

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: 1- Solving issues related to the entity's account hacking 2- Renaming the account names, while keeping the account verified

Service steps

- Step 1** → Log in using your UAE Pass account
- Step 2** → Send the service application with all details
- Step 3** → The request to be reviewed by TDRA
- Step 4** → TDRA to submit the application to the social media platform
- Step 5** → The government entity receives TDRA's response on the action taken

Category	Variation
Type	Transactional
Expected Time	2 working days
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