

## Confirming your identity

If you've been unable to reset your password using your current email address or phone number, try the following solutions:

- Make sure you're entering your username and password correctly
- If you've asked us to send you an email with instructions on how to confirm your identity, and haven't received it in your inbox within 5 minutes, look for it in your spam or junk folder
- Disable your browser's autocomplete feature as it may be filling in incorrect information
- If you're using a mobile device, disable predictive text
- Clear your browser's cache and cookies

If you're still having issues, you'll need to register a new eBay account. When you create a new one, you'll no longer be able to access your old account, including your feedback, selling, and purchase history. If you'd like to purchase an item using Buy It Now, you can use guest checkout.

More actions:

- <https://www.ebay.com/str/eBay?partialreg=1&reg=1&reg.ebay.com=1> Register a new eBay account - opens in new window or tab