

# Webstore App User Manual

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## Step-by-step Guide

The following guide will explain how to setup our Webstore app. You will also find here a list of frequently asked questions and answers.

If you need further assistance visit our support center at: [support.3dsellers.com](https://support.3dsellers.com).

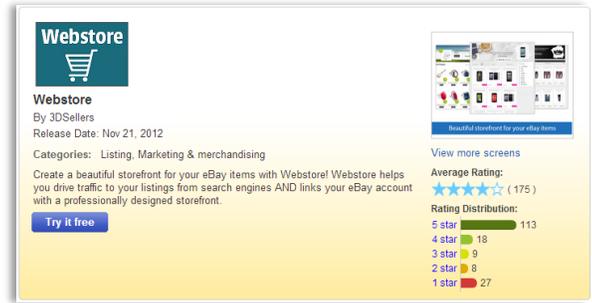
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# Subscribe & Activate Webstore

## Step 1:

Subscribe to the application at [eBay's app center](#).



The screenshot shows the 'Webstore' application page on the eBay App Center. The application is by 3DSellers, released on Nov 21, 2012, and is categorized under Listing, Marketing & merchandising. It has an average rating of 4.5 stars from 175 reviews. The rating distribution is as follows:

Star Rating	Count
5 star	113
4 star	18
3 star	9
2 star	8
1 star	27

There is a 'Try it free' button and a 'View more screens' link.

## Step 2:

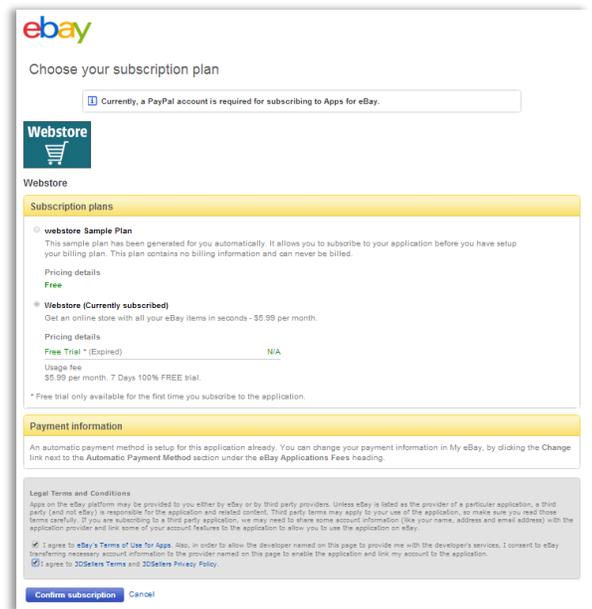
If you aren't logged-in in eBay, you will be asked to login.



The screenshot shows the eBay login page. It features the eBay logo and the text 'Welcome to eBay'. Below this is a 'Sign in' section with two input fields: 'Email or user ID' (containing 'your ebay user id') and 'Password' (containing '\*\*\*\*\*'). There is a checkbox for 'Stay signed in' and a 'Sign in' button. A link for 'Forgot your user ID or password?' is also present.

## Step 3:

In the next page you will be asked to agree to ours & eBay's Terms. Once you've read them checkmark both boxes and click "continue".



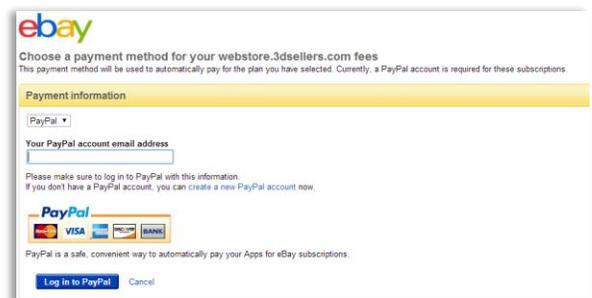
The screenshot shows the 'Choose your subscription plan' page for the 'Webstore' application. It includes a note: 'Currently, a PayPal account is required for subscribing to Apps for eBay.' There are two subscription plans:

