

HOW TO MANAGE SOCIAL MEDIA ACCOUNTS IN CASE OF DEATH - FACEBOOK & INSTAGRAM

Did you know that when someone dies that person's social media accounts remain active until a family member memorializes, deactivates, or deletes the accounts?

DGVE law is pleased to provide you with this practical, step-by-step guide on how to handle your loved ones' social media accounts.

Facebook:

- How to add your legacy contact to manage your account if you can't manage it yourself
 - Go to <https://www.facebook.com/>
 - Log in using a phone number/email address/username
 - The account may have 2-factor authentication. If it does, Facebook will ask you for a 6 digit code after it sends a text message with a 6 digit code to a preset phone number (most likely the user's mobile phone number) which you will enter into the 6 empty boxes on the 2-factor authentication page
 - If it asks you to choose a new password, you may press the skip button if you are satisfied with your current password or you may create a new password
 - Click the down arrow icon in the top right corner of the page
 - Click "Settings & Privacy"
 - Click "Settings"
 - Click "memorialization settings"
 - Type in a friend's name in Choose a friend and click Add
 - To let your friend know they're now your legacy contact, click Send.

- How to temporarily deactivate an account
 - Go to [Facebook's account deactivation page](#)
 - Log in using a phone number/email address/username
 - The account may have 2-factor authentication. If it does, Facebook will ask you for a 6 digit code after it sends a text message with a 6 digit code to a preset phone number (most likely the user's mobile phone number) which you will enter into the 6 empty boxes on the 2-factor authentication page
 - If it asks you to choose a new password, you may press the skip button if you are satisfied with your current password or you may create a new password
 - Select the reason for leaving
 - Click the box to choose whether you would like Facebook to continue sending emails to the linked email address

Click the "Deactivate" button at the bottom of the screen

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- How to permanently delete an account
 - Go to Facebook's [account deletion page](#)
 - Log in using a phone number/email address/username
 - The account may have 2-factor authentication. If it does, Facebook will ask you for a 6 digit code after it sends a text message with a 6 digit code to a preset phone number (most likely the user's mobile phone number) which you will enter into the 6 empty boxes on the 2-factor authentication page
 - If it asks you to choose a new password, you may press the skip button if you are satisfied with your current password or you may create a new password
 - If you would like to save the data from the account such as photos etc click the "Download Info" button
 - Click the "Delete Account" button to delete the account

- How to permanently memorialize a loved one's account
 - Submit a Memorialization Request
 - Provide a URL link to the Facebook profile in the corresponding box
 - Use the calendar icon to enter the date of death in the corresponding box
 - Provide documentation of death by pressing the "Choose File" button. Examples of documentation:
 - Obituary
 - Death certificate
 - Memorial card
 - Any other documentation confirming that they've passed away
 - Enter your email address in the corresponding box

Instagram:

- How to permanently delete an account
 - Go to <https://www.instagram.com/accounts/remove/request/permanent/>
 - Log in to the account by using the username/email address/phone number and password
 - The account may have 2-factor authentication. If it does, Instagram will ask you for a 6 digit code after it sends a text message with a 6 digit code to a preset phone number (most likely the user's mobile phone number) which you will enter into the 6 empty boxes on the 2-factor authentication page
 - Click the drop-down menu and select the reason why you want to delete the account
 - Re-enter the password in the corresponding text box

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- Click the delete account button at the bottom of the page to permanently delete the account
- How to temporarily disable an account
 - Go to <https://www.instagram.com/accounts/remove/request/temporary/>
 - Log in to the account by using the username/phone number/email address and password
 - The account may have 2-factor authentication. If it does, Instagram will ask you for a 6 digit code after it sends a text message with a 6 digit code to a preset phone number (most likely the user's mobile phone number) which you will enter into the 6 empty boxes on the 2-factor authentication page
 - Click the drop-down menu and select the reason why you want to temporarily disable the account
 - Re-enter the password in the corresponding text box
 - To complete the temporary disablement of the account, press the "Temporarily Disable Account" button at the bottom
- How to memorialize an account
 - Go to https://www.facebook.com/help/instagram/contact/452224988254813_to_begin_the_memorialization_process
 - Enter your full name in the corresponding text box
 - Enter your email in the corresponding text box
 - Enter the full name of the deceased person in the corresponding text box
 - Enter the Instagram username of the deceased person in the corresponding text box
 - Enter proof of death in the corresponding text box
 - A URL to an obituary
 - A URL to a news article
 - Or upload a file/picture by clicking the "Choose File" button and selecting the chosen file/picture
 - Click the box below "When did they pass" and use the calendar to select the date of death
 - (optional) Include any additional information in the corresponding text box
 - Click the send button

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