Tips for keeping your eBay account secure

<h2><p>The safety of your personal data is our top priority, so we take measures to protect your account. There are also some simple steps you can take to make your account more secure.</p>

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<h2><h3>Keep your account secure by changing your password regularly, updating your contact information, and watching out for spoof emails.</h3>

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<h2>Here are some things you can do to help protect your eBay account and keep your personal data safe.<h2 id="section1">Change your password regularly</h2>To keep your account secure, we recommend regularly updating your password. Choose a strong password that’s difficult for others to guess.Follow these tips for creating a strong new password:
Avoid using personal details such as your name, birth date, or user ID
Consider using a phrase (for example, a song lyric or book title)
Use numbers and special characters
Don’t use the same password that you use on other accounts
If you think your eBay account was compromised or hacked, you should change the passwords for both your eBay account and personal email account. Your email password should be different from your eBay password.To find out more, read our article on changing your password.<h3>Passkeys</h3>Passkeys are an alternative to passwords that allow you to sign into your eBay account using biometric authentication such as a fingerprint, pattern, or PIN.This means you don’t need to enter your password, and it will help protect your eBay account against unauthorized access.You can set up passkeys from the prompt after you sign in or from the Sign in and Security settings in your eBay account. You can also disable the passkey option in your Sign in and Security settings.If your passkey fails, you'll

receive an error message and be prompted to log in using your username and password.<h2 id="section2">Add 2 step verification</h2>To add an extra layer of security to your eBay account, we strongly recommend you enable 2 step verification. Once you’ve enabled 2 step verification, only you can access your account, even if someone else has obtained your password.Once you’ve switched on 2 step verification, each time you sign in to your account you’ll be able to confirm your identity via an eBay app push notification by entering a code we send you via SMS, or one-time passcode generated by an authenticator app.Here’s how to set up 2 step verification on the eBay app:
Download the latest version of the eBay app.
Sign in to your account.
Go to My eBay and tap Settings.
Go to Sign in and security and then choose 2 Step Verification.
Tap Turn on beside Use the eBay app.
Here’s how to set up 2 step verification by SMS:
Sign in to your eBay account.
Go to your name in the top left-hand corner and choose Account settings from the dropdown menu.
Select Sign in and security.
Select Edit next to 2 Step Verification.
Select Use text next to Text messages on mobile.
Follow the on-screen prompts to add your mobile number.
Here's how to set up 2 Step Verification using an authenticator app:
Sign in to your eBay account.
Go to your name in the top left-hand corner and choose Account settings from the dropdown menu.
Select Sign in and security.
Select Edit next to 2 Step Verification.
Select Authenticator App.
Install the authenticator app from your phone’s app store. We recommend Google Authenticator, Microsoft Authenticator, or Authy.
Scan the QR code to add eBay to your authenticator app.
Confirm the 6-digit code generated by your authenticator app on eBay.
If you change your mind and want to switch 2 step verification off—or you’d like to change from SMS to app notifications or authenticator app—simply follow the steps above to turn off the

function. We’ll also send you an email to let you know when you’ve switched 2 step verification on or off.<h3>Receiving invalid code error</h3>Ensure you leave your browser window open until the email code is received. Don’t leave the sign in page, close, or click back on the browser, otherwise the old code will be revoked and you will receive the error message.General troubleshooting for SMS and email issues
15-minute code delivery window – Make sure to enter the code with the 15-minute window. The code is invalid after 15 minutes. Be sure to check your spam folder if you’re not seeing it in your inbox
SMS/Text message – Make sure you can receive SMS/Text messages and that you have proper reception before sending the code. Landlines are not supported
Are you using multiple SIM cards – Make sure that the SIM settings are set to either SIM1 or SIM2, depending on which one the proper number is
Network type of the mobile phone – Make sure you have the proper network type selected in the settings. Usually this should be "Automatic" and selecting from G3, G4, or G5
Do you have a PIN verification system – Make sure to use your system verification PIN to login. (Face ID, Fingerprint, Windows 10/11 PIN, etc.)
Is SMS encryption setup – When using apps like Signal or Treema, some users do not receive our SMS
<h2 id="section2">Add a trusted device</h2>If you see “Remember this device” when you sign in using 2 step verification, you can select the link to add your device as a trusted device. Next time you sign in using the trusted device, you may not be prompted for a 2 step verification, but your account will still be secure.Keep in mind that if you change your 2 step verification method or remove a trusted device, you’ll need to follow the steps to add the trusted device again. You can add up to 100 trusted devices to your eBay account. You can check your trusted devices at any time by visiting the Security Center.<h2 id="section3">Update your contact details</h2>It’s important to keep your contact information up to date so we can reach you with updates about your account.If

you change your address or phone number, or set up a new email address, please update your contact details as soon as possible so your account information remains correct.Read our article on changing your contact details for more information.<h2 id="section3">Watch out for spoof or phishing emails</h2>Spoof or phishing emails are emails that claim to be from eBay and are sent with the intent of accessing your passwords and other sensitive information. If you receive a suspicious email claiming to be from eBay, you should immediately forward the message to us at spoof@ebay.com. Don’t click any links in the email or open any attachments. We’ll let you know that we received your email, and we will investigate.Find out how to spot suspicious emails in our article on recognizing spoof emails.<h2 id="section5">Report any strange activity on your account</h2>It’s a good idea to check My eBay - opens in new window or tab and your preferences - opens in new window or tab regularly to make sure no one has accessed your account or made changes without your permission. Check your active bids and listings in My eBay - opens in new window or tab to make sure they’re yours. If anything has changed without your authorization, contact us right away.We’ll notify you by email if a new device is used to sign in to your account that hasn’t been used to access your

account before. If you don’t recognize the login details, contact us to let us know. You should also change your password.If you think someone is trying to take over your account, we may place a temporary hold on your account until we can safely return control of it to you. We can also help you remove any unauthorized bids or listings.TipSigns that your account has been taken over include seeing listings or bids that you didn’t make or noticing that your password was changed without your knowledge. For more information, read our article on getting help with a hacked account.</h2>

<h2>2fa,authentication,2 factor authentication,2-factor authentication,login security,two-factor authentication,passkeys,biometric authentication,account security,2 step verification,account security,trusted device</h2>