

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

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| Category | Variation |
| Type | Transactional |
| Expected Time | Priority level 1: Within 4 hours Priority level 2: Within 8 hours Priority level 3: Within 4 workin |
| Fees | Free of charge |
| Audience | Government entities |
| About | <p>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.</p> <p>To view FAQ, Click here</p> |
| Channels | <p>Mobile Application</p> <p>TDRA Website</p> |
| Payment Channels | Not Available |
| Terms & conditions | None |
| Required Documents | None |
| Results Require Office Visit | No |

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| 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. |