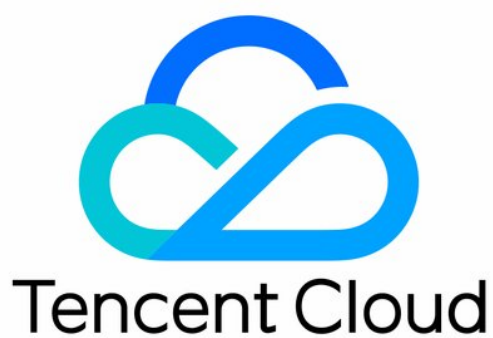


About Account

FAQs

Product Documentation



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FAQs

Account Information

Email and Mobile Number

Last updated : 2024-01-03 16:10:55

How do I modify my verification mobile number?

Log in to the console. Hover your mouse over the profile icon in the top right corner and click [Security Settings](#). Click the edit icon next to **Verification Mobile Number**. You need to verify your identity first before you can change the verification mobile number. For detailed directions, see [Verifying and Modifying Your Verification Mobile Number](#).

What restrictions are imposed to ensure the security of email login?

After more than one incorrect password entry, a graphical captcha is required to request login.

If the password is entered incorrectly more than ten times, the account will be locked for one hour, with the lock commencing from the time of the last incorrect password entry.

What is the difference between an account email and a verification email?

You can use your account email to log in to Tencent Cloud.

A verification email is used for identity verification, which helps ensure the security of your account.

How do I change my verification email?

Log in to the console. Mouse over the profile icon in the top right corner and click [Security Settings](#). Click the edit icon next to **Verification Email**. You need to verify your identity first before you can change the verification email. For detailed directions, see [Modifying Email Addresses](#).

Identity Verification

Last updated : 2024-08-16 11:04:24

Which users must complete identity verification?

According to relevant Chinese laws and regulations, Tencent Cloud International Site users must complete real-name registration when purchasing and using cloud services in Mainland China. The Chinese mainland region does not include outlying regions of China such as Hong Kong, Macao, and Taiwan.

What is the difference between individual and enterprise identity verification?

Individual identity verification is needed for individual accounts. A single set of personal identification information can only be used to verify one Tencent Cloud account.

Enterprise identity verification is needed for accounts belonging to enterprises, individually owned businesses, government or public agencies, schools, groups, or other organizations. A single set of corporate identity information can support the real-name verification of five Tencent Cloud accounts.

Note:

Identity verification directly affects the ownership of accounts and resources in Tencent Cloud. If an enterprise account uses individual identity verification, then future changes in personnel or other account issues may have an impact on the enterprise's business operations and may lead to financial losses. Before performing identity verification, make sure to confirm whether the Tencent Cloud resources you purchase are used for individual or enterprise operations.

What information is required for identity verification?

For individual identity verification, one may opt for personal identification issued by government agencies in the region where the account was registered, such as an ID card, driver's license, or work permit. It is imperative to fill in the applicant's full name, address details, and identification number, and upload a clear photograph of the identification document. The provided information must be entirely consistent with that on the submitted document.

Corporate identity verification exclusively accepts business licenses, which are issued by government or tax departments in the company's region of registration. It necessitates the provision of the company's name, registered address, and registration number, followed by the submission of a clear photograph of the identification document. The provided information must be entirely consistent with that on the submitted document.

How to complete identity verification?

Go to [Identity Verification](#) page, select the identity entity, and fill in your identity information to submit the identity application. For detailed instructions, please see [Individual Identity Verification Guide](#) and [Enterprise Identity Verification Guide](#).

How long does it take to complete the verification process after submission?

Once submitted, the verification process will be concluded within 2 to 4 business days. The outcome of the review will be communicated via internal messages, email, and SMS.

What should I do if my identity verification fails?

If the identity verification fails, please visit the [Identity Verification](#) page to view the specific reasons for failure. Address the identified issues, ensure the accuracy of the identity verification information, and resubmit for verification.

How many times can identity verification information be modified?

There is no limit to the number of times identity verification information can be modified. However, changes are not permitted within 30 days following successful verification.

