



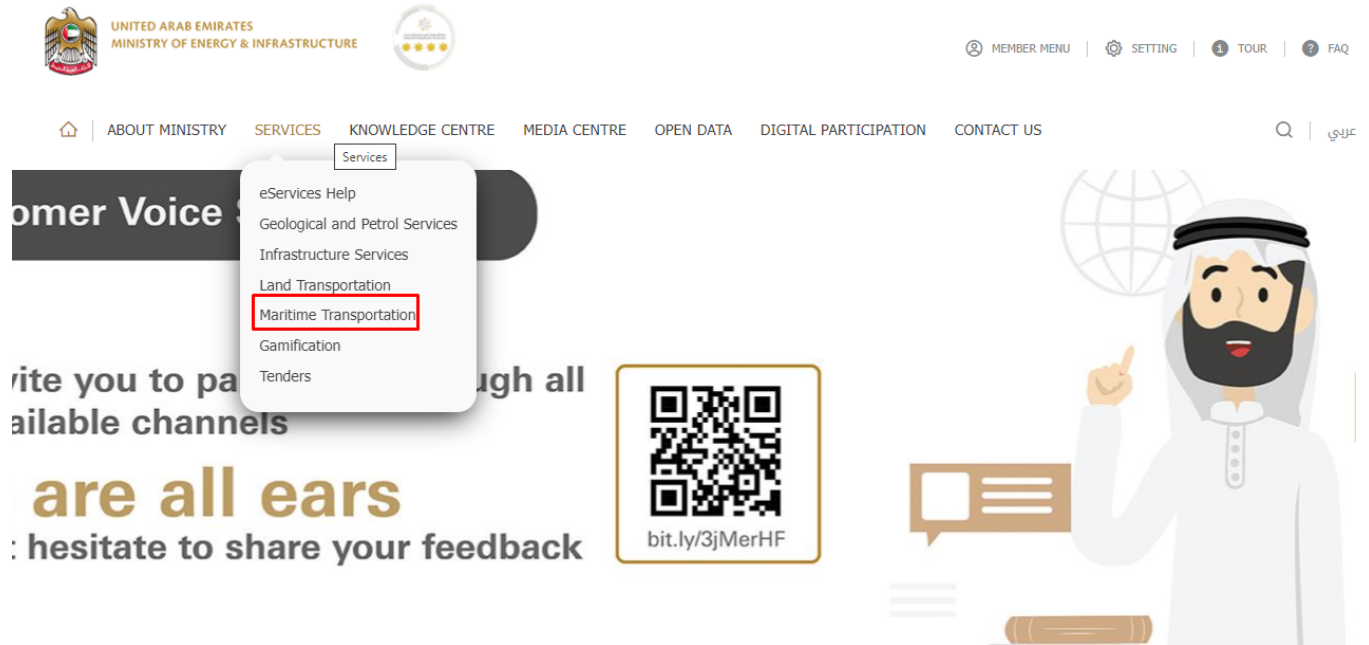
## User Manual

### Request to PROs Services

V 1.0

2021

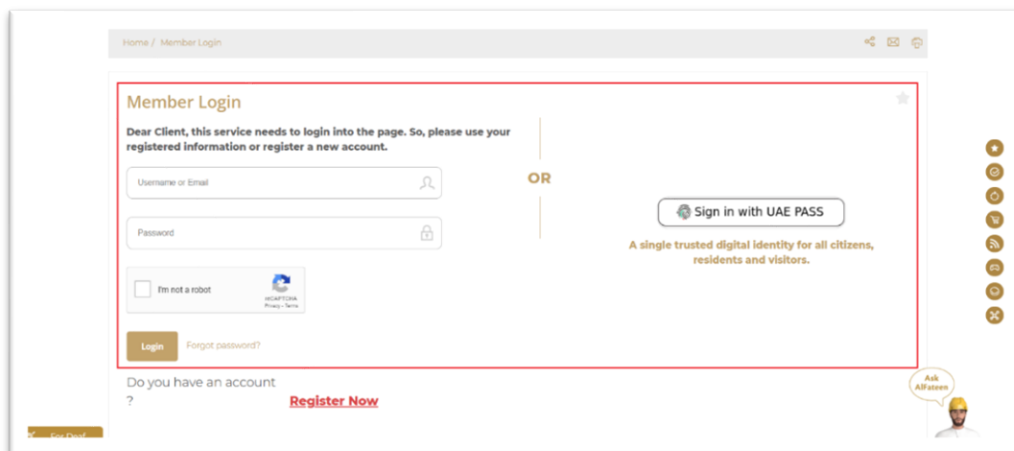
1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Maritime Transportation”.



