

# Instructions for setting up auto reply to messages on Facebook Fanpage

If you own a Facebook Fanpage to sell online or to use for a certain purpose you want. If the user or customer wants you to consult, they will send you a message on Fanpage.

If you own a Facebook Fanpage to sell online or to use for a certain purpose you want. If the user or customer wants you to consult, they will send you a message on Fanpage. Suppose if you don't have enough time to "reply" these messages again.

In such cases, the best way to "retain" customers or users is to automatically reply to messages on your Facebook Fanpage.

To set up auto-reply on Facebook Fanpage, follow the steps below:

1. Open your Facebook Fanpage page, then click **Settings** in the top right corner of the screen .



2. The next step is to ensure that you have enabled Messages on your Fanpage page. Your task then is to find **Message** and then click **Edit** .

Publishing Tools		Settings
<b>Favorites</b>	Page is added to Favorites	<a href="#">Edit</a>
<b>Page Visibility</b>	Page published	<a href="#">Edit</a>
<b>Visitor Posts</b>	Choose who can publish to your Page timeline	<a href="#">Edit</a>
<b>Messages</b>	People cannot contact my Page privately.	<a href="#">Edit</a>

3. Check the option to **Allow people to contact my Page privately by showing the Message button** and then click **Save change** to save the changes.

<b>Favorites</b>	Page is added to Favorites	<a href="#">Edit</a>
<b>Page Visibility</b>	Page published	<a href="#">Edit</a>
<b>Visitor Posts</b>	Choose who can publish to your Page timeline	<a href="#">Edit</a>
<b>Messages</b>	<input checked="" type="checkbox"/> Allow people to contact my Page privately by showing the Message button	
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>		

4. Now you will see **Messaging** on the left side of the sidebar. All you need to do is click that option.

Page	Messages	Notifications <span>99</span>	Insights	Publishing Tools
<b>General</b>		<b>Favorites</b> Page is added to Favorit		
<b>Messaging</b>		<b>Page Visibility</b> Page published		
<b>Page Info</b>		<b>Visitor Posts</b> Choose who can publish		
<b>Post Attribution</b>		<b>Messages</b> People can contact my F		
<b>Notifications</b>		<b>Tagging Ability</b> Only people who help m		

5. Next find the Instant Replies section. Here you select the option **Turn on Instant Replies** .

## Instant Replies

Let customers know that you'll get back to them soon.

Turn on Instant Replies

### What are Instant Replies?

When Instant Replies are turned on, people will receive an automatic response when they message your Page.

### Customize Your Instant Reply

Your Instant Reply message here.

Add Personalization

0 / 250

Save Reply

6. Write your message and click **Save reply** .

## Instant Replies

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Turn on Instant Replies

### What are Instant Replies?

When Instant Replies are turned on, people will receive an automatic response when they message your Page.

### Customize Your Instant Reply

Thanks for your message. We will tend to your issue shortly.

Add Personalization

60 / 250

Save Reply

7. In addition, you can add signatures through the **Add Personalization** feature.

## Instant Replies

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Turn on Instant Replies

### What are Instant Replies?

When Instant Replies are turned on, people will receive an automatic response when they message your Page.

### Customize Your Instant Reply

Person's first name

Person's last name

Your website URL

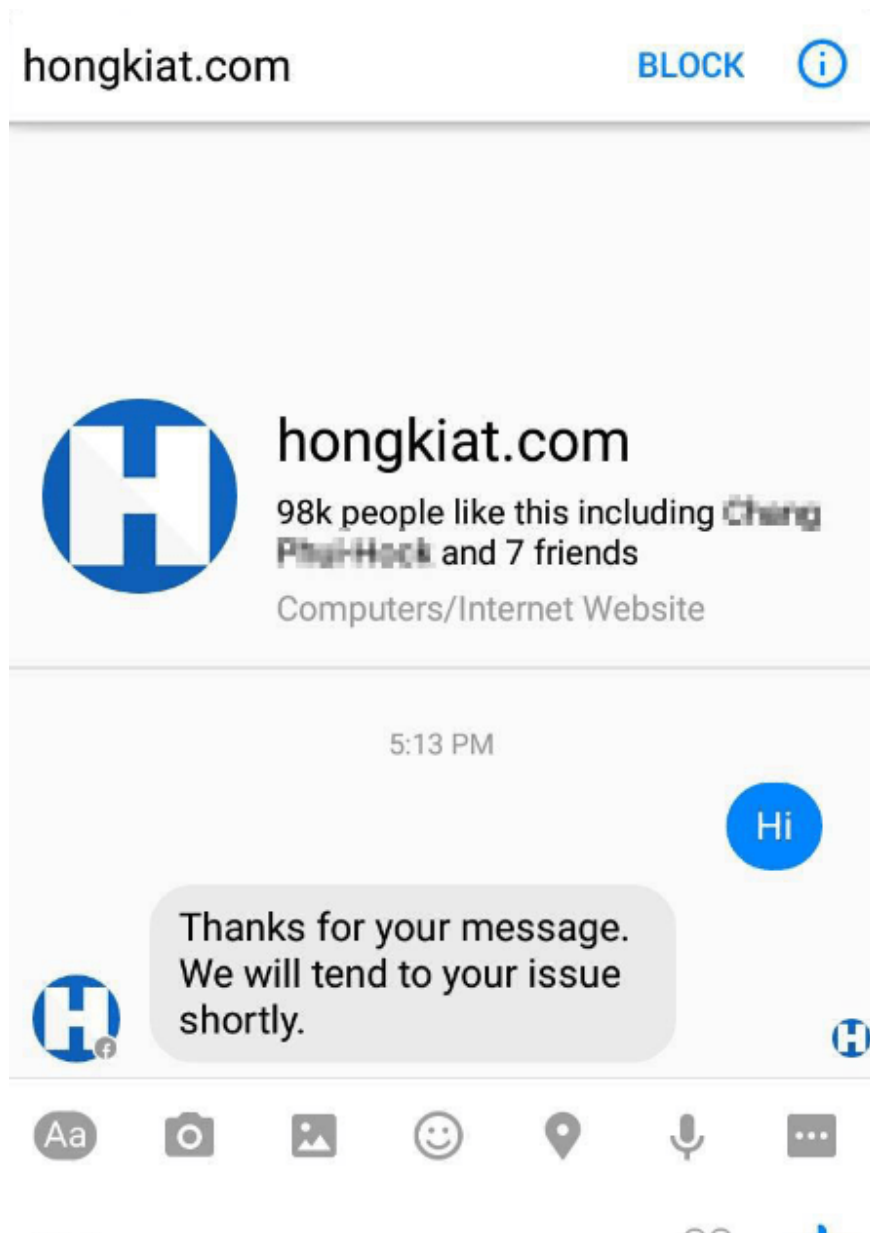
. We will tend to your

Add Personalization

64 / 250

Save Reply

8. From now on whenever someone sends a message on your Facebook Fanpage, they will receive the automated message you set up.



**Refer to some of the following articles:**

- 1. Turn off Facebook, take time to visit these 37 Web sites to add new knowledge every day
- 1. Instructions for setting up Live Stream feature Facebook videos on mobile and tablet
- 1. 2 ways to rename Facebook when less than 60 days or more than 5 times

**Good luck!**

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