

Meta Support Pro



for government and social impact partners

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What is Meta Support Pro?



The Meta Support Pro team provides a consistent and seamless partner experience by answering product questions, resolving operational and technical issues for our government, politics and nonprofit partners.



The Meta Support Pro program streamlines points of entry and operations management for government and social impact entities and ensures equal support for all partners.



Using Meta Support Pro is the most efficient way to get assistance on operational queries related to your Meta technologies and Instagram profiles, Pages, ad accounts and campaigns.



Government organizations, politicians, candidates for office and nonprofit groups have equal access to this team, which can help them learn how to use Meta technologies through best practice materials available globally.

Who has access to Meta Support Pro?

Any Meta user managing a government, political or nonprofit ad account, Page, Business Manager or Instagram has access to Meta Support Pro.

If you are eligible but do not have access to Meta Support Pro, please contact your Meta representative. The Meta Support Pro team currently offers support in the following languages:

➤ Arabic

➤ Bahasa Indonesia

➤ Burmese

➤ Dutch

➤ English

➤ French

➤ German

➤ Hebrew

➤ Hindi

➤ Indonesian

➤ Italian

➤ Japanese

➤ Korean

➤ Mandarin

➤ Polish

➤ Portuguese

➤ Romanian

➤ Russian

➤ Spanish

➤ Thai

➤ Turkish

➤ Urdu

➤ Ukrainian

➤ Vietnamese



If you submit your support request in a non-supported language, the support team will be able to help you in English.

The language you'll be receiving support in is automatically defined by the language settings of your Facebook app.

What can Meta Support Pro support with?

Currently, Meta Support Pro offers help with the following type of requests related to your government, political or nonprofit ad account, Page, Business Manager or Instagram account. Certain requests will require you to have an admin role for security reasons.



Product questions

EXAMPLES

- Can you assist me with setting up my disclaimer to run ads about social issues, elections or politics?
- I have trouble getting authorized to run ads about social issues elections or politics, can you help me?



Operational requests

EXAMPLES

- My ad has been in pending review for more than 24 hours, can you have it reviewed?
- Can I change my Page name to “ABC”?



Technical issues

EXAMPLES

- I tried to upload a cover photo, but it is saying “unable to upload at this time”. How do I change my cover photo?
- When I click on my ad account, the screen just freezes. I can’t access my ad account.

Where can I find Meta Support Pro?

You can access Meta Support Pro at www.facebook.com/gpa/help.



How can I submit a case?

To submit a case to Meta Support Pro:

