My Account

User Guide

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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 Overview

1.1 Basic Concepts

This section describes the account types of HUAWEI CLOUD services.

⚠ **CAUTION**

The "HUAWEI ID" mentioned in this section has been presumably used to enable HUAWEI CLOUD services.

HUAWEI ID

A HUAWEI ID is a unified "identity" for a customer to access various Huawei portals. You can register just one HUAWEI ID to obtain access to all of Huawei's services, including HUAWEI CLOUD, HUAWEI Mobile Services, HUAWEI devices (such as HUAWEI Phones), and HUAWEI Developers. After you create a HUAWEI ID through HUAWEI CLOUD, you can use it to purchase HUAWEI CLOUD resources. The HUAWEI ID has full access permissions for your cloud resources and can be used to make payments for them. You can use the HUAWEI ID to reset IAM user passwords, assign permissions, and receive and pay all bills generated for resources used by your IAM users.

You can modify your account details or deregister your account in **Huawei account center**.

HUAWEI CLOUD Account

HUAWEI CLOUD accounts can only be used to log in to HUAWEI CLOUD. An account is created after you register with HUAWEI CLOUD. Your account has full access permissions for your cloud resources and makes payments for the use of these resources. You can use this account to perform operations such as resetting your login password and assigning permissions.

> ⚠ **CAUTION**
>
> HUAWEI CLOUD accounts that have been registered with HUAWEI CLOUD need to be upgraded to HUAWEI IDs. After the upgrade, you can use a HUAWEI ID to log in to HUAWEI CLOUD and the HUAWEI CLOUD account is no longer available for login. For more information, see **Account Upgrade**.
>
> Currently, HUAWEI CLOUD no longer supports the registration of HUAWEI CLOUD accounts. To use HUAWEI CLOUD services, **register a HUAWEI ID and enable HUAWEI CLOUD services**.

Huawei Website Account

Huawei website account is the Huawei Uniportal ID. It is registered in **Huawei official website** and cannot be used to log in to HUAWEI CLOUD. To use HUAWEI CLOUD services, **register a HUAWEI ID and enable HUAWEI CLOUD services**.

IAM User

You can use a HUAWEI ID to create users in Identity and Access Management (IAM) and assign them permissions for specific resources. Each IAM user has their own credentials (password and access keys) and uses cloud resources based on assigned permissions. IAM users cannot make payments for cloud resources they use.

> 📖 **NOTE**
>
> IAM users are provided by HUAWEI CLOUD and they can only use specific resources based on the assigned permissions. You can use the HUAWEI ID to modify or revoke the permissions assigned to IAM users at any time. The bills generated for the resources used by IAM users are paid by the HUAWEI ID. HUAWEI CLOUD does not issue bills to IAM users, and IAM users cannot make payments for cloud resources they use.
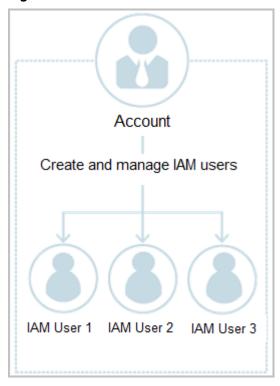
Figure 1-1 HUAWEI ID and IAM users

Enterprise Master Account and Member Account

An enterprise master account and member account are both HUAWEI IDs.

An enterprise master account is an enterprise account that has enabled the Enterprise Center and has not joined the Cloud Solution Provider Program. It can be used by a medium- or large-sized enterprise to manage commercial discounts, funds, invoices, and bills for multiple accounts across subsidiaries or departments.

Enterprise Center enables multiple HUAWEI IDs to be associated with each other for accounting purposes. If a customer uses a HUAWEI ID to enable Enterprise Center, the HUAWEI ID becomes a master account, and the customer can use it to create a hierarchical organization, create member accounts, or associate existing accounts as member accounts.
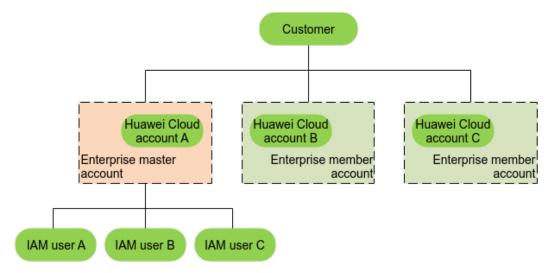
To invite another account to function as a member account, an enterprise master account must meet specific requirements as described in **Inviting an Existing Account**.

Partner Account

An enterprise customer can register a HUAWEI ID and enable HUAWEI CLOUD services, and join HCPN to become a HUAWEI CLOUD partner.

Different from a HUAWEI ID, a partner account is a management account used by a partner to develop and manage customers and fulfill the responsibilities of granting credits, selling services, billing, and making payments. A partner account can be associated with multiple HUAWEI IDs. After the association is completed, the HUAWEI IDs become the partner's sub-customer accounts.

Relationships Between Different Accounts

A customer can have multiple HUAWEI IDs, and each HUAWEI ID can be used to create multiple IAM users. A HUAWEI ID that meets specific requirements can enable Enterprise Center and associate other HUAWEI IDs as its member accounts.

Enterprise master accounts and member accounts are both HUAWEI IDs that are generated upon successful registration with HUAWEI CLOUD. Enterprise Management enables multiple HUAWEI IDs to be associated with each other for accounting purposes. Customers can create a hierarchical organization and a master account, add member accounts to this organization, and associate them with the master account. The master account receives bills from HUAWEI CLOUD and pays for the resources used by its member accounts, facilitating expenditure management and cost accounting.

Both the master account and member accounts can create IAM users to control access to specific resources. An account can only manage its own IAM users but cannot manage the IAM users created by other accounts.

1.2 Differences Between HUAWEI CLOUD Websites (Chinese Mainland and International)

HUAWEI CLOUD has two online presences: HUAWEI CLOUD Chinese Mainland and HUAWEI CLOUD International.

- The HUAWEI CLOUD Chinese Mainland website is intended for customers in the Chinese mainland.
- The HUAWEI CLOUD International website is intended for global organizations and enterprises, and Chinese enterprises' branches outside of Chinese mainland. For details about how to register an account on the HUAWEI CLOUD International website, see **Registering a HUAWEI ID and Enabling HUAWEI CLOUD Services**. **Table 1** shows the differences between the two websites.

Table 1-1 Differences between HUAWEI CLOUD websites (Chinese Mainland and International)

Difference	HUAWEI CLOUD Chinese Mainland Website	HUAWEI CLOUD International Website
Real-name authentication	Required for purchase and use of cloud resources.	Required only for purchase and use of cloud resources provided in the Chinese mainland.
Contracting party	• Huawei Cloud Computing Technologies Co., Ltd. • Huawei Software Technologies Co., Ltd.	• Huawei Services (Hong Kong) Co., Limited • Sparkoo Technologies Singapore Pte. Ltd. • Huawei (Chile) S.A.
Transaction prerequisites	You have completed real-name authentication for your account.	Your account has been bound to a credit card or has been granted credit.
Transaction model	Prepayment (paying an upfront fee before purchasing resources)	Post payment (using resources and paying for them afterwards)
Transaction currency	CNY	The currency you selected in the **Currency** area of the **Preferences** page in My Account

Difference	HUAWEI CLOUD Chinese Mainland Website	HUAWEI CLOUD International Website
Payment method	• Top-up: bank transfer, online payment • Payment: payment with balance, online payment **NOTE** • WeChat, Alipay, and UnionPay are supported. • To make payments with your balance, top up your account through online payment or bank transfer.	Online payment, payment by credit card For online payments, your VISA or MasterCard must be from: Angola, Argentina, Algeria, Bahrain, Bangladesh, Botswana, Brunei, Cambodia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Ghana, Guatemala, Honduras, Hong Kong (China), Indonesia, Iraq, Jamaica, Japan, Jordan, Kenya, Kuwait, Laos, Lebanon, Libya, Macao (China), Malawi, Malaysia, Maldives, Mauritius, Mexico, Morocco, Mozambique, Myanmar, Namibia, Nepal, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Tanzania, Thailand, Tonga, Trinidad and Tobago, Uganda, United Arab Emirates, Uruguay, Zambia, Zimbabwe.
Transaction type	Pay-per-use, yearly/monthly	Pay-per-use, yearly/monthly, reserved instances

2 Registering a HUAWEI ID and Enabling HUAWEI CLOUD Services

Procedure

Step 1 Go to the **HUAWEI CLOUD** official website, and click **Register** in the upper right corner.

Step 2 Register a HUAWEI ID.

1. Select a country or region from the **Country/Region** pull-down list.

   – If you register the HUAWEI ID for an individual, select the country or region where the individual is.

   – If you register the HUAWEI ID for an enterprise, select the country or region where the enterprise was registered.

   📖 **NOTE**

   The country or region you select determines the applicable laws and tax rates. It cannot be changed after account registration.

   HUAWEI IDs registered in Türkiye cannot be used to enable HUAWEI CLOUD services. You can **register a HUAWEI CLOUD account** instead.

2. Enter an email address.

3. Enter the verification code received by email.

4. Set a password for your HUAWEI ID. It must meet the following requirements:

   – Contains at least eight characters.

   – Contains both letters and digits, and does not contain spaces.

5.   Click **Register**.

Step 3 Set a security phone number.

Set a security phone number which can be used to reset your password if you forget it. You can skip this setting.
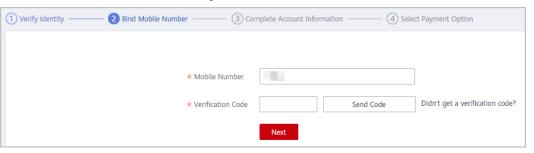
1.   Select a country or region and enter a security mobile number.

2.   Click **Get code** and enter the received verification code.

3.   Click **OK**.

Step 4 Read the agreements carefully. If you agree with them, click **Enable**.

    📖 **NOTE**

        After you register a HUAWEI ID, add your mobile number, account details, and payment method and then you can subscribe to cloud services. You can also add account details upon the next login by clicking **LINK** in the message.

Step 5 Complete your information.

1.   Associate a mobile number with your HUAWEI ID.
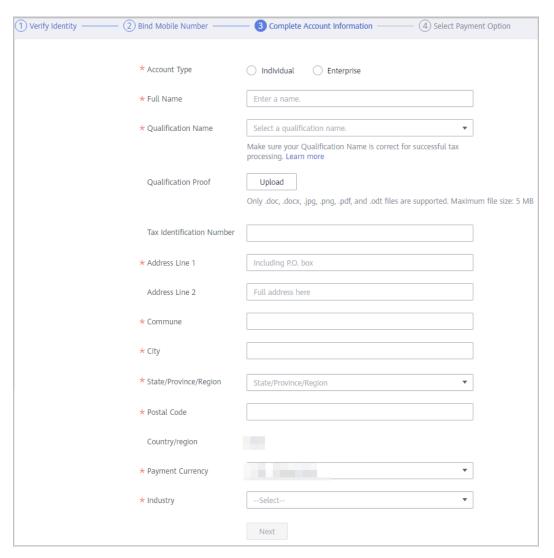
a.   Enter a mobile number.
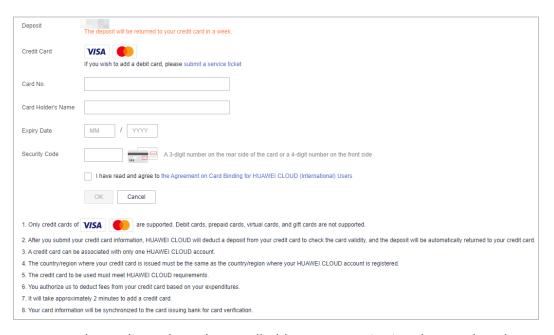
    📖 **NOTE**

        You can use the mobile number only to receive HUAWEI CLOUD news and promotion messages and perform identity authentication. You cannot use it for login.

b.   Enter the verification code received by mobile phone.

c.   Click **Next**.

2.   Complete account information.

a. Select **Individual** or **Enterprise** and enter the required information.

b. Click **OK**.

3. Specify a payment method.

a. Enter the credit card number, cardholder name, expiration date, and card security code, confirm your acceptance of the service terms, and click **OK**.

◯ NOTE

During card binding, HUAWEI CLOUD collects a deposit of $1 USD (or an equivalent of $1 USD in other currencies calculated based on the exchange rate) from your credit card to verify the effectiveness of the card. This deposit will be returned to your credit card after the binding is successful. The specific return time is subject to the bank.

b. On the displayed bank page, complete identity verification.

▪ After you successfully bind the card, you get the post payment qualification, which means that you can spend first and then repay the money on HUAWEI CLOUD.

○ HUAWEI CLOUD will generate a bill on the third day of the next month, send the bill to you, and deduct the fee from your credit card.

○ If we have reasonable grounds to suspect that your account has the risk of arrears, we have the right to immediately issue bills to you based on expenses incurred and deduct fees from your credit card.

▪ If the card binding fails, the **Historical Cards** page is displayed, showing the reason in **Result**. In this case, you can bind the card again or submit a service ticket.

----End

3 Logging In to HUAWEI CLOUD

You can log in to HUAWEI CLOUD using any of the following methods:

- **HUAWEI ID**: A HUAWEI ID is a single identity that you can use to access all Huawei services. It is **different from a HUAWEI CLOUD account**. Ensure that you have already registered a HUAWEI ID. If you do not have a HUAWEI ID, create one and use it to enable HUAWEI CLOUD services. For details, see **Registering a HUAWEI ID and Enabling HUAWEI CLOUD Services**.

  ☐ NOTE

  > Currently, HUAWEI IDs registered in Türkiye cannot be used to enable HUAWEI CLOUD services. You can **register a HUAWEI CLOUD account** instead.

- **HUAWEI CLOUD account**: Use your HUAWEI CLOUD account to log in. If this is the first time you use HUAWEI CLOUD, **register a HUAWEI ID and enable HUAWEI CLOUD services**.

- **Other accounts**: When logging in using a **Huawei website account** or **Huawei enterprise partner account** for the first time, associate these accounts with an existing or a new HUAWEI CLOUD account. At the next login, you can directly log in using the Huawei website account or Huawei enterprise partner account. Alternatively, you can use the HUAWEI CLOUD account to log in.

