

eBay for mobile web (mWeb)

<h2>GUIDE.SUMMARY What The information in this article is intended to help teammates in navigating the mobile web version of eBay. Not every feature is available in the mobile web version.

The information is organized in the following sections: Related Links - Resources available on eBay and from internal eBay sources Talking Points - Commonly asked member questions, including info about availability of Vehicle Purchase Protection (VPP), vehicle history reports, and ability to list cars and trucks Detailed Information - Examples and screenshots of mWeb Instructions / Steps to resolve - Steps customers can or must follow

<h2><h2>GUIDE.RELATED_LINKS Related Help Pages Mobile device terms
 http://pages.ebay.com/help/policies/mobiledevice-terms.html

Getting started on eBay
 http://pages.ebay.com/help/account/gettingstarted.html

 <h2><h2>GUIDE.TALKING_POINTS I can't find a certain feature in the mobile web version. Not every feature is available in the mobile web version. If you're unable to find a feature, it is likely not available in the mobile version. Try using the mobile app or desktop versions instead. The customer is also able to get to the Classic Site (the desktop version) by scrolling to the bottom of most pages and clicking on 'Classic Site'. Are vehicle history reports available on the eBay app? Yes. Reports are available to customers who use eBay desktop and the eBay app (Android, iOS). mWeb is excepted. For more about how the program works, see eBay Motors - Buying and selling vehicles. Is VPP available on the eBay app? Yes. VPP is available to customers who use eBay desktop, eBay mWeb, and the eBay app (Android, iOS). For more about how the program works, see V<a

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1369>

[Vehicle Purchase Protection \(VPP\) - Money back program for Motors](#). Is Market Price Analysis available on the eBay app? Market Price Analysis is available on eBay desktop and eBay apps (Android, iOS). mWeb is the only exception. On eBay desktop, Market Price Analysis is located under the Description tab. Be sure you have that tab selected. On eBay apps, scroll down to see the analysis. It's just below the Vehicle History Report Summary. Market price is based on listings for similar cars (same make, model) on eBay and other online platforms. For more, see <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1497>

[Buying a Vehicle - eBay Motors](#). Why can't cars and trucks be listed from the eBay app?

- Motors listings are more complex than most other types of listings.
- Development is being done to add more categories to the eBay app all the time.
- We may have a mobile option on the eBay app in the future. Stay tuned.
- You can list cars and trucks using eBay mWeb.

 How do I troubleshoot website issues in the mobile web version?

- Verify the feature you're looking for is available in the mobile web version.
- Try clearing your cache and cookies for your device's mobile browser.
- Restart your device.
- Check for browser updates.
- Check for operating system updates.

[eBay app for Windows | End-of-life](#) As of September 30, 2016, customers can no longer use the eBay app for Windows on their desktop, laptop, or mobile devices. The Windows app has not been featured on the <http://anywhere.ebay.com/mobile/> page for some time. Only iPhone, iPad, and Android versions are available on that page. Customers can still browse, buy, and sell by visiting eBay from their browser. This information is available to the public and teammates can feel free to share this news with your customers. If a customer is experiencing any difficulty with the performance or functionality of the eBay app for windows, please advise them to visit eBay using their browser, including our mWeb

experience. No special web address is required to access eBay from your Windows mobile or desktop device. eBay is simplifying its mobile experience and decreasing the number of standalone eBay apps it offers. As a result, the eBay Windows app has been closed down. We believe this simplification and focus will continue to empower our customers with the best buying and selling tools in the industry. [GUIDE.INSTRUCTIONSTEPS_TO_RESOLVE](#)
Below are instructions for actions members can or must take using their device followed by a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1524&ViewLocale=en_US#troubleshooting Troubleshooting Steps

Finding items to buy

To search for items, enter keywords in the search box. To narrow your search results:

- Select Filter in the search results.
- Select the criteria you want to specify, such as Category, Condition, and Price.

Note: On the eBay app only, item conditions (Brand New, Pre-Owned, and the like) appear in search results automatically by default.

- Select Show More button to see further filter options.
- To save a search, tap Save (or the "heart" icon). If you can't find an item you saw previously, the listing may have ended or someone may have bought the item. You can also select Deals on the homepage to view daily eBay deals. Select the Featured Deals drop down button to browse the categories. "Item level pivots" ([three dots menu](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Item%20level%20pivots%201.png)) provide quick access to [filters, watching, and visual search](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Item%20level%20pivots%202.png).

