

Site features - Community pages

What The [eBay Community](http://community.ebay.com/) is a peer to peer support forum for buyers and sellers to ask questions and exchange advice and tips. You'll find features like the Answer Center, Knowledge Base, Weekly Chat with eBay Staff, Discussion Boards and Groups. This article covers

- Announcements
- Answer Center (Q & A Boards)
- Discussion Boards
- Groups
- Knowledge Base
- The Community Mentor Program
- Weekly Chat with eBay Staff
- Meetups
- Community Guidelines
- eBay for Business Blog (Archived)
- Buying Guides (Discontinued)

Related Pages

Announcements

href="https://community.ebay.com/t5/Announcements/bg-p/Announcements"

target="_blank">https://community.ebay.com/t5/Announcements/bg-p/Announcements
 Answer Center (Q & A Boards)
 <a

href="https://community.ebay.com/t5/Member-To-Member-Support/qa-p/MemberToMember"

target="_blank">https://community.ebay.com/t5/Member-To-Member-Support/qa-p/MemberToMe

mber
 Discussion Boards
 <a

href="http://community.ebay.com/t5/Discussion-Boards/ct-p/12001"

target="_blank">http://community.ebay.com/t5/Discussion-Boards/ct-p/12001

 Groups
 <a

href="http://community.ebay.com/t5/Groups/ct-p/Groups"

target="_blank">http://community.ebay.com/t5/Groups/ct-p/Groups

 The Community Mentor Program
 <a

href="https://community.ebay.com/t5/Community-Mentors/ct-p/Mentors"

<https://community.ebay.com/t5/Community-Mentors/ct-p/Mentors>
 Weekly Chat with eBay Staff
<https://community.ebay.com/t5/Weekly-Chat-with-eBay-Staff/bd-p/weekly-chat>

 Meetups
<https://community.ebay.com/t5/Meetups/ct-p/Meetups>

 Community Guidelines
<https://community.ebay.com/t5/About-the-Community/Rules-of-Engagement/m-p/26164369>

 eBay Blog for Business (Archived)
<http://community.ebay.com/t5/eBay-for-Business/bg-p/eBay-for-Business>

 Buying Guides (Discontinued)
<http://www.ebay.com/gds>

 Related Help Pages
<http://pages.ebay.com/help/policies/member-created-content-ov.html>

 Profanity
<http://pages.ebay.com/help/policies/everyone-profanity.html>

 GUIDE.TALKING_POINTS I keep getting an error message saying I don't have permission to access the boards - what can I do?
 Your Community account may have a ban in place for violations of our guidelines.
 The reason and the duration of the ban (1, 3, 7, 30 days, or indefinite) will be displayed to

you when attempting to access the eBay Community. You'll be able to start posting again after the time period specified. To appeal an indefinite ban, you can write to askcommunity@ebay.com. Please be sure to include your username in the appeal email and to write in from the email address associated with your account. I can't post in the Discussion Board forums! If you can't log in or post to an eBay Discussion Board, please first verify that you're using the correct Username and password. If that's not the issue, check the following: Some boards are only visible to those who are part of specific eBay programs. You must be a member of that program and log in to verify your membership. Other boards have different permissions based on your assigned role in the eBay Community. For example, anyone can post a question to our Member to Member support board, but only the person who posted the question and members of our Community Mentors group can respond. If you receive a message when attempting to login that your Community account has been banned, the duration and reason should be displayed within this message. Any ban on one of your accounts has received prohibits posting by all usernames you own or have access to, and those in your household. If you have received a ban, you will be able to post again once the duration of your ban has completed. A Community ban only restricts your ability to use the eBay Boards and Groups. It does not impact your ability to buy or sell. During the term of a ban, you may continue to buy and sell as usual. How can I read the Seller News Announcements if a Community ban prevents me from viewing the boards? You can view our Announcements board by logging out completely. You may need to clear your cache and cookies to access the Announcements board with this method. You can utilize a Private Browsing window or Incognito window to access the Announcements board. I shouldn't have to take extra steps to access this board. Can't you just let me read the boards even though I am banned? Though we understand that you may need to review the

announcements we host within our Community, losing access to the discussion boards is a consequence of violating our Rules of Engagement. You can use the workarounds provided previously moving forward.

GUIDE.DETAILED_INFORMATION
Announcements The announcements page is a great way to keep up with what's happening on eBay. We'll post any upcoming changes to the site or eBay policies here. We also post giveaways, certain promotions and competitions here. Accessing the Announcements page:

- Direct link: <https://community.ebay.com/t5/Announcements/bg-p/Announcements>

- [_blank">ebay.com/announcements](https://community.ebay.com/announcements)

At the bottom of most eBay pages, click Announcements.

While your account is subject to a temporary or indefinite ban, you would not be able to review the announcement board while logged in. This board can be accessed while logged out of your account, or when using an incognito window or private browser tab.

Answer Center (Q & A Boards) The Knowledge Base also includes boards for questions and answers. Members can ask quick-fire questions regarding buying and selling. There are boards for new members or those for more advanced sellers.

Answer Center (Q & A Boards):

Direct link: <http://community.ebay.com/t5/New-to-eBay/ct-p/NewtoeBay>

[_blank">http://community.ebay.com/t5/New-to-eBay/ct-p/NewtoeBay](http://community.ebay.com/t5/New-to-eBay/ct-p/NewtoeBay)

Direct link: <http://community.ebay.com/t5/Buying-and-Selling/ct-p/BuyingandSelling>

[_blank">http://community.ebay.com/t5/Buying-and-Selling/ct-p/BuyingandSelling](http://community.ebay.com/t5/Buying-and-Selling/ct-p/BuyingandSelling)

Discussion Boards Customers can connect with other members to discuss eBay topics on Discussion Boards. They are some of the best places to learn useful tips and share information. Types of discussion boards (also known as discussion forums) include community boards for helping members solve problems, category-specific boards that are great for collectors, and general discussion.

