



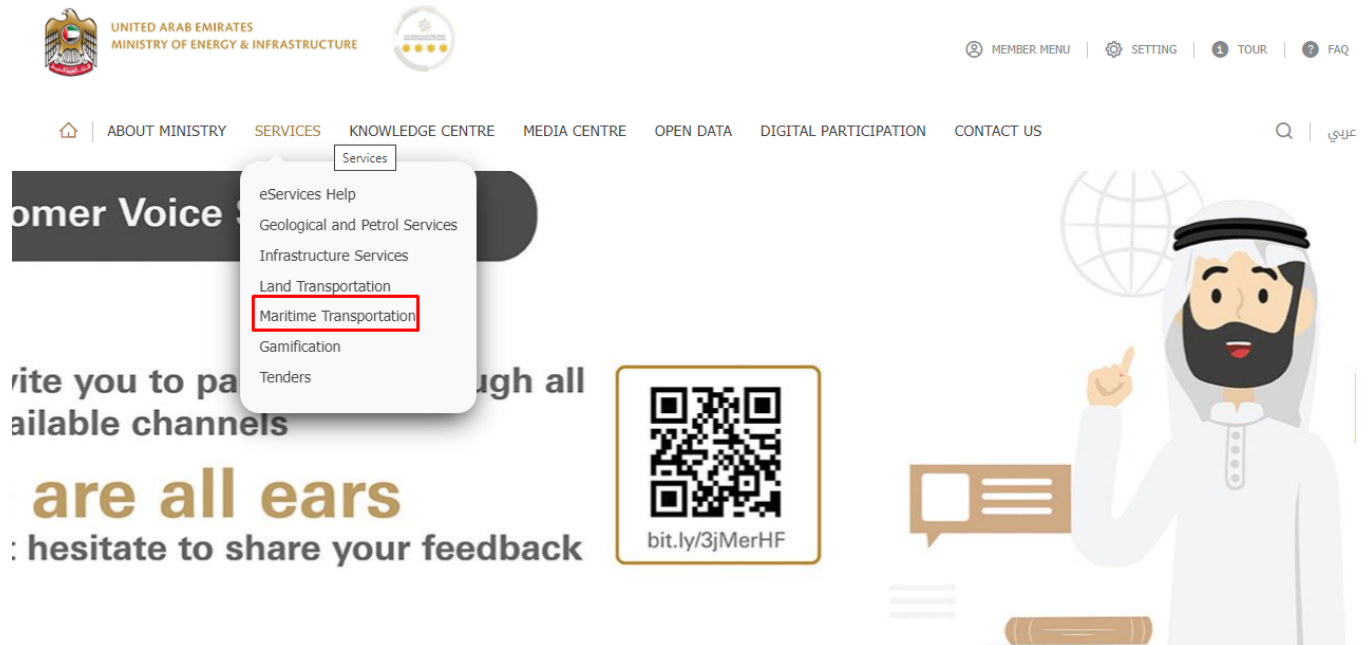
## User Manual

# Request to Seamen Affairs 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 “Seamen Affairs Services” ,thin choice the service you need.



Geological and Petrol Services



Infrastructure Services



Maritime Transport



Land Transport

Pleasure Boat Services

Seamen Affairs Services

Commercial Vessel Services

PROs Services



Request to cancel the license to practice the profession for seafarers (seaman card)

START

VIEW INFO



Request for replacing lost/damaged licenses to practice the profession for seafarers (seaman card)

START

VIEW INFO



Request to renew licenses to practice the profession for seafarers (seaman card)

START

VIEW INFO



Request for certificate and endorsement of Global Maritime Distress and Safety System (GMDSS)

START

VIEW INFO



Request to issue a license to practice the profession for seafarers (seaman card)

START

VIEW INFO



Request for replacement for a damaged / lost certificate of competency and endorsement

START

VIEW INFO



Request for certificate of competency and the endorsement

START

VIEW INFO



Request for the renewal of certificate of competency and endorsement

START

VIEW INFO



Request to issue a replacement for a lost/damaged seafarer's Discharge book

START

VIEW INFO



Request for Certificate Discharge Book



Request to renew Certificate Discharge Book



Transfer of certificate of seafarer from

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.

