My Account

FAQs

Issue	01
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Security Declaration

Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process.* For details about this process, visit the following web page:
https://www.huawei.com/en/psirt/vul-response-process
For vulnerability information, enterprise customers can visit the following web page:
https://securitybulletin.huawei.com/enterprise/en/security-advisory

Contents

1 Basic Information (for HUAWEI ID)

1.1 Basic Concepts

1.1.1 What Is a HUAWEI ID? Can I Change My Login 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.

Your login ID can be changed only once. To change your login ID, go to My Account and click **Manage** in the **HUAWEI ID Information** area. On the **Account & security** page, click **CHANGE** in the **Login ID** row.
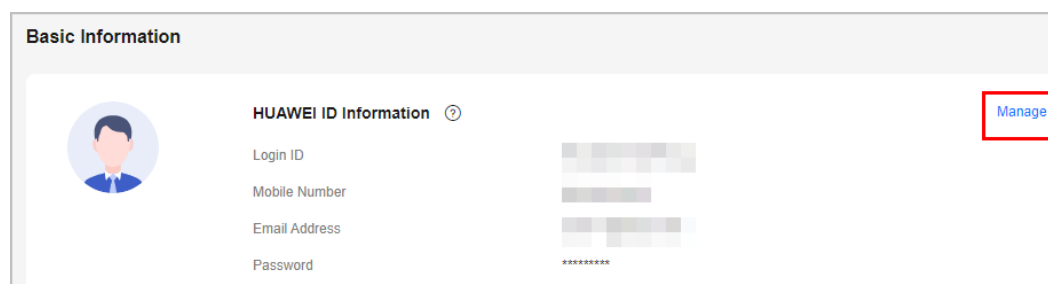
1.1.2 What Is a Huawei Cloud Tenant?

A Huawei Cloud tenant is generated after you register a Huawei Cloud and enable Huawei Cloud services with the ID. A 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 a Security Phone Number and Security Email?

The security phone number or security email is used to receive the security verification code that you will need to verify your identity or reset your password.

If the phone number or email address bound to your HUAWEI ID is unavailable, you can use the security phone number or security email for verification.

If you want to change your security phone number or security email, click **Manage** in the **HUAWEI ID Information** area and change it on the **Account & security** page.
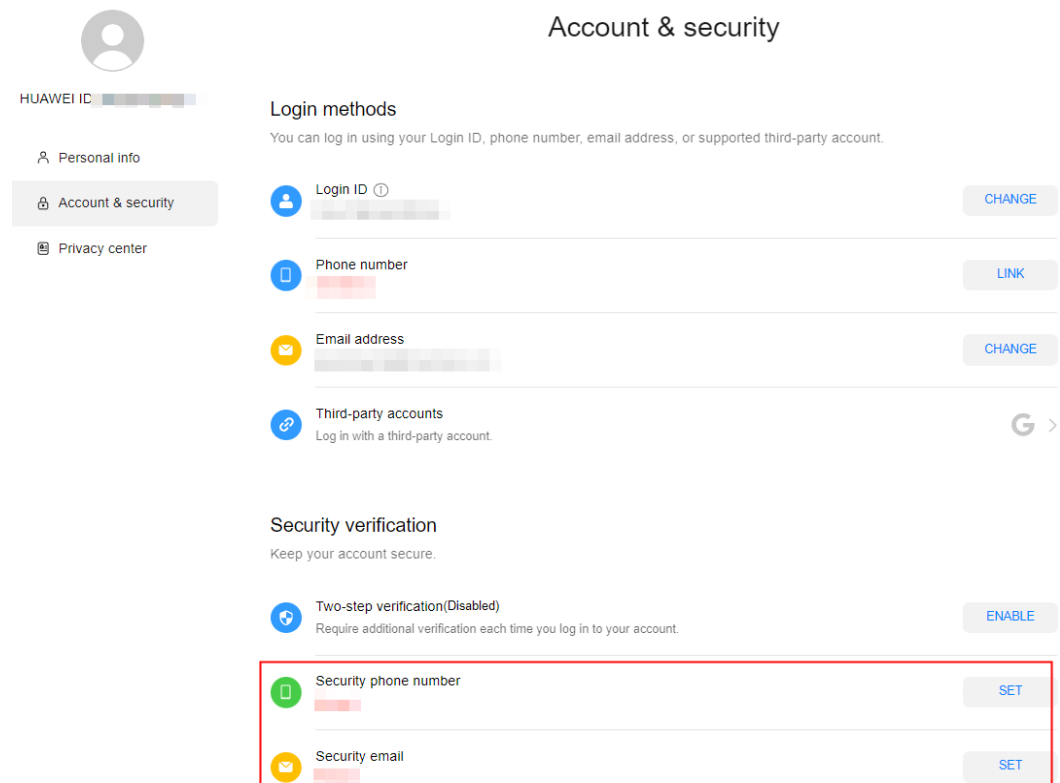
1.1.5 Why Is There a Service Email Address Displayed in the Huawei Cloud Tenant Information Area?

