

Registering an eBay account (for buying)

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 Related CSKB articles Registering a selling account Phone Number Registration </h2><h2>GUIDE.TALKING_POINTS Where to sign up The best way to register a new account on eBay is by going to www.ebay.com. Click register in the phrase "Hi! Sign in or register" at the top left-hand corner of your screen. Is there a cost to opening an eBay account? No. It's free to open or register an account on eBay. Most people will be prompted to enter a credit card so we can verify your identity. Your card will not be charged when you register, but you may see a pending notice for \$0 when we verify your identity. Verifying your identity is one of the ways that eBay maintains the safety on our site for you and other members. Do you have to open an account in order to shop or buy an item on eBay? (guest account) You don't have to open an account or use your account to buy an item. However, you'll need an eBay account to have full access to all of the features on eBay (to bid on auctions, file eBay Money Back Guarantee cases, use the Forgot Password process, leave Feedback, access your My eBay page, etc.) If you're not

a member on eBay yet, (or not signed into your account), when you click Buy It Now you'll receive 3 options:

- Sign in
- Register
- Use Guest Checkout

By selecting Guest Checkout, a guest account will be created for you as you check out.

For more see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1444> eBay Guest Checkout - Buying as a guest.

Can you have more than one eBay account? Yes, you can have more than one eBay account. Many members do, especially if they want to separate their buying activity from their selling activity. Before you open multiple accounts, consider that:

- Your accounts can never be merged. The feedback scores on the accounts will always remain separate.
- You need to use a different email address for each account.
- You can't bid on your own items. Attempting to do so may subject you to a range of actions, including limits of your buying and selling privileges and suspension of your account.

If your account is suspended, you can't open a new account. See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1080> Account suspensions: reasons and types, and how to resolve. Internal Information

If an account is deemed high risk at registration, the customer will only be able to register 10 accounts with the same mobile number.

Why do you need my personal information? When you register an account with eBay, one of the first things that we ask you to do is to read and agree with our User Agreement and Privacy Policy. These policies contain information about your agreement with us and our corporate family. There are instances where we need your personal information in order to provide services or to protect your account security and promote trust and safety. See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1082> Account Safety. Internal Information

For handling personal information, avoid using blanket statements and keep agent responses about personal and / or registration information

specific to the use case and specific authorization under the Privacy Policy and / or User Agreement:

http://pages.ebay.com/help/policies/privacy-policy.html?_trksid=m40#use1

Why are you being asked to verify your identity? In order to provide a safe place to buy and sell, we regularly ask members to verify their identity.

To complete this process, go to the page where you received the message and complete the required steps.

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 account. If we have that information on file, you can take the automated phone call when you're away from your verified computer.

The identity confirmation process works from a cookie that is placed on your computer's hard drive.

The eBay site will require you to go through the identity confirmation process again if:

Your computer isn't set up to accept flash cookies.

You constantly delete your flash cookies.

You don't have Adobe Flash Player on your computer.

Internal Information

If a member can't confirm the information on the account, you can only give them general information. Don't give account-specific information to members who cannot complete verification.

There are no circumstances where we can change information on an account for a customer.

High risk accounts will need to verify their mobile phone number before completing account registration.

Can you have multiple eBay accounts with one email address?

No, you can change the email address on your account to a new email address as long as that new email address is not associated with another account, active or closed. After you update your email address, the original email address will no longer be linked to your original account. After 60 days, you can open a new account with your former email address. If you have a second, active account currently, you can edit this second accounts email address to the previous email without delay.

