



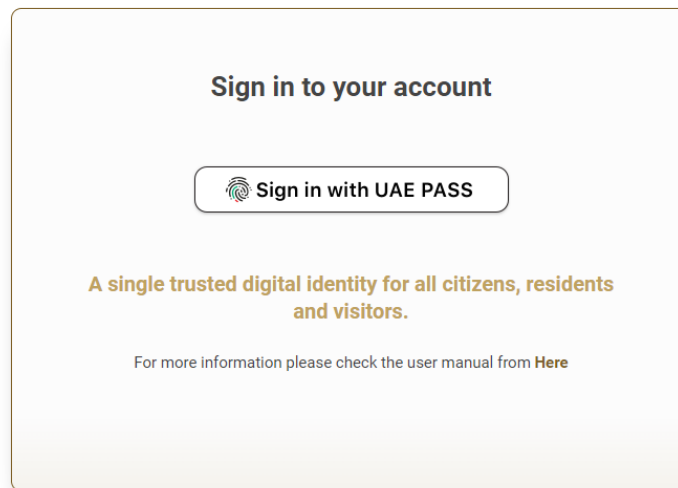
User Manual

Issuing seafarer's license

V 1.0

2024

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to Services Directory, choose the category “MaritimeTransportation services” Then select the Sub category “Seaman affairs services” then Search for the service in Search Bar.
 - you can view the service Info or start the service immediately by clicking on Start Button
3. Then it will redirect you to the Login page, you can login using UAE PASS.



4. Search for Book No or Create new request .

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Book No *	Employer Name
<input type="text"/> <small>Please enter Book No</small>	<input type="text"/>
Seafarer Name Arabic	Seafarer Name English
<input type="text"/>	<input type="text"/>

5. Fill the application Information, Upload the needed documents

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Seafarer Information

Registration Centre *
Please Select
Your Application will be Processed in the Selected Registration Centre

Profession *
Please Select
This field is required

Operation Area *
Please Select
This field is required

Fill Required fields by *
Manual

Name of Candidate in English *
Only english characters

Name of Candidate in Arabic *
Only arabic characters

Date of Birth *
This field is required

Passport No *
English characters OR numbers

Passport Issue Place *
you can write (Arabic Or English) language
you can write (Arabic Or English) language

Passport Issue Date *
This field is required

Passport Expiry Date *
This field is required

Emirates ID No *
784-xxxx-xxxxxxx-x
784-xxxx-xxxxxxx-x
784-xxxx-xxxxxxx-x

Emirates ID Issue Date *
This field is required

Emirates ID Expiry Date *
This field is required

Nationality *
Please Select
This field is required

Gender *
 Male
 Female
This field is required

Mobile No *
Only numbers are allowed
971xxxxxxxxx
971xxxxxxxxx

Email *
This field is required

Address
you can write (Arabic Or English) language


5.56%
Form Completion

Save and Continue Later

Next

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License Info


Company Name *

Employer Incharge

0% Form Completion

[Save and Continue Later](#) [Previous](#) [Next](#) [Back](#)

Issuing Seafarer's License



Vessel Info

All Company's Vessels

Vessel Name *


Registration No *

Port Of Registration *


0% Form Completion

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Upload Attachments



Select or drag and drop files here
(jpg, jpeg, png) extensions are allowed with maximum 1 file(s) and up to 2 MB of size.

Seaman ID *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Copy of Seafarer certificates as appropriate *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Passport copy + residence for those working on ships operated in UAE territorial waters only *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.




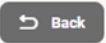
Copy of seafarers medical fitness certificate *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Letter from the company *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

0%
Form Completion

6. Submit the request by click on “Submit“.

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Submit and Finish

Comments

I, the applicant, hereby declare that all the information and documents provided for this transaction are correct; and if they are proven incorrect or there is any tampering or forgery in them, the Ministry has the right to take the necessary legal measures regarding this *

100%
Form Completion

Save and Continue Later Previous Submit Cancel

1. Fill the satisfaction survey about the eService, when the following pop-up shows up:

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremly Satisfied

Next



English

Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	☆	☆	☆	☆	☆	☆	☆
Ease of Service accessibility in the Smart Application	☆	☆	☆	☆	☆	☆	☆
Ease & Simplicity of Service Application Steps	☆	☆	☆	☆	☆	☆	☆
Ease and Variety of payment options	☆	☆	☆	☆	☆	☆	☆
Possibility of Service Status Tracking	☆	☆	☆	☆	☆	☆	☆
Service Completion time was reasonable & within my expectations	☆	☆	☆	☆	☆	☆	☆
Smart Application efficiency (no delays or errors in app)	☆	☆	☆	☆	☆	☆	☆
Availability of Online Support	☆	☆	☆	☆	☆	☆	☆

Previous Next



English

Customer Pulse Survey

Is there anything else you would like to share with us?




Please select

2000 characters left

Kindly provide your mobile number or Email for follow up

Previous Submit

2. After the application is approved by the ministry, you will receive the Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:
 - a. Click on the My Application as shown in the image below

 Dashboard My Applications My Payments Notifications Welcome,
Test User

- b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

My Applications

Services by Category

Maritime Transport Services

Service

Please Select

My Company

Please Select

Company PRO

Please Select

Application Status

Please Select

Keyword (Reference Number)

Use Date Range

Search **Reset Filters**

