My Account

FAQs

Issue 01

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HUAWEI TECHNOLOGIES CO., LTD.

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Contents

1 Basic Information (for HUAWEI ID)..... 1
1.1 Basic Concepts..... 1
1.1.1 What Is a HUAWEI ID? Can I Change My Login ID?..... 1
1.1.2 What Is a Huawei Cloud Tenant?..... 1
1.1.3 What Is the Huawei Cloud Tenant Name?..... 1
1.1.4 What Is a Security Phone Number and Security Email?..... 2
1.1.5 Why Is There a Service Email Address Displayed in the Huawei Cloud Tenant Information Area?..... 2
1.1.6 Why a Message Is Displayed Indicating that My HUAWEI ID and Huawei Cloud Account Have Different Mobile Numbers?..... 3
1.1.7 How Do I Modify the Email Address of My HUAWEI ID?..... 3
1.1.8 How Do I Bind or Modify the Mobile Number of My HUAWEI ID?..... 4
1.1.9 How Can I Modify Information about My Enterprise Account?..... 5
1.1.10 In What Circumstances Will Huawei Cloud Services Be Restricted?..... 5
1.1.11 In What Circumstances Will Huawei Cloud Services Be Frozen?..... 6
1.1.12 How Do I Complete HUAWEI ID Information?..... 6
1.1.13 Can I Purchase and Use Huawei Cloud Services Without Adding a Credit Card?..... 8
1.1.14 What Should I Do If I Failed to Change the Phone Number Linked to My HUAWEI ID?..... 9
1.1.15 What Are the Parameters and How Can I Use Them in the Account Center?..... 12
1.1.16 How Do I Hand Over an Account If An Enterprise Employee Has Been Transferred or Has Resigned?..... 13
1.1.17 What Materials Are Required If I Want to Change My Account Details?..... 14
1.2 Registration..... 21
1.2.1 Will My Account Take Effect Immediately After Registration Is Completed?..... 21
1.2.2 Can I Change My Registration Country/Region?..... 21
1.2.3 Can I Use the Same HUAWEI ID for Both Huawei Cloud International and Huawei Cloud Chinese Mainland Websites?..... 21
1.2.4 Can I Use an Email Address to Enable Huawei Cloud Services Multiple Times?..... 21
1.2.5 What Can I Do If the System Is Busy When I Enable Huawei Cloud Services?..... 21
1.2.6 Why Did I Register with Huawei Cloud Chinese Mainland and Not Huawei Cloud International?..... 21
1.3 Login..... 22
1.3.1 How Do I Know What Account I Am Logged In With?..... 22
1.3.2 Why Can't I Log In Even Though My Credentials Are Correct?..... 23
1.3.3 Why Was I Prompted that My Account Information Does Not Exist When Resetting the Password?..... 23

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1.3.4 What Can I Do If I Forgot My Password?....23
1.3.5 What Can I Do If I Cannot Receive a Verification Code?....23
1.3.6 What Can I Do If My HUAWEI ID Is Locked?....24
1.3.7 How Do I Protect My HUAWEI ID When Using It to Log In to HUAWEI CLOUD?....24
1.3.8 Can I Encrypt My HUAWEI ID During Login?....24
1.3.9 Can I Access Huawei Cloud Using a HUAWEI ID Not Associated with a Huawei Cloud Account?....24
1.3.10 How Do I Know Whether My Account Was Created on the Huawei Cloud Chinese Mainland Website or Huawei Cloud International Website?....25
1.4 Service Closing and Disabling....25
1.4.1 Can I Disable Huawei Cloud Services?....25
1.4.2 What Is the Difference Between Closing and Disabling Huawei Cloud Services?....25
1.4.3 Why Can't I Disable Huawei Cloud Services Immediately?....26
1.4.4 What Is a Retention Period?....26
1.4.5 Can I Restore Huawei Cloud Services After Closing Them?....26
1.4.6 Why Does the Deletion of Huawei Cloud Services Fail?....26
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?....27
1.4.8 Why Can I Still Log In After Disabling Huawei Cloud Services?....27
1.5 Account Upgrade....27
1.5.1 Why Do I Need to Upgrade My Huawei Cloud Account to a HUAWEI ID? Will the Account Upgrade Affect My Huawei Cloud Services?....28
1.5.2 Can I Use Huawei Cloud Without Upgrading My Account to a HUAWEI ID?....28
1.5.3 Why Is My HUAWEI ID Not Displayed When I Upgrade My Huawei Cloud Account?....28
1.5.4 Why Was I Unable to Upgrade to a HUAWEI ID?....28
1.5.5 Can I Log In with My Huawei Cloud Account After Upgrading It to a HUAWEI ID?....29

2 Real-Name Authentication....30

2.1 Why Do I Need to Authenticate My Account?....30
2.2 Can I Get an Account as a Minor?....30
2.3 How Do I Authenticate My Account in Russia?....30
2.4 How Do I Authenticate My Account as Staff?....30
2.5 Why Can't I Synchronize Real-Name Authentication Information from Huawei Developers to Huawei Cloud?....30

3 Other....32

3.1 Basic Information (for Huawei Cloud Account)....32
3.1.1 Why Can't I Subscribe to Cloud Services and Purchase Resources After Registering an Account?....32
3.1.2 Why Do I Need to Select a Country/Region When Registering with Huawei Cloud?....32
3.1.3 Why Didn't I Receive an Email Verification Code During Account Registration?....32
3.1.4 Why Do I Need to Provide a Mobile Number During Registration?....33
3.1.5 Can I Use a Mobile Number Not Registered in the Registration Country or Region of My Account?....33
3.1.6 Why Didn't I Receive an SMS Verification Code When Binding a Mobile Number to My Account?....33
3.1.7 Why Can't I Complete My Enterprise Information with a TIN?....33
3.1.8 Can I Use One Email Address to Register Multiple Huawei Cloud Accounts?....33

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3.1.9 Why Can't I Delete My Account? 33
3.1.10 What's the Difference Between Account Closing and Account Deletion? 34
3.1.11 Can I Restore My Account If I Close It? 34
3.1.12 Why is My Account Frozen? 34
3.1.13 Why is My Account Suspended? 34
3.1.14 Why Can't I Select Chinese Mainland When Registering with the Huawei Cloud International Website? 35
3.1.15 Can I Use My Huawei Cloud International Account for the Huawei Cloud Chinese Mainland Website? 36
3.1.16 How Do I Complete Huawei Cloud Account Information? 36
3.2 What Are the Constraints for Huawei Cloud Chinese Mainland or International Website Users to Access Resources in the European Website as a Cloud Alliance User 41
3.3 How Can I Open the Basic Information Page of My Account? 42

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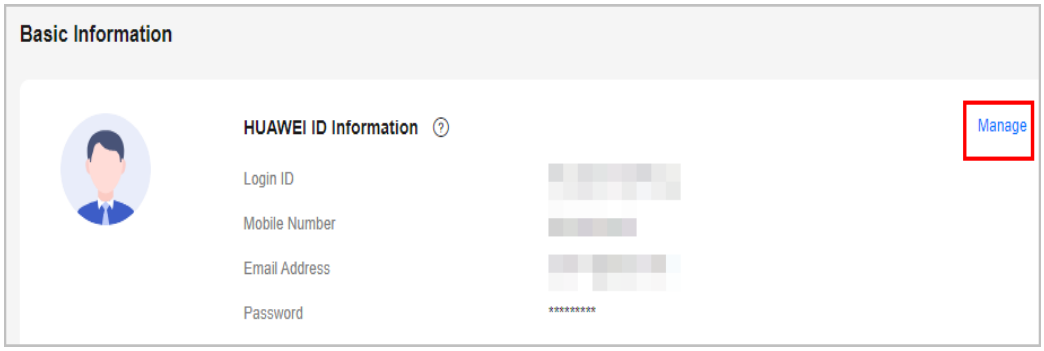
1 Basic Information (for HUAWEI ID)

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.

The login ID of your HUAWEI 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**.

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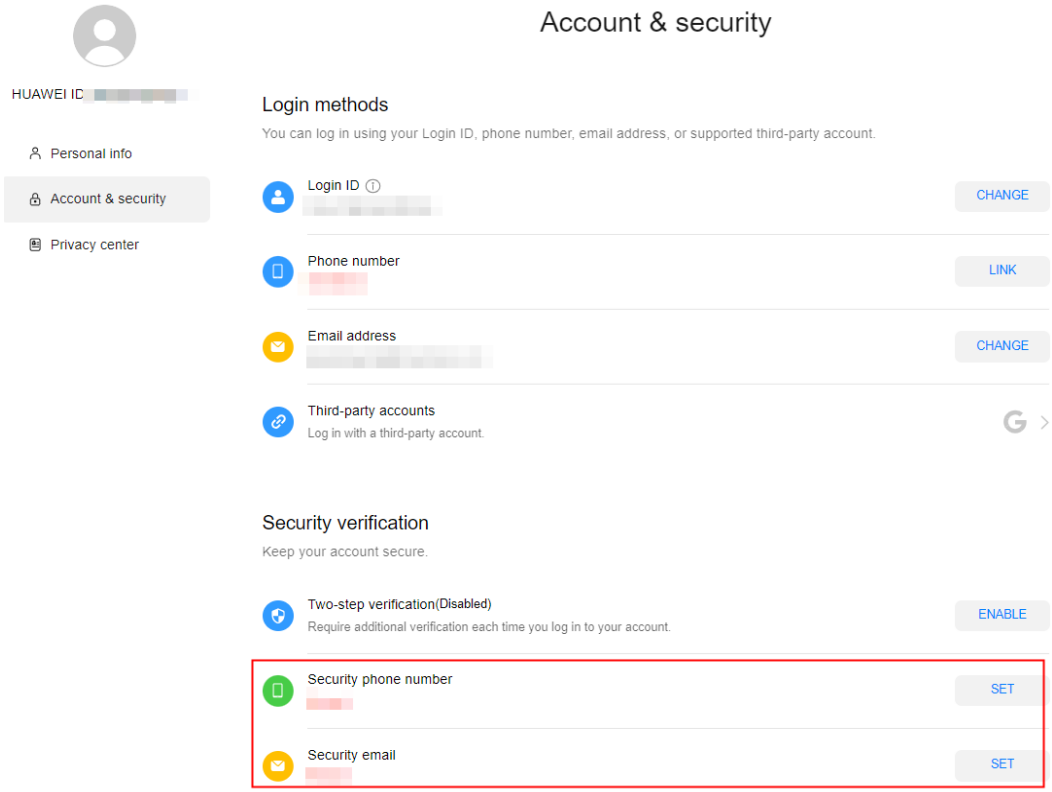
1.1.4 What Is a Security Phone Number and Security Email?

