

# How to retrieve a hacked Facebook account

When using Facebook or any other accounts, it is easy to lose your password or hack your account through many different ways. In the case of a hack, not only will the password be changed, but the email may be changed, so the password recovery will no longer work.

Is your Facebook account hacked or do you forget your password and are you trying to get your account back, retrieve your Facebook password? When using Facebook or any other accounts, it is easy to lose your password or hack your account through many different ways. In the case of a hack, not only will the password be changed, but the email may be changed, so the password recovery will no longer work.

## 1. How to block annoying advertising messages on Facebook

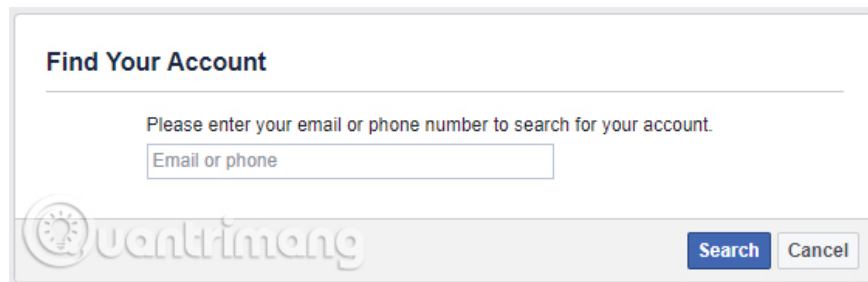
You can refer to our way below to get back your Facebook account.

## 1. Check that you are still able to import your Facebook account on a device

Before restoring your account, check that you can still log in to Facebook on a device such as a browser on your computer, Android or iOS Facebook application, or a mobile device browser.

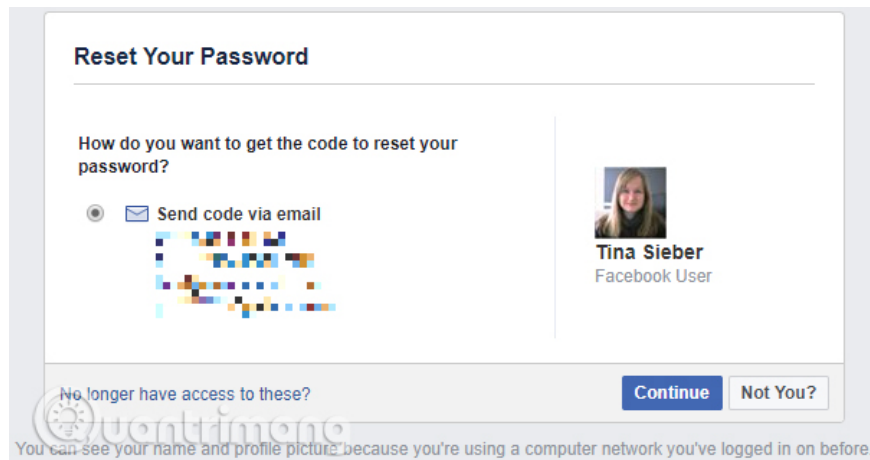
## 2. Use the default account recovery option

After checking that you don't see any devices logging into Facebook, use the network or computer that previously logged into your Facebook account. First of all, you need to identify your account, then visit the Facebook recovery page and use an email address or phone number added to your Facebook account. You can use your Facebook username.