- **IAM user**

- **Federated user**

Logging In Using a HUAWEI ID

A HUAWEI ID is a unified identity that you can use to access all Huawei services. You can register and manage a HUAWEI ID on the **HUAWEI ID website**. You can also **register a HUAWEI ID and use it to enable HUAWEI CLOUD services** in HUAWEI CLOUD. When logging in to the HUAWEI CLOUD console using a HUAWEI ID, you can enter a mobile number, email address, login ID, or HUAWEI CLOUD account name.

To log in using a HUAWEI ID, do as follows:

Step 1 Go to the **HUAWEI CLOUD** official website and click **Sign In** in the upper right corner.

Step 2 On the login page, enter your mobile number, email address, login ID, or HUAWEI CLOUD account name, enter the password, and then click **LOG IN**.

Figure 3-1 Logging in using a HUAWEI ID

📖 **NOTE**

- You can enter a HUAWEI CLOUD account or a HUAWEI ID that has been used to enable HUAWEI CLOUD services.
- If you enter a HUAWEI ID whose mobile number or email address has been used to enable HUAWEI CLOUD services, go to **Step 3**.
- If you enter a HUAWEI ID whose mobile number or email address has not been used to enable HUAWEI CLOUD services, go to **Step 4**.

Step 3 Select the account you want to use for login.

If the mobile number or email address you entered has been used to register a HUAWEI ID and HUAWEI CLOUD account, select an account for login.

- Select the HUAWEI ID and click **OK**. Then, go to **Step 4**.
- Select the HUAWEI CLOUD account and click **OK**. The login is successful.

Step 4 Click **Obtain code**, enter the verification code, and click **OK**.

If you have already associated both a mobile number and email address with your HUAWEI ID, you can choose mobile number or email address verification.

Step 5 In the **Trust this browser?** dialog box, click **Trust**.

Step 6 In the displayed dialog box, click **Enable HUAWEI CLOUD Services** or **Use Another HUAWEI CLOUD Account**.

- **Enable HUAWEI CLOUD Services**: Click this button to enable HUAWEI CLOUD services for the HUAWEI ID so that you can use the HUAWEI ID to log in to HUAWEI CLOUD. After clicking this button, go to **Step 7**.

- **Use Another HUAWEI CLOUD Account**: Click this button to log in using another HUAWEI CLOUD account. After clicking this button, go to **Step 2**.

Step 7 (Optional) If the mobile number or email address you entered has been used to register for HUAWEI CLOUD accounts, select an account, and associate it with your HUAWEI ID.

📖 **NOTE**

After you associate a HUAWEI CLOUD account with your HUAWEI ID, you can use the HUAWEI ID to access HUAWEI CLOUD, HUAWEI Developers, Vmall, and other Huawei services.

- Associating a HUAWEI CLOUD account with your HUAWEI ID

  a. Select a HUAWEI CLOUD account and click **Next**.

  b. Enter the password of the HUAWEI CLOUD account and click **Next**.

  c. Confirm the HUAWEI ID information and click **OK**.

  d. Click **OK**. The HUAWEI CLOUD homepage is displayed.

  📖 **NOTE**

  - After you perform the preceding steps, your HUAWEI CLOUD account is associated with your HUAWEI ID and becomes invalid. You need to use the HUAWEI ID for the next login.

  - If the upgrade fails, see "What Can I Do If the Upgrade to a HUAWEI ID Fails?" in the *IAM FAQs*.

- Enabling HUAWEI CLOUD services

  Click **Skip This Step and Enable HUAWEI CLOUD Services**, and go to **Step 8**.

Step 8 On the **Enable HUAWEI CLOUD Services** page, read the service agreements and confirm that you accept them, and then click **Enable**.

You can now use the HUAWEI ID to log in to HUAWEI CLOUD.

----End

Logging in using a HUAWEI CLOUD account

If you have a HUAWEI CLOUD account, you can use it to log in to HUAWEI CLOUD. An account is created after you register with HUAWEI CLOUD. Your account has full access permissions for your cloud resources and makes payments for the use of these resources. You can use this account to perform operations such as resetting your login password and assigning permissions. The account makes payments for the resources used by IAM users. When using the account to log in to the HUAWEI CLOUD console, you can choose account/email login or mobile number login.

📖 **NOTE**

If your HUAWEI CLOUD account has been upgraded to a HUAWEI ID, use the HUAWEI ID to log in. For details, see **Logging In Using a HUAWEI ID**.

To log in using a HUAWEI CLOUD account, do as follows:

Step 1 Go to the **HUAWEI CLOUD** official website and click **Sign In** in the upper right corner.

Step 2 On the HUAWEI CLOUD login page, click **HUAWEI CLOUD Account**.

Figure 3-2 Logging in using a HUAWEI CLOUD account

Step 3 Enter your account information and click **Log In**.

- **Account name or email**: The account name or the email address associated with the account.

  📖 **NOTE**

  Account names are case-insensitive.

- **Password**: The login password of the account. If you have forgotten your login password, **reset** it on the login page.

- **Mobile number**: If you have forgotten the account name, click **Mobile Number Login**, and enter the associated mobile number and the login password to log in.

----End

Logging In Using Other Accounts

If you already have a **Huawei website account** or **Huawei enterprise partner account**, you can use them to log in to HUAWEI CLOUD without memorizing additional credentials.

The following procedure describes how to use an account of the Huawei official website to log in to HUAWEI CLOUD.

Step 1 Go to the **HUAWEI CLOUD** official website and click **Sign In** in the upper right corner.

Step 2 On the HUAWEI CLOUD login page, click **Huawei Website Account**.
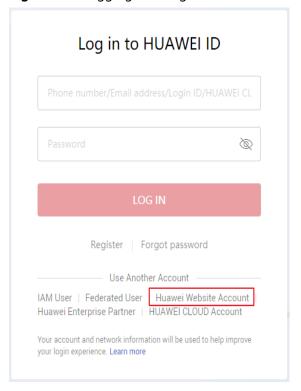
Figure 3-3 Logging in using a Huawei website account

Step 3 Log in using your Huawei website account.

- If this is the first login, you will be requested to bind your Huawei website account to an existing or a new HUAWEI CLOUD account. To create a new HUAWEI CLOUD account, enter the account name, mobile number, and verification code. Click **Create and Bind**.

- If this is not the first login, you can directly log in using your Huawei website account.

Next time you log in to the HUAWEI CLOUD console, you can use the name or mobile number set in **Step 3** for the HUAWEI CLOUD account.

----End

4 Real-Name Authentication

4.1 Differences Between Individual and Enterprise Authentication

The main difference is in account ownership.

- An individual account belongs to an individual.
- An enterprise account belongs to an enterprise.
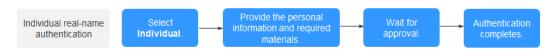
Individual real-name authentication is suitable for freelancers.

Enterprise real-name authentication is suitable for enterprises, individual businesses, and all kinds of organizations.

4.2 Individual Real-Name Authentication

4.2.1 Overall Process

The following figure shows the overall process of individual real-name authentication.

4.2.2 Getting Authenticated

Individual users can use personal certificates for real-name authentication.

Individual users can upload one of the following certificates for real-name authentication: passport, ID card, Mainland Travel Permit for Hong Kong and Macao Residents or for Taiwan Residents, Residence Permit for Hong Kong and Macao Residents or for Taiwan Residents, or non-Chinese driver license.

Precautions

You cannot be authenticated this way if you have joined a partner program.

Authentication is similar with different certificates. Here, we'll illustrate the procedure with a passport.

Procedure
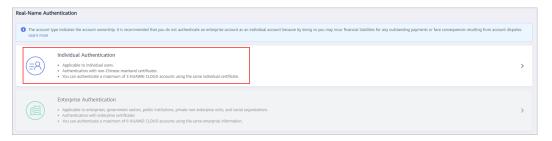
Step 1 Go to the **Basic Information** page and click **Authenticate** in the **Authentication Status** row.

A confirmation dialog box is displayed.

Step 2 Click **Continue**.

The **Real-Name Authentication** page is displayed.

Step 3 Select **Individual Authentication**.

Step 4 Fill in your personal information.

📖 **NOTE**

When authenticating with **Mainland Travel Permit for Hong Kong and Macao Residents**, enter the first nine digits of the certificate number.

Step 5 Click **Submit**. The review progress page is displayed.

📖 NOTE

> The authentication review will be completed within three working days.
>
> If the information you provide is incorrect, you will be requested to retry authentication.

----End
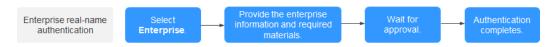
4.2.3 Certificate Prerequisites

- Your certificate must be valid.
- The photo on the certificate must be clearly visible.
- The name and certificate number you entered must match the certificate.
- Upload a photo of you holding your individual certificate showing the front side.
  - All of the information on the certificate must be clearly visible.
  - Your face and arms must be clearly visible, with no headwear. Preferably, no make-up should be worn.
  - Upload an original, unmodified photo.
- Supported file formats include JPG, JPEG, BMP, PNG, and PDF. Each file must not exceed 10 MB.
- Each certificate number can be used to authenticate a maximum of three accounts.

4.3 Enterprise Real-Name Authentication

4.3.1 Overall Process

The following figure shows the overall process of enterprise real-name authentication.

When the enterprise master account performs real-name authentication for the first time, whether the real-name authentication information is synchronized to the member account is determined as follows:

- If the enterprise names of the master and member accounts are the same before the real-name authentication (like cases 1, 2, and 3 in the following table), the information will be synchronized.
- If the enterprise names of the master and member accounts are the same after the real-name authentication (like case 4 in the following table), the information will be synchronized.
- In other cases (like cases 5 and 6 in the following table), the information will not be synchronized.

Table 4-1 Synchronization of real-name authentication information between the enterprise master and member accounts

Case	Enterprise Name and Real-Name Authentication Status of the Enterprise Master Account	Enterprise Name and Real-Name Authentication Status of the Enterprise Member Account	First Authenticated Enterprise Name of the Enterprise Master Account	Synchronized or Not
1	*A*, not authenticated	*A*, not authenticated	*A*	Synchronized
2	*A*, not authenticated	*A*, not authenticated	*B* (different from the enterprise name of the enterprise member account)	Synchronized
3	*A*, not authenticated	*A*, authenticated	*B* (different from the enterprise name of the enterprise member account)	Synchronized
4	*A*, not authenticated	*B*, not authenticated	*B*	Synchronized
5	*A*, not authenticated	*B*, not authenticated	*A* (different from the enterprise name of the enterprise member account)	Not synchronized
6	*A*, not authenticated	*B*, authenticated	*A* (different from the enterprise name of the enterprise member account)	Not synchronized

4.3.2 Getting Authenticated

Authenticate your enterprise by uploading an enterprise certificate.

Procedure

Step 1 Go to the **Basic Information** page and click **Authenticate** next to **Authentication Status**.
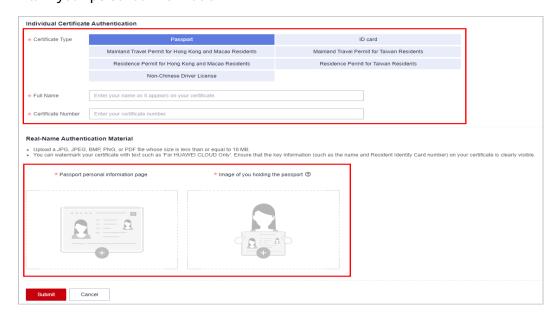
A confirmation dialog box is displayed.
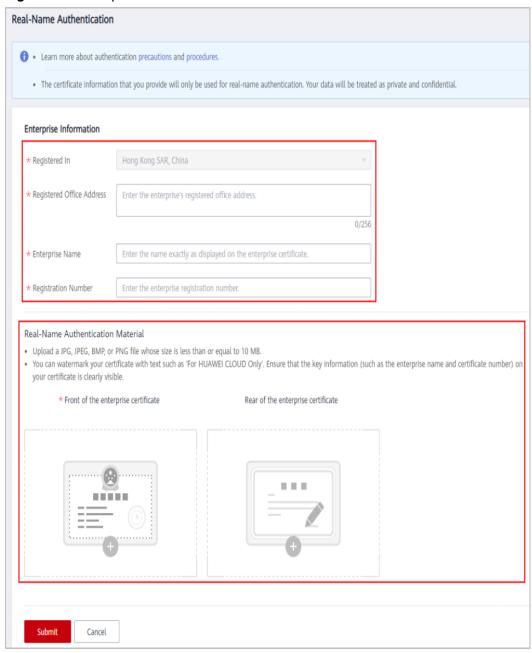
The page is displayed.

Step 2 Click **Continue**. The **Real-Name Authentication** page is displayed.

Step 3 Select **Enterprise Authentication**.

Step 4 Fill in your enterprise information and upload required materials.

Figure 4-1 Enterprise real-name authentication

Step 5 Click **Submit**. The review progress page is displayed.

📖 **NOTE**

The authentication review will be completed within three working days.

----End

4.3.3 Certificate Prerequisites

- The country or region you specified when registering with HUAWEI CLOUD cannot be changed. The registered country or region, registered address, enterprise name, and registration number shown in **Figure 4-1** must be identical to those in the uploaded certificate.

- Supported file formats include JPG, JPEG, BMP, and PNG. Each file must not exceed 10 MB.

- Uploaded photos must be clearly visible.

- Each certificate number can be used to authenticate a maximum of six accounts.

4.4 Individual Real-Name Re-authentication

4.4.1 Overall Process

An individual account can be re-authenticated to change the owner to another individual or an enterprise. The following figure shows the overall re-authentication process.

- For details about how to change the owner to another individual, see **Changing the Owner of an Individual Account to Another Individual**.

- For details about how to change the owner to an enterprise, see **Changing the Owner of an Individual Account to an Enterprise**.

📖 **NOTE**

- The original authentication information is still valid until the re-authentication request is approved.

- Between the time when you submit the real-name authentication change request and the time when the change takes effect (is approved), the new outstanding amount and the newly purchased resources belong to the new entity.

- Between the time when you submit the real-name authentication change request and the time when the change is rejected, the new outstanding amount and the newly purchased resources belong to the original entity.

4.4.2 Changing the Owner of an Individual Account to Another Individual

Fill in an application form and upload two sets of materials: the ones for the previous authentication and the ones for the re-authentication.

Prerequisites

- An individual account must not be in arrears if the individual user wants to be re-authenticated as another individual. If it is in arrears, pay off the arrears before re-authentication.

