

## Social Media Support

### About the Service/Feature

The service allows federal and local government entities to get technical support related to social media platforms, in relation to: 1- Solving issues related to the entity's account hacking 2- Renaming the account names, while keeping the account verified

### Service steps

Step 1 →

Category	Variation
Type	Transactional
Expected Time	Expect a response within one working Day
Fees	Free of Charge
Audience	Government entities
About	<p>The service allows federal and local government entities to get technical support related to social media platforms, in relation to:</p> <p>1- Solving issues related to the entity's account hacking</p> <p>2- Renaming the account names, while keeping the account verified</p>
Channels	<p>Mobile Application</p> <p>TDRA Website</p>
Payment Channels	Not Available
Terms & conditions	In the case of renaming the social media account, the new name must not be used by another party. Otherwise, the application will be refused by the social media platform.
Required Documents	None
Results Require Office Visit	No
Service package	None

Service Complexity Level	Normal
Service Outcome	Coordinating with social media platforms to retrieve hacked accounts and/or change the name of the account on the platform while maintaining the verification
Service Connectivity With Other Services	None
Service Limitation	None
Service Remark	None