



**Ministry of Interior
United Arab Emirates**

**Traffic File Opening
User Manual**



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

The screenshot shows the 'TRAFFIC SERVICES' section of a government portal. Under the 'Driving Licensing' category, there are six service cards. The 'Traffic File Opening' card is highlighted, showing a 'Start Service' button. Other services include 'Issue a Vehicle Driving License', 'Replacement of a Vehicle Driving License Issued by Another Country', 'Issue try Date', 'Change Try Date', and 'Renew Driving Training License'.

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

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

The screenshot shows the 'Applicant Info' step of the application process. It includes a 'Service Description' section, a 'Progress Percentage' indicator at 30%, and a 'Traffic Profile No.' of 1150073170. The 'Applicant Info' section contains several dropdown menus for 'Emirate', 'License Type', 'Service Center', 'Gear', and 'Try Type'. The 'Try Type' dropdown is open, showing options like 'New - Normal', 'Foreign driving license holder', 'GCC driving license holder', 'People of determination - Handicapped vehicle', and 'Change Gear from automatic to manual'. A 'Next' button is visible at the bottom right.

1.2.1. If you choose the try type **(new- normal)** in the previous step: You have to enter your home and work address info as shown below.

Applicant Info.

Restrictions

Payment Gateway

Step: Applicant Info.

Home Address Info

Home Address *

Please Enter Home Address

e.g. Address where you live or where you want to deliver your required document

Home Street *

Please Select

Home Building No *

Please Enter Home Building No

e.g. Building or Villa Number

Home Flat No *


Please Enter Home Flat No

e.g. Flat or Room Number

Home Phone *

Please Enter Home Phone

e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx

 Work Address Info	
Work Address	<input type="text" value="Please Enter Work Address"/> <small>e.g. Address where you live or where you want to deliver your required document</small>
Work Street	<input type="text" value="Please Select"/> ▼
Work Building No	<input type="text" value="Please Enter Work Building No"/> <small>e.g. Building or Villa Number</small>
Work Flat No	<input type="text" value="Please Enter Work Flat No"/> <small>e.g. Flat or Room Number</small>
Work Telephone No	<input type="text" value="Please Enter Work Telephone No"/> <small>e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx</small>
Telephone Ext No	<input type="text" value="Please Enter Telephone Ext No"/> <small>e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx</small>
P.O.Box Emirate ★	<input type="text" value="Please Select"/> ▼
P.O.Box ★	<input type="text" value="Please Enter P.O.Box"/> <small>e.g. 201xx</small>
Mobile No ★	<input type="text" value="Please Enter Mobile No"/> <small>e.g. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx</small>
Fax No	<input type="text" value="Please Enter Fax No"/> <small>e.g. 02xxxxxxxx, +9712xxxxxxxx, 009712xxxxxxxx</small>



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

Foreign Driving License Info

License No *

123456789

Enter number ex.135xxxxxxxx

Source *

Saudi Arabia

License Type *

SALON

Gear Type *

AUTOMATIC

Issue Date *

2022-01-01

Expiry Date *

2022-12-01

1.3.1. If you choose the try type **(new-normal)**: attach the required documents which include: personal image, Emirate ID and others, then click on **next** button.

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Visa Copy *

Next



1.3.2.If you choose the try type **(Foreign or GCC driving license holder)**: You must add the service attachments described above in addition to the foreign license attachment , then click on **Next** button.

Foreign License Attachments

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

Foreign License(front side) Foreign License(back side)

Next

1.4.The happiness meter screens will appear through which you can evaluate your service experience .

How was your service experience?

Hold and swipe to the face that best represents your level of happiness.

Not at all happy Completely happy

- 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.

Applicant Info. Vehicles Tracking Info.

Step: Tracking Info.

All the changes have been saved successfully. ✓

Request Number: 1286

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 smart@moi.gov.ae



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

2.1. 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

2.2.1. 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

Step: Applicant Info.

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Next



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

Applicant Info.

Restrictions

Payment Gateway

Step: Applicant Info.