- New individual users must upload one of the following certificates for real-name authentication: passport, ID card, Mainland Travel Permit for Hong Kong and Macao Residents or for Taiwan Residents, Residence Permit for Hong Kong and Macao Residents or for Taiwan Residents, or non-Chinese driver license.

- Both original and new individual owners need to sign on the application form and upload their materials.

Procedure
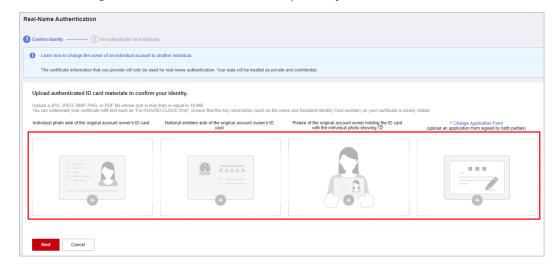
Step 1 Go to the **Basic Information** page and click **View/Change** in the **Authentication Status** row.

Step 2 Click **Modify Individual Authentication Information**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Upload authenticated ID card materials to confirm your identity and upload the change application form.

The following uses the ID card as an example for your reference.
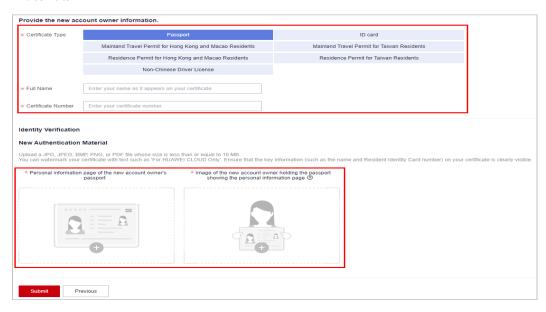
> 📖 **NOTE**
>
> The application form template is in Word format and cannot be directly uploaded. Please convert or scan it as a PDF before uploading.

Step 5 Click **Next**.

Step 6 Fill in the new individual information and upload required authentication materials.

Step 7 Click **Submit**. The review progress page is displayed.

📖 NOTE

The authentication review will be completed within three working days.

----End

4.4.3 Changing the Owner of an Individual Account to an Enterprise

Submit a service ticket and provide the following information and materials:

- Account registration country or region

- Registered enterprise address

- Enterprise name

- Enterprise registration number

- Photo of the original account owner holding the passport showing the visa page

- Photo of the original account owner holding the passport showing the personal information page

- Application form signed by both parties (**Application Form Template**)

- Photos of the front and back of the enterprise certificate

- Tax identification number (required only for accounts registered in Thailand, Brazil, South Africa, Peru, Mexico, UAE, India, and Chile. For details, see **Tax Identification Numbers Collected by HUAWEI CLOUD**.)

- Business scope (only for accounts registered in Chile)

- Enterprise address (only for accounts registered in Chile)

4.5 Enterprise Real-Name Re-authentication

4.5.1 Overall Process

Re-authentication lets you change your enterprise entity or name.

- For details about how to change the owner to an enterprise, see **Changing the Enterprise Entity**.
- For details about how to change the enterprise name, see **Changing the Enterprise Name**.

📖 **NOTE**

- The original real-name authentication information is still valid until the re-authentication request is approved.
- Once the request is approved, resources purchased at the time of request will be associated with the new entity, including any amounts outstanding.

  If the request is rejected, they will continue to be associated with the original entity.
- Re-authentication of an enterprise master account or member account has the following restrictions:
  - If the master account has invited another account for association but the invitation has not been accepted, neither accounts can be re-authenticated.
  - If the master and member accounts have completed real-name authentication using the same enterprise information, only the master account can be re-authenticated. The master account's new authentication information will be automatically synchronized to the member account.

4.5.2 Changing the Enterprise Entity
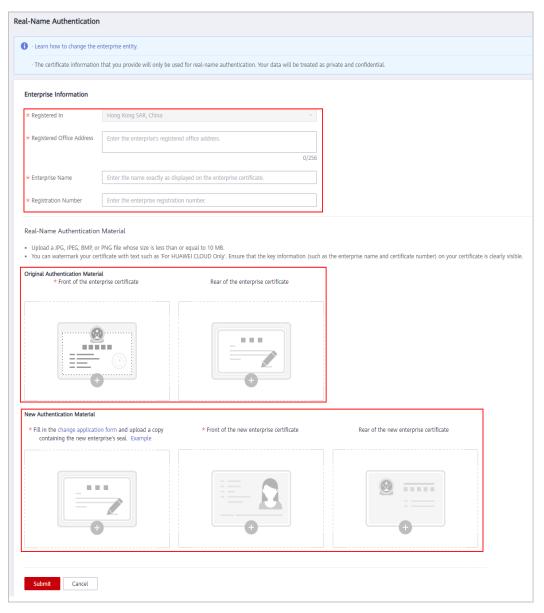
When the enterprise entity of an account is changed, resources and funds under the account belong to the new entity. To change the enterprise entity of your account, fill in a re-authentication application form and upload two sets of materials: the ones for the previous authentication and the ones for the re-authentication.

Prerequisites

- Ensure that your account is not in arrears before changing the enterprise entity. If your account is in arrears, top it up first.
- Submit an application form stamped by both the original and new enterprises, and upload the required materials.
- If you have registered with KooGallery as a seller, you cannot change the enterprise entity by re-authentication. For more information, contact the KooGallery operations manager.

## Procedure

Step 1 Go to the **Basic Information** page and click **View/Change** next to **Authentication Status**.

Step 2 Click **Change Enterprise Entity**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Fill in the new enterprise information and upload materials as prompted.

☐ NOTE

- Download the **change application form template**.
- Precautions for uploading the change application form:
  1. Fill in the required information, print the form, and have it signed and stamped.
  2. Scan the application form and upload the PDF file. Alternatively, take a photo of all the pages side by side and upload the photo.
  3. Ensure that you upload the original, unmodified photo.

Step 5 Click **Submit**. The review progress page is displayed.

☐ NOTE

The authentication review will be completed within three working days.

----End

4.5.3 Changing the Enterprise Name

Submit a statement of commitment, provide the new enterprise information, and upload the materials required for re-authentication.

Precautions
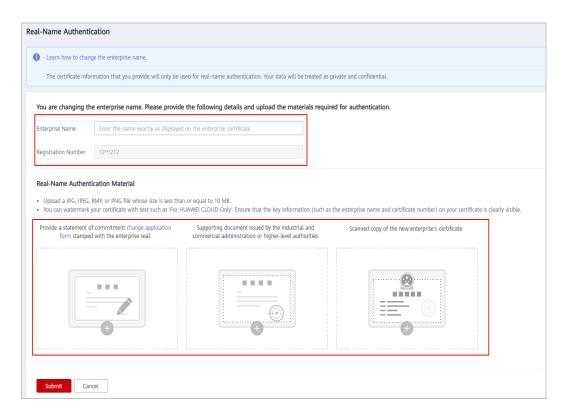
- The enterprise certificate number cannot be changed.
- For an enterprise registered in the Chinese mainland, stamp the statement of commitment with an official seal of the enterprise that displays the new name. For an enterprise registered in countries or regions outside the Chinese mainland, sign the statement of commitment.

Procedure

Step 1 Go to the **Basic Information** page and click **View/Change** next to **Authentication Status**.

Step 2 Click **Change Enterprise Name**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Fill in the new enterprise name and upload materials as prompted.

NOTE

Download the **template for statement of commitment**. The template is in Word format and cannot be directly uploaded. Please convert the file format to JPG, JPEG, BMP, PNG, GIF, or PDF before uploading.

Step 5 Click **Submit**. The review progress page is displayed.

NOTE

The authentication review will be completed within three working days.

----End

5 HUAWEI ID Information Management

5.1 Resetting the Password

- If you remember your password:
  - **HUAWEI CLOUD account**: Hover over the username in the upper right of the console and choose **Basic Information**. Then change the password of your account. For details, see **Changing the Password**.
  - If your **HUAWEI CLOUD account has been upgraded to a HUAWEI ID** and you remember the password, go to the **Basic Information** page of My Account, and click **Manage** next to **HUAWEI ID Information**. You are automatically redirected to the HUAWEI ID website. Choose **Account & security**, and change the password in the **Security center** area.
  - **IAM user**: Hover over the username in the upper right of the console and choose **Security Settings**. Then change the password on the **Basic Information** tab page.
- If you have forgotten your password:
  - See **How Do I Reset My Password?**
  - If you are an IAM user and have not bound any email address or mobile number to your account, request the administrator to **reset your password**.

5.2 Viewing Basic Information

On the **Basic Information** page, you can view your HUAWEI ID information, HUAWEI CLOUD tenant information, contact details, and business industry.

Procedure

Step 1 The **Basic Information** page is displayed.

Step 2 View the basic information.

- In the **HUAWEI ID Information** area, view the login ID, mobile number, email address, and password of your HUAWEI ID.

● In the **HUAWEI CLOUD Tenant Information** area, view the information required for using HUAWEI CLOUD services, including the tenant name, enabling time, tax identification number, enterprise name or individual name (depending on the account type), designation, 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), 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), authentication status, security credentials, contact address, and business industry.

----End

5.3 Changing the Tenant Name

The HUAWEI CLOUD tenant name is your account name for using HUAWEI CLOUD services.

Prerequisites
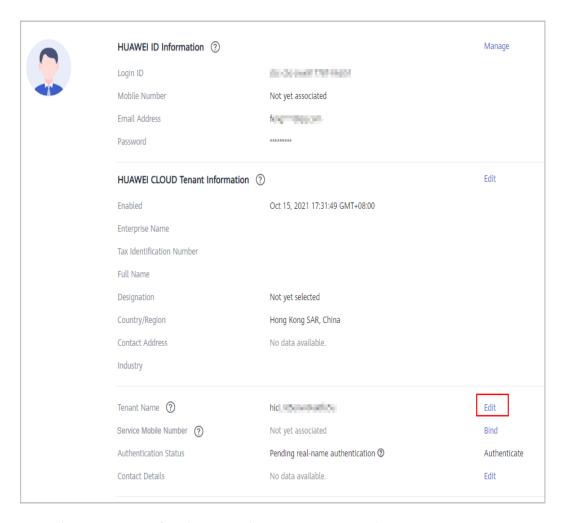
1. If your login ID is different from your HUAWEI CLOUD tenant name, you can view and change the tenant name on the **Basic Information** page.
2. The tenant name can be changed only three times a year.

Precautions

1. The tenant name is required when IAM users log in to the console and is included in the IAM user login link. If you change your tenant name:
   – IAM users will have to use the new tenant name to log in.
   – Any applications that use password authentication to access HUAWEI CLOUD APIs will also have to be modified to use the new tenant name.
2. The new tenant name is used only for certain HUAWEI CLOUD services (for example, HUAWEI CLOUD Sales Agreement, the HUAWEI CLOUD tenant name displayed in bills, and IAM user login). It cannot be used for HUAWEI ID login. If you want to use the new tenant name for subsequent logins, click **Manage** in the **HUAWEI ID Information** area and change the login ID on the displayed **Account & security** page. Your login ID can be changed only once.

Procedure

Step 1 On the management console, hover the mouse pointer over the username in the upper right corner, and choose **Basic Information**.

Step 2 In the **HUAWEI CLOUD Tenant Information** area, click **Edit** next to **Tenant Name**.

Step 3 View the precautions for changing the tenant name and enter a new tenant name.

📖 **NOTE**

The tenant name must meet the following requirements:

- Must start with a letter.

- Consists of 6 to 32 characters.

- Contains only letters, digits, hyphens (-), and underscores.

Step 4 Click **OK**.

The system displays a message indicating that the tenant name is changed successfully.

----End

5.4 Setting the Account Type

Prerequisites

You can set the account type on the **Basic Information** page.

- 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 after being set. If you need to change the account type, see **Changing the Owner of an Individual Account to an Enterprise**.

Setting the Account Type

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

Step 2 Click **Complete Information** in the **HUAWEI CLOUD Tenant Information** area if **Account Type** is empty.

The **Complete Information** page is displayed.

Step 3 Set the account type.

📖 **NOTE**

The account type can be individual or enterprise.

- Individual account: Enter your name.
- Enterprise account: Enter the name of your enterprise.

Step 4 Click **OK**.

----End

Changing the Full Name or Enterprise Name

You can change the full name or enterprise name of your account only if you have not performed real-name authentication. If you have already performed real-name authentication, perform it again and change the full name or enterprise name of your account.

Go to the **Basic Information** page.

- Individual account: Click **Edit** in the **HUAWEI CLOUD Tenant Information** area and change the full name.
- Enterprise account: Click **Edit** in the **HUAWEI CLOUD Tenant Information** area and change the enterprise name.

5.5 Changing the Qualification Name and Tax Identification Number

You can change your tax identification number and qualification name on the **Basic Information** page.
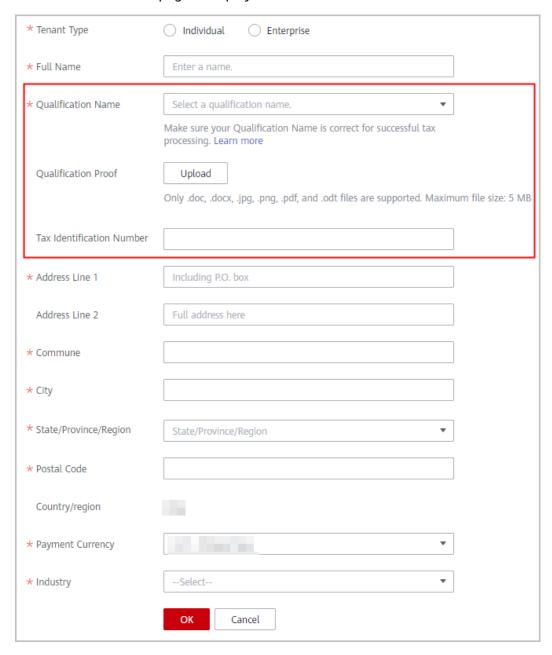
Precautions

The qualification name will affect tax processing. Ensure that you fill in the correct name. For details, see **Tax Help**.

Procedure

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

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

Step 3 Select a qualification name, upload the qualification proof, and enter the tax registration number. For details about numbers in different countries or regions, see **Tax Identification Numbers Collected by HUAWEI CLOUD**.

📖 **NOTE**

The qualification proof refers to the value-added tax (VAT) registration certificate, which contains the VAT number. Only DOC, DOCX, JPG, PNG, PDF and ODT files can be uploaded, and the file size cannot exceed 5 MB.

