

Forgot username or password, how to recover

GUIDE.SUMMARY What

- Whenever a member signs in to their eBay account, they need to enter a username (or email address) and password.
- Who
- Use this article to help customers who have forgotten or need to recover their username or password.
- How
- If a member has forgotten their username, they can sign in using their email address instead.
- If a member has forgotten their eBay password, they can use the Reset your password option to reset it. A password reset email will be sent to their registered email address. Alternatively, they can specify that they'd prefer a PIN by text message or link by email.
- This article covers
- Using email address if username is lost or forgotten.
- Steps to recover password.
- Troubleshooting guest account codes (alternatives to usernames and passwords).

GUIDE.RELATED_LINKS Related articles
Internal Information

- For all teammates
- [eBay Users Required to Change Passwords Due to Cyberattack](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2423)
- [Contact Verification](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098)

(CV)

[Hard Verification](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098)

(HV)

[Account Safety](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1082)

[Account Takeover](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067)

(ATO)

[eBay Account Information](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034)

[Buying as a](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1444)

Guest on eBay

- For all teammates

[New password, password change](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9312)

[How to recover forgotten username](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9373)

[Someone requested a password for me](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3847)

[How to recover password with guest account](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9372)

Related help pages

- If you forget your eBay username

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

Other guidelines and tips for choosing a username

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

If you forget your password (Change password)

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

GUIDE.TALKING_POINTS

[Username](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1078&ViewLocale=en_US#tabs-1)

[Password](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1078&ViewLocale=en_US#tabs-2)

Helping you retrieve your username

You can sign in using your email address (that is registered to your eBay account) instead of your username.

If you don't remember the email address, you may also

be able to sign into your eBay account using any Google or Facebook account which you linked to it.

- If you're still struggling to get into your eBay account: (for chat/email contacts) please call us so that we can help you verify your account and retrieve your username.
- (phone) we can attempt to retrieve your account details with some verification steps (refer to: Buyer Workflow > Forgot username > Step 3).

- Restrictions when changing your username
- To avoid confusion for eBay members you're buying from or selling to, you can change your username only once in a 30-day period. If you're a new member, you can change your username once after registering, but then you must wait 30 days to change it again.
- Keep in mind that members get to know your username. It can be a valuable asset, and it's best not to change it too often.

What is your username?

- Your username to sign in to eBay can be the one you've created.
- Alternatively, you can sign in to eBay with the email address you used to sign up with eBay.

You used the Reset Password process, but still haven't received the email. What should you do?

- If you haven't received the email, you can also use the email or text method to confirm your identity.

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- We can also troubleshoot some reasons why you might not be receiving the Reset Password email. ([\)](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1078&ViewLocale=en_US#troubleshoot)
- You don't have access to the registered email address.
- You can still use the reset password process on the site if you don't have access to your email.
- There is an option to get a text or get an email. (See [.\)](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1078&ViewLocale=en_US#instructions)
- You don't have access to the

registered email address, and the text is not available. At this point, your only option is to create a new eBay account. For members with minimal Feedback I know this could be difficult for you because you've earned Feedback. For the quickest resolution, I can help you create a new account with a new email address, and it will only take us a few minutes. I am confident that you can gain reputation back in no time. For members with an established account I understand where you're coming from - this is a difficult situation. These are the methods we have to get you back into your account. eBay has to meet the industry standards for account safety and security to keep member accounts safe. Although this may be frustrating, I am sure that you can appreciate that we have these restrictions for your own safety so that only you can legitimately update or access your account information. I'd love to walk you through creating a new account to make sure you can [buy the item you were interested in or sell that item you want to list]. You were issued a temporary password, but it's not being accepted. What can you do? If the password email doesn't work, there are several things you can check. Before checking any of the following list, let the customer know that it can take up to 15 minutes to replicate through all of the servers on the site. This means that the password may not actually work for up to 15 minutes. If it has been that long, please feel free to go through the talking points below. 1. Check the username. First, let's confirm that the username is entered correctly.

