

Facebook Login Helper

By loginhelper.com

Facebook Login

Is the Facebook Homepage, located at <http://www.facebook.com/> Loading Properly?

- If yes, go to chart 15
- If no, try refreshing the web browser by pressing F5
- If it is still not working, try clearing the web browser cache
- If it is still not working try another web browser, or a web browser update
- The last resort is to try the login on another computer system

Refresh The Web Browser

- It happens that a web page, in this case Facebook, does not load properly, it might be that a blank page is displayed, that only some elements are displayed on the page, or that the page is showing an error message.
- To fix that, often a simply reload is all it takes.
- To reload the Facebook page press F5 in the browser while the page is active
- You can also press Ctrl-R, or click the Reload button in the web browser

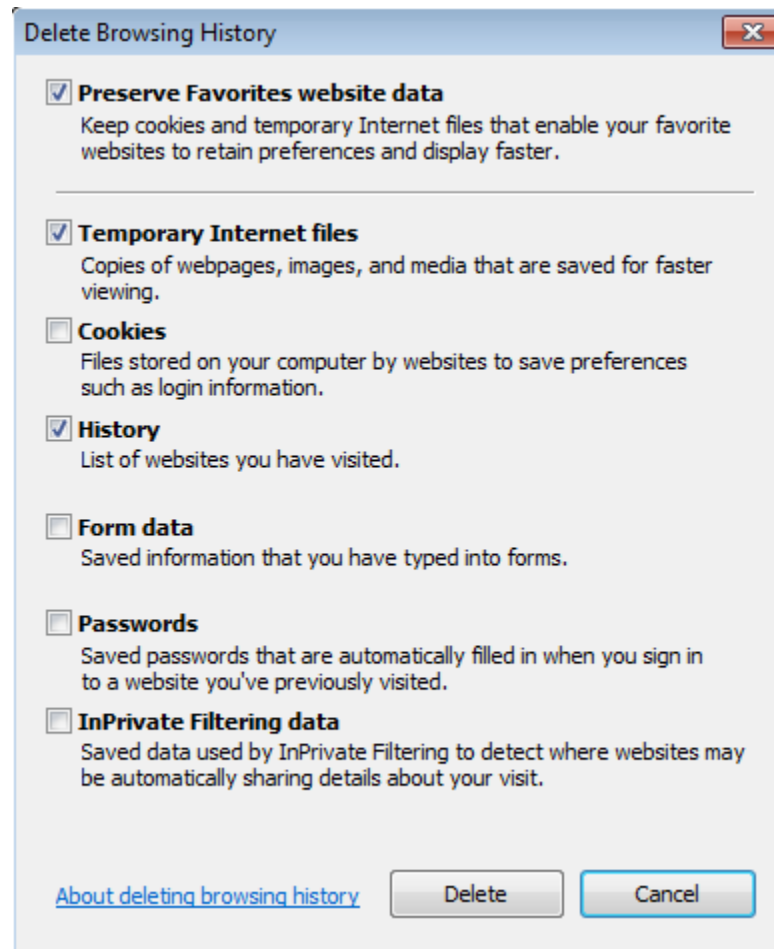
Clearing the Web Cache

- The cache is used to store elements of a website, in order to speed up the loading time
- The following pages explain how to clear the cache in Internet Explorer, Firefox, Google Chrome and Opera

Clearing the Cache: Internet Explorer

- Click on Tools > Internet Options in the main bar, alternatively go to the Windows Control Panel and click Network and Internet, and then Internet Options there
- Locate the Browsing History entry in the General tab
- Click the Delete button and make sure Temporary Internet Files are selected, before clicking Delete a second time.