Buying items

To bid on an item:

- From the listing, tap Place bid.
- Select Confirm Bid.
- If you've been outbid, you can place additional bids until the listing ends. To increase your bid, go to My eBay > Bids and Offers and select the listing. Select Increase bid. To buy an item:

- From the listing,

tap Buy It Now. Enter the quantity you want and select Purchase.
 To check whether your item is on its way: Go to My eBay and select Purchases The listing will show whether the Item has shipped.
 Generally, you can't retract or cancel a bid. Once you win or buy an item, you're obligated to complete the transaction and pay the seller. However, you can retract a bid if you accidentally entered the wrong bid amount, are unable to contact the seller, or if the item's description changed significantly after you entered your last bid. In some categories, for example trading cards, you can only retract a bid with the seller's permission. <h3>Buy again</h3> Customers will have the option to buy items again. This is designed to make purchasing easier for repeat items. The customer can see this from the menu screen: <h3>Paying for items</h3> To pay for an item using PayPal or credit card: Go to the listing and, if you won the item, select Buy It Now or Pay Now. Log in to your PayPal account if you haven't already done so. If you'd like to pay with a credit card instead of PayPal, select the payment method. You'll have the option to add a credit card to your PayPal account. If you have a coupon or gift card to apply, select Gift Cards, Coupons and enter your coupon code. Review your order, then select Pay Now. To use a payment method other than PayPal or credit card: Go to the full version of eBay. Go to My eBay and select Purchase History. You may need to sign in. Find the item, then select Pay Now.
<h3>Leaving and receiving Feedback</h3> Buyers and sellers rate their experiences with each other through our Feedback system. Feedback consists of a positive, negative, or neutral rating, along with a short comment. Usually, a high Feedback score and percentage is a good sign, but reviewing a member's Feedback profile can give you a better picture of their trading history. To view a seller's Feedback profile, select an item, scroll to About the Seller, then tap the seller's

name. To leave Feedback for a seller whom you purchased an item from, go to My eBay and then Purchases. Select the item and then Leave Feedback. To view Feedback about you, go to My eBay and select your User name and tap Profile.

Contacting the buyer

To contact a buyer after they win or buy your item:

- Select Selling at the bottom of the screen.
- Select Sold and tap on the item you want to contact the buyer about.
- Select Contact Buyer.

To contact a bidder while your listing is still active:

- Go to the full version of eBay.
- Tap My eBay at the top of the page, and then tap Selling.
- In the Active Selling section, select the listing.
- Tap the bidder's username.
- Tap Contact member.

To see the buyer's response, go to your Messages.

Requesting a return

- Tap My eBay then tap Purchase History
- Select the item you wish to return
- Scroll down and select More Options
- Select Return the item
- Choose the reason for the return from the dropdown menu
- Enter additional details in the field Add Details
- You have the opportunity to add up to 10 images for the seller
- Finally select Request a return
- To follow the open request, use steps 1-3

Internal Information

- For more details regarding return policies, timeframes, etc. see: <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567#DetailedInformation>

Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)

Item not received

- Tap My eBay then tap Purchase History
- Select the item you didn't receive
- Scroll down and select More Options
- Select the reason Item has not arrived
- Then select between I would like to get a refund or I would like to get the item
- Write a message to the seller
- Check the box I have read my text above again and confirm that the

content is correct Finally select Send request To follow the open request, use steps 1-3 Internal Information For more details regarding INR policies, timeframes, etc. see: eMBG - Item not received (INR), including stolen from porch <h3>Listing items</h3> You can list an item for sale in a few ways: Enter the details of your item: Select Selling near the top of the screen. Enter a detailed title for your listing. If a product appears that matches what you're selling, tap it to prefill your listing details. Select a category for your listing. Enter your item details and be sure to include pictures of it. Tap Continue. Review your listing, and then tap List it. If this is your first listing, you may be prompted to set up a payment method for eBay selling fees and accept our user agreement. Use the Sell Similar feature: If you would like to sell an item like one you've sold before, select Selling, then Sold. Select the listing you'd like to sell again, then Sell Similar Item. Enter the details of your particular item, add pictures if necessary, and then tap Continue. Review your listing, and then tap List it. To relist an item: Select Selling, then Sold. Select the listing you'd like to relist, scroll down, and tap Relist Item. If necessary, tap Edit Listing to change the details; otherwise, tap List it. <h3>Tracking shipping</h3> To add a tracking number for an item you sold or mark it as shipped: Tap , scroll to My eBay then tap Selling. Select Sold and then tap on your listing. Select Add Tracking Number or Mark as Shipped. <h3>Contacting the seller</h3> To contact the seller before bidding on or buying an item: From the listing, scroll down to About the Seller and select the seller's name. Tap CONTACT. To see the seller's response,