3. From Services Directory, choose the category “Maritime Transportation”.
4. Then select the Sub category “PROs Services” ,thin choice the service you need.

The screenshot shows a navigation menu with icons for Inquiry Services, Geological Services, Infrastructure Services, Maritime Transport, and Land Transport. Below this is a row of service tabs: Pleasure Boat Services, Seamen Affairs Services, Commercial Vessel Services, PROs Services (highlighted), and Port Services. The main content area displays several service cards, each with a document icon and a 'START' button. Three cards are highlighted with red boxes: 'Request for PRO Card Cancellation', 'Request for issuance of PRO card', and 'Request for renewal of PRO card'.

5. you can view the service Info or start the service immediately by clicking on Start Button
6. Then it will redirect you to the Login page, you can login by email registered and password or using UAE PASS.



## 7. Fill the application Information.

### NEW APPLICATION - NEW CLIENT

#### Step 2 of 2:

Fill all the required feilds (\*) then submit and finish the application:

Steps: ▼

Required Documents to complete this application: ▼

PARTICULARS OF CLIENT\* ▼

Registration Centre  
 \* Your Application will be Processed in the Selected Registration Centre

English Full Name

Arabic Full Name

Gender  
 Male  Female

Nationality

Passport Issue Date

Passport Issue Place

Emirates National ID


Visa Expiry Date

Email Address

City

POBox

Preferred SMS Language  
 English  Arabic



No file chosen  
 Supports Only JPEG Files (Image Resolution 100 px \* 128 px, Max Size below 2 Mb.)

Passport No

Passport Expiry Date

Labor Card No

Visa No

Mobile No  
 (ex:9715XXXXXXX0000)

Area

Address

Preferred Email Language  
 English  Arabic

CLIENT COMPANIES\* ▼

UPLOAD ATTACHMENTS\* ▼

SUBMIT & FINISH\* ▼

## 8. Upload the needed documents.

## 9. Submit the request by click on “Submit“.

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

United Arab Emirates

نـبـض الـمـتـعـاـمـل  
CUSTOMER PULSE

English

### Customer Pulse Survey

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

Extremely Dissatisfied      Extremely Satisfied

Next

United Arab Emirates

نـبـض الـمـتـعـاـمـل  
CUSTOMER PULSE

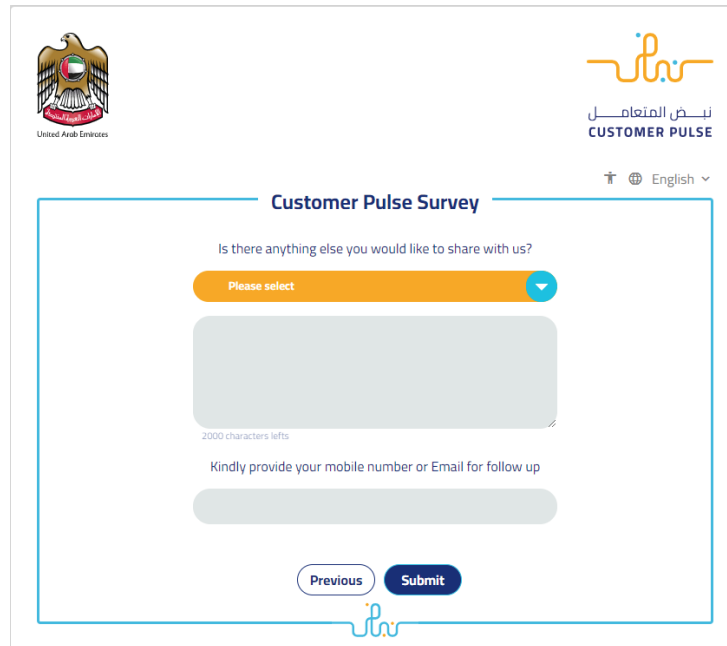
English

### 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



The screenshot shows a web form titled "Customer Pulse Survey" from the Ministry of Energy and Infrastructure. The form includes the UAE coat of arms and the "CUSTOMER PULSE" logo. The survey question is "Is there anything else you would like to share with us?". Below the question is a dropdown menu with "Please select" and a blue arrow. A large grey text area follows, with "2000 characters left" below it. Below the text area is a prompt "Kindly provide your mobile number or Email for follow up" and a grey input field. At the bottom are "Previous" and "Submit" buttons, and a small logo.

11. When the request is approved by the ministry, then an email notification will be sent automatically to the customer in order to pay the fees through the electronic service
12. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

My favorite list - 1

Delete Pleasure Boat- New



0

Certificates Expiring Soon



0

Expired Certificates



0

My Certificates



0

My Receipts



0

My Applications



0

Return/Reject Applications



0

Overdue Applications



0

Ready For Payment