

eBay sign in and personal account information

<h2>GUIDE.SUMMARY What eBay account information is provided by the member at the time of registering an eBay account. This includes: <ul> <li>Account type</li> <li>Username</li> <li>Password</li> <li>Email and contact registration information</li> <li>Signing in</li> <li>Financial information (including credit card details)</li> <li>SMS and Instant Message provide</li> <li>Passkeys</li>

</ul> </h2><h2>GUIDE.RELATED\_LINKS Help Hub Pages <ul> <li>User Agreement & Privacy Notice<br> <a href="https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260"

target="\_blank">https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260</a><br> &nbsp; <li>Choosing a Username<br> <a href="https://www.ebay.com/help/policies/identity-policies/username-policy?id=4235"

target="\_blank">https://www.ebay.com/help/policies/identity-policies/username-policy?id=4235</a><br> &nbsp; <li>Signing in to your account<br> <a href="https://www.ebay.com/help/account/signing-account/signing-account?id=4189"

target="\_blank">https://www.ebay.com/help/account/signing-account/signing-account?id=4189</a><br> </ul> &nbsp; </h2><h2>GUIDE.TALKING\_POINTS <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#General">General Talking Points - immediately below</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#UCI">Updating customer info (UCI)</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Conf">Confirming customer info</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Conf">Confirming customer info</a>

en\_US#Face">Facebook account linked to eBay</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Google">Google account linked to eBay</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Find\_Change\_Personal\_Info">Steps to update contact information.</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Apple">Apple account linked to eBay</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#passkeys">Passkeys</a> <hr>   <a id="General" name="General"></a>General Talking Points Why am I receiving a message stating "As you were browsing eBay, something about your browser made us think you were a bot"? <ul><li>eBay takes certain measures to ensure the site is secure and to reduce bot activity. Some of the reasons this message may appear are: <ul><li>You're a power user moving through the website at super-human speed</li> <li>You've disabled JavaScript in your web browser</li> <li>A third-party browser plugin, such as Ghostery or NoScript is preventing JavaScript from running</li></ul> </li><li>To help resolve this message and to help you sign in, we recommend trying the following: <ul><li>Ensure you have enabled JavaScript in your web browser</li> <li>Turn off any third-party browser plugins that may interfere with JavaScript</li> <li>Try accessing eBay without the use of a VPN</li> <li>Run an antivirus software on your device to ensure there are no unauthorized third party programs, viruses, or bots running behind the scenes</li></ul> </li></ul> Can Customer Service change your personal information? <ul><li>No, teammates cannot change information on a customer's account for security reasons.</li> <li>We can show you how to change this information.</li></ul> Do you have to have personal information on your account? Yes. We're extremely protective of account information with the highest standards of security available - as per our Privacy Notice. The reasons we need accurate information are:

<ul> <li>To be able to contact the customer if they need assistance with account issues.</li> <li>To better serve the customer with products and services and provide the best buying experience<</li> <li>For verification and to confirm their identity if requested, as per our eBay User Agreement.</li> </ul>

Why do I have a \$0.00 Credit Card Authorization Hold? \$0.00 holds will happen whenever you authorize or verify your card for:

<ul> <li>Creating a seller account.</li> <li>Adding or updating the card as an account payment method.</li> <li>Registering an eBay account with an anonymous e-mail address (such as @hotmail.com or @yahoo.com).</li> <li>Changing your registered e-mail address to an anonymous one.</li> <li>Placing a bid over \$15,000 for the first time.</li> </ul>

The \$0.00 hold allows us to verify that the information entered is correct, so we can confirm your identity. In the verification process, we ask the card issuer if \$0.00 can be charged, but we don't actually charge it. The card issuer's standard procedure in this case is to put the \$0.00 on hold. Even if the verification is unsuccessful, you'll still have a \$0.00 hold. Your card issuer should release the hold after 3-7 days. If the hold isn't released, you should contact your card issuer. If you're adding a card with eBay, please make sure you have enough credit/funds to cover a \$0.00 verification check. If the shipping address is wrong on your account, can you delete it AFTER you've made a purchase? <ul> <li>Yes, a customer can delete (or edit) their shipping address on their eBay account, even after a purchase is made.</li> <li>However, if a customer has already committed to buy or paid for an item, the change will not be reflected in their purchase.</li> <li>In this case, review the order details on the purchase to understand which address is indicated to the seller. This is the address their seller is likely to ship to.</li> <li>The member should contact their seller as soon as possible to alert them of the address change and to cancel the transaction so they can repurchase with the correct address. This should be done via message on eBay.</li> <li>Also, please ask the customer to edit their eBay shipping addresses to reflect their change.</li> </ul>

Why did you receive an error message that your shipping address does not match with USPS? <ul>

