




# Instagram

## Frequently Asked Questions

Instagram Help Center: <https://help.instagram.com/>

### Creating an Account

To create an Instagram account from the app:

1. Download the Instagram app for iOS from the [App Store](#), Android from [Google Play Store](#) or Windows Phone from the [Windows Phone Store](#).
2. Once the app is installed, tap  to open it.
3. Tap Sign Up With Email or Phone Number, then enter your email address or phone number (which will require a confirmation code) and tap Next. You can also tap Log in with Facebook to sign up with your Facebook account.
4. If you register with your email or phone number, create a [username](#) and password, fill out your profile info and then tap Done. If you register with Facebook, you'll be prompted to log into your Facebook account if you're currently logged out.

To create an Instagram account from a computer:

1. Go to [instagram.com](https://www.instagram.com).
2. Enter your email address, create a [username](#) and password or click Log in with Facebook to sign up with your Facebook account.
3. If you register with an email, click Sign up. If you register with Facebook, you'll be prompted to log into your Facebook account if you're currently logged out.

If you sign up with email, make sure you enter your email address correctly and choose an email address that only you can access. If you log out and forget your password, you'll need to be able to access your email to get back into your Instagram account.

Learn more about [keeping your account secure](#).

### Keeping Instagram Safe

To help keep Instagram safe, they've added support for additional account security and sensitive-content screens on certain posts that contain graphic content:

[What's two-factor authentication? How do I use it?](#)

[What's a backup code? How do I use it?](#)

[Why am I seeing a warning before I can view a photo or video?](#)






Learn more about [safety on Instagram](#).

## Logging In

If you do not have access to the email address associated with your chapters account, you may want to try to [Direct Message](#) the account to see if you can get in touch with the person responsible for its setup. You can request them to change the email to one you have access to and provide you with the full login information so that you are able to access the account. If they need to verify that you are associated with the chapter they can email me at [ambre@kdp.org](mailto:ambre@kdp.org).

With Instagram Direct, you can send messages, photos and videos to one or more people. Messages won't appear in Feed, search or your profile.

To send a message using Instagram Direct:

1. Tap  in the top-right corner or swipe left from anywhere in Feed.
2. Tap  in the top-right corner.
3. Select people you'd like to send a message to, then tap **Next**.
4. Type a message. You can also tap  to take and send a disappearing photo or video, or  to select a photo or video from your library.
5. Tap  or **Send**.

To message someone you follow, you can also go to their profile and tap **Message**.

Note: Links you send using Instagram Direct will appear in the conversation with a preview image. When you send an address or phone number, you can tap it from within the conversation to open your phone's maps app or make a call.

If you lost access to the email address you used to sign up for Instagram, you can [change the email address](#) associated with your account.

If you've linked your account to Facebook, you can [reset your password using Facebook](#). Once you log in, you can change the email address listed in your profile.

If you can't log into Instagram because you forgot your password and can't access the email address you used to sign up, please get in touch with your email service provider to get access to that email:

### **Email Service Provider contacts**

- [att.net, sbcglobal.net](#)
- [comcast.net](#)
- [cox.net](#)

- [gmail.com, googlemail.com](#)
- [hotmail.com, msn.com, hotmail.co.uk](#)
- [inbox.com](#)
- [live.com, windowlive.com, live.ca](#)
- [mac.com, me.com](#)
- [mail.com](#)
- [yahoo.com, rocketmail.com, ymail.com, yahoo.co.uk, yahoo.ca](#)

If you've forgotten your password and lost access to your email account, they're unable to release the Instagram account to you. This includes accounts registered with mistyped email addresses.

They understand this can be frustrating, but this policy is meant to make sure Instagram accounts don't fall into the wrong hands.

**If you have access to the email but forgot the password,**


1. Open the Instagram app.
2. On the login screen, tap **Get help signing in** below **Log In**.
3. From there:
  - a. On Android: select **Use Username or Email, Send an SMS** or **Log In with Facebook**, then enter your information and follow the on-screen instructions.
  - b. On iOS, tap **Username** or **Phone**. Enter your email address, username or phone number, then tap **Send Login Link**.

Learn more about what you can do if you [don't know your username](#).

## [Deactivating or Reactivating Your Account](#)

**To temporarily disable your account**

If you temporarily disable your account, your profile, photos, comments and likes will be hidden until you reactivate it by logging back in.

1. Log into [instagram.com](#) from a mobile browser or computer. You can't temporarily disable your account from within the Instagram app.
2. Tap or click  in the top right and then select Edit Profile.
3. Scroll down, then tap or click Temporarily disable my account in the bottom right.
4. Select an option from the drop-down menu next to Why are you disabling your account? and re-enter your password. The option to disable your account will only appear after you've selected a reason from the menu.
5. Tap or click Temporarily Disable Account.

You'll need to be able to log into your account to temporarily disable it. If you can't remember your password or username, see some [tips for logging in](#).


If you don't want to disable your account but want to change who can see it, you can [set your posts to private](#) or [block people](#).

### How to Delete your account

When you delete your account, your profile, photos, videos, comments, likes and followers will be permanently removed. After you delete your account, you can't sign up again with the same username or add that username to another account, and we can't reactivate deleted accounts.

To permanently delete your account:

1. Go to [the Delete Your Account page](#). If you're not logged into Instagram on the web, you'll be asked to log in first. You can't delete your account from within the Instagram app.
2. Select an option from the drop-down menu next to Why are you deleting your account? and re-enter your password. The option to permanently delete your account will only appear after you've selected a reason from the menu.
3. Click or tap Permanently delete my account.

If you'd like to delete a different account, click the username in the top-right of the Delete Your Account page, tap/click on  next to username and select Log Out. Log back in as the account you want to delete and follow the directions above.

For security reasons, they can't delete an account for you. You'll need to be able to log into your account to delete it. If you can't remember your password or username, see some [tips for logging in](#).

### How to reactivate your account

Simply login with your credentials and this will reactivate your account.

1. **If you do not have the password**, request a password reset.
  - a. Open the Instagram app.
  - b. On the login screen, tap **Get help signing in** below **Log In**. From there:
    - i. On Android: select **Use Username or Email, Send an SMS or Log In with Facebook**, then enter your information and follow the on-screen instructions.
    - ii. On iOS, tap **Username or Phone**. Enter your email address, username or phone number, then tap **Send Login Link**.
2. **If you've forgotten your password and lost access to your email account**, they're unable to release the Instagram account to you. They understand this can be frustrating, but this policy is meant to make sure Instagram accounts don't fall into the wrong hands. The best thing to do in this case is to create a new account. You can save stuff from your old account to your new account and follow people you were following before.