Tap and then Messages. To contact the seller after paying for an item:
Tap , scroll to My eBay then tap Purchases.
Select the item you want to contact the seller about. From the listing,
select CONTACT THE SELLER. <h3>Buyer didn't pay (unpaid
item)</h3> If you haven't been paid for an item that you sold, start by contacting the buyer:
 Select Selling near the top of the screen. In the Sold
section, select the item. From the listing select CONTACT BUYER.
 After learning a little more about the buyer's situation, you have a few options:
If you can work things out, you can cancel an order. If you can't work
things out, you can open an unpaid item case. In either instance, you may
receive a final value fee credit. <h3>Your item was removed</h3> If one of your listings
was removed or if your account is affected by a limit or suspension, check your messages in My
eBay for an explanation. <h3>Seller makes offer to buyer (Seller initiated offer)</h3>
Sellers who have buyers watching an item, or have it in their cart, may receive guidance on making
an offer to buyers. Seller can click Send offers to buyers. <h3>Update Automatic Payment Method (APM)</h3> If a seller's
payment method has expired or isn't working, a line may show up to Update Automatic Payment
Method. Click the link to add a new valid payment method. <h3>Item wasn't as
described</h3> The eBay Money Back Guarantee covers your purchase price plus original
shipping for virtually all items on eBay. We guarantee you'll get the item you ordered or your money
back. You can open a request and let the seller know the item you received isn't as described in the
listing and you want to return it. Let us know if your concern isn't resolved. If youre waiting for a
response, you can check the status of your request. If you're not happy with the seller's resolution

after 3 business days of opening your request, ask us to step in and help.
 You'll get an answer within 2 days, and if your request qualifies, we'll send you a refund. <h3>Forgot username or password</h3> If you forgot your username, you can sign in with your email address instead. If you forgot your password, you'll need to provide the email address registered on your eBay account. Keep in mind that for your security, we don't have access to your password. If you can't sign in here are a few more things you can do: Check for spelling errors Make sure the Caps Lock key on your keyboard is off Check that your browser's autocomplete settings aren't automatically filling in extra information for the username or password If you recently reset your password and can't find the eBay email about resetting your password, look in your "junk" or "spam" email folder. If you can't access your email, you may need to contact your email service provider. <h3>Reporting an item or listing</h3> If you see an item that isn't allowed on eBay or a listing that doesn't follow our rules and policies, let us know by selecting the REPORT THIS ITEM button near the bottom of the listing. <h3>Using the Watch list</h3> Adding items to your watch list Type your keywords into the search box. Tap Search. In the search results list, when you see an item you like, tap its photo or title link to view the item. Scroll down till you see the Watch button, click Watch. Remove an item from your watch list Tap , scroll to My eBay, then tap Watching. Select the item you want to remove. Scroll down till you see the Unwatch button, click Unwatch. Find your watched items Tap , scroll to My eBay, then tap Watching. Select ACTIVE or ENDED Tap the listing to view more information <h3>Turning notifications on/off</h3> You can set notifications for when you've won an item, when you've been outbid, when an item is ending soon

etc. To set up notifications:

- Tap My eBay, then tap Settings.
- Select Notifications.
- Make sure your notifications are turned on by selecting Push Notifications.
- Select Buying.
- Turn on the notifications you'd like to receive, such as Item Ending, Auction Updates, Offer Updates, and Order Updates.

If you've followed the steps above to switch on notifications but are still not receiving them, try signing out of the eBay app and then signing back in.

Filter Search Results to items located in your home country

Note: For many locales, the default is Any. There isn't an option to set your home country as a default item location for search results.