<li>Review how the customer has entered the information of their registration address and shipping addresses.</li> <li>The computer sometimes has difficulty in reading abbreviations in addresses and any characters that are added to an address.</li> <li>Try typing out the full address name on the customer's eBay information, exactly the same way on both accounts without abbreviations and characters.</li> </ul> How do you enter APO/FPO addresses for shipping? <ul> <li>When registering a military address, on the Country box in the information screen, add APO/FPO.</li> </ul> Why am I receiving an error message saying the ID is already taken? You'll receive that error message if: <ul> <li>Another customer is already using that username</li> <li>An eBay store name may be the same or too similar</li> <li>If you attempted registration but didn't complete it, the username will be held for 24 hours.</li> <li>The username is that of a previous customer who has recently closed their account - in these instances, the username cannot be released and you will need to choose another one.</li> </ul> Internal Information Once an account has been deleted for 60 days, the User ID and email address may be available to use on a new/existing eBay account. This time frame should not be released to the customer but teammates should be aware of this.  What needs to be in my username? What are the requirements? Your username needs to be: <ul> <li>At least 6 characters long</li> <li>No more than 64 characters long.</li> </ul> Will other eBay customers see my past usernames? No, only eBay is able to view past usernames on your account.<br> <br>  If I change my username can I change it back to the original one or one I have previously used? You are able to change your username back to one that you have previously used with a couple of exceptions: <ul> <li>Your username can only be changed once every 30 days.</li> <li>We will block usernames from being identical or too similar to another users ID or store name.(i.e. You wouldn't be able to change your username/store name if it is now too similar to anyone else's even if you had just changed 1 minute ago.)</li>

</ul> <a id="UCI" name="UCI">Updating Customer Information (UCI) What piece of customer contact information are we looking to ensure is up-to-date? Internal information:

- Their phone number

Can we update this information for the customer? Internal information:

- No. For security purposes, customers need to update their contact information directly.

How will you indicate in Communicator whether or not the phone number on file is the most up-to-date? Internal information:

- You will either select the Phone number is the correct number or Need to update phone number option in Communicator and click Submit.

Do you need to send a manual email to the customer with instructions on updating their contact information? Internal Information:

  </ul> <li>No, Communicator will automatically send this email to the customer. You will simply select the applicable option and click Submit.</li> </ul>

<a id="Conf" name="Conf">Confirming customer info Why do you want me to confirm my account information? </ul> <li>Confirming your account information ensures that all the information on your eBay account is accurate and up to date.</li> </ul> What happens if I choose not to confirm my account information? </ul> <li>We'll remind you to confirm your account information later.</li> </ul> Why don't I see the "Remind me later" link anymore? </ul> <li>We allow customers to click the "Remind me later" link up to 4 times. The fifth time, you must confirm your email and phone number.</li> </ul> How often will I need to update my contact information? </ul> <li>We'll prompt you to update your contact information every 12 months to ensure we always have the most accurate and up-to-date information.</li> </ul> <a id="Face" name="Face">Facebook account linked to eBay Why are we making this change? </ul> <li>We have added this Facebook Integration feature to make the creation of an account with eBay as well as the sign into an eBay account quicker and easier and more seamless as it removes the need to remember another password.</li> </ul> What personal data will be shared with Facebook and vice versa? </ul> <li>We get the customer's email, first name and last name from Facebook - these

data points are used to link/create an account.</li> </ul>The customer will have to provide explicit consent for eBay to use (customer can choose to decline permission and account will not be linked/created). Vice versa, Facebook will know which eBay customer has logged into eBay using Facebook.</li> </ul> What information are you collecting from my Facebook profile? </ul> </li>Just the email address and name.</li> </ul> Will linking my account with Facebook trigger eBay ads on my profile? </ul> </li>Not because of the Facebook linking.</li> </ul>There are some agreements with the marketing team at eBay to show ads.</li> </ul> If my Facebook account is compromised, will this mean my eBay account is automatically compromised? </ul> </li>If your Facebook account is compromised, the attacker may use your Facebook credentials to access eBay.</li> </ul> When will customers see a Captcha prompt? </ul> </li>eBay customers may see a Captcha prompt only when they sign into eBay with Facebook.</li> </ul>They won't see it when they're creating an eBay account through Facebook.</li> </ul> <a id="Google" name="Google"></a>Google account linked to eBay Why are we making this change? </ul> </li>We have added this Google Integration feature to make the creation of an account with eBay as well as the sign into an eBay account quicker and easier and more seamless as it removes the need to remember another password.</li> </ul> What personal data will be shared with Google and vice versa? </ul> </li>We get the customer's email, full name and profile picture from Google - these data points are used to link/create an account.</li> </ul>The customer will have to accept a disclosure indicating what information will be shared with eBay. Vice versa, Google will know which eBay customer has logged into eBay using Google.</li> </ul> <a id="Apple" name="Apple"></a>Apple account linked to eBay Why are we making this change? </ul> </li>We have added this Apple integration feature to make the creation of an account with eBay as well as the sign in to an eBay account process quicker and easier. This is more seamless as it removes the need to remember another password.</li> </ul> What personal data will be shared with Apple and vice versa?

<ul> <li>The customer can choose to Share My Email or Hide My Email when linking their Apple account to eBay or signing up for a new eBay account with their Apple ID.</li> <li>If the customer chooses to "Share My Email", we get the customer's email and full name from Apple - these data points are used to link/create an account. <ul> <li>If the customer provides an e-mail address already associated with an eBay account, we will link their Apple account to their existing eBay account</li> <li>If the customer provides an e-mail address NOT already associated with an eBay account, they will be asked to provide a userID and password to register a new account.</li> </ul> </li> <li>If the customer chooses to Hide My Email, we will ask the customer to provide a userID and password to register a new account. We will use their Apple private relay email as the email address for the account. <ul> <li>An Apple private relay email address will look like a combination of letters and numbers followed by @privaterelay.appleid.com</li> <li>Example: abc123def456@privaterelay.appleid.com</li> </ul> </li> </ul>The customer will have to accept a disclosure indicating what information will be shared with Apple. Vice versa, Apple will know which eBay customer has logged into eBay using Apple. <ul> <li>Apple will also collect the iPhone model and iOS version.</li> </ul> </ul><b>How do I find the Apple private relay email address associated with eBay?</b><ul> <li>On your iOS device, go to Settings > Apple ID > Password & Security.</li> <li>Select Apps using Apple ID.</li> <li>Select eBay.</li> <li>Under HIDE MY EMAIL > This App received, you'll see your private relay email, ending in @privaterelay.appleid.com</li> </ul>Can I change my email from an Apple private relay email address to a different email address? <ul> <li>Yes, the customer simply needs to follow the standard process to change an email:</li> <li>Sign into their eBay account using their username, phone number or email address and password.</li> <li>Under HIDE MY EMAIL > This App received, you'll see your private relay email, ending in @privaterelay.appleid.com</li> <li>Refer member to their Account settings page by any of

