

# Instagram - Compromise Cleanup

Compiled by the Clinic to End Tech Abuse

Last Updated: July 26, 2020

## Who is this guide for?

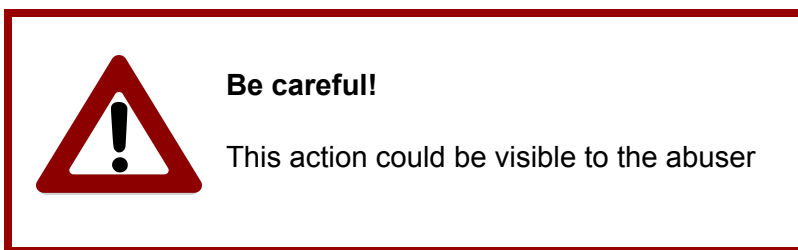
If you suspect or know that someone else has gotten access to your Instagram account.

## What does it cover?

- Checking for recent activity by others
  - [Login activity](#)
  - [Account activity](#)
- Checking for linked accounts or apps
  - [Linked accounts](#)
  - [Linked third-party apps](#)
- [Checking the recovery email and phone](#)
- Securing the account so that it is safe
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  - [Account privacy](#)
  - [Restricted/blocked accounts](#)
  - [Preventing Instagram from recommending your account to other people](#)
  - [Controlling tags, comments, and mentions](#)

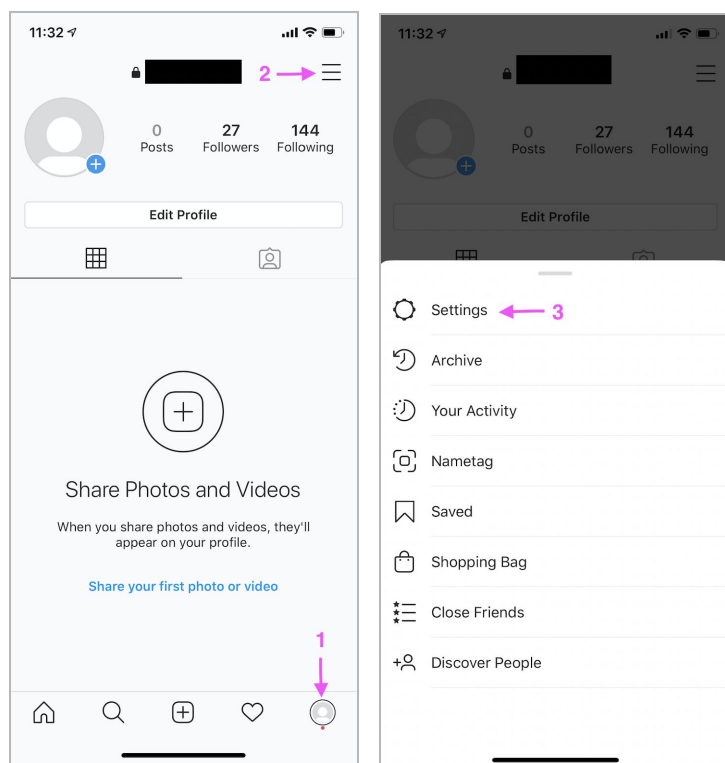
## Before we start:

- Is it safe for you to make changes to your account? If someone else is getting access to your account, then any changes you make could be visible to them -- or could lock them out. Some abusers may become more dangerous if they lose access to your accounts.
- If this is a concern for you, we strongly recommend that you carry out safety planning with a domestic violence or other support professional before making any changes to your account.
- We have marked changes that could be visible to an abuser with the following sign:



## Step 1: Check for recent activity

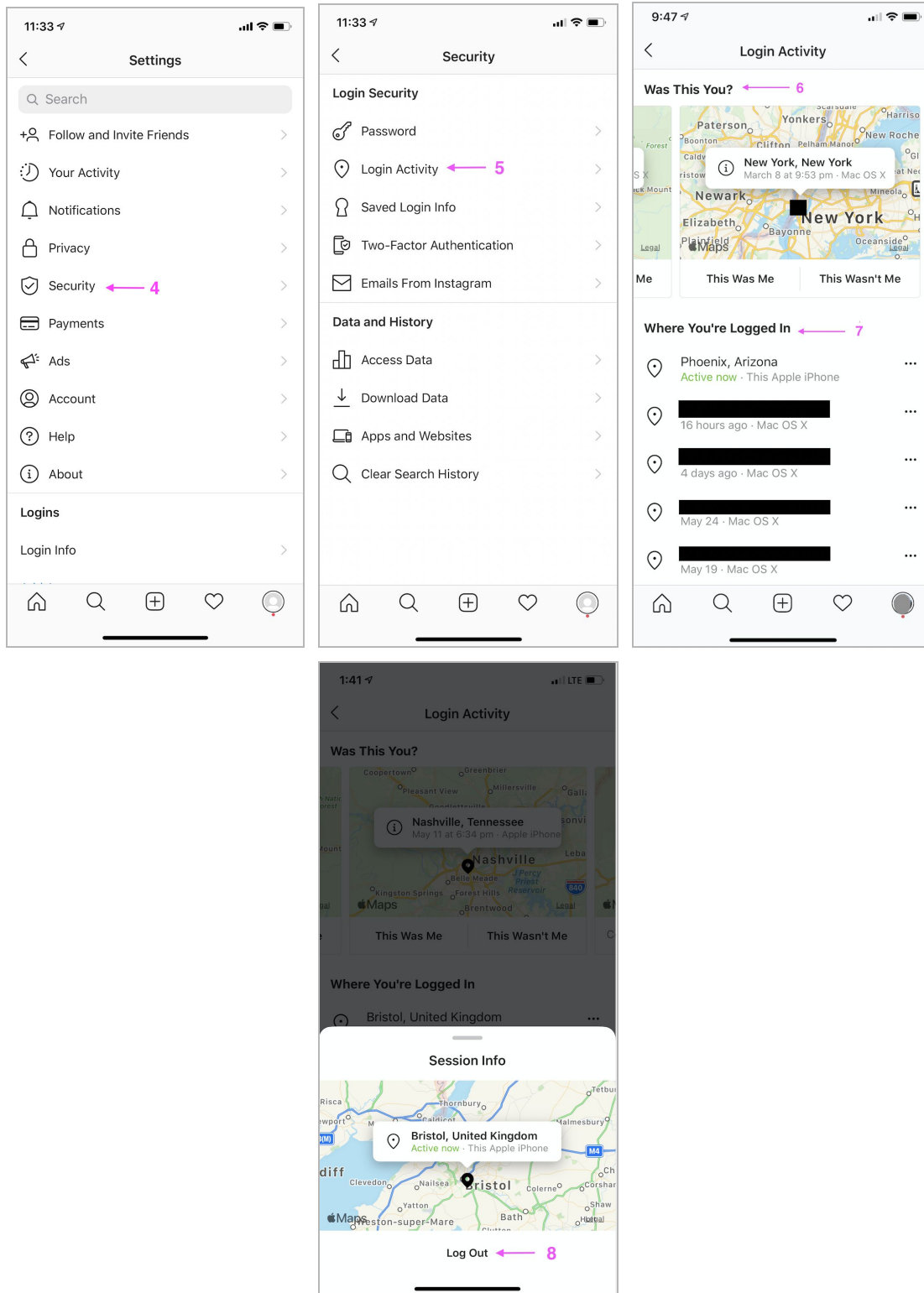
### 1.1 Login Activity



Go to your profile by clicking on the circular icon with your profile picture in the bottom app bar (1).

