

## 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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| <b>Category</b>               | Variation   |
| <b>Type</b>                   | Transactional   |
| <b>Expected Time</b>          | 2 working days  |
| <b>Fees</b>                   | Free of Charge  |
| <b>Audience</b>               | Government entities   |
| <b>About</b>                  | <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> |
| <b>Channels</b>               | <p>Mobile Application</p> <p>TDRA Website</p>   |
| <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  |

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| <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  |