Step 4 Click **OK**.

----End

Tax Identification Numbers Collected by HUAWEI CLOUD

These numbers are for calculating VAT or similar turnover tax.

Table 5-1 Tax identification numbers collected by HUAWEI CLOUD

Country/Region	Tax Identification Number	Format of Legal Entity
South Africa	VAT Registration Number	1234567890
Malaysia	SST Register No.	A12-1234-12345678
Thailand	Tax Payer Number	1234567890123
Chile	Rol Único Tributario (RUT)	12.123.123-A (also for individuals)
India	Goods and Services Tax Identification Number (GSTIN)	12ABCDE123451Z1
Peru	Registro Único del Contribuyente (RUC)	12345678901 1234567890 (for individuals)
Brazil	Cadastro Nacional da Pessoa Jurídica (CNPJ)	12.123.123/1234-12
Mexico	Registro Federal de. Contribuyentes (RFC)	ABC123456AB1
South Korea	Business Registration Number	123-12-12345
Morocco	Tax Registration Number	1234567, 12345678, or 123456789
United Arab Emirates	Certificate of Registration for Value Added Tax	123456789012345
Bahrain	VAT Account Number	123456789012345
Singapore	Tax Identification Number	123456789A

5.6 Binding or Changing the Service Mobile Number

The service mobile number is used to receive HUAWEI CLOUD news or promotion messages and perform identity verification.

Prerequisites

- If the mobile number bound to your HUAWEI CLOUD account is different from that bound to your HUAWEI ID, and the mobile number synchronization fails after the account is associated with your HUAWEI ID, the mobile number of the account is displayed next to **Service Mobile Number** in the **HUAWEI CLOUD Tenant Information** area. You can change this number as required. If the mobile number synchronization is successful or your account and HUAWEI ID are bound with the same mobile number, **Service Mobile Number** is not displayed.

- If no mobile number is bound to your HUAWEI CLOUD account and the mobile number synchronization fails after the account and your HUAWEI ID are associated, no mobile number is displayed next to **Service Mobile Number**. You can bind a service mobile number if necessary.

Procedure

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

Step 2 In the **HUAWEI CLOUD Tenant Information** area, click **Bind** or **Edit** next to **Service Mobile Number**.

Step 3 Verify your identity.

- Mobile number verification

  a. Click **Verify** next to **SMS**.

  b. Click **Send Code**, enter the SMS verification code, and click **Next**.

- Email address verification

  a. Click **Verify** next to **Email**.

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

Step 4 Enter a new mobile number, click **Send Code**, and enter the code sent to the new number.

Step 5 Click **OK**.

The system displays a message indicating that the mobile number is changed successfully.

----End

5.7 Changing the Service Email Address

The service email address is used to receive HUAWEI CLOUD news and promotion messages and perform identity verification.

Prerequisites

If the email address bound to your HUAWEI CLOUD account is different from that bound to your HUAWEI ID, after the account is associated with your HUAWEI ID, the email address of the account will be displayed as "Service Email Address" in the **HUAWEI CLOUD Tenant Information** area. If they are the same, only the email address of your HUAWEI ID is displayed.

Procedure

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

Step 2 In the **HUAWEI CLOUD Tenant Information** area, click **Edit** next to **Service Email Address**.

Step 3 Verify your identity.

- Mobile number verification

  a. Click **Verify** next to **SMS**.

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

- Email address verification

  a. Click **Verify** next to **Email**.

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

Step 4 Enter a new email address, click **Send Code**, and enter the code sent to the new email address.

Step 5 Click **OK**.

The system displays a message indicating that the email address is changed successfully.

----End
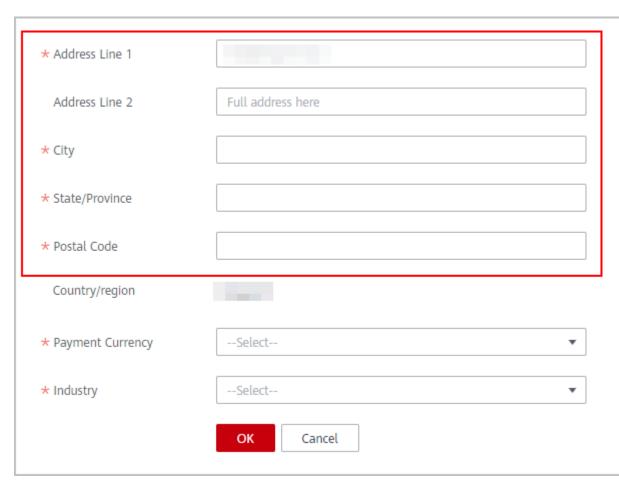
5.8 Modifying the Contact Information

You can change the contact information on the management console. HUAWEI CLOUD will contact you through the latest contact information.

Procedure

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

Step 2 Click **Edit** in the **HUAWEI CLOUD Tenant Information** area.

On the **Edit Information** page, enter the contact address.

----**End**

5.9 Modifying the Business Information

Procedure

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

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

Step 3 Select your industry.

Step 4 Click **OK**.

> 📖 NOTE
>
> If the industry you select has a secondary industry, you are required to select a secondary one.

----End

5.10 Setting Preferences

5.10.1 Message Receiving Settings

You can set the language and time zone for receiving emails and SMS messages.

Procedure

Step 1 Go to the **Preferences** page.

Step 2 In the **Messages** area, set the language and time zone for receiving SMS and email notifications.

Step 3 Click **Save**.

----End

5.10.2 Currency Settings

You can specify a currency for account transactions. Monthly bills will be generated using the currency lastly selected in the billing cycle.

Procedure

Step 1 Go to the **Preferences** page.

Step 2 In the **Currency** area, select a currency.

Step 3 Click **Save**.

----End

5.11 Disabling HUAWEI CLOUD Services (For HUAWEI ID Users Only)

5.11.1 Terms and Conditions on Disabling of HUAWEI CLOUD Services

The Terms and Conditions on Disabling of HUAWEI CLOUD Services ("these Terms") governs disabling of your HUAWEI CLOUD services ("your services") that you have enabled at **https://www.huaweicloud.com/intl/en-us/** or using other methods.

Please read these Terms carefully, especially the conditions, processes, and legal consequences of disabling your services. Your acceptance of these Terms indicates that you have read and fully understood all the content of these Terms and indicates that you believe disabling (or closing) your services is the right thing for you. **Should you have any questions, please contact HUAWEI CLOUD customer service.**

After you submit an application for disabling your services, HUAWEI CLOUD will check your application in accordance with these Terms and relevant instructions on the HUAWEI CLOUD website and management console. **If you meet the conditions for disabling your services, HUAWEI CLOUD will notify you of the result and start the process of disabling your services after your confirmation. This process cannot be stopped or canceled.** If you do not meet the required conditions, HUAWEI CLOUD will notify you of the result and the disabling process will be automatically terminated.

1. **Conditions for Disabling Your Services**

   a. Your services cannot be disabled if any of the following conditions exists, unless you have reached consensus with HUAWEI CLOUD for each specific condition:

      - Overdue payments, over-issued invoices, pending payments, or remaining balance.

      - Contracts pending for performance, active orders, resources in use, or reserved instances.

      - Applications in progress (including but not limited to applications of new orders, unsubscriptions/withdrawals, applications for joining HUAWEI CLOUD ecosystem programs, etc).

      - You have been associated with a HUAWEI CLOUD ecosystem partner.

      - You have been associated with an enterprise master account or member account.

   b. You do not have unpaid taxes and there are no unfulfilled obligations in accordance with applicable laws and regulations.

   c. You have not violated any applicable laws or regulations or agreements signed with HUAWEI CLOUD, unless you have reached consensus with HUAWEI CLOUD in connection with each specific matter applicable.

2. **Process of Disabling Your Services**

   a. Self-check

      Before you submit an application for disabling your services, please check whether you meet the conditions specified in section 1 of these Terms; otherwise, the process of disabling your services may be terminated due to failure to meet the conditions.

   b. Selection of method for disabling your services

      For security purposes, only you can disable your HUAWEI CLOUD services. If you do not meet the conditions specified in section 1 of these Terms and you still want to disable the services, you may contact HUAWEI CLOUD customer service.

   c. Disabling services

        i.   Application submission

After you confirm that the conditions specified in section 1 of these Terms have been met, log in to the HUAWEI CLOUD website, go to the My Account console, click **Close HUAWEI CLOUD Services**, read these Terms carefully before acceptance, and submit the application for disabling services.

        ii.   Check

HUAWEI CLOUD will automatically check your services in accordance with the conditions.

        iii. Check result notification

      ○ Passed

If you meet the conditions, HUAWEI CLOUD will notify you of the result by email, SMS, or other reasonable methods and start the process of disabling your services.

📖 **NOTE**

> **The checking of your services in accordance with the conditions above is preliminary and applies to the extent of reviewing formalities. Compliance with the service disabling conditions does not mean that HUAWEI CLOUD materially accepts or waives any rights entitled by laws and regulations or agreements, nor does HUAWEI CLOUD affirm that any operations and responsibilities arising out of your services before the disabling process starts, are exempted or mitigated, including but not limited to any overdue payments, entrusted payments, and unpaid taxes.**

      ○ Failed

If you do not meet the conditions, HUAWEI CLOUD will notify you of the failed conditions by email, SMS, or other reasonable methods. The process of disabling your services will be automatically terminated and will not be restarted. If you still want to disable your services, you may submit another application.

    d.   In the event that you fulfill the conditions above, if you are listed in complaints reported by third parties, are investigated by government agencies, are involved in a litigation or arbitration procedure, or fail to meet the conditions after relevant checks, HUAWEI CLOUD reserves the right to terminate the process of disabling your services without obtaining your consent before the process is formally completed ("**retention period**").

    e.   **Disabling your services will not affect your HUAWEI ID. You can continue using it to access other Huawei websites, applications, or services.** If you do not need your HUAWEI ID, you can delete it at Huawei Account Center (id.cloud.huawei.com).

  3. **Retention Period**

    a.   HUAWEI CLOUD has set up a retention period for service closure in accordance with applicable laws, regulations, the requirements of regulatory bodies, and industry standards. The retention period has been provided on the HUAWEI CLOUD website, and the period starts once you close your services.

b. During the retention period, you cannot use your services or avail any rights granted by the corresponding Service Level Agreement (SLA).

However, you can continue logging in to the HUAWEI CLOUD website and perform the following operations:

- Query historical bills and settle unpaid bills.

- Apply to recover your services so you can use them again.

- Disable your services immediately after all outstanding amounts are paid.

c. **During the retention period, HUAWEI CLOUD will delete your data saved in HUAWEI CLOUD, except as otherwise specified in these Terms or required by applicable laws and regulations or relevant administrative, law enforcement, or judicial agencies.**

4. **Legal Consequences of Disabling Your Services**

a. The process of disabling your services will start after you confirm that you accept these Terms.

b. **When the process of disabling your services is completed (the retention period ends or you disable the services during the retention period), all related contractual relationships between you and HUAWEI CLOUD are terminated. The consequences of disabling your services include but are not limited to the following:**

- You will not be able to log in to the HUAWEI CLOUD website and HUAWEI CLOUD app.

- You will not be able to access the HUAWEI CLOUD console and perform any operations.

- You will not be able to retrieve the personal information, transaction records, business data, and historical information under HUAWEI CLOUD.

- You will not be able to use your services.

☐ NOTE

Notwithstanding article 4 of these Terms, the disabling of your services does not mean that all your operations and responsibilities before services are disabled, are exempted or mitigated.

c. **At the end of the day on which your services are disabled, HUAWEI CLOUD will have provided services in accordance with contracts and active orders reached between the relevant parties, without breaching any contracts.**

d. HUAWEI CLOUD will delete your data and immediately stop collecting, storing, and using your personal information and other data, **except as otherwise required by applicable laws and regulations, the binding orders of relevant administrative, law enforcement, or judicial agencies, or industry standards. For example, HUAWEI CLOUD will retain corresponding invoice data for tax compliance purposes, and keep the transaction information between you and HUAWEI CLOUD to comply with relevant e-commerce laws.**

e. Handling account balance

    After you pay all outstanding amounts, you need to withdraw the remaining account balance.

f. **HUAWEI CLOUD services cannot be recovered once they are disabled.** Please back up all business information and data before you disable your services. During the retention period, you can query historical bills and settle unpaid bills, **but you cannot access or use any cloud services, and your cloud service resources will be released. When the retention period ends, HUAWEI CLOUD will clear your data. HUAWEI CLOUD will not be liable for any loss of data or information caused therefrom.**

g. If disabling your services causes any loss to HUAWEI CLOUD, you shall compensate for the loss and exempt HUAWEI CLOUD and its directors, employees, agents, partners, and suppliers from any third-party liabilities arising therefrom.

5. **Others**

    a. These Terms serve as a part of the **HUAWEI CLOUD Customer Agreement**. For matters not mentioned herein, please refer to the relevant clauses of the *HUAWEI CLOUD Customer Agreement*.

    b. These Terms only govern the disabling of your services, without prejudice to the disabling of your services in accordance with applicable laws or agreements reached between you and HUAWEI CLOUD (for example, in the event of "suspension" and/or "termination" under the *HUAWEI CLOUD Customer Agreement*).

    c. If there is any conflict between the Chinese version, the English version, or versions of other languages, the Chinese version shall prevail.
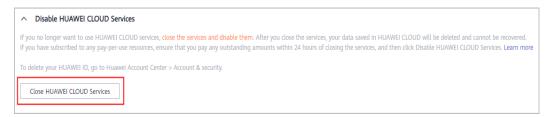
5.11.2 Disabling HUAWEI CLOUD Services

You can disable HUAWEI CLOUD services on the **Basic Information** page. Close HUAWEI CLOUD services before you disable them. After you close the services, your data in HUAWEI CLOUD will be deleted and cannot be recovered.

📖 **NOTE**

This section provides guidance on how to disable HUAWEI CLOUD services. If you want to deregister your Huawei ID, go to **HUAWEI ID website** after disabling HUAWEI CLOUD services.