- 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**.

1.1.6 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.

1.1.7 How Do I Modify the Email Address of My HUAWEI ID?

Step 1 In the **HUAWEI ID Information** area, click **Manage** to go to the Huawei account center.
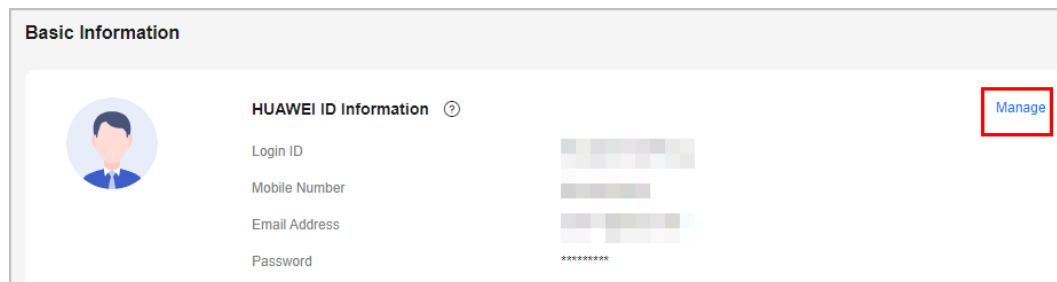
Step 2 Click **Change** and modify the email address of your HUAWEI ID according to the on-screen instructions.
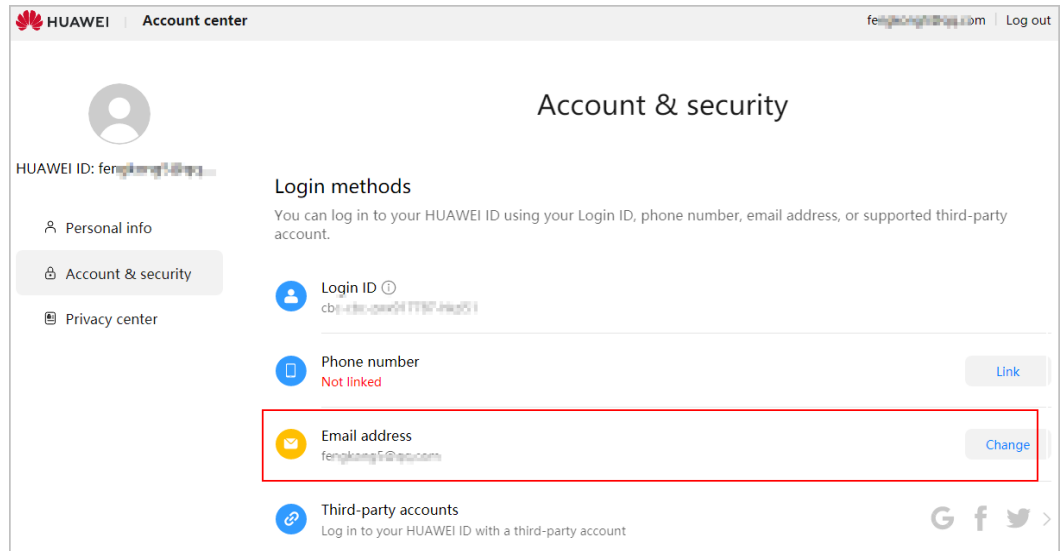
----End