Home / Member Login

### Member Login

Dear Client, this service needs to login into the page. So, please use your registered information or register a new account.

Username or Email

Password

I'm not a robot

[Login](#) [Forgot password?](#)

OR

[Sign in with UAE PASS](#)

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

Do you have an account?  
[Register Now](#)

Ask AlFateen

7. Fill the application Information.

## ISSUE SEAMAN LICENSE-NEW

## Step 2 of 2:

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

Steps: ▾

Required Documents to complete this application: ▾

SEAFARER INFORMATION \*


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


Profession  
--Please Select-- ▾ \*

Operation Area  
--Please Select-- ▾ \*

Name of Candidate in English  
\*


Name of Candidate in Arabic  
\*


Date of Birth  
\*  

  
Choose File No file chosen  
Preview & Save Supports Only JPEG Files (Image Resolution 100 px \* 128 px, Max Size below 2 Mb)


Passport No  
\*


Passport Issue Place  
\*

Passport Issue Date  
\*  

Passport Expiry Date  
\*  

Visa No.  
\*

Visa Issue Date  
\*  

Visa Expiry Date  
\*  

Nationality  
--Please Select-- ▾ \*

Gender  
 Male  Female

Mobile No  
\*  (ex:9715XXXXXXX)

Email  
\*

Address

Save Clear Read EIDA Card

LICENSE INFO \* ▾

VESSEL INFO \* ▾

UPLOAD ATTACHMENTS \* ▾

RELATED SERVICES\* ▾

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

نيض المتعامل  
CUSTOMER PULSE

English

### Customer Pulse Survey

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

Extremely Dissatisfied      Extremely Satisfied

Next

United Arab Emirates

نيض المتعامل  
CUSTOMER PULSE

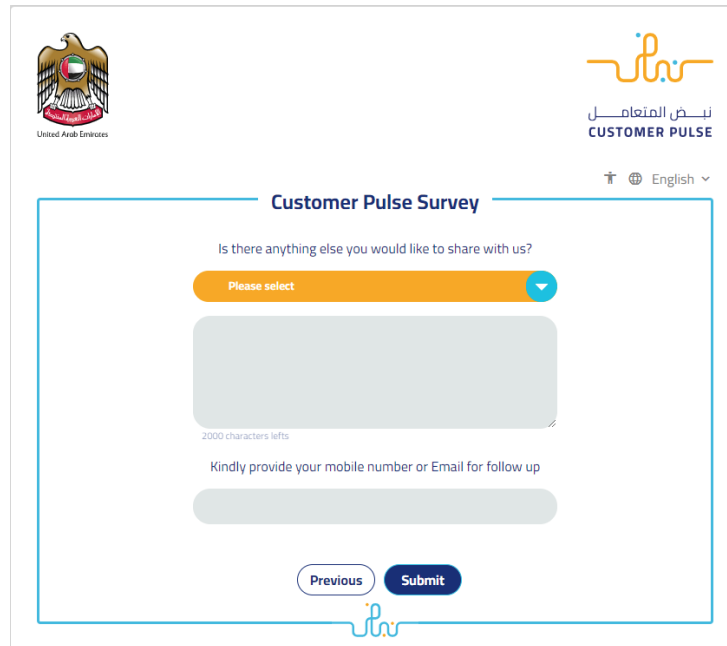
English

### 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". At the top left is the United Arab Emirates coat of arms logo. At the top right is the "CUSTOMER PULSE" logo in Arabic and English, with a language selector set to "English". The main question is "Is there anything else you would like to share with us?". Below this is a dropdown menu labeled "Please select" with a blue arrow. Underneath is a large grey text input area with a "2000 characters left" indicator. Below the text area is a label "Kindly provide your mobile number or Email for follow up" and a corresponding grey input field. At the bottom are two buttons: "Previous" and "Submit". The "CUSTOMER PULSE" logo is also visible at the bottom center of the form area.

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