My Account

FAQs

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HUAWEI

HUAWEI TECHNOLOGIES CO., LTD.

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1 Basic Information (for HUAWEI ID)

1.1 Account Information

1.1.1 What Is a HUAWEI ID?

A HUAWEI ID is a unified identity that you can use to access all Huawei services. You can register a HUAWEI ID and manage it on the HUAWEI ID website.

1.1.2 What Is a HUAWEI CLOUD Tenant?

A HUAWEI CLOUD tenant is generated after you register a HUAWEI ID and enable HUAWEI CLOUD services with the ID. The HUAWEI CLOUD tenant is a top-level object that you can use to manage your contracts, funds, orders, and resources on HUAWEI CLOUD. Each HUAWEI CLOUD tenant has a unique name and ID.

1.1.3 What Is the HUAWEI CLOUD Tenant Name?

The HUAWEI CLOUD tenant name is your account name for using HUAWEI CLOUD services. If the tenant name is different from the login ID of your HUAWEI ID, both the tenant name and the login ID are displayed in My Account. If they are the same, only the login ID is displayed. To change the tenant name, see **Changing the Tenant Name**.

1.1.4 What Is an Admin Mobile Number?

An admin mobile number can be used for logging in to HUAWEI CLOUD and receiving news and promotion messages. If you use a mobile number to register two or three HUAWEI IDs and have enabled HUAWEI CLOUD services for the HUAWEI IDs, the mobile number becomes an admin mobile number. After you log in using the second or third HUAWEI ID registered using the mobile number, you will see the mobile number displayed next to **Admin Mobile Number** in the **HUAWEI ID Information** area in My Account. To change the admin mobile number, click **Manage** to go to the HUAWEI ID Account center.

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1.1.5 Why Is There No Service Email Address Displayed in the HUAWEI CLOUD Tenant Information Area?

- Reason 1: Before association, your HUAWEI CLOUD account does not have an email address, and your HUAWEI ID has an email address that is used by another HUAWEI CLOUD account. After the association is complete, the email address goes with the HUAWEI ID, and no service email address is displayed in the **HUAWEI CLOUD Tenant Information** area.
- Reason 2: Your HUAWEI ID and HUAWEI CLOUD account have been associated with each other, and neither of them has an email address. If you specify an email address used by another HUAWEI CLOUD account for the HUAWEI ID, the email address goes with the HUAWEI ID, and no service email address is displayed in the **HUAWEI CLOUD Tenant Information** area.
- Reason 3: Before HUAWEI CLOUD services are enabled, your HUAWEI ID has an email address and mobile number and the email address has been used by another HUAWEI CLOUD account. After HUAWEI CLOUD services are enabled, the email address goes with the HUAWEI ID, and no service email address is displayed in the **HUAWEI CLOUD Tenant Information** area.

To change the service email address, see **Changing the Service Email Address**.

1.1.6 Why Is There a Service Email Address Displayed in the HUAWEI CLOUD Tenant Information Area?

- Reason 1: Before association, the email address of the HUAWEI ID is different from that of the associated HUAWEI CLOUD account and has been used by another HUAWEI CLOUD account. After the association is complete, your HUAWEI CLOUD account and HUAWEI ID keep their own email addresses. The email address of your HUAWEI CLOUD account becomes the "service email address" displayed in the **HUAWEI CLOUD Tenant Information** area.
- Reason 2: Your HUAWEI CLOUD account and HUAWEI ID have the same email address and have been associated with each other. If you change the email address of the HUAWEI ID to an email address used by another HUAWEI CLOUD account, the new email address goes with the HUAWEI ID, and the original email address goes with the HUAWEI CLOUD account and becomes the "service email address" displayed in the **HUAWEI CLOUD Tenant Information** area.

To change the service email address, see **Changing the Service Email Address**.

1.1.7 How Do I Know Whether I Have Logged In with a HUAWEI ID or HUAWEI CLOUD Account?

If **HUAWEI ID Information** is displayed on the **Basic Information** page of My Account, you have logged in with a HUAWEI ID. Otherwise, you have logged in with a HUAWEI CLOUD account.

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1.1.8 Why a Message Is Displayed Indicating that My HUAWEI ID and HUAWEI CLOUD Account Have Different Mobile Numbers?

- **Scenario 1: The mobile number of your HUAWEI ID is different from that of your HUAWEI CLOUD account.**
  - Reason 1: Before association, your HUAWEI ID and HUAWEI CLOUD account have the same email address but different mobile numbers, and the mobile number of the HUAWEI ID has been used to register three HUAWEI CLOUD accounts. After the association is complete, the HUAWEI ID and the associated HUAWEI CLOUD account keep their original mobile numbers.
  - Reason 2: Your HUAWEI ID and HUAWEI CLOUD account have been associated with each other and have the same mobile number. If you change the mobile number of the HUAWEI ID to a mobile number that has been used to register three HUAWEI CLOUD accounts, the HUAWEI ID uses the new mobile number and the HUAWEI CLOUD account keeps the original mobile number.
- **Scenario 2: Your HUAWEI CLOUD account has a mobile number but your HUAWEI ID does not have one.**

  Your HUAWEI CLOUD account and HUAWEI ID have been associated with each other through the same email address. The HUAWEI CLOUD account has a mobile number but the HUAWEI ID does not have one. After the association is complete, the HUAWEI CLOUD account keeps the original mobile number.

  Specify a mobile number that is not used by any HUAWEI CLOUD account for the HUAWEI ID, and change the mobile number of the HUAWEI CLOUD account to the same mobile number by referring to **Changing the Service Mobile Number**.

1.1.9 In What Circumstances Will HUAWEI CLOUD Services Be Frozen?

HUAWEI CLOUD services will be frozen in any of the following circumstances:

- You have violated national laws and regulations or Huawei's security requirements.
- Real-name authentication has not been completed.
- Your cloud services are not renewed in the retention period.
- You have become a partner, such as a reseller.
- You have submitted a request to disable HUAWEI CLOUD services.
- You are associated with a partner by reseller model and your expenditures exceed the budget allocated by the partner.

1.1.10 In What Circumstances Will HUAWEI CLOUD Services Be Suspended?

HUAWEI CLOUD services will be suspended in any of the following circumstances:

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- You have violated national laws and regulations, purchased pay-per-use resources but have not made payments, sent junk emails, or suffered from DDoS attacks that caused losses to HUAWEI CLOUD.
- Real-name authentication has not been completed.
- Your account balance is insufficient.
- You have become a partner, such as a reseller.
- Your HUAWEI ID is an enterprise member account and has insufficient budget.
- Your HUAWEI ID has security risks and cannot purchase pay-per-use resources.

  NOTE

  If your HUAWEI ID is suspended due to security purposes, go to the **Create Service Ticket** page, choose **User Account** > **Account Freezing/Suspension**, and submit a service ticket to confirm your identity and restore your HUAWEI ID.

  To verify your identity, choose **a method** based on your **account type**. If you choose to upload a **video**, compress it into an RAR file and then upload the file.

  - **Individual account**

    Method 1: Provide the photo of the account owner holding the original copy of the household register.

    Method 2: Record a 5s video of the account owner holding the original copy of the Resident Identity Card showing the front side.

  - **Enterprise account**

    Method 1: Record a 5s video of the legal representative holding the original copy of the Resident Identity Card showing the front side.

    Method 2: Record a 5s video of the authorized person holding the original copy of the Resident Identity Card showing the front side. If you choose this method, you must also provide the authorization letter of the legal person.

1.2 Registration

1.2.1 Will My Account Take Effect Immediately After Registration Is Completed?

Your account will take effect immediately after successful registration.

1.2.2 Can I Change My Registration Country/Region?

No, you cannot change the registration country/region of your HUAWEI ID. However, you can delete your HUAWEI ID and register a new one in the target country/region.

If you have already enabled HUAWEI CLOUD services with your HUAWEI ID, contact your account manager. If you want to change the country/region information of your HUAWEI CLOUD tenant, contact your account manager and provide your identity certificate issued in your country/region. The change will take effect only for your HUAWEI CLOUD services.

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1.2.3 Why Can't I Use My HUAWEI ID to Enable HUAWEI CLOUD Services?

Resolve the issue based on the following situations. If the problem persists, contact us at https://www.huaweicloud.com/en-us/about/contact.html.

1. The registration country/region of your HUAWEI ID (for example, a European country/region) is outside the service scope of HUAWEI CLOUD. In this case, register a new HUAWEI ID in another country/region where HUAWEI CLOUD services are available. If you already have a HUAWEI ID whose registration country/region is within the service scope, log in with this HUAWEI ID and enable HUAWEI CLOUD services.

   To view the registration location of your HUAWEI ID on a mobile phone, do as follows:

   On phones sold in the Chinese mainland: Go to **Settings** > **HUAWEI ID** > **Settings** > **About**.

   On phones sold outside the Chinese mainland: Go to **Settings** > **HUAWEI ID** > **Settings** > **About** > **HUAWEI ID Notice**.
2. The email address associated with your HUAWEI ID has already been used to register a HUAWEI CLOUD account or enable HUAWEI CLOUD services. In this case, change the email address of your HUAWEI ID or log in to HUAWEI CLOUD using this email address.
3. The registration country/region of your HUAWEI ID is China, but the mobile number of your HUAWEI ID is not registered in the Chinese mainland. In this case, change the mobile number to a Chinese mainland mobile number.

   To do so, perform the following:

   a. Log in to the HUAWEI ID website, and go to **Account center** > **Account & security**.
   b. Click **Change** next to **Phone number**, and complete the verification.
   c. Select **+86(China)** from the country/region drop-down list, complete the verification, and click **CHANGE**.
4. The mobile number associated with your HUAWEI ID has been used to enable HUAWEI CLOUD services for three times. Use another HUAWEI ID, or disable HUAWEI CLOUD services if you haven't used them yet.

1.2.4 Can I Use the Same Email Address to Register at HUAWEI CLOUD China and HUAWEI CLOUD International?

No. You need to use different email addresses for them.

1.2.5 Can I Use the Same HUAWEI ID to Enable Both HUAWEI CLOUD China and HUAWEI CLOUD International?

No, you can't. If the registration country/region of your HUAWEI ID is China, the ID can only be used to enable HUAWEI CLOUD China. Otherwise, the ID can only be used to enable HUAWEI CLOUD International.