Reasons for Changes in Account Identity Status

Tencent Cloud periodically examines the corporate entities associated with verified accounts to ensure they are in operational status and that the corporate information is accurate and complete. Suppose the verified corporate entity being dissolved is discovered, or the corporate identity information is incorrect or incomplete. In that case, the account's verified status will be revoked, changing from a verified corporate identity to an unverified status.

Security Settings

MFA FAQs

Last updated : 2023-12-26 16:11:10

What is an MFA device?

Multi-Factor Authentication (MFA) is a simple and effective security authentication method. It adds an additional layer of protection to strengthen the user name and password credentials. An MFA device, also called a dynamic password card or token, is a device that provides this type of secure authentication method. Tencent Cloud currently offers two types of MFA devices: hardware MFA devices and virtual MFA devices.

How do I bind a virtual MFA device?

For more information, see [Security Setting of Sub-accounts/Collaborators](#).

What Is login protection?

Login protection is an added layer of protection that Tencent Cloud provides when you log in. An additional identity verification credential is required after the user name and password have been entered correctly. For more information, see [Login Protection](#).

How do I bind an MFA Device?

See [MFA Devices](#).

If I bound MFA but lost my mobile phone, how do I log into my account?

Method 1: If You Have Another Tencent Cloud Account

Log in to your other account and [submit a ticket](#) to to unlock the account: **Account Center > Account Security Settings (MFA)**.

Method 2: If You Do Not Have Another Tencent Cloud Account

Go to [Tencent Cloud homepage](#) and scroll down to see **Contact Us** at the bottom of the page. If you have any issues or feedback, please contact sales or submit a ticket.

Ticket Template:

a. Personal MFA Unbinding:

Log in to the account: (Email Address)

Your name as shown on your ID + Passport No./Driver License:

The phone number currently in use:

Note :

The applicant information must match the information entered for real name verification.

b. Enterprise MFA Unbinding:

Log in to the account: (Email Address)

Official company name + Company ID number:

Applicant's name + Passport No./Driver License:

Photograph or color scan of the company's business license:

The phone number currently in use:

