



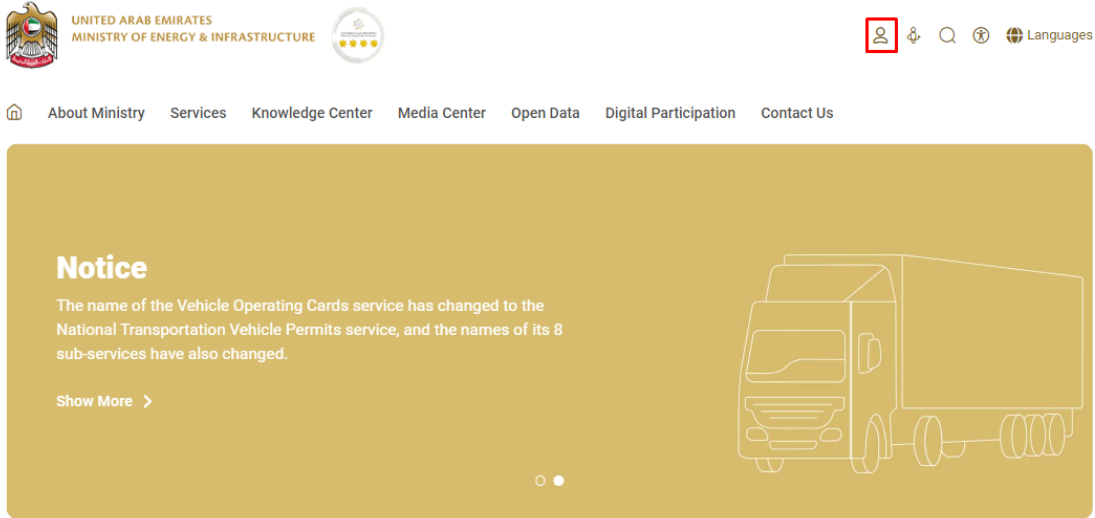
User Manual

Request Value Estimate of Accident Damage Service

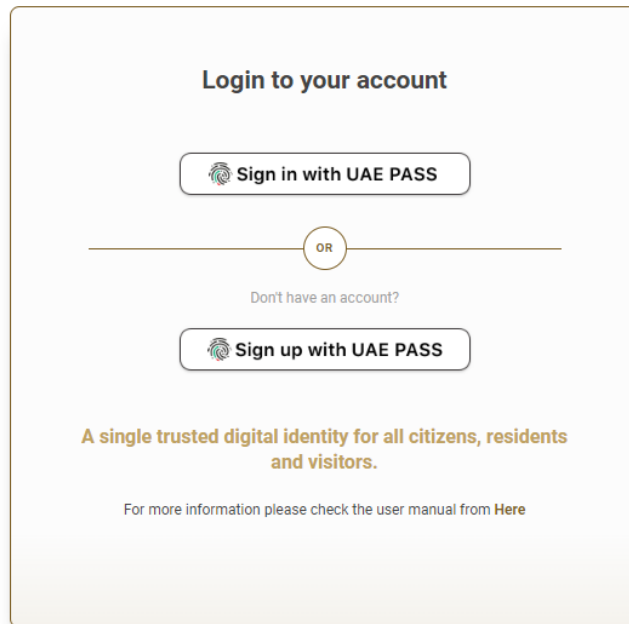
V 1.1

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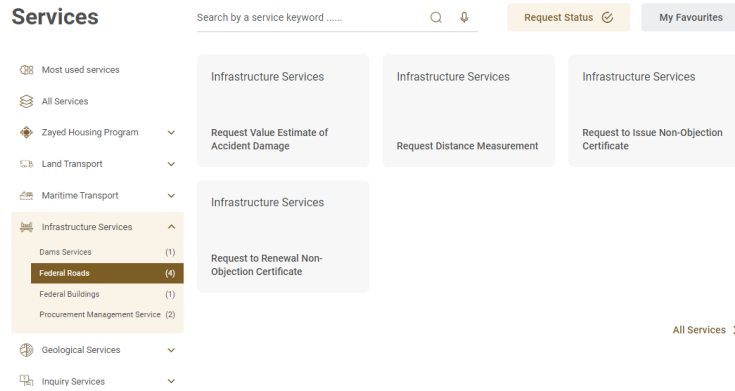
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



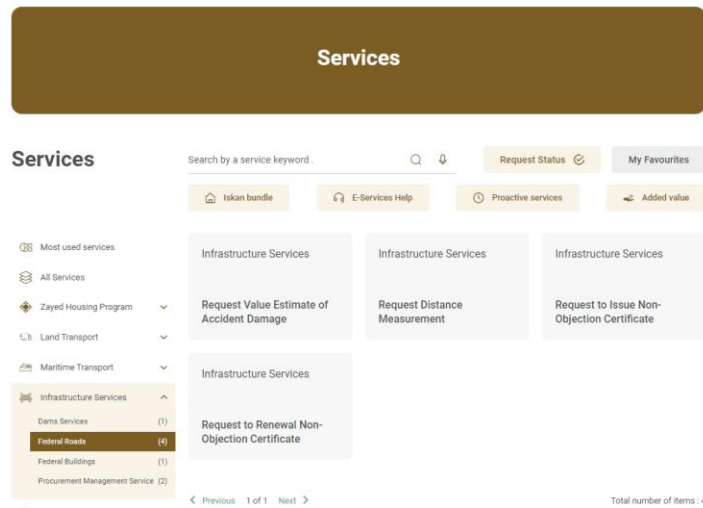
3. Then it will redirect you to the Login page, you can login using UAE PASS.



- From the home page, go to “Services Section” and then choose “Infrastructure Services” then “Federal Roads”.



- Then select the needed service “Request Value Estimate of Accident Damage”, you can view the service Info or start the service immediately.



- Fill the service application form.

7. Upload the needed documents & Submit the request by clicking on “Submit” button, or

you can click on

“Save and Continue Later” to save request and modify it later before sending it to the Ministry.

the

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

United Arab Emirates

نظرة العميل
CUSTOMER PULSE

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

9. When the request is completed and the value of the accident damages is determined by the ministry, then the Accident Damage Report will be sent automatically to the customer by email, to pay the fees through the electronic


service by going to the “My payment” in end user dashboard.


10. Upon paying the fees, the Clearance Certificate will be automatically issued and sent to the customer by email. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

My Application/My Payment:

- a. Click on the arrow as shown in the image below

 Dashboard


 My Applications

 My Payments

 Notifications

 Welcome,
Test User 

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

 My Applications

Services by Category

Service

My Company

Company PRO

Application Status

Keyword (Reference Number)

Use Date Range