Network Technical Support Service

About the Service/Feature

Providing technical support to the beneficiaries of FedNet services. This service is available to the entity by default as soon as it enrolls on any of FedNet services.

Service steps

Step 1 → Log in using the UAE Pass

Step 2 → Send the requests and inquiries to the technical support team

Step 3 → The application will be reviewed by a specialized team at the Authority

Step 4 → Receive the Authority's response to requests and inquiries

Category	Variation
Type	Transactional
Expected Time	Priority 1: 4 hours - Priority 2: 8 hours - Priority 3: 4 working days- Priority 4: 5 working days
Fees	Free of charge
Audience	Government Sector
About	Providing technical support to entities using Federal Network (FEDnet) services. The entity is also automatically registered in the technical support service once any service provided through the Federal Government Network is activated
Channels	Smart App TDRA Website
Payment Channels	Not Available
Terms & conditions	No service conditions
Required Documents	No required documents
Results Require Office Visit	No

Service package	No service package
Service Complexity Level	Normal service
Service Outcome	Getting technical support for entities using FEDnet services
Service Connectivity With Other Services	No linked services
Service Limitation	No service limitation
Service Remark	Registration is done automatically once a FEDnet service is availed