Then, click on the icon with three lines (2) located at the top right of your profile page to go to the menu, and select Settings (3).

**Note for Android users:** Settings (3) is located at the bottom of the menu, which appears as a sidebar on the right side of the screen.



Now, select Security to reach the Security menu (4).

Then go to **Login Security** and select Login Activity (5).

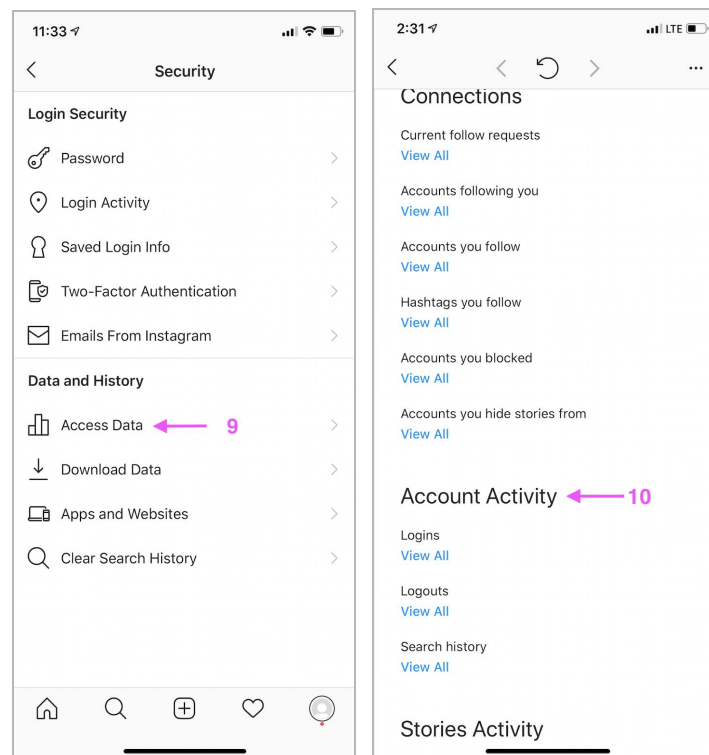
There are two ways to control account access from Login Activity. The first is to look at past logins and decide if you think you were the person who signed into your account at these times. Look underneath the maps in the **Was This You?** section at the top of the page.

If you pick “This Wasn’t Me,” Instagram will prompt you to change your password (6).

If you pick “This Was Me,” you’ll be confirming that you signed in on the device and at the place shown.

The second way to check your account security here is to click on the three dots next to one of the items under **Where You’re Logged In** (7). This will lead to a popup window, which will give you the option to log out (8).

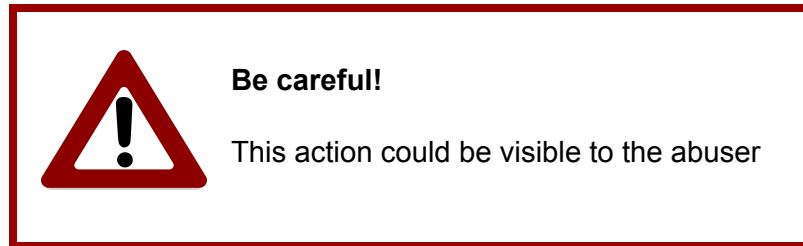
## 1.2 Account Activity



From the Security menu (4), select Access Data (9) under **Data and History**. A page will then load showing you any changes to your Account Info, Profile Info, Connections, Account Activity, Stories Activity, and Ads.

To see a list of dates and times when someone has logged into your account, pick one of the actions under Account Activity and then select View All (10).

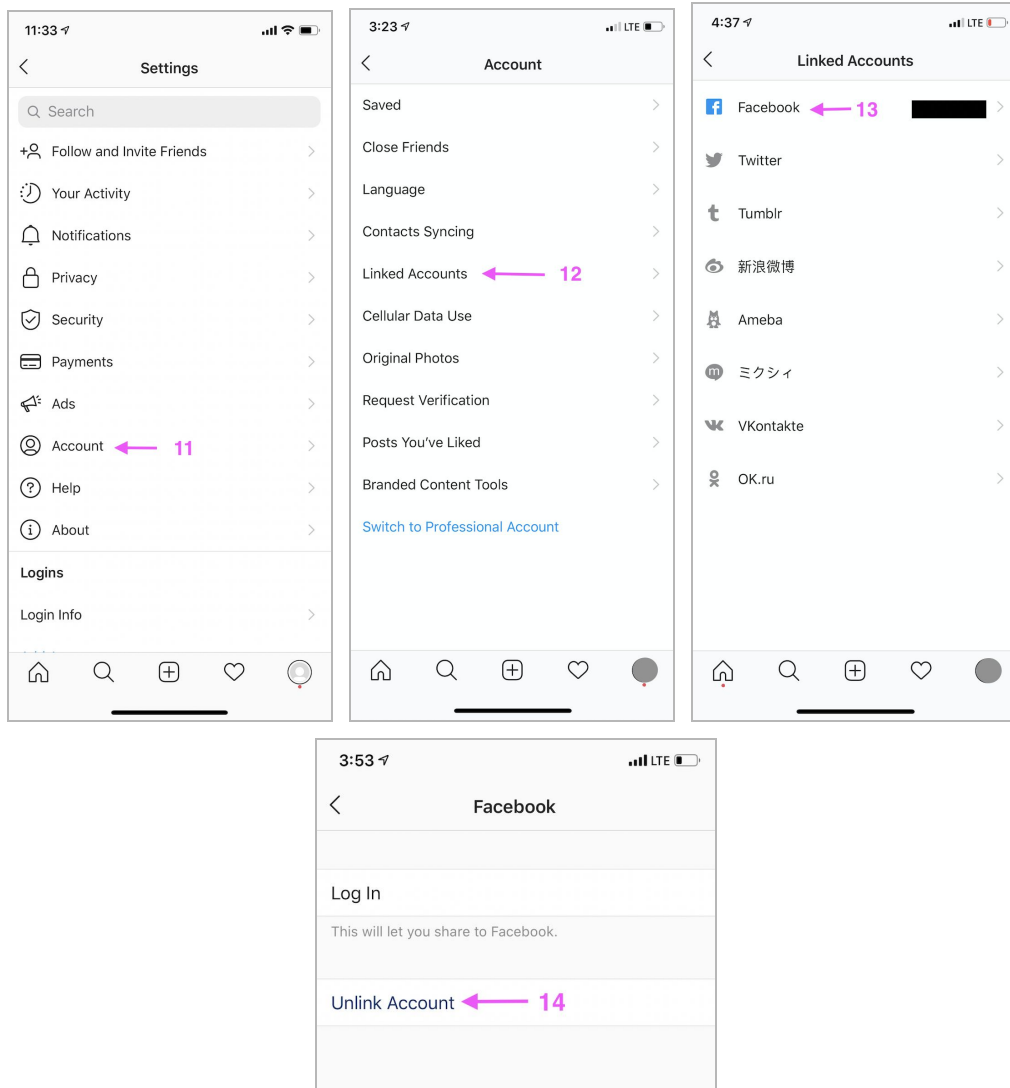
## Step 2: Check for linked accounts and apps