Closing HUAWEI CLOUD Services

Step 1 Go to the **Basic Information** page.
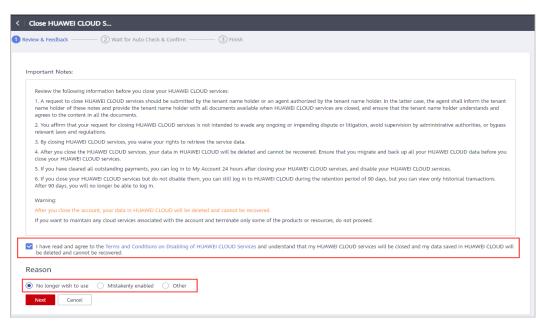
Step 2 Expand the **Disable HUAWEI CLOUD Services** area in the lower part of the page, and click **Close HUAWEI CLOUD Services**.
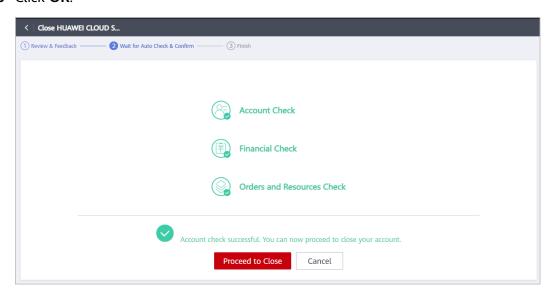
The **Close HUAWEI CLOUD Services** page is displayed.

Step 3 Read the **Terms and Conditions on Disabling of HUAWEI CLOUD Services** and confirm your acceptance of the terms. Then select the reason for closing HUAWEI CLOUD services.

Step 4 Click **Next**.

Step 5 Click **Send Code**, and enter the received verification code.

Step 6 Click **OK**.

The system automatically checks your services, financial status, orders, and resources, and displays the check result on the page.

📖 **NOTE**

If you have already performed the account check but did not close HUAWEI CLOUD services, click **View Last Check Result** on the **Basic Information** page. Then the system displays the check result.

Step 7 Click **Proceed to Close**.

The system displays a message indicating that HUAWEI CLOUD services are closed successfully.
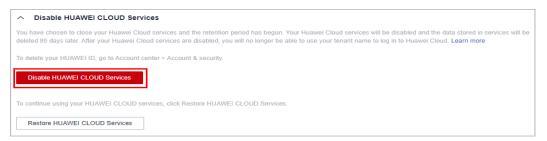
📖 **NOTE**

- During the retention period, HUAWEI CLOUD services will be frozen, but you can still log in to HUAWEI CLOUD and view your service data and historical transactions.
- Your HUAWEI CLOUD services will be automatically disabled after 90 days of closing them. You can go to the My Account after 24 hours, and disable the services immediately (see **Disabling HUAWEI CLOUD Services**).
- If you need to use HUAWEI CLOUD services again, go to **My Account** 24 hours later after closing HUAWEI CLOUD services and click **Restore HUAWEI CLOUD Services** on the **Basic Information** page.
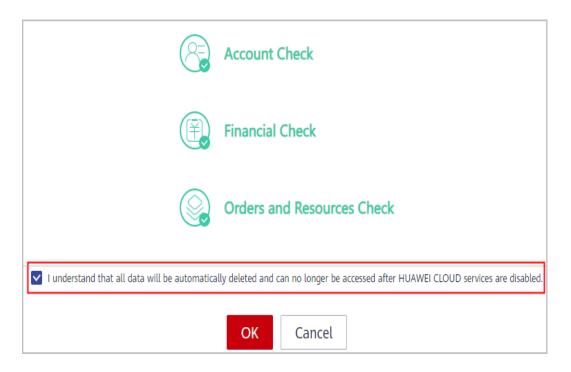
----End

Disabling HUAWEI CLOUD Services

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

Step 2 Click **Disable HUAWEI CLOUD Services** in the lower part of the page.

Step 3 Click **Send Code**, and enter the received verification code.

Step 4 Click **OK**.

Step 5 The system displays the service check result. Select **I understand that all data will be automatically deleted and can no longer be accessed after HUAWEI CLOUD services are disabled.**

Step 6 Click **OK**.

The system displays a message indicating that HUAWEI CLOUD services are disabled successfully.

----End

6 Partner

6.1 Requesting Association with a Partner

Customers can contact Huawei Cloud partners to obtain invitation links or QR codes. Then customers can click the links or scan the QR codes to complete the registration and association.

📖 NOTE

After a customer is associated with a partner in reseller model, the customer account is automatically frozen. In this state, the customer cannot purchase, renew the subscription to, change, or properly use resources. To normally run services, the customer must contact its partner to set a monthly budget and unfreeze its account.
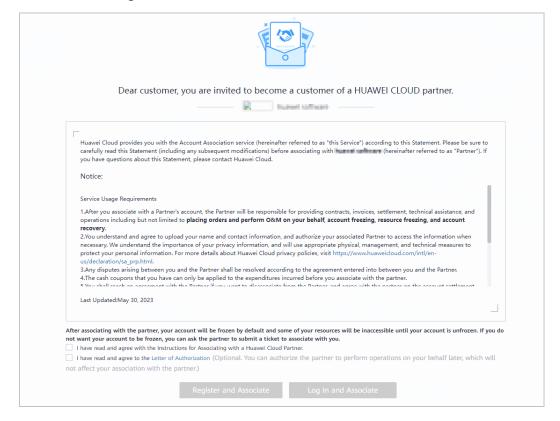
Precautions

- A customer cannot be associated with a partner if the customer:
  - Registers with Huawei Cloud (China).
  - Has been associated with another partner.
  - Has signed a special contract with HUAWEI CLOUD, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
  - Has registered for more than seven days or has cash expenditure records.
  - Has unpaid bills.
- A customer cannot be associated with a partner in reseller model if the customer:
  - Has signed a professional service contract with HUAWEI CLOUD.
  - Has valid reserved instances (RIs).
  - Is using an enterprise member account.
  - Is using an enterprise master account that has been associated with an enterprise member account.
- If a customer associates with a partner in reseller model, customer's cash coupons:
  - Can only be used to deduct customer's expenditures generated before the association.

- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze the customer's account and resources** to prevent new fees from being generated by those resources.
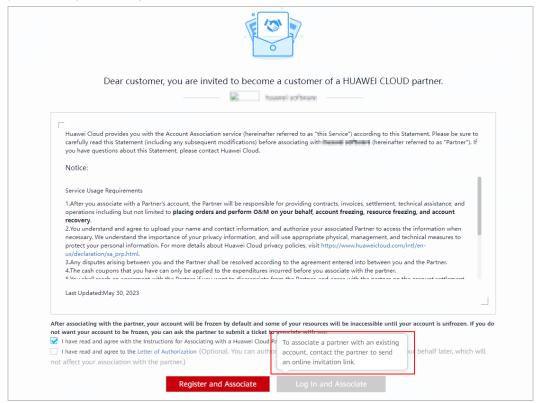
Procedure

Step 1 Click the invitation link sent by the partner or scan the QR code sent by the partner.

Step 2 Read the *Instructions for Associating with a Huawei Cloud Partner* and select **I have read and agree to the terms and conditions**.

□ **NOTE**
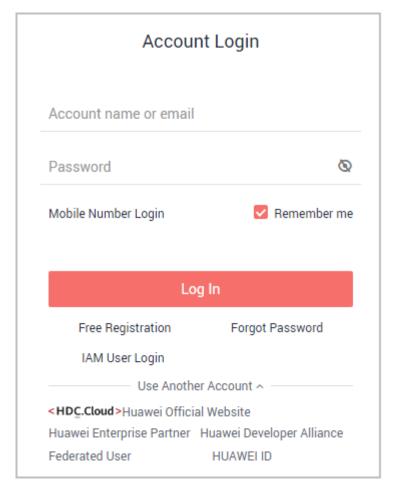
- This step is required only for the reseller model.
- After receiving a hyperlink or QR code from a partner for association, you need to contact the partner to send an online invitation link if you want to associate with a partner using an existing account.
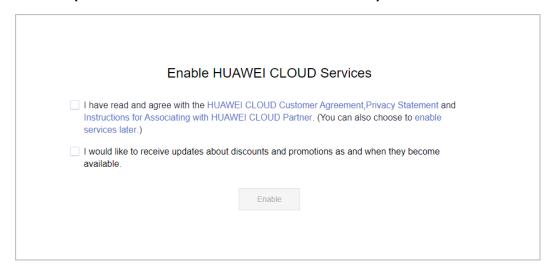
- If you want to authorize partners to place orders and perform O&M on your behalf, select **I have read and agree to the Huawei Cloud Customer Authorization Letter**. You can refer to **Managing Authorization Requests of Partners** later. Processing the authorization now or later will not affect your association with the partner.

Step 3 Associate with the partner.

- Registering a new Huawei Cloud account to associate with a partner

    a. Click **Register for Association** to go to the account registration page.

    b. Select **Country/Region**, set **Password** and **Email**, enter the email verification code, and click **Register**.

- Using an existing Huawei Cloud account to associate with a partner

    a. Click **Login for Association**.

    b. On the login page, enter your account name and password, and click **Log In**.

Step 4 Select **I have read and agree with the Huawei Cloud Customer Agreement, Privacy Statement, and Instructions for Associating with Huawei Cloud Partner. (You can also choose to enable services later.)**. Click **Enable**.

----End

6.2 Disassociating from a Partner

☰ **NOTE**

- For customers associated with the partner in Reseller mode, they cannot apply to disassociate from the partner if they are in one of the following conditions:
    - The customer has been associated with an enterprise master account or member account. In this condition, the customer needs to dissociate from the account first and then disassociate from its partner.
    - The customer account has overdue payment. In this condition, the customer needs to contact its partner to increase the credit to write off the arrears first and then apply to disassociate from its partner.
    - The customer has a reserved instance or a product in the partner support plan that has not expired. You need to unsubscribe from the reserved instance or the product before applying for disassociation.
    - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center to set the currency first.

6.2.1 How Does a Customer Associated with Its Partner in Reseller Model Request Disassociation?
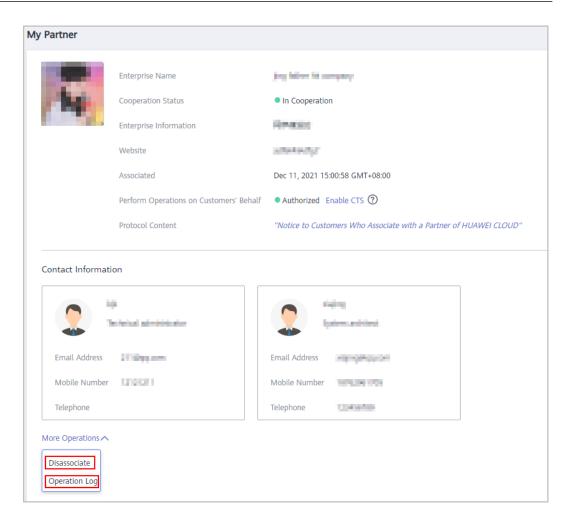
A customer associated with its partner in the Reseller model can request disassociation in account center.

☰ **NOTE**

1. Only one disassociation request can be initiated by a customer within a 3 month period.
2. The account has orders waiting to be paid by the partner. Cancel the orders or contact the partner to pay the orders.
3. For customers associated with the partner in Reseller model, they cannot apply to disassociate from the partner if they are in one of the following conditions:
    - The customer has been associated with an enterprise master account or member account. In this case, dissociate from the account and then disassociate from the partner.
    - The customer's account is in arrears. Contact the partner to increase the credit limit to write off the arrears.
    - The customer has valid RIs or a partner support plan. In this case, unsubscribe from the RIs or the partner support plan and then disassociate from the partner.
    - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center to set the currency first.

Procedure

Step 1 The **My Partner** page is displayed.

Step 2 Click **More Operations** > **Disassociate** at the bottom of the page.

> **NOTE**
>
> You can also click **Operation Log** to view the operation records of the association between you and the partner.

Step 3 If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.

> **NOTE**
>
> If the account fails the check, handle the failed items as prompted. Then check the account again.
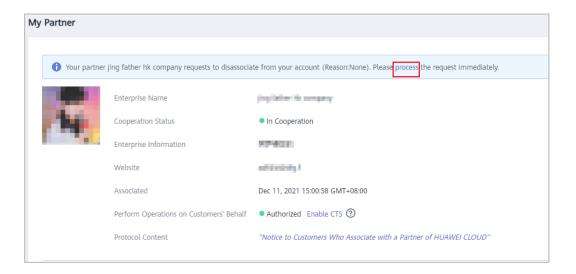
Step 4 Enter the text message verification code and click **OK**.

The system displays a message indicating that the application for canceling the association with the partner has been submitted. After your partner completes the processing, you will be notified of the processing result at the first time. Please wait.

----End

Other Operations

Customers can click **Process** in the upper part of the **My Partner** page to process the disassociation request initiated by the partner.

7 My Master Account

7.1 Establishing or Canceling Association with an Enterprise Master Account

Establishing or canceling association between a master account and member account of an enterprise must be initiated by the master account. After receiving an association invitation or cancelation request, you as the administrator of a member account can grant or reject the permissions requested by the master account in the **Permissions** area on the **My Master Account** page.

Prerequisites
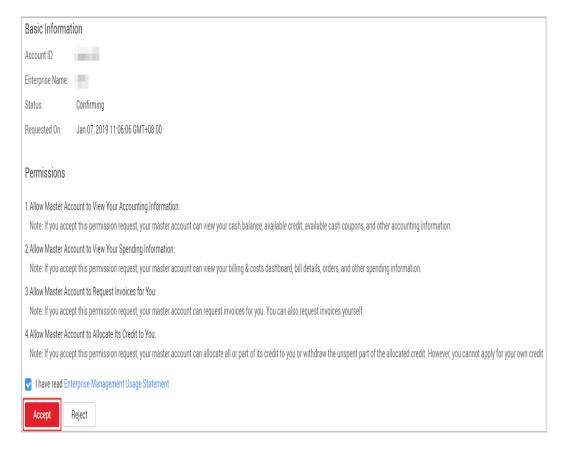
You have received an association or disassociation request from an enterprise master account.

Procedure

If you are invited for association as an enterprise member account or requested to cancel the association with an enterprise master account, you can accept or reject the invitation or request on the **My Master Account** page of My Account. For example, to accept an invitation for establishing association, perform the following steps:

Step 1 The **My Master Account** page is displayed.

Step 2 Click **Accept**.

Then, you are associated with the enterprise master account for enterprise management.

----End

8 Auditing

8.1 Supported Account Center Operations

Scenarios

With Cloud Trace Service (CTS), you can record Account Center operations for later query, auditing, and backtracking.