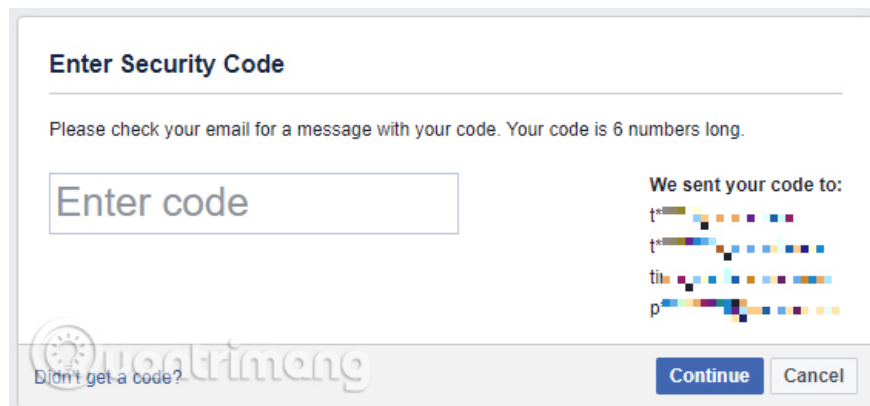


The image shows a screenshot of the Facebook account recovery interface. At the top, it says "Find Your Account". Below that is a horizontal line. Underneath the line, it says "Please enter your email or phone number to search for your account." There is a text input field with the placeholder text "Email or phone". At the bottom right of the form, there are two buttons: "Search" and "Cancel". A watermark for "Quantimeng" is visible in the bottom left corner of the screenshot.

After determining your account successfully, you will see a profile summary. Before proceeding, check carefully that this is really your account and whether you still have access to the listed email address (s) or mobile phone number (s).



If all contact details that Facebook has in your profile are appropriate, click **Continue** . Facebook will send a security code, using that security code to log in to your account.



If you don't receive the code, click **Didn't get a code?** , will take you back to the **Reset Your Password** screen first. You can try again or may not have access to that account anymore.

If you gain access to your account and suspect that your account has been hacked, change your password immediately (use strong passwords) and update contact information. These are the main steps in securing your Facebook account. Be sure to delete any email addresses or phone numbers that are not yours or that you cannot access anymore. You should turn on two-factor authentication so that this will not happen again.

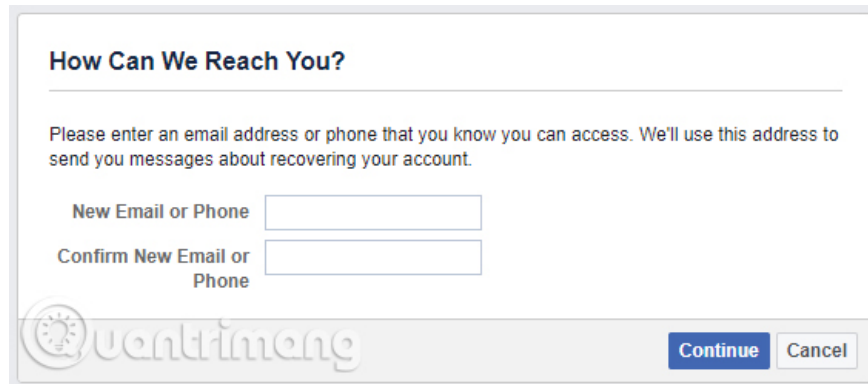
1. Protect your Facebook account with 2-factor authentication

### 3. Change contact information

Normally, it is not possible to restore an account using the options above. You may no longer have access to your email address (s) and phone number (s) added to your profile. Or maybe a hacker has changed this information. In that case, Facebook allows you to specify a new email address that they will use to contact you about account recovery.

To start this process, click the link **No longer have access to these?** At the bottom left of the password recovery page to start the recovery process. Facebook will ask you for a new email address or phone number, so they can

contact you if needed, click **Continue** to continue.