“Linked” accounts and apps share your Instagram content by connecting to other social media accounts. If your Instagram is linked to another account or app (such as Facebook or Twitter), an abuser could potentially get information about you from that other account or app. And if you delete a post from Instagram, it may still appear on other linked accounts where you’ve shared that post.

Checking for linked accounts and apps allows you to control where your content is shared.

### 2.1 Linked Accounts

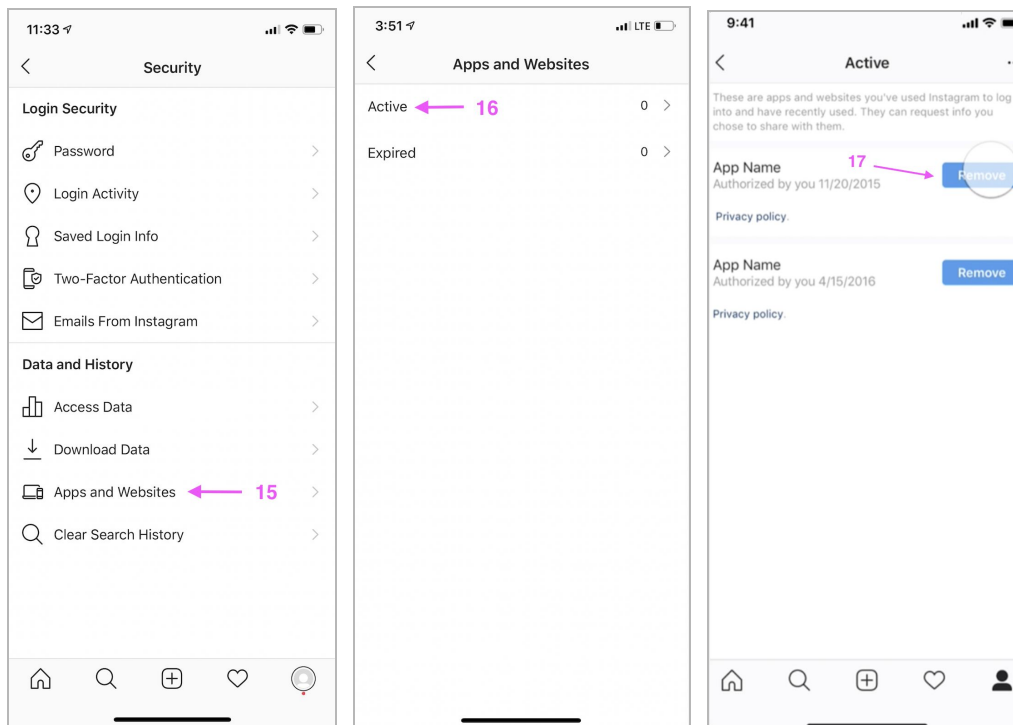


From the Settings menu (3 -- see above), select Account (11). Then, in the Account menu, select Linked Accounts (12).

Pick any relevant app that's linked to your Instagram account (13) to control the sharing settings or to unlink your Instagram from the other account (14).

**Note for Android users:** The button to unlink (14) is called 'Unlink' instead of 'Unlink Account'. There are also additional sharing options on Android such as 'Share Your Story to Facebook' and 'Share Your Posts to Facebook'. They are both disabled and users can enable it by tapping on toggle buttons.