If the registration country/region is wrong, it is recommended that you deregister your HUAWEI ID at the **HUAWEI ID website** and register a new one.

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1.2.6 Can I Use the Same Mobile Number to Enable HUAWEI CLOUD Services for Multiple Times?

Yes, you can use the same mobile number to enable HUAWEI CLOUD services for three times. To do so, register a new HUAWEI ID using this mobile number on the HUAWEI CLOUD official website every time when you enable HUAWEI CLOUD services.

1.2.7 Can I Use the Same Email Address to Enable HUAWEI CLOUD Services for Multiple Times?

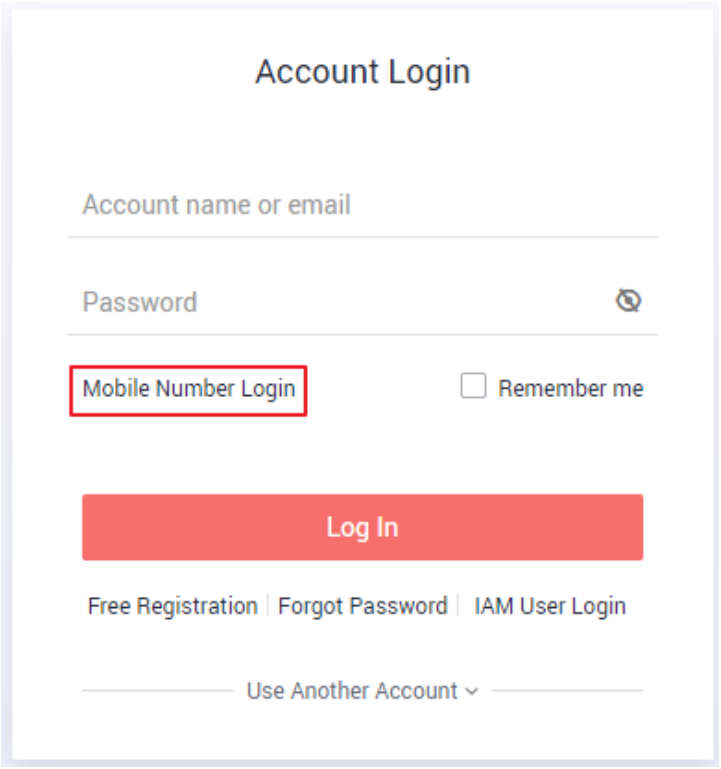
No, you can use the same email address to enable HUAWEI CLOUD services only once.

1.2.8 What Can I Do If the System Is Busy When I Enable HUAWEI CLOUD Services?

Clear the browser cache or use another browser, and then try again.

1.2.9 How Do I Query the Number of HUAWEI CLOUD Accounts Registered by Using My Mobile Number?

1. Click **Mobile Number Login** on the **Account Login** page.



2. Enter your mobile number and check the displayed message.

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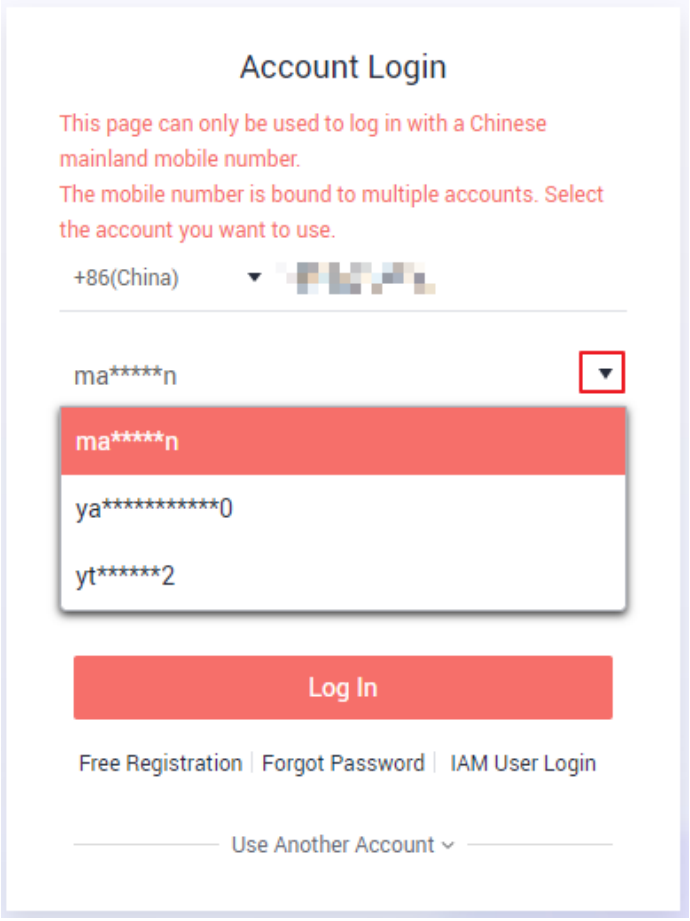

1.3 Login

1.3.1 How Do I Log In to HUAWEI CLOUD If I Have Forgotten My HUAWEI ID?

You can log in to HUAWEI CLOUD using the email address or mobile number associated with your HUAWEI ID.

1.3.2 Why Can't I Log In After I Provide the Correct Account Information?

Resolve the issue based on the following situations. If the problem persists, submit a service ticket.

1. Your HUAWEI CLOUD account has already been upgraded to a HUAWEI ID, and the HUAWEI CLOUD account name is now called "HUAWEI CLOUD tenant name". Please log in using the login ID, mobile number, or email address of your HUAWEI ID, which have already been sent to you through SMS or email after the account upgrade.
2. You have a HUAWEI CLOUD account and HUAWEI ID. The password you entered does not match the selected account. Log in using the correct account information.

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3. Your account is an e+Partner administrator account. Please log in by selecting **Huawei Enterprise Partner** on the login page.
4. Your account is a Huawei official website account. Please log in by selecting **Huawei Official Website Account** on the login page.

1.3.3 Why Can't I Log In Using My Huawei Official Website Account Registered at uniportal.huawei.com?

If you have not associated your Huawei official website account with HUAWEI CLOUD, associate the account with your HUAWEI ID at **uniportal.huawei.com**. Then you can use your HUAWEI ID to access all Huawei services. If you do not have a HUAWEI ID, register one at **id.huawei.com**.

1.3.4 When I Reset My Password, a Message Is Displayed Indicating that My Account Information Does Not Exist. What Should I Do?

Check whether you have entered the information about a HUAWEI CLOUD account or IAM user. If yes, click **Reset via HUAWEI Cloud/IAM account instead** and reset the password.

1.3.5 What Can I Do If I Cannot Receive a Verification Code?

You need to enter a verification code when you bind or change the mobile number or email address or reset the password. If you cannot receive a verification code, perform the following operations.

Cannot Receive the SMS Verification Code?

- Check whether the mobile number is correct. If it is incorrect, go to the **Basic Information** page of My Account, click **Manage** next to **HUAWEI ID Information**, and then change the mobile number in Huawei Account center.
- Check whether your mobile phone is suspended. Credits added to a mobile phone generally take effect within 24 hours. Use another mobile phone or try again after 24 hours.
- Check whether the SMS message is blocked. If this happens, disable SMS message blocking on your mobile phone.
- SMS messages may be lost due to poor network conditions. In this case, send a verification code again or try again later. Alternatively, install the SIM card to another phone and try again.
- Clear the browser cache or use another browser, and then try again.

If you cannot receive a verification code after you perform the preceding operations, try email verification.

If both your mobile phone and email address cannot receive a verification code, contact customer service.

Cannot Receive the Email Verification Code?

- Check whether the email address is correct. If it is incorrect, go to the **Basic Information** page of My Account, click **Manage** next to **HUAWEI ID Information**, and then change the email address in Huawei Account center.

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- Check whether the email account is normal and check the junk folder.
- Add **no_reply@info.huaweicloud.com** to the whitelist of your email account.
- Mails may be lost due to poor network conditions. In this case, send a verification code again or try again later.
- Clear the browser cache or use another browser, and then try again.

If you cannot receive a verification code after you perform the preceding operations, try mobile number verification.

If both your mobile phone and email address cannot receive a verification code, contact customer service.

1.3.6 How Do I Reset My Password?

If you have forgotten the password of your IAM user or HUAWEI CLOUD account, reset the password by referring to **Resetting IAM User Password or HUAWEI CLOUD Account Account PasswordResetting IAM User Password or HUAWEI CLOUD Account Account Password**.

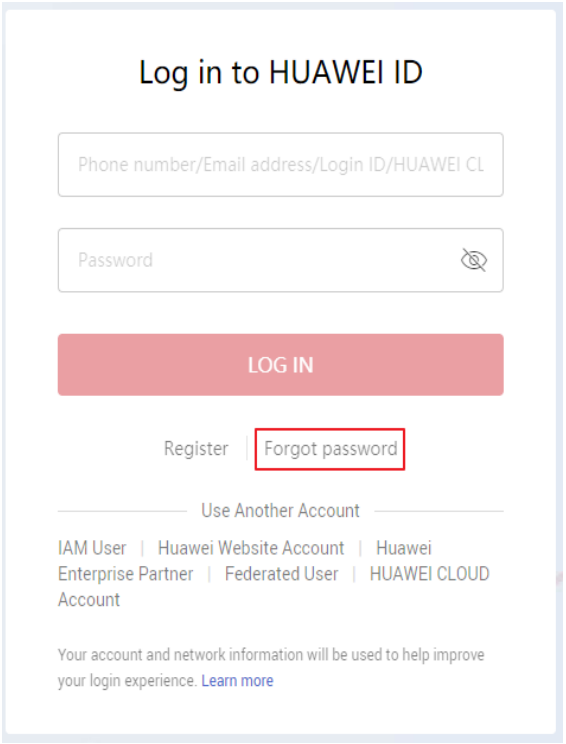
If you have forgotten the password of your HUAWEI ID, reset the password by referring to **Resetting HUAWEI ID Password**.

Resetting IAM User Password or HUAWEI CLOUD Account Account Password

If you are an IAM user and have not bound any email address or mobile number to your account, request the administrator to **reset your password**reset your password by following the instructions in "IAM Users" of the *User Guide*.