- webstore Sample Plan**: This sample plan has been generated for you automatically. It allows you to subscribe to your application before you have setup your billing plan. This plan contains no billing information and can never be billed. Pricing details: Free.
- Webstore (Currently subscribed)**: Get an online store with all your eBay items in seconds - \$5.99 per month. Pricing details: Free Trial \* (Expired) NA. Usage fee: \$5.99 per month. 7 Days 100% FREE trial. \* Free trial only available for the first time you subscribe to the application.

Below the plans is a 'Payment information' section stating: 'An automatic payment method is setup for this application already. You can change your payment information in My eBay, by clicking the Change link next to the Automatic Payment Method section under the eBay Applications Fees heading.' There is also a 'Legal Terms and Conditions' section with two checkboxes: 'I agree to eBay's Terms of Use for Apps. Also, in order to allow the developer named on this page to provide me with the developer's services, I consent to eBay transferring necessary account information to the provider named on this page to enable the application and link my account to the application.' and 'I agree to 3DSellers Terms and 3DSellers Privacy Policy.' There are 'Confirm subscription' and 'Cancel' buttons.

## Step 4:

If this is the first eBay app you're signing up to you will be asked to set up your recurring payment in PayPal for your eBay apps.



The screenshot shows the 'Choose a payment method for your webstore.3dsellers.com fees' page. It includes a note: 'This payment method will be used to automatically pay for the plan you have selected. Currently, a PayPal account is required for these subscriptions.' There is a 'Payment information' section with a dropdown menu set to 'PayPal'. Below this is a field for 'Your PayPal account email address'. A note says: 'Please make sure to log in to PayPal with this information. If you don't have a PayPal account, you can create a new PayPal account now.' There are logos for PayPal, VISA, and AMERICAN EXPRESS. A note says: 'PayPal is a safe, convenient way to automatically pay your Apps for eBay subscriptions.' There are 'Log In to PayPal' and 'Cancel' buttons.

**Step 5:**

Wait while your app is activated. Keep in mind that you will also need to activate the app in your control panel.



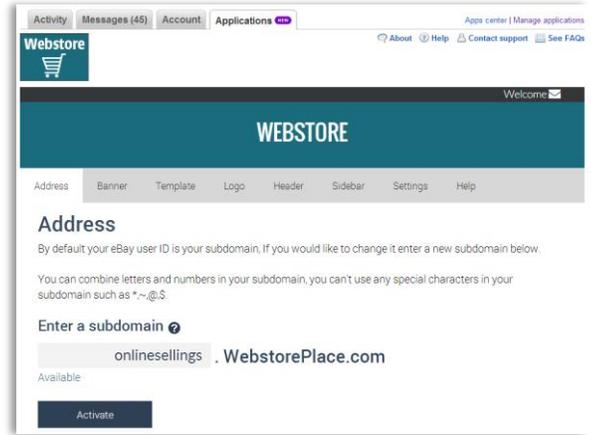
**Step 6:**

Next you will be redirected to your app management area on eBay, here you will find the "start" button for the app. Click on the "start" button to login to your control panel.



**Step 7:**

Next you will arrive at your app's control panel. Once you click on "Activate" your Webstore will be active and live under your chosen subdomain.



# Address

## Change Subdomain

### Step 1:

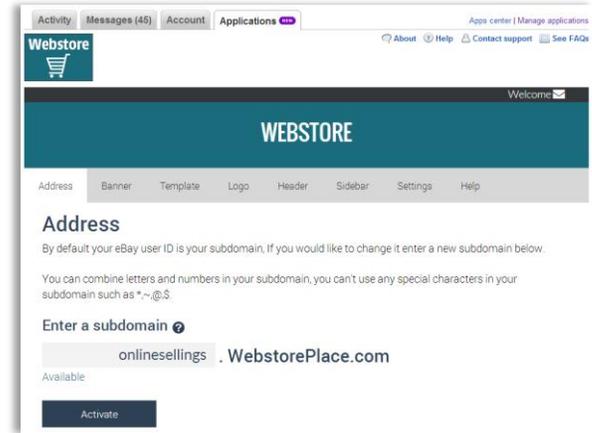
Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).