Prerequisites

You have enabled CTS.

Supported Key Operations

Table 8-1 Account Center operations that can be recorded by CTS

Operation	Resource Type	Trace Name
Changing individual authentication	accountCenter	changeIndividualAuthInfo
Re-authenticating as an enterprise	accountCenter	reauthWithEnterpriseInfo
Change an enterprise name	accountCenter	changeEnterpriseName
Changing an enterprise entity	accountCenter	changeEnterpriseEntity
Changing a mobile number	accountCenter	changePhone
Changing an email address	accountCenter	changeEmail
Adding a recipient	accountCenter	addRecipient

Operation	Resource Type	Trace Name
Changing a recipient	accountCenter	editRecipient
Deleting a recipient	accountCenter	deleteRecipient

8.2 Viewing Audit Logs

For details about audit logs, see **Querying Real-Time Traces**.

9 Basic Information Management (for HUAWEI CLOUD Account)

9.1 Registering an Account

9.1.1 Differences Between HUAWEI CLOUD Chinese Mainland Website and HUAWEI CLOUD International Website

HUAWEI CLOUD has two websites: HUAWEI CLOUD Chinese Mainland and HUAWEI CLOUD International.

● The HUAWEI CLOUD Chinese Mainland website is intended for customers in the Chinese mainland. For details about how to register an account on the HUAWEI CLOUD Chinese Mainland website, see **Registering a HUAWEI ID**.

● The HUAWEI CLOUD International website is intended for global organizations and enterprises, and overseas branches of Chinese enterprises. For details about how to register an account on the HUAWEI CLOUD International website, see **Account Registration Process**. **Table 1** shows the differences between the two websites.

Table 9-1 Differences between the HUAWEI CLOUD Chinese Mainland website and the HUAWEI CLOUD International website

Difference	HUAWEI CLOUD Chinese Mainland Website	HUAWEI CLOUD International Website
Real-name authentication	Real-name authentication is required when you buy or use cloud services.	Real-name authentication is required only when you buy or use cloud services provisioned in the Chinese mainland.
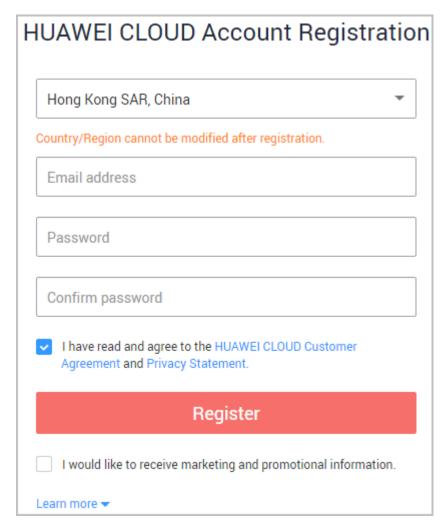
Difference	HUAWEI CLOUD Chinese Mainland Website	HUAWEI CLOUD International Website
Contracting party	• Huawei Cloud Computing Technologies Co., Ltd. • Huawei Software Technologies Co., Ltd.	• Huawei Services (Hong Kong) Co., Ltd. • Sparkoo Technologies Singapore Pte. Ltd. • Huawei (Chile) S.A.
Requirement for transactions	The account has completed real-name authentication.	The account is bound with a credit card or has been granted a credit.
Transaction model	Prepayment. You need to pay an upfront fee before you get started.	Post payment. You can use services in advance and repay your bills later.
Transaction currency	CNY	Currency you have selected in the **Currency** area of the **Preferences** page in My Account

Difference	HUAWEI CLOUD Chinese Mainland Website	HUAWEI CLOUD International Website
Payment method	- Top-up: bank transfer, online payment - Payment: payment with balance, online payment **NOTE** - WeChat, Alipay, and UnionPay are supported. - To make payments with your balance, top up your account through online payment or bank transfer.	Online payment, payment by credit card For online payments, your VISA or MasterCard must be from: Angola, Argentina, Algeria, Bahrain, Bangladesh, Botswana, Brunei, Cambodia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Ghana, Guatemala, Honduras, Hong Kong (China), Indonesia, Iraq, Jamaica, Japan, Jordan, Kenya, Kuwait, Laos, Lebanon, Libya, Macao (China), Malawi, Malaysia, Maldives, Mauritius, Mexico, Morocco, Mozambique, Myanmar, Namibia, Nepal, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Tanzania, Thailand, Tonga, Trinidad and Tobago, Uganda, United Arab Emirates, Uruguay, Zambia, Zimbabwe.
Transaction type	Pay-per-use and yearly/monthly	Pay-per-use, yearly/monthly, reserved instances

9.1.2 Signing Up for Huawei Cloud

Procedure
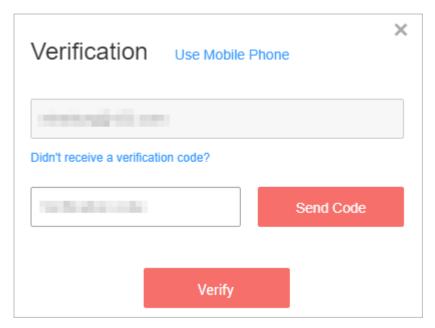
Step 1 Go to the **HUAWEI CLOUD** homepage, and click **Sign Up** in the upper right corner.

Step 2 Set the country/region, email address, and password, and select **I have read and agree to the HUAWEI CLOUD Customer Agreement and Privacy Statement.**

📖 **NOTE**

> When registering an individual account, select the country or region where you are. When registering an enterprise account, select the country or region where your enterprise is registered.

Step 3 Click **Register**.

Step 4 Verify your identity.

- Email-based verification

  a. Click **Send Code** and enter the received verification code.
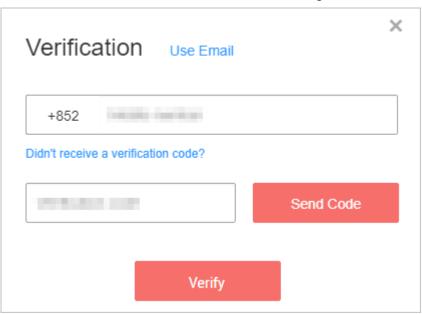
b. Click **Verify**.

A message is displayed indicating that the account has been created.

📖 **NOTE**

- You will then be redirected to the **Bind Mobile Number** page.

- Before subscribing to cloud services and purchasing resources, provide a mobile number, complete the account information, and select a payment method. For details about how to do so, see **Adding a Payment Method**.

- If you would like to receive marketing messages from HUAWEI CLOUD by SMS and email, select **I would like to receive marketing and promotional information**. This parameter is optional.

- Mobile number-based verification

a. Click **Use Mobile Phone** in the **Verification** dialog box.

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

Before subscribing to cloud services and purchasing resources, complete the account information and select a payment method. For details about how to do so, see **Adding a Payment Method**.

----End

9.2 Logging In to HUAWEI CLOUD

You can log in to HUAWEI CLOUD using any of the following methods:

- **HUAWEI ID**: A HUAWEI ID is a single identity that you can use to access all Huawei services. It is **different from a HUAWEI CLOUD account**. Ensure that you have already registered a HUAWEI ID. If you do not have a HUAWEI ID, register one and use it to enable HUAWEI CLOUD services. For details, see **Registering a HUAWEI ID and Enabling HUAWEI CLOUD Services**.

  📖 **NOTE**

  Currently, HUAWEI IDs registered in Turkey cannot be used to enable HUAWEI CLOUD services. You can **register a HUAWEI CLOUD account** instead.

- **HUAWEI CLOUD account**: Use your HUAWEI CLOUD account to log in. If this is the first time you use HUAWEI CLOUD, **register a HUAWEI ID and enable HUAWEI CLOUD services**.

- **Other accounts**: When logging in using a **Huawei website account** or **Huawei enterprise partner account** for the first time, associate these accounts with an existing or a new HUAWEI CLOUD account. At the next login, you can directly log in using the Huawei website account or Huawei enterprise partner account. Alternatively, you can use the HUAWEI CLOUD account to log in.

- **IAM user**

- **Federated user**

Logging in using a HUAWEI ID

A HUAWEI ID is a unified identity that you can use to access all Huawei services. You can register and manage a HUAWEI ID on the **HUAWEI ID website**. You can also **register a HUAWEI ID and use it to enable HUAWEI CLOUD services** in HUAWEI CLOUD. When logging in to the HUAWEI CLOUD console using a HUAWEI ID, you can enter a mobile number, email address, login ID, or HUAWEI CLOUD account name.

To log in using a HUAWEI ID, do as follows:

Step 1 On the login page, enter your mobile number, email address, login ID, or HUAWEI CLOUD account name, enter the password, and then click **LOG IN**.
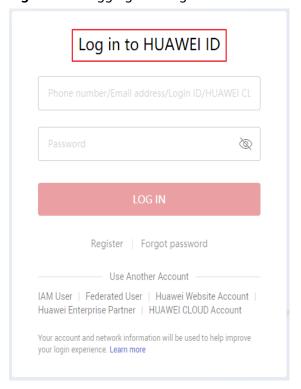
Figure 9-1 Logging in using a HUAWEI ID

NOTE

- You can enter a HUAWEI CLOUD account or a HUAWEI ID that has been used to enable HUAWEI CLOUD services.
- If you enter a HUAWEI ID whose mobile number or email address has been used to enable HUAWEI CLOUD services, go to **Step 2**.
- If you enter a HUAWEI ID whose mobile number or email address has not been used to enable HUAWEI CLOUD services, go to **Step 3**.

Step 2 Select the account you want to use for login.

If the mobile number or email address you entered has been used to register a HUAWEI ID and HUAWEI CLOUD account, select an account for login.

- Select the HUAWEI ID and click **OK**. Then, go to **Step 3**.
- Select the HUAWEI CLOUD account and click **OK**. The login is successful.

Step 3 Click **Obtain code**, enter the verification code, and click **OK**.

If you have already associated both a mobile number and email address with your HUAWEI ID, you can choose mobile number or email address verification.

Step 4 In the **Trust this browser?** dialog box, click **Trust**.

Step 5 In the displayed dialog box, click **Enable HUAWEI CLOUD Services** or **Use Another HUAWEI CLOUD Account**.

- **Enable HUAWEI CLOUD Services**: Click this button to enable HUAWEI CLOUD services for the HUAWEI ID so that you can use the HUAWEI ID to log in to HUAWEI CLOUD. After clicking this button, go to **Step 6**.
- **Use Another HUAWEI CLOUD Account**: Click this button to log in using another HUAWEI CLOUD account. After clicking this button, go to **Step 1**.

Step 6 (Optional) If the mobile number or email address you entered has been used to register for HUAWEI CLOUD accounts, select an account, and associate it with your HUAWEI ID.

📖 **NOTE**

After you associate a HUAWEI CLOUD account with your HUAWEI ID, you can use the HUAWEI ID to access HUAWEI CLOUD, HUAWEI Developers, Vmall, and other Huawei services.

- Associating a HUAWEI CLOUD account with your HUAWEI ID

  a. Select a HUAWEI CLOUD account and click **Next**.

  b. Enter the password of the HUAWEI CLOUD account and click **Next**.

  c. Confirm the HUAWEI ID information and click **OK**.

  d. Click **OK**. The HUAWEI CLOUD homepage is displayed.

     📖 **NOTE**

     - After you perform the preceding steps, your HUAWEI CLOUD account is associated with your HUAWEI ID and becomes invalid. You need to use the HUAWEI ID for the next login.

     - If the upgrade fails, see "What Can I Do If the Upgrade to a HUAWEI ID Fails?" in the *IAM FAQs*.

- Enabling HUAWEI CLOUD services

  Click **Skip This Step and Enable HUAWEI CLOUD Services**, and go to **Step 7**.

Step 7 On the **Enable HUAWEI CLOUD Services** page, read the service agreements and confirm that you accept them, and then click **Enable**.

You can now use the HUAWEI ID to log in to HUAWEI CLOUD.

----End

Logging In Using a HUAWEI CLOUD Account

If you have a HUAWEI CLOUD account, you can use it to log in to HUAWEI CLOUD. An account is created after you register with HUAWEI CLOUD. Your account has full access permissions for your cloud resources and makes payments for the use of these resources. You can use this account to perform operations such as resetting your login password and assigning permissions. The account makes payments for the resources used by IAM users. When using the account to log in to the HUAWEI CLOUD console, you can choose account/email login or mobile number login.

📖 **NOTE**

If your HUAWEI CLOUD account has been upgraded to a HUAWEI ID, use the HUAWEI ID to log in. For details, see **Logging In Using a HUAWEI ID**.

To log in using a HUAWEI CLOUD account, do as follows:

Step 1 On the login page, click **HUAWEI CLOUD Account**, as shown in **Figure 9-2**.
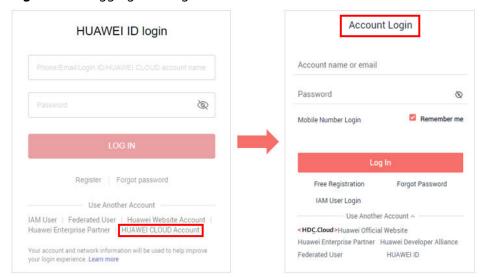
Figure 9-2 Logging in using a HUAWEI CLOUD account

Step 2 Enter your account information and click **Log In**.

- **Account name or email**: The account name or the email address associated with the account.

  📖 **NOTE**

  Account names are case-insensitive.

- **Password**: The login password of the account. If you have forgotten your login password, **reset** it on the login page.

- **Mobile number**: If you have forgotten the account name, click **Mobile Number Login**, and enter the associated mobile number and the login password to log in.

----End

Logging In Using Other Accounts

If you already have a **Huawei website account** or **Huawei enterprise partner account**, you can use them to log in to HUAWEI CLOUD without memorizing additional credentials.

The following procedure describes how to use an account of the Huawei official website to log in to HUAWEI CLOUD.

Step 1 On the login page, click **Huawei Website Account**, as shown in the following figure.

Figure 9-3 Logging in using a Huawei website account

Step 2 Log in using your Huawei website account.

