FAQs

My Account

Issue 01
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1.1 What Do I Need to Do to Register an Account?

To register an account, you need to verify an email address, bind a mobile number, complete the account information, and select a payment method. You can buy or enable cloud services only after you complete all these steps.

If you have only registered an account using an email address and have not selected a payment method, you can only view service information and cannot buy or enable cloud services.

1.2 Why Do I Need to Select a Country/Region When Registering with HUAWEI CLOUD?

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 Account Registration?

If you do not receive a verification email during account registration, check the following items:

- Registered email address
- Your junk email folder (the verification email sent by HUAWEI CLOUD may be blocked by your email proxy server.)
- Network communication status (network exceptions may cause a loss of emails) Click Send Code to send another email or try again later.
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 Registration Country or Region?

No. You can only use a mobile number that belongs to the country or region where your account is registered.

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 do not receive an SMS verification code, check the signal status of your mobile phone. If the mobile connection is available, go to the Create Service Ticket page, choose User Account > Changing the Mobile Number, and then submit a service ticket and provide a screenshot of the Bind Mobile Number page to facilitate problem solving.

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 Why Does Account Deletion Fail?

When an account is to be deleted, the system automatically checks the account status and displays the check result on the console. If any of the following problems occurs, the account deletion will fail. In this situation, resolve the problems based on screen prompts.

- The account has been frozen due to security reasons.
- The account is being or has been associated with a partner account, is being disassociated from a partner account, or is applying to become a partner.
- The account belongs to a solution partner or Marketplace partner.
- The account is an enterprise master account or member account.
- The account is bound to an HCS or Open Cloud Service Alliance site.
• The account has yearly/monthly or pay-per-use resources in use.
• The account has a balance.
• The account has overdue payments.
• The account has unfinished refund or invoicing applications.
• The account has unfinished contracts.
• The account has orders to be paid or reviewed or being processed.

1.9 What Is the Difference Between Account Closing and Account Deletion?

• Account closing: A retention period starts after your account is closed. During this period, the account data saved in HUAWEI CLOUD will be cleared and cannot be recovered. You can log in to HUAWEI CLOUD to view your account and expenditure information.
• Account deletion: After your account is deleted, it can no longer be used to access HUAWEI CLOUD, and the account data will be cleared permanently.

1.10 Can I Restore My Account If I Close It?

Yes. You can restore your account on the Basic Information page in the retention period. However, if your account has been manually deleted or has been automatically deleted after the retention period ends, you can no longer restore it.

1.11 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.
• Your cloud services are not renewed in the retention period.
• You have become a partner, for example, a solution partner.
• You submit an application to delete your account.
• You are associated with a partner by reseller model and your expenditures exceed the budget allocated by the partner.

1.12 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 payments, send junk emails, or suffer from DDoS attacks that cause losses to HUAWEI CLOUD.
• Your account balance is insufficient.
- You have become a partner, for example, a solution partner.
- Your payment information is incomplete.
- Your account is an enterprise member account and has insufficient budget.
- Your account has security risks. For security purposes, you will not be allowed to purchase pay-per-use resources.

**NOTE**

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

To verify your identity, provide **two** of the following three types of materials:

1. Any of the following individual certificates:
   1. Passport
   2. Resident Identity Card (front and rear sides)
   3. Driver license
2. Front of the credit card bound to your account
3. Transaction details of the credit card bound to your account in the last 6 months

**Material requirements:**

1. Resident Identity Card: Provide a photo of the Resident Identity Card showing the front side. Ensure that the information on the identity card is the same as the personal information associated with the credit card bound to your account.
2. Credit card: Ensure that the card holder is consistent with the personal information displayed on the submitted certificate.
3. Transaction details: The documents must be clear and contain the transaction details of your credit card in the last 6 months. The personal information displayed on the documents must be the same as the personal information displayed on the submitted certificate.

### 1.13 Why Can't I Select Chinese Mainland When I Register with HUAWEI CLOUD International?

HUAWEI CLOUD international is available only to countries and regions outside the Chinese mainland. Customers in the Chinese mainland can only register with HUAWEI CLOUD China. To visit HUAWEI CLOUD China, expand the Learn more area on the account registration page and click **HUAWEI CLOUD China account**.

If you want to use HUAWEI CLOUD services in the Chinese mainland, create an account at HUAWEI CLOUD China.

### 1.14 Can I Change My HUAWEI CLOUD International Account to a HUAWEI CLOUD China Account?

No. HUAWEI CLOUD International and HUAWEI CLOUD China are two different websites, and basic account information, purchased resources, and top-up amounts on the websites are independent from each other. Therefore, accounts registered with the two sites cannot be used interchangeably.
1.15 Can I Change the Registration Country/Region of My HUAWEI CLOUD International Account?

No. The country/region information cannot be modified after registration.
2 Real-Name Authentication

2.1 When Is Real-Name Authentication Required?

Customers in any countries or regions outside the Chinese mainland must complete real-name authentication before they can purchase or use cloud services provisioned in the Chinese mainland.

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 Do HUAWEI CLOUD Internal Users Complete Real-Name Authentication?

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