**How Can We Reach You?**

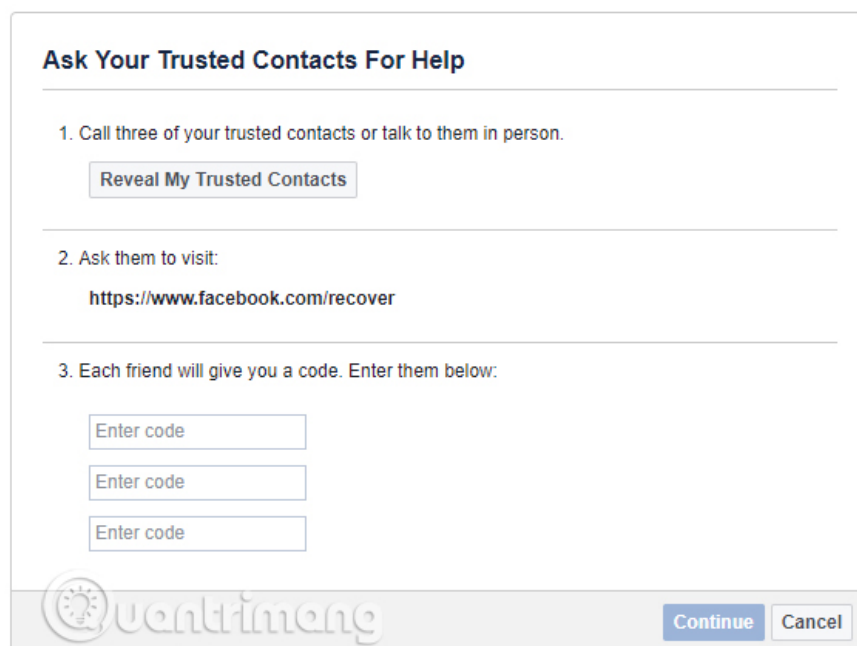
Please enter an email address or phone that you know you can access. We'll use this address to send you messages about recovering your account.

New Email or Phone

Confirm New Email or Phone



If you set up **Trusted Contacts**, you will have the opportunity to use these accounts to restore the account in the next step.




**Ask Your Trusted Contacts For Help**

1. Call three of your trusted contacts or talk to them in person.

2. Ask them to visit:

<https://www.facebook.com/recover>

3. Each friend will give you a code. Enter them below:



You need to remember at least one of the 3-5 Trusted Contacts to see all. Note that you only need three security codes to recover your account.

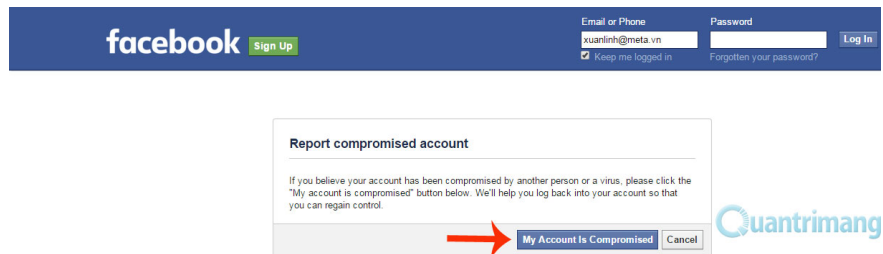
If you don't set **Trusted Contacts**, you can provide the option to answer one of the security questions and reset the password on the spot. For extra precautions, this waiting period will last 24 hours before you can access your account. If not, you may have to wait until Facebook contacts to verify your identity.

1. How to retrieve your Facebook password through trusted friends

## 4. The account has been attacked and is sending spam

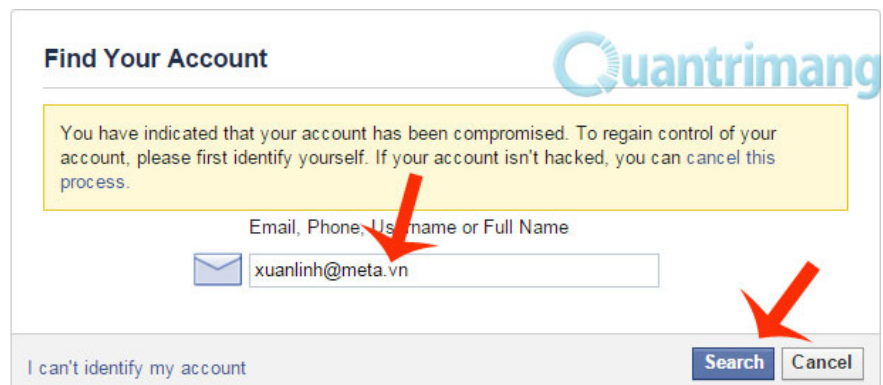
Steps to retrieve a hacked Facebook account

**Step 1 :** Go to: <https://www.facebook.com/hacked> and click **My account is Compromised**



The image shows the top navigation bar of the Facebook website. On the left is the Facebook logo and a 'Sign Up' button. On the right are input fields for 'Email or Phone' (containing 'xuanlinh@meta.vn') and 'Password', with a 'Log In' button. Below the navigation bar is a 'Report compromised account' section. It contains a message: 'If you believe your account has been compromised by another person or a virus, please click the "My account is compromised" button below. We'll help you log back into your account so that you can regain control.' A red arrow points to the 'My Account Is Compromised' button. To the right of this section is a 'Quantrimang' watermark.