 Note: You need to enter your username - not your email address. 2. Clear your browser's cache and cookies. Try clearing your browser's cache and cookies. These files help your browser remember what sites you've visited and what data you've sent. However, this sometimes causes problems when you make changes to online information, such as passwords. Do you know how to clear your cache and cookies? Once you've cleared them, open a new browser window and try again. Internal Information Clear your browser's cache and cookies

 Note: If you're having difficulty walking the member through the steps,

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1452> click here for some links that may help.

- 3. Try signing in from the ebay.ca site.
- Try signing in through www.ebay.ca. We've seen this work in the past. Would you be able to try that out while we wait here?
- 4. Try using another browser.
- Do you have another Internet browser you can try signing in from? For example, if you're using Internet Explorer right now, please try Firefox, Chrome, or another browser.
- This will show us if a browser setting is causing the issue.
- You can use this page to find where to download a browser eBay recommends:

<http://pages.ebay.com/help/newtoebay/browser-recommendations.html>.

- 5. Turn off the "autocomplete" or "autofill" option in your browser - this feature may be filling in your previous password.
- If your browser is set to remember the login information used on various Internet sites, your old password is probably being automatically filled in. You need to turn this off in order to use the temporary password.
- 6. If you're using any listing or bidding tools that store passwords, temporarily turn them off.
- Do you have any bidding or listing tools that store passwords? These programs can also automatically fill the form in with your old password, so you may need to turn them off temporarily.
- 7. Check your firewall or anti-virus software.
- Try checking your firewall or anti-virus software. If they're not set up correctly, they can sometimes cause problems when you're viewing certain sites.
- If you are not sure how to check the settings on those programs, please see the manual or contact the manufacturer's web site and / or support.
- Internal Information
- Never tell the member to turn off their Firewall or Anti-Virus program.
- 8. Try a different computer that isn't on the same network. Do you have access to a different computer that is on a different network or has a different Internet connection?

GUIDE.DETAILED_INFORMATION Internal Information eBay members

Customers may be presented with one of several flows when attempting to go through the Reset My Password process.

- Email option will send them a "Reset your password email". After using the link in the reset password email or after entering their PIN, they can reset their password. It doesn't actually send them a temporary password.
- The text message option will send a text with a 4-digit PIN. After entering their PIN, the customer can reset their password.

Low-risk eBay sellers Some members will bypass the email and text message options that are typically presented when they've forgotten their password. To do this, we'll apply the eBay Listing Violation Inspection System (eLVIS) in the following scenario (or "use-case"):

- The member is shopping on eBay without having signed in.
- They find what they're looking for and select Buy it Now (BIN).
- To complete the checkout, they're required to sign in and they select Reset your password.

If eLVIS determines the username is one that falls into Low Risk guidelines, we automatically offer the member the option to create a new password. Otherwise, they are presented with one of the several flows we offer to other members who have forgotten their password (email or text message).

eBay guests If a member has a guest account and has trouble remembering their password, they won't be able to use the Reset Password feature until they upgrade to a full eBay account. They should complete the registration to upgrade to a full eBay account.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

To reset your password

`a name="temppass">`

The new password should be comprised of the following:

- A combination of at least 6 and up to 64 letters and at least 1 number, special character, or symbol.
- Your password should be between 6 and 64 characters long.
- Use multiple words without spaces.
- Remember, your password is case sensitive.
- Try to avoid using the same password for your other online accounts.
- Don't use words or phrases that relate to eBay or your favorite hobby.
- Don't use a password that contains part of your username.
- Don't use a single word from the dictionary ("password") or common word that others can

guess easily ("qwerty"). Avoid using personal information such as your name, your spouse's name, your pet's name, or your birthday. choosing a strong password.

Before guiding the member through the Reset Password flow, first check if they have access to the email address or mobile phone number registered on the account.