1.1.8 How Do I Bind or Modify the Mobile Number of My HUAWEI ID?

Step 1 In the **HUAWEI ID Information** area, click **Manage** to go to the Huawei account center.
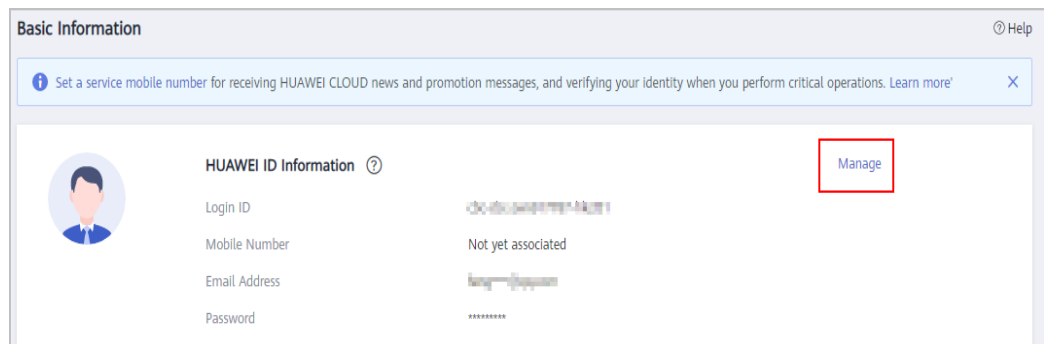
Step 2 Click **Link** or **Change**, and bind or modify the mobile number of your HUAWEI ID according to the on-screen instructions.
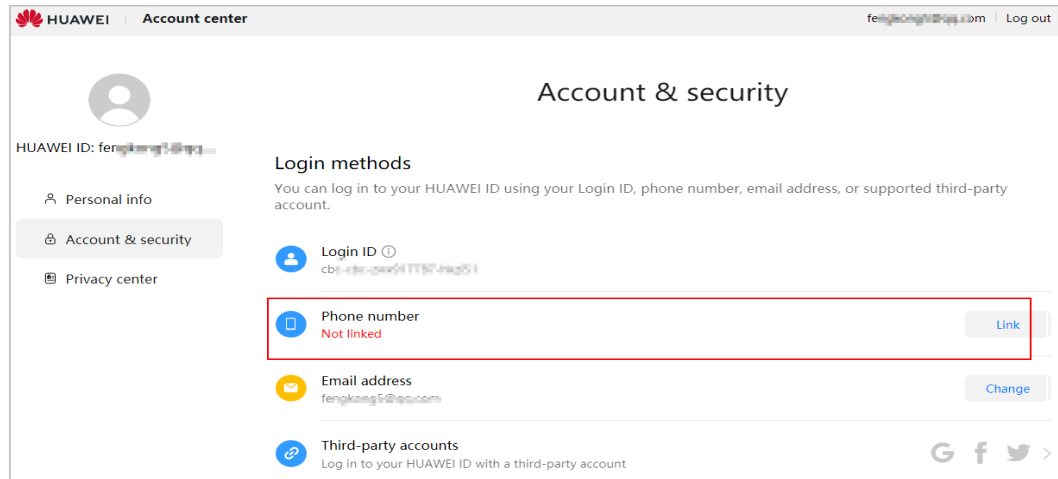
----**End**

1.1.9 How Can I Modify Information about My Enterprise Account?

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

Step 2 On the displayed page, click **Edit** in the **Basic Information** area.

Step 3 Modify basic information displayed in the following figure.

Step 4 Click **OK**.

----**End**

1.1.10 In What Circumstances Will Huawei Cloud Services Be Restricted?

Huawei Cloud services will be restricted to use in any of the following circumstances:

- The use has violated relevant laws and regulations, purchased pay-per-use resources but not paid for them, sent junk emails, or suffered from DDoS attacks that caused losses to Huawei Cloud. **Submit a service ticket** for handling.

- You have failed real-name authentication but attempted to purchase or use cloud services provided in Chinese mainland.

- The account balance is insufficient.

- You have become a partner, such as a reseller.

- The account is an enterprise member account and has insufficient budget. You can contact the enterprise master account to allocate a budget or wait for the next budget cycle to obtain sufficient budget.

- The account has security risks and cannot purchase pay-per-use resources.

📖 **NOTE**

To restore your account, go to the **Create Service Ticket** page, choose **User Account** > **Account Freezing/Suspension**, and submit a service ticket.

If a credit card has been associated with your account, provide documents listed in **any two of the following items** for verification. If there is no credit card associated with your account, provide documents listed in item 1.

1. Any forms of the following:
   1. Passport
   2. Front and back of Resident Identity Card
   3. Driver license
2. Front of the credit card bound to your account
3. Transaction details of the credit card associated with your account in the last 6 months

Material requirements:

1. Resident Identity Card: Provide a photo of your Resident Identity Card showing the front. Ensure that the information on the card matches the personal information associated with the credit card bound to your account.
2. Credit card: Ensure that the card holder matches the personal information displayed on the submitted certificate.
3. Transaction details: The documents must clearly show the transaction details of your credit card in the last 6 months. The personal information displayed on the documents must match the submitted certificate.

