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# Common App Review Rejection Reasons

Before you submit your app for App Review, take a moment to review some of the most common mistakes that can lead to requests for additional information or rejection.

## Missing or Invalid Login Credentials

If we need to log into your app to test its functionality, make sure to provide us with all the necessary login credentials and login instructions when filling out the **App Verification Details** section of your App Review request.

**App Review** > **Requests** > **Complete App Verification** > **Provide verification details**:
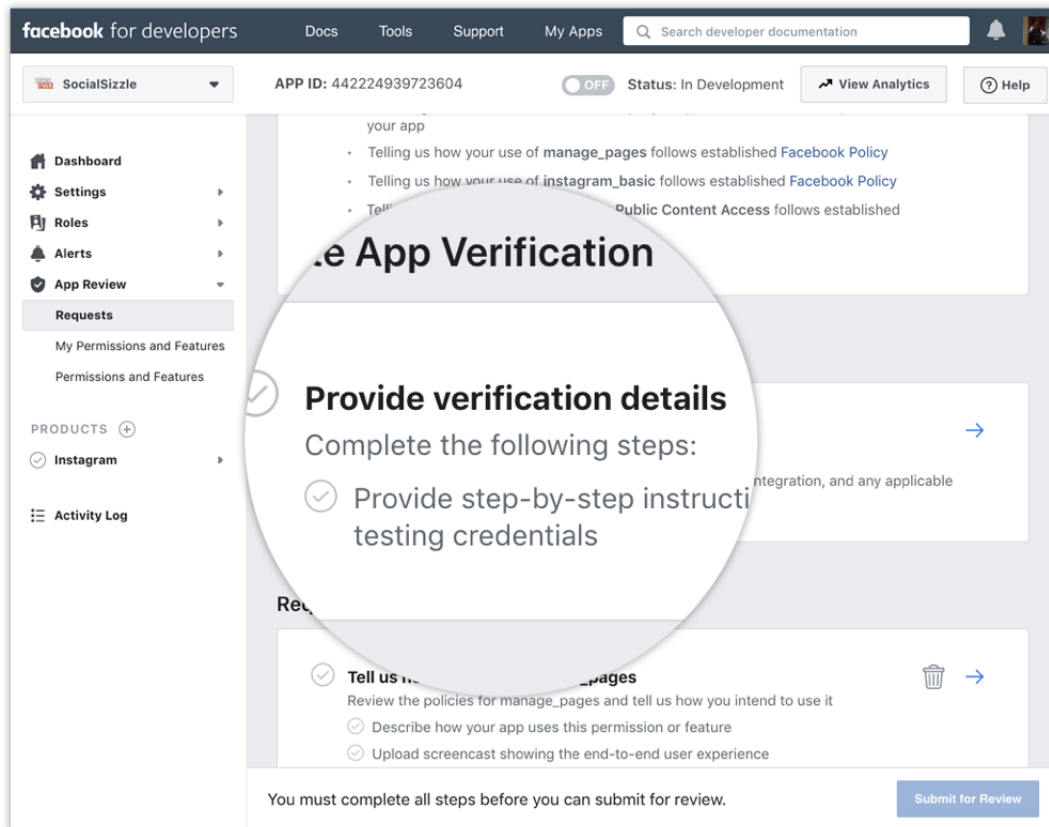
## Providing App Verification for Server-to-Server Apps

If you are unable to supply login credentials because your app exchanges data directly with Facebook APIs and doesn't have a user interface, make sure that your submission accurately describes and shows how your app will ultimately use the data provided by each permission and feature in your request.

Learn more about server-to-server apps.

## Create a Test User

Test users are temporary Facebook accounts that you can create to test various features of your app. You can create a test user through the app dashboard and include the test user's login credentials (email and password) in your **App Verification Details** so the review team can see your use case in action.

## Don't Use Fake Accounts to Provide Login Credentials

Facebook Platform Policy restricts app creation and management through fake accounts. Please manage and develop your app through your personal Facebook account.