Step 1 On the HUAWEI CLOUD login page, click **Forgot passwordForgot Password**.

Figure 1-1 Resetting the password



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Step 2 Click **Regain access to your HUAWEI CLOUD**.

Step 3 Specify the account or IAM user for whom you want to reset the password, and enter the CAPTCHA code.

NOTE

- Account: Created upon successful registration with HUAWEI CLOUDthe cloud platform. The account has full access permissions for all of its cloud services and resources and makes payments for the use of these resources. After account login, you will see the account marked **Enterprise administrator** on the **Users** page.
- IAM user: Created using your account. IAM users can log in to HUAWEI CLOUDthe cloud platform using the account name, username, and password, and then use resources based on assigned permissions. IAM users do not own resources and cannot make payments.

Step 4 Select a verification method, enter the verification code, and click **Next**.

NOTE

- Ensure that the mobile number or email address you entered is correct. Otherwise, the password cannot be reset.
- If you do not receive the verification code, see **Why Am I Not Getting the Verification Code?**

Step 5 Enter a new password, enter it again, and click **Next**.

Step 6 Click **Log In** to log in using the new password.

----End

Resetting HUAWEI ID Password

- If you cannot reset the password of your HUAWEI ID because the mobile number or email address associated with the HUAWEI ID is unavailable, change the mobile number or email address at the **HUAWEI ID website**, and then try again.
- If the mobile number or email address associated with your HUAWEI ID is still available:

Step 1 On the HUAWEI CLOUD login page, click **Forgot password**.

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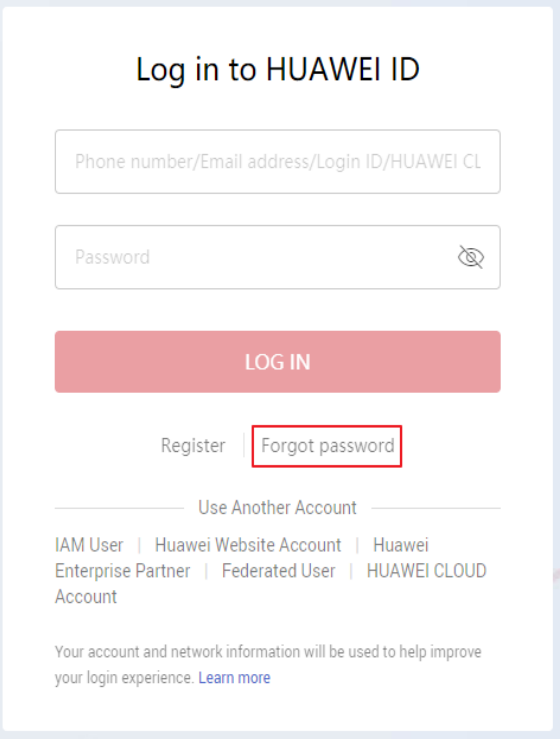
Figure 1-2 Resetting the HUAWEI ID password



Step 2 Click **Regain access to your HUAWEI ID**.

Step 3 Enter the mobile number or email address used to register your HUAWEI ID, and click **Next**.

NOTE

Ensure that the mobile number or email address you entered is correct. Otherwise, the password cannot be reset.

Step 4 Select the HUAWEI ID for which you want to reset the password, perform the verification, and click **Next**.

NOTE

If you do not receive the verification code, see **Why Am I Not Getting the Verification Code?**

Step 5 Enter a new password, enter it again, and click **OK**.

Step 6 (Optional) Enter the name and mobile number of an emergency contact. Emergency contacts can help you retrieve the password of your account and complete self-service account change requests. For example, if you retrieve the password of your account on a new device, you need to verify your identity and provide an emergency contact. Self-service account change requests increase the likelihood of success. You can set a maximum of five emergency contacts.

Step 7 Click **RETURN NOW** and **log in to HUAWEI CLOUD** using the new password.

----End

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1.3.7 What Can I Do If My HUAWEI ID Is Locked?

If your HUAWEI ID is locked, log in again after 15 minutes. If you need to change the password, see **Resetting the Password**.

1.3.8 How Do I Protect My HUAWEI ID When Using It to Log In to HUAWEI CLOUD?

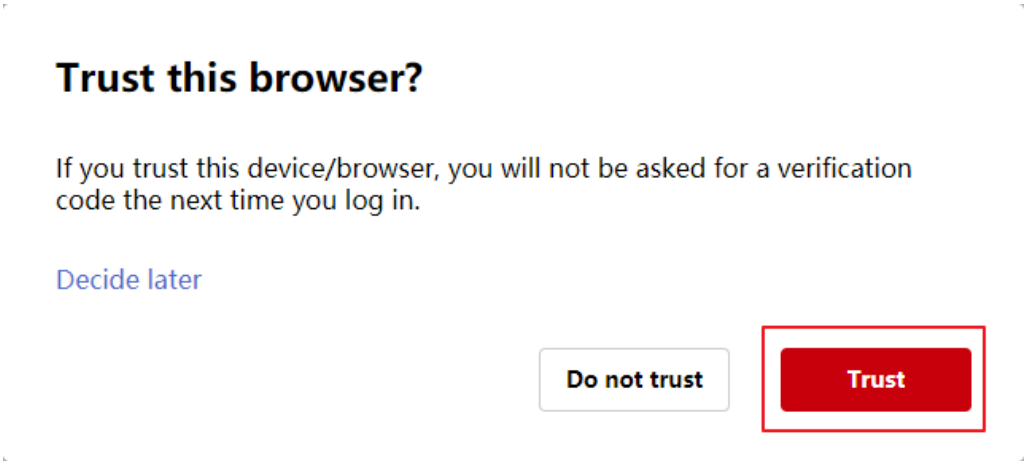
HUAWEI CLOUD provides a security management mechanism to keep your HUAWEI ID secure. You can set your security credentials, including the email address, mobile number, password, and login authentication method. To set these credentials, log in with your HUAWEI ID, go to the My Account console, and click **Manage** next to **Security Credentials** on the **Basic Information** page. In addition, you can configure security settings to protect your HUAWEI ID. For details, see **Security Settings Overview**.

1.3.9 Can I Encrypt My HUAWEI ID During Login?

To ensure account security, you can enable login authentication or set an ACL. For details, see **Security Settings Overview**.

1.3.10 Can I Log In to HUAWEI CLOUD Without Providing a Verification Code?

For the security of your HUAWEI ID, you are advised to perform verification during login. If you want to cancel the verification, enter a verification code during login and click **Trust** in the displayed dialog box. Then you will no longer be requested to perform verification during next login.



1.3.11 Why Can't I Log In to HUAWEI CLOUD Using My Mobile Number?

If your mobile number has been used to register multiple HUAWEI IDs, enter the mobile number and select the HUAWEI ID you want to use, or log in using the email address of one of the HUAWEI IDs. If you have forgotten the login ID, request customer service to send you the HUAWEI IDs that have been registered using the mobile number.

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1.3.12 How Can I Log In to HUAWEI CLOUD Using a Mobile Number That Has Been Used to Enable HUAWEI CLOUD Services for Multiple Times?

If the mobile number has been used to register multiple HUAWEI IDs and enable HUAWEI CLOUD services, you can log in to HUAWEI CLOUD using the login ID or email address of one of the HUAWEI IDs. You can also enter the mobile number and select the HUAWEI ID you want to use for login.

1.3.13 I Have a HUAWEI CLOUD Account and HUAWEI ID. How Do I Access HUAWEI CLOUD Using My HUAWEI ID?

Log in to HUAWEI CLOUD using your HUAWEI ID, and associate your HUAWEI CLOUD account with the ID by verifying your identity. After the association is completed, you can use your HUAWEI ID to access HUAWEI CLOUD and other Huawei websites.

1.3.14 The Mobile Number of My HUAWEI ID or HUAWEI CLOUD Account Has Been Deregistered or the Mobile Phone Is Lost. How Do I Change the Mobile Number?

Resolve the issue based on the following situations:

1. If you are logging in to HUAWEI CLOUD, submit a service ticket and provide the required information and materials to verify your identity.

Account Type	Required Materials for Identity Verification
HUAWEI ID (China)	If you have already enabled HUAWEI CLOUD services using your HUAWEI ID, submit a service ticket and provide the following materials: • Enterprise user (upload the materials required for the legal representative or authorized person) Legal representative: copies of the enterprise certificates, photos of the front and rear sides of the legal representative's Resident Identity Card, and a photo of the legal representative holding the Resident Identity Card Authorized person: copies of the enterprise certificates, an authorization letter with the company seal, photos of the front and rear sides of the authorized person's Resident Identity Card, and a photo of the authorized person holding the Resident Identity Card • Individual user Photos of the front and rear sides of the Resident Identity Card, and a photo of the individual holding the Resident Identity Card or a video showing the individual's face (the identity information must be consistent with the submitted real-name authentication information.)

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HUAWEI ID (international)	If you have already enabled HUAWEI CLOUD services using your HUAWEI ID, provide the following materials: • If you have already completed real-name authentication, provide the identity certificate materials you used for real-name authentication. • If your HUAWEI ID is bound with a credit card, provide a photo of the credit card showing the account number, cardholder name, and issuing bank, certificates of the cardholder, and evidence containing the consumptions within three consecutive months or the actual period (if real-name authentication is not performed). If you are an enterprise user, provide an authorization letter containing the signature of the authorizer. • If you have not performed real-name authentication and not bound a credit card to your HUAWEI ID, but you have made payments offline, provide certificates of the enterprise to which the payment account belongs, the bank account name and number, evidence containing the consumptions within three consecutive months or the actual period, and an authorization letter with the signature of the authorizer. • If you have not performed real-name authentication, not bound a credit card to your HUAWEI ID, and not made payments offline, provide the basic information about your HUAWEI ID, including the login ID, mobile number, email address, full name or enterprise name, and contact address. • If you are associated with a partner by prepayment model, contact the partner to give written consent (sending a consent email to HUAWEI CLOUD customer service). • If you are a partner of HUAWEI CLOUD, provide certificates of your enterprise that you used for certification.

To reset the password of your HUAWEI CLOUD account, follow the **current password resetting procedure**.

2. If you are logging in to Vmall or HUAWEI Developers, change the mobile number at the HUAWEI ID website (id.huawei.com).

