

Meta Troubleshooting: Quick Fixes

For UK trades and small businesses. Find your problem, try the fix, and message me if it does not clear.

First, the 5-minute check: refresh once, try Chrome or Edge on a computer, turn off ad blockers and privacy extensions for a moment, and try a private window. Check you picked the right Business Portfolio, Page and ad account, and whether someone else with full control can see the missing item. Open Meta Business Support Home and Page Status before changing anything. Never fix a problem by sharing a password or code.

Where to check what is wrong

- Page problems: switch into the Page, then Settings > Page setup > Page Status to see any violations.
- Anything restricted: open Meta Business Support Home on a computer, pick the affected asset, and read the exact reason. Do not guess, because a restriction, a failed payment and an identity check all need different fixes.

Facebook Page access

I cannot switch into the Page. You may have task access, not full Facebook access. Ask a full-control person to check Page access and your permissions. Task access lets you work in Business Suite but not switch into the Page.

I lost access to a Page I used to manage. Ask current and former staff or agencies with full control to add you back, and check Business Support Home for restrictions. Do not create a replacement Page.

The Page is owned by another Business Portfolio. Ask that portfolio's admin to release it, or with full Facebook access request release. Meta can take up to 30 days plus a short grace period. Message me first, as a connected Instagram account can complicate it.

I cannot add or remove a person. Only full-control users can. Check your own access says full control, and make sure the other person uses a real personal Facebook account.

Business Portfolio

I cannot find Business settings. Use business.facebook.com on a computer, pick the correct portfolio, then Settings or the gear icon, and check your access under People.

I created two portfolios. Do not add more assets. Note both IDs and what each holds, keep the one that owns the real assets, and message me before moving anything.

An invitation is stuck on Pending. Cancel it, confirm the person is signed into the right Facebook account with the correct email, and send a fresh invite with minimum permissions.

Instagram

Instagram will not connect to Business Suite. Confirm it is a professional account, check Settings > Accounts > Instagram accounts for an existing owner, finish any login or two-factor prompt inside Instagram, then reconnect once. Message me before disconnecting a live account.

The wrong Facebook Page is linked. In the Instagram app, Edit profile > Page, pick the correct Page, then confirm the pairing in Business Suite.

Instagram messages do not reach the Inbox. Check the connection, make sure messages and community access is granted, accept the prompt inside Instagram, and send a test message.

Publishing and Inbox

A scheduled post failed. Open Content > Scheduled, read the exact error, check the media size and format, reconnect only if Meta asks, and repost after fixing the cause.

I cannot create or edit content. Check the right Page is selected and ask a full-control admin to confirm your content permission. Check Page Status for restrictions.

Messages or comments are missing. Clear Inbox filters, check Messenger, Instagram and comments separately, review Spam and Done, then send test messages.

Advertising and billing

The ad account is disabled or restricted. Open Business Support Home, read the reason, fix it (verification or payment), and submit one factual Request review. Do not open a new ad account to dodge it.

The ad account is missing from Ads Manager. Check you are on the right Facebook profile and that the account is assigned to you in Business settings > Ad accounts. Do not create another.

A payment failed and ads stopped. Open Billing and payments, check the card and billing postcode, ask your bank to allow it, then use Pay now once. Never send card details to me.

A Meta charge I do not recognise. Compare it with Payment activity in each ad account and check the card's last digits. If nothing matches, contact your bank to protect the card straight away.

Security and hacked accounts

I think my account was hacked. Change your password now, turn on two-factor authentication, remove unknown devices and admins, and use Meta's recovery at facebook.com/hacked. Message me once you are back in.

A 'Meta' message threatens to delete my Page. It is almost always phishing. Do not click. Check Page Status and Business Support Home yourself.

Contacting Meta properly

Use Meta Business Support Home on a computer, pick the exact asset, and use the review or support option shown there. Read the reason first, submit one factual appeal, and do not send repeat appeals, as they rarely help.

Send me these if you need my help

- What you were trying to do, and the exact wording of the error.
- Which asset it is (Page, Instagram, portfolio or ad account) and its name or ID.
- The device and browser or app you used.

Send to dana@socialgrowthsystems.co.uk.

Never send your password, a login or recovery code, or card details.
I will never ask for them.

Verified against Meta's official help on 27 July 2026. Menus and recovery routes change, so a label may move. If your screen looks very different, message me.