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# Password Reset for Facebook

May 14, 2020

Version 1.0

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## Overview

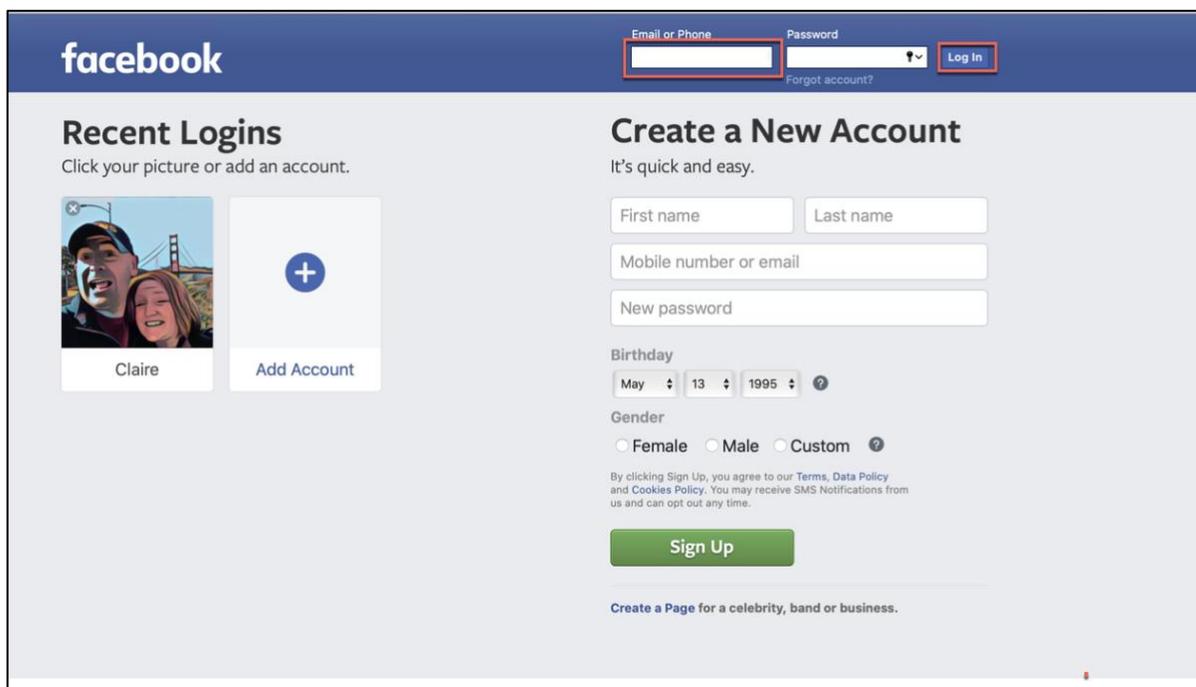
The purpose of this document is to guide you through the process of resetting your password for facebook.

To reset your password for facebook, you can either do it using the website on your computer, or via the facebook App using your phone or tablet.

## Reset Password from your Computer

To reset your password for facebook using your computer do the following:

1. Click on <https://www.facebook.com> and enter your email address or phone number (Whichever you usually use to log in with) then click the **Log In** button



The screenshot shows the Facebook homepage. At the top, there is a navigation bar with the Facebook logo on the left and a login section on the right. The login section contains two input fields: 'Email or Phone' and 'Password'. The 'Email or Phone' field is highlighted with a red box. To the right of the 'Password' field is a 'Log In' button, also highlighted with a red box. Below the login section, there are two main sections: 'Recent Logins' and 'Create a New Account'. The 'Recent Logins' section shows a profile picture of a man and a woman, with the name 'Claire' below it. The 'Create a New Account' section has the heading 'Create a New Account' and the subtext 'It's quick and easy.' Below this are several input fields: 'First name', 'Last name', 'Mobile number or email', and 'New password'. There are also dropdown menus for 'Birthday' (set to May 13, 1995) and 'Gender' (with options for Female, Male, and Custom). A green 'Sign Up' button is located at the bottom of the 'Create a New Account' section. At the very bottom of the page, there is a link that says 'Create a Page for a celebrity, band or business.'

