

To gain access to a Facebook Business Account, you need to follow specific steps, depending on whether you're setting up a new account or requesting access to an existing one.



Scenario 1: Setting Up a New Facebook Business Account

- 1** Create a Facebook Account (if you don't already have one):
 - ✔ Go to [Facebook.com](https://www.facebook.com) and sign up for a personal Facebook account.

- 2** Access Facebook Business Manager:
 - ✔ Go to business.facebook.com
 - ✔ Click on Create Account

- 3** Set Up the Business Account:
 - ✔ Enter your business name, your name, and your business email address.
 - ✔ Click Next
 - ✔ Enter your business details (address, phone number, website)
 - ✔ Click Submit

- 4** Add People and Assign Roles:
 - ✔ Once your business account is created, you can add others by following similar steps as outlined in Scenario 1
 - ✔ Go to Business Settings, then People under the Users section
 - ✔ Click on Add to invite others by email and assign them appropriate roles



5 Connect Business Assets:

- ✓ In the Business Settings, you can also connect your Facebook Pages, Ad Accounts, Instagram Accounts, and more by selecting the appropriate options under Accounts in the left sidebar.

Tips:

- ✓ Roles and Permissions: Make sure you understand the difference between roles (Admin, Employee) and permissions (viewing, editing, etc.) so that you're granting or requesting the correct access level
- ✓ Security: Always keep your business account secure by enabling two-factor authentication for all users

If you encounter any issues, you may need to reach out to [Facebook Support](#) for assistance.



Scenario 2: Requesting Access to an Existing Facebook Business Account

1 Contact the Admin:

- ✓ Reach out to the current admin of the Facebook Business account. Only an admin can grant you access to the account.

2 Admin Adds You:

- ✓ The admin should log in to Facebook and go to Business Settings in Facebook Business Manager
- ✓ Navigate to People under the Users section on the left sidebar.
- ✓ Click on the Add button
- ✓ Enter your email address and select the role (e.g., Employee, Admin) you should have in the business account
- ✓ Click Next, then assign the necessary assets and permissions (e.g., Pages, Ad Accounts) that you need to access
- ✓ Click Invite

3 Accept the Invitation:

- ✓ You'll receive an email or notification on Facebook with the invitation to join the business account
- ✓ Click on the link provided in the invitation and follow the prompts to accept and gain access

If you need access to a Facebook Business Page but are unable to contact the current admin, there are a few steps you can take to try and resolve the issue:

1 Try to Identify Other Admins

- ✓ Check if there are any other admins associated with the Business Page. Sometimes, businesses have multiple admins



- ☑ If you know anyone else who might be connected to the page, ask them if they have admin access or can connect you with someone who does

2 Request Admin Access Through Facebook

- ☑ If you believe you should be the admin of the page (e.g., you're the business owner or a manager), you can request Facebook to grant you admin rights. Here's how:
 - Go to the Facebook Page you want to access
 - Click on the ... More button (next to "Like" and "Follow")
 - Select Find Support or Report Page
 - Choose the option I cannot access the Page
 - Follow the prompts to report that you cannot access the Page

3 Claim the Page (If Eligible)

- ☑ If you are the rightful owner of the business and the page is unmanaged or the admin is inactive, you may be able to claim the page:
 - Go to the Facebook Page and click on Is this your business? below the Page's cover photo
 - Follow the on-screen instructions to verify your connection to the business
 - Facebook might require you to provide documentation to prove ownership, such as business licenses, utility bills, or other official documents
- ☑ If approved, Facebook will transfer admin rights to you

3 Report a Hacked or Compromised Account

- ☑ If the admin account has been hacked or is compromised, and that's why you can't access the Page, report it to Facebook:
 - Go to the [Hacked Accounts](#) page
 - Follow the prompts to report the account and regain control
 - Once the issue is resolved, you can then manage the page as needed

How to claim a Google Business Profile



3 Contact Facebook Support

- ✔ If none of the above methods work, you can try reaching out to Facebook Support directly:
 - ▶ Go to the [Facebook Help Center](#)
 - ▶ Search for Business Support or Page Issues and find the option to chat or email Facebook support
 - ▶ Explain your situation in detail, including why you believe you should have access to the Business Page
- ✔ Be prepared to provide any documentation that supports your request

3 Create a New Page (Last Resort)

- ✔ If all else fails and you cannot gain access to the existing Page, you might need to create a new Facebook Business Page. While not ideal, this ensures you have control over your business's online presence
- ✔ Inform your followers of the change and direct them to the new Page

Tips:

- ✔ **Gather Evidence:** Keep any relevant evidence that proves you should have access to the Page, such as business documents, emails, or communications with the previous admin.
- ✔ **Stay Patient:** Facebook's process for recovering or claiming a Page can take time, so be prepared for some delays.

These steps should help you regain control or gain access to a Facebook Business Page when you can't contact the admin.