

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** → TDRA will review and study the request
- Step 4** → Receive TDRA's response to the inquiry or request

Category	Variation
Type	Transactional
Expected Time	Priority level 1: Within 4 hours Priority level 2: Within 8 hours Priority level 3: Within 4 working
Fees	Free of charge
Audience	Government Entities
About	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
Channels	Portal Mobile Application
Payment Channels	Not Available
Terms & conditions	None
Required Documents	None
Results Require Office Visit	No

Service package	None
Service Complexity Level	Normal
Service Outcome	Technical support to entities integrated with FedNet.
Service Connectivity With Other Services	None
Service Limitation	None
Service Remark	This service is available to the entity by default as soon as it enrolls in any of FedNet services.