What can I do if I've lost access to my account?

19,336 views

If you ever forget your password or lose access to your account, you can use one of the options below to help identify the issue or regain access to your account.

How do I request a password reset?

**Why did I lose access to my Facebook Page?**

You may have lost access to your Page for one of these reasons:

* Someone who helps manage your Page removed you or [changed your role](https://www.facebook.com/help/289207354498410).
* Your Page name is [too generic](https://www.facebook.com/help/519912414718764).
* You're not the authorized representative of the Page's subject or content.
* Your Page was reported and removed for [infringing someone's intellectual property rights](https://www.facebook.com/help/399224883474207).
* Someone who helps manage your Page was [hacked](https://www.facebook.com/help/hacked).

**What can I do if my account has been disabled?**

**Facebook**

We disable Facebook accounts that don't follow the [Facebook Terms](https://www.facebook.com/terms). Some examples include:

* Posting content that doesn't follow the Facebook Terms
* Using a fake name
* Impersonating someone
* Continuing behavior that's not allowed on Facebook by violating our Community Standards
* Contacting other people for the purpose of harassment, advertising, promoting, dating or other conduct that's not allowed

If you think your account was disabled by mistake, please [submit an appeal](https://www.facebook.com/help/contact/260749603972907).

Note: If you don't see a disabled message when you try to log in, you might be experiencing a login issue. Please visit our help center for [help](https://www.facebook.com/help/418876994823287) logging in. In some cases we may not issue a warning before disabling your account. Also note that we don't restore accounts that were disabled for severe violations of the [Facebook Community Standards](https://www.facebook.com/communitystandards/).

**Instagram**

If your Instagram account was disabled, you’ll see a message telling you when you try to log in. Accounts that don't follow our [Community Guidelines](https://help.instagram.com/477434105621119) or [Terms of Use](https://l.facebook.com/l.php?u=https%3A%2F%2Fhelp.instagram.com%2F478745558852511&h=AT3W_HsjPSk2Cde4_czSeu55FpCUFP7frB0hxlFX8xywE3y9wCdCCPKnFeH7RzlPnZOFW4qucHJ17xGHxKfartq0qQIwjCoufpSE6aTT64ykrcNsq4eBN87oENsNTUckomsOOA) may be disabled without warning. We suggest that you review the Community Guidelines carefully along with the posts on all accounts you've created.

If you think your account was disabled by mistake, you may be able to appeal the decision by opening the app, entering your username and password and following the on-screen instructions.

If you don’t see a disabled message, you may be experiencing a [login issue](https://l.facebook.com/l.php?u=https%3A%2F%2Fhelp.instagram.com%2F374546259294234&h=AT07N-whUY6eA-LwRalHKOM2GR7UqEaEztJJBqRmVcv0OOVW01OAwfkevtEVEdxPiapc4phr1Xrchh_MbOTHPCpurXwhJ0Qv4tuXd402zwjolHnStEOIDE95UlkWErOzz8-Dzg). If your account was deleted by you or someone with your password, there's no way to restore it. You can create a new account with the same email address you used before, but you may not be able to get the same username.