the following methods depending on how comfortable the user is with navigating our site: <ul>  
<li>[Tech savvy, experienced user]<br> Direct the member to hover over (or click-on if using a touch-screen) Hello [name/user ID] in the top left hand corner of any eBay page, and then click on Account settings from the dialog box</li> <li>[Lesser experienced user navigating eBay site]<br> Direct the member to double-click on My eBay in the top right hand corner of any eBay page, and then click on the Account tab on the My eBay page</li> <li>Then click Personal Information from the eBay Views menu on the left side of the screen.</li>  
<li>From the menu on the left side of the screen, click Addresses, then under Registration address, click Change.</li> <li>From this screen, members can update their Email and other personal information</li>  
</ul> </li> </ul> <a id="passkeys" name="passkeys"></a>Passkeys What are passkeys?   <ul> <li>Passkeys are an alternative to passwords that allow you to sign in to your eBay account using biometric authentication such as a fingerprint, FaceID, pattern or pin. This means you dont have to enter a password and will help to protect you against unauthorized access.</li> </ul>   What devices and platforms support passkeys?   <ul> <li>Passkeys can be enabled on all eBay accounts. The passkeys feature is supported by Safari and Chrome browsers on Apple devices running iOS 16, iPadOS 16, macOS Ventura, and Google devices running Android 9+. Passkeys currently arent supported on web view browsers and Windows devices.</li>  
</ul>   I already use passkeys, hows this different?   <ul> <li>Weve upgraded the experience so that you can now save your passkey across multiple devices using the same browser. This is a cloud-based solution where you can save your passkey to your device's password manager (iCloud keychain) for multiple devices instead of a single device.</li> <li>This means if you change your device, and use the same operating system, your passkey will be remembered </li>  
</ul> <li>Note: The ability to save passkeys to a device keychain is currently only available on Apple and Google platforms, with Microsoft being enabled soon.</li> </ul> </li> </ul>   Once I create a passkey, do I have to


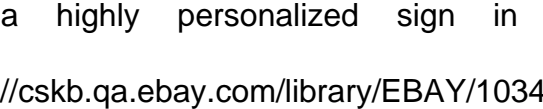


enter a password with eBay again? </li></ul></li></ul>Once you create a passkey, you can use it as your primary sign in method. You may see other sign in options if your operating system, device, or browser doesn't meet eligibility requirements, or if you're in a country where passkeys are unavailable.</li></ul></li></ul>What devices and platforms support passkeys? </li></ul></li></ul>Passkeys can be enabled on all eBay accounts. The passkeys feature is supported by Safari and Chrome browsers on Apple devices running iOS 16, iPadOS 16, macOS Ventura, and Google devices running Android 9+. Passkeys currently aren't supported on web view browsers and Windows devices.</li></ul></li></ul>What if my passkey fails? </li></ul></li></ul>You'll receive an error message and be prompted to sign in using an alternative method.</li></ul></li></ul>Can I continue to use my password instead of a passkey? </li></ul></li></ul>Yes, you can continue to use your password if you prefer. If you have a passkey set up but want to sign in using your password, go to the sign in page and select Need Help Signing In.</li></ul></li></ul>You can also turn off your passkey option in Sign in and Security settings in your eBay account. You can re-enable the passkey option later if you wish.</li></ul></li></ul>With passkeys, does eBay now have my biometric data? </li></ul></li></ul>No. Your biometric data is never shared with eBay.</li></ul></li></ul>I don't want to use passkeys, how do I get rid of this message? </li></ul></li></ul>Select Skip for now to bypass this message and enter your eBay account.</li></ul></li></ul>Can I use a passkey created on eBay.com to sign into eBay.co.uk? </li></ul></li></ul>When signing in to another eBay marketplace from your browser (for example, eBay.co.uk), you'll need to either set up a new passkey or sign in using another method.</li></ul></li></ul></h2></h2></li></ul></li></ul>GUIDE.DETAILED\_INFORMATION Account type </li></ul></li></ul>Personal or business account designation.</li></ul></li></ul>Username A username is a unique identifying name that a member's account is known by on the site. For your protection against fraud, your username cannot match the first part of your email address. The username also cannot be identical to another member's username, and it cannot be the same name or similar to the name of a store.