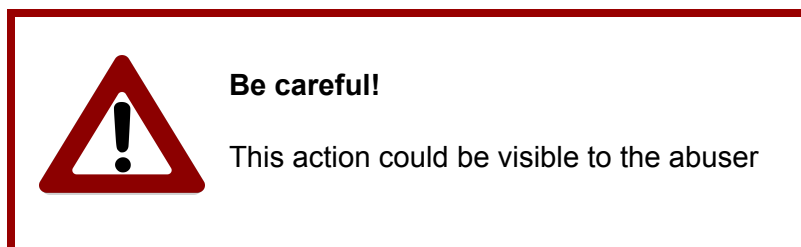
## 2.2 Linked Third-Party Apps

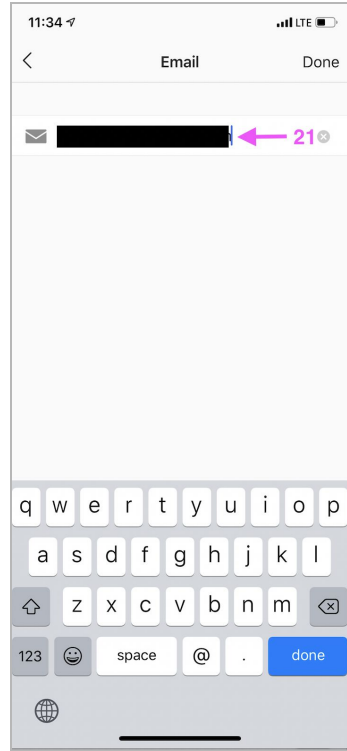
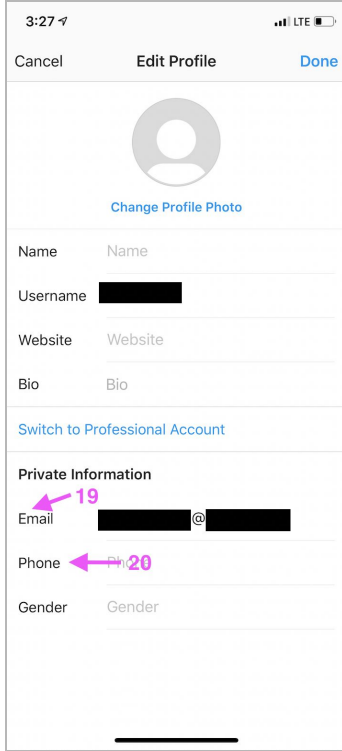
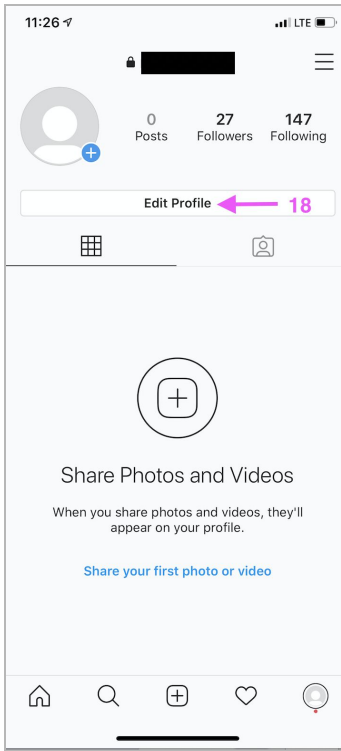


From the Security menu (4 -- see above), go to **Data and History** and then select Apps and Websites (15).

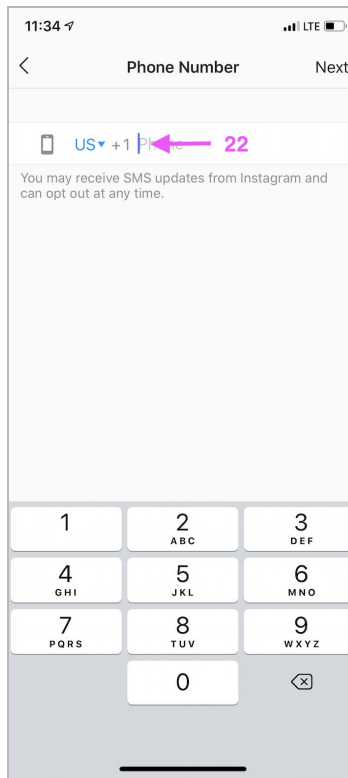
Select Active (16) and then remove any apps you don't recognize (17).

### Step 3: Check recovery email and phone







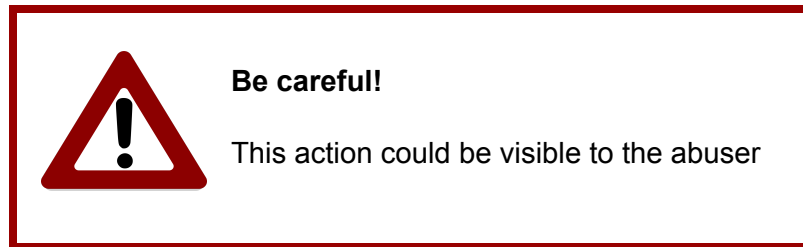


Go to your profile page (**1 -- see above**), then select Edit Profile (**18**).

Under **Private Information**, make sure you recognize any email (**19**) or phone number (**20**) that's tied to the account, and that these are safe addresses or numbers. To edit them, click on the recovery account information and then type to change the email (**21**) or phone number (**22**).

**Note for Android users:** The section is called '**Profile Information**' instead of '**Private Information**'. Email (19) is denoted as 'Email address' and Phone (20) is denoted as 'Phone number'.

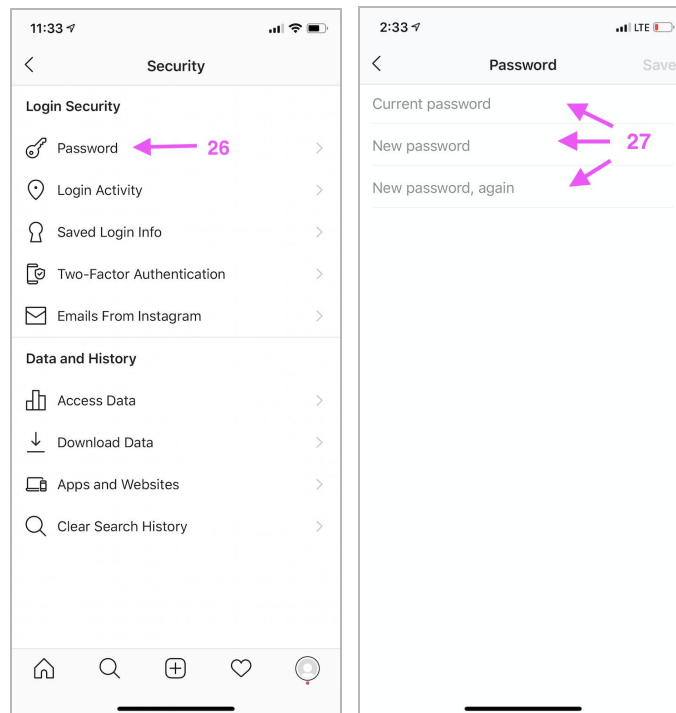
## Step 4: Securing the account



There are several ways you can make your Instagram account more private and secure. We explain some of them below.

