META SUPPORT PRO

**Meta Support Pro for Government,
Politics and Nonprofit Partners**

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Contents

What is Meta Support Pro?

The Meta Support Pro team provides 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 GPN entities and ensures equal support for all GPN 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 platforms through best practice materials available globally.

Who Has Access To Meta Support Pro?

Any Meta technologies user managing a GPN 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 for support.

What languages are supported by Meta Support Pro?

The Meta Support Pro team currently offers support in the following languages:

Arabic	**Hindi**	**Thai**
Bahasa Indonesia	**Indonesian**	**Turkish**
Bahasa Malay	**Italian**	**Urdu**
Bulgarian	**Japanese**	**Vietnamese**
Burmese	**Korean**	**Ukraine**
Czech	**Mandarin**	
Dutch	**Polish**	
English	**Portuguese**	
French	**Romanian**	
German	**Russian**	
Hebrew	**Spanish**	

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

Note: If you submit a request in a language not supported, the team will support you in English.

What can Meta Support Pro help with?

Currently, Meta Support Pro's offers help with the following type of requests related to your GPN ad account, Page, Business Manager or Instagram. 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 related to politics or social issues?

I have trouble getting authorized to run ads related to politics or social issues, 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.
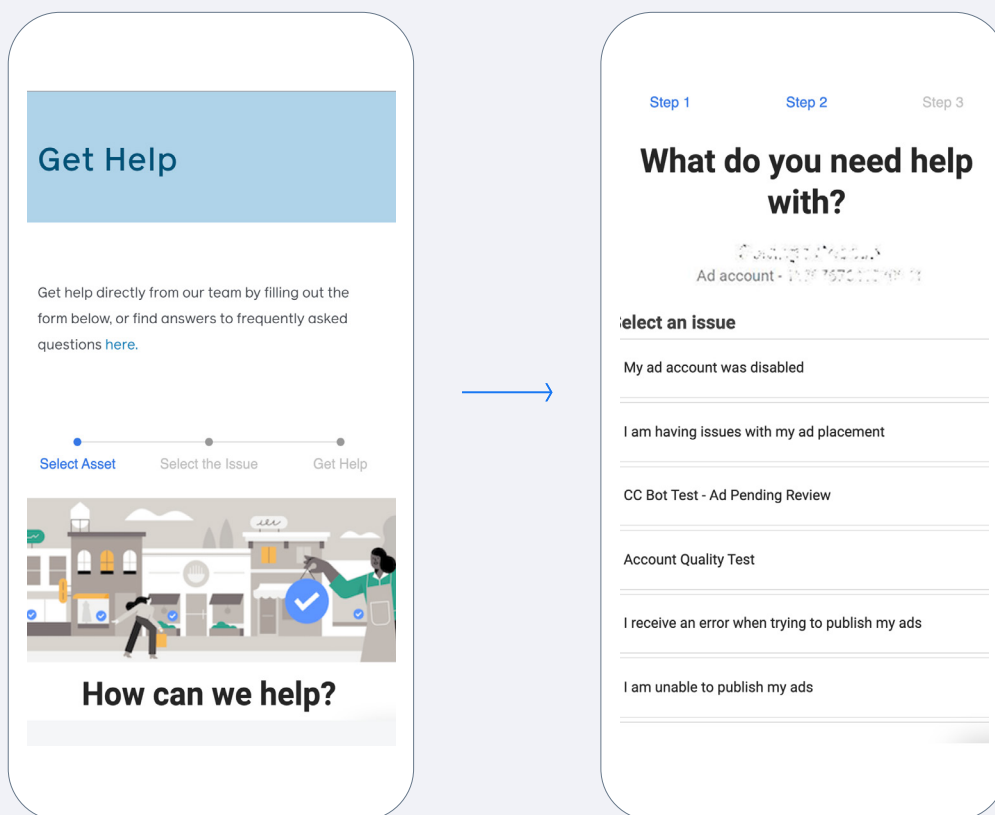
**Where can I find
Meta Support Pro?**

You can contact the Meta Support Pro team at
www.facebook.com/gpa/help.

How can I submit a case?

Access www.facebook.com/gpa/help.

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).

Once the asset is selected, select the issue.

Get Help

Get help directly from our team by filling out the form below, or find answers to frequently asked questions here.

Select Asset   Select the Issue   Get Help

How can we help?