1

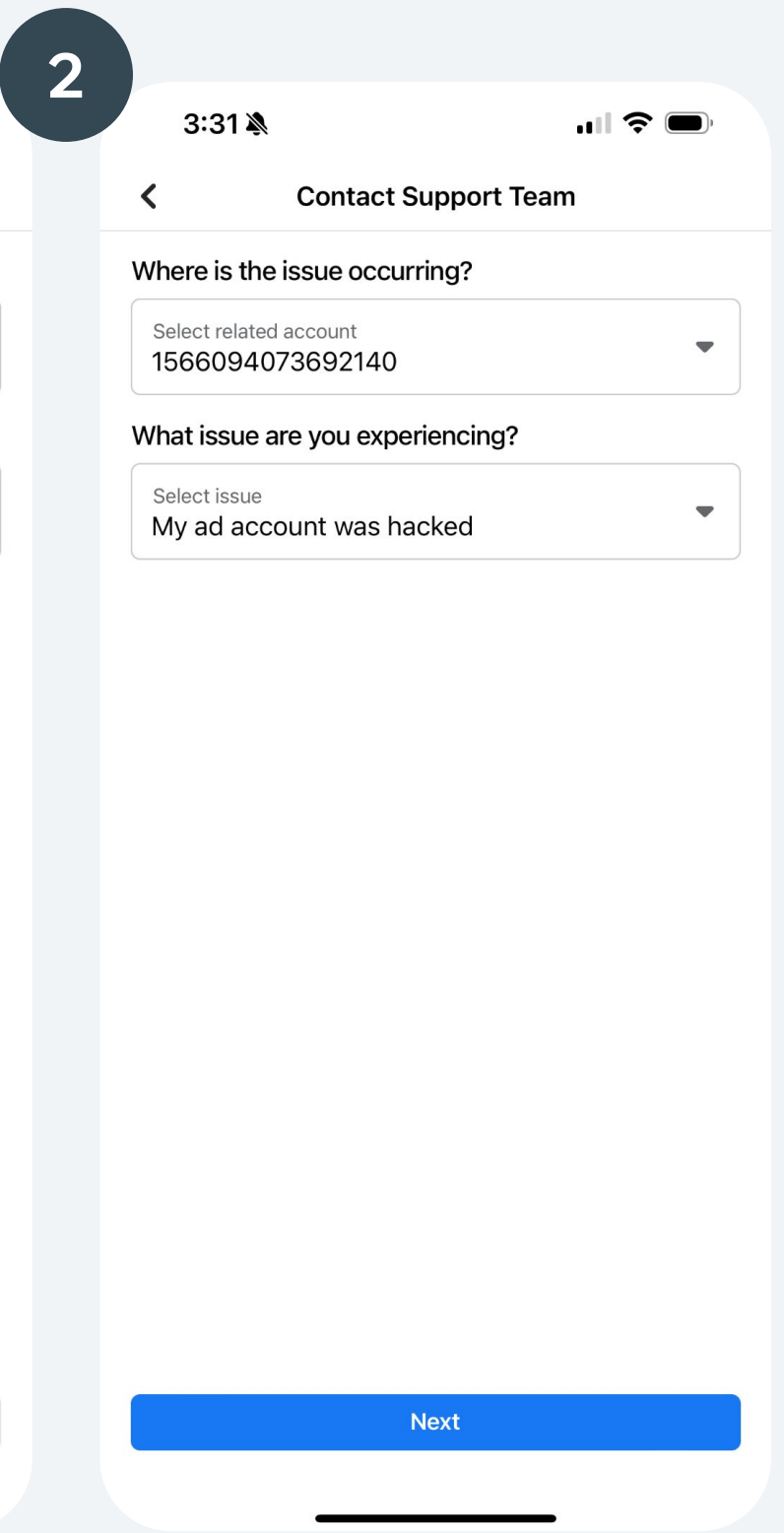
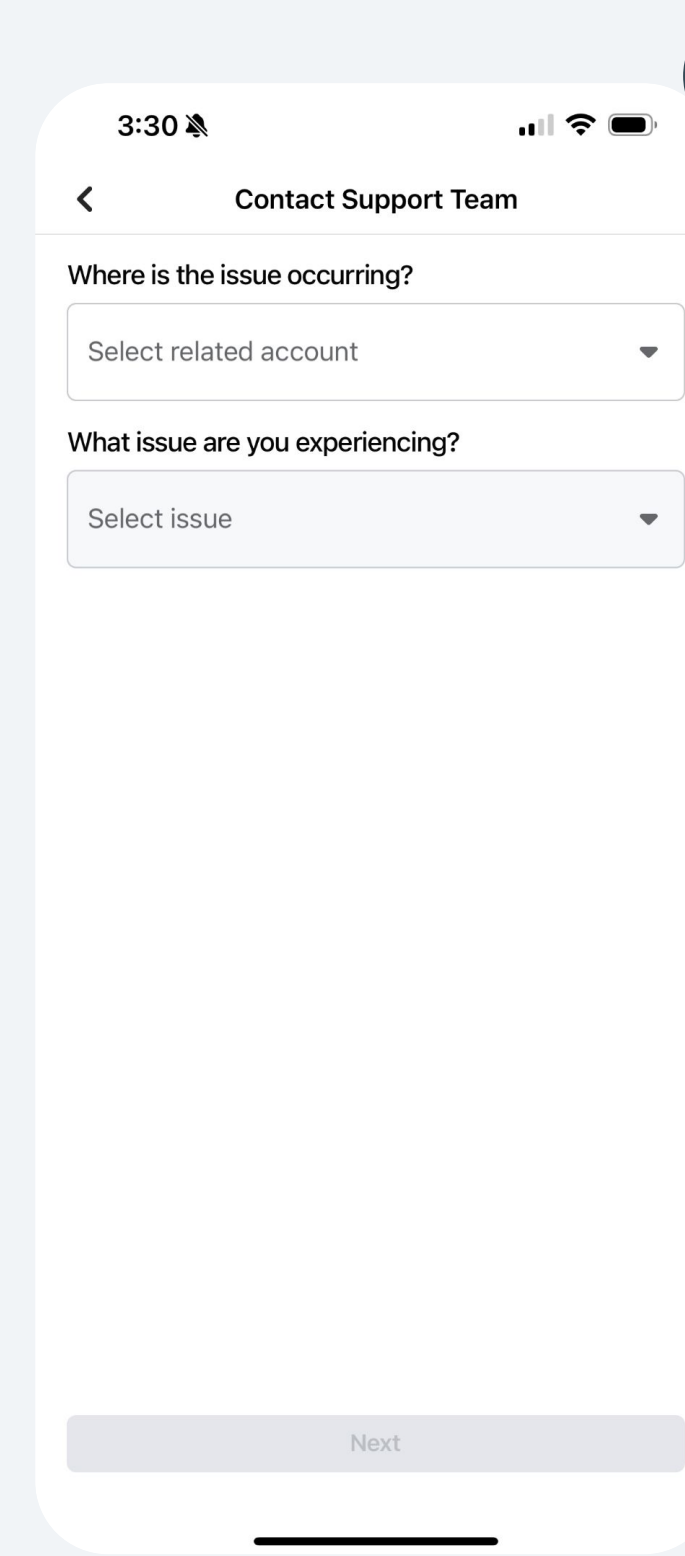