### 4.1 Change Password

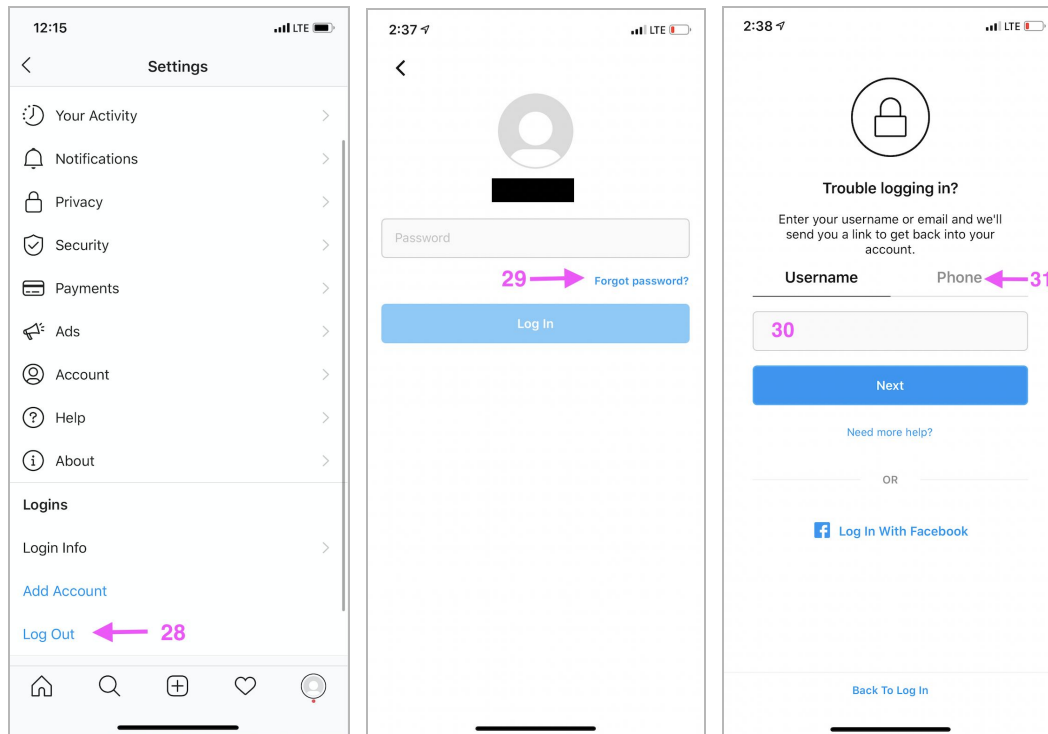
If you suspect that someone else has gotten into your Instagram account, , changing your password is one way to make your account more secure.



From the Security menu (4), select Password (26). Enter your current password and then a new password (27).

We recommend using strong passwords that are at least 8-12 characters long and include:

- A mix of capital and lowercase letters
- Some numbers that would be difficult for anyone else to guess -- we recommend avoiding birthdays
- Some symbols such as !, ?, @, and \$



If you do not know your current password, log out by going to the Settings menu and selecting Log Out (28). Then, from the login screen, select Forgot Password (29).

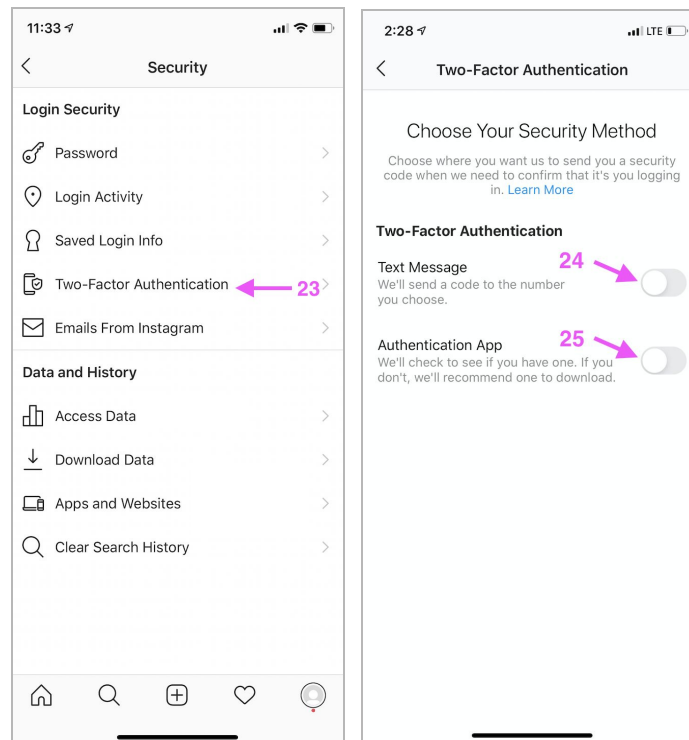
**Note for Android users:** After selecting Log Out (28), confirm the action of logging out on the pop-up. Make sure that you uncheck the default 'Remember my login info' on the pop-up.

You can then reset your password by entering in your recovery email (30) or phone number (31).

## 4.2 Two-Factor Authentication

Two-factor authentication is an extra security step that provides more protection for an online account. It can keep other people out of your account even if they know or guess your password.

If you turn it on two-factor authentication, then every time you log into your account, you will need to enter both your password and a second piece of information that only you should know.



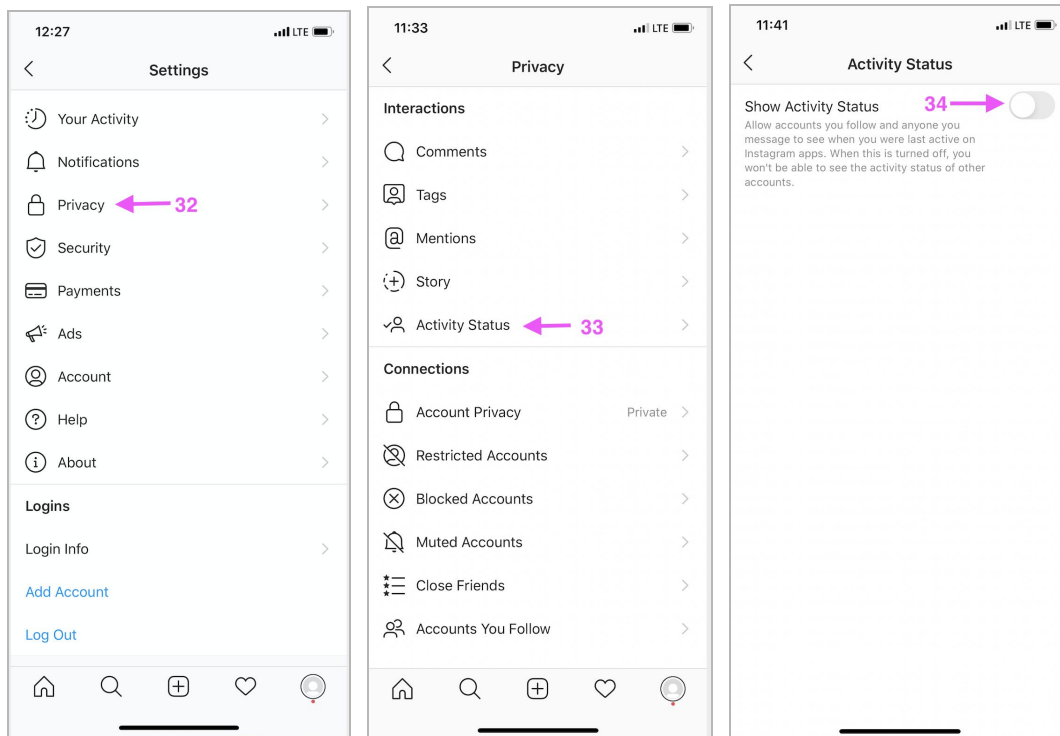
From the Security menu (4), click on Two-Factor Authentication (23).