Step 1   Step 2   Step 3

What do you need help with?

Ad account -

elect an issue

My ad account was disabled

I am having issues with my ad placement

CC Bot Test - Ad Pending Review

Account Quality Test

I receive an error when trying to publish my ads

I am unable to publish my ads

Confirm your email address as well as your preferred email address

Your phone number and add as much detail about the issue as possible to help us investigate. You have the option to add screenshots, too.

Support availability and hours

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, a Meta Support Pro will reply back via email instead.
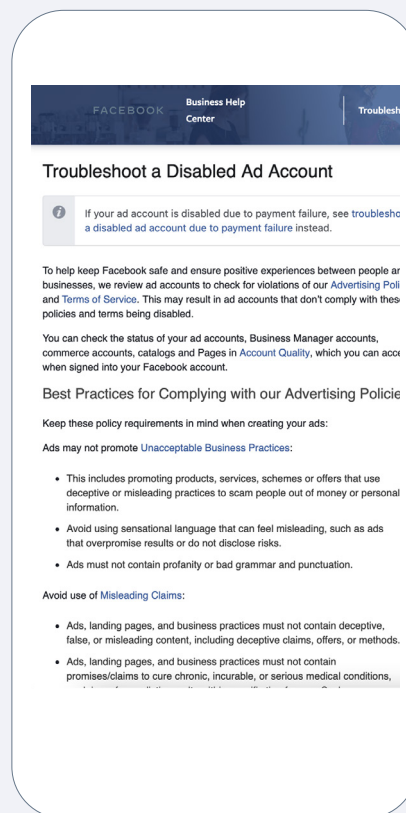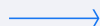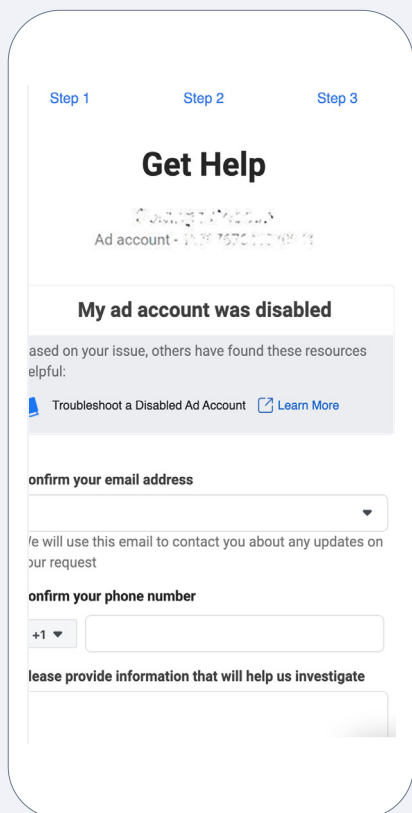
What happens once my case has been submitted?

Within chat business hours

If you are contacting the support team within the chat business hours, a member of the team will be in touch with you directly through Messenger. Their usual response time is around two minutes. The agent will further investigate the issue on chat and provide a resolution.

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's 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:

1. **Screenshots** and/or screencast

2. **Exact steps** to reproduce the issue

3. **Information on which platform** (web, Android, iOS) you're using

4. **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
The Meta Support Pro team 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 authorized users can make changes in an asset.

You will need to add an admin to your communication to help us to validate your request.

Best practices for 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 a productive support case:

1. **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.

2. **Include screenshots and/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.

3. **Include links:** Links of the asset(s) impacted.

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

1. **Link of the asset** (Page, profile, group, Business Manager, ad account, etc.)

2. **Screenshots or screen recording of the issue**

3. **Devices used** (desktop/mobile) **and app version (if applicable)**

4. **What steps did you follow before experiencing the issue?**

5. **Are the other admins of your asset experiencing this same issue?**

Appeal Ad Disapproval
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:
1. Account ID
2. Ad ID(s) rejected

We'll review your ad and determine whether your ad follows 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.

Ad Account Disabled
You may see a notification at the top of an Ads Manager that the account is disabled for policy violations or inactivity.

If that is the case, please forward us the following information:
1. Ad account(s) ID(s)

Ad Pending Review
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 a Meta Support

Pro and provide the following information:
1. Account ID
2. Ad ID(s)

Take Down An Imposter

An impostor is an inauthentic profile/Page/Instagram that is trying to impersonate, misrepresent and/or pretend to be you or someone else.

