



## User Manual

### Renewal of Seafarer's license

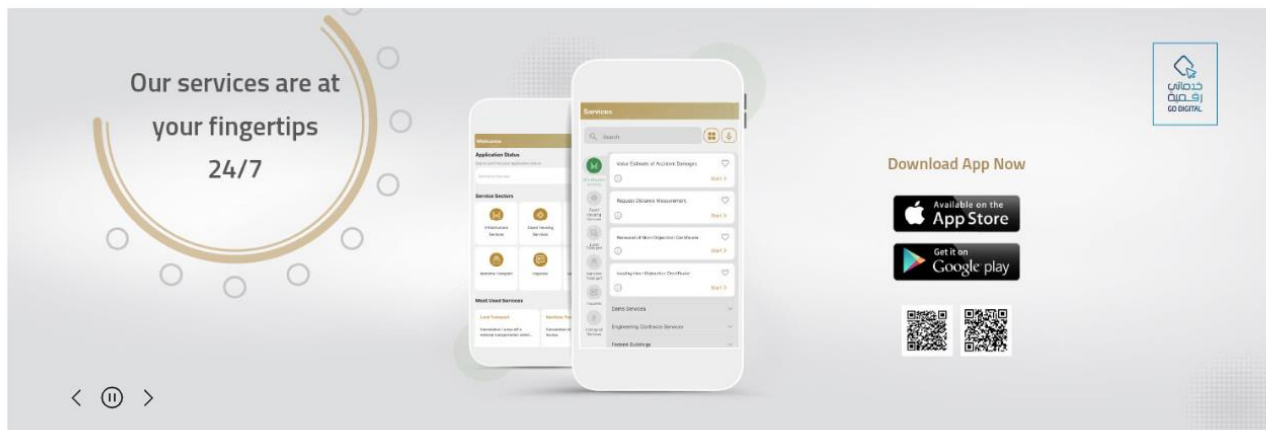
V 1.0

2025

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 “”. you can view the service Info or start the service immediately by clicking on Start Button



[Home](#) [Services](#) [Media Center](#) [Knowledge Center](#) [Digital Participation](#) [Open Data](#) [About Ministry](#) [Ask MOEI](#)



Most used services All Services My Favourites Zayed Housing Program Land Transport **Maritime Transport** Infrastructure Geological Inquiry Petroleum Products Trading

Search by a service keyword .....

**Modify data of port statement of compliance**

Service will be provided in case if there is any updated data or modifications on port statement of...

Start Service →



**Modify of small boat driving license data**

This service allows the customer to issue an amendment to a boat driver's license in all categories.

Start Service →



**No objection request for 21 days extension for foreign visiting vessels**

Issuing No objection request for visited foreign vessel to stay in UAE ports and territorial waters for 21...

Start Service →



**Renewal of Seafarer's License**

This service allows the customer to renew Seafarer's licenses to work on board ships.

Start Service →



**Renewal of small boat driving license**

This service allows customers to renew their boat driving licenses of all categories in all emirates of the...

Start Service →



**Replacement for a lost or damaged navigation license for commercial ship**

This service allows the customers issuing of a replacement for a lost or damaged navigation license for...

Start Service →



**Replacement for a lost or damaged pleasure boat deletion**

This service allows the customers to obtain replacement of lost or damaged deletion certificate of a...

Start Service →



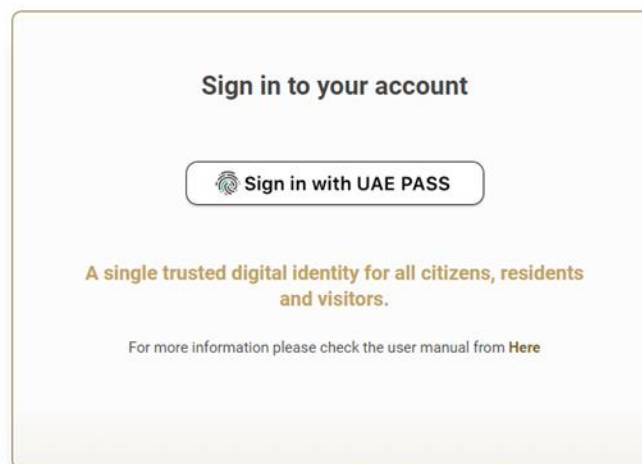
**Replacement for a lost or damaged pleasure boat registration**

This service allows customers to issue a replacement for a lost or damaged pleasure boat registration...

Start Service →



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



4. Search the License Number and Select .

Renewal of Seafarer's License

License No \*

 Search

5. Fill the application Information.

## Renewal of Seafarer's License

[Service User Guide \(pdf 1.19 MB\)](#)

## Seafarer Information

Registration Centre \*

Abu Dhabi Centre

Profession

Operation Area

Name of Candidate in English

Name of Candidate in Arabic

Date of Birth

Passport No \*

Passport Issue Place \*

P

you can write (Arabic Or English) language

Passport Issue Date \*

22/04/2010

Passport Expiry Date \*

22/04/2020

Emirates ID No

Please Add Emirates ID No

794-xxxx-xxxxxx-x

Emirates ID Issue Date

Please Add Emirates ID Issue Date

Emirates ID Expiry Date

Please Add Emirates ID Expiry Date

Nationality

India

Gender \*

☒ Male☐ Female

Mobile No

Email

Please Add Email

Only numbers are allowed

Address

Please Add Address

100%

Form Completion

[Save and Continue Later](#)[Next](#)[Back](#)

**6. Upload the needed documents.**

**7. Submit the request by click on “Submit”.**

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

2023





## 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
Ease of using UAE Pass	★	★	★	★	★	★	★
Service information was clear and accurate	★	★	★	★	★	★	★
I was able to access the service through the website easily	★	★	★	★	★	★	★
The service application procedures were easy	★	★	★	★	★	★	★
Payment options were easy and error-free	★	★	★	★	★	★	★
I was able to track my service status and get updates	★	★	★	★	★	★	★
The time to complete the service was as per my expectations	★	★	★	★	★	★	★
There were no obstacles or technical issues while using the website	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★
I was proactively notified or reminded to apply for the service	★	★	★	★	★	★	★
My documents & Information were available and there was no need to upload them again	★	★	★	★	★	★	★

Previous

Next

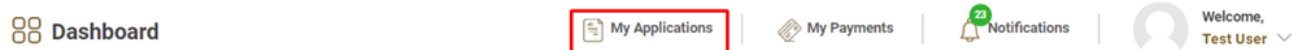




The image shows a 'Customer Pulse Survey' form. At the top left is the United Arab Emirates coat of arms. At the top right is the 'CUSTOMER PULSE' logo with Arabic text 'نقص المتعامل' and a language dropdown set to 'English'. The survey title 'Customer Pulse Survey' is centered. Below it is the question 'Is there anything else you would like to share with us?'. This is followed by a dropdown menu labeled 'Please select' and a large text area for comments, with a '2000 characters left' indicator. Below the text area is a prompt 'Kindly provide your mobile number for follow up' and a corresponding input field. At the bottom are 'Previous' and 'Submit' buttons.

11. 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



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

**My Applications**

Services by Category

Maritime Transport Services



Service

Please Select



My Company

Please Select



Company PRO

Please Select



Application Status

Please Select



Keyword (Reference Number)

☐ Use Date Range**Search**

Reset Filters