

# Facebook Login Helper

By [loginhelper.com](http://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

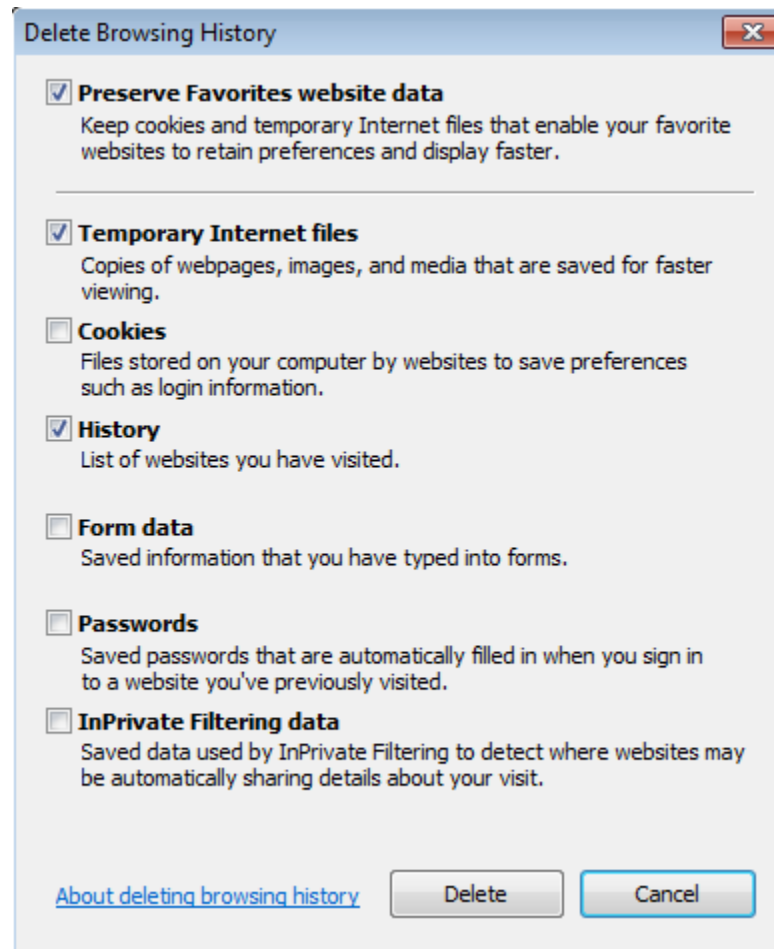
# Clearing the Web Cache

- 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.