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**.

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1.1.6 Why a Message Is Displayed Indicating that My HUAWEI ID and Huawei Cloud Account Have Different Mobile Numbers?

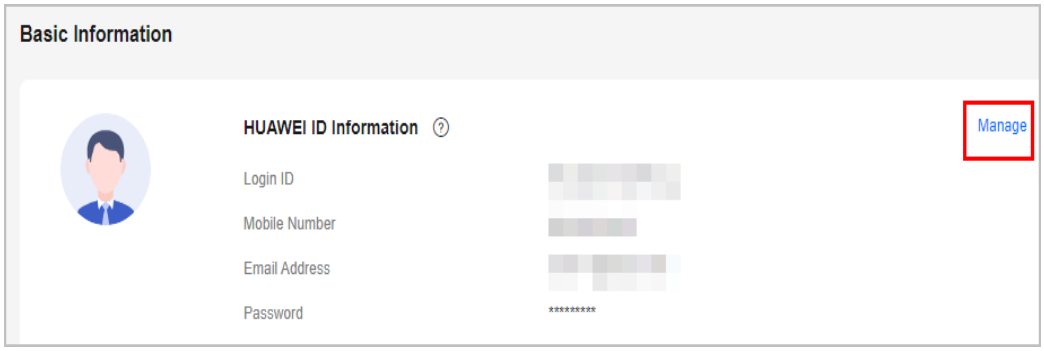
- **Scenario 1: Both the HUAWEI ID and Huawei Cloud account have their own mobile numbers.**
  - Reason 1: The HUAWEI ID and Huawei Cloud account have been associated through an email, but their mobile numbers are different. The mobile number of the HUAWEI ID had been used to register up to three Huawei Cloud accounts. In this case, the HUAWEI ID and the Huawei Cloud account will keep their own original mobile numbers.
  - Reason 2: Your HUAWEI ID and Huawei Cloud account have been associated with each other, and they have the same mobile number. If you change the mobile number of the HUAWEI ID to a mobile number that had been used to register up to three Huawei Cloud accounts, the HUAWEI ID will use the new mobile number, but the Huawei Cloud account still 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 an email. 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 Log in to the **Huawei Cloud account center**.

Step 2 In the **HUAWEI ID Information** area, click **Manage** to go to the Huawei account center.



Step 3 Click **Change** and modify the email address of your HUAWEI ID according to the on-screen instructions.

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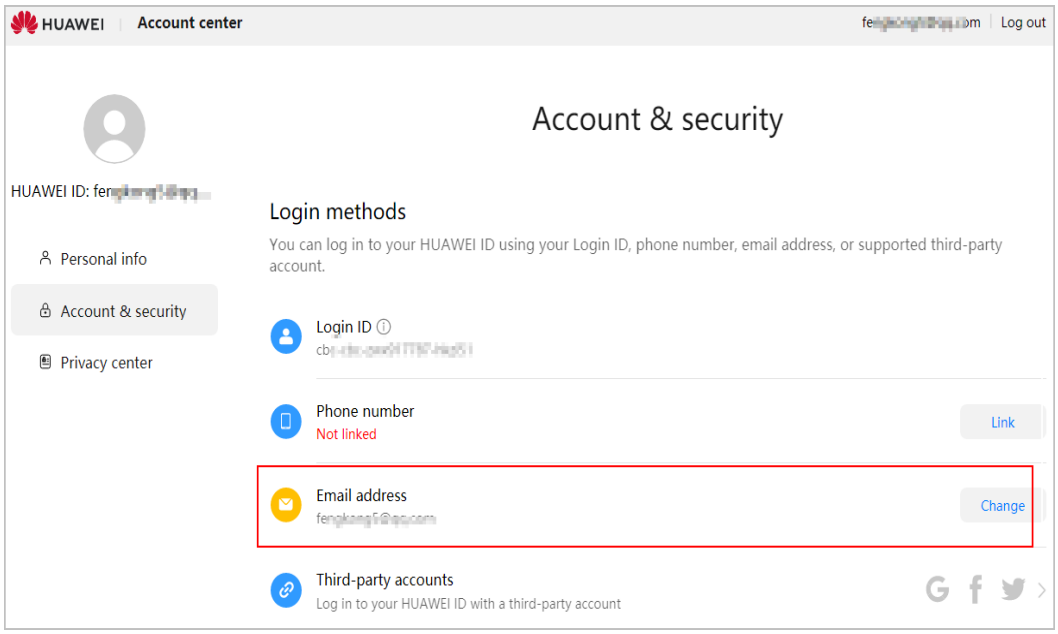
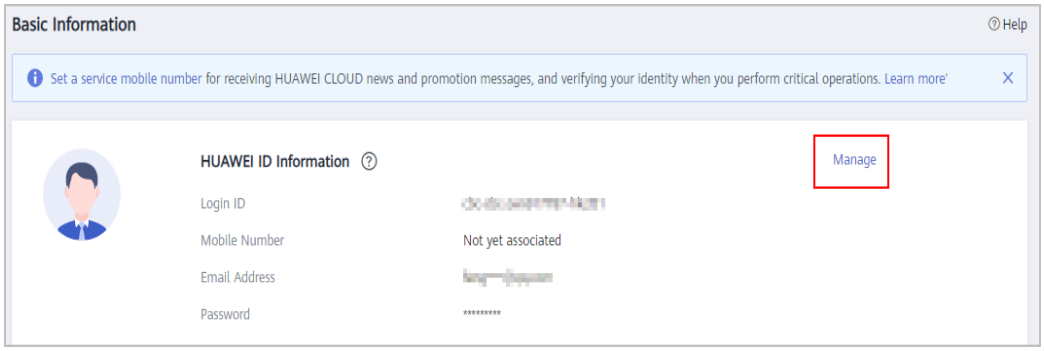


----End

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

Step 1 Log in to the **Huawei Cloud account center**.

Step 2 In the **HUAWEI ID Information** area, click **Manage** to go to the Huawei account center.



Step 3 Click **Link** or **Change**, and bind or modify the mobile number of your HUAWEI ID according to the on-screen instructions.

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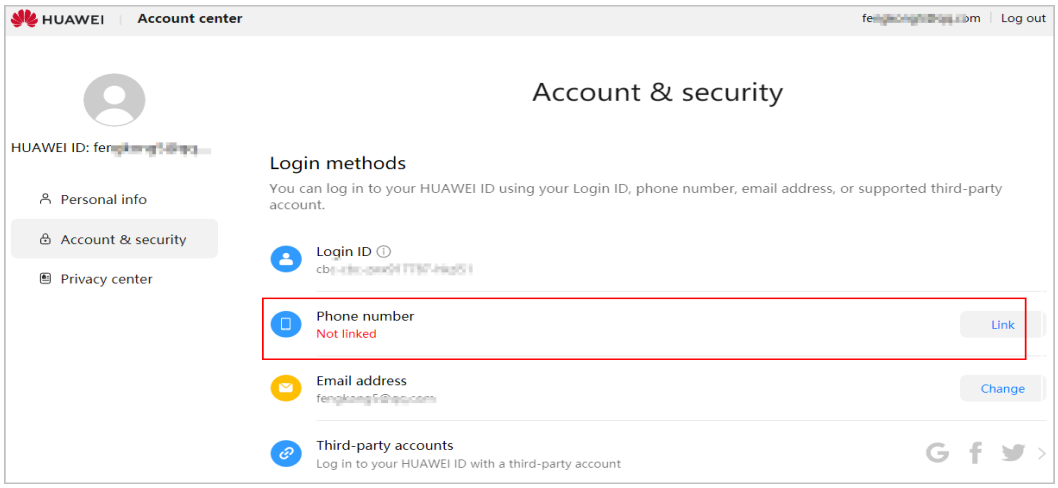

----End

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

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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, use **two of the following methods** for verification. If there is no credit card associated with your account, use the first method for verification.

1. Provide a photo of any one of the following identity documents:
    1. Passport
    2. Front and back of Resident Identity Card
    3. Driver license
2. Provide a photo of the front of the credit card associated with your account
3. Provide 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 material.
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.

The preceding materials and requirements do not apply to all countries or regions. If you have any questions, contact your account manager or **submit a service ticket**.

