

## 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>Portal</p> <p>Mobile Application</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

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