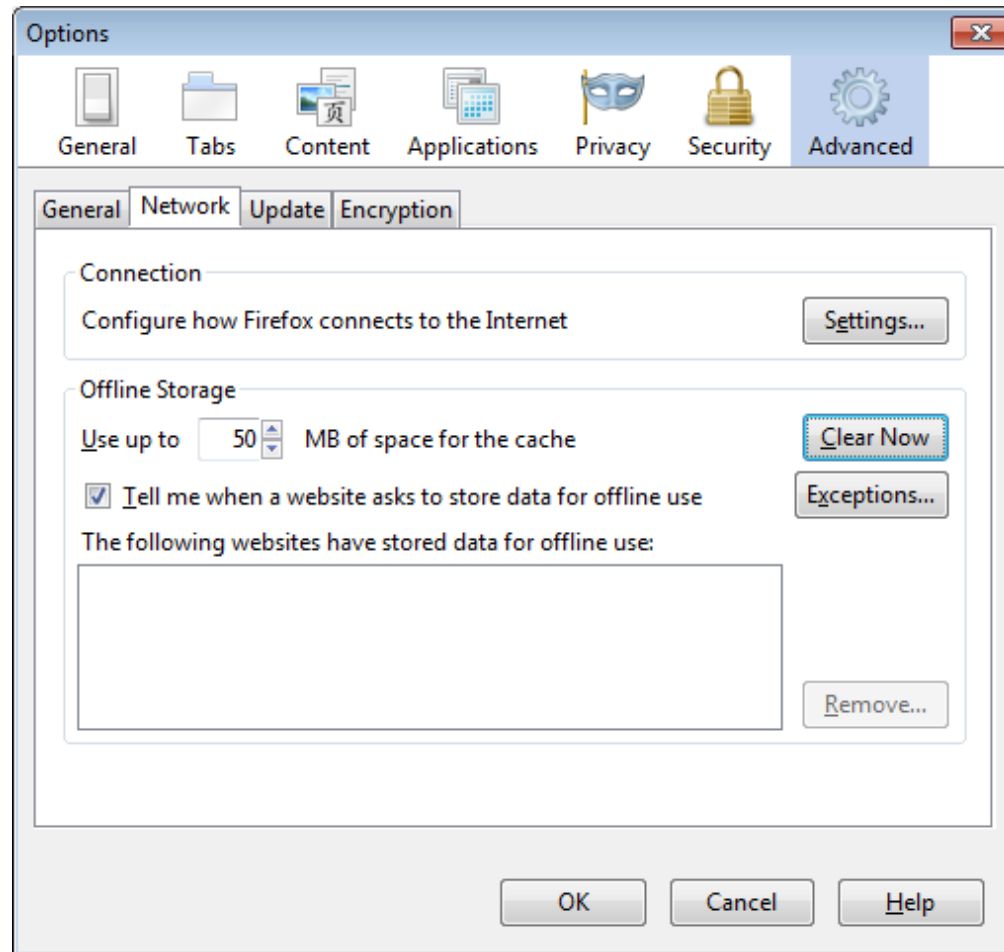
Delete Temporary Internet Files



Clearing the Cache: Firefox

- Click on Tools > Options in the Firefox web browser.
- Click on the Advanced Tab, then Network.
- **Locate the Clear Now button, press it.**