You only

use one email address. Why does eBay require a new email for a new account?
For security and identification purposes, each account must have a unique email address. This email will be associated with this account, even after the account is closed. It's easy to register a new, free email address. Let me suggest a few sites (Gmail, Yahoo! etc.).
 Can you change your Username, and if so how and when? Yes, you can change your Username, as long as the new ID is available and not being used. You can do this once every 30 days once you have been a registered member on the eBay site for 30 days.
When you change your Username, the change appears immediately, even in listings you're participating in. We automatically attach your member and other important account information, including your Feedback score, to your new Username. The Changed ID icon will appear next to your Username for 30 days. No one else can use your old Username for 30 days. Within the same 30-day period, members can search for your profile using your new Username or your old one. See Choosing/changing a Username. Can you use your name or email address as your Username? No. When your username is easily associated with your email address, or vice versa, your information could be exposed to unauthorized use by another person. We have implemented this policy to protect members. Although older accounts may still have their name as a Username, using an email address has not been allowed since 2001. Do you need a credit card on file in order to open an account? You need a payment method on file for a seller account, but not necessarily for buying. Even if you only intend to buy on eBay, you may be asked for a credit card for identification purposes. Please know, if you are asked, your information is held confidentially at the highest standards of security. Your personal information is protected by eBay's <a

<http://pages.ebay.com/help/policies/privacy-policy.html>>Privacy Policy and encrypted by the industry-standard SSL software. This confirmation of identity makes eBay a safer place to buy and sell. Why has your new account been suspended? It looks like there may be an issue with a previous account or a suspended eBay user who is associated with your account. We can look into it for you and, if necessary, transfer you to our Trust and Safety department who can give more information. See <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1080>>Account suspensions: reasons and types, and how to resolve. When you try to register, the site tells you your email address is already used on an eBay account. Why is this? Here are some situations when this may occur: You used this email address on an earlier account, even if the account has been closed. A family member who shares this email could have registered an account with this same email address. Your email address is what we call a "recycled address" from your email provider (that means used previously by another person), similar to when your current phone number was once assigned to an earlier customer. Member wants to re-claim an email address that was once owned by another member. Members can follow the steps online to verify ownership of the email account and add it to their account. When they attempt to sign in, they will be presented with the workflow below. 1. The member tries to register an account using a previously used email address. <img alt=""

<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1051/image2017-3-2%2013-0-43.png>> 2. They will see an option to replace the existing account using that address or to sign in to the existing account. 3. If they select Replace your account, they will get a request for email verification. 4. When they get the email to confirm their address, they will click Confirm. &img alt="src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1051/Picture4.png"> 5. The member can now sign into their new account. &img alt="src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1051/Picture5.png"> What if you live in a country that doesn't have its own eBay site? We have websites in many countries, but if you're living in a country without one, you can register on eBay.com. Why are you being asked to go through phone / SMS verification? To keep eBay a safe place to buy and sell, we ask members to verify their phone number. Can you use a mobile / cell phone to verify? Yes, you can use a mobile / cell phone to complete the phone / SMS verification process. How can you receive a phone call to verify your information? Try clearing the cache and cookies on your browser. Try using a different browser. Confirm that you have the most recent version of JavaScript on your computer. Internal Information This situation may be an example where the Clean Verification tool would be utilized You received the following error message: "We were not able to verify the phone number you provided. Please try again." What should you do? It's possible that you are using this phone number for other accounts as well. We limit the number of accounts that a single phone number can be associated with to prevent fraud. You'll need to use another phone number for any other associated accounts. Internal Information This situation may be an example where the member is attempting to use a phone number that has been used on too many other accounts. If a phone number has been added on too many eBay accounts, please review MAC notes. Only 10 different accounts can use the same phone number. Review registered phone number on file. Phone number with an extension could be causing the

error.

- Registered phone number on account may be located in a different country from eBay registration (state members registration site ID).
- The carrier or settings for your registered phone number may block automated calls.

You received your buyer or business registration confirmation email, but when you click the Complete eBay Registration button, nothing happens. Why is this?