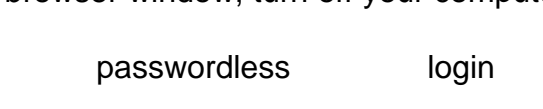
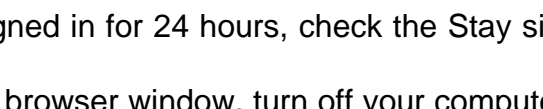
<ul> <li>When you register on eBay, you'll choose a username for your account.</li>  
<li>Your username can only include letters, numbers, periods, asterisks, underscores or dashes.</li> <li>Usernames are not case sensitive. A username will appear in lower-case letters on the site.</li> <li>If you already have a username, you can change it 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. <ul> <li>When you change your username, the change appears immediately, even in listings you're participating in.</li> <li>eBay automatically attaches your member and other important account information, including your Feedback Score, to your new username.</li> <li>The "Changed ID" icon will appear next to your username for 30 days.</li> <li>No one else can use your old username for 30 days. Within the same 30-day period, members can search for your profile using your new Username or your old one.</li> </ul> </li> <li>Password <ul> <li>A password is created at the time of registration and must contain certain characteristics to be considered safe.</li> </ul> <li>Email, phone and contact registration information <ul> <li>Every eBay account is registered with a unique email address and pertinent personal information, including first and last name, street addresses (addresses: registration, shipping, return, ship-from), city, state, zip code, and working and verifiable phone number.</li> <li>If a member forgets their username, they can log in with their email address or phone number instead. It must be the email address/phone number registered to their eBay account.</li> <li>Different email providers have different requirements for email address. For example, AOL allows email addresses that are between 3 and 16 characters long before the at (@) symbol.</li> <li>An email address can be registered to only one eBay account at a time.</li> <li>If you update the email address registered to your eBay account, you must wait 60 days before you can use the old email address on another eBay account.</li> <li>If you have 2 eBay accounts, and you want to switch an email address from one account to another, you will need to use a third email address on your eBay account. You will then have to wait 60 days for the email address that you previously used to

become available again.

- Signing in From April 2020 the sign in process will change to ask for one field of information per screen, i.e. member will be asked for email address, click next and will be asked for password on the next screen. Studies have shown this has increased sign in success rates by 3-4 percentage points.
- Asking for an email address/username first also allows us to direct the user to their preferred method of signing in creating a highly personalized sign in experience.



To stay signed in for 24 hours, check the Stay signed in checkbox. You'll stay signed in even if you close your browser window, turn off your computer, or disconnect from the Internet. Note: Users can activate passwordless login by setting up



through their account settings, and this will allow the member to use face, fingerprint or pin to login to eligible devices. For security reasons, you will occasionally be asked to sign in to use certain features:

- Change your user information (username, phone number, password, or email address)
- Open a seller account
- Start selling in a different browser
- Clear cookies from your browser
- Post to the Community Discussion Boards, Answer Center, or eBay Groups

For increased security, we'll occasionally ask you to enter a verification code. Use of the code prevents automated, unauthorized access to member accounts. Also, if your password needs to be strengthened, we may ask you to enter the verification code.

- Enter the verification code into the box and click Continue.
- If you're having trouble reading the code, click Refresh the image to receive a new code. You can also click Listen to the verification code if you would like to hear the code.

If you've signed in on an Android phone through Google Sign-in and wish to delink your account

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1473#unlink>>here's how</a>. If you've signed in through Facebook and wish to delink your account <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Delinking\_facebook">https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Delinking\_facebook">here's how</a>. Internal Information Note: If member needs to delink Apple, Google or Facebook sign-in due to ATO, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067#consequence">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067#consequence">ATO Consequence Guidelines</a>. Financial information <ul> <li>This is the financial information required in order to receive payouts, pay selling costs, and reimburse buyers (Payment options).</li> <li>Charity Donation Payment Method: Should a seller set up a charitable contribution account (501(c)3 IRS approved). This is where the payment method of these charitable contributions would be designated for collection.</li> <li>SMS and Instant Message provider: Members may request to receive text messages for eBay communications. The provider of such communication would be designated by member.</li> </ul> Account information may be changed on the site. This includes: <ul> <li>Changing username (once every 30 days).<a id="what\_can\_be\_changed" name="what\_can\_be\_changed">what\_can\_be\_changed"></a></li> <li>Changing password.</li> <li>Changing registered email address.</li> <li>Changing registration information: address and telephone number can always be changed. The registered name may not always be changed: <ul> <li>Due to potential liability issues, and for fraud-prevention purposes, we don't allow changes to the registration name in the following scenarios: <ul> <li>Private accounts on certain countries (if you cannot update your registration name, your country is in the blocked list)</li> <li>Business accounts on all countries (you can change the <em>business</em> name, but not the <em>personal</em> name)</li> </ul> </li> <li>This is by design and working as intended</li> </ul> <li>Changing other addresses.</li> <li>Changing or updating Automatic Payment Method.</li> <li>Changing your billing currency.</li> <li>Edit SMS and Instant

Message alerts provider.

- Changing shipping addresses Sellers must ship to the address the buyer provided during checkout when payment was made. Sellers are obligated to ship the item to the address provided by the buyer in Order Details, which will update immediately when the buyer changes the shipping address on file prior to purchasing the item. Members can update most other account information in the My eBay

Account settings Postal/Zip Codes Every country has their own system of Postal or Zip Codes that allow them to more efficiently sort and route mail within their postal systems. Typically, Postal/Zip Codes are placed at the end of the address.

Example	
99999	70458
99999-99999	38758-1250

You can find and/or validate Postal/Zip Codes on the following websites:

- [https://tools.usps.com/go/ZipLookupAction\\_input](https://tools.usps.com/go/ZipLookupAction_input)

Account info needs to be correct and updated The success of our marketplace depends on trust and transparency. Providing false contact information undermines both of these.