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 have been associated with a partner in reseller mode and your account has been frozen for some reasons, for example, your expenditure has exceeded 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.

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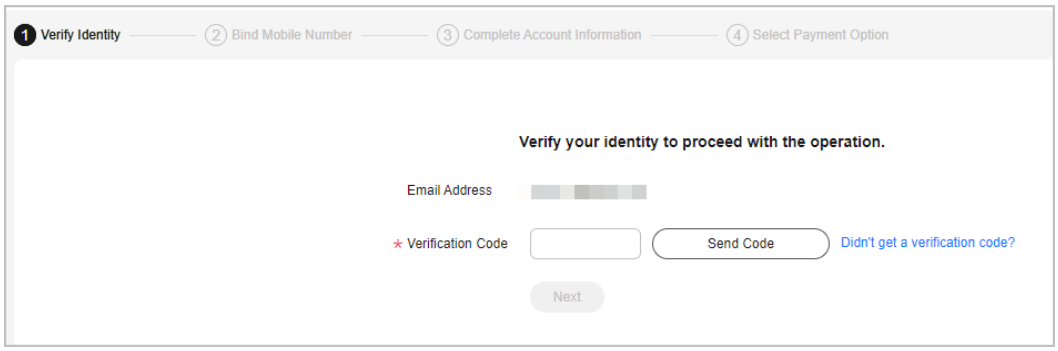
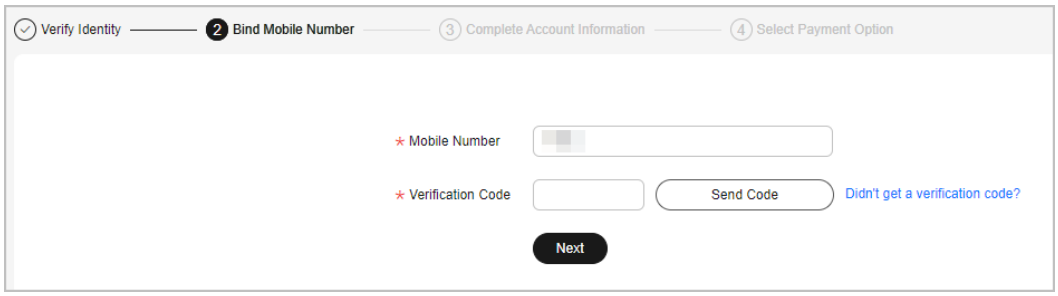
For details, see the following procedure:

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.

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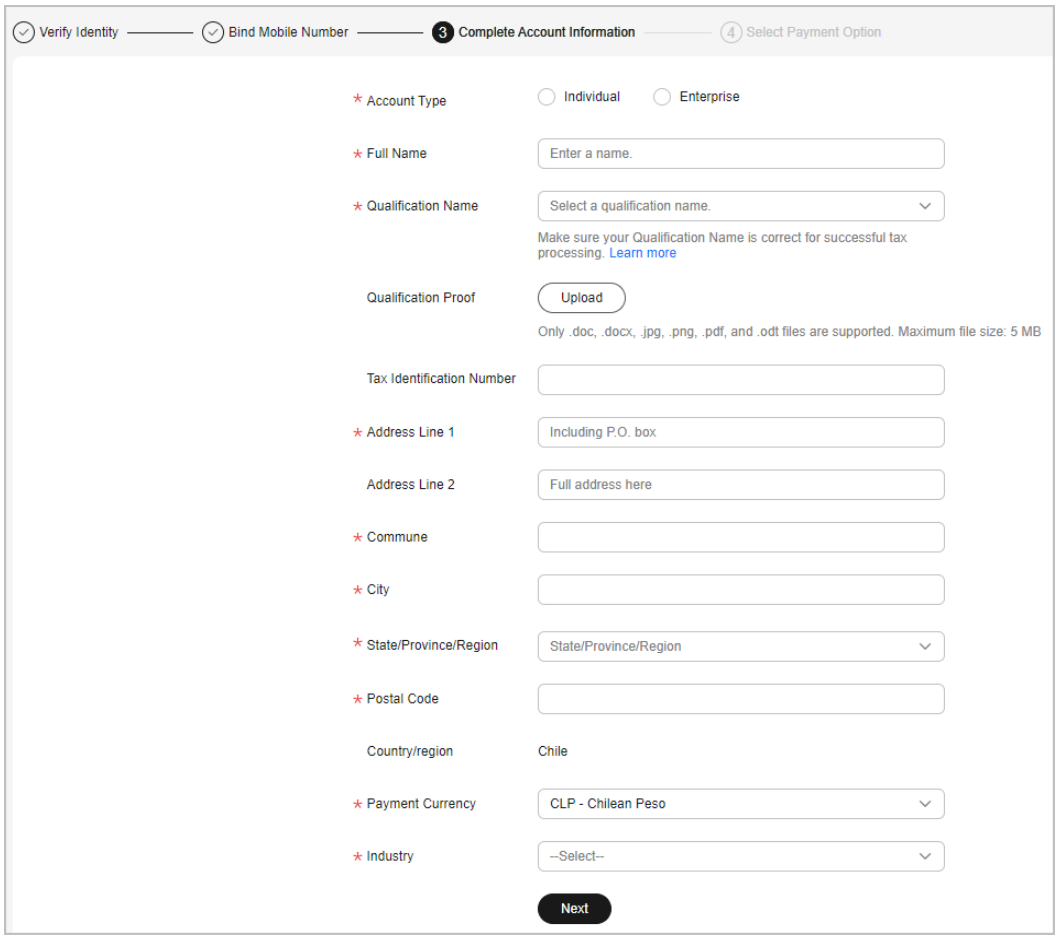

Step 6 Click **Next**.

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.

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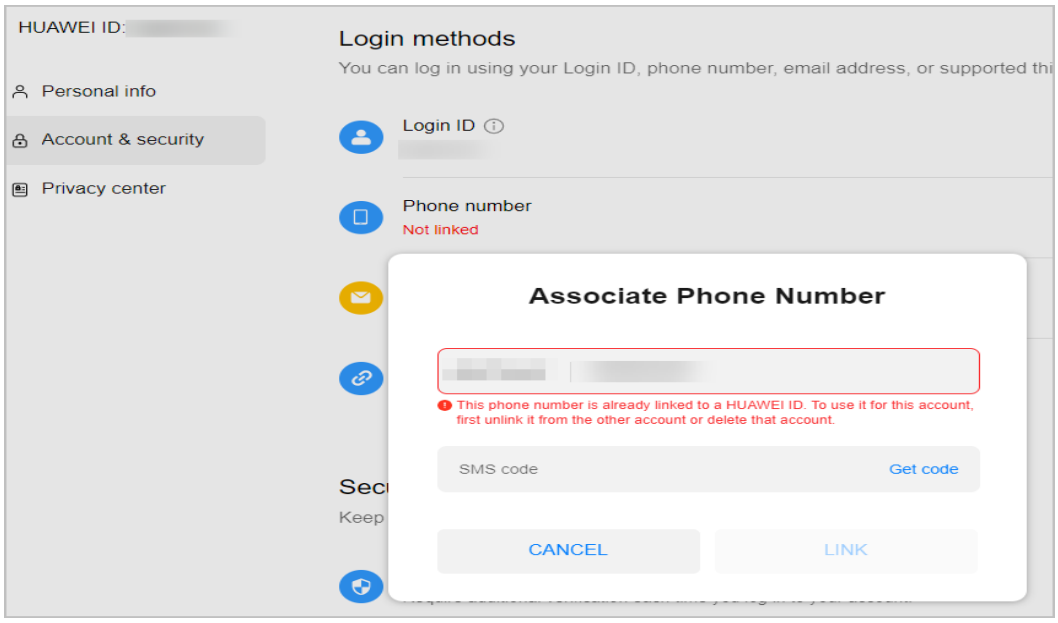
1.1.14 What Should I Do If I Failed to Change the Phone Number Linked to My HUAWEI ID?

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 you have multiple accounts and they are associated with the same enterprise, the master account can submit a service ticket to apply for the disassociation on behalf of all the member accounts. (The service ticket must include a list of all the associated member accounts). 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.

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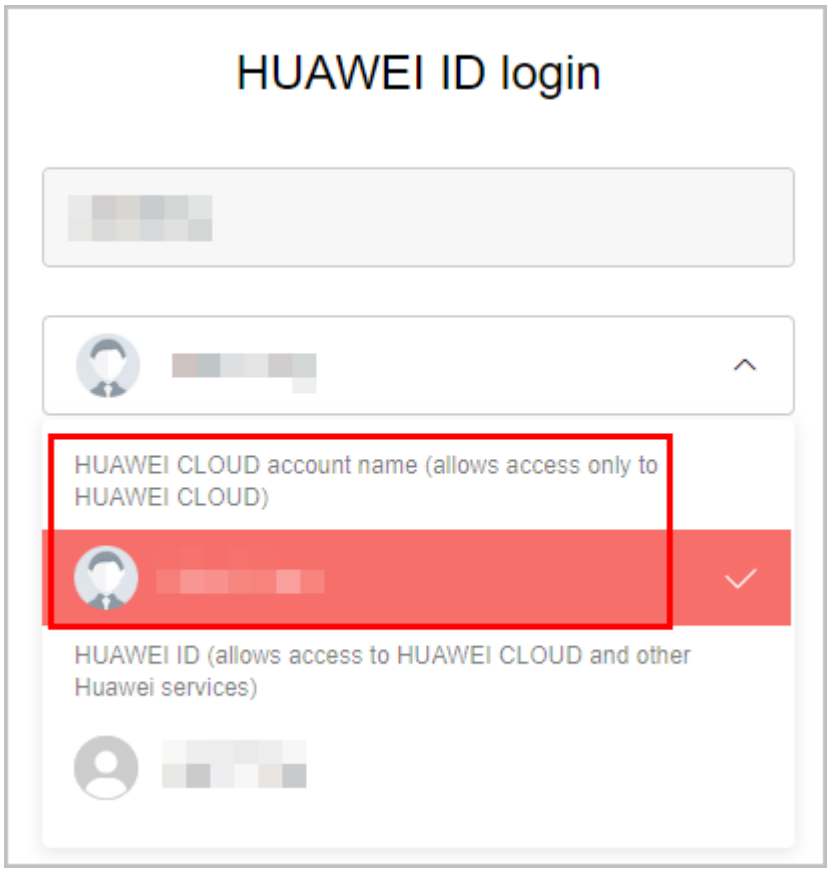

Step 4 In the Huawei Cloud account center, **change the mobile number**. After the change is successful, log out of the Huawei Cloud account.