1.1.11 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 security requirements. **Submit a service ticket** for handling.
- Your cloud services are not renewed in the retention period. **You can manually renew them**.
- 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 in reseller mode and your expenditures exceed the budget allocated by the partner.

1.1.12 How Do I Complete HUAWEI ID Information?

You can complete HUAWEI ID information in either of the following ways:

- Complete information right after signing up for Huawei Cloud and enabling Huawei Cloud services on the **Complete Information** page.
- Complete information later after signing up for Huawei Cloud and enabling Huawei Cloud services in Account Center. On the **My Account** > **Basic Information** page, click **Complete Information** in the **Huawei Cloud Tenant Information** area to go to the **Complete Information** page.

For details, see the following procedure:

Step 1 On the **Complete Information** page, click **Send Code** and enter the verification code received by your email.

Step 2 Click **Next**.

Step 3 Enter a mobile number allocated in the region where your account is registered, click **Send Code**, and enter the SMS verification code in the text box.

Step 4 Click **Next**.

Step 5 Select an account type (**Individual** or **Enterprise**), and enter the required information.

Step 6 Click **Next**.

Step 7 Bind a credit card to your account by referring to **Adding a Payment Method**.

📖 **NOTE**

You have completed your account information. If you do not want to bind a card, click **Cancel**.

Step 8 (Optional) To perform real-name authentication for your account, click **Authenticate** on the **Basic Information** page.

Real-name authentication is required only when you need to purchase cloud resources in Chinese mainland regions. For details, see **Real-Name Authentication**.

----End

1.1.13 Can I Purchase and Use Huawei Cloud Services Without Adding a Credit Card?

If you have an expenditure quota, voucher, or test coupon, or if you are a reseller customer, you do not need to add a credit card. Just complete your account information and then you can purchase and use cloud services.

1.1.14 What Should I Do If I Failed to Change the Phone Number Linked to My HUAWEI ID?

When you intend to change the phone number linked to your HUAWEI ID, a message shown in the following figure is displayed, indicating that the phone number has been linked to another account.

To change the phone number, perform the following steps:

Step 1 Use your HUAWEI ID to **submit a service ticket** to apply for a disassociation between the HUAWEI ID and Huawei Cloud account.

- If your account is an enterprise master account or one of the enterprise member accounts and these enterprise accounts have been registered with the same enterprise name, the master account can submit a service ticket to apply for the disassociation on behalf of the member accounts (with a list of all associated member accounts provided). Otherwise, each account needs to submit a service ticket by themselves.

- If any account security risks are detected, you may be required to provide more materials to prove that you are the account owner.

Step 2 Wait until the Huawei Cloud personnel disassociate the HUAWEI ID from the Huawei Cloud account.

Step 3 After receiving the successful disassociation notification, **reset the Huawei Cloud account password**. Then, use the **Huawei Cloud account** to log in.
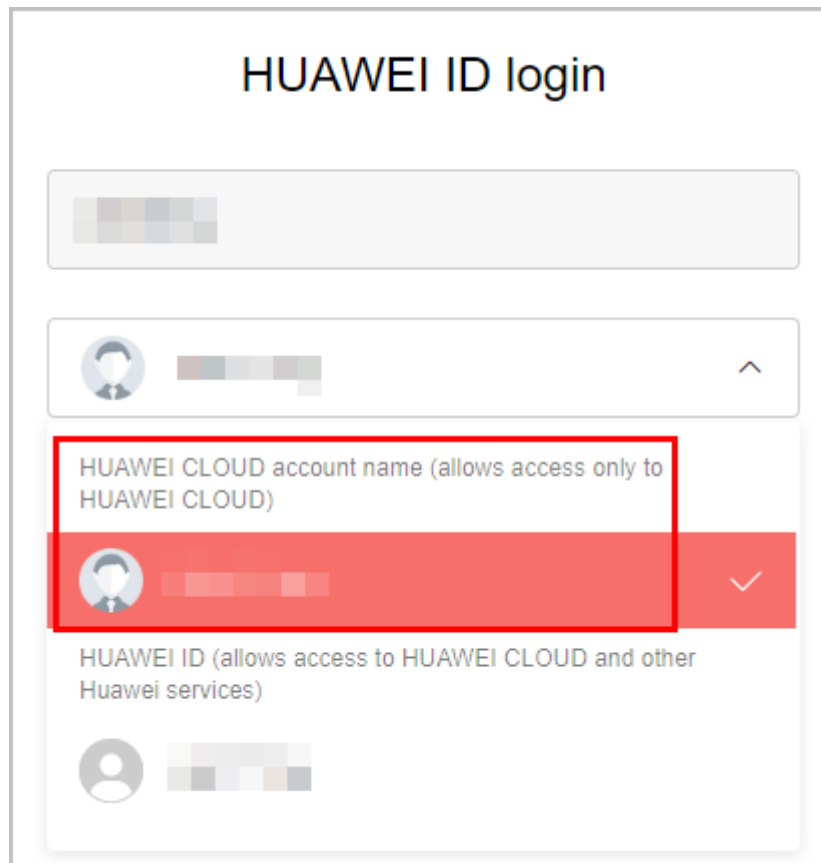
Step 4 In the Huawei Cloud account center, **change the mobile number**. After the change is successful, log out of the Huawei Cloud account.