Falsifying or omitting contact information such as a member's name, address, and/or telephone number when registering is not permitted. Fax numbers and disconnected phone numbers are also prohibited. As stated in the User Agreement, a member may not:

- Post false, inaccurate, misleading, defamatory, or libelous content (including personal information).
- Use an invalid phone number. An invalid telephone number is a number that is disconnected, connected to a fax machine or is a wrong number for the member.

Account information for verification when member contacts us Internal information:

- When a member requests to add or delete a contact on their account, agents must verify and speak with the account

owner and proceed with hard verification.

- Account information for M2M contacts
- Trading partners also need to be able to communicate with each other. False contact information impedes communication between members and increases the likelihood of:
- Unpaid items
- INR/SNAD disputes
- Negative feedback
- Other transaction related problems

Issue 3 is set by a teammate after they have received a report of an invalid phone number.

While this issue/flag is on the account, all functions are restricted.

The member must confirm or update their phone number. They will be prompted to do so when signing in.

After the member has updated or confirmed the phone number, the flag is automatically removed.

UCI (Updating Contact Information) Internal information:

We are adding an additional prompt in Communicator to verify that the customer's phone number on file is the most up-to-date for applicable contacts.

If the customer confirms it is not their most up to date phone number, we will ask them to update it.

An email will be sent to the customer outlining the steps to update their phone number.


Confirming Customer Information To see screenshots of customer screens, click the appropriate tab and then click on any image to see a larger version.

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1034&ViewLocale=en\\_US#tabs-2](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1034&ViewLocale=en_US#tabs-2) Email invitation to update personal info


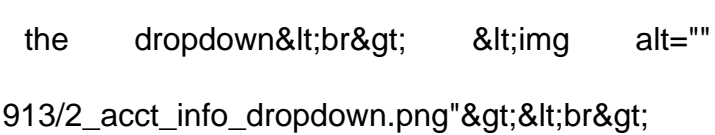
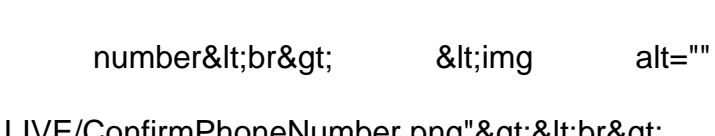
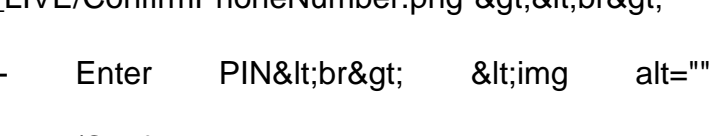
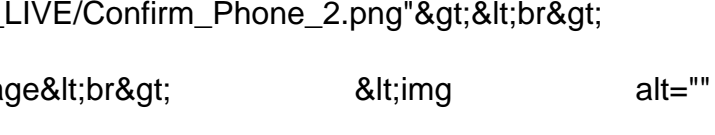
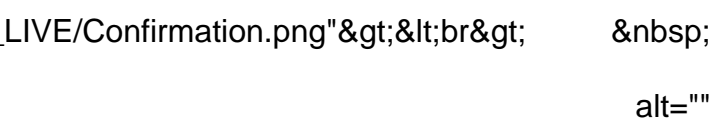
[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1034&ViewLocale=en\\_US#tabs-3](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1034&ViewLocale=en_US#tabs-3) Mobile screenshots

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1034&ViewLocale=en\\_US#tabs-4](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1034&ViewLocale=en_US#tabs-4) Site notification

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1034&ViewLocale=en\\_US#tabs-5](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1034&ViewLocale=en_US#tabs-5) Mobile notification



[https://cskb.qa.ebay.com/library/EBAY/1913\\_LIVE/Screenshot2.png](https://cskb.qa.ebay.com/library/EBAY/1913_LIVE/Screenshot2.png) Confirm Contact

Info  
src="https://cskb.qa.ebay.com/library/EBAY/1913\_LIVE/Mobile\_HelpProtectAcct\_2.png"><br>  
<br> Select country from the dropdown  
src="https://cskb.qa.ebay.com/library/EBAY/LIVE1913/2\_acct\_info\_dropdown.png"><br>  
<br> Confirm your phone number  
src="https://cskb.qa.ebay.com/library/EBAY/1913\_LIVE/ConfirmPhoneNumber.png"><br>  
<br> Confirm phone number - Enter PIN  
src="https://cskb.qa.ebay.com/library/EBAY/1913\_LIVE/Confirm\_Phone\_2.png"><br>  
<br> Confirmation page  
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alt="" src="https://cskb.qa.ebay.com/library/EBAY/1913\_LIVE/ConfirmInfo\_Mobile.png">  
</h2></h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE General instructions  
-<br>immediately below <a  
href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#signn">Signing in through Apple, Facebook or Google</a> <a  
href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#Pass">Enabling/disabling passkeys</a> <br> <br> General  
instructions To change your username: <ol> <li>Click My eBay at the top of any eBay  
page. You may be asked to sign in.</li> <li>Under Account, click the Personal  
Info<br>link.</li> <li>Click the Edit link next to your current username. You may be  
asked to sign in again.</li> </ol> <a  
name="Find\_Change\_Personal\_Info"></a>How do you find and update your personal  
information? eBay account information is located under the My eBay summary page, within the  
Account > Seller Account menu. The member should: <ol> <li>Sign into their eBay

account using their username, phone number or email address and password.</li>

</li>Refer member to their Account settings page by any of the following methods depending on how comfortable the user is with navigating our site: <ul> </li>[Tech savvy, experienced user]<br> Direct the member to hover over (or click-on if using a touch-screen) Hello [name/user ID] in the top left hand corner of any eBay page, and then click on Account settings from the dialog box</li> </li>[Lesser experienced user navigating eBay site]<br> Direct the member to double-click on My eBay in the top right hand corner of any eBay page, and then click on the Account tab on the My eBay page</li> </ul> </li>

