

Known Good

GUIDE.SUMMARY What Known Good (also internally referred to as Device Fingerprinting) helps reduce eBay account takeovers (ATO) by asking members who sign in from an unrecognized device to verify their account information.

Members may be prompted to verify their account information when they sign in, sell or revise an item, or when printing shipping labels. They can verify and get a PIN by receiving:

- a phone call or SMS text message to a trusted phone number
- a phone call or SMS text message to a new phone number
- [an automated email](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1231&ViewLocale=en_US#email)

If the member isn't able to verify their information, they can contact us to be Hard Verified and have their new device added as trusted.

For more details on the options listed above, see [instructions](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1231&ViewLocale=en_US#inst) below.

How We place a flash cookie on your device with a unique ID number.

When you sell an item, we'll verify your username against the flash cookie.

If you're using a device that you've never used before:

- You'll get a block message.
- You'll get an automated call, email, or SMS text message to confirm that it's really you.
- Once you verify your information, you should be able to use the new device without being blocked.

Internal Information

Known Good, Forgot My Password, and

[Authenticate](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1051#hi) are similar ways to confirm a member's identity, however the reasons and processes behind them are different. Make sure to review MAC notes and the issues on the members account to make sure you're referring to the correct information.

Expedite the

verification process

- Make sure your eBay account information, such as your phone number, is up to date.

[Learn more about updating your account information](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034)

If you have a cell phone, add it as a secondary phone number in your registration details. By having your cell phone number on file, we can reach you when you're away from your verified computer. We won't share your secondary number with other members, per our privacy policy.

GUIDE.RELATED_LINKS

Help pages

- Limits on eBay sellers

<http://pages.ebay.com/help/sell/sellinglimits.html>

- Changing your account information

<http://pages.ebay.com/help/account/change-account.html>

- Protecting yourself from account or identity theft

<http://pages.ebay.com/help/account/protecting-account.html>

CSKB articles

- [eBay sign in and personal account information](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034)
- [Hard Verification \(HV\) for Phone/Chat/Email](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098)

GUIDE.TALKING_POINTS

Member needs assistance via phone

- Yes, we offer phone support. Let me transfer you to our Account Security team.
- Internal Information
- GS can transfer Known Good issues to ATO.

However Seller Registration/ SYI concerns or listing concerns should not be transferred to

ATO.

- Member wants to confirm identity without calling or going through verification process
- You have several options to confirm your identity, including the phone call, SMS text message, or email flow that you were in the notice you received.
- Internal Information
- POI is not accepted for this process.
- Getting verified outside of the country
- Whenever you use a different computer (such as when you're out of the country), you may need to go through verification again.
- If you bring a cell phone when you travel, be sure to include that phone number on your eBay account. If we have that information on file, you can take the automated phone call when you're away from your verified computer.
- Member can't go through the email or phone verification
- If you placed your phone number or email address on your eBay account too recently, then you will not have the option of using these methods for verification.
- If you have already failed the verification recently, then you will not have the option of using these methods.

GUIDE.DETAILED_INFORMATION Managed accounts Internal Information

- Any Managed Account contacts regarding ATO, including Known Good contacts, should be escalated through the ATO Top Accounts DL.
- Send an Outlook email to the Top Accounts DL (simply click the link to populate an email):DL-eBay-ATO-TopAccounts@ebay.com

- Subject line: Managed Account Inbound ATO Report Inbound ATO Report
- Body of email:
- Username
- Phone number member can be reached at (if it is the number on file, please indicate it).
- If the customer provides a number NOT on file, make sure they're

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1098>

target="_parent">hard verified. What is the customer's issue?
What was used to verify them?

 Reminders: Calls about Known Good or
ATO should be <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098"

target="_parent">hard verified before referring to the DL.
Teammates must include the reason for the referral to ensure that the issue can be
addressed in a timely manner. This DL is staffed 24 hours 7 days a week, all
members can expect their account to be reviewed within 30 minutes. Do not
promise a call back to the customer. Many issues can quickly be resolved without a phone call. The
Fraud team will contact the customer at the phone number they provide if additional information or
instruction is needed.
</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal Information
Known Good is an internal term and should never be shared with members.

 There are multiple processes that a member can run into that are similar to
Known Good blocks. If you're unsure if a member has a Known Good block, check the MAC Notes
to see if the member has a Known Good MAC note. TEAMMATE INSTRUCTIONS Closing a Known Good Issue
Transfer member to e2M. Transfer the call to the e2M team for Hard
Verification.
 Direct member to block.
Ask the member to go back to the page where they received a block message. Confirm the
message and <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098"

target="_parent">hard verify the member. Members will usually get the block message when at sign-in, Sell Your Item or Revise Your Item forms, or when printing shipping labels.
 Add device. Once the member has been Hard Verified and provided their security code, right-click on the MID matching that code, and then click Known Good. This will allow eBay to see that device as trusted and the member will less likely be challenged again when using that same device.
 MAC note and educate. Disposition the contact, or leave an appropriate MAC note. Make sure you provide the member with education about Known Good (see summary section above for more information).
 Known Good exclusion (Note: Issue 121 may only be added by Team Leader or above) In rare cases, Issue 121 may be added to an account to exclude them from being detected by Known Good. If using this issue, it should be added for no more than 24 hours. Do not leave the issue open without an expiration timeframe (24 hours or less).
 Guidelines for Team Leaders: Customer is repeatedly challenged by Known Good. We have Hard Verified the customer and at least one of the following: Device has been added as trusted. Member continues to be challenged. Customer's contact details need to be updated so they can complete the Authenticate flow. Large business with multiple devices accessing the account. MEMBER INSTRUCTIONS:
How to resolve this issue on your account (Known Good is an internal term and should never be shared with members) Resolve via text message To resolve this issue on your account: Go back to the page where you received the message. You'll usually get this message from the Sell Your Item form, sign in or