# Invalid Site URLs

If we need to access a website in order to verify your app's functionality, make sure that the website URL you provided in the App Verification Details section is accurate, working, and publicly accessible.
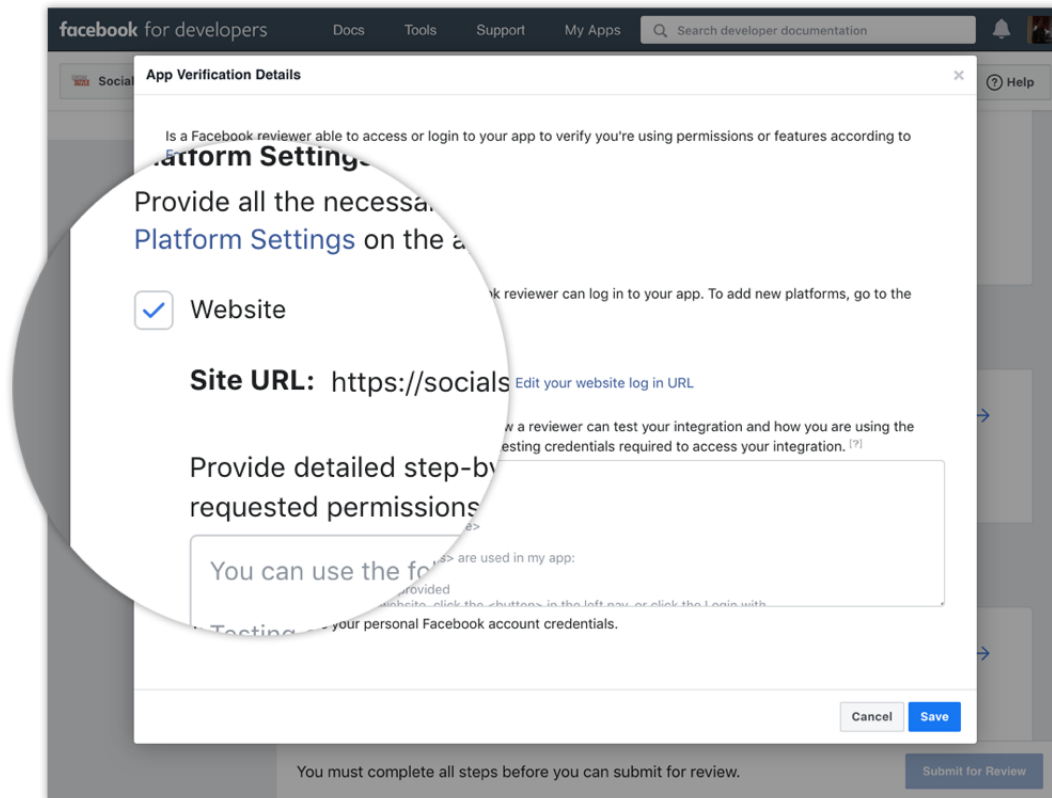


## Disallowed Use Cases

Before you submit for App Review, confirm that your app is using the requested permissions and features in an approved way. If the review team determines that your app's use case is disallowed, then your submission will be rejected or you will be requested to provide additional clarifying information.

It is also important to only request permissions and features that your app actually needs to function. If the review team can't see or have a clear understanding of why you are requesting permission or feature, your App Review will be rejected.

### Examples of Disallowed Usage

**user_friends**

- Inviting a user's friends to access the app when they are not using it
- Attempting to determine a user's friend count

**user_gender**

- Identifying a user's gender without enhancing the user's app experience

# Screencast Doesn't Show Permission Usage

Your screencast doesn't have to be an award-winning film short, it just needs to clearly show the Facebook review team how your app uses each permission or feature requested to enhance the end user experience.

Our review team will use your screencast to confirm that your app's use of each requested permission and feature is clearly visible, follows an allowed use case, and is compliant with our Facebook Platform Policy.

Refer to our screencast best practices help document to learn how to create an effective screencast.

## Screencasts and server-to-server apps

If your app does not directly request permissions from its users, make sure your screencast cleary shows how it uses data provided by those permissions and any features included in your App Review submission.

Refer to our sample server-to-server submission to better understand how to make a screencast for these types of apps.

# Your App Won't Load

Believe it or not, this is sometimes a problem. Before you click Submit on your App Review request,

double check that the app you are providing or referring to loads properly on each of the platforms that it supports.

If you are providing test user credentials, make sure that those credentials work on all of your platforms your app supports.

Needless to say, if we cannot load your app on any of the supported platforms that , we will not be able to verify your app.

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