Two Factor Authentication (2FA)

<h2>GUIDE.SUMMARY This article provides an overview of 2FA, why it's important, and how it benefits our buyers and sellers. Information is also provided to Teammates on the conditions and requirements that must be met in order to remove 2FA from a customer's account.</h2><h2>GUIDE.RELATED_LINKS <ul> Account Safety
 https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1082
 Account Takeover
 https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1067 </h2><h2>GUIDE.TALKING_POINTS What is 2 factor authentication (2FA)? 2 factor authentication or 2 factor verification, is an extra layer of security. In addition to the conventional username and password sign in process, it requires either: <ul> a PIN provided to them via text push notification to the eBay app a one-time password generated by an authenticator app   If member does not have access to their phone or app after 2FA has been enabled, members have an additional option at sign in: <ul> a code sent to a verified email address   This extra piece of information besides the username and password makes it harder for a potential intruder to gain access to the users eBay account and/or steal personal information. See Detailed Information for SME limits in 2FA requests and Instructions/Steps to Resolve for adding/removing and signing in using 2FA. Why do I have to use 2FA? 2 factor authentication

or 2 factor verification, is an extra layer of security. In addition to the conventional username and password sign-in process, it requires either a PIN provided to the customer via text, email or a push notification to the eBay app or a one-time password generated by an authenticator app. This extra piece of information besides the username and password makes it harder for a potential intruder to gain access to the users eBay account and/or steal personal information. For further information on 2FA, please review Account safety. Trusted devices After signing in with 2FA, some customers may be presented with an option to Remember this Device to have eBay trust their device/browser. 2FA may not be subsequently requested on a known device/browser that has been designated as trusted. If the customer asks why they are no longer asked the second factor for authentication: <ol start="1"> First verify with the customer that they have designated one or more devices as Trusted. Have the customer: <ol start="1"> Go to My eBay -> Account - > Sign In & Security -> Devices you trust Select the View button that will show all the devices trusted by the customer   Teammate response: For account security purposes I do not have access to view your Trusted devices, but you have verified and confirmed that one or more of your devices are designated as Trusted. This indicates to eBay that the device is in your possession, is used by you, and is accessible by you. When you sign to eBay using a Trusted device, eBay uses the device trust as the second factor for authentication. This is why you were not prompted for second factor authentication. Customer states that they had designated a device/devices as Trusted but are still asked for a second factor for Authentication: <ol start="1"> Teammate has verification from the customer that they had one or more trusted devices but currently one or more are not designated as Trusted anymore. Teammate Response: You may be asked to validate your identity once again using a second factor authentication even though the device that you are accessing from

was designated as a Trusted device by you. This may happen because the device is not considered as Trusted by eBay anymore. A device trust factor may be removed in the following situations: <ol> Your or someone else with access to sign- in to your account may have removed the device from the Trusted devices list. You can verify which devices are currently trusted by going to: <ol start="1"> My eBay ->Account - > Sign In & Security -> Devices you trust Select the View button that will show all the devices that are trusted You or someone else with access to sign in to your account may have changed the 2nd factor authentication from within the Security Center. When this happens, if that device was designated as Trusted you will be asked to re-designate the device as Trusted to eBay.   eBay Security checks may require an additional factor for authentication purposes for enhanced protection.   Customer wants to remove a device that has been trusted and wants to be asked the second factor authentication to verify their identity: <ol start="1"> For account security purposes, teammate should state that they do not have access to view or revoke trust assigned to a customers device Walk the customer through the process of removing a trusted device from the Profile page: <ol start="1"> Go to My eBay -> Account - > Sign In & Security -> Devices you trust Select the View button that will show all the devices trusted by the customer Customer can remove a specific device by selecting Revoke next to the device or revoke all the devices by selecting the Revoke All button on the top left. Will this impact new or existing MUAA customers? This will impact both new and existing MUAA Delegatee customers How will this work for new Delegatee customers? For new MUAA Delegatee onboarding: <ul> They will need to agree to 2FA as part of the onboarding process Delegatees can turn off 2FA but they will then lose their MUAA permissions (they get blocked) Delegatees wont be able to turn off 2FA once enabled How will this work for existing Delegatee customers? For existing MUAA

Delegatee customers: <ul> Delegatees can turn off 2FA but they will then lose their MUAA permissions (they get blocked) Existing users will have another 30 days to be 2FA compliant Delegatees wont be able to turn off 2FA once enabled Whats an Authenticator app and how does it work? An authenticator app helps you authenticate yourself in a secure way by generating a passcode (this is called a time-based one-time password). By using an Authenticator app, you wont need to receive an SMS or voice message to complete 2 step verification for your eBay account. Can I use an Authentication app if I havent opted into 2 step verification? No, you need to be enrolled into 2 step verification to activate the app. What are the benefits of using an Authenticator app? Using an Authenticator app is a safer option than voice messages, SMS or emails as its more difficult for hackers to gain physical access to your phone and generate a code without you knowing about it. Which Authenticator apps are supported? We currently support: <ul> Google Authenticator Authy Microsoft Authenticator App What happens if I buy a new phone or lose my current phone? Youll need to use a backup method (phone or email on file) before using the Authenticator app on your new device. Do I need an email or phone number verified as a backup method before using the authenticator app? Yes. Well require phone number verification for all users in the next few weeks to months. How long is an Authenticator app generated one-time password valid for? One-time passwords are valid for only 30 seconds and new codes are generated frequently or every 30 seconds. Can I use an authenticator app on more than one device? Yes, you can. Is there a limit to the number of devices I can use? No, theres no limit on the number of devices you can use. </h2><h2>GUIDE.DETAILED_INFORMATION 2FA is an extra layer of security. In addition to the username and password sign-in process, 2FA requires either a PIN provided via text or a