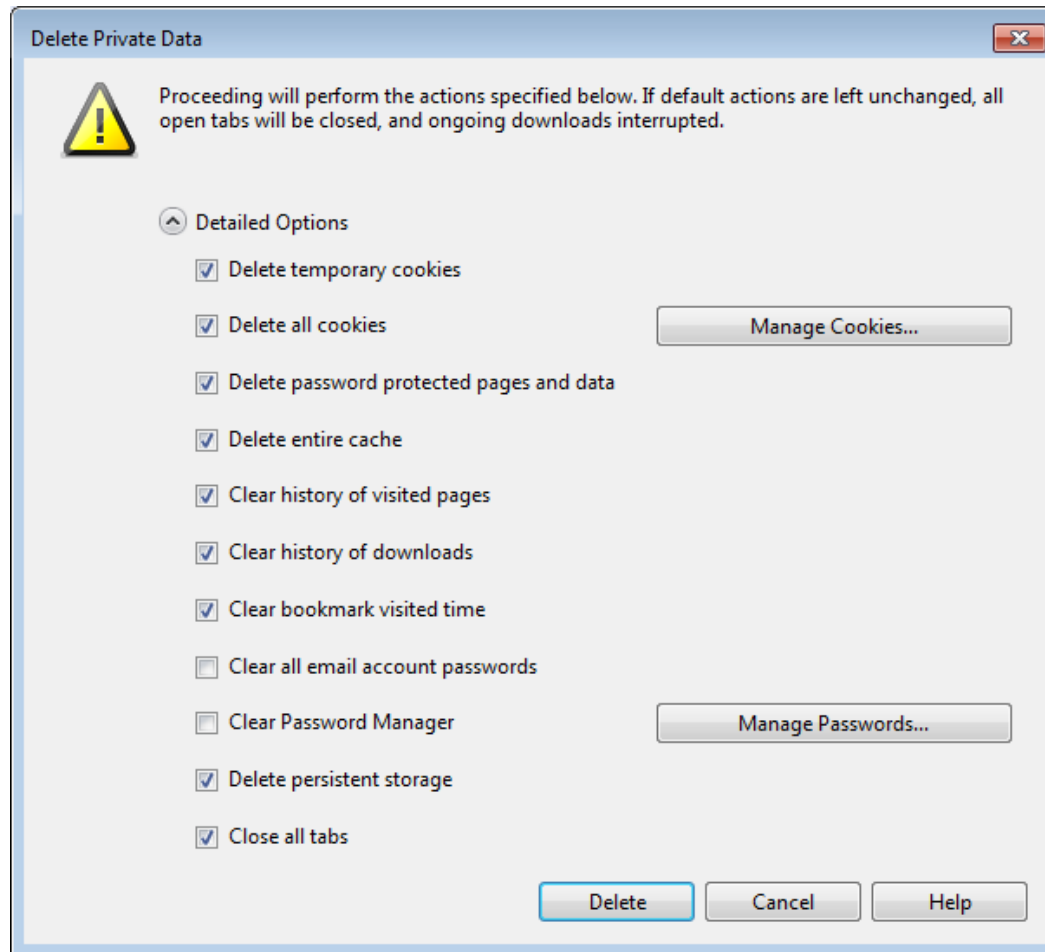
Delete Firefox Web Cache



Clearing the Cache: Opera

- Click the Opera Menu at the top left corner
- Select Settings > Delete Private Data to clear the web browser cache in Opera.

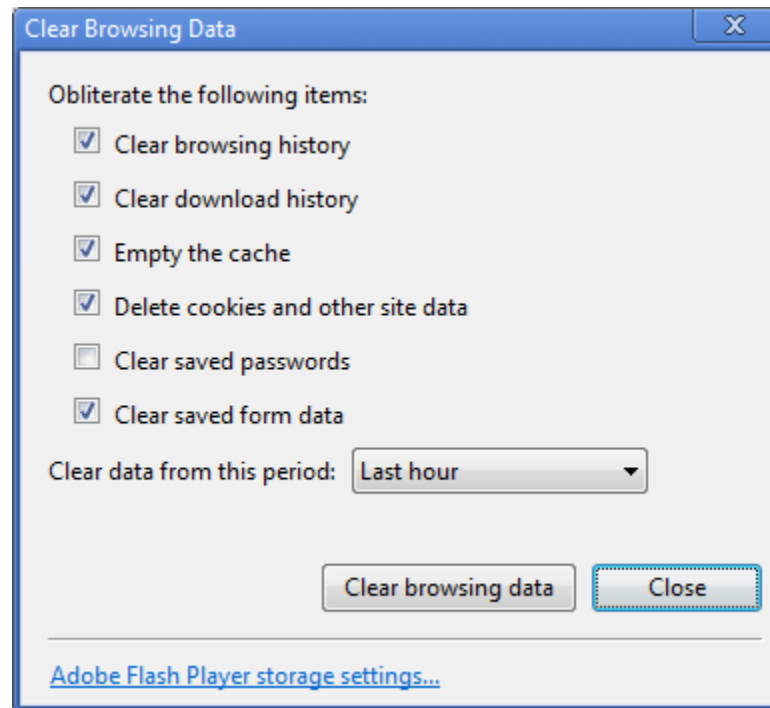
Delete Opera Web Cache



Clearing the Cache: Google Chrome

- Click on the Wrench icon and then Options
- Click on the Under the Bonnet tab and locate the Clear browsing data button.
- Press it and click clear browsing data again in the opening menu.