</li>Then click Personal Information from the eBay Views menu on the left side of the screen. <ul> </li>From this screen, members can update: <ul> </li>Account Type</li> </li>User ID</li> </li>Contact information (email, phone, address, DOB)</li> </li>Payment options</li> </ul> </li> </ul> </li>

</li>From the menu on the left side of the screen, click Addresses, then under Registration address, click Change.<br> <br>  <ul>

</li>From this screen, members can update: <ul> </li>Email Address</li> </li>User ID</li> </li>Name (not always possible - See <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1034&ViewLocale=en\_US#what\_can\_be\_changed">Detailed Information</a> section in this article)</li> </li>Address</li> </li>Town/City</li> </li>State/County/Province</li> </li>Postal (Zip) Code</li> </li>Country</li> </li>Telephone</li> </li>Date of Birth</li> </ul> </li> </ul> </li>Choose the Edit (or Create or Add or Remove link to the right of the specific information).</li> </li>Make changes as appropriate.</li> </li>You will most likely be asked to sign in to their account with current password.</li> </li>Be sure to click Change Registration Information once info has been entered.</li> </li>Upon changing email address, you may be asked to follow



instructions for entering a confirmation code. If the page does not seem to be working, then use the link for Change of Email Address Confirmation in the Site Map.

Once the changes are saved, you will see Your registered user information has been updated and should see OK

populating all of the fields below:

 src="https://cskb.qa.ebay.com/library/EBAY/GUIDE1034/Changes%20made.png"/>

 height="230"

src="https://cskb.qa.ebay.com/library/EBAY/GUIDE1034/Correct%20Values.png"

width="550"/>

Internal information

Buyers and non-managed payment sellers can update their registration address and country. Managed payment registered sellers cannot update their country, except when their account has been taken over and account details changed.

See <https://cskbapp5.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1714#TalkingPoints>

for more details.

Member gets error message indicating that they cannot update their account with a particular email address

Verify using Agent Desktop that the intended email address isn't on an active account (if it is, it can't be entered onto another eBay account for at least 60 days after it is released from the current account it is on)

If it's not in use, continue to Step 2.

Guide the member through

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452>

browser troubleshooting.

If still unsuccessful, it's possible that:

Although the email isn't on an account currently, it may have been associated with an eBay account during the last 60 days (the member should keep retrying over the next 60 days when the email address may be available for use) or

It may be on a recently closed account. The member may be prompted in due course on reclaiming the email as per

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1051#TalkingPoints>

Registering an eBay account (for buying)

gets error message indicating that they cannot update their account with a particular user ID

- Ask the member for the intended user ID and ensure it meets the criteria. (at least 6 characters long and no more than 64 characters long)
- Verify using Agent Desktop that the user hasn't changed their user ID in the last 30 days. (if there has been a user id change in the last 30 days, consider the circumstances as to why the member is requesting a user ID change again)

If there has been no user ID change in the last 30 days (or if there has been and member is applicable to having their user ID changed), continue to step 3.

- Verify using Agent Desktop that the intended user ID isn't on an active account. (if it is, it can't be entered onto another eBay account for at least 30 days after it is released from the account it is currently on)
- If it's not in use, continue to Step 3.
- Guide the member through

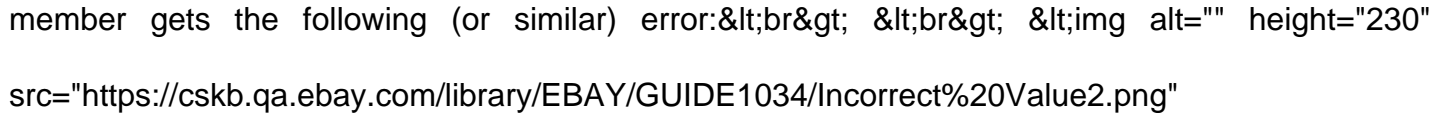
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452>

browser troubleshooting

- If unsuccessful, there are a number of remaining possibilities:
- A store name may be the same or too similar.
- An account which attempted registration with that user ID hasn't completed the registration, meaning the username may be on hold for 24 hours.
- It may have been associated with an eBay account during the last 30 days (the member can keep retrying over the next 30 days when the user ID may be available for use) or indeed a closed account, in which case the member should consider a different user ID instead.

Member got a Please Double Check Post Code error when updating their information

If a member gets the following (or similar) error:



Verify the Post Code is valid and matches the City and State that is on the account

You can find and/or validate Post Codes on the following website:

- <http://www.royalmail.com/find-a-postcode>

Member got an Invalid Name error when updating their information

src="https://cskb.qa.ebay.com/library/EBAY/GUIDE1034/Incorrect%20Name2.png"

width="550"> Verify the First and Last name fields are properly filled out. Keep in mind the registered name may not be changed in some cases.

