

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 →

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|-------------------------------------|--|
| Category | Variation |
| Type | Transactional |
| Expected Time | Expect a response within one working Day |
| Fees | Free of Charge |
| Audience | Government entities |
| About | 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 |
| Channels | Mobile Application TDRA Website |
| 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 |

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| 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 |