Delete Google Chrome Cache



Web Browser Updates / Downloads

- If the previous options have not brought the desired results do the following:
- Make sure you use the latest version of the web browser
- Download another web browser and try loading the Facebook page with it.

Web Browser Homepages

- Internet Explorer:
<http://www.microsoft.com/windows/internet-explorer/default.aspx>
- Mozilla Firefox: <http://www.mozilla.com/en-US/firefox/personal.html>
- Opera: <http://www.opera.com/>
- Google Chrome:
<http://www.google.com/chrome>

Additional options

- If Facebook is still not loading properly, try loading <https://www.facebook.com/> instead
- Try the login at a friend's computer, or public computer, to see if it is working there.

Facebook Login Problems

- Different types of Facebook login problems exist, most are
- Password related
- Username / Email related

Facebook Password Problems

- The most common problem that users encounter is a password that is not accepted during login
- Users who have forgotten their password can request a new one at <http://www.facebook.com/reset.php>
- Please note that you need to know the email address or mobile phone number of the account to reset the password

Resetting the Facebook Password

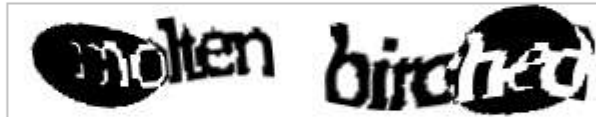
Trouble Accessing Your Account?

Forgot your password? Enter your login email or mobile phone number below and fill the security check. If you use your email, we will send you an email with a link to reset your password. If you use your phone number, we will send you an SMS with a link to reset your password. If you have not confirmed your mobile phone number with us, you cannot use it to reset your password.

[Have a confirmation code already?](#)

Enter **both words** below, **separated by a space**.

Can't read the words below? [Try different words](#) or [an audio captcha](#).



Text in the box:

Email or Mobile Phone:

Continue

If you have a different problem accessing your account, please see our [Login Problems Help Page](#).

Facebook Username Problems

- It is possible to log into Facebook with the email address the account was registered with or a username that was created afterwards
- If you have forgotten the email address and have no username /mobile phone number configured, do the following.
- Visit this page, http://www.facebook.com/help/contact.php?show_form=forgot_login to retrieve it.

Forgot Facebook Login Email Address

I forgot my login email address

Your email address:
The email address where you can be reached. If you are able to access your login email address, enter that here.

Email address you think you used to access your Facebook account:

Do you have access to this email address?: Please select one:

Name on your Facebook account:
Your name as it is displayed on your Facebook profile.

Date of birth: Month: Day: Year:

Facebook profile URL (web address):
Ask a Facebook friend to click on your Profile page, copy and paste the URL (web address) of that page and send it to you.

Mobile number (optional):
As listed on your account, including country code.

Additional Security Tips

- A password manager like Last Pass, <http://lastpass.com/> is recommend to avoid login problems
- Add a second (backup) email address to your Facebook account. You can do that by clicking on Account, Account Settings and change next to the Email entry under Settings.
- The backup email can be used to log into the account

Additional Security Tips 2

- Add a Security Question to your account. This is used to verify account ownership if the email address is not working anymore / cannot be remembered.
- To configure a security question click on Account > Account Settings and then change next to Security Question in the Settings tab.

Additional Security Tips 3

- Add a mobile phone number to your account, this can be used to log into the account instead of the username
- To configure a mobile phone number go to Account > Account Settings, then the Mobile tab. Follow the instructions on the screen.

Helpful Facebook Pages

- Facebook Homepage:
<http://www.facebook.com/>
- Facebook Help Center:
<http://www.facebook.com/help/?ref=pf>
- Password Reset Form:
<http://www.facebook.com/reset.php>
- Email Retrieval Form:
[http://www.facebook.com/help/contact.php?
show form=forgot login](http://www.facebook.com/help/contact.php?show_form=forgot_login)