1.4 Service Closing and Disabling

1.4.1 Can I Disable HUAWEI CLOUD Services?

Yes. Go to the **Basic Information** page in My Account, close the HUAWEI CLOUD services, and then disable them. For details, see **Disabling HUAWEI CLOUD Services**.

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1.4.2 What Is the Difference Between Closing and Disabling HUAWEI CLOUD Services?

- Closing HUAWEI CLOUD services: A retention period starts after you close HUAWEI CLOUD services. During this period, your data saved in HUAWEI CLOUD will be deleted and cannot be recovered. However, you can still log in to HUAWEI CLOUD to view the HUAWEI ID and expenditure information.
- Disabling HUAWEI CLOUD services: After you disable HUAWEI CLOUD services, you can no longer use your HUAWEI ID to access HUAWEI CLOUD, and the data in the HUAWEI ID will be deleted.

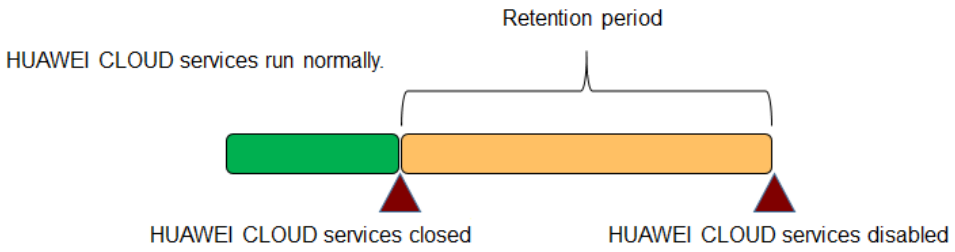
1.4.3 Why Can't I Disable HUAWEI CLOUD Services Immediately?

We have set up a 90-day retention period to allow customers to restore HUAWEI CLOUD services after misoperations. If you want to disable HUAWEI CLOUD services immediately, disable them 24 hours after you close the services. For details, see **Disabling HUAWEI CLOUD Services**.

1.4.4 What Is a Retention Period?

A 90-day retention period starts after you close HUAWEI CLOUD services. During this period, you can log in to HUAWEI CLOUD to view the account and expenditure information. After the retention period expires, HUAWEI CLOUD services are disabled automatically, you can no longer log in to HUAWEI CLOUD using your HUAWEI ID.

The following figure demonstrates the retention period for disabling HUAWEI CLOUD services.



1.4.5 Can I Restore HUAWEI CLOUD Services After Closing Them?

A 90-day retention period starts after you close HUAWEI CLOUD services. You can restore the services 24 hours later after you close them. To do this, log in to HUAWEI CLOUD using your HUAWEI ID, and click **Restore HUAWEI CLOUD Services** in the **Disable HUAWEI CLOUD Services** area of the **Basic Information** page.

HUAWEI CLOUD services cannot be restored if you disable them or after they are disabled automatically when the retention period expires.

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NOTE

HUAWEI CLOUD services cannot be restored within 24 hours after they are closed.

1.4.6 Is It Normal that I Can Still Log In After I Close and Disable HUAWEI CLOUD Services?

After you close and disable HUAWEI CLOUD services, you cannot access the services provided on the HUAWEI CLOUD website (www.huaweicloud.com/en-us/) using your HUAWEI ID. However, you can still use the ID to access other Huawei services. If you will not use any services of Huawei, you can deregister your HUAWEI ID on the HUAWEI ID website.

1.4.7 Can I Continue to Use My HUAWEI ID and Other Functions (Such as HUAWEI Mobile Cloud) on a HUAWEI Phone After I Delete HUAWEI CLOUD Services?

Yes. Deleting HUAWEI CLOUD services does not affect the usage of your HUAWEI ID and HUAWEI Mobile Cloud on a HUAWEI phone.

1.4.8 Why Does the Deletion of HUAWEI CLOUD Services Fail?

When you delete HUAWEI CLOUD services, the system automatically performs various checks and displays the check result on the console. If any of the following problems occurs, the deletion will fail. You can resolve the problem by following the screen prompts.

- Your HUAWEI ID has been frozen due to security reasons or suspicious activities.
- Certain resources under your account have been frozen due to security reasons.
- You have been associated with a partner, or have submitted an application to associate with a partner, to disassociate from a partner, or to become a partner.
- You are a reseller partner or Marketplace partner.
- Your HUAWEI ID is an enterprise master account or member account.
- Your HUAWEI ID has been bound to an HCS site or an Open Cloud Service Alliance site.
- Your HUAWEI ID has yearly/monthly resources in use.
- Your HUAWEI ID has orders pending processing.
- Your HUAWEI ID has a balance.
- Your HUAWEI ID has active flexi-purchase coupons.
- Your HUAWEI ID has refund or invoicing applications pending processing.
- Your HUAWEI ID has overdue payments or over-issued invoices.
- Your HUAWEI ID has submitted applications for receiving payments or allocating or withdrawing funds, and the applications are pending processing.
- Your HUAWEI ID has paper or commercial contracts pending for performance.

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- The number of resources used by your HUAWEI ID exceeds the upper limit allowed for closing HUAWEI CLOUD services.
- Your HUAWEI ID has licensing orders pending processing.

1.4.9 I Have Multiple HUAWEI IDs and Have Used Them to Enable HUAWEI CLOUD Services. If I Delete One of the HUAWEI IDs, Can I Continue Using Other Ones?

Yes. Resources of different HUAWEI IDs are independent of each other. Deleting one HUAWEI ID will not affect the usage of other HUAWEI IDs.

1.5 Account Upgrade

1.5.1 Why Do I Need to Upgrade My HUAWEI CLOUD Account to a HUAWEI ID?

You can use a HUAWEI ID to access all websites of Huawei without needing to use different accounts and passwords. When you log in to HUAWEI CLOUD, you can upgrade your HUAWEI CLOUD account by following the on-screen instructions.

1.5.2 What Can I Do If the Upgrade to a HUAWEI ID Fails?

Locate the cause of this problem:

1. You have already registered a HUAWEI CLOUD account and HUAWEI ID using the same mobile number or email address, but you have not enabled HUAWEI CLOUD services with your HUAWEI ID. In this case, log out of your HUAWEI CLOUD account, log in again using your HUAWEI ID, and associate the account with the ID.
2. You have registered multiple HUAWEI CLOUD accounts and one HUAWEI ID, and have associated one of the accounts with the ID. In this case, you cannot associate another HUAWEI CLOUD account with your HUAWEI ID. Ignore the upgrade notice during login.
3. You have registered a HUAWEI CLOUD account and HUAWEI ID in different countries or regions using the same mobile number or email address. In this case, ignore the upgrade notice during login.
4. Your HUAWEI ID is frozen. Unfreeze it and try again.
5. Your mobile number has already been used to register a HUAWEI ID. In this case, register a new HUAWEI ID at id.huawei.com and associate your HUAWEI CLOUD account with the new ID.

1.5.3 Can I Log In with My HUAWEI CLOUD Account After Upgrading It to a HUAWEI ID?

- If you have never registered a HUAWEI ID:

  After the upgrade, you can log in using the same mobile number, email address, or account name.

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- If you have already registered a HUAWEI ID:

  If the mobile number, email address, and login ID of your HUAWEI ID are the same as those of your HUAWEI CLOUD account, you can log in using the account. If the mobile numbers are the same but the email addresses are different, you can log in only using the mobile number of the HUAWEI CLOUD account.

1.5.4 Why Is My HUAWEI ID Not Displayed When I Upgrade My HUAWEI CLOUD Account?

Locate the cause of this problem:

1. The registration country/region of your HUAWEI ID is different from that of your HUAWEI CLOUD account, for example, your HUAWEI ID was mistakenly registered in a country or region except China. In this case, register a new HUAWEI ID.

   To view the registration location of your HUAWEI ID on a mobile phone, do as follows:

   On phones sold in the Chinese mainland: Go to **Settings** > **HUAWEI ID** > **Settings** > **About**.

   On phones sold outside the Chinese mainland: Go to **Settings** > **HUAWEI ID** > **Settings** > **About** > **HUAWEI ID Notice**.
2. The mobile number and email address of your HUAWEI ID are different from those of your HUAWEI CLOUD account. To associate the account with your HUAWEI ID, change the mobile number and email address of your HUAWEI ID to those of your HUAWEI CLOUD account.
3. Your HUAWEI ID is associated with another HUAWEI CLOUD account or has already been used to enable HUAWEI CLOUD services.

1.5.5 Can I Use HUAWEI CLOUD Without Upgrading My Account to a HUAWEI ID?

It is recommended that you upgrade your HUAWEI CLOUD account. The upgrade will not affect your businesses on HUAWEI CLOUD. If you cannot upgrade the account currently, you can upgrade it later.

1.5.6 Why Am I Not Requested to Upgrade My Account During Login?

- If you do not have a HUAWEI CLOUD account, when you use a HUAWEI ID to log in to HUAWEI CLOUD, you will be requested to enable HUAWEI CLOUD services using the HUAWEI ID.