2. You will now see a screen with options to reset your password, click the circle next to the **Send code via email** option, then click **Continue**

3. Next you will see the “**Enter security code**” screen, enter the code from your email then click **Continue**

4. Next you will see the “**Choose a new password**” screen, enter a password and make a note of it somewhere then click **Continue**

facebook

**Choose a New Password**

Create a new password that is at least 6 characters long. A strong password is combination of letters, numbers, and punctuation marks.

New Password  Hide ?

Continue Skip

5. You will now be prompted to sign out of other devices (recommended). Click the circle next to **Log out of other devices** then click **Continue**

**Password Changed**

If you think that someone else may have known your old password, it's a good idea to log out of any other phones and computers and check for recent changes to your account.

**Log out of other devices**  
We'll help you check for recent changes next.

Stay logged in

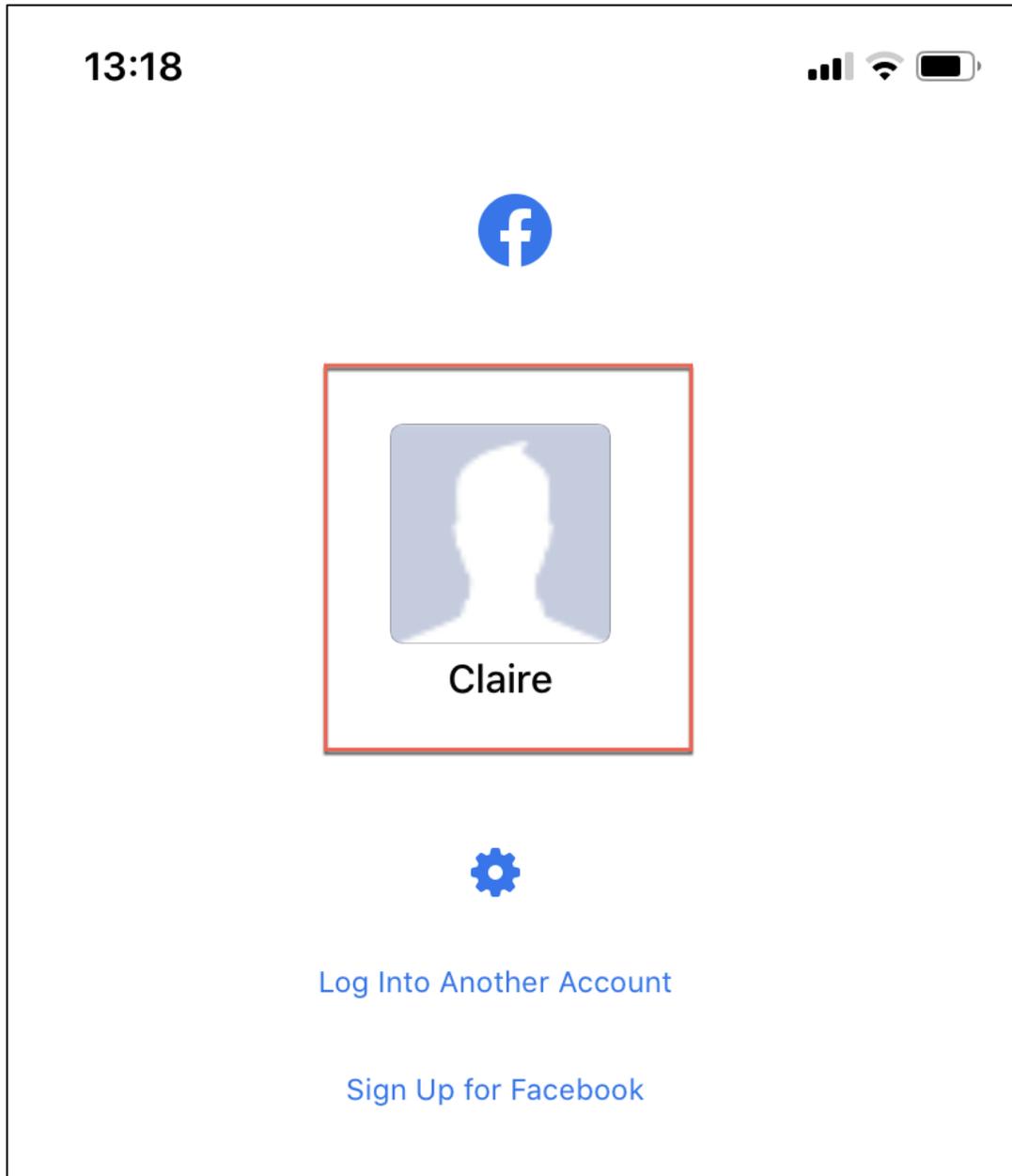
Continue

6. You will now be logged into the facebook app.

## Reset password using the Facebook App

To reset your Password using the facebook app on your phone or tablet do the following:

1. Open the facebook app
2. Click on your photo as shown below



3. Click on **Forgot Password?**

13:18 📶 🔋



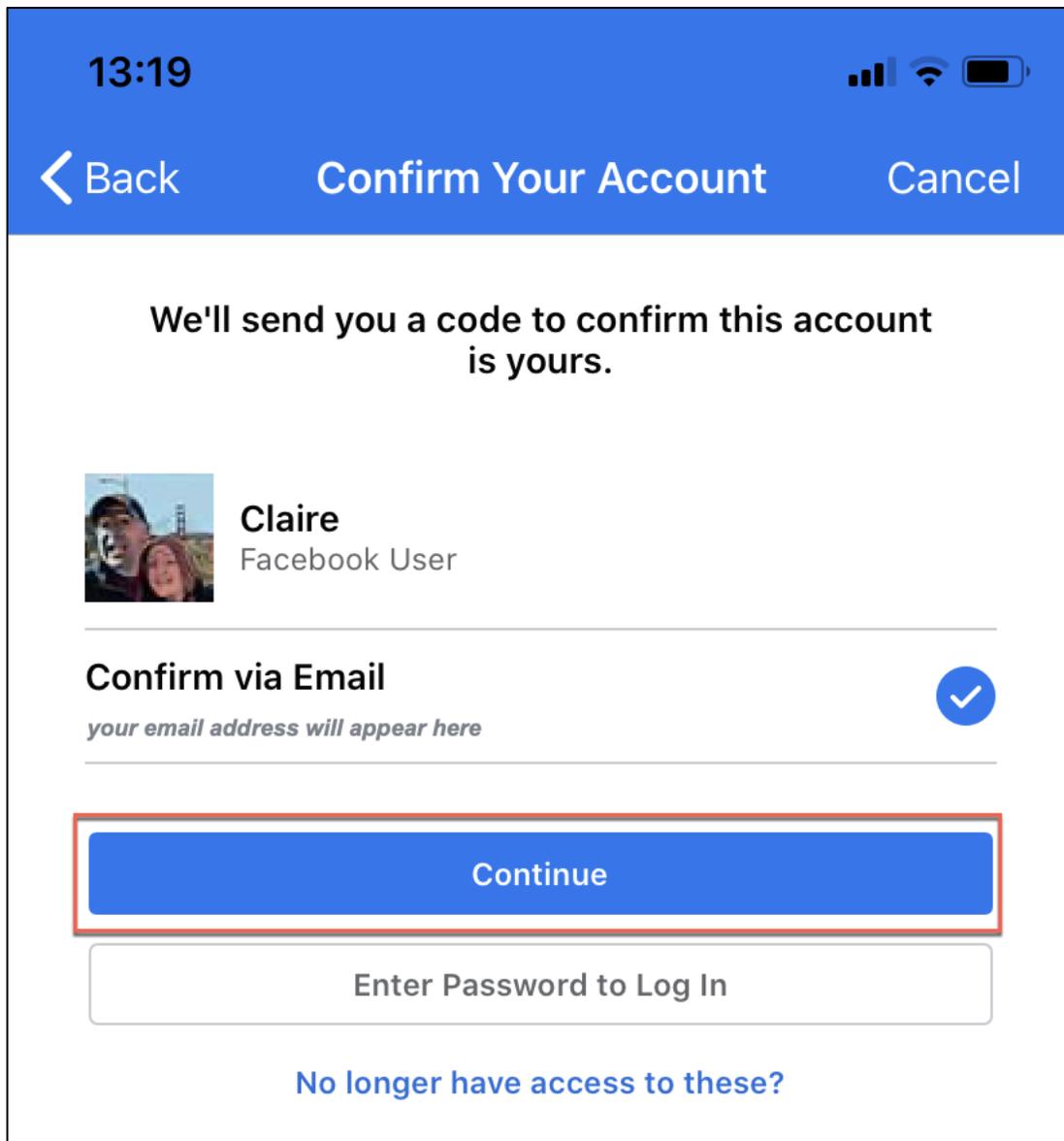
Enter your password.