### Step 2:

Next you will arrive at your Webstore control panel. At the first tab you will be able to change your webstore's subdomain.

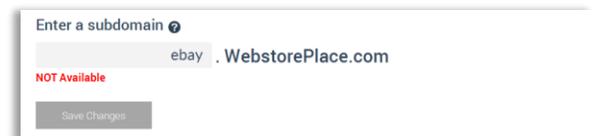
You can only use letters and numbers in your subdomain, you can't use any special characters such as &,\*,@ and \$.



### Step 3:

If the subdomain you entered isn't available you will see the words "Not Available" under the subdomain field.

Once you save your changes your new subdomain will be immediately live.

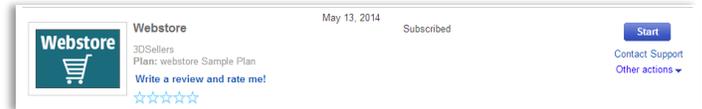


# Banner

## Add Banner

### Step 1:

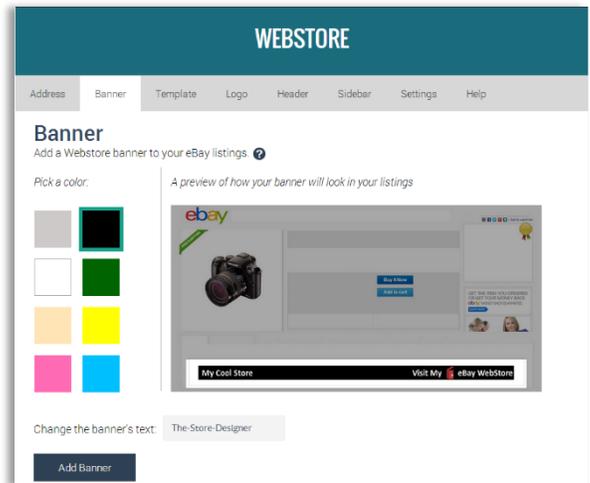
Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).



### Step 2:

Under your "Banner" tab you will be able to add a banner to your eBay listings.

To add a banner pick a color for the banner and click on "Add banner". You can also see an example how the banner will look in your eBay listings.



### Step 3:

Change the text on the banner and add your own "Call-to-Action" in the given field.

### Step 4:

Once you click on "Add banner" the banner will be added to your listing within 12 hours.

**Note:** The banner can't be added to listings that can't be revised such as auctions with bids or auctions that will end in the next 12 hours.

## Remove Banner

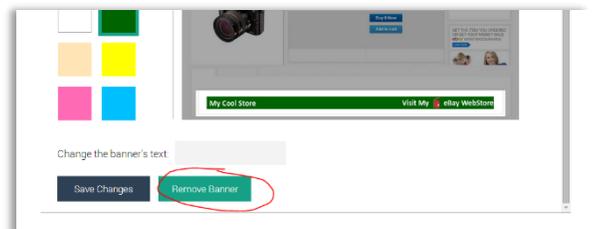
### Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).



### Step 2:

Under your "Banner" tab you will be able to remove the banner from your eBay listings. Simply click on the "Remove Banner" button to remove it.



### Step 3:

Once you click on the "Remove Banner" button the banner will be removed from all your listings within 12 hours.

# Template

## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).