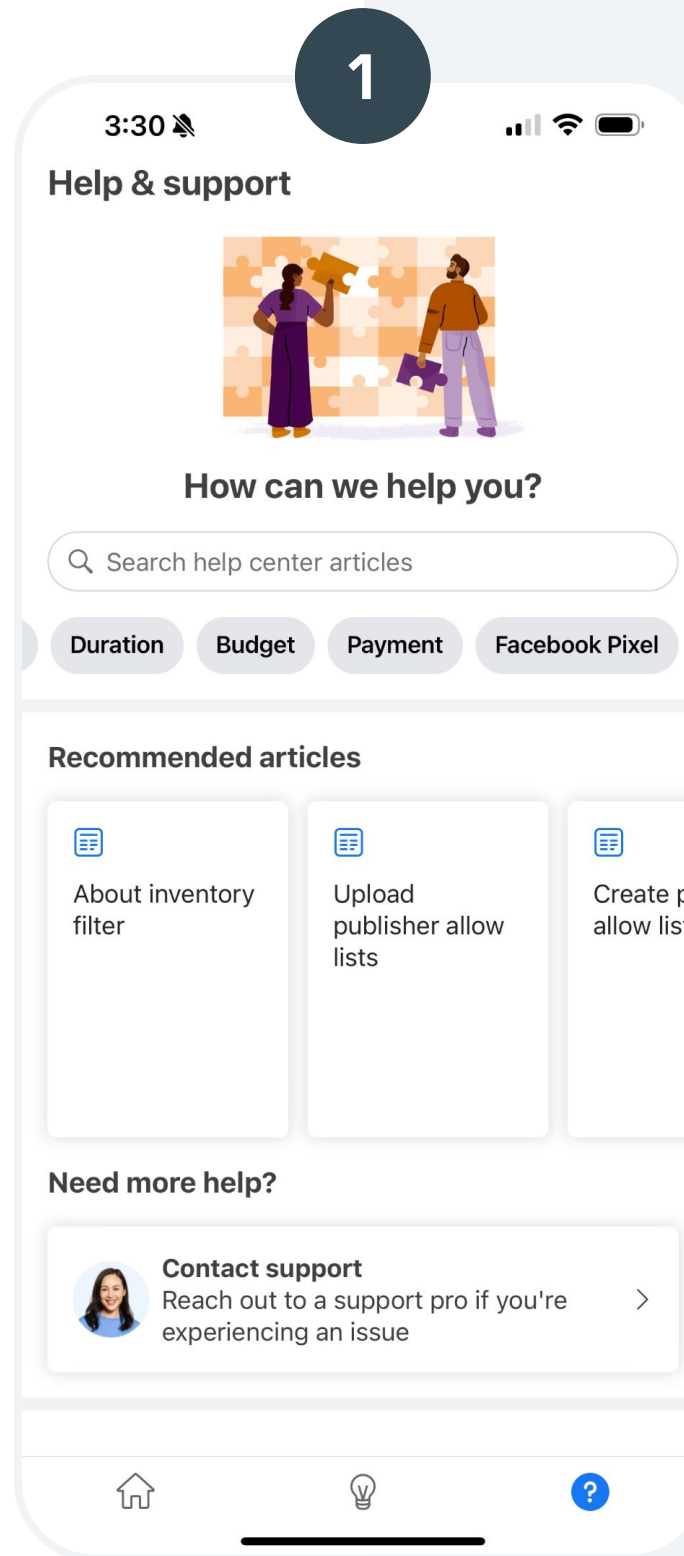
Access www.facebook.com/gpa/help.

