UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



User Manual

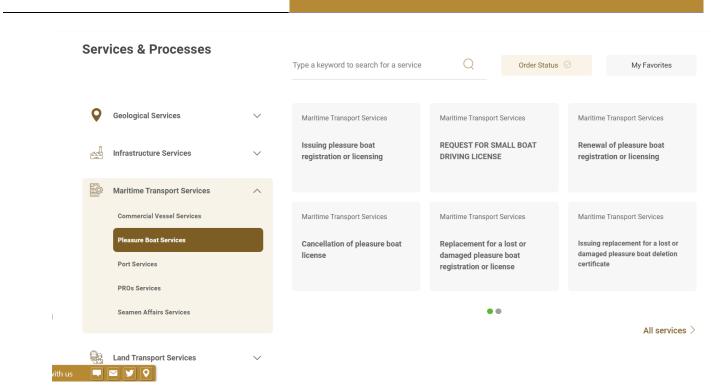
Request for small boat driving license

V 1.0 2024

- 1. Open MOEI website: <u>https://www.moei.gov.ae</u>
- From the home page, go to Services Directory, choose the category "Maritime Transportation" Then select the Sub category "Pleasure boat services". you can view the service Info or start the service immediately by clicking on Start Button



Pleasure boat services



3. Then it will redirect you to the Login page, you can login by 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. Click on "Create New".

н	Home / Service / Maritime Transport Services					
	Request for small boat driving license					
	ID No *	License No *				
	Search Create New					

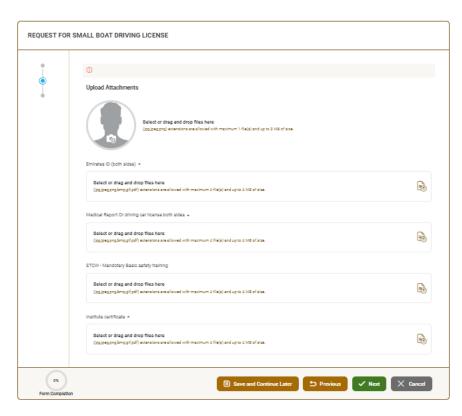
5. Fill the application Information.

Pleasure boat services

Basic Information	
Registration Centre *	
Please Select	
Registration Centre	
License Type *	License Expire *
Please Select	Please Select
ID No * Id Expiry *	Date of Birth *
14/02/2024	24/04/1990
Gender	English Name *
Please Select -	
Arabic Name *	Nationality *
	Please Select
Area *	Mobile Number *
Please Select -	
	Only numbers are allowed
E-mail *	Address
e.g email@gmail.com	you can write (Arabic Or English) language
PO Box	you can write (Arabic Or English) language Training Center *
	Please Select
Training Certificate Number	Training Start Date
Please add Training Certificate Number	
Training End Date	
(

6. Upload the needed documents.

Pleasure boat services



7. Submit the request by click on "Submit".

Pleasure boat services

•	0	
	Submit And Finsih	
	Nama •	Mobile No +
	Mobile No 2	Mobile No 3
	Address +	Emirate •
	1131,004	Please Select
	area +	C) Landmark (Give more details) +
	Dutal]
	commenta	· ·
		· · · · · ·
		nd documents provided for this transaction are correct; and if they in them, the Ministry has the right to take the necessary legal

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

								``
United Arab Emirates								نبـــض المتعامــــل CUSTOMER PULSE
		Cus	tome	r Puls	e Sur	vey -		† ⊕ English ~
	Overall, how satisfied are you					e service?	*	
					\overleftrightarrow	\overleftrightarrow		
	Extremely D	issatisfie	t			Extrem	ely Satisfie	ed
L				vlv				