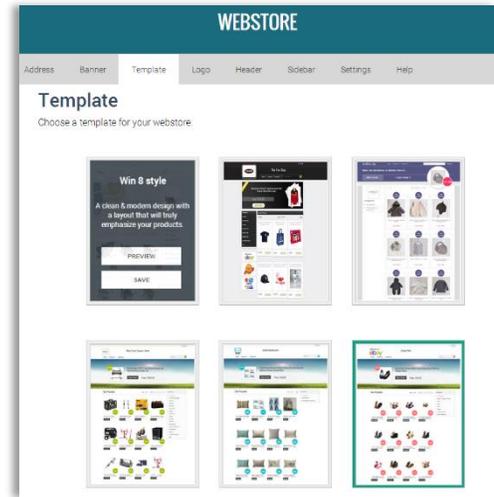


## Step 2:

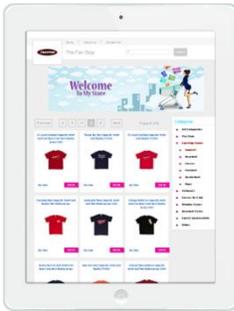
Under the "Template" tab you will find the design templates for your Webstore.

For each template you will find an option to "Preview" the template or "Save" it.

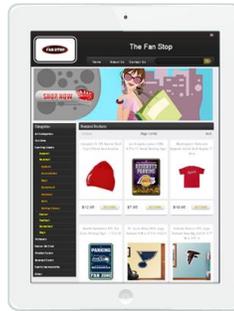
The preview option will allow you to view the template with your items in a new tab before choosing the template.



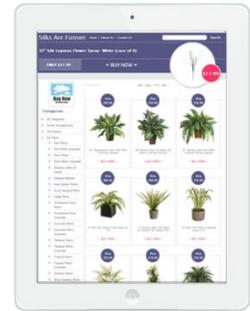
We offer 6 different templates: Win 8 Style, Electrify Black, French Lilac, Verde, Aquarius and Cherry Blossom.



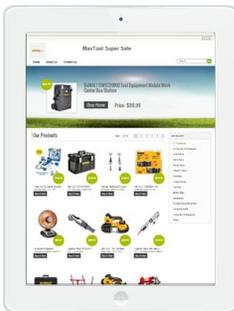
*Our Win 8 style template offers you a clean & modern design with a layout that will emphasize your items.*



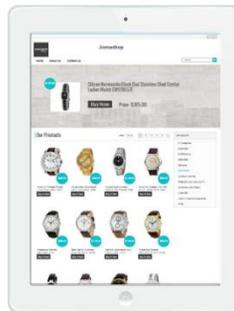
*Our Electrify Black template is a bold black & white template featuring icons in the sidebar.*



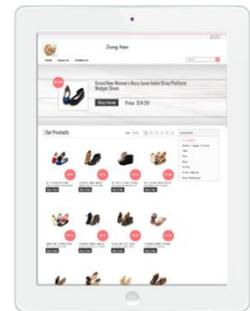
*Our French Lilac template has a soft lilac hue and a unique layout.*



*Our Verde template is a green hue responsive template with a full width header, dynamic sidebar and a selection of textures for the header.*



*Our Aquarius template is a turquoise hue responsive template with a full width header, dynamic sidebar and a selection of textures for the header.*



*Our Aquarius template is a pink hue responsive template with a full width header, dynamic sidebar and a selection of textures for the header.*

# Logo

## Change Logo

### Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).

### Step 2:

By default your webstore's logo will be your eBay profile image, but you can also choose one of our designed logos or upload a new logo.

