

SOCIAL MEDIA ACCOUNT RECOVERY INSTRUCTIONS



Steps to regain access to a compromised Facebook or Instagram business account

When to Use This

Use this process if you have lost access to your business Page, Instagram account, or Meta Business account due to hacking, lost credentials, or removed permissions.

Steps to Recover

1. Attempt password reset via email or phone number
2. If other admins exist, ask them to restore your access
3. Submit documentation and signed letter to Meta Business Support

Support: <https://www.facebook.com/business/help/support>

Tips to Prevent Future Lockouts

- Keep at least two admins on all business accounts
- Use strong passwords and two-factor authentication
- Regularly review admin access

What You Need

- Proof of business ownership (tax invoice, company registration)
- Government-issued ID of the requester
- Signed recovery letter including:
 - Your name and role
 - Business/Page name
 - How access was lost
 - Request to regain access

Note: Letter must be printed, hand-signed, scanned. Digital signatures are not accepted.