

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

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| 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 |

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| 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 |