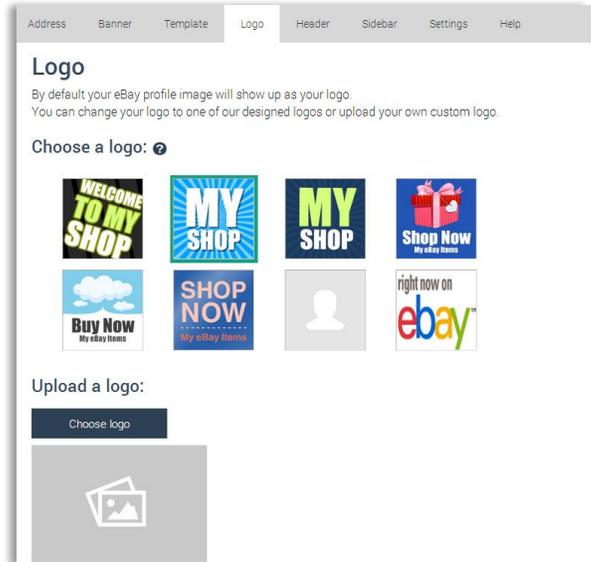
The recommended sizes for your logo are as following:

Win 8 Style: 175X146

Electrify Black: 221X135

French Lilac: 140X140

Verde, Aquarius and Cherry Blossom: 180X132



# Header

## Select Header

### Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).

### Step 2:

Under your "Header" tab you will be able to choose what to display in your webstore's header: featured item, designed header or a custom header. By default your featured item will be showing in your Webstore.

### Featured item:

You can choose which type of item to feature in your Webstore: newly listed, best match, ending soon, most expensive and cheapest item. Once you pick the type click on "Save" to save the type.

### Designed header:

You can also choose one of our designed headers for your header. Click on the header to choose it.

### Custom header:

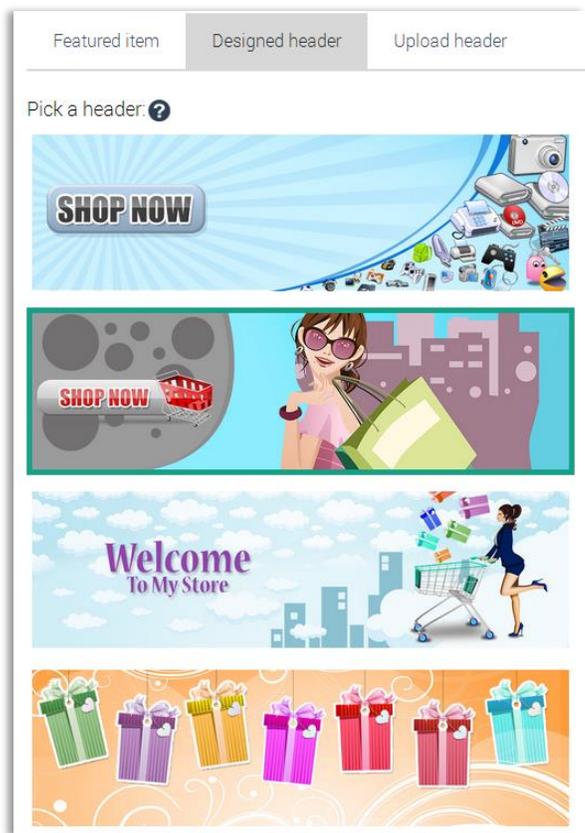
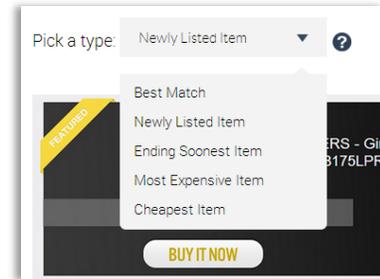
You can upload your own custom header. Recommended sizes are as following:

Win 8 Style: 1150X350

Electrify Black: 960X300

French Lilac: 960X300

Verde, Aquarius and Cherry Blossom: 1150X260



## Change featured item background

When using templates Verde, Aquarius and Cherry Blossom you will be able to change the background for your featured item.