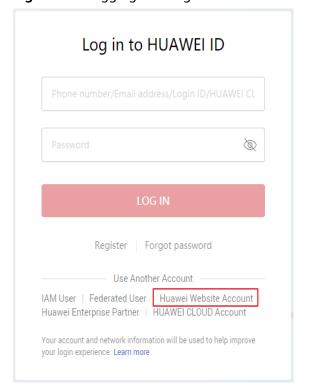- If this is the first login, you will be requested to bind your Huawei website account to an existing or a new HUAWEI CLOUD account. To create a new HUAWEI CLOUD account, enter the account name, mobile number, and verification code. Click **Create and Bind**.

- If this is not the first login, you can directly log in using your Huawei website account.

Next time you log in to the HUAWEI CLOUD console, you can use the name or mobile number set in **Step 2** for the HUAWEI CLOUD account.

----End

9.3 Resetting the Password

- If you remember your password:
  - If you are using a **HUAWEI CLOUD account** and remember the password, hover the mouse pointer over the username in the upper right corner of the console and choose **Basic Information**. Then change the password in My Account. For details, see **Changing the Password**.
  - If you are an **IAM user** and remember the password, hover the mouse pointer over the username in the upper right corner of the console and choose **Security Settings**. Then change the password on the **Basic Information** tab page.

- If you have forgotten your password:
  - Reset your password by following the instructions in **How Do I Reset My Password?**

– If you are an IAM user and have not bound any email address or mobile number to your account, request the administrator to **reset your password**.

9.4 Deleting an Account

9.4.1 Terms and Conditions on Deletion of HUAWEI CLOUD Account

The Terms and Conditions on Deletion of HUAWEI CLOUD Account ("**these Terms**") governs deletion of your **HUAWEI CLOUD** account and related matters.

Please read these Terms carefully before submitting an application for account deletion. If you have any questions, please contact HUAWEI CLOUD customer service.

Your acceptance of these Terms and clicking the **Submit** button indicates that you have read and fully understood all the content of these Terms and indicates that you believe deleting your HUAWEI CLOUD account can help achieve your expected purposes.

After you submit an application for account deletion, HUAWEI CLOUD will check your account in accordance with these Terms and relevant instructions on the console. If your account meets the account deletion conditions, HUAWEI CLOUD will notify you of the result and start the account deletion process after your confirmation. This process cannot be withdrawn or revoked. If your account does not meet the conditions, HUAWEI CLOUD will notify you of the result and the account deletion procedure will be automatically terminated.

1. **Account Deletion Conditions**

   a. Your HUAWEI CLOUD account cannot be deleted if any of the following conditions exists, except that you have reached consensus with HUAWEI CLOUD in this respect:

      ▪ Overdue payments, over-issued invoices, pending payments, or remaining balance.

      ▪ Contracts pending for performance, active orders, resources in use, or reserved instances.

      ▪ Applications in progress (including but not limited to applications of new orders, unsubscriptions/withdrawals, applications for joining HUAWEI CLOUD ecosystem programs, etc).

      ▪ Your account has been associated with a HUAWEI CLOUD ecosystem partner.

      ▪ Your account has been associated with an enterprise master account or member account.

   b. Your account does not have unpaid taxes and there are no unfulfilled obligations in accordance with applicable laws and regulations.

   c. Your account has not violated any applicable laws or regulations or agreements signed with HUAWEI CLOUD, unless you have reached

consensus with HUAWEI CLOUD in connection with related matters if applicable.

2. **Account Deletion Procedure**

   a. Self-check

      Before you submit the application for account deletion, please check whether your account meets the account deletion conditions specified in section 1 of these Terms; otherwise, your account deletion process may be terminated due to failure to meet the deletion conditions.

   b. Deletion method selection

      For account security purposes, only you can delete your HUAWEI CLOUD account. If the account does not meet the conditions specified in section 1 of these Terms and you still want to delete it, you may contact HUAWEI CLOUD customer service.

   c. Account deletion process

      i. Application submission

         After confirming that the conditions specified in section 1 of these Terms have been met, log in to the HUAWEI CLOUD website, go to the My Account console, click **Close Account**, read these Terms carefully before acceptance, and submit the account deletion application.

      ii. Check

         HUAWEI CLOUD will automatically check your account in accordance with the account deletion conditions.

      iii. Check Result Notification

         ○ Passed

            If your account meets the account deletion conditions, HUAWEI CLOUD will notify you of the result by email, SMS, or other reasonable methods and start the account deletion process.

            ◻ NOTE

               The checking of your account in accordance with the conditions above is preliminary and to the extent of formalities review. Compliance with the account deletion conditions does not mean that HUAWEI CLOUD materially accepts the result or waives any rights entitled by laws or agreements, nor does HUAWEI CLOUD affirm that any operations and responsibilities arising out of your account before the deletion process are exempted or mitigated, including but not limited to any overdue payments, entrusted payments, and unpaid taxes.

         ○ Failed

            If your account does not meet the account deletion conditions, HUAWEI CLOUD will notify you of the failed conditions by email, SMS, or other reasonable methods. The account deletion procedure will be automatically terminated and will not be restarted. If you still want to delete the account, you may submit another application.

   d. In the event that you fulfill the conditions above, if your HUAWEI CLOUD account is listed in complaints reported by third parties, is investigated by government agencies, is involved in a litigation or arbitration procedure,

or fails to meet the conditions for account deletion after the account check, HUAWEI CLOUD reserves the right to terminate the account deletion process without your consent before the deletion procedure is formally completed ("**retention period**").

3. **Retention Period**

   a. HUAWEI CLOUD has set up a retention period for account closure in accordance with industry standards, relevant laws, regulations, and the requirements of national administrative, judicial, and law enforcement agencies. The retention period has been provided on the HUAWEI CLOUD website, and the period starts once your account is closed.

   b. During the retention period, you cannot use HUAWEI CLOUD services or avail any rights granted by the corresponding SLA.

      However, you can continue using your account to log in to the HUAWEI CLOUD website and perform the following operations:

      - Query historical bills and settle unpaid bills.

      - Apply to restore the account so you can use HUAWEI CLOUD services again.

      - Delete the account immediately after all outstanding amounts are paid.

   c. **During the retention period, HUAWEI CLOUD will delete the account data saved in HUAWEI CLOUD, except as otherwise specified in these Terms or required by laws and regulations or national administrative, judicial, or law enforcement agencies.**

4. **Legal Consequences of Account Deletion**

   a. Your account deletion procedure will start after you confirm that you accept these Terms.

   b. When the account deletion procedure is completed (the retention period ends or you delete the account during the retention period), all related contractual relationships between you and HUAWEI CLOUD are terminated. The consequences of account deletion include but are not limited to the following:

      - You will not be able to use this account to log in to the HUAWEI CLOUD website, app, etc.

      - You will not be able to access the HUAWEI CLOUD console.

      - You will not be able to perform any operations that require the account access.

      - You will not be able to retrieve the personal information, transaction records, business data, and historical information under the account.

      - You will not be able to use HUAWEI CLOUD services.

      📖 **NOTE**

      Notwithstanding article 4 of these Terms, the deletion of your account does not mean that all your account operations and responsibilities before account deletion are exempted or mitigated.

    c. **At the end of the day on which your account is deleted, HUAWEI CLOUD has provided services in accordance with contracts and active orders reached between the parties, without breaching any contracts.**

    d. HUAWEI CLOUD will delete your data and immediately stop collecting, storing, and using your personal information and other data, **except as otherwise required by applicable laws and regulations or industry standards. For example, HUAWEI CLOUD will retain corresponding invoice data for tax compliance purposes, and keep the transaction information between you and HUAWEI CLOUD to comply with relevant e-commerce laws.**

    e. Account balance handling

    After you pay all outstanding amounts, you need to withdraw the remaining account balance.

    f. **The account cannot be recovered once it is deleted.** Please back up all account-related business information and data before you delete your account. During the retention period, you can query historical bills and settle unpaid bills, **but you cannot access or use cloud services, and your cloud service resources will be released. When the retention period ends, HUAWEI CLOUD will take your account back and clear the account data. HUAWEI CLOUD will not be liable for any loss of data or information caused therefrom.**

5. **Others**

    a. These Terms serve as an integral part of the *HUAWEI CLOUD Customer Agreement*. For matters not mentioned herein, please refer to the relevant clauses of the *HUAWEI CLOUD Customer Agreement*.

    b. These Terms only govern your deletion of your HUAWEI CLOUD account, without prejudice to the deletion of your account in accordance with applicable laws or agreements reached between you and HUAWEI CLOUD (for example, in the event of "suspension" and/or "termination" under the *HUAWEI CLOUD Customer Agreement*).

    c. If your account deletion causes any loss to HUAWEI CLOUD, you shall compensate for the loss and exempt HUAWEI CLOUD and its directors, employees, agents, partners, and suppliers from any third-party liabilities arising therefrom.

    d. The Chinese version of these Terms shall prevail.

9.4.2 Account Deletion Process

You can delete your account on the **Basic Information** page. Close the account before you delete it.

A retention period starts after your account is closed. During this period, your account data saved in HUAWEI CLOUD will be cleared and cannot be recovered. However, you can still use your account to log in to HUAWEI CLOUD and view the account and expenditure information. After the retention period expires, your account will be automatically deleted and can no longer be used.
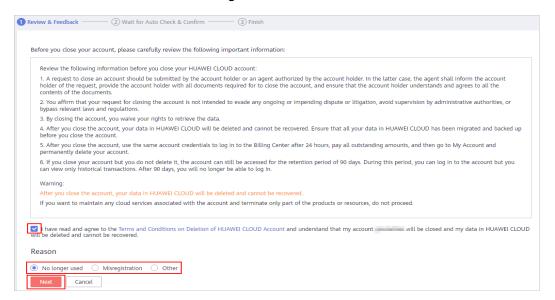
If you are certain that the account is no longer needed, you can delete it 24 hours after you close it. After the account is deleted, it can no longer be used to access HUAWEI CLOUD, and the account data will be cleared permanently. Exercise caution when performing this operation.

Closing an Account

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

Step 2 Expand the **Delete Account** area in the lower part of the page, and click **Close Account**.

The **Close Account** page is displayed.

Step 3 Read the *Terms and Conditions on Deletion of HUAWEI CLOUD Account* and select **I have read and agree to the Terms and Conditions on Deletion of HUAWEI CLOUD Account and understand that my account** *XXX* **will be closed and my data in HUAWEI CLOUD will be deleted and cannot be recovered**. Then select the reason for deleting the account.

Step 4 Click **Next**.

Step 5 Click **Send Code**, and enter the verification code in the text box.

📖 NOTE

If you did not get an SMS or email verification code, **submit a service ticket** to change the mobile number or email address.

Step 6 Click **OK**.

The **Account Check** page is displayed. The system automatically checks the account and its financial status, orders, and resources, and displays the result on the page.

📖 NOTE

If you have already performed the account check but did not close the account, click **View Last Check Result** on the **Basic Information** page. Then the system displays the account check result.

Step 7 Click **Close Account**.

The account is closed successfully.

📖 **NOTE**

> If you need to use the account again, click **Restore Account** on the **Basic Information** page.

----End

Deleting the Account

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

Step 2 Click **Delete Account** in the lower part of the page.

The identity verification page is displayed.

Step 3 Click **Send Code**.

Step 4 Enter the verification code and click **OK**.

Step 5 The system displays the check result of the account. Select **I understand that after the account is deleted, I can no longer use it to access HUAWEI CLOUD, and my data saved in HUAWEI CLOUD will be automatically cleared**, and click **Confirm Deletion** to delete the account.

The account is deleted successfully.

----End
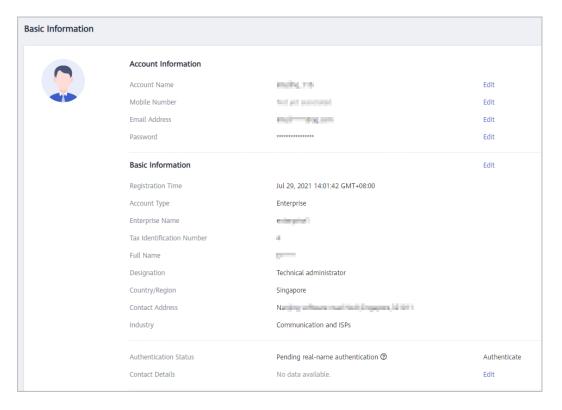
9.5 Viewing Account Information

An account contains information about an individual or enterprise and is used for logging in to HUAWEI CLOUD. Orders and fees incurred by the individual or enterprise are associated with their account.

For example, enterprise information you can view and change on the **Basic Information** page includes: your account name, enterprise name, tax identification number, mobile number, email address, password, and contact address.

Procedure

The following procedure uses an **enterprise account** for illustration.

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

Step 2 View your account information.
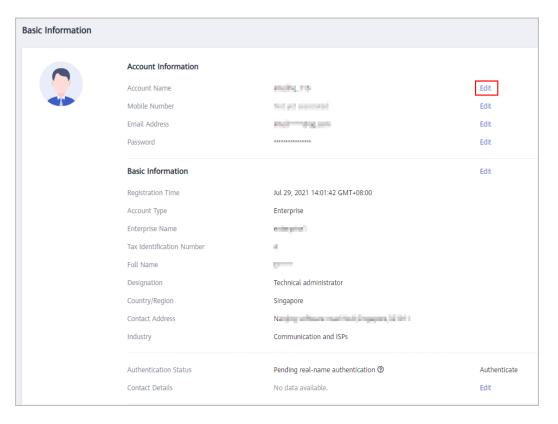
----End

9.6 Changing the Account Name

You can change your account name on the **Basic Information** page. It can be changed only three times in a year.

Procedure

The following procedure uses an **enterprise account** as an example.

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

Step 2 In the **Account Information** area, click **Edit** next to **Account Name**.

The **Edit Account Name** dialog box is displayed.

Step 3 Enter a new account name.

> **NOTE**
>
> - The new account name must be unique.
> - The account name can contain 6 to 32 characters and must start with a letter. Only letters, digits, hyphens (-), and underscores (_) are allowed.

Step 4 Click **OK**.

The system displays a message indicating that the account name is changed successfully.