2

Scroll down and select the asset (ad account, Business Manager, Page, etc.) you would like to inquire about. (If your assets do not appear, you might be logged out from your Facebook account. If that is the case, please log in and try again.)

3

Once the asset is selected, select the issue.



How can I submit a case? (cont.)

4

GET HELP: A page will appear with troubleshooting steps and best practices that can help you resolve your issue. If you wish to contact support at this stage, click on **Contact Support** at the bottom of the page.

5

Confirm your email address as well as your preferred email address, phone number and add as much detail about the issue as possible to help us investigate. You have the option to add screenshots too.

6

If you are within chat business hours, click on Start Chat and a member of the support team will answer you. If chat is not available at this time, Meta Support Pro will reply back via email instead.

5

3:31

Contact Support Team

Support type

 **Start Chat**
Average Wait Time: 3 Minutes

Your details

Please provide information that will help us investigate

Confirm your email address
finde11226@yahoo.com

Confirm your phone number
+13153951944

Submit Cancel



What happens once my case has been submitted?



Within chat business hours

If you are contacting the support team within chat business hours, a member of the team will be in touch with you directly through Messenger. Their usual response time is around 2 minutes. The agent will confirm the issue is correctly understood and will potentially request additional information in order to investigate further.

Your issue might be resolved at this level, but if the team needs to escalate internally, the agent will close the chat and send you an email to continue the conversation as another team carries out the internal investigation.



Outside chat business hours

You can still contact Meta Support Pro outside of chat business hours. Your submission will go straight to the team's inbox and an agent will follow up with you via email as soon as the team is back online.

Required details for reporting an issue to Meta Support Pro

Details matter

Please share as much information as possible about the issue you encounter as this will help the support team to troubleshoot more efficiently.

Context is important. Assume no prior knowledge of your issue and provide sufficient background information. Make sure to include the following information:

- Screenshots or screencast
- Exact steps to reproduce the issue
- Information on which platform (web, Android, iOS) you're using
- Links of assets impacted

Case ID

Your escalation will generate an automated case ID which will be shared with you by the agent. You will be able to find this ID in the subject line of the email you receive from your agent. It is important to know where to find your case ID in case you need to follow up with your Meta representative about your case.

Admin rights

Meta Support Pro takes security seriously. This is why certain requests will be processed **only if requested by an admin of the asset**, such as Facebook Page, Business Manager, ad account, etc. This is to ensure the request is legitimate and that only allowed users can make changes in an asset. If you are not an admin but do have another Page role, you can still contact Meta Support Pro for support. You will need to add an admin to your communication for your request to be validated.