**Step 2:** Enter the email address to register your Facebook account



The image shows the 'Find Your Account' page. At the top, it says 'Find Your Account' and has a 'Quantrimang' watermark. A yellow box contains the text: 'You have indicated that your account has been compromised. To regain control of your account, please first identify yourself. If your account isn't hacked, you can cancel this process.' Below this is a text input field labeled 'Email, Phone, Username or Full Name' containing 'xuanlinh@meta.vn'. A red arrow points to the input field. At the bottom, there is a 'Search' button and a 'Cancel' button. A red arrow points to the 'Search' button. On the left, there is a link that says 'I can't identify my account'.

**Step 3 :** Please enter your old password before being hacked



The image shows the 'Enter a Current or Old Password' page. At the top, it says 'Enter a Current or Old Password'. A yellow box contains the text: 'In order to regain control of your account, enter any current or old password you know for your account. If your account isn't hacked, you can cancel this process.' Below this is a section for 'Your account:' showing a profile picture placeholder, the name 'Nguyễn Xuân Linh', and the email 'xuanlinh@meta.vn'. Below that is the text 'Not Xuân Linh?'. Then, there is a 'Current or Old Password:' label followed by a password input field with masked characters. A red arrow points to the password input field. At the bottom, there is a 'Continue' button and a 'Quantrimang' watermark.

**Step 4 :** After that, you will receive a password change notification and do as shown below

## Reset Your Password



You have indicated that your account has been compromised. We'll help you login and regain control of your account. If your account isn't hacked, you can cancel this process.

How would you like to reset your password?

-  Email me a link to reset my password  
xuanlinh@meta.vn



**Nguyễn Xuân  
Linh**  
Facebook user

No longer have access to these?

[Continue](#) [Cancel](#)

## Check Your Email



Check your email - we sent you an email with a six-digit confirmation code. Enter it below to continue to reset your password.

#####

We sent your code to:  
xuanlinh@meta.vn

I didn't receive a code

[Continue](#) [Cancel](#)

## Check Your Email



Check your email - we sent you an email with a six-digit confirmation code. Enter it below to continue to reset your password.

002892

We sent your code to:  
xuanlinh@meta.vn

I didn't receive a code

[Continue](#) [Cancel](#)

**Step 5:** Once completed, you will be redirected to the page to enter the new password

## Choose a new password



A strong password is a combination of letters and punctuation marks. It must be at least 6 characters long.

New password  ?

Confirm password

[Continue](#) [Cancel](#)

However, after you have reset your password and logged in again, you may still not be able to access Facebook. At that time, please wait 24 hours after logging in again, you can log in normally.

## 5. Still can't log in to Facebook

If all the recovery methods above fail, the last hope is Facebook. You can try emailing [security@facebookmail.com](mailto:security@facebookmail.com) to explain your situation. They can give you an opportunity to prove identity using a passport or driver's license. This process may take several weeks, so please be patient.

Note: If you don't use your real name on Facebook, hope to recover your account this way is almost zero.

## If all of the above cannot recover your account, create a new Facebook profile

Typically, the user's contact information is outdated, the recovery codes provided by Facebook do not work, or the company will never attempt to verify their identity. In such cases, the only way is to create a new Facebook profile.

To limit the hacked situation, Facebook also offers some advice for users such as choosing a strong enough password, a combination of many different characters; habit of logging out accounts after using on strange devices; run anti-virus software and most importantly consider before clicking on any content.

Explore more:

1. The fastest way to download Facebook videos to your computer without software
2. 7 ways to download YouTube videos fastest
3. How to use 2 Facebook accounts on Android

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