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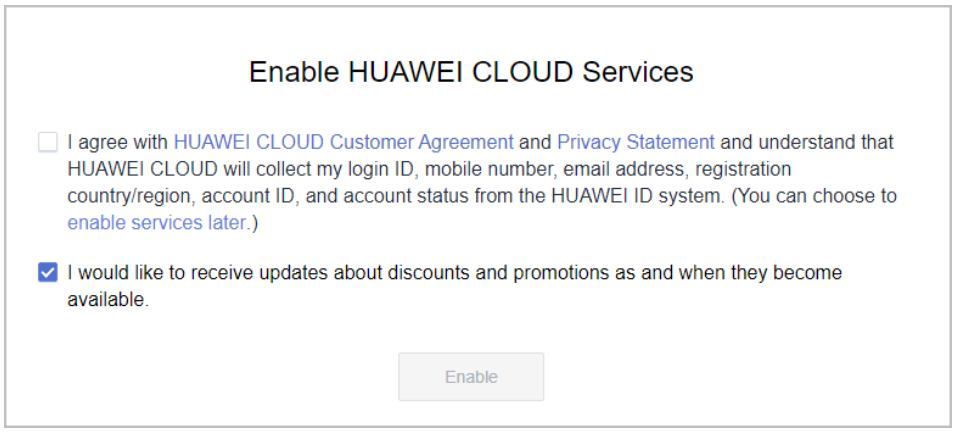
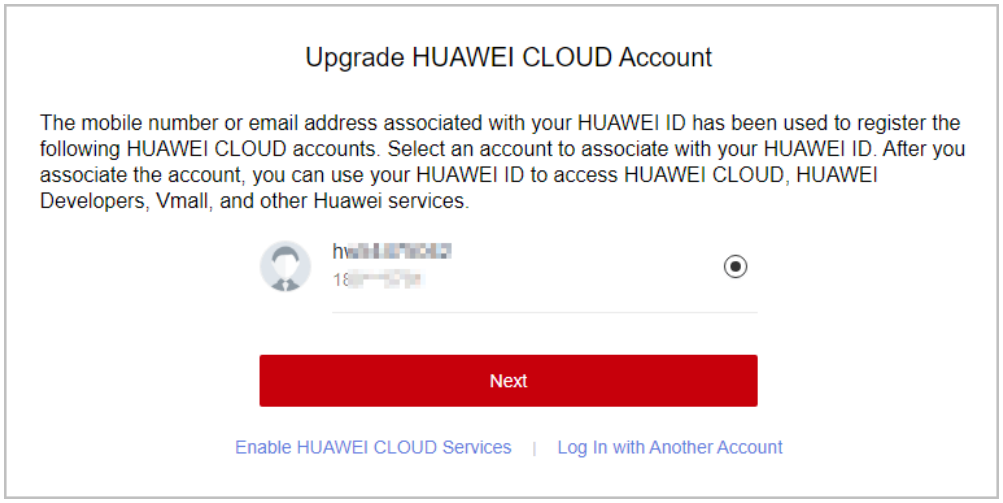


- If you already have a HUAWEI CLOUD account:
  - When you log in using a HUAWEI ID, you will be requested to associate the HUAWEI CLOUD account with it if the account meets the following requirements:
    i. The HUAWEI CLOUD account and the HUAWEI ID are registered in the same country or region.
    ii. The HUAWEI CLOUD account is not an internal account (not belonging to a Huawei employee or outsourcing employee).
    iii. The HUAWEI CLOUD account has not been associated with any HUAWEI ID.
    iv. The HUAWEI CLOUD account does not belong to the FinTech Cloud Infra, HUAWEI CLOUD Stack (HCS), or a partner.



  - If the HUAWEI CLOUD account does not meet the preceding requirements, the system will display a message according to the reason. For example:

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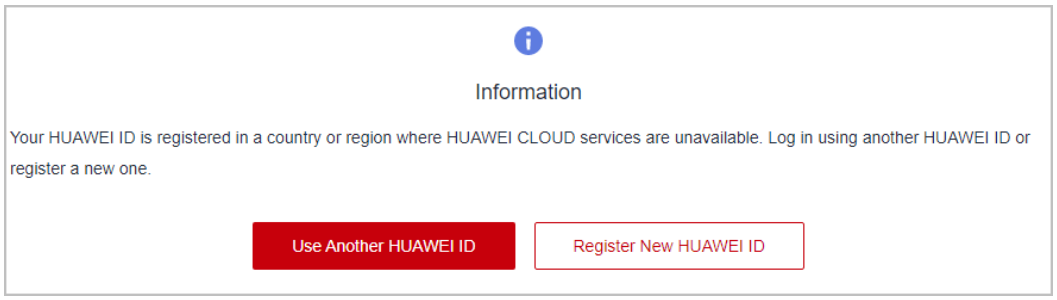
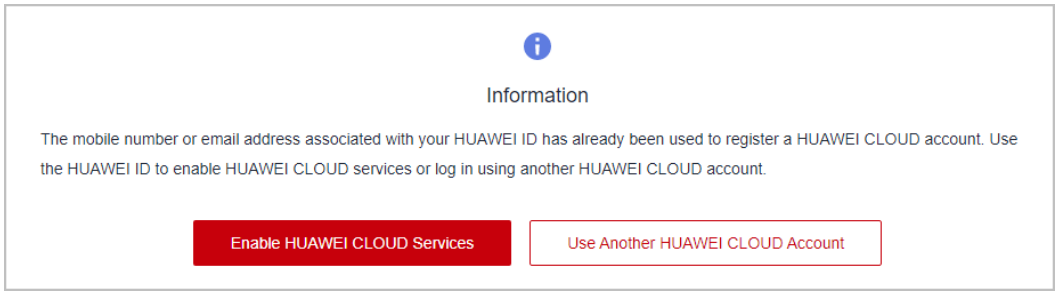
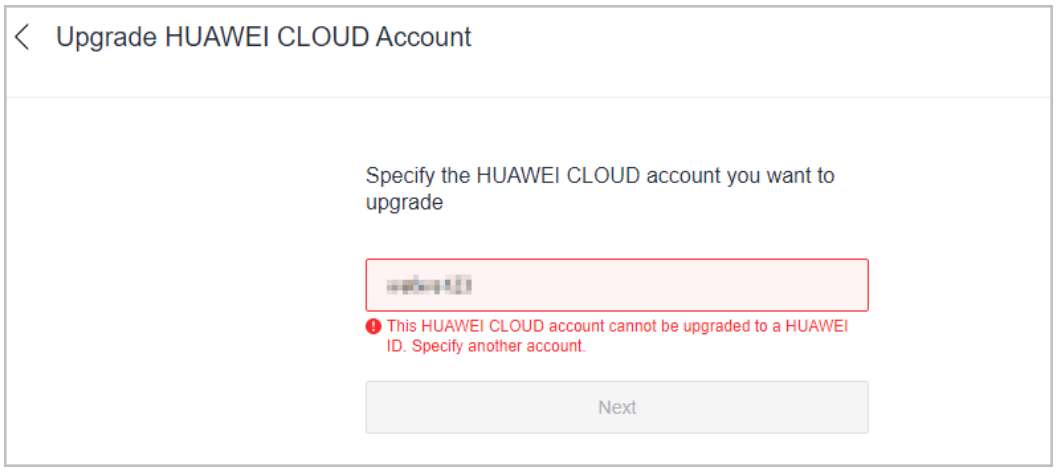




- If the HUAWEI CLOUD account you specify does not meet the requirements, specify another HUAWEI CLOUD account or return to the previous page to select another HUAWEI CLOUD account.



1.5.7 Can I Upgrade an e+Partner Administrator Account or Huawei Official Website Account to a HUAWEI ID?

Currently, you cannot upgrade the two types of accounts to HUAWEI IDs. Please pay attention to relevant notices on the **partner.huawei.com** and **uniportal.huawei.com** websites.

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2 Real-Name Authentication

2.1 Common Issues

2.1.1 Review

2.1.1.1 What Can I Do If Real-Name Authentication Fails?

Go to the **Real-Name Authentication** page to check the causes. Enter the correct information, and submit it for real-name authentication again.

If the real-name authentication still fails, go to the **Create Service Ticket** page, choose **Real-Name Authentication** > **Individual Authentication - Authentication Failure/Error** or **Enterprise Authentication - Authentication Failure/Error**, and then click **Create Service Ticket** to submit a service ticket.

2.1.1.2 How Long Does It Take to Complete Real-name Authentication?

Generally, individual or enterprise authentication can be completed within three working days. You can select a proper authentication type and authentication mode.

Time Required for Individual Authentication

- QR code authentication: Takes effect immediately. (Recommended)
- Bank card authentication: Takes effect immediately.
- Certificate authentication: Takes effect in one to three working days.

Time Required for Enterprise Authentication

- Business account authentication: Takes effect in 30 minutes. (Recommended)
- Enterprise certificate authentication: Takes effect in three working days.

Review Timeout Handling

If the application is not processed after the maximum duration, go to the **Create Service Ticket** page, choose **Real-Name Authentication** > **Individual**

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Authentication - Progress Inquiry or **Enterprise Authentication - Progress Inquiry**, and then click **Create Service Ticket** to submit a service ticket.

2.1.1.3 Can I Prioritize My Real-Name Authentication Application?

After submitting an application for real-name authentication, you can click **Send reminder** on the **Real-Name Authentication** page to remind the reviewer to process your application as soon as possible.

2.1.2 Information Missing

2.1.2.1 Can I Pass the Real-Name Authentication First and Offer Certificate Information Subsequently If I Cannot Provide Complete Certificate Information Temporarily?

If you perform authentication using certificates, you must submit authentic and complete certificate information. If you cannot provide certificate information for authentication temporarily, you can do as follows:

- Individual accounts can use individual bank card authentication. In this method, you do not need to upload personal certificates.
- Enterprise accounts can use business account authentication. In this method, you do not need to upload the certificate of the enterprise, or the certificate of the legal representative or authorized person.

2.1.2.2 Can I Pass the Real-Name Authentication If I Specify the Usage on Submitted Certificates?

You can pass the authentication if you specify that the certificate is used for authentication on HUAWEI CLOUD. If you specify that the certificate is used for other purposes, the authentication may fail.

2.1.3 What Are the Impacts If I Do Not Perform Real-Name Authentication?

Account Type	Impacts
Individual	• You are not allowed to purchase Huawei products and services. • You are not allowed to use existing cloud service resources. • You are not allowed to apply for issuing invoices. • You are not allowed to apply for online contracts. • You are not allowed to apply for open beta test (OBT).

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Account Type	Impacts
Enterprise	• You are not allowed to purchase Huawei products and services. • You are not allowed to use existing cloud service resources. • You are not allowed to apply to become a partner of Huawei. • You are not allowed to apply for issuing invoices. • You are not allowed to apply for online contracts. • You are not allowed to apply for OBT.

2.1.4 Which Authentication Method Should I Choose If I Want to Purchase Cloud Services Immediately Without Performing Real-Name Authentication?

- Individual accounts are advised to perform bank card authentication. If all the information you entered is correct, the authentication will be completed immediately after you submit the application for review.
- Enterprise accounts are advised to perform business account authentication. If all the information you entered is correct, the authentication can be completed within 30 minutes according to the money transfer efficiency of different banks.

2.1.5 Does the Account Type for Real-Name Authentication Affect the Type of Cloud Resources That I Can Purchase?

Real-name authentication includes individual authentication and enterprise authentication. You can purchase all cloud service resources provided by HUAWEI CLOUD no matter you are individual account or enterprise account.

