Someone stole my online identity

Someone stole my online identity and I don't know what to do!

At first I thought it was a weird error but when I tried opening it from my phone I was disconnected from my account. I got very scared because I knew that someone had access to my account and could do anything with it, going as far as looking into my private messages. I tried to get it back but the customer service told me I would have to wait anywhere from a few days up to a week just for a response to tell me if it was possible or not. I was checking the account daily to see any activity as soon as possible but nothing happened. The worst thing was that not even customer service could help me. The email stated that there was no way to tell if the account was hacked or not so it wasn’t possible to get my instagram back.

Next day at school I went and talked to a few of my friends and they asked me why I was so mean yesterday. At first I was confused but when they mentioned the instagram messages I had to explain how my account got stolen. Some of my closest friends believed me but not all of them. The other classmates also had a hard time trusting me. Soon the problem started expanding to the whole school and most people hated me. Some were meaner than others. Even if the majority didn’t say or do anything to me I still felt like they disliked me. I tried searching for solutions but none of them would’ve worked out so I had to appeal to an adult. First I went to my parents not only to get a solution but also because I hadn’t told them anything until that point. Their suggestion was to keep this between students instead of telling the teachers. I agreed with them but I knew I would still have to resort to a professor if things wouldn’t work out.

When school started the next week I didn’t really know who I should talk to first. I tried with my schoolmates that knew more about IT and they were nice to me but didn’t know how I could get my account back. A few other colleagues heard the conversation and gave me a hand in finding the guy who started all of this, but in the end it didn’t matter all that much. The whole school started helping me so I knew that they felt bad for how they wrongfully treated me. At that point it didn’t matter if I got my instagram back. Everybody knew I had done nothing wrong and that’s all I care about. We weren’t able to find the guy who stole my account but he did turn himself in. He wanted to be between just the 2 of us so that the other students didn’t hate him for that. He said it was a dumb mistake. He didn’t really want to talk more about it and he clearly regretted it. After a while he opened up and told me it was because of the Mathematical Olympiad. He told me he did it because of jealousy. He felt like I worked less than him but got a better score. I didn’t really know how to respond but I tried to make him use that as a motivation to work harder instead of doing bad things.

 In the end everything turned out fine, my friends apologised for not trusting me, the entire school became much nicer with me and I even became friends with the schoolmate that stole my account. I learned that even though the internet can help us communicate with each other but can have its downsides if you aren’t careful with your passwords.