- If the button in the email doesn't work, you can confirm your registration with the code and link provided instead.
- How can you gain access to your eBay express account?
- The registration process can be completed by placing a credit card on file and confirming the account, or you can register a new account using a different Username and email address.
- Internal Information
- You can confirm the account using internal tools. Also, teammates cannot piggyback into My eBay or other parts of unconfirmed Express accounts. You'll receive a web browser error that indicates a connection timeout or loss of internet service.
- You are receiving a "System Error" message or "Unable to complete registration" on your new account. Why?
- Internal Information
- The member is trying to register a new account and is receiving one or both of these error messages.
- The Username of the member is the same as the email address when the account is pulled up in Agent Desktop (AD).
- From the AD Account Details page, you can see that the account has zero feedback and that the account is unconfirmed.
- If the member provides a name that doesn't match what is on the STTI page, the member needs to create a new account with a different email address. A member can't use an email address that is currently on eBay's file even if that account hasn't been used for some time.
- What are the Username requirements?
- May contain letters (a-z), numbers (0-9), and / or some symbols.
- Must be at least six characters long.
- Must be no longer than 64 characters.
- Can be an element of an email address or web address (URL) that, when viewed outside the context of the email address or web address, identifies you or your brand.
- Why do you need to provide your

address and phone number in order to contact a seller? We want to keep eBay a safe community and protect our members from solicitation. This information will only be saved to your account and not shared without your knowledge or consent. Why do you

need to provide your address and phone number in order to post to the community boards? We want to keep eBay a safe community and protect our members from solicitation. This information will only be saved to your account and not shared without your knowledge or consent. Does it matter which browser I use?

eBay works with most web browsers for PCs and Macs. We recommend you always use the latest version of browsers to make sure our Web pages display quickly, and that you have the latest security updates. Note: Beta versions are not considered the latest - we suggest using the latest full release. If you use older browsers, you might notice that some functions and features will stop working when we upgrade our site.

To increase visibility, sellers should make sure that any customized HTML (and/or CSS) they use in their listing works across as many browser types (Internet Explorer, FireFox, etc.), versions (IE 8.0, 10.0, 11, etc.), and platforms (PC, Tablets, Mobile) as possible. If we support new browsers in the future, we'll announce it to the Community.

 Phone Registration for China Why I can't use my phone number to register? If the phone is already being used as an identifier, then another person cannot register with that phone number. You have to create an account with an email address.

</h2><h2>GUIDE.DETAILED_INFORMATION eBay's initial registration process collects the minimal amount of information from our users that is required based on the activity they are trying to perform - transactional vs. partially provision account (PPA). Simplified registration All new users opening personal accounts will register using the simplified registration flow.

Members will initially provide partial information. Members will have limited

access to account features. Members will be asked to update.

Note: Users won't be able to bid, buy, sell, or contact other members right after completing simplified registration. In order to complete these transactions, members will be prompted to provide more information to match what is required during full registration in order to be granted additional privileges to match a regular buyer account. When registering a new account via the simplified registration process, we'll ask members for their first and last name, email address, and password.

 A Username will automatically be created for the member, and members will no longer have to worry about creating a Username that hasn't already been taken.

User Agreement and Privacy Policy will be agreed to. Once a registered

PPA account wants to purchase an item, or another transaction-related activity, they'll be prompted to complete registration and provide the following additional information:

Country/region Street address Zip/postal code

City, state Phone number If the PPA

account resides in a country where we have a website, the following warning message will be shown to him / her: "If you start selling, your eBay fees will be in U.S. dollars (USD). You can change your

currency or contact Customer Service for further assistance." Once this form is completed, a member can follow normal procedures to make changes to registration through CS

assistance. Note: Don't update a PPA member's information for them as this will interfere with account privileges. Verifying a partially provisioned account Since

PPA accounts won't have an address on file, you can ask the member to verify their first and last name, and email address for verification. Phone confirmation popup for PPA Adding a phone

number to a PPA (Partially provisioned account) When prompted, your phone number will appear with a request to confirm the number.

Click Confirm phone number. A PIN will be texted to your phone.

