

Recovering a Facebook Account

If you are having problems logging into your Facebook account, there are a number of actions that you can take to restore your access. This document shows how to recover based on the cause for the problem.

Symptoms	Possible Causes	Remedial Action
Can't Login	<ul style="list-style-type: none"> a. You have an active Facebook session on another device b. You forgot your password c. Password is corrupted so it doesn't work 	<p>Reset the password. To do this follow these steps:</p> <ol style="list-style-type: none"> 1. Go to facebook.com/login/identify and follow the instructions. Make sure to use a computer or mobile phone that you have previously used to log into your Facebook account. 2. Search for the account you want to recover. You can search for your account by name, email address, or phone number. 3. Follow the on-screen steps to reset the password for your account.
Account is Disabled or deactivated	<ul style="list-style-type: none"> a. You disabled your own account permanently 	<p>You have 30 days to log back in. If you do that, the account will be re-enabled. If you forgot the password, click on "Forgot Password" and follow the instructions.</p> <p>If you miss the 30-day window, the account is gone and you will have to create a new one</p>
Account is Disabled or deactivated by Facebook	<p>There are many reasons. For example:</p> <ul style="list-style-type: none"> a. Not using your real name b. Offensive content c. Scraping the site d. Too many groups e. Too many messages f. Sending same message too many times 	<p>If you believe this has been done in error, you can request Facebook to investigate. This is done by going to the Official Investigation Form.</p> <ul style="list-style-type: none"> a. Enter your login email address or mobile phone number b. Your name as listed in the account c. Official ID image (jpeg file) d. Additional details explaining the possible problem
Account is believed to be hacked	<p>The reasons this can be suspected are:</p> <ul style="list-style-type: none"> a. The email or password has been changed b. The name or birthday have changed c. Friend requests are sent to people you don't know d. Messages were sent that you didn't write 	<p>The main action to take is to reset the password. Facebook provides instructions on how to do it in this page</p>

	e. Posts are made that you didn't create	
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If you continue having problems with your account being hacked and/or disabled by Facebook due to abuses by the hackers, there are a number of tips you can observe to reduce your vulnerability to these attacks. See below.

Measure	Actions
Protect Password	<ul style="list-style-type: none"> a. Have a unique Facebook Password, don't share it and don't use it anywhere else b. Make it a strong password c.
Do not Share Login info	<ul style="list-style-type: none"> a. Make sure you are login into a real Facebook site and not a fake look-alike. Check the URL is www.facebook.com b. Don't forward emails from Facebook to other people c. Be careful with Phishing attempts (we.g., hen someone sends you a suspicious email asking you for your personal information). Report attempts to Facebook at phish@fb.com d. Get alerts about unrecognized logins and select you want to receive alerts e. Turn 2-Factor Authentication (2FA)
Other	<ul style="list-style-type: none"> a. Log Out of Facebook when using computers shared with other people b. Don't accept Friend requests from strangers c. Watch out for malicious software d. Careful with suspicious links even if they come from a known source

Merysol Security hopes this is of assistance to you.

If you continue having problems with your account being hacked, we'd be happy to engage you for more in-depth analysis of your specific situation.