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1 Troubleshoot something that's not working on Facebook

2 Close the page and reopen.

3 Clear your cache by going to your browser settings.

4 Try again with a different browser (example: if you're on Chrome, try Firefox).

5 Restart your computer.

facebook : help

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On Android, go to your phone Settings --> Apps --> Facebook. Tap on Storage and then tap on CLEAR CACHE button.