If you would like to report an impersonator, provide the following details:

1. **URL of the official Page,** profile or Instagram account

2. **URL of the impostor Page**, profile or Instagram account

Request A Page Name Change

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

1. **Page URL**

2. **New page name change**

3. **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.

4. **Rebrand:** State if it is a rebrand, so we can then process the name change in case the topics/name is completely different.

Request A Username Change

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

1. **Page URL**

2. **New username requested**

3. **What the account represents**

4. **Context around why you are requesting a new username**, especially when very different from current one.

5. **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.
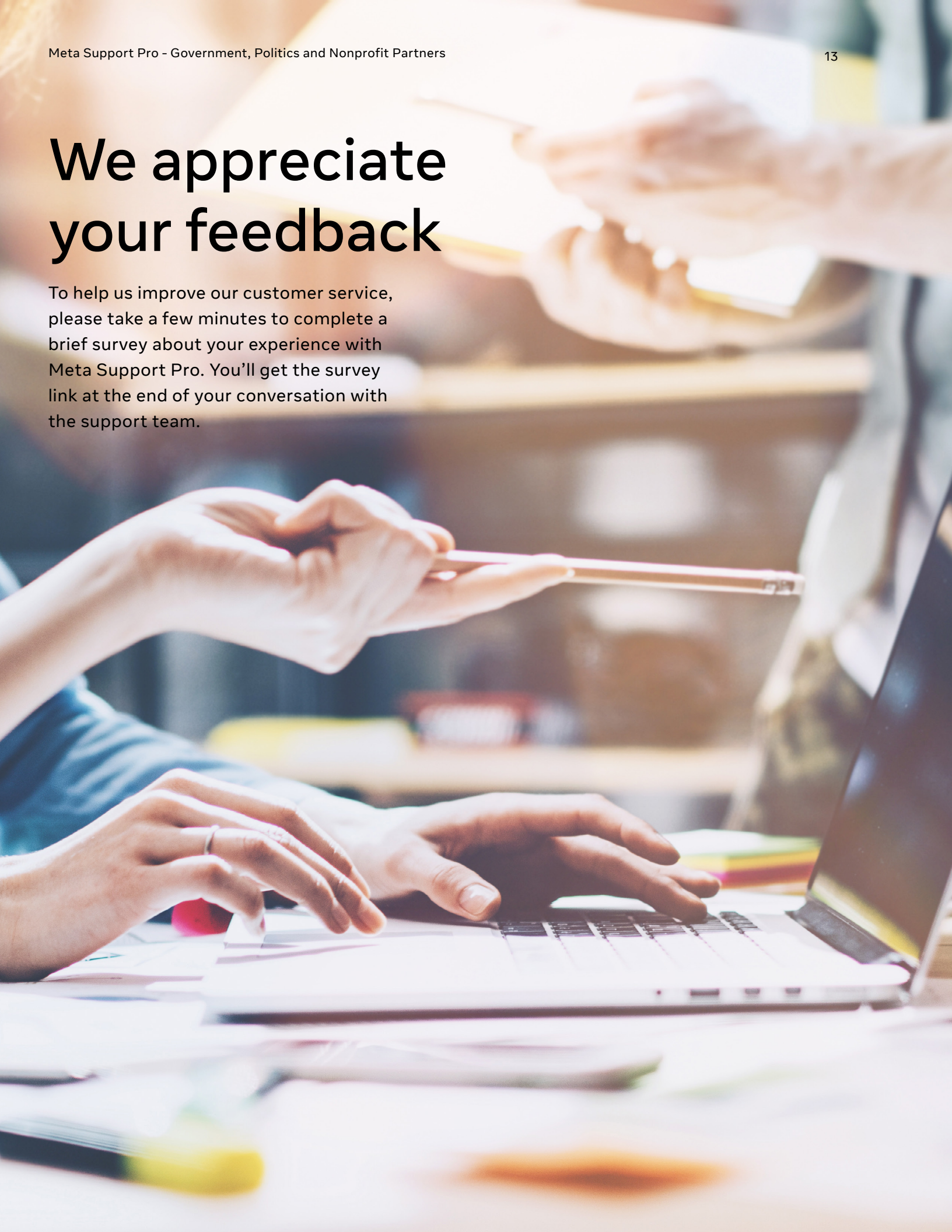
Conclusion

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!

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