 If the PIN is received on your phone. <ol type="a"> Enter the

provided PIN and click Continue. If the PIN is not received on

your phone.

- Click Resend PIN.
- If the phone number is not compatible with text messages, and you need to provide a different phone number, click Use a different phone number.
- A PIN will be texted to your phone.
- Enter the provided PIN and click Continue to resume shopping.

If the number is not correct.

- Click Edit.
- Enter the updated phone number and click Confirm phone number.
- A PIN will be texted to your phone.
- If the PIN is received on your phone.
 - Enter the provided PIN and click Continue.
- If the PIN is not received on your phone.
 - Click Resend PIN.
 - If the phone number is not compatible with text messages, and you need to provide a different phone number, click Use a different phone number.
 - A PIN will be texted to your phone.
 - Enter the provided PIN and click Continue to resume shopping.

When registration occurs during a transactional activity, such as buying an item, the traditional registration process is followed

Country

First, last name

Street address

City/state

Postal code

Email address

Phone number

Create a User ID and password

Click Submit to agree to the User Agreement and Privacy Policy

Choosing a Username

Members will be assigned a computer-generated Username when initially registering via the simplified registration. At any time and once every 30 days, a member may choose a new Username, as long as it is not previously assigned to a different member account. During traditional or transactional registration, a User ID will be selected by the member. For security, members should never use their name or email address when creating a Username. When a User ID is easily associated with an email address, or vice versa, personal information could be exposed for unauthorized use by another person. Usernames and eBay Store names should not:

Be profane or obscene. Contain racist, vulgar, or adult language.
Use implied meanings. Use abbreviations or special characters to mask
violations of our guidelines. Be, or represent, an email address or web address
(URL). Include spaces, tabs or consecutive underscores. Use an
underscore, hyphen or period at the beginning of the Username. Include the word
eBay (only eBay employees can use this word in their Usernames). Use the letter
'e' followed by numbers. Be a term that is similar to, or might be confused with, a
third-party's trademark or brand. Internal Information If a
member doesn't change their Username after 48 hours of warning, we will administratively change
it.

See INV -

Inappropriate username policy Requirement to provide personal
information We need personal information for marketing purposes, transactional purposes to discuss
problems or account issues, to collect any fees owed, resolve disputes, or investigate any violations
of our policies. We will only contact you per your communication preferences. You can find out more
by viewing our Privacy Policy. <a href="http://pages.ebay.com/help/policies/privacy-policy.html"
target="_blank">http://pages.ebay.com/help/policies/privacy-policy.html Personal

account registration (Non business / Non transactional) Users will automatically register via the
simplified process. Internal Information If a buying transaction is not associated
with this registration, the account is considered a partially provisioned account (PPA) and will have
limited, non-transactional features. Partially provisioned account (PPA) These
are special accounts created with minimum personal information and limited non-transactional
related activities: Sign-in Watch items Create a
Wish List Access My eBay Save seller Save
searches Add to list Contact us (eBay CS)
Create a profile page My Messages (read only) Sign-up

for IM preferences Change / save communication preferences
Change / save site preferences Buyers using the simplified process registration won't have access to the following features: <ul type="disc"> Add to Cart Buy Bid Make an offer Immediate payment Reply to a message, contact a seller or buyer List an item (sell) Changing Username You can change your Username once every 30 days. You'll need to wait 30 days after opening a new account to change the Username. Credit card on file This is used for identification purposes, and will not be charged. Multiple accounts While you can have multiple accounts, each account does need a separate email address. You can have more than one account - many members do, especially if they would like to separate their buying activity from their selling activity. But before you open multiple accounts, consider that: Your accounts can never be merged. The Feedback scores on the accounts will always remain separate. You need to use a different email address for each account. You can't bid on your own items. If your account is suspended, you can't open a new account. See