**Note for Android users:** After clicking on Two-Factor Authentication (23), a screen will appear that introduces Two-Factor Authentication. At the center of the screen, the title 'Add Extra Security With Two-Factor Authentication' appears. Below it, a brief description of that feature. At the bottom of the screen, there is a blue 'Get Started' button. Select the blue 'Get Started' button to get to the next step.

Now, choose the Security Method you want to use to make sure the person logging into the account is verified. One option is Text Message, if you've provided Instagram with a phone number (24). You could also use an authentication app (25) such as Duo, which you would install on your phone by going to the App Store or Google Play Store.

## 4.3 Activity Status

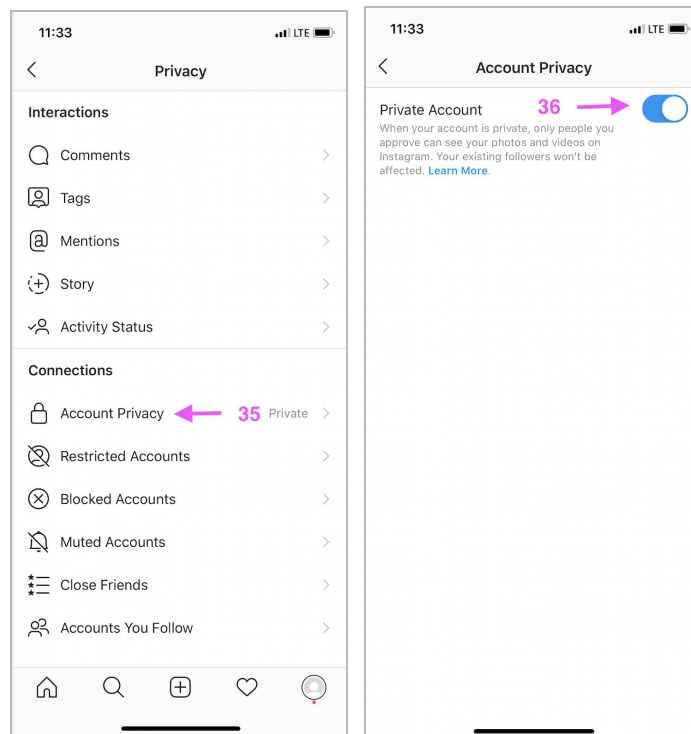
You can also stop other people from seeing when you were last active on Instagram.



From the Settings menu (3), select Privacy (32). In the privacy menu, select Activity Status (33), You can move the switch (toggle) to control whether other Instagram users can see when you were last active (34). Activity Status alerts others to when you are online and available to chat, so removing this feature can help protect your privacy.

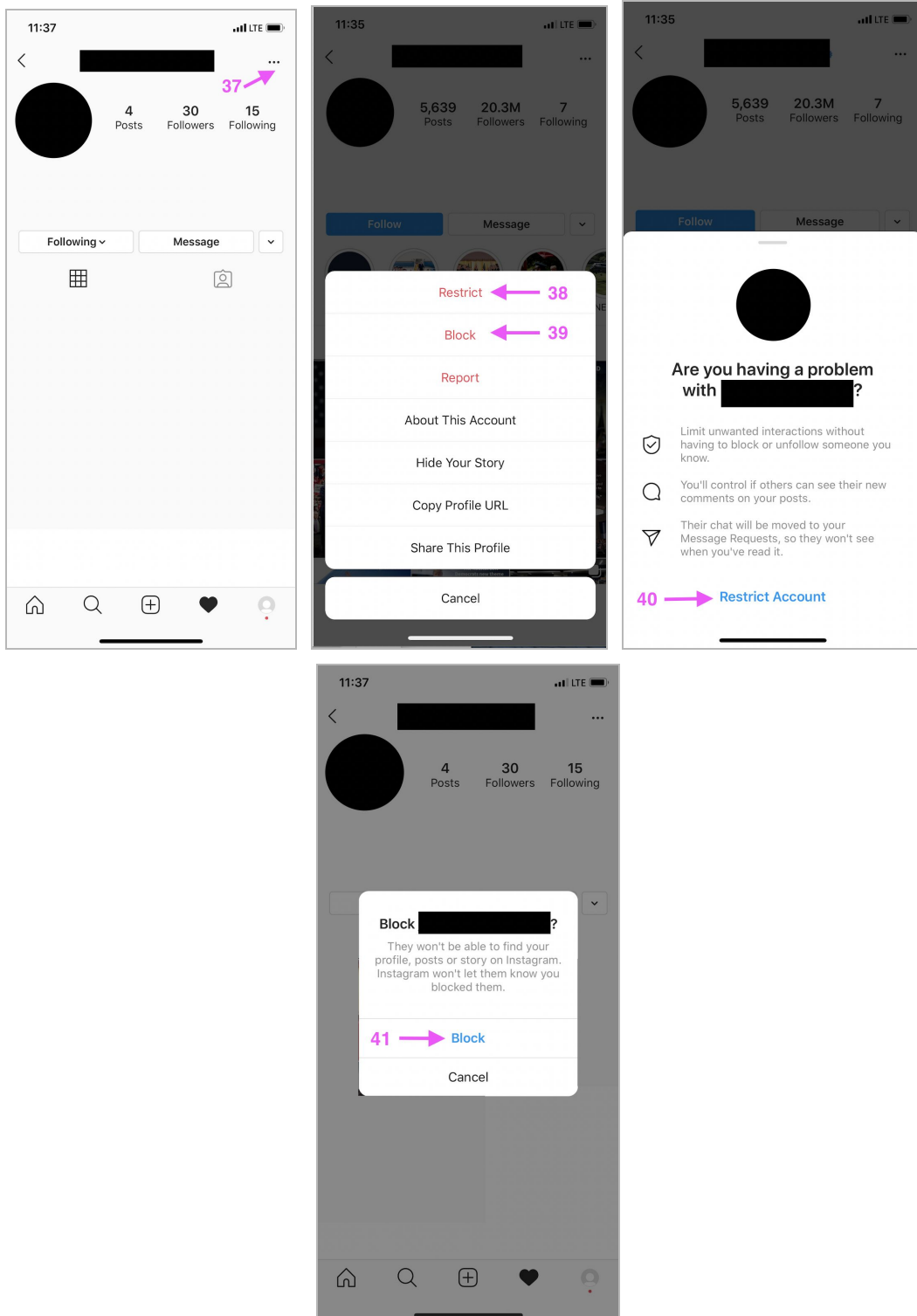
## 4.4 Making Your Account Private, Not Public

Making your account private instead of public can help stop an abuser from seeing your posts and other information.



