



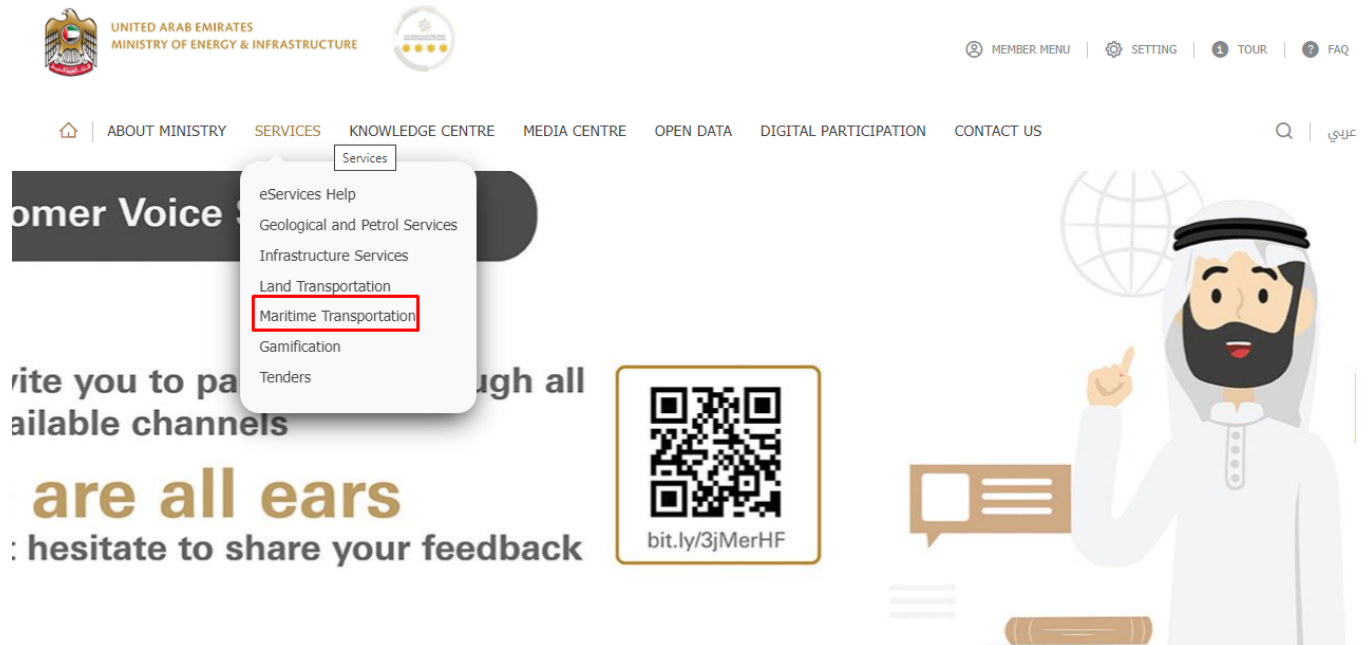
## User Manual

# 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

- 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

[Forgot password?](#)

[Login](#)

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

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


Profession  
 ▾ \*

Operation Area  
 ▾ \*

Name of Candidate in English

Name of Candidate in Arabic

Date of Birth

 No file chosen  
  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  
 ▾ \*

Gender  
 Male  Female

Mobile No

Email

Address

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

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

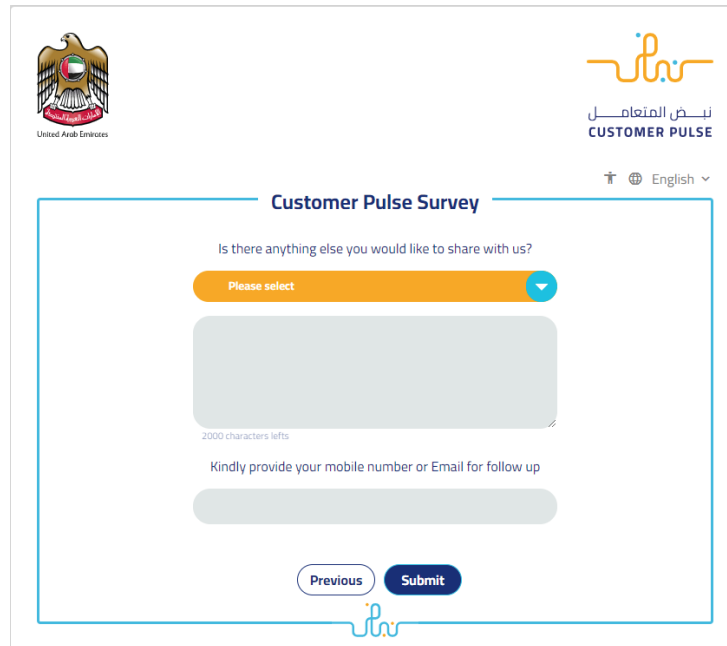
English

### 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 labeled "Please select" and a large text input area with a "2000 characters left" indicator. A prompt asks the user to "Kindly provide your mobile number or Email for follow up" with a corresponding input field. At the bottom, there are "Previous" and "Submit" buttons.

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