[Log In](#)

[Back](#)

[Forgot Password?](#)

4. Your email address should now appear and your facebook profile picture, click **Continue** to send a reset code to your email address



The screenshot shows a mobile app interface for account confirmation. At the top, the status bar displays the time 13:19, signal strength, Wi-Fi, and battery icons. Below the status bar is a blue header with a white back arrow, the text "Confirm Your Account", and a "Cancel" button. The main content area has a white background with the text "We'll send you a code to confirm this account is yours." Below this is a profile picture of a man and a woman, followed by the name "Claire" and the text "Facebook User". A horizontal line separates this from the "Confirm via Email" option, which is selected with a blue checkmark icon. Below the option is the text "your email address will appear here". A large blue "Continue" button is highlighted with a red border. Below the "Continue" button is a white button with the text "Enter Password to Log In". At the bottom, there is a blue link that says "No longer have access to these?".

13:19

Back Confirm Your Account Cancel

We'll send you a code to confirm this account is yours.

 Claire  
Facebook User

Confirm via Email

*your email address will appear here*

Continue

Enter Password to Log In

[No longer have access to these?](#)

5. Next enter your **reset code** (from your email) then click **Continue**. If you didn't receive the code click **Send Code Again**

The screenshot shows a mobile application interface for account confirmation. At the top, the status bar displays the time 13:19, signal strength, Wi-Fi, and battery icons. Below the status bar is a blue header with a white back arrow, the text "Confirm Your Account", and a "Cancel" button. The main content area has a white background with the text "A code has been sent to your email address. Enter that code here." centered. Below this text is a white text input field with a light blue border and a vertical cursor, containing the placeholder text "Enter Code". Underneath the input field is a blue button with the text "Continue" in white. Below the button is a blue link that says "Send Code Again". At the bottom of the screen is a numeric keypad with buttons for digits 1-9, 0, and a backspace key (a square with a left-pointing arrow and an 'x').

13:19

Back Confirm Your Account Cancel

A code has been sent to your email address. Enter that code here.

Enter Code

Continue

[Send Code Again](#)

1 2 ABC 3 DEF  
4 GHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
0

6. Next you will be prompted to log out of all devices (recommended). Click the circle next to **Log me out of other devices** then click **Continue**