Account suspensions: reasons and types, and how to resolve. Previous existing account Members may have multiple accounts as long as they're not suspended and have unique email addresses associated with each account. If an account has been suspended in the past, then any and all new accounts will be linked and suspended. Verification Contact information for a member's account is verified, should it be necessary to reach a member. Unconfirmed Express or Half.com accounts Previously, members were able to pre-register utilizing eBay Express accounts (which have since been retired) or shared registration with Half.com accounts (an eBay partner company). Many of these accounts remain unconfirmed and will require complete registration. This can be done by adding a credit card on file and confirming the account, or by an eBay agent manually confirming the account. <table border="1" cellspacing="0">

Browsers supported			
Info	Details		
Browsers we support	Browser	Where	How to Download
Microsoft Edge	Microsoft	Instructions: To download Microsoft Edge:	Go to: https://www.microsoft.com/en-us/edge/download?form=MM145U
Click "Download" to start the download.	Follow any prompts to get the program installed.	Firefox 4.0 or later	Click "Free Download."
Follow the prompts.	Safari 5.1.x and 6.x (Mac OSX 10.5.x and higher)	Instructions: To download Safari:	Go to: http://www.apple.com/safari/download/
Select the operating system that you use, then enter your email address	Click "Download Now" and follow the prompts.	Chrome (current version only)	Instructions: To download Chrome: Go to: http://www.google.com/chrome
Click on Download Google Chrome	Follow the on screen Directions.		

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</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE </h2></h3>Determine

the specific issue the customer is experiencing</h3> I need help registering an Account Can I register Multiple Accounts How do I upgrade my Guest Account <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1447"

target="_blank">I need help registering a Business Account I receive an error regarding my email address while registering

 Registering an eBay account via the simplified process: Go to www.ebay.com, and click Sign out if you're currently logged

in. Click Register (https://reg.ebay.com/reg/PartialReg?siteid=0&UsingSSL=1&co_partnerId=2&

;rv4=1). Enter your personal information, including your email address. Read and accept the eBay User Agreement and Privacy Policy.

Click Register. We'll send you an email to confirm the account and verify the email address. Check your email. Click the link in the email to activate your second

account instantly. Registering an eBay account during a transaction (traditional registration): Go to www.ebay.com, and click Sign out if you're currently logged

in. Click Register. Enter your contact and personal information, including your email address. Choose a Username and password.

Read and accept the eBay User Agreement and Privacy Policy. Click Register. We'll send you an email to confirm the account and verify the email address. Check your email. Click the link in the email to activate your second account instantly. Choosing / Changing a usernamename="ChoosingUserName" For your security, don't use your name or your email address when creating a Username. When your Username is easily associated with your email address, or vice versa, your information could be exposed for unauthorized use by another person. Sign in to your eBay account. Place your pointer over the Account tab, and then click Personal information. Click Edit to the right of your current Username. You'll need to sign in again. Enter the new Username you'd like to use, and then click Save. Note: If the Username you've chosen isn't available or doesn't follow our policies, you'll be asked to choose another. We'll send you an email confirming the change. Your new Username will appear right away, even in current listings. A changed ID icon will be shown beside your new Username for the next 30 days to help other members recognize you. Internal Information Changing a username Agent directions - These should be used when a member is receiving a system error message or is unable to access their account information. Ask the member to provide the email address they're trying to use for registration. Check the member's More Info Summary page in the Account Details page from the AD workbench to view the member's email address. Check if the email address and the Username are the same. Complete Contact Verification to ensure the individual is actually the person who created the account, and: If the person contacting Customer Service is the same person who created the account: Manually change the Username. Send the member a confirmation email. Manually changing a Username Ask the member for a Username they wish to use. Log into your @ebay.com employee account on ebay.com. Go to My eBay.

Click Account, and then go to Personal Information. Click Edit next to your Username. Type the Username that the member wishes to use into the New eBay Username box to check the availability. If the Username the member wants is not available, other suggestions will be displayed.