2.1.6 Which Bank Cards Can Be Used for Real-Name Authentication?

- For individual real-name authentication, personal debit and credit cards issued by many banks can be used. If you use a card issued by the Bank of Communications, Bank of Beijing, Bank of Shanghai, China Guangfa Bank, Shanghai Pudong Development Bank, or Ping An Bank, you need to enable UnionPay Online Payment for the card first. This is not required for personal cards issued by other banks.
- For enterprise real-name authentication, you can use a corporate account that is registered with any of the banks presented in the **Bank** drop-down list on the **Business Account Authentication** page. (Keyword search is supported for locating a bank in the list.) If the list does not include the intended bank, use **Enterprise Certificate Authentication**.

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2.1.7 Will Bank Account Deregistration After Successful Real-Name Authentication Affect Cloud Services?

No effect.

2.1.8 How Do Customers in Hong Kong, Macao, and Taiwan Perform Real-Name Authentication?

Customers in Hong Kong, Macao, and Taiwan can perform individual or enterprise real-name authentication according to their account type.

- Individual account: **individual bank card authentication** and **individual certificate authentication**
- Enterprise account: **business account authentication** and **enterprise certificate authentication**

NOTE

- When you perform individual bank card authentication or business account authentication, you can only use a bank card and mobile number that are registered in the Chinese mainland.
- Customers in Hong Kong, Macao, and Taiwan can perform individual or enterprise certificate authentication in the same way as customers in the Chinese mainland. These two types of customers only have to upload different business licenses.

2.1.9 What Can I Do If an Error Occurs When I Submit Real-Name Authentication Information?

Check your authentication information. If it is correct, go to the **Create Service Ticket** page, choose **Real-Name Authentication** > **Individual Authentication - Authentication Failure/Error** or **Enterprise Authentication - Authentication Failure/Error**, and then click **Create Service Ticket** to submit a service ticket.

2.1.10 What Should I Do If I Encounter a Problem During Real-Name Authentication?

Go to the **Create Service Ticket** page, choose **Real-Name Authentication** > **Other**, and then click **Create Service Ticket** to submit a service ticket.

2.1.11 Can I Unbind the Bank Card Submitted for Real-Name Authentication from My Account?

No.

2.1.12 Can I Cancel the Real-Name Authentication After I Have Passed It?

No.

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2.1.13 Do I Need to Perform Real-Name Authentication If I Use the echannel Account to Log In to HUAWEI CLOUD as a Partner?

Partners can use the echannel account to log in to HUAWEI CLOUD without performing real-name authentication. Procedures are as follows:

1. Use the echannel account to log in to the HUAWEI CLOUD (choose **Use Another Account** on the login page).
2. On the displayed page, enter the echannel account information for login and then bind the echannel account to the registered HUAWEI CLOUD account.
3. Enter the HUAWEI CLOUD partner account page directly without performing the real-name authentication.

2.1.14 Can Students Enjoy Any Discounts of HUAWEI CLOUD?

Yes. Students who have completed **student authentication** can enjoy our support policies and participate in our promotion activities.

2.1.15 Is Real-Name Authentication Required for Both the Master Account and Member Accounts?

Only accounts that have completed real-name authentication can be associated with a master account.

Member accounts created by the master account inherit the real-name authentication information of the master account and do not need to perform real-name authentication.

2.1.16 Can Parents Use Their Children's (Below 18 Years Old) Identity Information to Request Real-Name Authentication on HUAWEI CLOUD?

No. According to applicable laws and regulations, each HUAWEI CLOUD account must have authentic identity information.

2.1.17 Is There an Age Limit for Individual Real-Name Authentication?

Yes. Minors under the age of 18 are not allowed to perform real-name authentication.

2.1.18 How Do I Perform Real-Name Authentication?

Real-name authentication is performed on an individual or enterprise account.

- An individual account can be authenticated using an individual bank card, an individual certificate, or by scanning a QR code. An individual bank card is recommended. If it is used, an authentication request is approved in real time. If an individual certificate is used, the approval is completed in at most three business days.

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- An enterprise account can be authenticated using an enterprise's business account or certificate. A business account is recommended. If it is used, the approval is completed in at most 30 minutes. If an enterprise certificate is used, the approval is usually completed in three business days.

2.1.19 Can an Enterprise Outside China Perform Real-Name Authentication on the HUAWEI CLOUD Official Website (China)?

It is recommended that enterprises outside China perform real-name authentication and purchase resources on the HUAWEI CLOUD official website (international).

To purchase resources of HUAWEI CLOUD China, an enterprise outside China needs to perform real-name authentication on the HUAWEI CLOUD official website (China). Real-name authentication can be performed using either of the following methods:

- To merely use resources of HUAWEI CLOUD China, use the enterprise certificate issued by the government department for enterprise registration.
- If an enterprise needs to use HUAWEI CLOUD China resources for Internet service provisioning, use the certificate of an enterprise's unit (such as a branch) in China to meet the requirements of Chinese laws and regulations, such as ICP licensing of domain names.

2.1.20 How Do I Increase the Maximum Number of Accounts That Can Be Authenticated Using the Same Certificate Number?

Use either of the following methods:

Method 1: Go to the **Create Service Ticket** page, choose **Real-Name Authentication** > **Other**, and then click **Create Service Ticket** to submit a service ticket. The service ticket must contain the name of your enterprise, the unified social credit code, and the maximum number of accounts that you can authenticate using the same certificate number.

Method 2: Contact your account manager.

2.1.21 How Do HUAWEI CLOUD Internal Accounts Complete Real-Name Authentication?

If you are a Huawei or subcontractor employee, submit a service ticket to learn about how to complete real-name authentication.

2.1.22 How Do I Remove the Real-Name Authentication Information of My HUAWEI CLOUD Account?

The real-name authentication information of HUAWEI CLOUD accounts cannot be removed.

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However, you can change the real-name authentication information of your account.

- **Re-authentication for individual accounts**
- **Re-authentication for enterprise accounts**

2.2 Individual Authentication

2.2.1 Bank Card Authentication

2.2.1.1 Can I Use a Card Issued by a Non-mainland Bank or an Overseas Branch of a Mainland Bank for Individual Bank Card Authentication?

No.

2.2.1.2 Can I Use a Resident Identity Card of Other Countries or Regions Outside Chinese Mainland for Individual Bank Card Authentication?

No. Only Resident Identity Cards of Chinese mainland can be used for individual bank card authentication. If you have other personal certificates, perform individual certificate authentication or **create a service ticket** to consult HUAWEI CLOUD customer service.

2.2.1.3 How Long It Takes to Review Personal Bank Card Authentication?

For individual bank card authentication, if all the information you entered is correct, the authentication is completed immediately after you submit for review.

2.2.1.4 Can I Use a Personal Bank Card to Authenticate Multiple Accounts?

Yes. But a bank card can be used to authenticate only three HUAWEI CLOUD accounts.

2.2.1.5 Why Do I Need to Provide My Facial Image for Individual Bank Card Authentication?

To complete individual band card authentication, a facial image must be uploaded to verify your identity as required by national ministries on Internet service supervision.

2.2.1.6 Will a Change of the Mobile Number Bound to the Bank Card Affects Cloud Service Usage After Individual Bank Card Authentication?

No effect.

2.2.1.7 Can I Perform Personal Bank Card Authentication If I Have Passed the Personal Certificate Authentication?

If you have passed the real-name authentication by using the personal certificate, you cannot use the same name and certificate number to perform real-name

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authentication again (including personal certificate authentication and bank card authentication). If the authentication by using the personal certificate is not approved, you can use the individual bank card to perform the authentication.

2.2.1.8 Is Fee Deducted from the Bank Account that I Use for Individual Bank Card Authentication?

No. The individual bank card information is used only for the real-name authentication. Your bank card will not be bound and no invisible consumption will be generated.

2.2.2 Certificate Authentication

2.2.2.1 How Many HUAWEI CLOUD Accounts Can Be Authenticated Using the Same Individual Certificate Number?

Three. If you need to authenticate more accounts, please contact your account manager.

2.2.2.2 Why Can't I Choose Resident Identity Card for Individual Certificate Authentication?

For Chinese residents, you are advised to choose **QR code scanning** or **individual bank card** for individual real-name authentication. These two authentication methods are easy and fast.

Individual real-name authentication supports only the following certificates: overseas passport, Mainland Travel Permit for Hong Kong and Macao Residents, Mainland Travel Permit for Taiwan Residents (also known as "Taiwan Compatriot Permit"), Residence Permit for Hong Kong and Macao Residents, Residence Permit for Taiwan Residents, and non-Chinese driver license.

2.3 Enterprise Authentication

2.3.1 What Are Differences Between Enterprise Certificate Authentication and Business Account Authentication?

- In enterprise certificate authentication, you need to provide the information about the enterprise, legal representative, or authorized person. The system automatically verifies the submitted information. If the automatic verification fails, please wait for manual review, which usually takes three working days to complete.
- In business account authentication, you need to provide a business account of your enterprise. HUAWEI CLOUD will credit a random amount of money (¥0.01–¥0.99) to the business account. After you enter the correct credited amount on the **Business Account Authentication** page, the authentication is completed. The authentication can be completed in 30 minutes according to the payment time of different banks.

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2.3.2 How Do Government or State Organs, Public Institutions, Private Non-enterprise Units, Mass Organizations, and Privately or Individually-owned Businesses Perform Real-Name Authentication?

Follow the process for enterprise real-name authentication. For details, see **Enterprise Real-name Authentication**. If your enterprise or organization does not have a Three in One or Five in One certificate, which means a unified social credit code is not available, you can fill in the certificate number according to the table in **Processing Method When a Unified Social Credit Code Is Not Available** and upload the scanned copies of certificates.

2.3.3 Business Account Authentication

2.3.3.1 Can Users Use a Non-Mainland Bank Business Account or Business Account of an Overseas Branch of a Mainland Bank to Perform the Enterprise Business Account Authentication?

No.

2.3.3.2 Can I Use Personal Bank Account for Business Account Authentication?

In business account authentication, after you enter business account information, the system will automatically enter the bank account name (which cannot be configured manually) based on the enterprise name you entered to ensure consistency. Therefore, business account authentication only supports enterprise bank accounts and does not support individual bank accounts.