Step 5 Use the HUAWEI ID to log in to the **Huawei account center**, delete the account if you no longer need it, and log out.
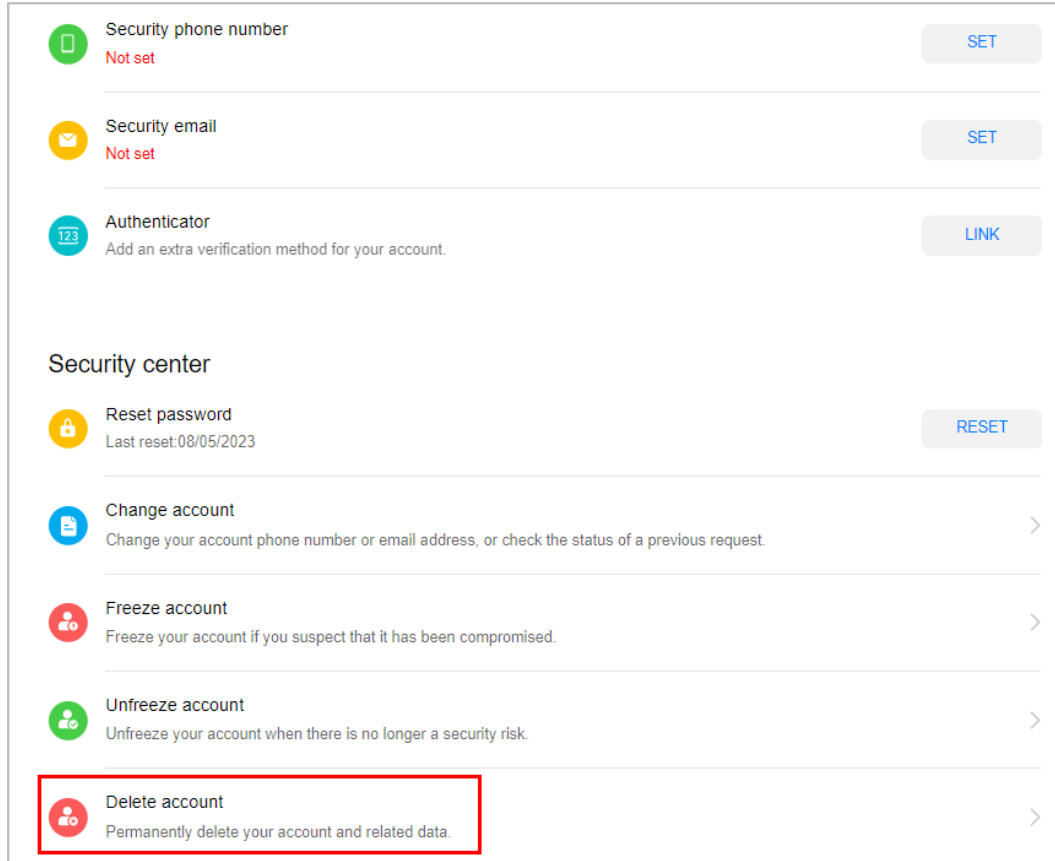
Step 6 Use the Huawei Cloud account to log in again and follow the prompts to upgrade the account.