See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1034&ViewLocale=en\\_US#what\\_can\\_be\\_changed](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1034&ViewLocale=en_US#what_can_be_changed) in this article for more information.

Detailed Information

[id="InvalidPhonenumberverification"](#)

[name="InvalidPhonenumberverification"](#) When an invalid phone number is reported to eBay

Verify member\* (refer to hard verification).

Check MAC notes and View Issues and confirm that the member has an open Issue 3 on their account.

If there is an open Issue 3 on the account, let the member know the issue has already been addressed.

If there isn't an open Issue 3 on the account, transfer call to e2M

Account for further action on the account.

Changing your billing currency

Select Site Map at the bottom of the eBay homepage.

Select My eBay at the top of the sitemap.

In the My Selling Account section, select Change Your Billing Currency. You may be asked to sign in.

Select your new currency from the Switch my billing currency to drop-down and select Continue.

If a payment method is required, you'll be given options to keep any current method already on file or to add a new payment method.

Choose a payment method and enter any information requested

If you choose an automatic payment method, you will be prompted to select a valid automatic payment method for the currency that you select.

A confirmation page will be displayed.

Instructions for a member to change password

Click

My eBay located at the top of most eBay pages. You may be asked to sign in.

Under Account, click Personal Info.

Click Edit next to Password. You will need to sign in again.

Enter your old password and new password in the spaces provided and click Submit.

The new password should be comprised of the following combination of symbols, numbers and upper and lower case letters:

At least 8 letters, numbers and special characters. Your password should be between 8 and 64 characters long.

Use multiple words without spaces.

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.

Avoid using personal information such as your name, your spouse's name, your pet's name, or your birthday.

Alternate password instructions

First, the member should make sure their email address (registered to the eBay account) is up to date.

Then the member can use this link to change their password:

<http://signin.ebay.co.uk/ws/eBayISAPI.dll?ChangePasswordAndCreateHint>

<http://signin.ebay.com/ws/eBayISAPI.dll?ChangePasswordAndCreateHint>

To administratively change a member's username: First confirm the username is available. A username that doesn't come up on a search in Unify is not necessarily available for use. Even if a username doesn't appear to be taken on your tools, it may be too close to a member's store name. The best way to check a username's availability is through the registration form.

[availability](#)

To check a username's availability: Important: Do not click Save on this form and actually change your username. Simply enter a username to find out if it is available and see suggestions.

Ask the member for a username that they wish to use.

Log into your @ebay.com employee account on ebay.com.

Go to Account Settings by hovering over your name in the upper left corner of any eBay

page.</li> <li>Select Personal Information.</li> <li>Select Edit next to your username.<br> Remember: Don't actually change your Username!</li> <li>Type the username that the member wishes to use into the New eBay Username box to check the availability</li> <li>Wait a moment. If the username the member wants is not available, other suggestions will be displayed</li> </ul> </li> </ol> If the customer wants us to change their username for them during the 30 day lockout You can confirm with the member that you will make the change for them only if it meets of the scenarios below. <ul> <li>The member included their SIN/SSN number</li> <li>The member included their full phone number</li> <li>The member's full first and last name is included in the username</li> <li>The member included their full address in the username</li> <li>The member included their full date of birth in the username</li> </ul> Changing a member's username:<ol> <li>Ask customer for the new username that they would like to use instead.</li> <li>Confirm that the User ID is available. <ul> <li>See steps to confirm above</li> </ul> </li> <li>Load the account in a Workbench in AD.</li> <li>Under the Account Details tab, select the pencil icon next to the User ID.</li> <li>A screen will appear on the right side of the AD view.</li> <li>After confirming the User ID one more time, enter the member's new User ID and select Change Member ID.</li> </ol>   <a id="signn" name="signn">Signing in through Apple, Facebook or Google</a> Signing in through Apple eBay members can sign into their account through Apple starting in April 2020.<ol> <li>Select Sign in</li> <li>Select Continue with Apple</li> <li>Enter the Apple ID and select the next arrow</li> <li>Enter the password associated with the Apple ID and select the next arrow</li> <li>A sign in verification pop-up will display and ask the user to allow the sign in of the Apple ID</li> <li>An Apple ID verification code will be sent to your Apple device to sign in</li> <li>Enter the six digit two-factor authentication/Apple verification code</li> <li>Select whether or not to trust this browser</li> <li>Select continue to sign in with Apple</li> <li>If an eBay

account already exists with the Apple ID email address, enter the eBay password to "link your accounts"

- The accounts are now linked, click continue

**Link eBay to Apple**

- Go to Account Settings
- Under Personal Info, select sign in and security
- Under Social Accounts, select edit next to Apple
- Log in with your eBay login information and click sign in
- Click continue with Apple
- Enter your Apple ID and click the next arrow
- Enter your Apple password and click the next arrow
- An Apple ID verification code will be sent to your Apple devices to sign in with
- Enter the six digit two-factor authentication/Apple verification code
- Select whether or not to trust this browser
- Click continue to sign in with Apple
- Click continue if you want to continue using eBay with your Apple ID

The accounts are now linked, click Continue

- Unlink Apple from eBay - Member has an eBay password
- Go to Account Settings
- Under Personal Info, select Sign in and security
- Under Social Accounts, select Edit next to Apple
- Click Continue with Apple
- Enter your Apple ID and click the next arrow
- Enter your Apple password and click the next arrow
- Click yes, unlink if you want to unlink your Apple ID

The accounts are unlinked. The member can now log in using their eBay username/email and password

- Unlink Apple from eBay - Member has NOT created an eBay password

If the member wants to unlink their Apple and eBay accounts but has NOT set up an eBay password, they will be asked to create one.

