Concierge Support for Advertisers and Agencies

- English support is available 24/7, 365 days a year
- Live chat is our primary contact option
- We’ll call you if you prefer to chat over phone!

FIND US AT FACEBOOK.COM/BUSINESS/HELP

Requirements
- You need to be logged into a Facebook account that is linked to an active and spending ad account.
- You can only request support for active accounts that you are connected to.

What to expect
- If all our chat support representatives are busy, you can still email us.
- The support representative might ask for additional information for investigation and troubleshooting.
- If your issue cannot be resolved over chat, we will continue supporting you over email.
- If you prefer to talk over phone, you can request for the support representative to give you a call.
What we can help you with

Our live support team can help troubleshoot and escalate issues across your Ad Account, Business Manager, Instagram profile, and Facebook Page:

- Invoicing and finance issues
- Account admin issues, e.g. merge accounts, delete accounts
- Ad policy and page policy issues
- Ad units and placement
- Global pages and location structures
- Bugs

What we don’t support*

- Consultative questions around your advertising strategy
- Reactivating a disabled business manager
- Personal account issues
- Technical troubleshooting for APIs and other developer issues

* See other support options on page 6.
1. Go to facebook.com/business/help, and click on “Support” on the top right corner

2. Select the account and issue that you need help with, and a chat or email option will appear at the bottom of the page.

**Pro-tip**

- The layout of our help center page may change from time to time, but the support button will always be on the top right corner.

- On other business interfaces like Ads Manager, you can also find help by locating a question mark icon that looks like this: 🤔

**Don’t see this page?**

- Check if you are logged in to your Facebook account on the same browser.

- Make sure your Facebook account is linked to an active and spending ad account.

- If your ad account or business manager is disabled, see page 6.
Best Practices for Frequent Issues

I want to change the name of my Facebook Page

- You must be an admin of the Page, either directly or through Business Manager.
- Make sure the Page name was not changed in the last 7 days.
- The new Page name must reflect what the Page is about.

I want to merge Facebook Pages

- You must be an admin of both Pages, either directly or through Business Manager.
- When contacting Concierge support, clearly identify and provide the links to (1) the Source Page(s) **(to delete)** and the Destination Page **(to keep)**.
- Acknowledge that all Source Page(s) will be irreversibly deleted and provide authorization for the requested changes to be made.

I believe my Ad was disapproved in error

When contacting Concierge support, provide the following IDs:

- Ad ID(s)
- Ad set and Campaign ID(s)
- Ad Account ID(s)
- Business Manager ID(s)

I’m experiencing a bug or technical issue

When contacting Concierge support:

- Provide a video recording/screencast of what you’re seeing
- Give permission to our specialists to log in to your account to replicate the issue if necessary
- Provide details around when the issue occurred, e.g. Date and time, device used, Wifi or mobile data, browser used
FAQs

I can’t see the “Get Started” button when I go to the Help Center!

Check that you’re (1) at https://www.facebook.com/business/help and (2) logged in to a Facebook account that is associated to an active ad account that has spent over $0.01 in the last 180 days.

- If your ad account or business manager is disabled, you need to re-enable them first by going to https://www.facebook.com/accountquality.
- If you also qualify for Media or Publisher support, you might see “Get Advertising Support” instead of “Get Started”.

When I go through the customer support flow, I only see the option for Email, and cannot see the option to Chat!

Chat support is occasionally unavailable due to technical issues, or when all our Chat support representatives are busy. If you write in via Email, our support representatives will respond to you within 24 hours.

I can’t find the account that I need support for in the dropdown menu!

To prevent fraudulent spending and account takeovers, Facebook has put additional security checks in place to verify that the person asking for support has a valid claim to the account.

The account dropdown will only show you the accounts that you have a connection to, either directly (e.g. you have a role on the account) or indirectly (e.g. you have a role on a business manager that is connected to the account.)

If you don’t see the account you need support for in the dropdown menu, please contact the account’s admin to add you to the account.

- Add People to Your Business Manager
- Add People to Your Ad Account
- Add People to Assets in Business Manager
- Add or Remove Access to Facebook Page with Roles
- Add or Remove an Instagram Account From Your FB Page

Select an asset you need help with

Search by account name

Filter By Asset Type

- Coca Cola
- Footlockers USA
- Arizona Democratic Party
- P&G
- AMEX
- CocaCola
- Nike
- Starbucks
- Footlocker
- Arizona Democratic Party

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Other Support Channels

For the following issues, you can contact our specialist teams directly:

Personal account issues

My Facebook account is hacked: https://www.facebook.com/hacked

My Instagram account is hacked: https://help.instagram.com/149494825257596

Disabled Business Manager

Appeal a disabled business manager account: https://www.facebook.com/accountquality

Verifications

Facebook Page verification: https://www.facebook.com/help/contact/342509036134712

Instagram verification: https://help.instagram.com/369148866843923

API/ developer issues

General support for all developers: https://developers.facebook.com/support

API support for Premium and Preferred Facebook Marketing Partners*: https://www.facebook.com/fmp/agencies/support

*To learn more about the Facebook Marketing Partner program for Agencies, visit https://www.facebook.com/business/agencies/about