

The question I get more than any other is “Someone stole my Facebook profile, what can I do to get it back?” The sad but true answer is, in nearly all cases, “nothing”. Once someone steals your password they can change it and you’ll never get it back. Have you ever tried to get Facebook to help?

But there’s something you can (and should do) to prevent losing it all. I’m showing how to download everything you ever uploaded to Facebook.

TRT 128
STD OUT

SUPER

15-24 Jamey Tucker/whatthetech.tv

ON-CAMERA TEASE:

If someone steals your Facebook profile can you get it back? I’m jamey tucker coming up, we’re going to answer that question and I’ll explain how easy it is to download everything you’ve ever posted to Facebook and Instagram.

ANCHOR INTRO

IF YOU’VE EVER HAD A HACKER STEAL YOUR FACEBOOK ACCOUNT, YOU KNOW THE HEADACHE OF TRYING TO GET IT BACK. AND IT HAPPENS MORE OFTEN THAN YOU MIGHT THINK.

ONE RECENT SURVEY ESTIMATES 300-THOUSAND FACEBOOK ACCOUNTS ARE HACKED EVERY SINGLE DAY.

AND ONCE A HACKER TAKES OVER AN ACCOUNT, WELL, THE NEWS ISN’T GOOD. AS OUR CONSUMER TECHNOLOGY REPORTER JAMEY TUCKER EXPLAINS HOW TO DEAL WITH A HIJACKED FACEBOOK ACCOUNT, AND WHAT YOU SHOULD DO TO SAVE YOUR INFORMATION.

PACKAGE SCRIPT

Here’s the question I get more than any other: this one from viewer Lisa Wheeler:

Is there any way you could point me in the direction of recovering my FB that has been took over. They've changed my password, Birthday, advertising Taylor Swift tickets that I have never had. For Sale. Help please.

You won't like the answer: Once a thief has your Facebook username and password they have control and you likely won't get any help from Facebook.

Your best bet is to start a new Facebook profile. But what about all of those photos, friends, and posts you've gathered over the years? If you take action now, you can save it.

You just need to download your Facebook information. You'll find the option in Facebook settings and privacy on a computer and look for "Your Facebook Information". From there you can copy everything to Google Photos or Dropbox.

I suggest you also download everything onto a computer. And download it as in JSON. This type of file can be imported into a new Facebook account if you need to start over.

Depending on how much you have on Facebook, it may be a day or more before getting an email with the file. You'll need to click on it soon because it does expire after 4 days.

If you're active on Facebook you'll want to do this every few months, or at least every year. It's much easier to save your stuff than retrieving your account.

That's What the Tech? I'm Jamey Tucker.

ANCHOR INTRO

(THIS IS A GOOD STORY TO PUSH PEOPLE TO YOUR WEBSITE. I HAVE STEP-BY-STEP INSTRUCTIONS IN THE WEB STORY)

YOU WILL ALSO GET THE OPTION OF DOWNLOADING ALL OF YOUR INSTAGRAM PHOTOS SO THEY WON'T BE LOST IF YOUR ACCOUNT IS COMPROMISED.

WEB STORY

Facebook Hacked? Here's How to Save Your Stuff (But Maybe Not Your Account)

Let's address the elephant in the room: recovering a fully compromised Facebook account is incredibly difficult, and sometimes impossible. This is especially true if the hacker changes your login information and disables two-factor authentication (2FA).

It's like trying to reclaim a lost sock from a black hole – the odds aren't exactly in your favor. However, all hope isn't lost! We can still salvage some of your valuable Facebook memories.

Here's the not-so-great news: Starting a new Facebook profile might be necessary. But before you hit the "create account" button, let's save those precious photos, videos, and posts!

1. Download Your Facebook Information:

This is your lifeline to your Facebook past. Head to your Settings & Privacy on a computer, then navigate to Your Facebook Information. Click Download Your Information and select the data you want to save (photos, videos, posts, etc.). Choose the desired date range and quality, then click Create Archive.

2. Download EVERYTHING:

For the truly comprehensive approach, you can also download all your Facebook data, including messages, contacts, and anything else you've ever uploaded. Click Download Your Information again, then scroll down and choose "Select All". Follow the same steps as above to initiate the download.

3. Wait (and Wait Some More):

Depending on the amount of data, you might get an email with a download link within a day or two. This link expires, so act quickly!

4. Import Saved Data (Optional):

If you choose to create a new Facebook profile, you can potentially import some of your saved data (like posts and photos) using the downloaded JSON file. Keep in mind, this functionality might change in the future.

The Takeaway:

Losing your Facebook account can be frustrating, but by downloading your information, you can at least preserve some of your memories. Remember to enable 2FA on your new accounts to significantly improve security and prevent future headaches.

P.S. This advice applies to any online account: download your data regularly as a safety net in case of unforeseen circumstances. It's better to be safe than sorry!

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