

## Notifications

You can keep track of your eBay activity without having to be on the eBay site by setting up notifications.

### Set up notifications to keep track of your eBay activity without having to be on the eBay site.

Whether you're buying or selling, you can stay on top of what's happening on eBay by receiving notifications about:

- Order updates: Get the latest on items you've purchased
- Shopping updates: Updates about items you're interested in, listings that are ending, offers you've made, and changes to items in your cart
- Recommendations and rewards: Personalized recommendations, eBay rewards and offers, what's trending on eBay
- Selling: Auctions, offers/counteroffers, order updates and listing help
- General: Messages received, daily and special deals
- Saved Searches: Notifications on the searches you've saved

You can choose to receive notifications via the eBay app, emails to your registered email address, or SMS/text messages.

## Turning on eBay app notifications

Here's how to turn on notifications to stay up-to-date with all your eBay activity: iOS devices

- Go to Settings.
- Tap Notifications and tap eBay.
- Turn Allow

notifications to On.

- Open the eBay app.
- Tap My eBay Settings and go to Notifications.
- Choose which notifications you'd like to receive.

Android devices

- Go to Settings.
- Tap on Apps and find the eBay app.
- Tap Notifications and turn Allow

notifications&nbsp;to&nbsp;On.&lt;/li>&lt;/li>Open the eBay app.&lt;/li>&lt;/li>Tap the&nbsp;Menu&nbsp;icon in the top left-hand corner and go to&nbsp;Settings.&nbsp;&lt;/li>&lt;/li>Tap&nbsp;Notifications&nbsp;and choose which notifications you&rsquo;d like to receive.&lt;/li>&lt;/ol>&nbsp;&lt;h2 id="section2">Troubleshooting eBay app notification issues&lt;/h2>Here are some common issues with eBay app notifications, and how to resolve them.

My Android device has lost the &#39;cha-ching&#39; notification sound when I&#39;ve sold an item

If you no longer hear the &lsquo;cha-ching&rsquo; when you sell an item, try the following:

- &nbsp;&nbsp;&nbsp;Clear local storage for the eBay app&lt;/li>&lt;/li>&lt;/li>Press and hold your finger on the eBay app icon.&nbsp;&lt;/li>&lt;/li>&lt;/li>Tap the i or app info button.&lt;/li>&lt;/li>&lt;/li>Tap Storage.&lt;/li>&lt;/li>&lt;/li>Tap Clear storage / Clear data and confirm.&lt;/li>&lt;/li>&lt;/ol>&lt;/li>Uninstall and reinstall the eBay app&lt;/li>&lt;/li>&lt;/li>Press and hold your finger on the eBay app icon.&nbsp;&lt;/li>&lt;/li>&lt;/li>Tap Uninstall when it appears.&lt;/li>&lt;/li>&lt;/li>Find the eBay app in the Play store and re-install it.&lt;/li>&lt;/li>&lt;/ol>&lt;/li>After trying the steps above, you&rsquo;ll be asked to sign in again next time you open the app.&nbsp;

My notifications are delayed on my Android device

If your notifications are arriving late it may be because you have turned on your battery saver.&nbsp;You can follow the steps below to adjust your battery saver settings. Your device may not contain all of them, but most devices will have at least one.

Battery saver settings

Settings > Apps & Notifications > Advanced > Special Access > Battery optimization > Select All Apps at the top > eBay (Set this to &lsquo;Not Optimized&rsquo;)

Settings > Smart Manager > App Manager > Auto-Start Tab > Set eBay to &ldquo;Restrict&rdquo;&nbsp;Settings > Smart Manager > App Manager > Deep Hibernate Tab > Toggle eBay to &lsquo;Not optimized&rsquo;

Settings > Device Care > Battery > Settings >&nbsp; Adaptive battery toggle. &quot;Limit battery usage for apps that you don&#39;t use often. Your phone will learn how you use apps over time.&quot; Toggle OFF&nbsp;&lt;/h2 id="section3">Email notifications&lt;/h2>By default, you&rsquo;ll automatically receive email notifications about your eBay activity to your registered

email address. You can change your settings at any time in [Communication preferences](https://commspreferences.ebay.com/commsprefs) - opens in new window or tab. You can also receive alerts on your mobile device by [downloading the eBay app](https://www.ebay.com/help/buying/getting-started-ebay/using-ebay-app?id=4032); and following the steps above to turn notifications on. eBay will send notifications for the purposes identified in our [Privacy Policy](https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260). The number of messages we send varies based on your activity. Tip! If you're not getting notifications even after you've set them up in your preferences, try checking your junk mail folder.

eBay notifications, eBay subscriptions, eBay notification preferences