

Government Entities 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: - Solving issues related to the entity's account hacking - Renaming the account names, while keeping the account verified

Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Fill in the service application form
- Step 3** → Review the application by a specialized team at the Authority and coordinate with the relevant company
- Step 4** → Inform the customer with the taken actions

Category	Variation
Type	Transactional
Expected Time	1 working Day
Fees	Free of charge
Audience	Government Sector
About	This service enables technical social media platform support of local and federal government entities, in terms of: Solving issues related to the hackings of platform accounts Changing account names on platforms and maintaining the "verified account" status
Channels	TDRA Website
Payment Channels	Not Available
Terms & conditions	In the event of changing the account name on the platform, the new name must not have been previously used by others, as the request/application will be rejected by the platform itself
Required Documents	No required documents
Results Require Office Visit	No
Service package	No service package

Service Complexity Level	Normal service
Service Outcome	Coordination with social media platforms to recover hacked accounts and/or change the account name on the platform while maintaining verification
Service Connectivity With Other Services	No linked services
Service Limitation	No service limitation
Service Remark	No service remarks