- Go to Account Settings
- Under Personal Info, select Sign in and security
- Under Social Accounts, select Edit next to Apple
- Click continue with Apple
- Enter your Apple ID and click the next arrow
- Enter your Apple password and click the next arrow
- Click continue if you want to Unlink your Apple ID and create an eBay password
- Create a new password by entering it in twice
- Click Save

<li>The accounts are unlinked. The member can now log in using their eBay username/email and password.</li> <li>Click done</li> </ol> Signing in through Facebook

eBay customers can sign into their account through Facebook from Aug 2018. This feature is available to business and personal accounts. When a customer has not yet signed in, we prompt customers to sign in at a number of entry points. We offer them the following options: <ul>

<li>Use email or eBay username to sign in</li> <li>Continue with a social media account (such as Facebook)</li> </ul> If they select Sign in with Facebook, we ask them to log into their Facebook. When they do this, eBay will receive their public profile and email address. Note: Captcha is a way websites help to prevent spam and automated extraction of their data. It's used to determine the entity signing in is human or a bot. If a customer sees a Captcha message and they are unable to sign into eBay through Facebook, ask them to clear the cache on their web browser.<br> <br> Here's an example:<br> <br>  1st time sign in through Facebook </ol> <li>Select Sign in.<br> Note: We prompt customers to sign in at a number of entry points.</li> <li>Select Sign in with Facebook.</li> <li>Log into Facebook with Email or Phone and Facebook password. A message verifies that eBay will receive the public Facebook profile and email address.</li> <li>Select Continue. We display the email address from Facebook.</li> <li>Verify the address.<br> Note: We offer the option to change the email address to the one on your existing eBay account.</li> <li>Enter eBay password</li> <li>Select Link your accounts.</li> <li>After sign in, continue shopping on eBay. Select Continue.</li> </ol> Do the eBay and Facebook email addresses match? If the email at Facebook does not match the email address we have on eBay, we'll offer the following options: <ul> <li>Already on eBay? - Link to an existing account - This enables the customer to provide the email address and password for the eBay account they already have or the one they prefer.</li> <li>Create your account - This creates a new eBay account

based on the email address provided by Facebook. Customers should only use this option if they are new to eBay or, for whatever reason, the customer wishes to have a new eBay account.

**Linking Facebook**

From most eBay pages, double-click **My eBay**.

Select the **Account** tab.

Select **Personal Info**.

Look for **Security Information**. If you have linked your eBay account to Facebook, you'll see **Facebook Account - Your accounts are linked**.

Select **Edit**.

If you have not previously established an eBay password, you'll be asked to create a new one.

Select **Continue**. You'll see a success message and a reminder to use your eBay password to sign in.

**Unlinking / Delinking Facebook**

**Note:** You cannot unlink/delink your Facebook from your eBay account using the eBay app or mWeb.

From most eBay pages, double-click **My eBay**.

Select the **Account** tab.

Select **Personal Info**.

Look for **Security Information**. If you have linked your eBay account to Facebook, you'll see **Facebook Account - Your accounts are linked**.

Select **Edit**.

If you have not previously established an eBay password, you'll be asked to create a new one.

Select **Continue**. You'll see a success message and a reminder to use your eBay password to sign in.

**Signing out from active sessions remotely**

Member will be able to view all their active sessions and log out remotely.

From most eBay pages, double-click **My eBay**.

Select the **Account** tab.

Select **Personal Info**.

Look for **Security Information** and click **Edit** next to **Devices where you're signed in**.

Click **Sign out** or sign out from all of them to terminate log in sessions.

Click **Sign out** in the confirmation pop up window.

**What is the "Personalized Sign" for Facebook and Google sign in?**

From May 2019:

One Time Verification required (so the system remembers you from that moment onward)

A personalized "Facebook



Sign-In"</li> </li>The "Google button" allows you to select the Google account for signing in</li> </li>Easier "Forgot password" flow</li> </ul> "Facebook button" personalization:     "Google button" allows account selection:     Need help signing in? new look:     <a id="Pass" name="Passkey"></a>Enabling/disabling passkeys Enabling passkeys </ol> </li>Go to My Account</li> </li>Select Sign in and security</li> </li>Passkeys should be the first option. If not, go to the Passkeys option</li> </li>Select Turn on on the right-hand side</li> </li>You'll be prompted to sign in using your current method</li> </li>When you see the Sign in faster with passkeys screen, select Add a passkey</li> </li>You'll be prompted to add a passkey. On iOS, you can select Continue with Touch ID or Other options</li> </li>You'll be redirected back to the Sign in and security page, where you'll see a confirmation message saying you turned on a passkey</li> </ol> <b>Disabling passkeys</b> </ol> </li>Go to My Account</li> </li>Select Sign in and security</li> </li>Passkeys should be the first option. If not, go to the Passkeys option</li> </li>Select Turn off on the right-hand side</li> </li>You'll be prompted to sign in with your passkey </li> </li>You'll be asked if you want to turn off your passkey and can select Turn off</li> </li>You'll be redirected back to the Sign in and security page, where you'll see a confirmation message saying You turned off your passkey</li> </ol> </h2>