From the Privacy menu (32), select Account Privacy (35). You can change the settings by using the blue toggle button to switch on and off on a Private profile (36).

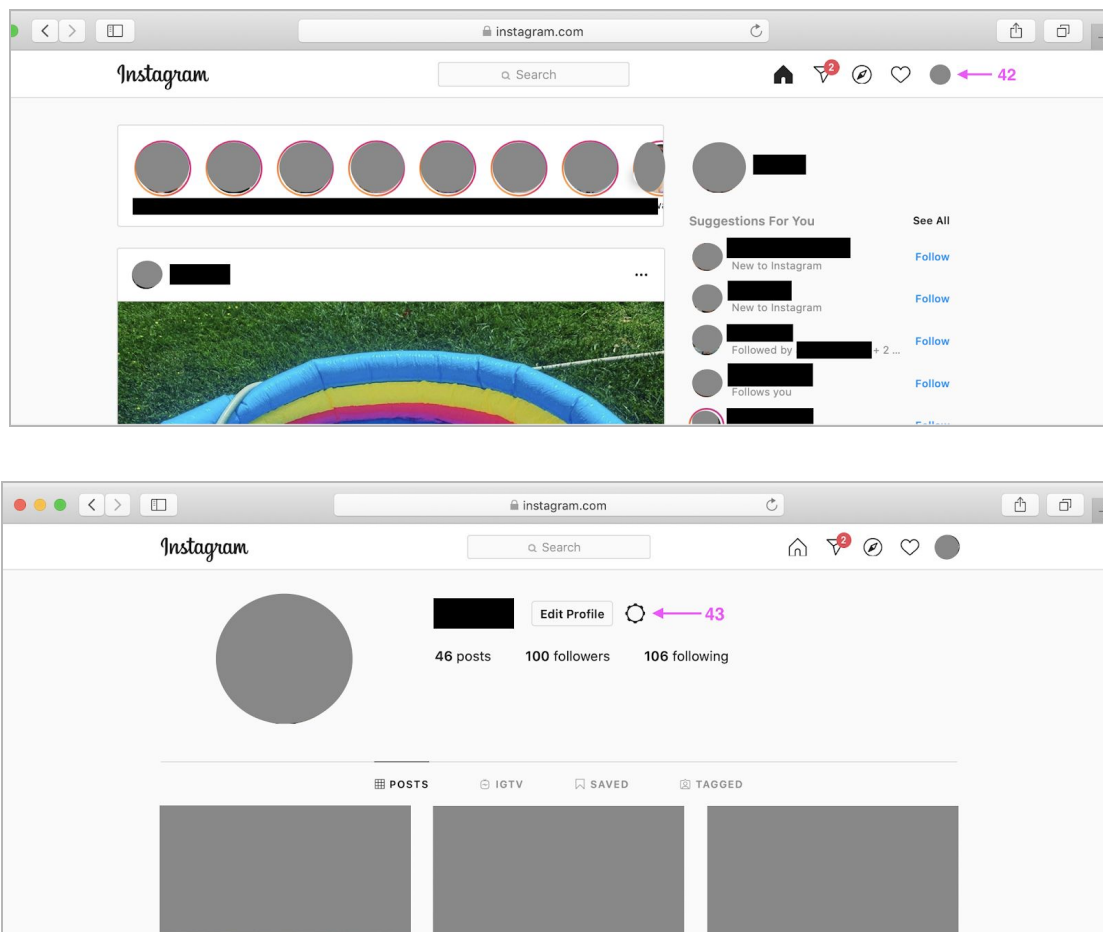
## 4.5 Restricting or Blocking Accounts



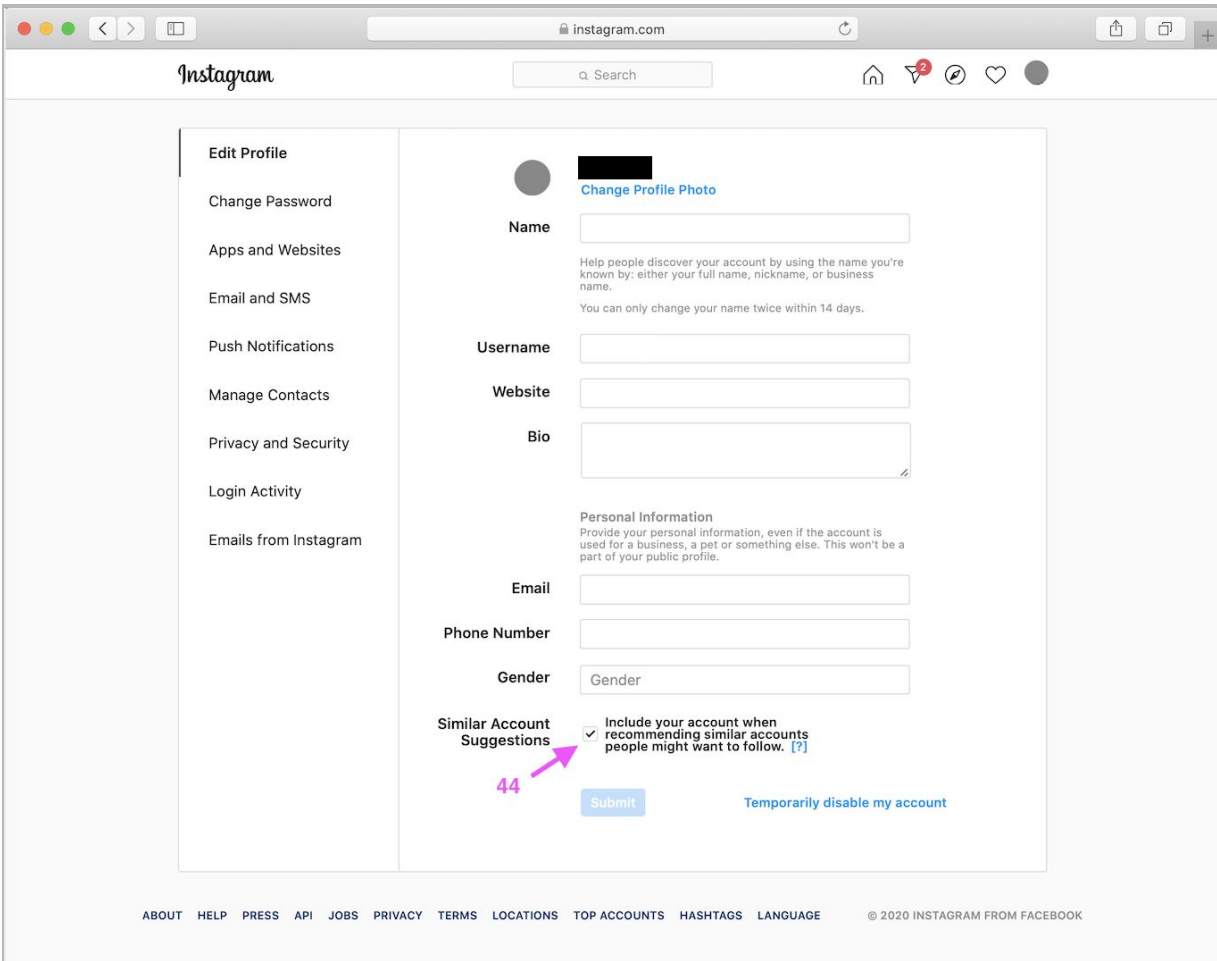
To stop somebody else from being able to view your account, go to their profile and select the 3 dots (37) at the top right-hand corner of a profile. To limit their interaction with you on Instagram, pick Restrict (38) or Block (39) from the pop-up. When restricting an account, select Restrict Account (40) in the pop-up window. When blocking an account, confirm the action (41) in the pop-up window.