Mobile No *

0501670089

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email *

testwork1233@gmail.com

ex. email@email.com

Foreign Driving License Info

License No *

123456789

Enter number ex.135xxxxxxxx

Source *

Saudi Arabia

License Type *

SALON

Gear Type *

AUTOMATIC

Issue Date *

2022-01-01

Expiry Date *

2022-12-01

Service Attachments

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

Personal Image *

Emirate ID (front side) *

Emirate ID (Back side) *

Forien License Attachments

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

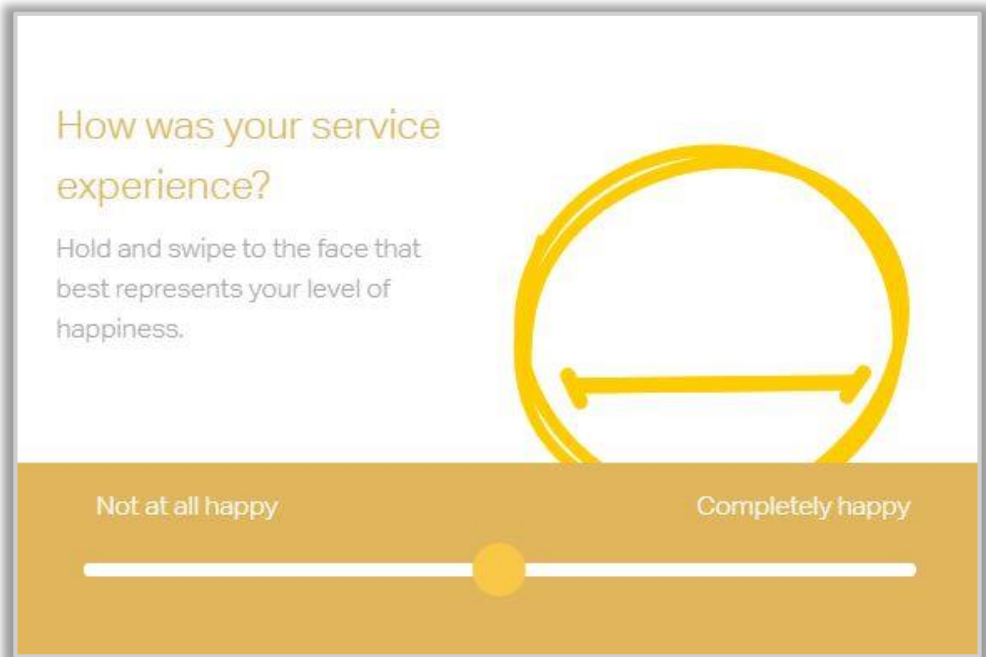
Foreign License(front side)

Foreign License(back side)

Next

7

1.4.The happiness meter screens will appear through which you can evaluate your service experience .



How was your service experience?

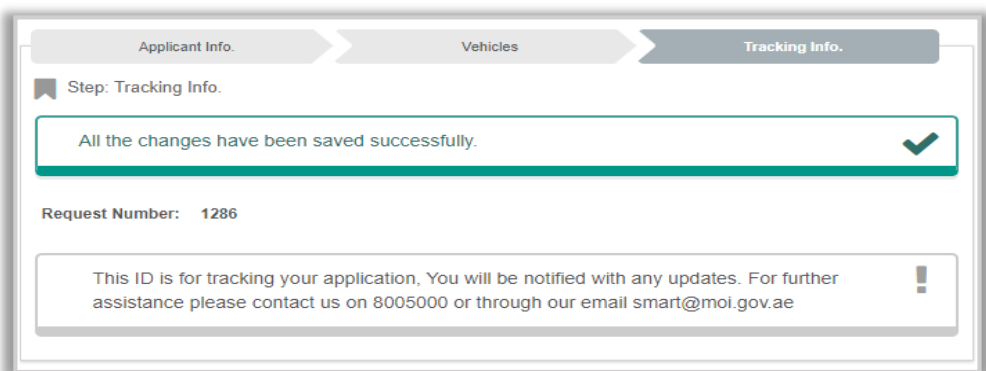
Hold and swipe to the face that best represents your level of happiness.

Not at all happy

Completely happy

The screen displays a horizontal slider with a yellow circle in the middle, indicating a neutral level of happiness. Above the slider is a large yellow smiley face icon.

- 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.



Applicant Info. Vehicles Tracking Info.

Step: Tracking Info.

All the changes have been saved successfully. ✓

Request Number: 1286

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 smart@moi.gov.ae !

The screen shows a progress bar with three steps: Applicant Info., Vehicles, and Tracking Info. The Tracking Info. step is currently active. Below the progress bar, there is a green checkmark indicating that the changes have been saved successfully. The Request Number is 1286. At the bottom, there is a note about the ID for tracking the application and contact information for further assistance.

- 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 to go to MOI payment gateway.

Applicant Info.

Restrictions

Payment Gateway

Step: Payment Gateway

Search...

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.

ARAB EMIRATES

MINISTRY OF INTERIOR

DASHBOARD

Driver License

Opening

Progress Percentage

Confirmation

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

NO

YES

Open

Service

Helping Tools

User Manual



3. Enter your bank card data then click on **PAY** button

Applicant Info.

Restrictions

Payment Gateway

Step: Payment Gateway

ORDER DESCRIPTION



Change Try Date

AMOUNT TO PAY

Dhs. 200.00

Payment Method

Accepted cards:



Card number

Expiry month

Expiry year

Validation Code (CVV/CVC/CID)

RESET

PAY