2.3.3.3 What Can I Do If I Cannot Provide a Unified Social Credit Code or Organization Code for Enterprise Business Account Authentication?

Enterprise business account authentication requires a unified social credit code or organization code. If you cannot provide either of these codes, please perform enterprise certificate authentication instead.

2.3.3.4 How Many Times Can I Try Business Account Authentication Using the Same Business Account?

Six. If you fail business account authentication six times, try another authentication mode.

2.3.3.5 Can I Use a Business Account to Authenticate Multiple Enterprise Accounts?

Yes.

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2.3.3.6 How Do I Verify the Credited Amount After Submitting Bank Account Information for Business Account Authentication?

Choose **My Account** > **Basic Information**, click **Authenticate** next to **Authentication Status**, and then enter the credited amount.

2.3.3.7 What Can I Do When Business Account Authentication Fails After I Enter an Incorrect Credited Amount?

Perform real-name authentication again.

2.3.3.8 Is There a Limit on the Number of Attempts for Credited Amount Verification? What Can I Do If My Attempts Reach the Maximum Allowed Limit?

Yes. You can enter the credited amount a maximum of three times. After three consecutive unsuccessful attempts, perform real-name authentication again.

2.3.3.9 How Long Will I Receive the Money Credited from HUAWEI CLOUD After I Initiate a Request for Business Account Authentication?

The money may arrive in the bank account in 30 minutes to three business days depending on the bank processing. Contact the bank account administrator to query the transfer records and obtain the credited amount.

2.3.3.10 Why Can't I Use My Enterprise Business Account for Real-Name Authentication?

The business account authentication has failed six times. Please select another authentication mode.

2.3.3.11 Do I Need to Issue an Invoice to HUAWEI CLOUD When Receiving Transfer Amount from HUAWEI CLOUD in Business Account Authentication?

No.

2.3.3.12 How Do I Terminate the Business Account Authentication If I Do Not Want to Continue After Receiving a Credited Amount from HUAWEI CLOUD?

On the credited amount verification page, click **Cancel** to terminate the authentication process. You can perform real-name authentication again using another method.

2.3.3.13 Can I Perform Business Account Authentication Again If It Fails?

- If business account authentication fails less than six times, you can try again.
- If it fails six times, perform enterprise certificate authentication.

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2.3.3.14 Is Fee Deducted from the Bank Account That I Use for Business Account Authentication?

No. Business account information of the enterprise is used only for the real-name authentication. Your bank card will not be bound and no invisible consumption will be generated.

2.3.3.15 How Can I Refund the Money (¥0.01–¥0.99) Credited by HUAWEI CLOUD During Business Account Authentication?

Please refund the money to the following account.

The account information is as follows:

Bank account name: ChinaPay E-Payment Service Co., Ltd.

Bank name: Shanghai Pudong Branch of the Industrial Bank

Bank address: 1/F, Tomson Commercial Building, No. 710, Dongfang Road, Pudong, Shanghai, China

Bank account No.: 216230100100064634

2.3.3.16 What Can I Do If I Am Prompted That My Bank Card Does Not Support the Bank Transfer Service During Business Account Authentication?

This is because your bank card cannot receive money transfers. Please use another bank card or contact your bank's customer service representative.

Alternatively, you can choose **enterprise certificate authentication**.

2.3.4 Certificate Authentication

2.3.4.1 Can I Pass the Enterprise Certificate Authentication as an Authorized Person (Certificate of the Legal Representative Is Not Available) If I Do Not Submit an Authentication Letter or Submit an Authentication Letter Without the Official Seal?

In enterprise certificate authentication, if the certificate of the enterprise legal representative is not available, you must provide the certificate of the authorized person and the authorization letter with the official seal. Otherwise, you can use the business account authentication method.

2.3.4.2 What Can I Do If I Cannot Provide the Certificate of the Legal Representative in Enterprise Certificate Authentication?

In enterprise certificate authentication, if the certificate of the enterprise legal representative is not available, please provide the certificate of the authorized person and the authorization letter with the official seal. Alternatively, you can use the business account authentication method.

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2.3.4.3 How Do I Obtain the Authorization Letter Template for Real-Name Authentication?

To authenticate an enterprise account as an authorized person, download the template on the enterprise certificate authentication page or click **here** to download the template.

2.3.4.4 What Can I Do If I Cannot Provide Complete Certificates Required by Enterprise Certificate Authentication?

If you use enterprise certificate authentication, you need to provide **authentic and complete** certificates. If you cannot provide complete certificates, you can use the business account authentication method.

2.3.4.5 What Are the Impacts on Real-Name Authentication and Services When the Enterprise Certificate Expires or Changes?

If the enterprise certificate expires after an enterprise account passes the real-name authentication by using the enterprise certificate, the real-name authentication and service usage of the account are not affected. If the enterprise certificate is changed (for example, the name of the enterprise is changed), invoices cannot be issued normally.

2.3.4.6 Can I Use the Same Enterprise Qualification to Apply a New Account for My Authenticated Enterprise Account?

Yes.

2.3.4.7 Which Certificates Should Be Uploaded in Enterprise Certificate Authentication?

Upload certificates based on your organization type. The following table lists the required certificates for different organization type.

Organization Type	Certificate
Enterprise	Business license
	Organization code certificate
	Registration certificate for resident representative offices of foreign enterprises
Government office	Organization code certificate
	Unified social credit code
National defense agency	Army code name
	License for the military-provided paid services to the public
Public institution	Organization code certificate

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Organization Type	Certificate
	Legal person certificate of public institutions
Social organization	Legal person registration certificate for social groups
	Organization code certificate
Private non-enterprise unit	Organization code certificate
	Registration certificate for private non-enterprise units
	Social service agency registration certificate
	Private school license
Foundation	Organization code certificate
	Certificate of registration as a legal entity for foundations
Lawyer practicing institution	Organization code certificate
	Law firm practicing license
Foreign culture centers in China	Registration certificate for foreign culture centers in China
	Registration certificate for resident representative offices of foreign tourism departments
	School license for children of foreign embassies in Beijing
Mass group organization	Unified social credit code
Judicial authentication institution	Judicial authentication license
Religious group	Registration certificate for religious activity venues
Institutions outside China	Certificate of institutions outside China
Healthcare organization	Practicing license of healthcare organizations
Notarial offices	Practicing license of notarial offices

2.3.4.8 Why Do I Need to Enter the ID Card Number of the Legal Representative During Enterprise Certificate Authentication?

To complete enterprise certificate authentication, the ID card number of the legal representative must be provided to verify the correctness of the legal

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representative information as required by national ministries on Internet service supervision.

2.3.4.9 How Many HUAWEI CLOUD Accounts Can Be Authenticated Using the Same Enterprise Certificate Number?

Six. If you need to authenticate more accounts, please contact your account manager.

2.3.4.10 What Can I Do If I Am Prompted That There Is an Error with My Enterprise Certificate During Enterprise Certificate Authentication?

This is because the business license of your enterprise has been deregistered or revoked.

2.4 Change Authentication

2.4.1 How Do I Obtain the Application Form Template for Changing My Real-Name Authentication Information?

Download the template for changing real-name authentication information on the re-authentication page, or obtain a template from either of the following links:

- **From individual to individual**
- **Enterprise entity change application**

NOTE

When clicking the links, log in to the community and then download the templates.

2.4.2 Individual Account Re-authentication

2.4.2.1 Can I Perform Enterprise Authentication After I Pass the Individual Authentication?

You can perform enterprise authentication after you pass the individual authentication.

2.4.2.2 Will the Account Information Be Changed After an Individual Account Is Re-Authenticated as an Enterprise?

No. The username, password, and other basic information of the account will remain unchanged.

2.4.2.3 Can I Use an Enterprise Business Account to Re-Authenticate My Individual Account as an Enterprise Account?

Yes. For details about the re-authentication process, see **Using an Enterprise Business Account for Authentication**.

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2.4.2.4 Can I Change the Account's Name After Real-Name Authentication?

Yes. You can perform real-name authentication again with the account's name changed to transfer an individual account to another person.

2.4.3 Enterprise Account Re-authentication

2.4.3.1 How Do I Change the Name of an Enterprise Account?

To change the name of an enterprise account who has passed real-name authentication, you need to initiate the authentication again with the new enterprise information submitted. The change takes effect immediately after information review completion.

2.4.3.2 Can Enterprise Users Re-Perform the Real-Name Authentication to Change to Individual Users?

No.

2.4.3.3 Can I Change to Another Enterprise Account After I Have Passed the Business Account Authentication?

You can perform the real-name authentication again to change to another enterprise account after you have passed the business account authentication. For details, see **Enterprise Real-Name Re-Authentication**.

2.4.3.4 How Do I Change the Bank Card Number Registered for Real-Name Authentication?

The bank card number registered for real-name authentication cannot be changed if the account has passed the authentication.

2.4.3.5 Do I Need to Perform Enterprise Real-Name Authentication on HUAWEI CLOUD If I Have Completed Enterprise Authentication on a Partner's Website?

No. HUAWEI CLOUD recognizes the authentication result of specific partners. After your partner synchronizes the authentication result to HUAWEI CLOUD, you do not need to perform authentication again on HUAWEI CLOUD. For more information, contact your partner.

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3 Others

3.1 Basic Information (for HUAWEI CLOUD Account)

3.1.1 Account Information

3.1.1.1 What Is the Purpose of a HUAWEI CLOUD Account?

A HUAWEI CLOUD account contains true information about an individual or enterprise that uses HUAWEI CLOUD services. It is associated with the user's information about user basics, orders, and charges.

3.1.1.2 What Is a HUAWEI CLOUD Registration Email Address?

The email address you bind with the account upon the first login to HUAWEI CLOUD is regarded as your registration email address.

3.1.1.3 How Do I Change the Enterprise Name?

If your account type is **Enterprise**, you can change the enterprise name used for the real-name authentication of your account.

- Account not authenticated yet: Go to the **Basic Information** page, click **Edit** next to **Enterprise Name**, and then change the enterprise name on the displayed page.
- Account authenticated: Re-authenticate your account on the **Real-Name Authentication** page to change the enterprise name.

3.1.2 Registration

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3.1.2.1 Why Can't I Register a HUAWEI CLOUD Account Using an Email Address?