13:19

Back Log Out All Devices Cancel

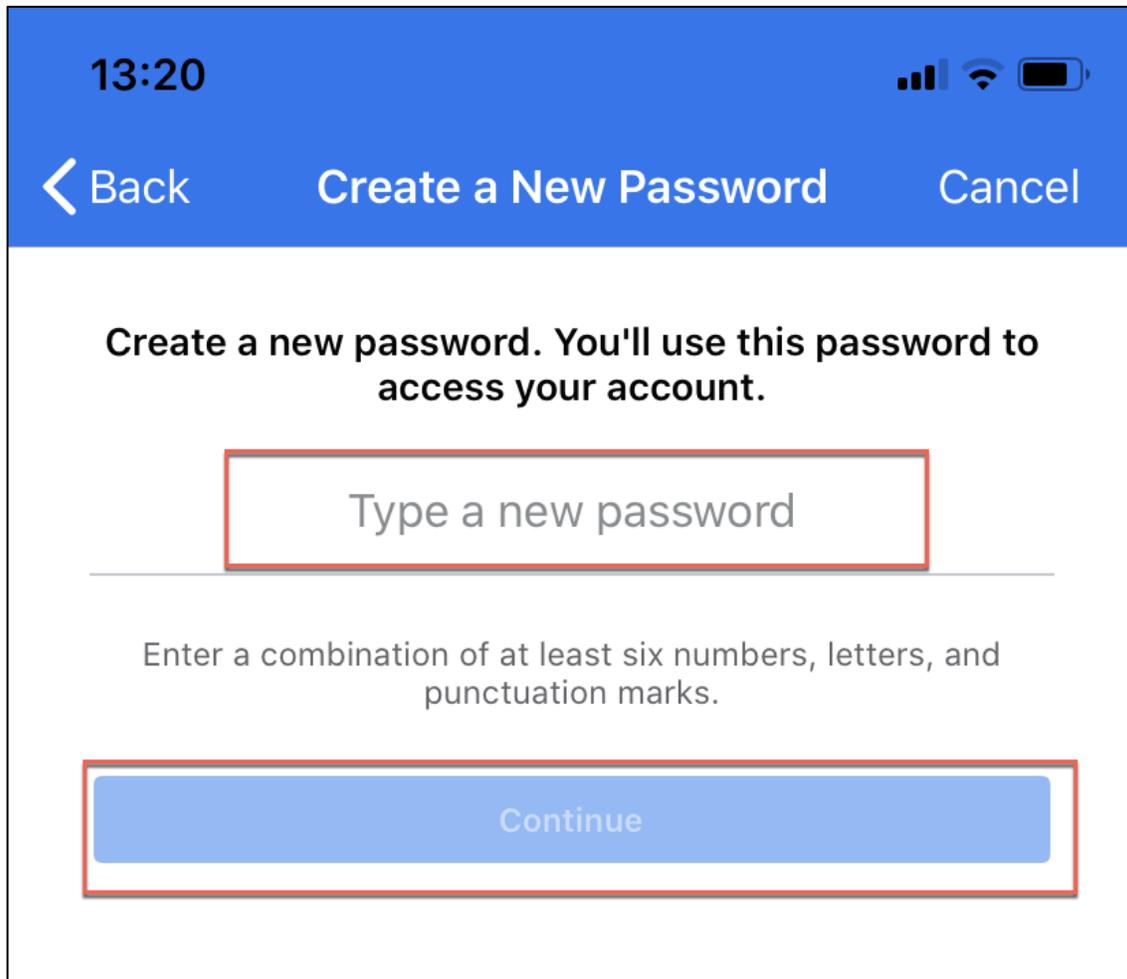
You can log out of your account from anywhere it might be open.

Keep me logged in

**Log me out of other devices**   
Choose to log out if a stranger used your account.

Continue

7. You will now be prompted to create a new password – Note it must be a combination of at least six numbers, letters and punctuation marks. Make a note of your password and then click **Continue**



The screenshot shows the 'Create a New Password' screen in the Facebook app. At the top, there is a blue header bar with the time '13:20' on the left and signal, Wi-Fi, and battery icons on the right. Below the header, the title 'Create a New Password' is centered. To the left of the title is a back arrow and the word 'Back', and to the right is the word 'Cancel'. The main content area has a white background with the instruction 'Create a new password. You'll use this password to access your account.' in bold black text. Below this is a text input field with a red border containing the placeholder text 'Type a new password'. Underneath the input field is a horizontal line, followed by the instruction 'Enter a combination of at least six numbers, letters, and punctuation marks.' in a smaller font. At the bottom of the screen is a large blue button with rounded corners and the word 'Continue' in white text, also highlighted with a red border.

8. You will now be logged into the facebook app.