notification to the eBay app or one-time password generated by an authenticator app This makes it harder for a potential intruder to gain access to your users eBay account. To find out more about 2FA, including how to enable or deactivate authentication notifications, see Tips for keeping your eBay account secure Limits for 2FA SMS There is a limit to the number of attempts a customer can use before they are blocked. When blocked, a customer will need to wait 24 hours before logging in with 2FA again. The limits are outlined below: <ul> Incorrect Attempt Limit = 6 times:
 A customer can enter their code 6 times incorrectly before they will be required to start the process over again. After requesting a new code, they will be able to enter it 6 times. Daily Attempt Limit = 50:
 A customer can only sign into their account using 2FA 50 times a day. Once this is reached, the customer will not be able to login again until the following day. Wait time before resend = 20 seconds:
 A customer must wait 20 seconds after requesting a code before requesting another. An error message will be displayed if the customer requests another code within this time. Expiration time = 5 minutes:
 Codes are only valid for 5 minutes. No codes do not override the expiration time of prior requests. </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Adding 2FA - SMS or voice options <ol> Sign in and hover your mouse over your name in the upper left corner of the page Select Account settings in the pop up Select Sign in and security, you may be prompted to sign in again Select Edit next to 2 step verification <ul> If you don't have your mobile phone number registered on your eBay account, select Personal information and edit your registered phone number   Select Get started next to the option you want to use <ul> For Use the eBay app option, follow the prompts on the screen to complete 2FA set up on your mobile

device   For Get a text message option, select Send to receive a security code via text Enter the security code that was sent to you and select Verify <ul> If you did not receive a text, make sure your mobile phone number is registered with eBay (there's an option to text you a new pin number if you need it)   Once you successfully provide the security code you received via text, youll see a message that your mobile device is verified and be prompted to verify your email address. Youll need to verify your email address because if we cant text you the security code, we can email it to you. If you choose to Cancel at this point and not verify your email address, 2FA will not be enabled on your account If you need to update your email address, select Wrong email? link. You will need to restart the 2FA set up after updating your registered email address   If your email address is correct select Send code Enter the security code that was sent to your email address and select Verify Congratulations! Your mobile device and email address are both verified and 2FA is set up on your account Removing 2FA - SMS or voice options <ol> Sign-in to eBay <ul> Sign in will require password and 2FA authentication   Go to My eBay and select Account Select Sign in and security under Personal Info To the right of 2 Step Verification, select Edit You will be prompted again to log in using your password and to authenticate using 2FA Once you have successfully signed in, you will be provided with option to turn off the 2FA verification method Select Yes, Turn Off 2FA is now deactivated <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/2FA%20removing%20-%20sms.png"> Signing in with SMS-based 2FA <ol> Go to www.ebay.com Select Sign in Enter your username and password into the appropriate fields Select Sign in

Enter the code you've been provided into the Enter code field Select Continue. I cannot log in to my eBay account as I am signed up to push 2FA and I have lost my phone/ re-installed the app If the user has a verified email address: <ol> After signing into the eBay app via password or social media the page will ask for the security code, select Need help signing in Select Email code Check inbox & follow instructions Selectk Confirm <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/GUIDE1769_Lost%20Phone_2.PNG"> If the user does not have a verified email address see Buyer workflow   I am not receiving a notification to sign in on the eBay app even though the 2FA is turned on. Whats wrong? Sometimes Apple and Google servers cannot send the notification to the users device. To fix that, the user needs to log into the eBay app and Apple/Google servers will then be able to send a notification. To log in, the user has two choices depending on if they have a verified email. If the user has a verified email address: <ol> After signing into the eBay app via password or social media, the page will ask for the security code, select Need help signing in Select Email code Check inbox & follow instructions Select Confirm <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/GUIDE1769_No-2FA-notification_3.PNG" > If the user does not have a verified email address see Buyer workflow   The customer can turn 2FA on again with their new device or reinstalled app if they have. If the customer has a verified email: <ol> After signing into the eBay app via password or social media, select Need help signing in Select Get email Check inbox & follow

instructions Select Confirm If the customer does not have a verified email see Buyer Workflow: How do I switch my device which is receiving notifications? Log into the app on the desired device Turn 2FA push on this device The prior device should no longer receive push notifications, while the desired one should Setting up an authenticator app <ol> Sign in to your eBay account. Go to your name in the top left-hand corner and choose Account settings from the dropdown menu. Select Sign in and security. Select Edit next to 2 Step Verification. Select Authenticator App. Install the authenticator app from your phones app store. We recommend using Google Authenticator, Microsoft Authenticator, or Authy. (Screenshot 1, screenshot 2)(Screenshot for Auth app confirmation screen) Scan the QR code to add eBay to your authenticator app. Confirm the 6-digit code generated by your authenticator app on eBay. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/authapp1.PNG">

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 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/authapp5.PNG">
   Signing in with Authenticator-app-based 2FA: <ul> User can scan a QR code displayed or enter a secret key manually to connect to ebay account with authenticator app. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/authapp6.PNG">

<img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1769_GUIDE/authapp7.PNG">

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