



# User Manual

## Issuing seafarer's license

V 1.0

2023

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

The screenshot shows the MOEI website's Services Directory. At the top, there is a navigation bar with links for About Ministry, Services, Knowledge Center, Media Center, Open Data, Digital Participation, and Contact Us. Below this is a large banner with a "Notice" about vehicle operating cards. The main content area is titled "Services" and features a search bar with the text "Apply for Seafare's license". A dropdown menu is open, showing "Maritime Transport" selected, with a sub-menu listing "Seamen Affairs Services (15)". A red box highlights the "Seamen Affairs Services" option, labeled with a red "1". Another red box highlights the "Apply for Seafare's license" search bar, labeled with a red "2". A third red box highlights the "Maritime Transport" category, labeled with a red "3".

3. Then it will redirect you to the Login page, you can login using UAE PASS.

### Sign in to your account

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

For more information please check the user manual from [Here](#)

4. Search for Book No.

Home / Service / Maritime Transport Services

#### Apply for Seafare's license

Book No	Employer Name
Seaferer Name Arabic	Seaferer Name English

Search
 Create New

5. Fill the application Information, Upload the needed documents

#### Apply for Seafare's license

##### SEAFARER INFORMATION

Registration Centre \*  
Please Select

Profession \*      Operation Area \*  
Territorial Water

Fill Required fields by \*  
Using Emirates Id

Date of Birth \*      Emirates ID No \*  
25/11/1959      784-xxxx-xxxxxxxx

Form Completion

Save and Continue Later

Next

Cancel

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2023

### Apply for Seafare's license



**LICENSE INFO**

Company Name \*

Employer Incharge

0% Form Completion

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

### Apply for Seafare's license



**VESSEL INFO**

All Company's Vessels

Vessel Name \*

Registration No \*

Port Of Registration \*

0% Form Completion

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

100%  
Form Completion

A copy of the ship's registration certificate/valid navigation license \*

**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.

6713f8f4.pdf  
1.15 MB

Seaman Book Copy \*

**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.

2fc34768.pdf  
1.15 MB

Copy of basic safety training certificate \*

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1.15 MB

Copy of Certificate of Competency & Copy of Verification Issued From Maritime Authority Or IMO webs \*

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Copy of seaman's passport -residency for working in the regional waters or Emirates ID copies (2 sid) \*

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1.15 MB

Medical Report \*

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**Save and Continue Later** **Previous** **Next** **Cancel**

100%  
Form Completion

### Apply for Seafare's license

**RELATED SERVICES**

Attestation of seamen contract \*

Yes  
 No

**Save and Continue Later** **Previous** **Next** **Cancel**

**Apply for Seafare's license**

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**Submit and Finish**

Comments

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100%  
Form Completion

 Save and Continue Later

 Previous

 Submit

 Cancel

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

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





نـبـض الـتـعـاـمـلـن  
CUSTOMER PULSE

English

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**Customer Pulse Survey**

Overall, how satisfied are you about the service? \*



Extremely Dissatisfied

Extremely 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

 23 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	Service
<input type="text" value="Maritime Transport Services"/>	<input type="text" value="Please Select"/>
My Company	Company PRO
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
Application Status	
<input type="text" value="Please Select"/>	
Keyword (Reference Number)	
<input type="text"/>	
<input type="checkbox"/> Use Date Range	
<input type="button" value="Search"/>	<input type="button" value="Reset Filters"/>