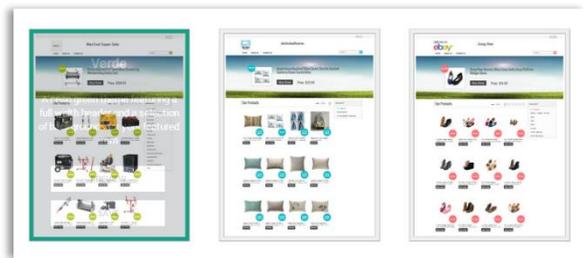
### Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).



**Step 2:**

Select one of these templates under your "Template" tab.

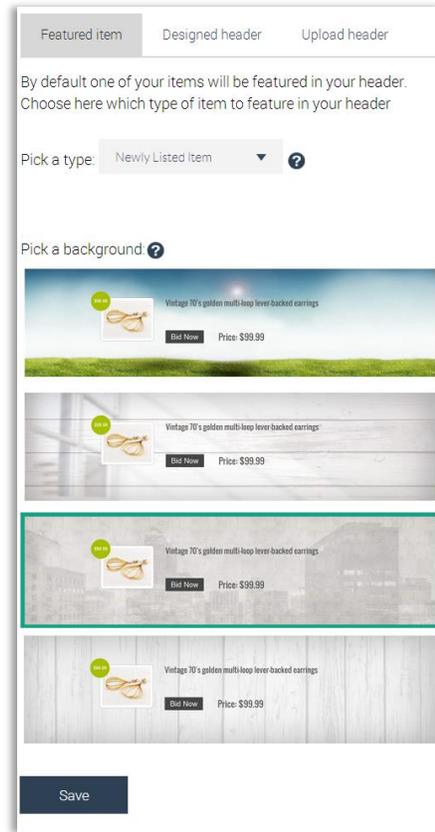


**Step 3:**

Go to your "Header" tab. Under your header tab choose your "Featured item" tab. Here you will find 4 different backgrounds from which you can choose the background for your featured item. Click on "Save" to save the background.

**Step 4:**

Click on "Save" to save the background.



**Upload header**

**Step 1:**

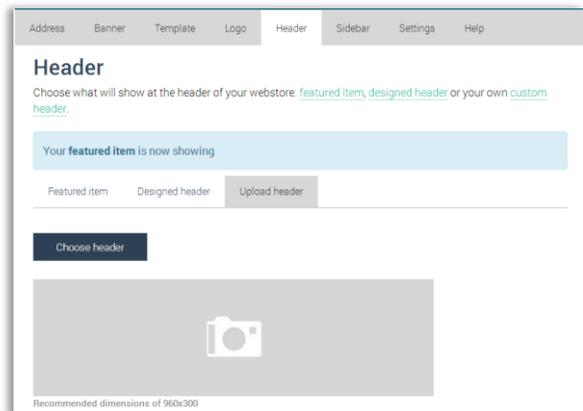
Access your control panel by going to: [My eBay > Applications > Webstore](#).

**Step 2:**

Go to your "Header" tab and choose the "Upload header" tab. Click on the "Choose header" button.

Recommended sizes for the custom header are as following:

- Win 8 Style: 1150X350
- Electrify Black: 960X300
- French Lilac: 960X300
- Verde, Aquarius and Cherry Blossom: 1150X260



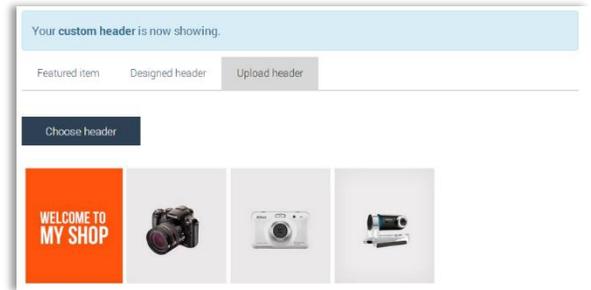
*Step 3:*

Select the header from your PC. Once you select the image you will see it loading in your control panel.



*Step 4:*

Once your header loads you will see it in your control panel. Your new header will automatically show in your Webstore.