BEST PRACTICES

Submitting a case

The best way to help the support team address your queries efficiently is to provide all the required information in your initial request. Here are a few tips for filing an efficient support case:

- **Please follow the instructions of the team;** they will request the relevant information that is needed in order to resolve your query the most efficient way
- **Provide clear context:** outline the issue from the mindset of providing information to someone who has no context about the issue
- **Include screenshots or screencast** and as many **details** as possible about the issue - include steps to reproduce it as well as which platform (web, Android, iOS) you're using
- **Include links:** links of the asset(s) impacted



BEST PRACTICES

Requesting a verified badge on Facebook or Instagram

If you would like to request a verified badge, provide the following details:

- Link of the asset (Page, profile, Instagram account)
- Add up to 5 articles, social media accounts and other links that show your Page, profile or Instagram account is in the public interest. Paid or promotional content won't be considered.



BEST PRACTICES

Reporting a technical issue

If you're experiencing a technical issue (something is not working as expected) affecting one of your assets, provide the following details:

- Link of the asset (Page, Group, profile, Business Manager, ad account, etc.)
- Screenshots or screen recording of the issue
- Devices used (desktop or mobile) and app version, if applicable
- What steps did you follow before experiencing the issue?
- Are the other admins of your asset experiencing this same issue?



BEST PRACTICES

Reporting an appeal ad disapproval issue

If you can't edit your ad or feel that it was incorrectly rejected (based on our [Advertising Policies](#)), you can request another review by visiting [Account Quality](#) or by contacting Meta Support Pro. Provide us with the following details:

- Account ID
- Ad ID(s) rejected



We'll review your ad and determine whether your ad follows the Advertising Policies. Bear in mind that if the initial decision about your ad is reversed and your campaigns are active, your ads will start delivering automatically. Your ad will be in the same status as your campaign, if we reverse the decision.



BEST PRACTICES

Reporting an ad account disabled issue

You may see a notification at the top of Ads Manager that the account is disabled for policy violations or inactivity. If that is the case, please forward us the following information:

➤ Account ID



BEST PRACTICES

Reporting an ad pending review issue

Before your ads are published to Facebook or Instagram, we review them to ensure that they meet our Advertising Policies. You can see the status of your ad in the delivery column of Ads Manager.

Most ads are reviewed within 24 hours, although in some cases it may take longer. If your ad has been in review for more than 24 hours, you can contact Meta Support Pro and provide the following information:

- Account ID
- Ad ID(s)



BEST PRACTICES

Reporting a take down an impersonator issue

An impostor is an inauthentic profile, Page or Instagram account that is trying to impersonate, misrepresent or pretend to be you or someone else. If you would like to report an impersonator, provide the following details:

- URL of the official Page, profile or Instagram account
- URL of the imposter Page, profile or Instagram account



BEST PRACTICES

Requesting a Page name change

If you require assistance to change a Page name, provide us the following details:

- Page URL
- New Page name change
- **Context:** This is necessary because we need to make a decision as to if the new name is compliant with our policies and represents the existing Page name
- **Rebrand:** State if it is a rebrand so we can then process the name change in case the topics or name is completely different



BEST PRACTICES

Requesting a username change

If you require assistance to change a username, provide us the following details:

- Page URL
- New username requested
- What the account represents
- Context around why you are requesting a new username, especially when very different from current one
- Any information about account ownership

We appreciate your feedback



To help us improve our customer service, please take a few minutes to complete a brief survey about your experience with Meta Support Pro. You'll get the survey link at the end of your conversation with the support team.

Conclusion



Meta Support Pro is available whenever you're stuck and need a helping hand. As someone managing for government organizations, politicians, candidates for office or nonprofit assets across Meta technologies, you might find yourself in a situation where you need support quickly.

Whether you need to get answers to your burning questions related to a new product, solve issues you might have or ensure your operations run smoothly, know your voice matters and will be heard. Meta Support Pro offers help in many different languages, has a quick turnaround time and is just a few clicks away. The Meta Support Pro team is always here to help you!