

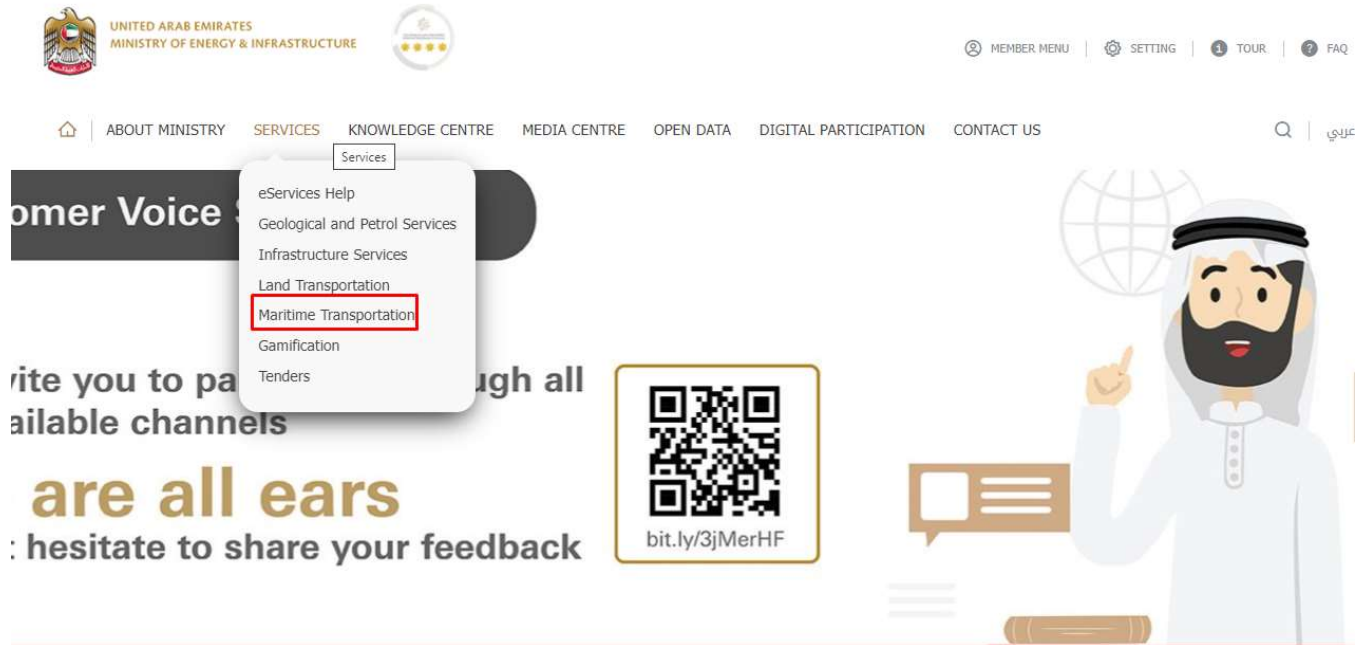


# User Manual

## 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 “Infrastructure Services”.

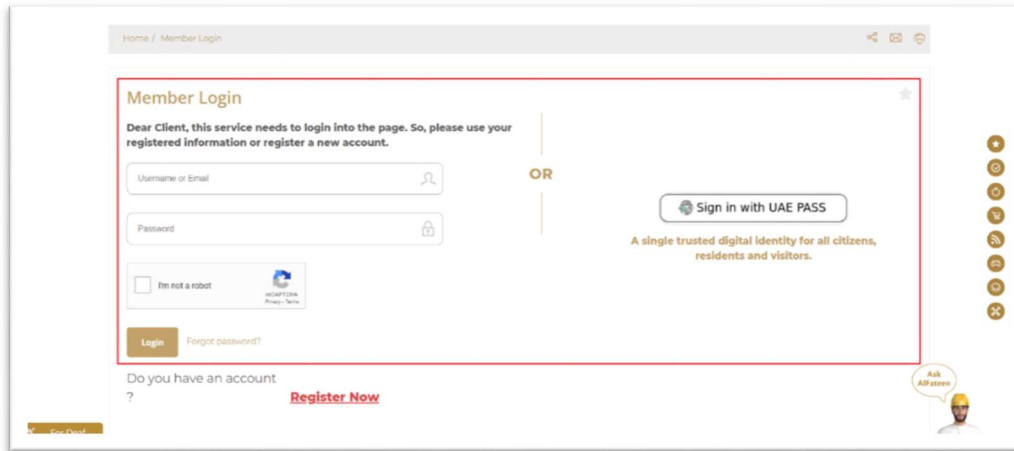


3. From Services Directory, choose the category “Maritime Transportation”.
4. Then select the Sub category “Seamen Affairs Services” ,thin choice the service you need.

The screenshot shows a web interface for the Ministry of Energy and Infrastructure. At the top, there are four main service categories: Geological and Petrol Services, Infrastructure Services, Maritime Transport (highlighted with a red box), and Land Transport. Below these, there are four sub-categories: Pleasure Boat Services, Seamen Affairs Services (highlighted with a red box), Commercial Vessel Services, and PROs Services. The main content area is a grid of service cards, each containing an icon of a document with a checkmark, a title, and two buttons: 'START' and 'VIEW INFO'. The cards are as follows:

- Request to cancel the license to practice the profession for seafarers (seaman card)
- Request for replacing lost/damaged licenses to practice the profession for seafarers (seaman card)
- Request to renew licenses to practice the profession for seafarers (seaman card)
- Request for certificate and endorsement of Global Maritime Distress and Safety System (GMDSS)
- Request to issue a license to practice the profession for seafarers (seaman card)
- Request for replacement for a damaged / lost certificate of competency and endorsement
- Request for certificate of competency and the endorsement
- Request for the renewal of certificate of competency and endorsement
- Request to issue a replacement for a lost/damaged seafarer's Discharge book

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.

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 \* ▼

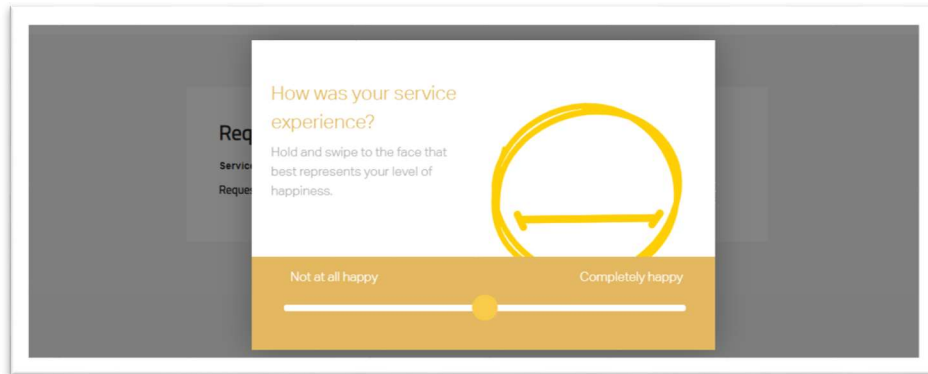
VESSEL INFO \* ▼

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:



- 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.