----**End**

1.1.15 What Are the Parameters and How Can I Use Them in the Account Center?

Parameter	Used For	Configured In	Description
Account Name	Login and password retrieval	**Huawei account center**	Name of a HUAWEI ID. It can be changed only once.
Tenant Name	Huawei Cloud transaction, IAM user login, and Huawei Cloud API calling	**Huawei Cloud account center**	Account name of a user in Huawei Cloud. 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 the account center. If they are the same, only the login ID is displayed.

Parameter	Used For	Configured In	Description
Phone number/ Email address	Login and security verification	**Huawei account center**	A phone number or an email address can be linked to only one HUAWEI ID.
Security phone number/Security email	Security verification	**Huawei account center**	A security phone number or security email can be linked to a maximum of five HUAWEI IDs.
Service Mobile Number/Service Email Address	Receiving Huawei Cloud news, promotion messages, and service-related verification codes.	**Huawei Cloud account center**	Service Mobile Number: The mobile number bound to your Huawei Cloud account, which is displayed only when it is different from that bound to your HUAWEI ID.

A mobile number can be bound to a maximum of three Huawei Cloud accounts as a service mobile number.

Service Email Address: The email address bound to your Huawei Cloud account, which is displayed only when it is different from that bound to your HUAWEI ID.

An email address can be bound to a maximum of three Huawei Cloud accounts as a service email address. |
| Recipient phone number/email | Receiving Huawei Cloud message notifications | **Huawei Cloud Message Center** | The phone numbers and addresses of multiple recipients can be bound. |

1.1.16 How Do I Hand Over an Account If An Enterprise Employee Has Been Transferred or Has Resigned?

If an employee in your enterprise has been transferred to another position or has resigned, they must do the following to hand over the account:

1. Change the phone number and email address linked to the HUAWEI ID to those of the new account owner.

2. If the employee used their own account to enable Huawei Cloud for the enterprise and wants to retain their account, they can **submit a service ticket** to contact Huawei Cloud after-sales service personnel to disassociate the HUAWEI ID from the Huawei Cloud account. After they have received the notification of having successfully disassociated their account, they need to **reset the password**. Then, they can use the Huawei Cloud account to log in and change the bound mobile number and email address to those of the new account owner.

3. Check that the following information has been changed successfully: recipient information (name, email address, and phone number), service phone number and service email address, login phone number and email address, security phone number and security email address, and admin phone number. For details, see **What Are the Parameters and How Can I Use Them in the Account Center?**

4. Provide the Huawei Cloud account name and password for the new account owner and remind the account owner to change the password.

5. If an authenticator (virtual MFA) of the employee is linked to the HUAWEI ID, go to the Huawei account center and choose **Account & security** > **Security verification** > **Authenticator** to unlink the authenticator and then link an authenticator of the new account owner.

6. If a third-party account (such as a Google Account) of the employee is linked to the HUAWEI ID, go to the Huawei account center and choose **Account & security** > **Login methods** > **Third-party accounts** to unlink the third-party account.

7. If an IAM user is used by the employee, **delete the IAM user** or **change the password of the IAM user**.

8. If the employee has access keys (AK/SK), change them. For details, see **Managing Access Keys for an IAM User**.

9. If the employee has the usernames, passwords, access keys (AK/SK), and virtual MFA devices of other cloud services used by your enterprise, change the information by referring to the user guide of the corresponding cloud services.

If the employee has resigned but did not hand over their tasks, **submit a service ticket** to contact Huawei Cloud after-sales service personnel.

1.1.17 What Materials Are Required If I Want to Change My Account Details?

If you do not have access to the phone number or email address registered with Huawei Cloud, you can provide required materials to Huawei Cloud after-sales service personnel to change your account details. The personnel will determine whether to approve your request based on the materials you are able to provide. If they think the provided materials are not enough to confirm your identity, you will be required to provide more materials. Thank you for your support and understanding.

