

Scams & online safety | Medium | 2 min read

Recovering a hacked social media account

Finding your Facebook, Instagram or other social media account has been taken over is upsetting. There is a clear way back in most cases, so take it one step at a time.

Signs your account may be hacked

- Your password no longer works.
- Friends say they have had odd messages from you.
- You see posts or sign-in alerts you did not make.
- Your email or phone number on the account has changed.

Step by step

1. **Check your email** for messages from the platform about changes. These may include a link that says "**This wasn't me**" or "**Secure your account**". Use it if it is genuine, ideally by going to the real site yourself.
2. On the sign-in page, choose **Forgotten password**, and follow the steps.
3. Look for the official recovery pages. On Facebook, go to facebook.com/hacked. On Instagram, use **Get help signing in** on the login screen.
4. You may be asked to confirm your identity, perhaps by a video selfie. This is normal on genuine sites.
5. Once back in, **change your password** and turn on **two-step sign-in**.
6. Check your account settings for changed email addresses, phone numbers or connected apps, and remove anything unfamiliar.
7. Log out of all other devices.

Tell your friends

Post from another account or message friends to say your account was hacked and that they should ignore any requests for money.

Change other passwords

If you used the same password elsewhere, change those too, beginning with your email.

Beware of recovery scams

Be wary of anyone who offers to "get your account back" for a fee. Scammers target people in this situation. Only use the platform's official help pages.

Report it

If someone asked your friends for money, or you lost money, ring your bank on 159 or the number on your card. Report to Report Fraud (formerly Action Fraud) at reportfraud.police.uk or on 0300 123 2040, or Police Scotland on 101.

When to get more help

If the official routes do not work or you are not sure what to click, contact us and we will go through it with you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.