## Sidebar

When using templates Verde, Aquarius and Cherry Blossom you will be able to add widgets to your webstore's sidebar including social buttons, text box, newsletter button and PayPal/Top Rated Seller badge.

### Social buttons widget

#### Step 1:

Access your control panel by going to: [My eBay > Applications > Webstore](#).

#### Step 2:

Go to your "Sidebar" tab. Under "Social Buttons Widget" fill out your social links as following:

Facebook: [www.facebook.com/3dsellers](http://www.facebook.com/3dsellers) (page name or page ID)

Twitter: <https://twitter.com/3DSellers> (Twitter username)

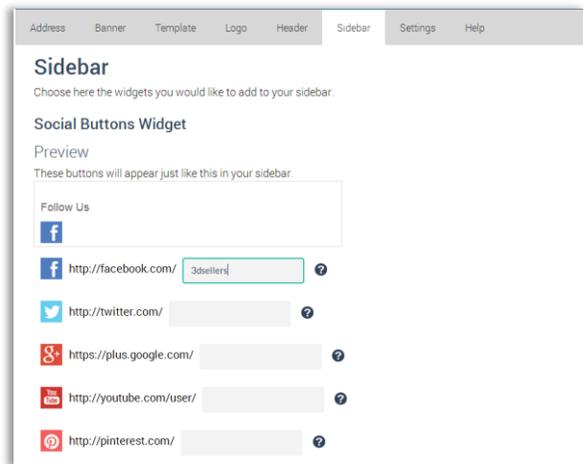
Google +: <https://plus.google.com/+3dsellers> (Page name or profile ID)

YouTube: [www.youtube.com/user/3DSellersOfficial](http://www.youtube.com/user/3DSellersOfficial) (YouTube user name)

Pinterest: <http://www.pinterest.com/3dsellers> (User name)

#### Step 3:

Once you fill out the fields save your changes by clicking on the "Save" button in the bottom.



### Text widget

#### Step 1:

Access your control panel by going to: [My eBay > Applications > Webstore](#).

#### Step 2:

Go to your "Sidebar" tab.

Under "Text Widget" checkmark "Show text widget".

#### Step 3:

Enter your own title and text for the text box, or leave the default text.

#### Step 4:

Once you fill out the fields save your changes by clicking on the "Save" button in the bottom.



### Newsletter widget

#### Step 1:

Access your control panel by going to: [My eBay > Applications > Webstore](#).

#### Step 2:

Go to your "Sidebar" tab.



Under “Newsletter Widget” checkmark “Show newsletter widget”.

*Step 3:*

Save changes by clicking on the “Save” button below.

## PayPal/ Top Rated Seller badge

*Step 1:*

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).

*Step 2:*

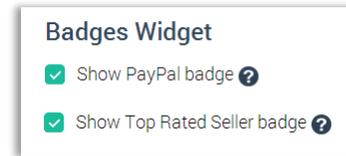
Go to your “Sidebar” tab.

Under “Badges” checkmark “Show PayPal badge” and/or “Show Top Rated Seller” badge.

**Note:** The option to add a top rated seller badge will only show up for top rated sellers.

*Step 3:*

Save changes by clicking on the “Save” button below.



# Settings

## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Webstore](#).

## Step 2:

Go to your "Settings" tab.

## General settings:

### Change store name:

Under "Store title" fill out the name you want for your store. This will change the name of the store that appears in search results and the title at the top of your Webstore.

### Items per page:

Under "items per page" you can decide how many of your items will show in each page.

### Sort items by:

Similarly to eBay sorting options, you can choose here by which order to show the items in your Webstore: Best match, newly listed, ending soon, most expensive or cheapest item.

## About page:

### Contact information:

You can fill out here your email, phone number and Skype username. This information will appear at the top of your homepage (in our Verde, Aquarius and Cherry Blossom templates) and in your about page.

### About us:

You will find in your "About us" page a default text, you can change it here or replace it with your own store description.

