

Foreign License(front side) \*

Foreign License(back side) \*

📁

📁

Next

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## 2. If you apply to open another traffic file, follow the following steps:

1. Enter the application data, which includes: license type, service center, try type and others, then click on **Next** button.

**Service Description**

By this service, you may apply to create a new traffic file "First time", or apply to create another traffic file "To obtain a new traffic category license", Please note that once the application is approved, you must return to the service page to complete your application.

**Progress Percentage**

30%

Traffic Profile No. 1150073170

Applicant Info.

Restrictions

Payment Gateway

Step: Applicant Info.

Emirate \*

UMM AL QAIWAIN

License Type \*

SALON

Service Center \*

-- - --test

Gear \*

AUTOMATIC

Try Type \*

Please Select

Please Select  
New - Normal  
Foreign driving license holder  
GCC driving license holder  
People of determination - Handicapped vehicle  
Change Gear from automatic to manual

Next

- 2.1. If you choose the try type (**normal- new**) in the previous step: you will be redirected to service attachments screen, attach the required documents and click on **Next** button.

Applicant Info.

Restrictions

Payment Gateway

Service Attachments

Image should be less than 2,048kb in size and of type JPG only.

**Personal Image \***

Personal Image.jpg  
(670.95 KB)

Done

Next



2.2. If you choose the try type (**Foreign or GCC driving license holders**), you have to enter the **foreign license data**, which includes: license number, source, license type, etc., and then add **service attachments** and **foreign license attachments** then click on **Next Button**.

Applicant Info.
Restrictions
Payment Gateway

Mobile No \*
0501670089
ex. 05xxxxxxxx
Email \*
ghada@mailinator.com
ex. email@email.com

Foreign Driving License Info
License No \*
13522221544
Enter number ex.135xxxxxxxx
Source \*
Saudi Arabia
License Type \*
SALON
Gear Type \*
AUTOMATIC
Issue Date \*
2023-01-01
Expiry Date \*
2024-02-29

Service Attachments
Image should be less than 2,048kb in size and of type JPG only.
Personal Image \*
Personal Image.jpg (670.95 KB)
Done
Foreign License Attachments
Image should be less than 2,048kb in size and of type JPG only.
Foreign License(front side) \*
Foreign License(back side) \*
Next



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

The screenshot shows a '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 heading is 'Customer Pulse Survey'. Below it, the question is 'Overall, how satisfied are you about the Website? \*'. There is a row of seven stars for rating, with the first star highlighted. Below the stars are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. At the bottom center is a 'Next' button.

4. The application was successfully submitted; request number will appear for follow up.

A text message will be sent with **approval or rejection** of your request with the reason for the rejection.

The screenshot shows a 'Transaction Details' screen with a date of '12/01/2024'. A green success message states: 'Your Transaction has been done successfully.' Below this is a table with two columns: 'Traffic Number' and 'Application Number'. The values are '1150073170' and '1620' respectively. At the bottom, an information box contains the text: 'This ID is for tracking your application, You will be notified with any updates. If your request is approved, please log in and complete the transaction. For further assistance please contact us on 8005000 or through our email moi@moi.gov.ae'. An information icon is on the right of this box.

Traffic Number	Application Number
1150073170	1620





- When receiving a text message agreeing to your request to open a traffic file, you must go to the service traffic file opening again and follow the following steps:

1. The service fee will be displayed as shown below, click on **Next** button.

The screenshot shows a web interface with three tabs: 'Applicant Info.', 'Restrictions', and 'Payment Gateway'. The 'Payment Gateway' tab is active. Below the tabs, it says 'Step: Payment Gateway'. There is a search bar with the placeholder text 'Search...'. Below the search bar is a table with three columns: 'No.', 'Description', and 'Amount(AED)'. The table contains one entry: '1' in the 'No.' column, 'Issuance of a new driving license' in the 'Description' column, and '200' in the 'Amount(AED)' column. Below the table, it says 'Total Amount' and '200 AED'. At the bottom right, there is a red button labeled 'Next'.

No.	Description	Amount(AED)
1	Issuance of a new driving license	200
Total Amount		200 AED

Showing 1 to 1 of 1 entries

Next

2. To confirm redirecting to the payment gateway click on **YES** button.

The screenshot shows a confirmation dialog box with a title bar that says 'Confirmation' and a close button 'X'. The dialog box contains the text: 'You are going to be redirected to the payment gateway. Would you like to continue?'. At the bottom right, there are two buttons: 'NO' and 'YES'. The 'YES' button is highlighted with a red border.

Confirmation

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

NO YES



- You will be redirected to the payment gateway, select the desired payment method, then click on **Pay** button.

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

- Payment has been done successfully, request and payment details will be displayed as shown below.

Payment Gateway Result
12/01/2024

Payment has been done successfully

Download Receipt  
File Size: 1 MB  
1622  
200 AED

Traffic Number	Application Number	Total Amount
1170019346	1620	200 AED
Payment ID	Approval Code	
100202401279377265	352441	