----End

9.7 Setting the Huawei Cloud Account Type

Prerequisites

You can set the account type on the **Basic Information** page only when the account type has not been specified.
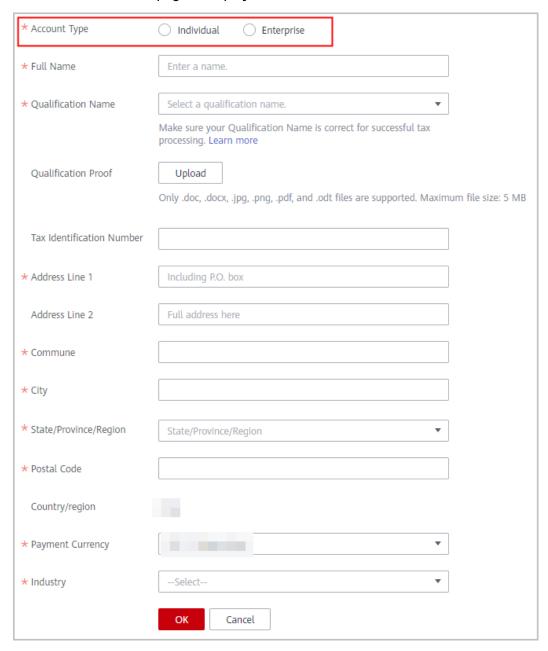
Your account type cannot be changed once set. However, the full name of an individual account or the enterprise name of an enterprise account can be changed before real-name authentication.

Setting the Account Type

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

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

Step 3 Set the account type.

📖 **NOTE**

> An account can be set as an individual or enterprise account. If your account is an individual account, enter your full name. If your account is an enterprise account, enter the name of your enterprise.

Step 4 Click **OK**.

----End

Changing the Full Name or Enterprise Name

The full name of an individual account or the enterprise name of an enterprise account can be changed before real-name authentication.

Go to the **Basic Information** page.

- Individual account: Click **Edit** in the **Basic Information** area and change the full name.
- Enterprise account: Click **Edit** in the **Basic Information** area and change the enterprise name.

9.8 Changing the Qualification Name and Tax Identification Number

Change your tax identification number on the **Basic Information** page.
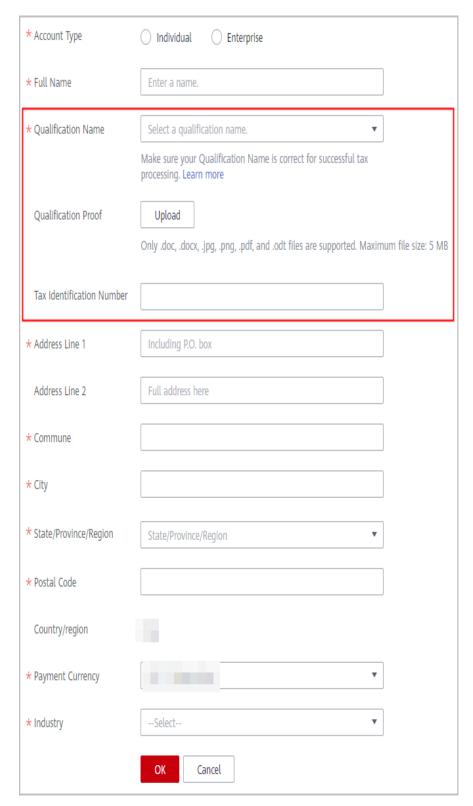
Precautions

The qualification name will affect tax processing. Ensure that you fill in the correct name. For details, see **Tax Help**.

Procedure

The following procedure uses an **enterprise account** for illustration.

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

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

＊Account Type	○ Individual ○ Enterprise	
＊Full Name	Enter a name.	
＊Qualification Name	Select a qualification name. ▼	
	Make sure your Qualification Name is correct for successful tax processing. Learn more	
Qualification Proof	Upload	
	Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB	
Tax Identification Number		
＊Address Line 1	Including P.O. box	
Address Line 2	Full address here	
＊Commune		
＊City		
＊State/Province/Region	State/Province/Region ▼	
＊Postal Code		
Country/region		
＊Payment Currency	▼	
＊Industry	--Select-- ▼	
	OK Cancel	

Step 3 Select a qualification name, upload the qualification proof, and enter the tax identification number. For details about numbers in different countries or regions, see **Tax Identification Numbers Collected by HUAWEI CLOUD**.

□ NOTE

> The qualification proof refers to the VAT registration certificate, which contains the VAT number. Only DOC, DOCX, JPG, PNG, PDF and ODT files can be uploaded, and the file size cannot exceed 5 MB.

Step 4 Click **OK**.

----End

9.9 Tax Identification Numbers Collected by HUAWEI CLOUD

HUAWEI CLOUD collects tax identification numbers for calculating value-added tax (VAT) or similar turnover tax. The following table lists the countries and example tax identification numbers that HUAWEI CLOUD collects.

Table 9-2 Tax identification numbers collected by HUAWEI CLOUD

Country/Region	Tax Identification Number	Example
South Africa	VAT Registration Number	Legal entity: 1234567890
Malaysia	SST Register No.	Legal entity: A12-1234-12345678
Thailand	Tax Payer Number	Legal entity: 1234567890123
Chile	Rol Único Tributario (RUT)	Legal entity/Individual: 12.123.123-A
India	Goods and Services Tax Identification Number (GSTIN)	Legal entity: 12ABCDE123451Z1
Peru	Registro Único del Contribuyente (RUC)	Legal entity: 12345678901 Individual: 1234567890
Brazil	Cadastro Nacional da Pessoa Jurídica (CNPJ)	Legal entity: 12.123.123/1234-12
Mexico	Registro Federal de. Contribuyentes (RFC)	Legal entity: ABC123456AB1
South Korea	Business Registration Number	Legal entity: 123-12-12345
Morocco	Tax Registration Number	Legal entity: 1234567 or 12345678 or 123456789
United Arab Emirates	Certificate of Registration for Value Added Tax	Legal entity: 123456789012345
Bahrain	VAT Account Number	Legal entity: 123456789012345

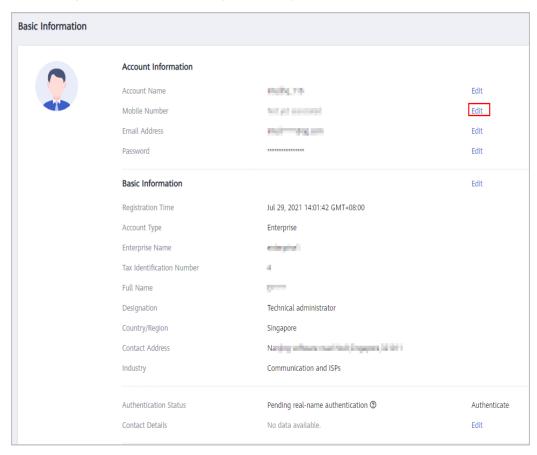| Country/Region	Tax Identification Number	Example
Singapore	Tax Identification Number	Legal entity: 123456789A

9.10 Changing the Mobile Number

Procedure

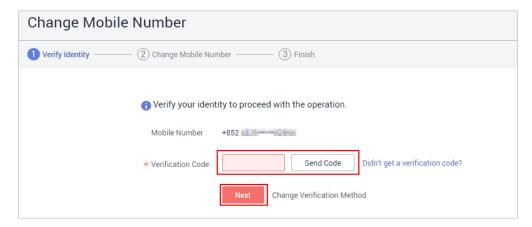The following procedure uses an **enterprise account** for illustration.

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

Step 2 Click **Edit** next to **Mobile Number**.
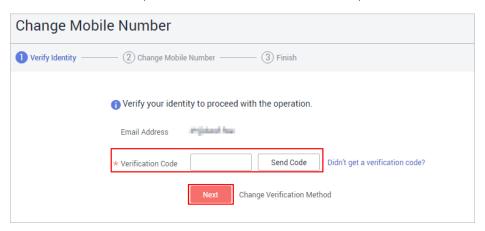
The **Change Mobile Number** page is displayed.
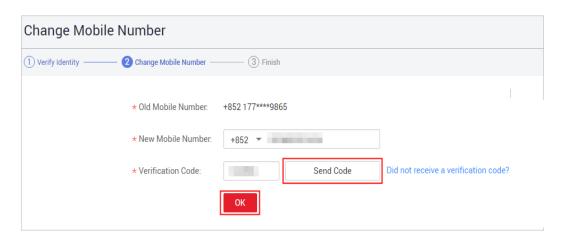

Step 3 Verify your identity.

- With your mobile number

  a. Click **Verify** next to **SMS**.

  b. Click **Send Code**, enter the SMS verification code, and click **Next**.

- With your email address

    a. Click **Verify** next to **Email**.

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

Step 4 Enter a new mobile number, click **Send Code**, and enter the code sent to the new number.

Step 5 Click **OK**.

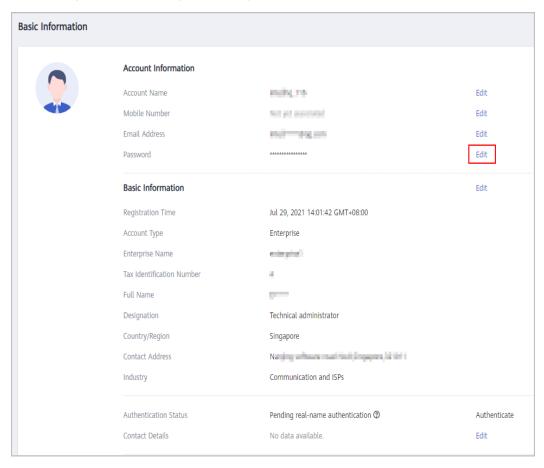The mobile number has been changed.

----End

9.11 Changing the Password

Procedure
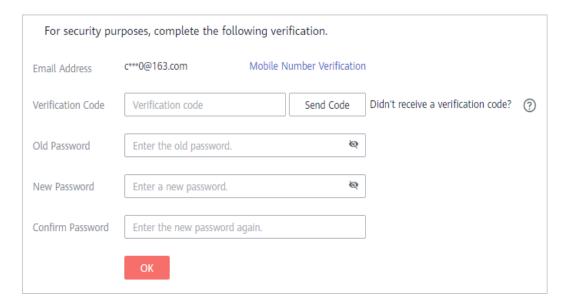
The following procedure uses an **enterprise account** for illustration.

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

Step 2 Click **Change** next to **Password**.

The **Change Password** page is displayed.

Step 3 Change the password by following the on-screen instructions.

For security purposes, complete the following verification.

Email Address	c***0@163.com	Mobile Number Verification

Verification Code [Verification code] [Send Code] Didn't receive a verification code? ⑦

Old Password [Enter the old password.] 👁

New Password [Enter a new password.] 👁

Confirm Password [Enter the new password again.]

[OK]

📖 **NOTE**

You can also click **Mobile Number Verification** to complete the verification.

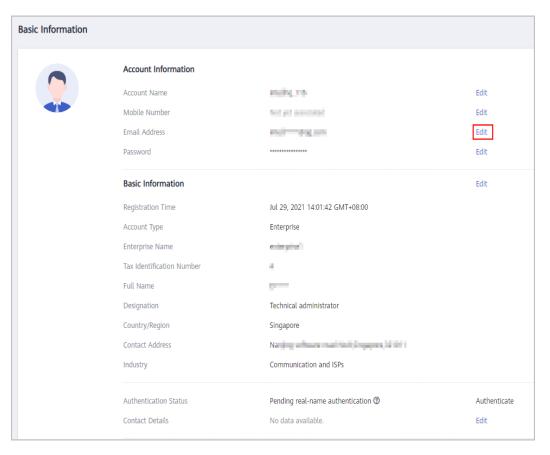**Step 4** Click **OK** to finish changing the password.

----End

9.12 Changing the Email Address

Procedure

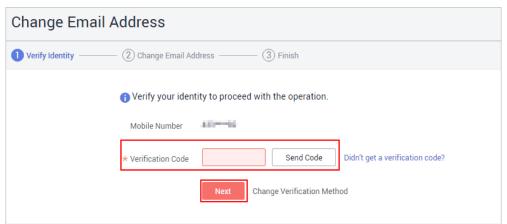The following procedure uses an **enterprise account** for illustration.

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

Step 2 Click **Edit** next to **Email Address**.

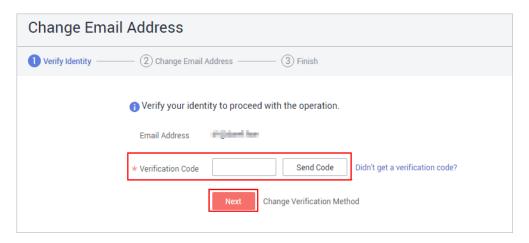The **Change Email Address** page is displayed.

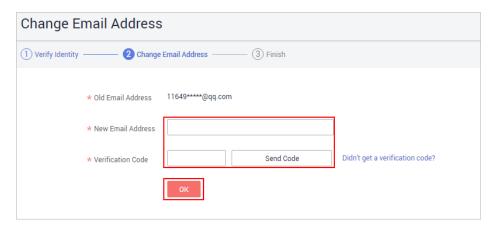**Step 3** Verify your identity.

- With your mobile number

  a. Click **Verify** next to **SMS**.

  b. Click **Send Code**, enter the SMS verification code, and click **Next**.

- With your email address

  a. Click **Verify** next to **Email**.

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

Step 4 Enter a new email address, click **Send Code**, and enter the code sent to the new email address.

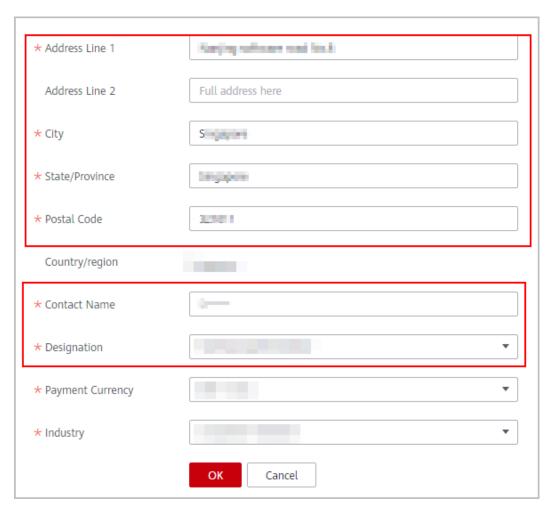
Step 5 Click **OK**.

----End

9.13 Modifying the Contact Information of a HUAWEI CLOUD Account

You can modify the contact information of a Huawei Cloud account.

Procedure

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

The **Edit Information** page is displayed.

Step 2 Set the address, name, and designation, and click **OK**.

----End

9.14 Modifying the Business Information

Procedure

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

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

Step 3 Select your industry.

Step 4 Click **OK**.

□ NOTE

If the industry you select has secondary options, you must select one.

----End