Currently, HUAWEI CLOUD accounts can only be registered using mobile numbers in the Chinese mainland. If you do not have a mobile number in the Chinese mainland, contact the customer manager.

3.1.2.2 Can I Create Multiple HUAWEI CLOUD Accounts?

Yes. You can use different mobile numbers to create multiple HUAWEI CLOUD accounts, or use a mobile number to create up to three HUAWEI CLOUD accounts.

3.1.2.3 How Many HUAWEI CLOUD Accounts Can I Create with a Mobile Number?

A mobile number can be used to create three HUAWEI CLOUD accounts. If you need to create more HUAWEI CLOUD accounts, contact your account manager.

3.1.2.4 How Do I Check Whether My Mobile Number Has Been Used to Register a HUAWEI CLOUD Account?

Enter your mobile number on the **HUAWEI CLOUD China Account Registration** page and check the displayed prompt message, as shown in **Figure 3-1** or **Figure 3-2**.

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Figure 3-1 The mobile number has been used to register a HUAWEI CLOUD account and can be used to register a new account.

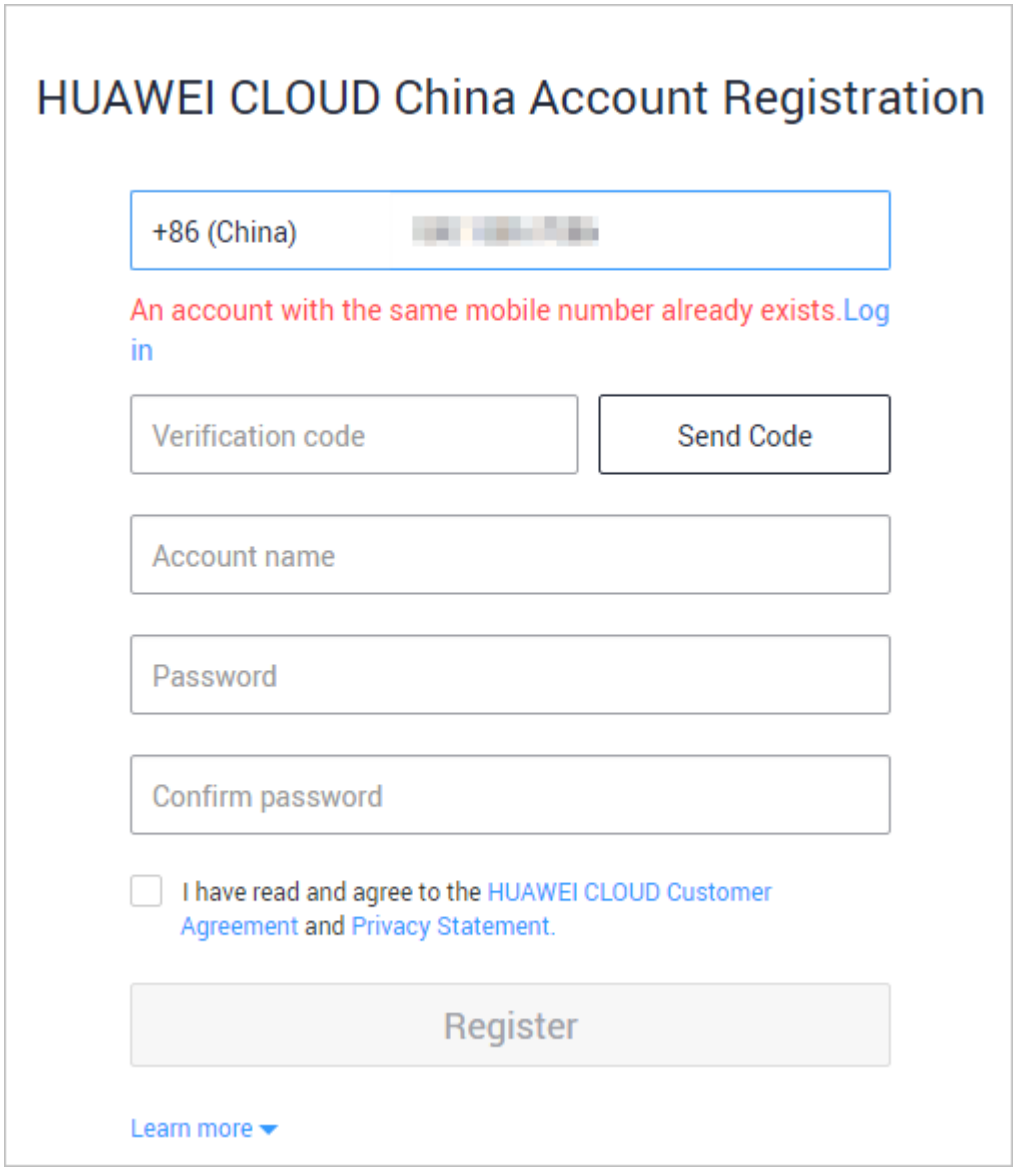

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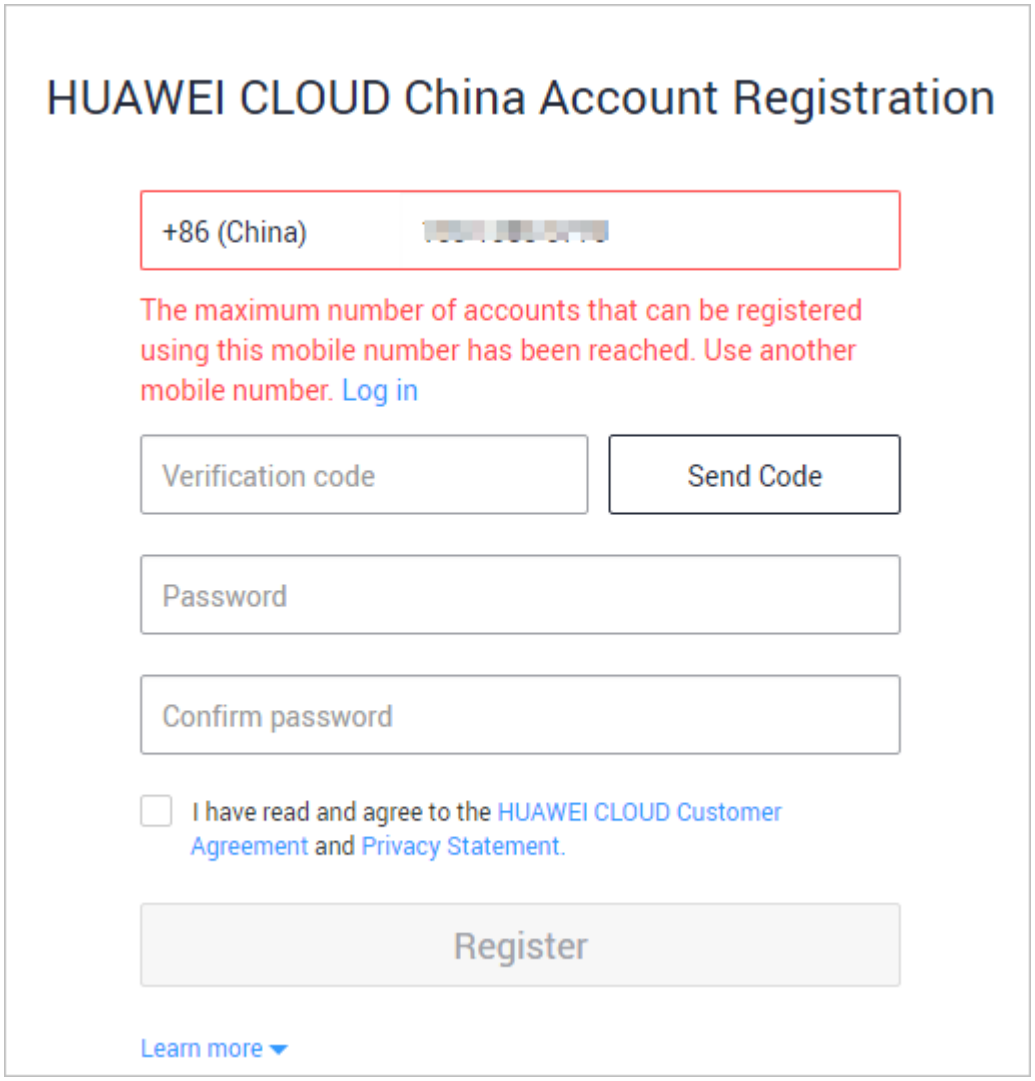
Figure 3-2 The HUAWEI CLOUD accounts that can be registered using the mobile number has reached the maximum allowed limit.



3.1.2.5 How Do I Bind an Email Address to My Account?

To bind an email address, do as follows:

Step 1 Go to the **Basic Information** page.

Step 2 Click **Edit** next to **Email Address**.

Step 3 Bind an email address by following the screen prompts.

----End

3.1.2.6 Can I Unbind the Email Address?

You cannot unbind the email address from your HUAWEI CLOUD account, but you can change it by performing the following steps:

1. Go to the **Basic Information** page.

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2. Click **Edit** next to **Email Address**. Then, change the email address on the **Change Email Address** page as prompted.

3.1.2.7 Can I Bind the Same Email Address to Multiple HUAWEI CLOUD Accounts?

No. An email address can be bound to only one HUAWEI CLOUD account.

3.1.3 Login

3.1.3.1 How Do I Access the User Center?

The User Center has been divided into Billing Center, My Account, Support Center, and Resource Center.

3.1.3.2 How Long Will a New Password Become Valid After Resetting?

The new password takes effect immediately after password resetting.

3.1.3.3 I Am Prompted to Change the Password Every Time I Log In to HUAWEI CLOUD. What Can I Do?

Please access the **Identity and Access Management (IAM)** service console, and set the password validity period on the **Password Policy** page. A password can be valid for a maximum of 180 days.

3.1.3.4 How Do I Query the Login History of My HUAWEI CLOUD Account?

Login history information is available if you have enabled the Cloud Trace Service (CTS). To view the login history, log in to HUAWEI CLOUD management console, and click  in the upper right corner. The displayed event list shows your operation records.

3.1.3.5 How Do I Change the Mobile Number Used for Verification upon Password Change?

1. Go to the **Basic Information** page.
2. Click **Edit** next to **Mobile Number**. Then, change the mobile number on the **Change Mobile Number** page as prompted.

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