Guest account: How to upgrade to full registration of account. The easiest way to fully register as a guest account is to access your order success confirmation page and upgrade your guest account to a full membership. This is an email that was sent to you from eBay on the email address that you submitted when you made your purchase. A member wants to upgrade to a full account, but doesn't have the confirmation email anymore. If original confirmation email(s) from the item(s) purchased as a guest, go to the Registration page and register with the email address used originally to create the guest account. If the member doesn't have the email, resend them the access code or use the URL generator instructions to confirm their guest account. For more information, refer to eBay Guest checkout - Buying as a guest and troubleshooting tips.

Upgrading partially provisioned account to buying account. <ul type="disc"> Walk the member through how to add their address on file. If the member wishes to participate in a transaction, simply instruct the member to start the activity. They will be prompted to add their address on file and upgrade their account. If the member doesn't want to participate in a transaction, but wants to add their address on file, walk them through how to do this.

<ul type="circle"> My eBay> Account> Addresses. This will upgrade the member's account. Confirming unconfirmed express accounts Log in to your eBay account. Go to My eBay > Site Map > My Selling Account (middle column bottom). Click Place or Update credit card on file. Complete registration confirmation including email sent to email address on file.

Credit card on file This is used for identification purposes, and will not be charged. Log in to your eBay Account. Click My

eBay.

- Scroll to the bottom of the screen and click Site Map.
- Go to the middle column, select Place or Update credit card on file.
- Add credit card/debit card information.
- If it is a new credit card, we'll ask member to allow validation, which will place a hold of \$0 on the account, and will not affect the card's balance.

Multiple accounts To add a new account:

- Go to www.ebay.com, and click Sign out if you're currently logged in.
- Click Register.
- Enter your contact and personal information including your email address.
- Choose a Username and password.
- Read and accept the eBay User Agreement and Privacy Policy.
- Click Register. We'll send you an email to confirm the account and verify the email address.
- Check your email. Click the link in the email to activate your second account instantly.

Verification process A member should choose a verification process of their contact information and then choose how they would like to receive a PIN (personal identification number).

- Review contact information (found once listing an item is complete, but prior to submitting listing to site).
- Choose Call me now or Text me now from confirmation screen.
- Once call / text is received, enter PIN provided into confirmation screen.
- Click Continue or Resend PIN from confirmation screen.

Internal Information

- High risk accounts will only see the option to verify by receiving a PIN by text to their mobile phone.
- Phone Registration for China For members who register from Greater China, they can use their mobile phone number and one-time security code to create an account.
- Click Create an account on the login page.
- Enter your mobile phone number with your country code.
- Click Verify mobile, and you will receive a one-time security code.
- Enter the security code you receive and click Verify code.
- Enter your personal information and set a password.
- Click Create account.

Internal Information

-

For screenshots, please check

<https://cskb-author.vip.ebay.com/cskbapp/art?page=content&id=LIVE2209>&Phone Number Registration. These screenshots are also applicable to members registering their account with a phone number in China.

GUIDE.SUMMARY

What This guide explains how a member can register a new account for buying on eBay.

For selling accounts, see

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1447>&Registering a seller account.

When All eBay members are asked to agree to the terms and conditions of the Privacy Policy and User Agreement when they register as a new user.

Where In general, this article is global to eBay locales with some specific variations for each locale.

China

This article also includes information about a unique sign in experience that is unique to China. In that locale, its unusual to use email and password. Instead, the registration flow depends on phone number and one-time security code. How There are different ways of registering for a new account, including traditional (transactional) registration, simplified (progressive) registration and guest registration (&

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1444>&GUIDE1444&

).

This article covers

- Traditional (transactional) registration vs. simplified (progressive) registration
- Partially provisioned accounts (PPA)
- Registration confirmation
- Express accounts
- Verification of information
- Web browser recommendations for using eBay
- Registration flows for China
- Hearing impaired workflows (see https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1051&ViewLocale=en_US#Oneoffs&One-offs)