

## Email as a Service

### About the Service/Feature

Providing Email as a service to government entities, using Microsoft Exchange This service provides a self-portal for entities to manage their mail account

### Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Submit the service application
- Step 3** → Fill in the organization listing questionnaire
- Step 4** → Review the application and questionnaire by a specialized team at the Authority
- Step 5** → Get the the service outcome

|                                     |                                                                                                                                                              |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Category</b>                     | Variation                                                                                                                                                    |
| <b>Type</b>                         | Transactional                                                                                                                                                |
| <b>Expected Time</b>                | 1 working day                                                                                                                                                |
| <b>Fees</b>                         | Free of charge                                                                                                                                               |
| <b>Audience</b>                     | Government Sector                                                                                                                                            |
| <b>About</b>                        | Providing Email as a service to government entities, using Microsoft Exchange. This service provides a self-portal for entities to manage their mail account |
| <b>Channels</b>                     | Smart App<br>TDRA Website                                                                                                                                    |
| <b>Payment Channels</b>             | Not Available                                                                                                                                                |
| <b>Terms &amp; conditions</b>       | Connected to FedNet                                                                                                                                          |
| <b>Required Documents</b>           | No required documents                                                                                                                                        |
| <b>Results Require Office Visit</b> | No                                                                                                                                                           |

|                                                 |                                                                                             |
|-------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>Service package</b>                          | No service package                                                                          |
| <b>Service Complexity Level</b>                 | Normal service                                                                              |
| <b>Service Outcome</b>                          | Email                                                                                       |
| <b>Service Connectivity With Other Services</b> | The service is linked to "Private Dedicated Connectivity" and "Default Networking" services |
| <b>Service Limitation</b>                       | No service limitation                                                                       |
| <b>Service Remark</b>                           | No service remarks                                                                          |