**Note for Android users:** The 3 dots (37) appear vertically. The resulting pop-up appears at the center of the screen with a different order. Restrict (38) is the third option from the top and Block (39) is the second option from the top. Restrict Account (40) appears in a blue button.

## 4.6 Preventing Instagram from Recommending Your Account to Other People



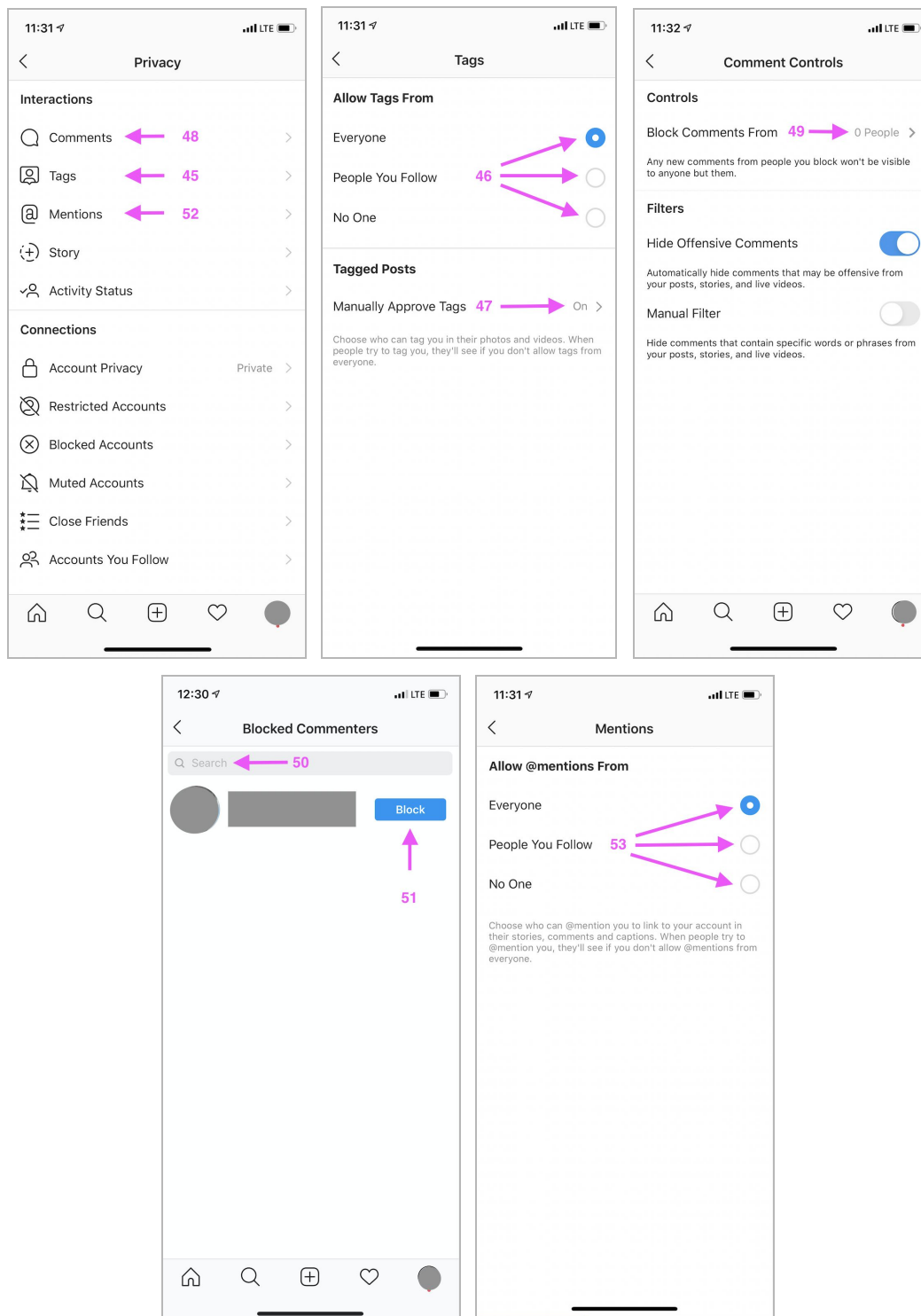




Log into your account on [www.instagram.com](https://www.instagram.com) using a web browser such as Safari or Chrome (not through the app on your phone). Go to your profile by selecting your picture at the top right hand side (42) and select Edit Profile (43), near your username.

At the bottom of the Edit Profile page, there will be an option next to **Similar Account Suggestions** to uncheck a box (44) that recommends your account to other people.

## 4.7 Controlling Tags, Comments, and Mentions



**Tags:** From the Privacy menu (32), select Tags (45).

From the Tags menu, under **Allow Tags From**, use the round button (46) to select the audience you want to allow to tag you.

You can also toggle (switch) on and off to Manually Approve Tags (47) for photos.

**Note for Android users:** There is no 'On' label beside 'Manually Approve Tags (47)', even if the feature is enabled.

**Comments:** From the Privacy menu (32), select Comments (48). Then, from the Comment Controls menu, under **Controls** you can select Block Comments From (49).

From here, you can enter the name of the account you want to block from commenting (50). Click the blue Block button (51) next to the profile you wish to block.

Note: This will not block the user from your profile. It will only stop other people from seeing any future comments from the blocked user.

**Mentions:** From the Privacy menu (32), select Mentions (52). From the Mentions menu, under **Allow @mentions From**, use the round button (53) to select the audience you want to allow to mention you.

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