Requirements for using discussion boards:

- Have a registered eBay account.

How to subscribe to a thread:

- Sign in

to your eBay account.

- Click ... Options in the upper right corner of a post in the discussion
- Click Subscribe.

How to unsubscribe to a thread

- Make sure you're signed in to eBay and on the Discussions Boards.
- Click My Settings.
- Click Subscriptions and Notifications.
- Check the box next to the threads you no longer want to watch.
- Click Email Subscriptions Options and select Delete Selected Subscriptions.

Alternatively:

- Access the thread you no longer want to watch.
- Click Options in the upper right corner of a post in the discussion
- Unsubscribe from the drop-down menu.

How to set discussion board preferences (includes your signature, topic preferences, time zone stamps, and post sorting order):

- From any discussion board page, click the My Settings link at the top left side.
- Click the Preferences tab and select the preferences you'd like to apply.
- Click the Save button at the bottom of the page.

To quote another member:

- Click Reply under the member's post.
- Click Quote in the reply window.

To report another post/user in the Community Boards or any violation of the Board usage policy:

- Click Report Inappropriate Content, located in the posts menu, the link is in the top right corner.
- Enter information about the post and click Notify Moderator.

We won't be able to update you with the result of our investigation, but we will review for appropriate action as needed.

Accessing Discussion Boards: Direct link:

<http://community.ebay.com/t5/Discussion-Boards/ct-p/12001>

Most Popular Boards: <https://community.ebay.com/t5/Selling/bd-p/selling-db>

Shipping & Returns:

[Returns/bd-p/shipping-returns-db](https://community.ebay.com/t5/Shipping>Returns/bd-p/shipping-returns-db)

[Returns/bd-p/shipping-returns-db](https://community.ebay.com/t5/Shipping>Returns/bd-p/shipping-returns-db)

Community Mentor Group with advice, tips, and suggestions from experienced members of the Community. Accessing the Community Knowledge Base: Direct link: http://community.ebay.com/t5/Commonly-Asked-Questions/tkb-p/Commonly_Asked_Questions

http://community.ebay.com/t5/Commonly-Asked-Questions/tkb-p/Commonly_Asked_Questions; Direct link: <https://community.ebay.com/t5/Community-Mentor-Corner/tkb-p/MentorKB>

> Community Mentor Program Members of the Community Mentor Program volunteer their time to answer questions in our Community. Those who are a part of this group have had their application reviewed by the eBay Community Team to confirm a high level of accuracy, professionalism, and passion. Community Mentors have access to a private board to seek support from each other and the eBay Community Team. Accessing the Community Mentor Program application page: Direct link: <https://community.ebay.com/t5/Community-Mentors/ct-p/Mentors>

<https://community.ebay.com/t5/Community-Mentors/ct-p/Mentors>; Weekly Chat with eBay Staff On Wednesdays from 1-2 PM Pacific Time, a dedicated discussion occurs with the eBay Community Team. Typically, these chats are open to general buying and selling questions, with some weeks being focused on a specific tool or feature related to eBay. While typically the Community Team is unable to offer account specific Customer Service, as the Community is a peer-to-peer support forum, the weekly chat offers members an opportunity to ask questions that may be related to their buying or selling account. Members can also offer suggestions, seek clarification on policy, or just drop in to say hi. Accessing the Weekly Chat with eBay Staff: Direct link: <https://community.ebay.com/t5/Weekly-Chat-with-eBay-Staff/bd-p/weekly-chat>

<https://community.ebay.com/t5/Weekly-Chat-with-eBay-Staff/bd-p/weekly-chat>; Meetups Meetups are an opportunity to get

together with other eBay sellers in your area to discuss best practices, business development, and build lifelong friendships. These events are seller created and seller managed, though eBay staff may attend some events in larger areas or areas where eBay has an existing office. Accessing Meetups: [Direct link: https://community.ebay.com/t5/Meetups/ct-p/Meetups](https://community.ebay.com/t5/Meetups/ct-p/Meetups) Community Guidelines Our Community Guidelines serve as our Rules of Engagement on the discussion boards. These rules ensure our Community remains a safe place for buyers and sellers to discuss eBay topics. Accessing the Community Guidelines: [Direct link: https://community.ebay.com/t5/About-the-Community/Rules-of-Engagement/m-p/26164369](https://community.ebay.com/t5/About-the-Community/Rules-of-Engagement/m-p/26164369) eBay for Business Blog (Archived) The eBay for Business blog is a great resource to get information, tips, and advice to grow a business on eBay. On the blog, sellers can find seller stories from some of our sellers in different lines of business. While not currently receiving updates, many articles remain relevant and beneficial to running a business on eBay. Accessing the eBay For Business blog: [Direct link: http://community.ebay.com/t5/eBay-for-Business/bg-p/eBay-for-Business](http://community.ebay.com/t5/eBay-for-Business/bg-p/eBay-for-Business) t; Buying Guides (Discontinued) eBay discontinued guides April 12, 2018. If you had previously posted a guide to our site, we thank you for your contribution and encourage you to share any content you feel is helpful with our Community on the relevant board. </h2>