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
Direct sales customers	Completed	/	Individual account	1. Real-name authentication certificate 2. The last 3 transaction records (invoices, payment records, and bank transfer records) 3. Credit card details (if one was added) (card holder's certificate and front side of the card)	Service ticket
		/	Enterprise account	1. Real-name authentication certificate 2. Authorization letter (**template**) The authorization letter must be stamped with the official seal of the enterprise and must be signed. If either of the requirements cannot be met, the authorization letter of Chinese enterprises must be stamped with the official seal, and that of enterprises outside of China must be signed. 3. The last 3 transaction records (invoices, payment records, and bank transfer records) 4. Credit card details (if one was added) (card holder's certificate and front side of the card)	Service ticket

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
	Not completed	A card has been added.	Individual account	1. The credit card holder's certificate, which must be the same as that used for the real-name authentication 2. Front of the credit card (The first 6 digits and last 4 digits of the card number, the name of the issuing bank, and the name of the card holder must be clear. It is recommended that the customer shall hide the remaining digits of the card number.) 3. Huawei Cloud consumption proof for the last 3 consecutive months (credit card bill details, invoices, or historical bills). If the consumption duration is less than 3 months, provide the consumption proof of the actual consumption duration.	Service ticket
			Enterprise account	Materials mentioned above and an authorization letter (**template**) The authorization letter must be stamped with the official seal of the enterprise and must be signed. If either of the requirements cannot be met, the authorization letter of Chinese enterprises must be stamped with the official seal, and that of enterprises outside of China must be signed.	Service ticket

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
		No card has been added but actual payments have been made. (only for enterprise accounts)	Enterprise account	1. Payment bank account company certificate 2. Payment bank account name (enterprise name) and opening bank account number 3. Bank transfer proof for the last 3 consecutive months. If the consumption duration is less than 3 months, provide the bank transfer proof of the actual consumption duration. 4. Authorization letter (**template**) The authorization letter must be stamped with the official seal of the enterprise and must be signed. If either of the requirements cannot be met, the authorization letter of Chinese enterprises must be stamped with the official seal, and that of enterprises outside of China must be signed. **NOTE** If neither of the preceding requirements cannot be met, use your company email to contact your Huawei Cloud account manager for assistance.	Service ticket

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
		No card has been added and no actual payments have been made. (different materials required for individual and enterprise accounts)	/	1. Original mobile number (optional if not specified during registration) 2. Email address 3. Individual account: User name and contact address 4. Enterprise account: enterprise name and contact address The contact address includes the address line, city, province, city, autonomous region, postal code, and country/region.	Service ticket

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
Resellers	Completed	/	/	1. Real-name authentication certificate 2. Email used to prove that the partner agreed 3. Authorization letter (**template**) The authorization letter must be stamped with the official seal of the enterprise and must be signed. If either of the requirements cannot be met, the authorization letter of Chinese enterprises must be stamped with the official seal, and that of enterprises outside of China must be signed.	Service ticket

Customer Type	Scenario	Real-Name Authentication	Account Type	Required Materials	Change Method
	Not completed	/	/	1. Phone number 2. Email address 3. Individual account: User name and contact address 4. Enterprise account: enterprise name and contact address 5. Name and date of the cloud service that is provisioned last time (If the cloud service is not enabled, leave this field empty.) 6. Email used to prove that the partner agreed 7. Authorization letter (**template**) The authorization letter must be stamped with the official seal of the enterprise and must be signed. If either of the requirements cannot be met, the authorization letter of Chinese enterprises must be stamped with the official seal, and that of enterprises outside of China must be signed.	Service ticket
Huawei Cloud partners	/	/	/	1. Partner authorization letter and partner certificate materials (same requirements for common customers) 2. Consumption proof, invoices, bills, and payment records	Service ticket

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 a different 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 an identity certificate issued in your country/region. The change will take effect only for your Huawei Cloud services.

1.2.3 Can I Use an Email Address to Enable Huawei Cloud Services Multiple Times?

No, you can do that only once.

1.2.4 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.

1.3 Login

1.3.1 What Can I Do If I Forgot My Password?

If you forgot your password, see **How Do I Reset My Password?**

1.3.2 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.

- 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.

1.3.3 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 reset the password, see **How Do I Change My Password?**

1.3.4 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. After logging in with your HUAWEI ID, you can configure security settings to protect your HUAWEI ID. For details, see **Security Settings Overview**.

1.3.5 Can I Encrypt My HUAWEI ID During Login?

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

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**.

