

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

### Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Fill in the service application form
- Step 3** → Review the application by a specialized team at the Authority and coordinate with the relevant company
- Step 4** → Inform the customer with the taken actions

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	1 working Day
<b>Fees</b>	Free of charge
<b>Audience</b>	Government Sector
<b>About</b>	This service enables technical social media platform support of local and federal government entities, in terms of: Solving issues related to the hackings of platform accounts Changing account names on platforms and maintaining the "verified account" status
<b>Channels</b>	TDRA Website
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	In the event of changing the account name on the platform, the new name must not have been previously used by others, as the request/application will be rejected by the platform itself
<b>Required Documents</b>	No required documents
<b>Results Require Office Visit</b>	No
<b>Service package</b>	No service package

<b>Service Complexity Level</b>	Normal service
<b>Service Outcome</b>	Coordination with social media platforms to recover hacked accounts and/or change the account name on the platform while maintaining verification
<b>Service Connectivity With Other Services</b>	No linked services
<b>Service Limitation</b>	No service limitation
<b>Service Remark</b>	No service remarks