 If they do have access to the registered email address or mobile phone number on the account, continue to next step (Go to eBay and click Sign in) and select either Email or Text, depending on the access they have to the email address or mobile phone number registered on the account.

Note: If the member does not have access to the registered email address or mobile phone number on the account, they will have to consider setting up a new eBay account or purchase as a guest user.

Instructions

1. Go to the "Sign In" page, depending on the device/platform being used:


On the eBay Classic site (i.e. desktop browser), select on the Sign In link in the top left hand corner of the eBay page.

On the eBay Android app, tap menu icon in the top left hand corner of the app and then the Sign In link.

On the eBay iOS app, tap the Sign In link on the home screen of the app.

On the eBay Mobile (mWeb) site, go to eBay and tap the profile icon in the top right hand corner.

2. Select Reset your password under the Password entry field. 3. Enter your email address or username and select Continue.



4. After you select Continue, you'll see options:

<a href="https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1078&ViewLocale="

[en_US#getemail">Email](#)

Select Email

You'll receive an email with a link that can be used to reset your eBay password.

Select Text. Enter a mobile phone number, and then select Continue.

You'll receive a 4-digit PIN via text to enter on the next page.

One Time Password (OTP)

[en_US#OTP">OTP](#) is a temporary PIN/password, provided via SMS/Text message, that is valid for only one login session. OTP enables members to not have to remember their password.

The PIN is only valid for 5 minutes before it expires.

Members can resend a new PIN 2 times per transaction.

There is a 60 second delay between being able to request new PIN's.

Members can make 5 incorrect PIN attempts per day.

Members can try using an OTP up to 10 times in an hour per user, up to a maximum of 15 times per day.

Internal Information For Differentiated Service Agent (DSA) teammates, in situations where a member called another member at the registered phone number and it was invalid, escalate the username to your Team Leader who will put an issue 3 on the account. Help when resetting your password If unable to complete the flow, members will be presented with the option to contact Customer Service.

 Mobile The

mobile reset password process is very similar to the site flow. Open this [PDF document](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1078/FYP%20mobile%20flow.pdf) to view the Mobile flow. To change your username:

- Click My eBay at the top of most eBay pages. You may be asked to sign in.
- Hover your mouse over the Account tab, and then click Personal Information.
- Click the Edit link 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.

To log in with a single use code:

- Click Text a temporary password on the Sign in page.
- On the Get a single use code page, enter either your user name or email, and then click Continue.
- Click Text me a code.

If you have a mobile phone number on file, you will be sent a code via text/SMS and then be redirected to a new page with a text field to enter the code you've received.

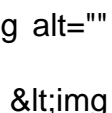
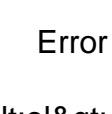
You should enter the code into the text field and click Sign In. This will log you in and then bring you back to where you started from.

If you're signing in with a single use code for the first time with an unverified mobile phone number, you'll receive an email stating that we noticed you had signed in via single use code for the first time. The email will also say "If this was not, you click here".

If you click the email link, you would be led to a new Sign In page. This would be followed by a phone number update page.

If you complete the phone number updates, you will be booted out of all active sessions on your account and will be able to use this feature in the future. If you don't complete the phone number update, you will not be able to use this feature in the future.

If the code doesn't work, click Text me again.

Option A  Option B  Error

Scenario 1: Device is not eligible to receive a PIN. (Phone number on file does not qualify)

Most likely the phone you have on file is not a cellular phone or it can't receive SMS/Texts. A single use code will not be an option for these members.

Error Scenario 2: The PIN does not match the one sent You can either: Try to enter the PIN again, in case you miskeyed it. Request a new PIN using the Resend PIN option.

Error Scenario 3: User tried to sign in with an empty PIN field You need to enter the PIN from the SMS message into the Enter PIN field before clicking Sign in.

Captcha Scenario If you fail, the sign in 3 times, you will be presented a Captcha. You may continue to attempt to login with their existing password and the Captcha. You may select Text me a one-time password to request a PIN, the Captcha will go away with the PIN. </h2>