

If you cannot get into your Facebook account, you should **immediately use Facebook's official recovery tools**. The process depends on whether you have forgotten your password, been hacked, or lost access to your email/phone number. [1, 2, 3, 4, 5]

Here is a step-by-step guide to recovering your account based on common scenarios.

1. Initial Troubleshooting

- **Use a Recognized Device:** Attempt to log in from a computer, phone, or tablet you have previously used to access your Facebook account.
- **Check Information:** Ensure you are entering the correct email or phone number, as sometimes old credentials are still linked.
- **Check for Typos:** Verify that you are not adding extra spaces or symbols. [2, 6]

2. If You Forgot Your Password

1. Go to facebook.com/login/identify.
2. Enter the email address or mobile phone number associated with your account.
3. Follow the on-screen instructions to receive a password reset code. [2, 7]

3. If You Suspect Your Account Was Hacked

If your password was changed, your email was altered, or you see strange posts, go to facebook.com/hacked.

- Click "My Account Is Compromised".
- Follow the prompts to secure your account. [9]

4. If You Have No Access to Email or Phone

If you have lost access to the phone/email linked to the account, you can still recover it:

1. Go to facebook.com/login/identify and select "No longer have access to these?".
2. Follow the prompts to identify your account.
3. **Use Trusted Contacts:** If you set up Trusted Contacts, they can help you regain access.
4. **Submit ID:** You may be asked to upload a government-issued ID to prove your identity.
5. **Take a Video Selfie:** You may be required to take a video selfie to verify your identity. [7, 9, 11]

5. If Your Account is Disabled

If you receive a message that your account is disabled or suspended, you can appeal this decision by:

- Going to the **Facebook Help Center** and searching for "My Facebook account was suspended or disabled".
- Filling out the appeal form. [13]

Important Tips

- **Be Patient:** The recovery process can take a few days or weeks, particularly if it requires human review.
- **Use the Same Network/Device:** Using a familiar network (like your home Wi-Fi) can help speed up the recognition process.
- **Check Spam Folder:** Ensure password reset codes are not going to your junk folder.
- **Last Resort:** If no other options work, you may need to create a new account, as Facebook does not offer direct, real-time customer service for this issue. [[1](#), [2](#), [9](#), [14](#), [15](#)]

Disclaimer: Be aware of scammers pretending to be Facebook support. Only use the official [facebook.com](https://www.facebook.com), [facebook.com/hacked](https://www.facebook.com/hacked), and [facebook.com/login/identify](https://www.facebook.com/login/identify) pages. [[9](#)]

AI responses may include mistakes.

[1] <https://www.facebook.com/help/105487009541643>

[2] https://m.facebook.com/help/132243923516844/?helpref=related_articles

[3] <https://www.facebook.com/help/174775012577892>

[4] <https://version-2.com/en/2025/09/how-to-recover-your-hacked-facebook-account/>

[5] <https://www.foxnews.com/tech/lost-access-heres-how-reclaim-your-facebook-account>

[6] <https://www.youtube.com/watch?v=oDYFBO2bMXA>

[7] <https://werowforwilliam.raiselysite.com/facebook-adda/posts/what-happens-if-i-lose-access-to-my-facebook-account-risks-and-recovery-options>

[8] <https://werowforwilliam.raiselysite.com/chota-bheem/posts/will-facebook-help-me-recover-my-account-full-comparison-guide-fast>

[9] <https://www.justanswer.com/computer/mjs91-accidentally-logged-facebook-cannot-log-back.html>

[10] https://www.facebook.com/help/132243923516844/recover-your-facebook-account-if-you-cant-access-your-account-email-address-or-mobile-phone-number?locale=en_GB

[11] <https://www.youtube.com/watch?v=K4enWj6Rs1c>

[12] <https://securityinabox.org/en/tools/facebook/>

[13] <https://www.youtube.com/shorts/guy54GTA5Mk>

[14] <https://www.justanswer.com/computer/oguzt-no-longer-access-facebook-account-wish.html>

[15] <https://www.facebook.com/matt.diggity.seo/posts/has-anyone-ever-setup-2fa-on-facebook-lost-or-transferred-your-phone-and-now-you/3038627186446000/>