1.4.2 What Is the Difference Between Closing and Disabling Huawei Cloud Services?

- Closing Huawei Cloud services: After you close Huawei Cloud services, your data in Huawei Cloud will be deleted and cannot be recovered. A retention period which is generally 90 days starts after you close Huawei Cloud services. During the retention period, you can log in to Huawei Cloud to view only historical transactions records.
- 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 retention period (generally 90 days) starts after you close Huawei Cloud services. During this period, you can log in to Huawei Cloud to view your account and expenditure details. After the retention period expires, Huawei Cloud services are disabled automatically, and 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.
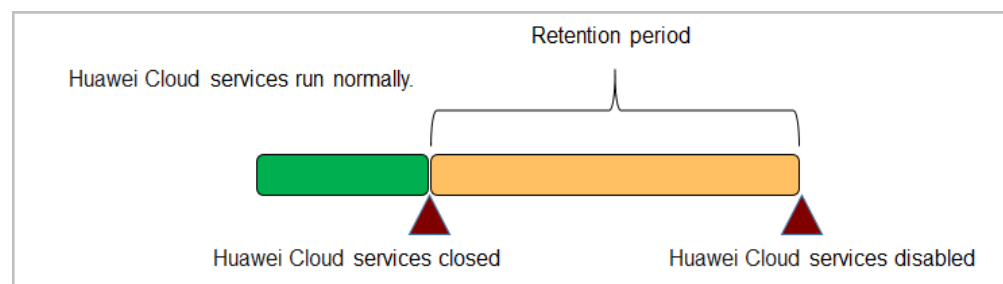
1.4.5 Can I Restore Huawei Cloud Services After Closing Them?

After you close Huawei Cloud services, your data in Huawei Cloud will be deleted and cannot be recovered.

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. After Huawei Cloud services are restored, your account will be unfrozen and you can use it to enable or purchase Huawei Cloud services.

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

◻ NOTE

Huawei Cloud services cannot be restored within 24 hours after they are closed.

1.4.6 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 KooGallery partner.
- Your HUAWEI ID is an enterprise master account or member account.
- Your HUAWEI ID has been bound to an HCS site or a Cloud 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.
- 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.

1.4.7 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.

1.4.8 Why Can I Still Log In After Disabling Huawei Cloud Services?

If you disable Huawei Cloud services, you cannot access the services provided on the Huawei Cloud website (https://www.huaweicloud.com/eu/) using your HUAWEI ID. However, you can still use the ID to access other Huawei services. To cancel all access, delete your HUAWEI ID on the HUAWEI ID website.

2 Real-Name Authentication

2.1 Why Do I Need to Authenticate My Account?

If you are outside the Chinese mainland but want to purchase or use cloud services provisioned in the Chinese mainland, real-name authentication is needed.

2.2 Can I Get an Account as a Minor?

No. Huawei Cloud provides services only for adults who are above the age of 18 for privacy.

2.3 Why Can't I Synchronize Real-Name Authentication Information from Huawei Developers to Huawei Cloud?

- Your application for being a Huawei Cloud partner is in progress.
- The account information in Huawei Developers and Huawei Cloud is inconsistent.
    - You have completed enterprise real-name authentication in Huawei Developers, but the account type in Huawei Cloud is individual.
    - You have completed individual real-name authentication in Huawei Developers, but the account type in Huawei Cloud is enterprise.
    - You have completed individual real-name authentication in Huawei Developers, but this account cannot be authenticated as an individual account in Huawei Cloud.
    - You have completed enterprise real-name authentication in Huawei Developers, but this account cannot be authenticated as an enterprise account in Huawei Cloud.
    - The enterprise name used for real-name authentication in Huawei Developers is inconsistent with the enterprise name you provided for Huawei Cloud.

You can access the **Basic Information** page in My Account. In the **Huawei Cloud Tenant Information** area, click **Edit** and change the enterprise name to the name used for real-name authentication in Huawei Developers.

- Your account is an enterprise master account or member account

3 Others

3.1 What Are the Constraints for Huawei Cloud European Website Users to Access Resources in the Chinese Mainland or International Website as a Cloud Alliance User

Question 1: Why does the system respond slowly when I access resources in the Chinese mainland or international website from the European website?

Answer 1: There is an average access delay of 2s in cloud alliance access. Please wait.

Question 2: Why do I see yearly/monthly resources in the Chinese mainland or international regions but fail to purchase them?

Answer 2: Currently, you can only purchase pay-per-use resources in these regions.

Question 3: Why can't my IAM users view resources in the Chinese mainland or international regions although I have enabled Chinese mainland or international website services?

Answer 3: Submit a service ticket or contact your account manager.

Question 4: Why can't I purchase some services in the Chinese mainland or international regions?

Answer 4: Currently, only certain cloud services are available to cloud alliance access. If you have any requirements for cloud services, submit a service ticket or contact your account manager.