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.

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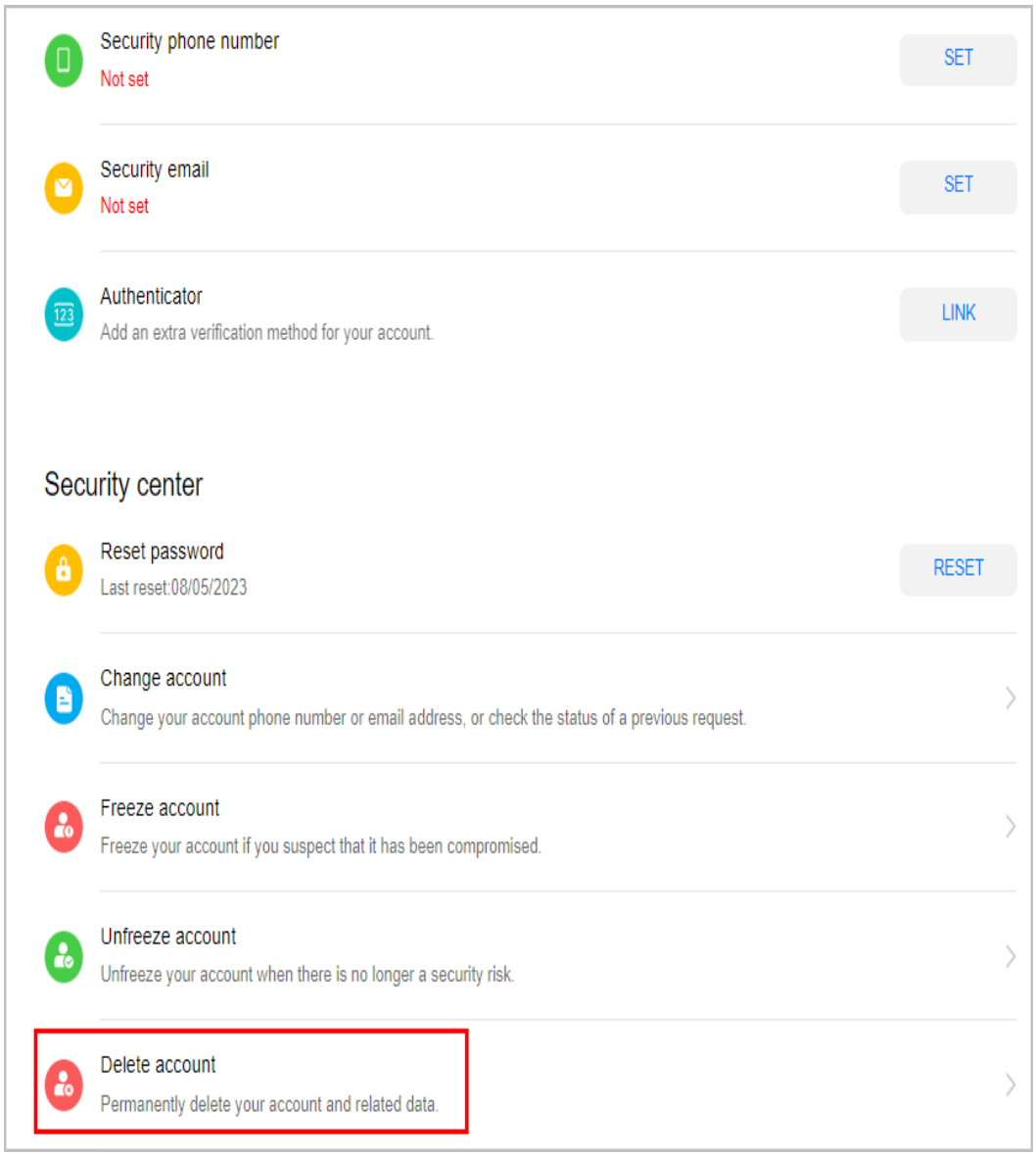

Step 6 Use the Huawei Cloud account to log in again and follow the prompts to upgrade the account.

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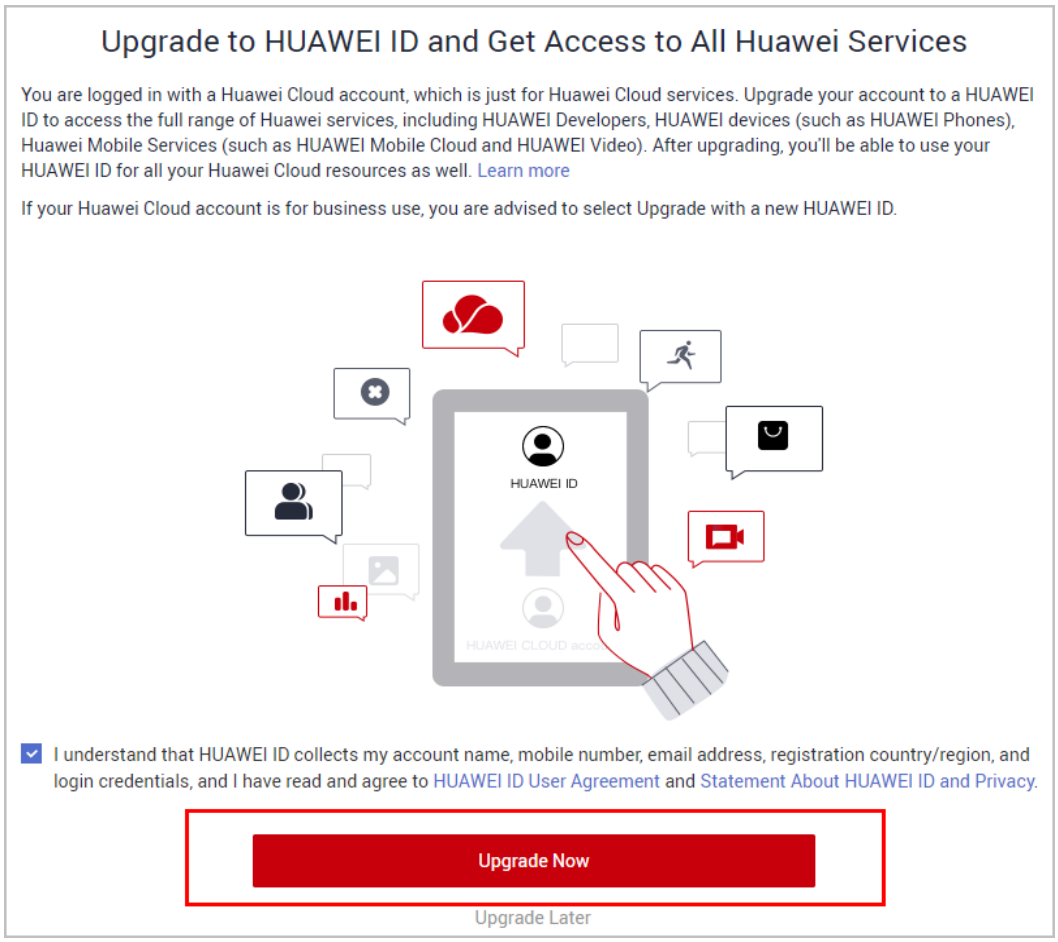

----End

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.

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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 linked to your Huawei Cloud account. It is displayed only when it is different from that linked to your HUAWEI ID. A mobile number can be linked to a maximum of three Huawei Cloud accounts as a service mobile number. Service Email Address: The email address linked to your Huawei Cloud account. It is displayed only when it is different from that linked to your HUAWEI ID. An email address can be linked to only one Huawei Cloud account 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:

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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 a user or a virtual MFA device in IAM Identity Center is used by the employee, disable or delete the IAM Identity Center user and delete the virtual MFA device. For details, see **Managing Users** and **Managing a User's MFA Device**.
10. 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 the phone number or email address registered with Huawei Cloud is unavailable, 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 provided. If they think the provided materials are not enough to confirm your identity, you will be

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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

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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

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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

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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

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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

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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

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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 the Same HUAWEI ID for Both Huawei Cloud International and Huawei Cloud Chinese Mainland Websites?

No. If the registration country/region of your HUAWEI ID is Chinese mainland, the ID can only be used for the Huawei Cloud Chinese Mainland website. Otherwise, the ID can only be used for the Huawei Cloud International website.

To change your registration country/region, delete your HUAWEI ID on the **HUAWEI ID website** and register a new one.

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

No, you can do that only once.

1.2.5 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.

1.2.6 Why Did I Register with Huawei Cloud Chinese Mainland and Not Huawei Cloud International?

You must have visited the IP address of the Huawei Cloud Chinese Mainland website or have used a proxy for the Chinese mainland. To access the Huawei Cloud International website, log out of your account, select a language under **International** in the upper right of the Huawei Cloud official website (www.huaweicloud.com/en-us/), and then click **Register**.

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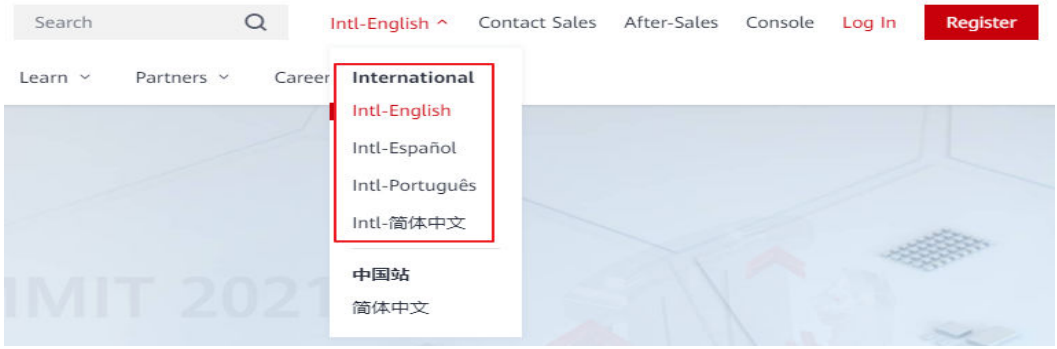
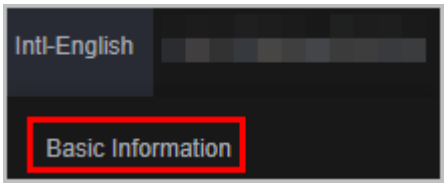
Figure 1-1 Selecting a language under International



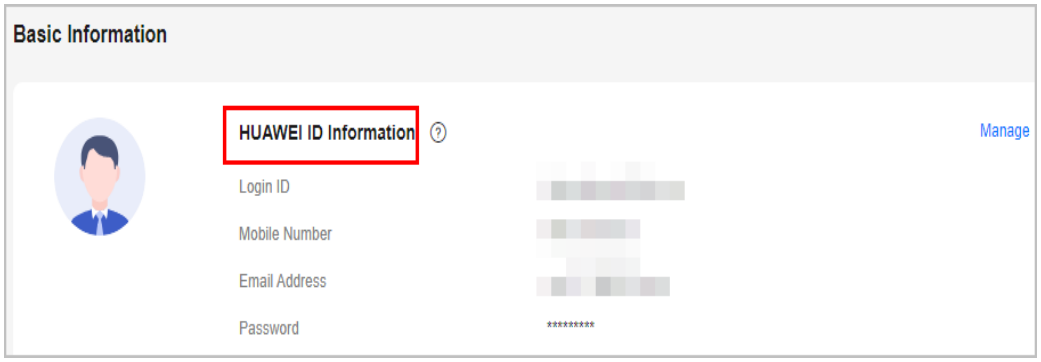
1.3 Login

1.3.1 How Do I Know What Account I Am Logged In With?

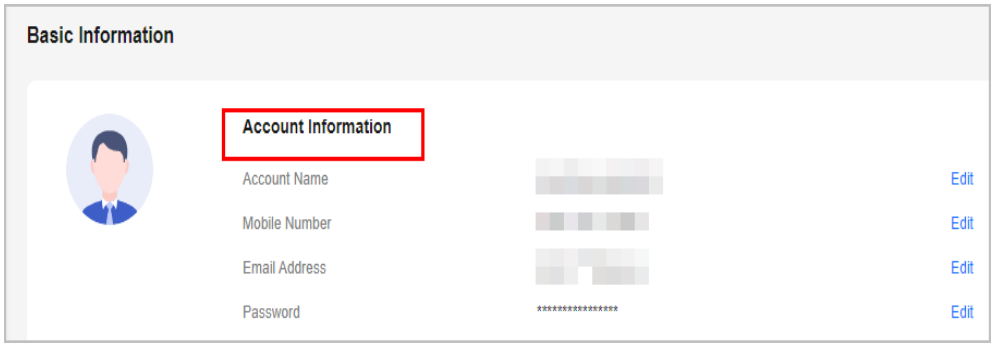
1. Hover over the account in the upper right corner of the Huawei Cloud console and choose **Basic Information** from the drop-down list.



2. View the account information on the displayed page.
   - If **HUAWEI ID Information** is displayed, you are using the HUAWEI ID for login.



   - If **Account Information** is displayed, you are using the Huawei Cloud account for login.



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1.3.2 Why Can't I Log In Even Though My Credentials Are Correct?

Check these possible causes. 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 has already been sent to you through SMS or email after the account upgrade.
2. You have both a Huawei Cloud account and HUAWEI ID and used the wrong password. Log in using the correct account information.
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 Website Account** on the login page.

1.3.3 Why Was I Prompted that My Account Information Does Not Exist When Resetting the Password?

Check whether you are using a Huawei Cloud account or an IAM user account and not a HUAWEI ID. If yes, click **Reset Huawei Cloud account password** and reset the password.

1.3.4 What Can I Do If I Forgot My Password?

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

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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.

1.3.6 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?**

1.3.7 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**.

1.3.8 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**.

1.3.9 Can I Access Huawei Cloud Using a HUAWEI ID Not Associated with a Huawei Cloud Account?

Yes, but you will need to associate them after you log in.

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

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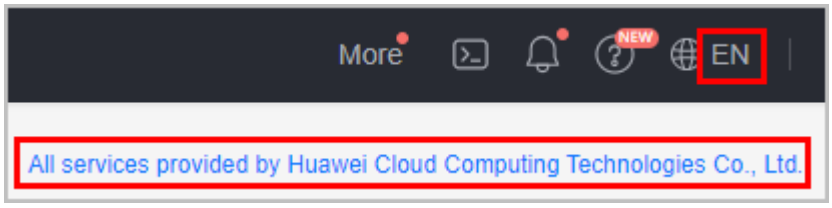
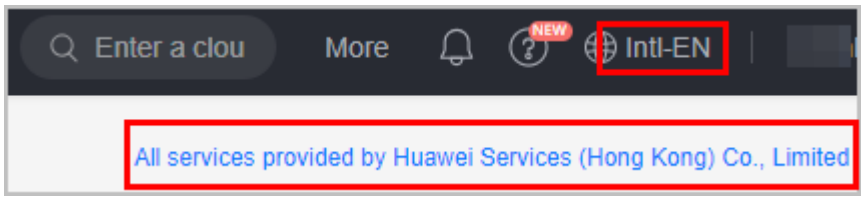
1.3.10 How Do I Know Whether My Account Was Created on the Huawei Cloud Chinese Mainland Website or Huawei Cloud International Website?

1. Use your account to log in to the Huawei Cloud console, hover the mouse pointer over the account name in the upper right corner, and choose **Basic Information** in the drop-down list.
2. Check the language and signing entity in the upper right corner of the page.
   - If the language is **EN**, your account was created on the Huawei Cloud Chinese Mainland website. If the language is **Intl-EN**, your account was created on the Huawei Cloud International website.
   - The signing entities of the two sites are different.

Signing entity of the Huawei Cloud Chinese Mainland website:



Signing entity of the Huawei Cloud International website:



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.

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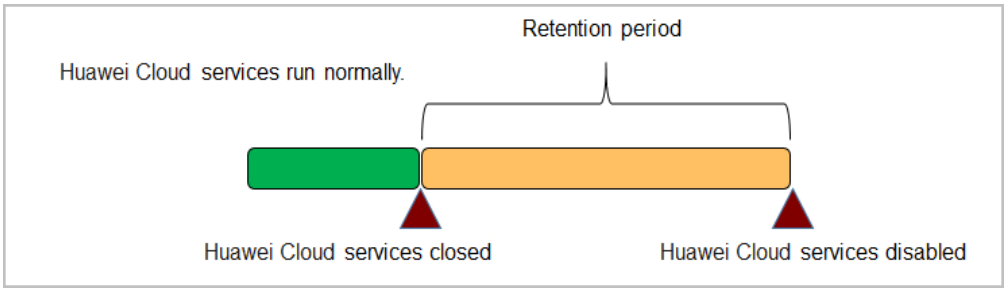
1.4.3 Why Can't I Disable Huawei Cloud Services Immediately?

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 results on the console. If any of the following problems occurs, the deletion will fail. You can resolve the problems by following the screen prompts.

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- 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 being processed.
- 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/intl/en-us/) using your HUAWEI ID. However, you can still use the ID to access other Huawei services. If you no longer need any services provided by the Huawei company, delete your HUAWEI ID on the HUAWEI ID website.

1.5 Account Upgrade

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1.5.1 Why Do I Need to Upgrade My Huawei Cloud Account to a HUAWEI ID? Will the Account Upgrade Affect My Huawei Cloud Services?

To improve your account registration and login experience and enhance your cloud asset security, Huawei is consolidating multiple accounts into a single HUAWEI ID. Your HUAWEI ID is a unified identity that you can use to access the full range of Huawei services, including Huawei Cloud (huaweicloud.com), HUAWEI Developers (developer.huawei.com/consumer), HUAWEI AppGallery (appgallery.huawei.com), HUAWEI Vmall (vmall.com), and HUAWEI Devices (such as smartphones and tablets). For details, see the **HUAWEI ID website**.

A HUAWEI ID gives you convenient access to all Huawei websites. You can use a HUAWEI ID to access all Huawei websites without the need to manage multiple accounts and passwords. The account upgrade does not affect your Huawei Cloud services.

When you log in to Huawei Cloud, please upgrade your Huawei Cloud account by following the on-screen instructions.

1.5.2 Can I Use Huawei Cloud Without Upgrading My Account to a HUAWEI ID?

Yes, but upgrading your Huawei Cloud account to a HUAWEI ID comes with a host of benefits and will not affect your services. Upgrade is available now or later at your convenience.

1.5.3 Why Is My HUAWEI ID Not Displayed When I Upgrade My Huawei Cloud Account?

Check the following possible causes:

1. The registration countries/regions of your HUAWEI ID and Huawei Cloud account do not match. In this case, register a new HUAWEI ID.

   Follow these paths to view the registration location of your HUAWEI ID on a HUAWEI phone.

   Bought in the Chinese mainland: **Settings** > **HUAWEI ID** > **Settings** > **About**

   Bought outside the Chinese mainland: **Settings** > **HUAWEI ID** > **Settings** > **About** > **HUAWEI ID Notice**
2. The mobile numbers and email addresses of your HUAWEI ID and Huawei Cloud account do not match. In this case, change the mobile number and email address of your HUAWEI ID to the same as 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.

1.5.4 Why Was I Unable to Upgrade to a HUAWEI ID?

Check the following possible causes:

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1. Huawei Cloud account and HUAWEI ID registered using the same mobile number or email address, but you have not yet enabled Huawei Cloud services with your HUAWEI ID:

   Log out of your Huawei Cloud account, log in again using your HUAWEI ID, and associate the account with the ID.

2. Huawei Cloud accounts and HUAWEI ID registered, and the ID has already been associated with one account:

   Your HUAWEI ID cannot be associated with another Huawei Cloud account. Ignore the upgrade notice during login.

3. Huawei Cloud account and HUAWEI ID registered in different countries or regions using the same mobile number or email address:

   Ignore the upgrade notice during login.

4. HUAWEI ID frozen:

   Unfreeze it and try again.

1.5.5 Can I Log In with My Huawei Cloud Account After Upgrading It to a HUAWEI ID?

Yes, but how you log in depends on the type of upgrade.

- Upgrading the Huawei Cloud account to a new HUAWEI ID

  The account information remains unchanged. You can log in using the original mobile number, email address, and account name.

- Associating the Huawei Cloud account with an existing HUAWEI ID

  If the Huawei Cloud account information (mobile number, email address, and account name) is the same as that of the HUAWEI ID, you can log in using your Huawei Cloud account. If a part of the account information is different, for example, the mobile number is the same but the email address is different, you can only log in with the mobile number of the Huawei Cloud account, but not its email address

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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 How Do I Authenticate My Account in Russia?

Russia has strict restrictions on transmitting data to other countries. For real-name authentication, please contact your account manager and sign a paper agreement.

2.4 How Do I Authenticate My Account as Staff?

If you are a Huawei employee or subcontractor, submit a service ticket.

2.5 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.

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  - 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

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3 Other

3.1 Basic Information (for Huawei Cloud Account)

3.1.1 Why Can't I Subscribe to Cloud Services and Purchase Resources After Registering an Account?

You need to select a payment method.

The whole process of registering an account includes setting an email address, setting a mobile number, completing account information, and selecting a payment method. If you just set an email address but did not select a payment method, you will only be able to view services, but cannot subscribe to or enable them.

3.1.2 Why Do I Need to Select a Country/Region When Registering with Huawei Cloud?

Huawei Cloud localizes your experience and bills you to a valid address in the country or region that you select.

3.1.3 Why Didn't I Receive an Email Verification Code During Account Registration?

Check the following:

- Email address
- Your junk email folder (the verification email sent by Huawei Cloud may be blocked by your email proxy server.)
- Network communication (network exceptions may cause a loss of emails). Click **Send Code** to send another email or try again later.

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

Huawei Cloud uses this number to verify your identity for security.

3.1.5 Can I Use a Mobile Number Not Registered in the Registration Country or Region of My Account?

No. The mobile number has to be registered in the same country or region as your account.

3.1.6 Why Didn't I Receive an SMS Verification Code When Binding a Mobile Number to My Account?

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 different countries and regions. If you cannot receive an SMS message, first check your cellular signal strength. If it is normal, go to the **Create Service Ticket** page, choose **User Account** > **Changing the Mobile Number**, create a service ticket, and provide a screenshot of the **Bind Mobile Number** page for troubleshooting.

3.1.7 Why Can't I Complete My Enterprise Information with a TIN?

If your enterprise information is not auto-populated based on your tax identification number (TIN), go to the **Create Service Ticket** page, choose **User Account** > **Other**, click **Create Service Ticket**, and fill in the following information:

- TIN
- Enterprise name
- Enterprise address
- City
- State/Province
- Postal code

3.1.8 Can I Use One Email Address to Register Multiple Huawei Cloud Accounts?

No. Each email address can be used to register only one Huawei Cloud account.

3.1.9 Why Can't I Delete My Account?

When you delete an account, the system checks your account status and will fail the deletion if:

- The account has been frozen for security.

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- The account has been associated with a partner account, or you have applied to associate the account with a partner account, to disassociate it from a partner account, or to become a partner account.
- The account belongs to a solution partner or a KooGallery partner.
- The account is an enterprise master account or member account.
- The account has been bound to an HCS site or a Cloud Alliance site.
- The account has yearly/monthly resources in use.
- The account has an outstanding balance.
- The account has overdue payments.
- The account has refund or invoicing applications pending processing.
- The account has unfulfilled contracts.
- The account has unpaid orders or orders pending review or processing.

  Follow the on-screen instructions to resolve this issue.

3.1.10 What's the Difference Between Account Closing and Account Deletion?

- Account closing: A retention period starts after your account is closed. During this period, the resource data saved in Huawei Cloud will be cleared and cannot be recovered. However, you can still log in to Huawei Cloud to view your account and expenditure information.
- Account deletion: There is no retention period where you can still view information. Once deleted, your account can no longer be used to access Huawei Cloud, and the account data will be cleared permanently.

3.1.11 Can I Restore My Account If I Close It?

Yes. Restore your account on the **Basic Information** page during the retention period. However, restoring is no longer available once your account is manually deleted or after the retention period ends.

3.1.12 Why is My Account Frozen?

Your account will be frozen if:

- You have violated national laws and regulations or Huawei security requirements. In this case, **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 an application to delete your account.
- You have been associated with a partner in reseller mode and your account has been frozen for some reasons, for example, your expenditure has exceeded the budget allocated by the partner.

3.1.13 Why is My Account Suspended?

Your account will be suspended if:

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- 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.
- The account balance is insufficient.
- You have become a partner, such as a reseller.
- The payment information is incomplete.
- The account is an enterprise member account and has insufficient 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, use **two of the following methods** for verification. If there is no credit card associated with your account, use the first method for verification.

  1. Provide a photo of any one of the following identity documents:
     1. Passport
     2. Front and back of Resident Identity Card
     3. Driver license
  2. Provide a photo of the front of the credit card associated with your account
  3. Provide 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 material.
  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.

  The preceding materials and requirements do not apply to all countries or regions. If you have any questions, contact your account manager or **submit a service ticket**.

3.1.14 Why Can't I Select Chinese Mainland When Registering with the Huawei Cloud International Website?

Huawei Cloud International is available only to countries and regions outside the Chinese mainland. Customers in the Chinese mainland can only register with the Huawei Cloud Chinese Mainland website. To go the Huawei Cloud Chinese Mainland website, expand the **Learn more** area on the account registration page and click **Huawei Cloud China account**.

To use Huawei Cloud services in the Chinese mainland, register an account on the Huawei Cloud Chinese Mainland website.

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3.1.15 Can I Use My Huawei Cloud International Account for the Huawei Cloud Chinese Mainland Website?

No. Huawei Cloud International and Huawei Cloud Chinese Mainland are separate and do not share basic information, purchased resources, and top-up amounts of their accounts.

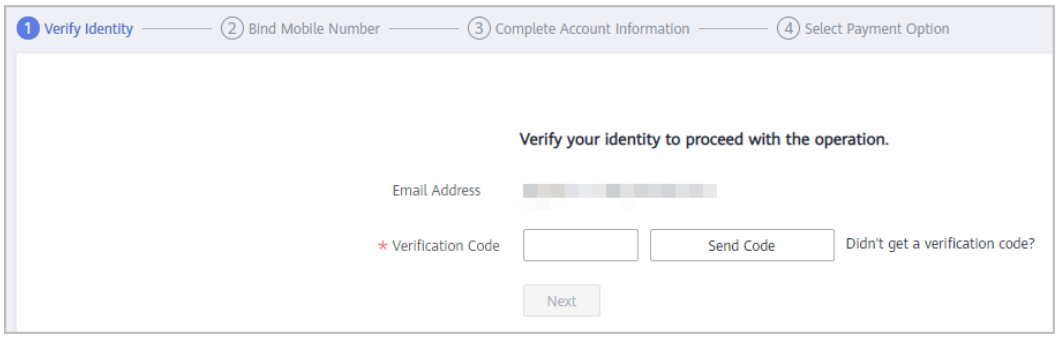
3.1.16 How Do I Complete Huawei Cloud Account Information?

After you create an account for the Huawei Cloud International website, complete the account information **on the Complete Information page** or **on the Basic Information page**.

Completing Account Information on the Complete Information Page

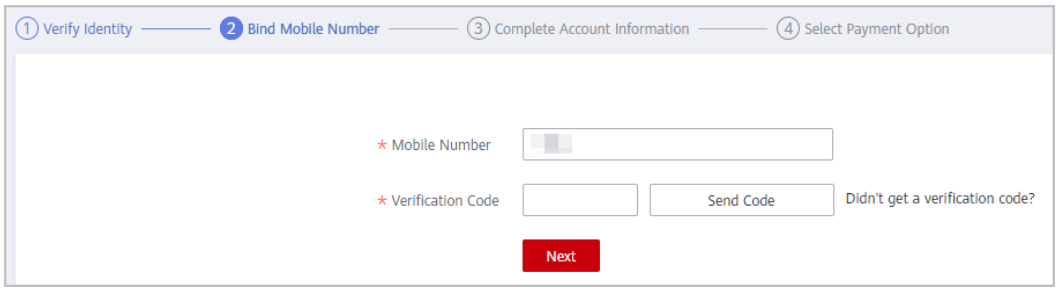
Step 1 Go to the **Complete Information** page.

Step 2 Click **Send Code**, and enter the verification code received by email.



Step 3 Click **Next**.

Step 4 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 5 Click **Next**.

Step 6 Select an account type (**Individual** or **Enterprise**), and enter the required information.

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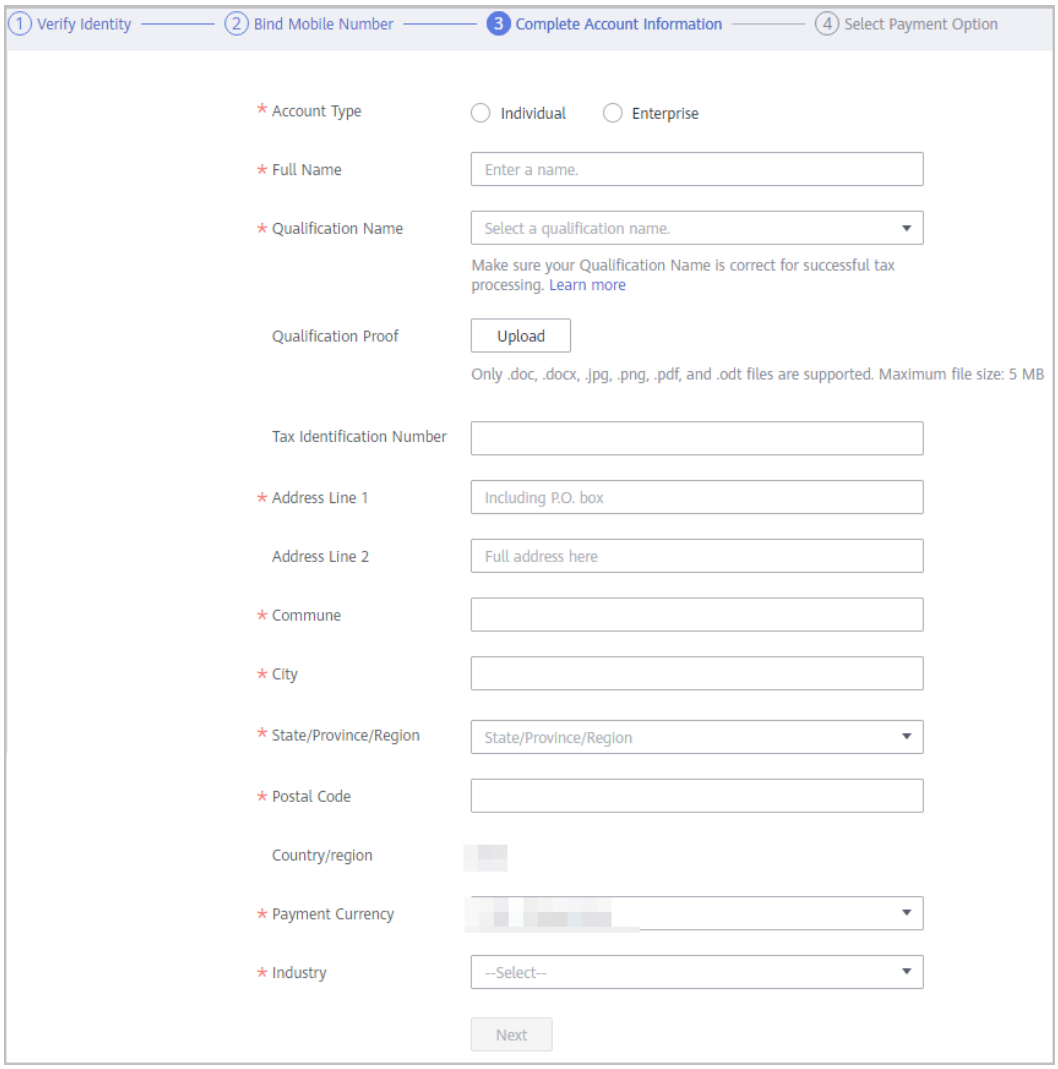

Step 7 Click **Next**.

Step 8 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 9 (Optional) To perform real-name authentication for your account, click **Authenticate**.

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

----End

Completing Account Information on the Basic Information Page

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

Step 2 If you have not bound a mobile number to your account, bind one by performing the following steps. If you have already bound one, go to **Step 3**.

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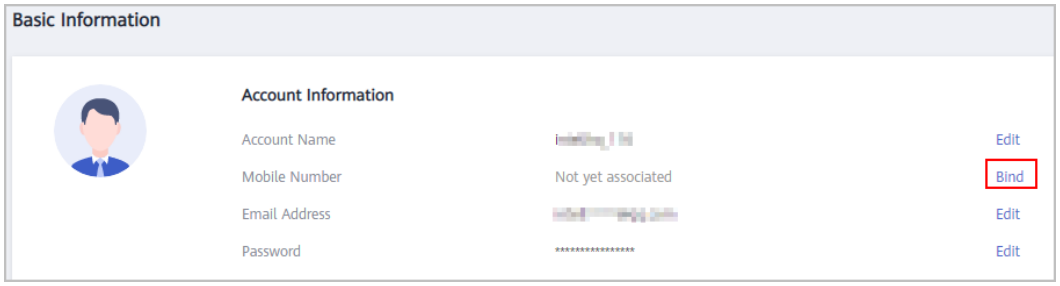
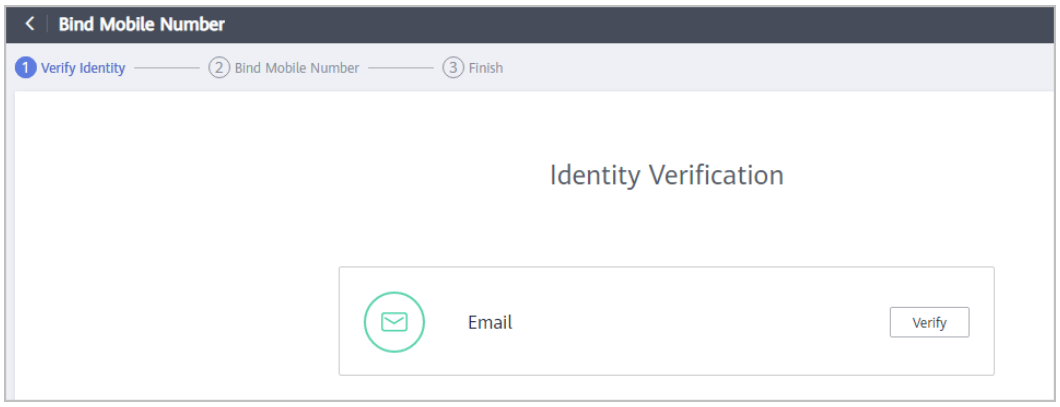
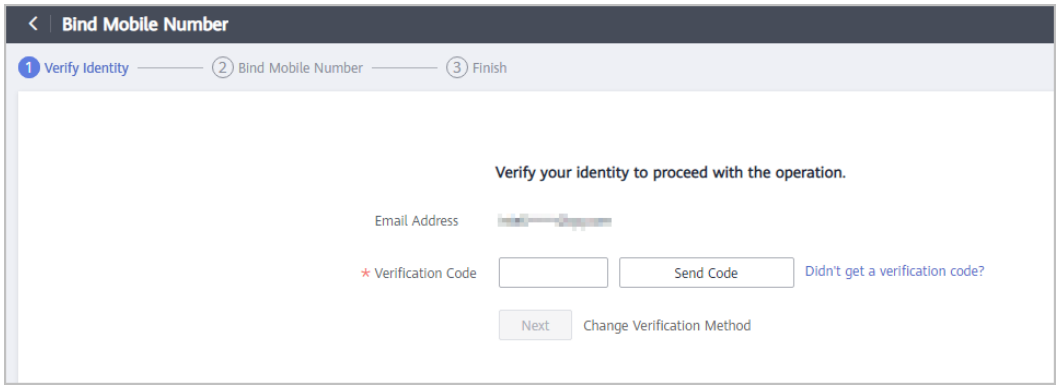
1. Click **Bind**.



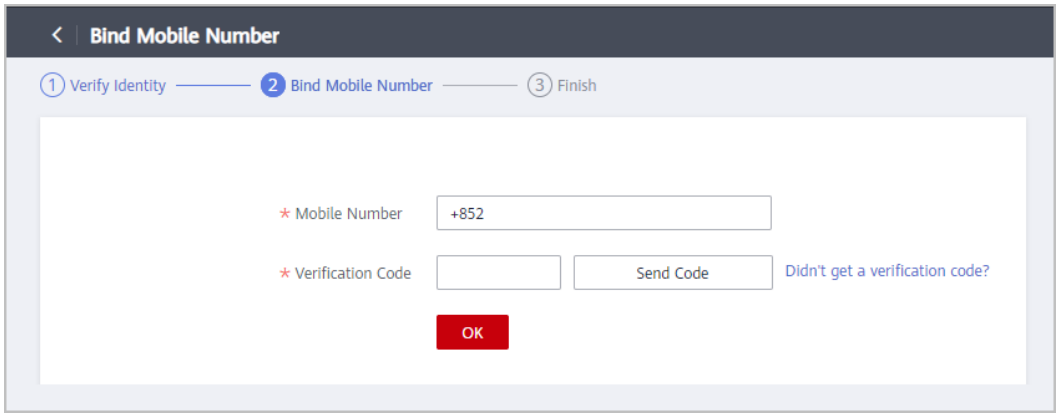
2. Click **Verify** next to **Email**.



3. Click **Send Code**, enter the email verification code, and click **Next**.



4. Enter a mobile number, click **Send Code**, and enter the verification code.



5. Click **OK**.

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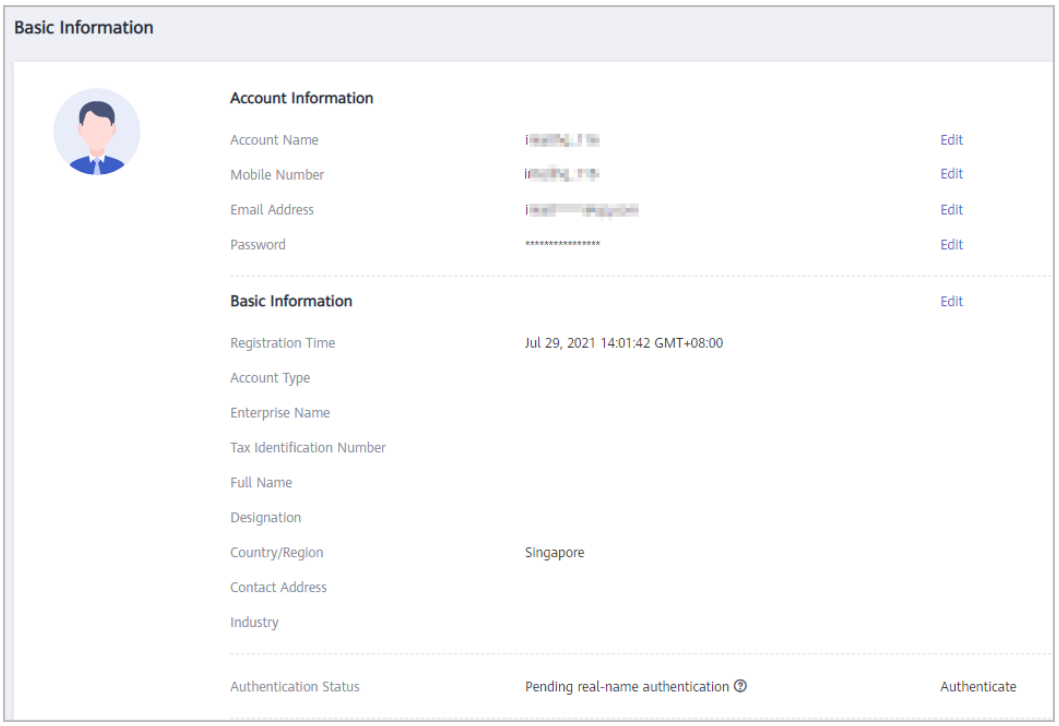
Step 3 Complete the basic information about your Huawei Cloud account.

1. In the **Basic Information** area, click **Edit**.



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

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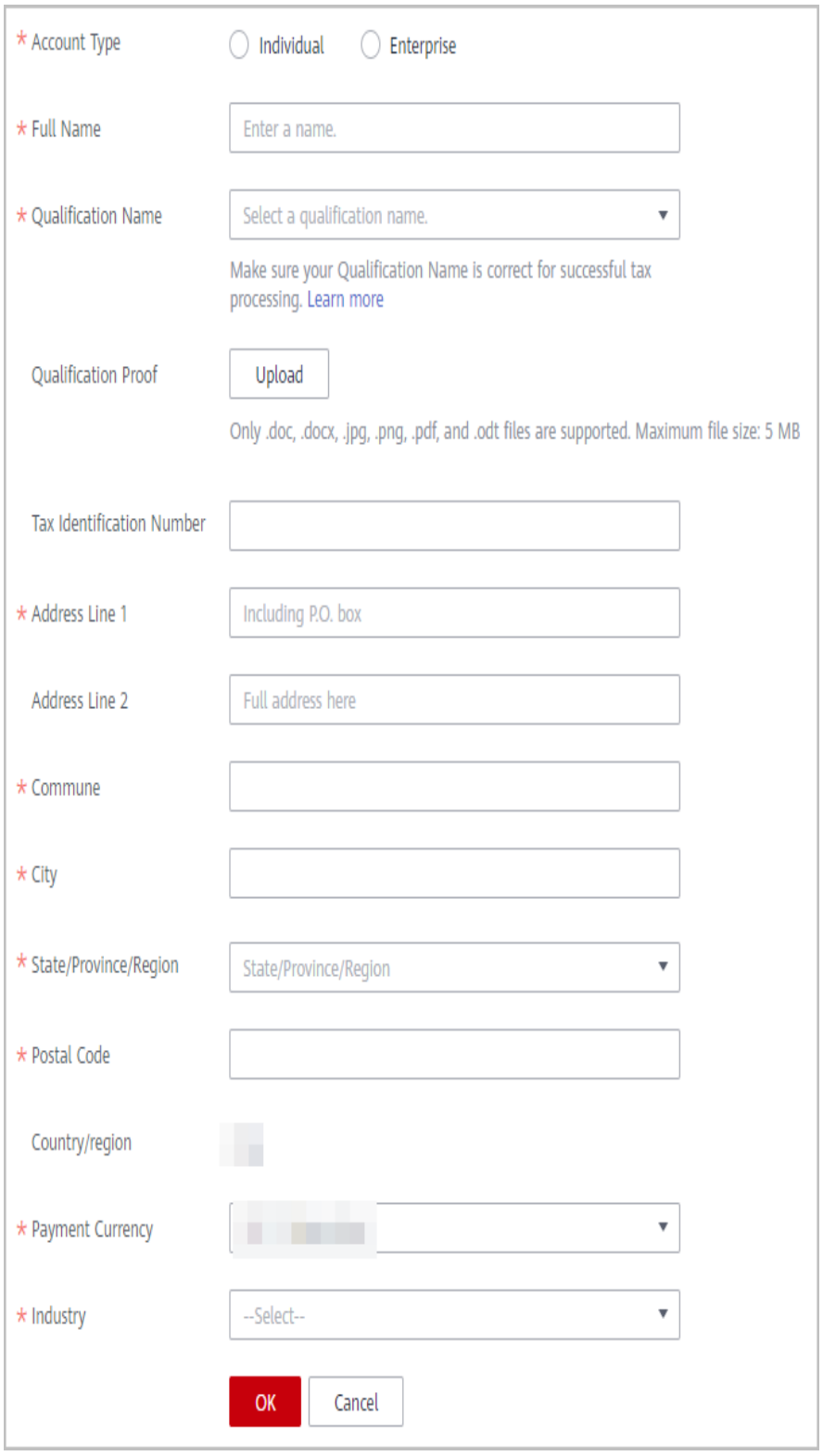

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NOTE

You can set the account type on the **Edit Information** page when the account type has not been specified.

- If your HUAWEI ID has not passed real-name authentication, the account type can be changed from an individual account to an enterprise account, but cannot be changed from an enterprise account to an individual account.
- If your HUAWEI ID has passed real-name authentication, the account type cannot be changed once being set. If you need to change the account type, you need to re-authenticate your account. For details, see **Changing the Owner of an Individual Account to an Enterprise**.

Step 4 (Optional) To perform real-name authentication for your account, click **Authenticate**.

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

----End

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

Question 1: Why does resources in the EU-Dublin region respond slowly?

Answer 1: There is an average delay of 2s for accessing the EU-Dublin region. Please wait.

Question 2: Why do I see yearly/monthly resources available in the EU-Dublin region but fail to purchase them?

Answer 2: Currently, you can only purchase pay-per-use resources in the EU-Dublin region.

Question 3: Why can't my IAM users view resources in the EU-Dublin region although I have enabled European website services?

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

Question 4: Why can't I purchase some services in the EU-Dublin region?

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.

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3.3 How Can I Open the Basic Information Page of My Account?

Log in to Huawei Cloud and access **My Account**. If the page is not opened, check your network connectivity. If the network connectivity is normal, press F5 to refresh the page.

If you are using a browser of an early version, the page display is also affected. In this case, you can upgrade or switch to another browser and then try again. For details about the compatibility between Huawei Cloud and browsers, see **Which Browsers Are Supported?**

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