### Shipping policy:

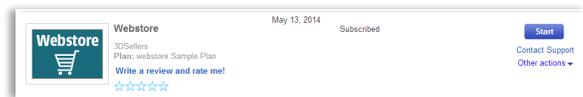
You can fill out and edit your shipping policy here. This information will appear in your "About us".

### Return policy:

You can fill out and edit your return policy here. This information will appear in your "About us".

## Social networks:

You can fill out here the links to your social accounts and link your Webstore with your Facebook, Twitter and Pinterest accounts.

A screenshot of the 'General Settings' form. It has three rows of settings. The first row is 'Store title:' with a text input field containing 'webstore' and a question mark icon. The second row is 'Items per page:' with a dropdown menu showing '24' and a question mark icon. The third row is 'Sort items by:' with a dropdown menu showing 'Best Match' and a question mark icon.A screenshot of the 'About Page' form. It has a title 'About Page' and a section 'Contact Information: ?'. Below this are three rows of input fields: 'Email:', 'Phone:', and 'Skype:'. Each field has a question mark icon to its right.A screenshot of the 'About us' text editor. At the top, it says 'About us: ?'. Below that is a rich text editor with a menu (File, Edit, View, Format) and a toolbar with icons for undo, redo, bold, italic, bulleted list, numbered list, link, unlink, and image. The text area contains a default message: 'We are committed to your full satisfaction and strive to provide our customers with a easy and carefree shopping experience. So if you have any questions or special requests don't hesitate to contact us. Feel free to browse through our webstore using the categories on the right side panel, or use the search window to search for what you've been looking for. Didn't find what you've been looking? contact us and we will be happy to help you out. Happy Shopping!'. At the bottom, there is a small 'p' icon.

This will link your social icons at the right top corner of your homepage with your social accounts.

**Step 3:**

Once you change your store name save your changes by clicking on the "Save" button in the bottom.



**Social Networks: ?**

Facebook URL:

Twitter URL:

Pinterest URL:

## FAQ

**Q: What is "Webstore"?**

*A: Webstore is a ready-to-use solution that with 1-click creates an eBay storefront for your eBay items outside of eBay. This allows you to increase traffic driven to your eBay items from Google, Bing and other search results.*

**Q: How do I open a Webstore?**

*A: To subscribe to Webstore and start your 7-day trial go to eBay's app center: [eBay App Center](#) > [Webstore](#).*

**Q: Will Webstore replace my eBay store design?**

*A: Webstore does not change the design of your eBay store, instead it displays your eBay listings in a designed storefront outside of eBay. If you are looking for an app that will design your eBay store check out our [Store Designer](#) app.*

**Q: Do I need an eBay store to use Webstore?**

*A: You don't need to own a store on eBay to use Webstore. Webstore is actually the perfect solution for eBay sellers that don't have a store but that still want a short store URL and a storefront.*

**Q: How long will it take until my Webstore is live?**

*A: Once you click on "Activate" in your control panel your Webstore will immediately be live. If your Webstore doesn't activate and stays in "Preview mode" visit our [support center](#) or contact us at: [support@3dsellers.com](mailto:support@3dsellers.com).*

**Q: How do I access my control panel?**

*A: To access your Webstore control panel login to your eBay account. Then go to: My eBay > [Applications](#) > [Webstore](#)*

**Q: Why do I need a unique sub-domain?**

*A: Your Webstore sub-domain can act as your business card. It provides you with a short URL for your eBay listings that you can use in social networks, emails, blogs and forums etc. to promote your Webstore.*

**Q: How long does it take until my Webstore is indexed in search results?**

*A: It can take up to a few weeks until search engines fully index your Webstore.*

**Q: I've changed my eBay user ID, what should I do?**

*A: If you've changed your seller ID please contact us at [support@3dsellers.com](mailto:support@3dsellers.com) so that we can update your new user ID in our database.*