Pleasure boat services

Service information Image: Completion Image: Completion time was reasonable & within my	vab Emiraces							LDISIO TOMER
Availability & accuracy of service accessibility in the Smart Application Ease of Service accessibility in the Smart Application Steps Ease and Variety of payment options Possibility of Service Status Service Completion time was reasonable & within my expectations Service Information Ease and Variety of payment options Possibility of Service Status Service Completion time was reasonable & within my expectations Service Information Ease and Variety of Dolline Support Previous National Application efficiency in delays or errors in application Availability of Online Support Previous Reservice Accessibility of Service Status Substrate Application efficiency in delays or errors in application Availability of Online Support Previous National Application efficiency in delays or errors in application Availability of Online Support Reservice Accessibility of Conline Support Reservice Accessibility		Custon	ner Pu	se Sur	vey -		Ť	F 🌐 Er
Disagree Disagree Nuture Agree Agree Agree Availability & accuracy of Service information Image: Im			-	_			at ext	tent d
Service information		Extremely Disagree	Disagree	Somewhat Disagree	Neutral		Agree	
the Smart Application Ease and Variety of payment Application Steps Ease and Variety of payment Possibility of Service Status Tracking Service Completion time was reasonable & within my expectations Smart Application efficiency Ind delays or errors in applo Availability of Online Support Previous Next Image: Service Current of the support Image: Service Service Support of the suppor	Availability & accuracy of Service information	☆	☆	\overleftrightarrow	☆	☆	\overleftrightarrow	☆
Application Steps Image: Constraint of the state s	Ease of Service accessibility in the Smart Application	☆	☆	$\stackrel{\frown}{\simeq}$	☆	☆	☆	☆
options Image: Completion time was reasonable & within my expectations Service Completion time was reasonable & within my expectations Simart Application efficiency ino delays or errors in appi Availability of Online Support Image: Completion time was reasonable & within my expectations Image: Completion time was reasonable & within my expectations Simart Application efficiency ino delays or errors in appi Image: Completion time Support Image: Completion time Support <t< td=""><td>Ease & Simplicity of Service Application Steps</td><td></td><td>☆</td><td>$\stackrel{\frown}{\simeq}$</td><td>☆</td><td>$\overleftrightarrow$</td><td>$\stackrel{\frown}{\simeq}$</td><td></td></t<>	Ease & Simplicity of Service Application Steps		☆	$\stackrel{\frown}{\simeq}$	☆	\overleftrightarrow	$\stackrel{\frown}{\simeq}$	
Tracking Image: Completion time was reasonable & within my expectations Service Completion time was reasonable & within my expectations Smart Application efficiency in delays or errors in appi Availability of Online Support Availability of Online Support Image: Previous	Ease and Variety of payment options		☆	☆	☆	\overleftrightarrow	\overleftrightarrow	
reasonable & within my expectations Smart Application efficiency (no delays or errors in app) Availability of Online Support Availability of Online Support Previous Next Previous Next Customer Pulse Survey Is there anything else you would like to share with us?		☆	☆	$\stackrel{\frown}{\simeq}$	☆	$\stackrel{\frown}{\simeq}$	\overleftrightarrow	\overleftrightarrow
Smart Application efficiency (no delays or errors in app)	Service Completion time was reasonable & within my expectations	☆	\overleftrightarrow	$\stackrel{\frown}{\simeq}$	☆	☆	$\stackrel{\frown}{\simeq}$	
Previous Next ک ل L	Smart Application efficiency		☆	☆	☆	$\stackrel{\frown}{\simeq}$	\overleftrightarrow	
توريد فه اسمحه فه اسمحه ف ف ف ف ف ف ف ف ف ف ف ف ف	Availability of Online Support	☆	☆	☆	☆		☆	☆
Is there anything else you would like to share with us?		Pret	vious	Next				
Is there anything else you would like to share with us?			,	<u>ن</u>				
Is there anything else you would like to share with us?							_	.
T Customer Pulse Survey								
Customer Pulse Survey Is there anything else you would like to share with us?	A CONTRACT OF							
	rab Emiroces							
	rab Emviroses	Custon	ner Pu	lse Sur	vey			
	Is there	anything els				th us?		
	Is there	anything els				th us?		
2000 characters lefts Kindly provide your mobile number or Email for follow up	Is there Please 2000 characte	e anything els select	se you wo	uld like to :	share wi	•		
	Is there Please 2000 characte	e anything els select	se you wo	uld like to :	share wi	•		

Pleasure boat services

- 9. 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

OO Dashboard	My Applications		My Payments	Notifications		Welcome, Test User \checkmark
--------------	-----------------	--	-------------	---------------	--	------------------------------------

b. for searching/filtering the requests based on Reference Number/Request

E My Applications	
Services by Category	Service
Maritime Transport Services 🗸	Please Select 🗸
My Company	Company PRO
Please Select 🗸	Please Select 🗸
Application Status	
Please Select 🗸	
Keyword (Reference Number)	
Use Date Range	
Search Reset Filters	

Date/Service Name/Request Status: