

# INSTAGRAM ACCOUNT DISAPPEARED CHEAT SHEET

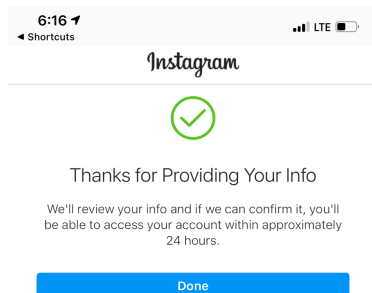
By Erica Reitman, August 2021

[I will update this as I get any new information or tips]

*NOTE: You will see several spots in this document where I refer to my own case number...do NOT use that if this happens to you. My case has been closed and this is not going to get you anywhere. I just want you to see all of my documentation in case it's helpful for you.*

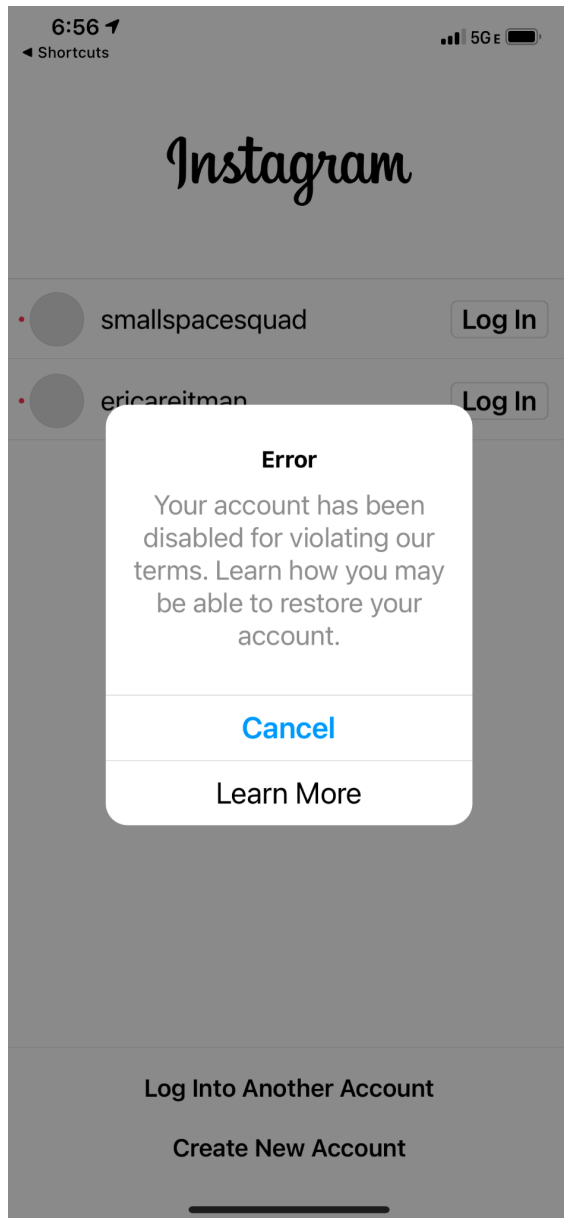
## Ok, my Instagram account disappeared! Now what??? 🤔

Here's the hitch: rarely do we know why this happens [did I get hacked? Am I "violating terms"...it's a crap shoot. I did not know for sure if I was hacked or not, however, none of my other platforms seemed compromised so I assumed I was not hacked. Also, I was asked to "verify my account" by Instagram [they sent me a code and I entered it on the screen on my phone when a message popped up that looked like this]:



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I thought everything was all good in the hood but nope. I left it alone for 24 hours as they had told me and then this message popped up for me:



I clicked on “learn more” and was taken to a link that allowed me to petition Instagram if I thought my account had been deactivated by mistake. I did. So I filled out the information there, and then for good measure, did with a couple of these links too. 

**Here are all of those direct petition links for you:**

1. <https://www.facebook.com/help/instagram/contact/606967319425038>
2. <https://help.instagram.com/contact/1652567838289083>

3. <https://help.instagram.com/contact/396169787183059>

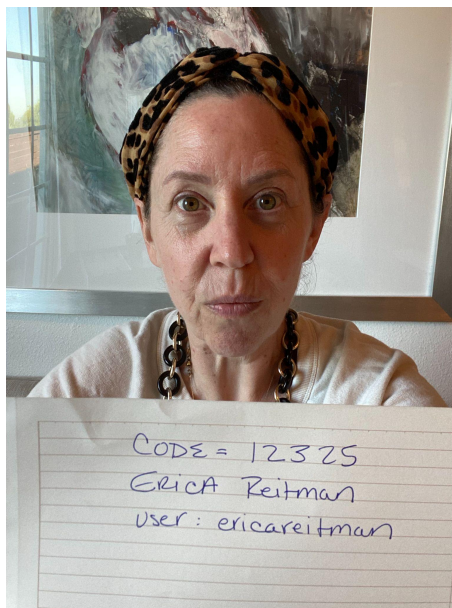
4. <https://www.facebook.com/help/contact/1652567838289083>

5. <https://help.instagram.com/contact/437908793443074>

### **WHAT'S GONNA HAPPEN WHEN YOU FILL OUT THESE LINKS?**

Do you have to fill them allll out? A lot of them seem the same. I know, and honestly I filled out 2 and then gave up. But here's what's gonna happen. You're gonna fill these out and then get an email back from Instagram with a verification code. They then ask you to take a picture of yourself with your face visible and the code handwritten on a piece of paper. It's straight up bizarro, but this is what happened for me when I did this on 8/27/21.

Here's what I sent them [dude, I told you I'm just sharing everythaaaang 😂]:



### **Now based on Natasha's experience, there are several things she suggests:**

- Don't tell them you're a business...even if you are. At least on these forms. Apparently verifying a business takes longer than verifying a non-biz account. Not sure if this is true or not.
- She also suggests always saying that you are writing from the US as these tickets are prioritized [also not sure if that's true, but just passing it along].

- When you're filling this "where the fuck is my Insta account?" form out, you can put any email address in there....even if it's not the one associated with your account.

## **AFTER YOU FILL OUT THE INSTAGRAM FORMS, WHAT'S NEXT??**

Head right the fuck over to your Facebook ads platform and reach out for help. Hopefully by now you've gone through the motions of placing a cheapie ad and setting up your biz page over there [as well as connecting it to your Insta].

If you have not, do that now. Just spend a few bucks to place an ad...any ad, I don't really care. The point of this to get to talk to actual human beings [which you can do once you are an ads customer].

Now SOMEHOW, I got to speak to someone on the Facebook concierge team even though I have never placed ads. I basically went through the motions as if I was going to set up an ad, and at some point in the process a button popped up that said "want to talk to a marketing expert right now"...I was like HELLS TO THE FUCKING YEAH I DO. So I put in my info and someone called me right away. I tried to recreate this process so I could provide a screenshot, and it didn't pop up for me again [maybe it's cause I'm not a new lead for them anymore...i'm not sure].

But this is why I recommend you do even just one little experiment and get those ad dollars flowing so that you are at least in the system if this ever happens to you.

I cannot tell you how incredibly helpful this was for me. You will not hear back from ANY HUMAN BEINGS from Instagram. And so each day my account was deactivated, I was able to communicate with real people, I had a case number, and on the first day I actually spoke to someone on the phone. I'm going to include allll of my email correspondence at the end in case this is helpful at all for you to see how it all went down for me.

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## **SOME MORE LINKS YOU MIGHT NEED:**

### **CONTACTING FACEBOOK ADS TEAM:**

<https://www.eboostconsulting.com/contact-facebook-ads-support-phone-live-chat-email/>

### **I THINK MY INSTAGRAM ACCOUNT HAS BEEN HACKED**

<https://help.instagram.com/149494825257596/?helpref=related>

## **TURNING ON TWO-FACTOR AUTHENTICATION ON INSTAGRAM**

<https://help.instagram.com/566810106808145>

## **MY ACCOUNT IS GONE AND I NEED TO REPORT THIS TO INSTAGRAM**

<https://help.instagram.com/366993040048856>

## **CONNECT FB AND INSTAGRAM**

<https://www.facebook.com/help/instagram/1094643983940381>

## **MANAGE YOUR LOGIN ACTIVITY**

\*This is good to check on every once in a while. You will see recent logins pop up there and you click on "yes, that's me" to verify your identity.

<https://freewaysocial.com/how-to-check-your-login-activity-on-instagram/>

## **INSTAGRAM COMMUNITY GUIDELINES**

<https://help.instagram.com/477434105621119>

## **INSTAGRAM TERMS OF USE**

<https://help.instagram.com/581066165581870>

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### **IN SUMMARY:**

Ok, so my suggestion is: yes, fill out all the dumb Instagram forms and go through the process there. But your number 1 priority is getting in touch with the Facebook Concierge team through your ads portal on FB. This was the golden ticket for me, and the thing that helped me feeling confident that I would actually get my account back. Don't wait to do this...do it on DAY ONE when/if your account gets deactivated.

**And duh: you can always reach out to me and I will try to do my best to help in any way I can: [hello@ericareitman.co](mailto:hello@ericareitman.co)**

**I'm also [@ericareitman](#) on TikTok**

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### **ALL OF MY EMAIL CORRESPONDENCE WHEN I WAS BANNED IN THE USA:**

EMAIL #1

Hi Erica,

This is Jah with Facebook Concierge Support. Please take note of your Case ID for future reference: 893055324964546

Thank you so much for reaching out to us. I understand how important it is to have your Instagram reactivated. Your concern is important to us and we want to ensure that you have a positive customer service experience.

For us to be able to further investigate the concern, can you provide us your Instagram User handle?

We know that this is utterly important to you, please know that we will diligently look into this case once we receive the above requested information. For anything else, please do not hesitate to reach out to us and we'll be glad to assist. Please stay safe and have a great day! We know that this is utterly important to you, please know that we will diligently look into this case once we receive the above requested information. For anything else, please do not hesitate to reach out to us and we'll be glad to assist. Please stay safe and have a great day!

Thank you for contacting Facebook Concierge Support. Have a nice day!

Thanks,

Jah

Facebook Concierge Support | To learn more about supporting your business with Facebook visit: <https://www.facebook.com/business/boost/resource> and <https://fb.me/learn-blueprint>

>On Fri Aug 27, 2021 15:05:54, Christarpher Zapien De Anda wrote:

>advertiser Erica Reitman said her account in Instagram was deactivated and she verified her account with a code and she has done so and account accounts still activated.

MY RESPONSE TO EMAIL #1

Erica Reitman <ericabethg@gmail.com>

Fri, Aug 27, 4:01 PM

(4 days ago)

to Facebook, Christarpher

Thanks so much Jah!

My user name is: xxxxxx

Please let me know if you need more info.

Best,

Erica

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EMAIL #2

Facebook

Fri, Aug 27, 4:59 PM  
(4 days ago)

to me, ericareitman

Hi Erica,

This is Jah again from Facebook Concierge Support. Thank you so much for your revert. I hope this email finds you well!

I appreciate you sending your Instagram user handle, Erica.

May you also send the following for further investigation:

1. Email address associated in your Facebook account.
2. Facebook profile link/URL.

We'd be glad to look into the matter further once we have the requested information. Thank you for contacting Commerce Facebook Concierge Support and we are looking forward to your response.

Best Regards,

Jah

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MY RESPONSE TO EMAIL #2

Erica <ericabethg@gmail.com>

Aug 27, 2021, 5:08  
PM (4 days ago)

to Facebook

Hi Jah,

Here is hopefully all the information you need:

Instagram: xxxxxx

email: erxxxx@xxxxxx

Facebook:

email: ericareitman@gmail.com

Facebook profile: xxxxxxxxx

Some more facts:

+ I have been on Instagram for 10 years

+ About a month ago I was locked out of my account for 24 hours [but it did not get disabled]

+ On the day my account was deactivated I was not doing anything different or out of the norm [except perhaps that I posted more stories that day].  
Please let me know if you need any further information.  
Thank you so much for your help!  
Erica

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EMAIL #3

Facebook

Fri, Aug 27, 9:30 PM  
(4 days ago)

to ericareitman

Hi Erica,  
Thank you for contacting Facebook Concierge Support. My name is Jim and I am one of the representatives looking into your case in regard with your disabled Instagram Account. Please take note of your Case ID: 893055324964546.  
We appreciate you getting back to us and providing the information that we requested.  
Upon checking, we were able to confirm that your Instagram Account is currently disabled.  
We have escalated the issue to our specialized team for review. As a next step, you can expect an email from when there is an update on your case using the contact information you provided. For these types of cases we usually expect a turnaround time of 48 hours, though it may take longer. If any information is needed regarding this issue prior to the update being sent, please feel free to reply to the email.  
If you have other concerns, please feel free to initiate a new chat session at this link <https://www.facebook.com/help/> for real time assistance.  
Again, thank you for contacting Facebook Concierge Support. We wish you and your business well. Have a good day!  
Sincerely,  
Jim  
Facebook Concierge Support | To learn more about supporting your business with Facebook visit: <https://www.facebook.com/business/boost/resource> and <https://fb.me/learn-blueprint>  
MY RESPONSE TO EMAIL #3

Erica Reitman <ericabethg@gmail.com>

Sat, Aug 28, 5:27 AM  
(3 days ago)

to Facebook, ericareitman

Thank you so much JAH! I'm so grateful to be in touch with you and your team. Let me know if you need more information. And thank you soo much for all of your help. I run my entire business on Instagram so this has all been pretty scary and worrisome.

Thanks so much again!  
Erica

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EMAIL #4

Facebook

Sat, Aug 28, 8:04  
AM (3 days ago)

to me, ericareitman@gmail.com

Hi Erica,

This is Jah again from Facebook Concierge Support. I hope this email finds you well! I appreciate your patience and understanding as we resolve your concern.

Rest assured that we will be sending you an update once we received any response from our Internal Team.

If you have other concerns, please feel free to initiate a new chat session at this link <https://www.facebook.com/help/> for real time assistance.

Again, thank you for contacting Facebook Concierge Support. We wish you and your business well. Have a good day!

Best Regards,

Jah

Facebook Concierge Support | To learn more about supporting your business with Facebook visit: <https://www.facebook.com/business/boost/resource> and <https://fb.me/learn-blueprint>

MY RESPONSE TO EMAIL #4

Erica Reitman <ericabethg@gmail.com>

Sat, Aug 28, 8:17 AM  
(3 days ago)

to Facebook, ericareitman

Thanks so much, Jah! I will look forward to hearing back from you!  
Erica

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AFTER NOT HEARING BACK I DECIDED TO REACH OUT AGAIN  
EMAIL #5

Erica Reitman <ericabethg@gmail.com>

Sun, Aug 29, 5:04  
AM (2 days ago)

to Facebook, ericareitman

Hi there,  
Just following up again to see if there's any update on my case? Thanks so much!  
Erica  
FB RESPONSE TO EMAIL #5

Facebook

Sun, Aug 29, 7:41  
AM (2 days ago)

to me, ericareitman@gmail.com

Hi Erica,  
This is Jah with Facebook Concierge Support. I hope you are doing well.  
I am following up with regards to your concern on your Instagram. Due to the complexity of the issue, our Internal Team needs to review the case further. This requires them to do a critical assessment and analyze the root cause to prevent this from happening. With that said, we would like to follow-up with you within the next 48 hours.  
We appreciate your patience for this Advertiser. Your Case ID is 893055324964546.  
For reference, you may visit this link for our advertising solutions: [Advertiser Help Center](https://www.facebook.com/business/help) (<https://www.facebook.com/business/help>).  
Thank you for contacting Facebook Concierge Support. Enjoy the rest of the day.  
Regards,  
Jah

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MY RESPONSE:

Erica Reitman <ericabethg@gmail.com>

Sun, Aug 29, 7:58  
AM (2 days ago)

to Facebook, ericareitman

Ok, thanks Jah. So I should expect to hear back by Tuesday?  
Thanks again!

Erica

FACEBOOK RESPONSE:

Facebook

Sun, Aug 29, 8:13  
AM (2 days ago)

to me, ericareitman@gmail.com

Hi Erica,

This is Jah with Facebook Concierge Support. I appreciate your quick response! Yes, we will surely give you an update regarding this as I am keeping an eye on this case as well. We appreciate your patience and understanding regarding this matter. For reference, you may visit this link for our advertising solutions: [Advertiser Help Center](https://www.facebook.com/business/help) (<https://www.facebook.com/business/help>).

Thank you for contacting Facebook Concierge Support. Enjoy the rest of the day.

Regards,

Jah

Facebook Concierge Support | To learn more about supporting your business with Facebook visit: <https://www.facebook.com/business/boost/resource> and <https://fb.me/learn-blueprint>

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I REACHED OUT AGAIN:

EMAIL #6

Erica <ericabethg@gmail.com>

Mon, Aug 30, 4:06  
PM (17 hours ago)

to Facebook

Hi Jah,

Just following up again to see if there has been any more progress on my case? I'm at a standstill here with my biz, so apologies for my frequent notes...I'm just so incredibly anxious to get back onto Instagram.

Any information you have would be greatly appreciated. Thank you so much for your time and attention!

Best,

Erica

FACEBOOK RESPONSE TO EMAIL #6

Facebook

Mon, Aug 30, 4:53  
PM (16 hours ago)

to me, ericareitman@gmail.com

Hi Erica,

Thank you for contacting Facebook Concierge Support. My name is Jah. This is with regards to Case ID 893055324964546.

I do understand that you are anxious to have an update on this case, however, the Internal Team is still reviewing the case, and as much as I want to give you an update on this case, I do not wish to mislead you without any concrete findings with regards to the issue. Seeking your kind understanding on this.

Rest assured, I will send you an update as soon as I receive a response from our Team.

Have a great day ahead!

Regards,

Jah

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I REACHED OUT AGAIN ON TUESDAY, AUGUST 31, 2021  
EMAIL #7

Erica

2:26 PM (0 minutes  
ago)

to Facebook

Hello!

I am following up again to see if there is any news on my account? Do we know yet what happened? Why the account was flagged? What the timeline is here?

I am so sorry to reach out again, but my entire business is at a standstill right now because of this and so any information you have to share regarding specifics would be so very helpful.

Many thanks for your help on this! I am very thankful you guys are still on the case.

Best,

Erica

ACCOUNT WAS RESTORED AT APPROXIMATELY 4PM ON 8/31/21

FACEBOOK RESPONSE:

Facebook

5:08 PM (25  
minutes ago)

to me, ericareitman@gmail.com

Hi Erica,

Thank you for contacting Facebook Concierge Support. My name is Cristian and I'm replying on behalf of my colleague regarding your disabled Instagram accounts. For reference, the case ID is 1803864083125815.

We appreciate your patience as we work on your case and we understand how important it is to get your account the soonest, especially now that almost all workloads are transitioned in this kind of platform. However, we'd like to set expectations that our team at Facebook Concierge Support mainly handles advertising related issues and we have limited access to profile concerns.

Nonetheless, we were able to file a review on your behalf.

We have detection tools in place designed to protect users on our platform in accordance with the Instagram Terms of Use. These tools help identify and prevent abuse of our policies across the platform.

Sometimes, you may not be aware that the way you're engaging with Instagram is actually in violation of those policies. There are several reasons why our systems might detect suspicious behavior but a few common examples include:

1. Automating access to, or scraping information from, any of our products
2. Providing your login credentials to a 3rd party application or service that is automating actions or scraping information
3. Using an app or service to interact with Facebook or Instagram in unauthorized ways
4. Your account was shared or compromised and someone is taking actions on your behalf or without your knowledge

These are just some of the common activities that might engage in behaviors that violate our restrictions on automated access. Specifically, the [Instagram Terms of Use](#) which cover this behavior are:

1. You can't attempt to create accounts or access or collect information in unauthorized ways. This includes creating accounts or collecting information in an automated way without our express permission.

And based on your account's recent activity, our systems have detected behavior that violates one or more of our policies.

We realize you may not have been aware that you were in violation of our policies, so we will restore access to your account. Further violations of the policy will again result in action being taken against your account, and we recommend you take the following steps to protect your account and ensure compliance with our Terms:

1. [Manage your logged-in sessions](#) and delete any sessions you don't recognize.
2. Stop using and/or delete any unofficial Instagram apps or services. Authorized apps and services will appear on your account settings. [IG Apps & Websites](#), [FB Apps & Websites](#).
3. Review the [Instagram Security Tips](#). Reset your password. Turn on Two Factor Authentication
4. Review "[What is data scraping and what can I do to protect my information on Facebook?](#)" to better understand the restrictions.
5. Review [How We Combat Scraping](#) to learn more about the actions we take to keep your data safe.

We hope that this information is helpful. If you ever need further support, please do not hesitate to reach out to us and we will get back to you the soonest possible time. You may initiate a new chat via <https://www.facebook.com/business/help>.

We will proceed to close this ticket now. We hope the above information clarifies everything and we want to thank you for bringing this issue to our attention. You may receive our survey and if you'd be so kind, please help us improve by taking a 3-question survey to rate your experience with us and with Facebook Concierge. Again, thank you for contacting Facebook Concierge Support. We wish you and your business well. Have a great day!

Thanks,

Cristian

Facebook Concierge Support | To learn more about supporting your business with Facebook visit: <https://www.facebook.com/business/boost/resource> and <https://fb.me/learn-blueprint>

MY RESPONSE TO FACEBOOK EMAIL:

5:19 PM (19 minutes ago)

to Facebook

Hi Christian,

I appreciate your email and explanation...communicating with your team has been so helpful through this whole process!

However, I'm still a bit confused as I was not doing anything of those things [at least that I'm aware of].

1. Automating access to, or scraping information from, any of our products [I would have no earthly clue how to do this]
2. Providing your login credentials to a 3rd party application or service that is automating actions or scraping information [I don't use any 3rd party services...I have used later and planoly before but not in quite awhile].
3. Using an app or service to interact with Facebook or Instagram in unauthorized ways [Not sure what this means, but I don't use any other apps with Instagram]
4. Your account was shared or compromised and someone is taking actions on your behalf or without your knowledge [I have no idea if someone hacked my account, but there is no one taking any actions on my behalf]

These are just some of the common activities that might engage in behaviors that violate our restrictions on automated access. Specifically, the [Instagram Terms of Use](#) which cover this behavior are:

1. You can't attempt to create accounts or access or collect information in unauthorized ways. This includes creating accounts or collecting information in an automated way without our express permission. [no clue what this means either, but this is not something I was doing].

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I'm reaching out again because I don't know how I can avoid this happening again when I'm not doing any of the things you listed above. I'm now terrified that this will just happen again, and just like this time, I will have no clue what I'm doing wrong?

[And based on your account's recent activity, our systems have detected behavior that violates one or more of our policies.]

Can you tell me specifically what those things were? Again, I'm just desperately trying to avoid this happening again and I'm not sure I can if I can't identify what the problem was this time around.

Thanks so much for your help with this matter!

Erica

- TURNED ON 2 FACTOR AUTHENTICATION
- ADDED WHATSAPP AND TEXTING TO MY 2 FACTOR AUTHENTICATION PROCESS
- GOT A LIST OF VERIFICATION CODES [SEE ATTACHED]
- CONFIRMED MY 2 MOST RECENT LOGINS
- CHANGED MY PASSWORD: