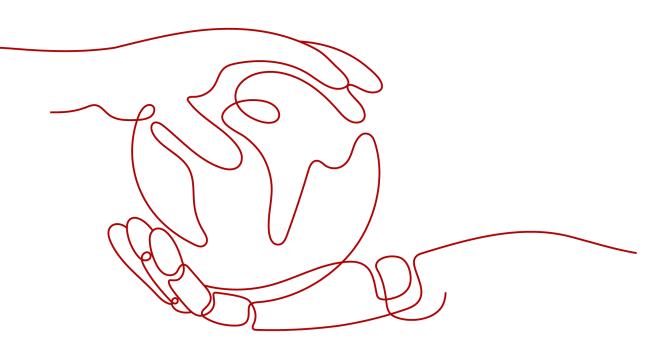
#### OneAccess

## FAQs

 Issue
 01

 Date
 2024-12-26





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## Why Am I Told that the Message Quota Is Insufficient and I Should Contact My Administrator When Sending an SMS Verification Code?

#### Symptom

When you send an SMS verification to log in to the user portal or change your mobile number, you are told that the message quota is insufficient and you should contact your administrator.

#### **Cause Analysis**

Your purchased OneAccess instance comes with a built-in SMS gateway, complete with 1,000 free Chinese mainland messages and 200 free international messages. When these quotas are used up, you will not be able to send any more messages.

#### Solution

Buy an SMS gateway from Huawei Cloud, Alibaba Cloud, or Horiz, and configure it by referring to **SMS Gateway**.

# **2** Why Can't I Change the Country Code When Adding a User?

#### Symptom

The country code is limited to +86 for adding users on the administrator portal.

#### **Cause Analysis**

By default, only the country code for China has been configured in OneAccess.

#### Solution

Log in to the OneAccess administrator portal, and choose **Settings** > **Enterprise Settings** > **General Settings**. Select the desired country codes in the **Country Codes** drop-down list, and click **Save**.

				🔓 Home	Users	🖬 Resources	Authentication	⊘ Security	Audit	Settings	🕲 English
Settings > Enterprise Settings	> General Settings										
Enterprise Settings	General Settings										elp Guide
General Settings	Login										ion Introduction
Security Setting User Agreement Config	Username Rule 🕐	Enable	Convert to PinYin								ccess synchronize rom identity sour- nation consistence
SMS Gateway	MFA Authentication	Enable									b transfer, and re . Configure userr family name+gi
Voice Gateway Email Gateway	WeLink Authentication	Enable							Certificate Con		ind full name+rei requirements.
DingTalk Gateway	Identity Verification									prov	revent identity the ides MFA authent es both username/
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