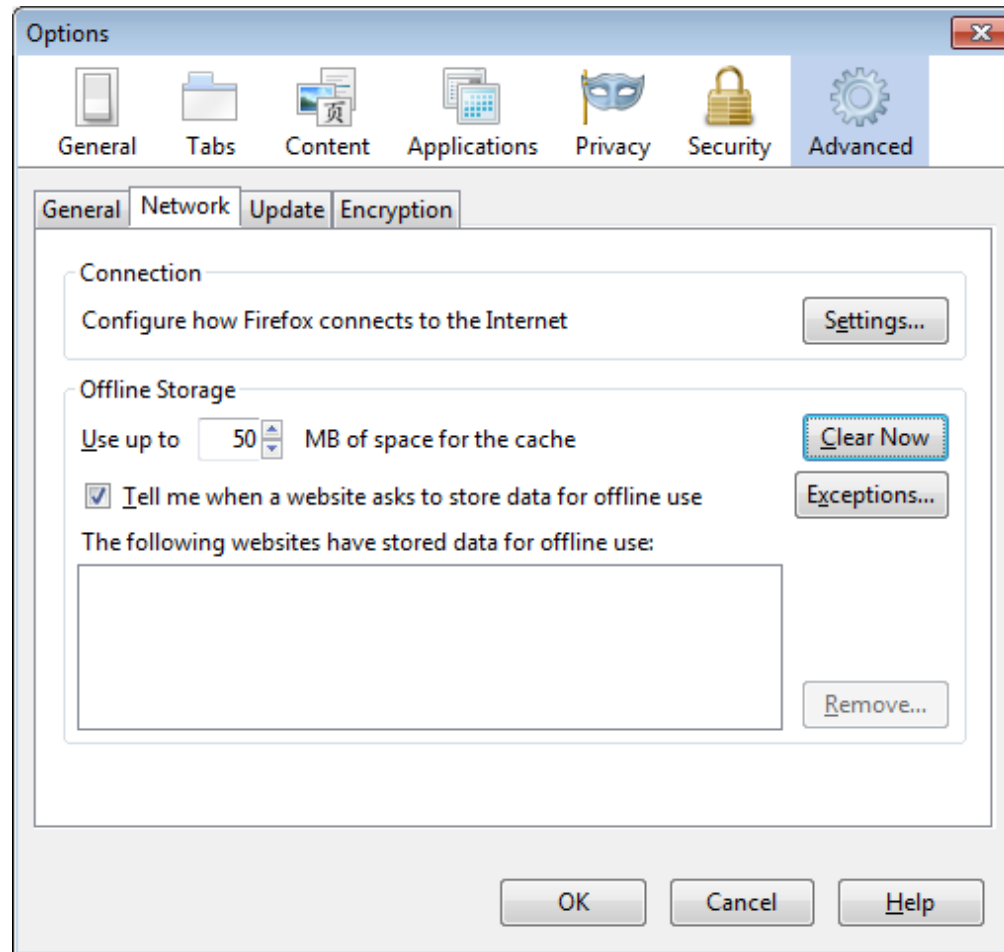
# Delete Temporary Internet Files



# 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.**

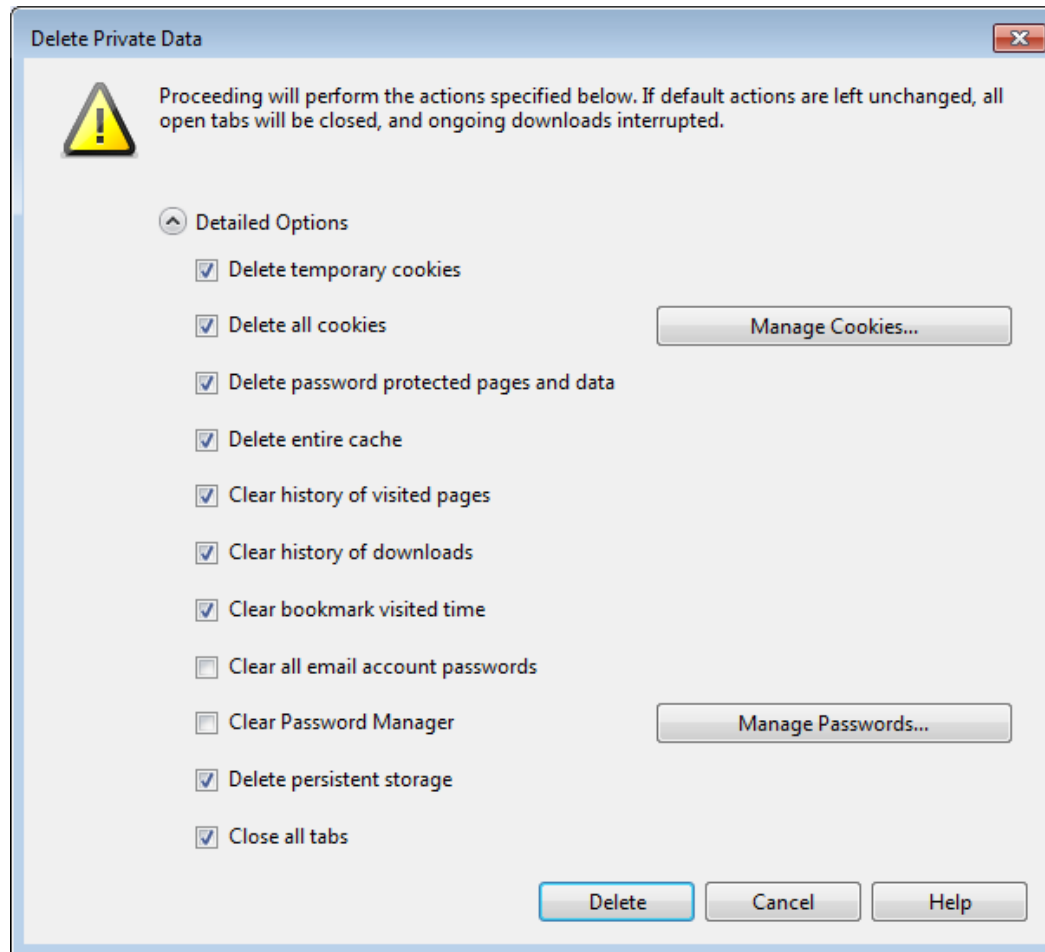
# Delete Firefox Web Cache



# 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.

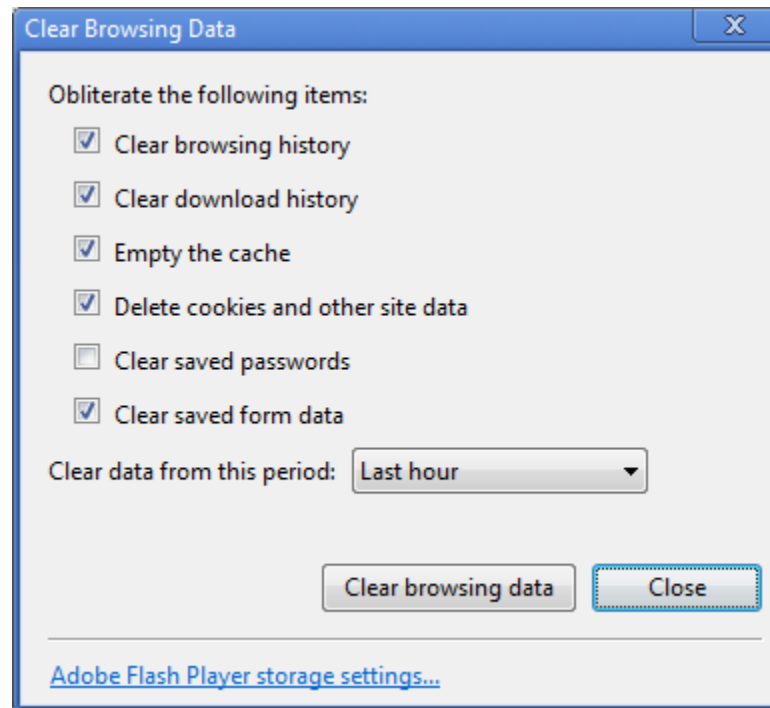
# Delete Opera Web Cache



# 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?

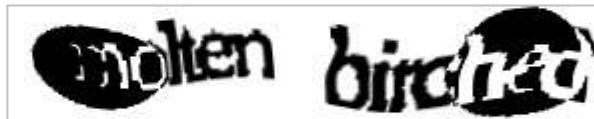
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Forgot your password? Enter your login email or mobile phone number below and fill the security check. If you use your email, we will send you an email with a link to reset your password. If you use your phone number, we will send you an SMS with a 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](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**

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**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)