Heres how to filter search results to items located in your home country:

- Search eBay.
- When you have search results, tap Filter.
- Tap Item Location.
- Select your home country (for example UK Only).
- Tap Done. All of the items in your search results will be ones located in your home country.

Follow these steps to verify your country settings:

- Go to My eBay.
- Tap Settings.
- Tap Country.
- If youre in your home country, you can enable Auto-Detect. Otherwise, tap Country and select your home country.

Teammate instruction Although country settings don't filter search results on the app, it will enable the customer's home country as an option for filtering their search results. Exceptions include countries and regions such as Brazil, Latin America, and the Russian Federation which are part of our GBH and / or Geo Expansion programs.

How do I delete multiple unsold items?

- Tap on Edit on the upper left.
- Select the item(s) to be deleted.
- Tap the delete button at the bottom of the screen.

How do I delete my drafts?

- Go to 'View all drafts' from the Selling channel.
- Tap 'Edit' on the upper left.
- Select the draft(s) you want to delete.
- Tap 'Delete'.

Note: If you're on an iPhone, you can also swipe to delete from the main

Drafts page. If the drafts still appear on the home page, pull down to refresh the page.

<h3>Which Box? (Android Only)</h3> How to use this feature:

From the Home Page, tap 'Selling'.

Tap on 'Will it Fit?' at the bottom of the screen.

The system will prompt the customer to place the item on a surface (non-reflective works best).

The customer may receive an error message if the Augmented Reality cannot

detect a surface; have them try again

Once AR has found a surface, select a box and tap where you want the box to appear; tap again to move the box

Move your camera around the box to see if it fits (don't forget to leave some extra

room). </h2><h3>Troubleshooting Steps</h3> <h3>

Verify you are logged into the eBay app</h3>

Click and verify your user name is listed at the top of the screen.

If it says "Sign in" instead of your user name, click Sign in.

Enter your user name and password and click Sign in.

<h3>Shutdown/restart the app</h3>

Press and hold the Home button to display recent apps.

Swipe left or right on the app's thumbnail image to quit the eBay app.

Press the Home button, and then restart the eBay app.

 <h3>Force Stop the app</h3>

Open your device's Settings app.

Find Apps or Application manager (depending on your device, this may be different, possibly under "more" settings).

Select the eBay app from the list.

Tap Force Stop. <h3>Reboot the device</h3>

Depending on your device, this may be different

Hold down the Power button until the device restarts. (about 30 seconds)

Hold down the Power button to bring up phone's Power options. Tap Power Off or Restart.

 <h3>Check for app updates</h3>

Open the Play Store app.

At the top left, tap Menu .

Tap My apps &

games. Apps with available updates are labeled "Update." If an update is available, tap the eBay app and then Update. </h3>Clear the app's cache</h3> Open your device's Settings app. Find Apps or Application manager (depending on your device, this may be different, possibly under "more" settings). On the list, tap the eBay app. Find Storage. Tap Clear cache. </h3>Clear the app's data</h3> Open your device's Settings app. Tap Apps or Application manager (depending on your device, this may be different). On the list, tap the eBay app. Find Storage. Tap Clear data. </h3>Uninstall/Reinstall the app</h3> Tap the Apps button Touch & hold the eBay app. Drag the app to Uninstall at the top of the screen. Open the Play Store app. Tap Menu , then go to My Apps and games and tap All. Tap the eBay app. Tap Install or Enable. </h3>Fingerprint Troubleshooting (Android)</h3> Have the customer check the following: Is there a Fingerprint option in ebay app? (Menu > Settings > Signing in) Are other apps able to use fingerprint sign in successfully ? Does the device have a fingerprint sensor? Are fingerprints stored on the device? Settings > Security & Location > lock screen and security Verify the latest version of the eBay app is installed Install any Android Play Store updates If it still isn't working Delete the app and re-add fingerprints to the device Reinstall app </h2>GUIDE.DETAILED_INFORMATION Following are screenshots and examples of how to navigate eBay for mWeb: Menu button (or "hamburger") </img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1524_GUIDE/GUIDE1524_hamburger.png"> Options

from the menu button <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/1524_GUIDE/GUIDE1524_menu.png">
 </h2>