

## 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** →

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	Expect a response within one working Day
<b>Fees</b>	Free of Charge
<b>Audience</b>	Government entities
<b>About</b>	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
<b>Channels</b>	Mobile Application TDRA Website
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	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.
<b>Required Documents</b>	None
<b>Results Require Office Visit</b>	No
<b>Service package</b>	None

<b>Service Complexity Level</b>	Normal
<b>Service Outcome</b>	Coordinating with social media platforms to retrieve hacked accounts and/or change the name of the account on the platform while maintaining the verification
<b>Service Connectivity With Other Services</b>	None
<b>Service Limitation</b>	None
<b>Service Remark</b>	None