My Account

FAQs

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1 Basic Information

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1.1 What Steps Need I Perform to Register an Account?

Account registration consists of four steps: registering an account using an email address, binding a mobile number, completing the account information, and selecting a payment method. You can buy and enable cloud services after completing these steps.

If you have registered an account using an email address and have not selected a payment method, you can only browse service information and cannot buy or enable cloud services.
1.2 Why Do I Need to Select a Country/Region When Registering a HUAWEI CLOUD Account?

HUAWEI CLOUD follows the local customs to provide service experience and must ensure that you have a valid billing address in the country or region that you select.

1.3 What Can I Do If I Do Not Receive a Verification Email During the Registration?

You might not receive the verification email in three scenarios. Check the following items:

- Registered email address
- Your junk mailbox (the verification email sent by HUAWEI CLOUD may be blocked by your email proxy server)
- Network communication status (network exceptions may cause loss of emails) Click Get Code again, and check whether you receive a verification email.

1.4 Why Do I Need to Provide a Mobile Number During Registration?

HUAWEI CLOUD needs to verify your identity using the mobile number to defend against spoofing and malicious programs.

1.5 Can I Use a Mobile Number That Does Not Belong to the Registered Country or Region?

No. You can only use a mobile number that belongs to the registered country or region. For details about how to change the mobile number, see Changing the Mobile Number.

1.6 What Can I Do If I Do Not Receive an SMS Verification Code When I Attempt to Bind a Mobile Number?

HUAWEI CLOUD can send SMS verification codes to global mobile numbers. However, some users may fail to receive an SMS verification code in a timely manner due to issues of communications service providers in certain countries and regions. If you have not received an SMS verification code, check the signal status of your phone. If the signal is normal, go to the Create Service Ticket page, choose User Account > User Account - Account Info Modification, and then...
click Create Service Ticket to submit a service ticket. In the service ticket, add the screenshot of the Bind Mobile Number page to facilitate problem resolving.

1.7 Can I Use an Email Address to Register Multiple HUAWEI CLOUD Accounts?

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

1.8 In What Circumstances Will My Account Be Frozen?

Your account will be frozen in any of the following circumstances:

- You violate national laws and regulations or Huawei’s security requirements.
- Cloud services are not renewed in the retention period.
- You have become a solution partner.
- You have applied for deleting your account.
- You are a partner customer and your expenditures exceed the budget allocated by the partner.

1.9 In What Circumstances Will My Account Be Suspended?

Your account will be suspended in any of the following circumstances:

- You violate national laws and regulations, purchase pay-per-use resources but do not make payment, send junk emails, or suffer from DDoS attacks that cause losses to HUAWEI CLOUD.
- Your account balance is insufficient.
- You have become a solution partner.
- Your payment information is incomplete.
- Your account is an enterprise member account and has insufficient budget.
2 Real-Name Authentication

2.1 When Is Real-Name Authentication Required?
Real-name authentication is required in the following situations:
- You want to buy and use cloud services that are provisioned in the Chinese Mainland.
- An enterprise member account needs to inherit the commercial discounts of the enterprise master account.

2.2 Can I Use the Certificate of a Minor for Individual Real-Name Authentication?
No. HUAWEI CLOUD provides services only for adults who are above the age of 18. To protect the privacy of minors, minors cannot use the services.

2.3 How Can I Perform Real-name Authentication If I Register in Russia?
Russia has strict restrictions on data transmission to other countries. Please contact your account manager to sign a paper agreement. The account manager will assist you in real-name authentication.
2.4 How Do HUAWEI CLOUD Internal Accounts Complete Real-Name Authentication?

If you have a HUAWEI CLOUD internal account, you can complete real-name authentication by following the instructions in the HUAWEI CLOUD Internal Customer FAQs.