

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: 1- Solving issues related to the entity's account hacking 2- Renaming the account names, while keeping the account verified

Service steps

- Step 1** → Log in using your UAE Pass account
- Step 2** → Send the service application with all details
- Step 3** → The request to be reviewed by TDRA
- Step 4** → TDRA to submit the application to the social media platform
- Step 5** → The government entity receives TDRA's response on the action taken

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| Category | Variation |
| Type | Transactional |
| Expected Time | 2 working days |
| Fees | Free of Charge |
| Audience | Government entities |
| About | <p>The service allows federal and local government entities to get technical support related to social media platforms, in relation to:</p> <p>1- Solving issues related to the entity's account hacking</p> <p>2- Renaming the account names, while keeping the account verified</p> |
| Channels | <p>Mobile Application</p> <p>TDRA Website</p> |
| 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 |

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| Results Require Office Visit | No |
| Service package | None |
| 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 |