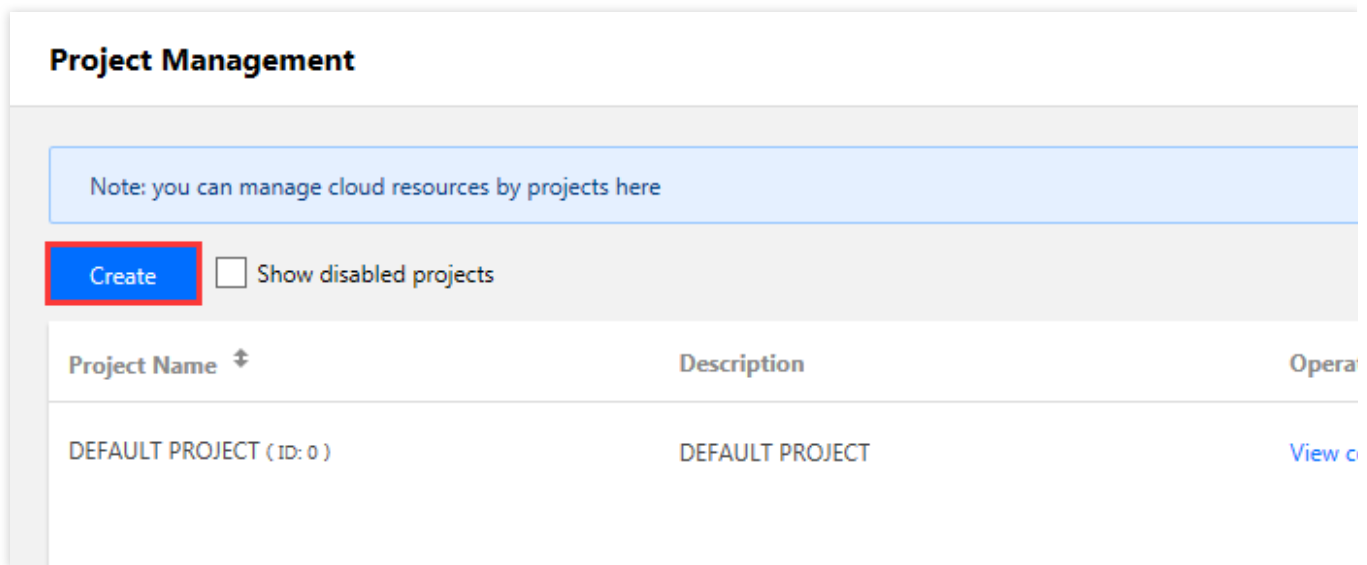
Project Management

Last updated : 2023-12-26 16:11:29

The project management feature enables you to better manage Tencent Cloud services and products by assigning different products to different projects. You can create and disable projects, and view device usage and billing details of each project. This feature not only improves your productivity, but also helps you monitor the use of products, so that different products under different project do not interfere with one another. **You can create up to 500 projects under one account.** This document describes how to use this feature in detail.

Creating Projects

1. Log in to the Tencent Cloud Console, click the account name in the top-right corner, and click [Account Information](#).
2. In the Account Center, click [Project Management](#) on the left sidebar.
3. On the project management page, click **Create**.



4. Enter the project name and description.

Create Project ✕

Project Name

Enter project name, cannot exceed 50 chars

Description

Enter project description, cannot exceed 500 chars

Submit

Cancel

5. Click **Submit** to complete the creation.

Disabling Projects

1. Log in to the Tencent Cloud Console, click the account name in the top-right corner, and click [Account Information](#).
2. In the Account Center, click [Project Management](#) on the left sidebar.
3. Locate the target project and click **Disable**.

Create ☐ Show disabled projects

Project Name ↕	Description	Operat
DEFAULT PROJECT (ID: 0)	DEFAULT PROJECT	View cc
test (ID: 1171049)		Edit V

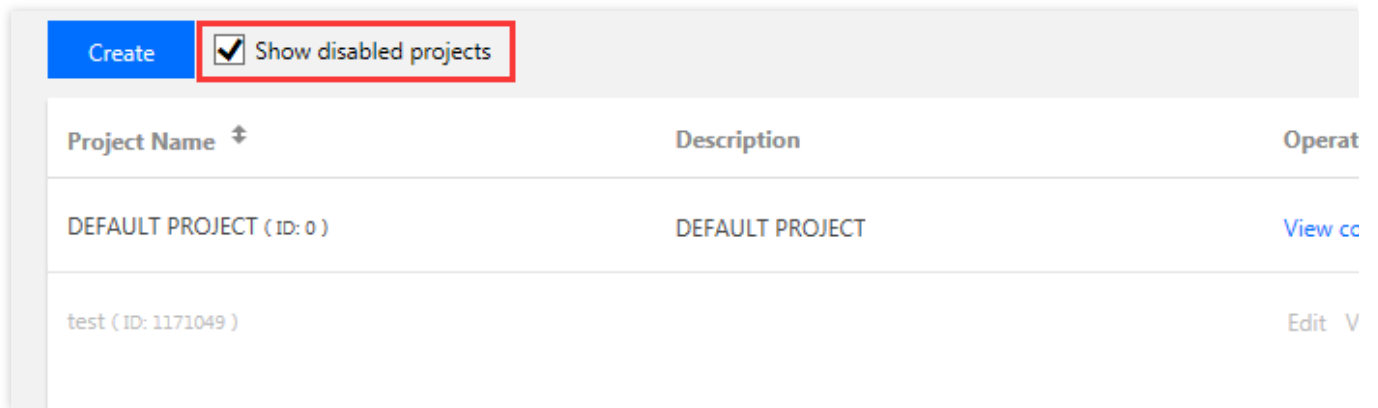
4. In the pop-up box, click **OK**.

Note:

After a project is disabled, you will not be able to view the Tencent Cloud services in it. We recommend transferring the services to another project before disabling. You can also click **Enable** to enable it again.

Recovering Disabled Projects

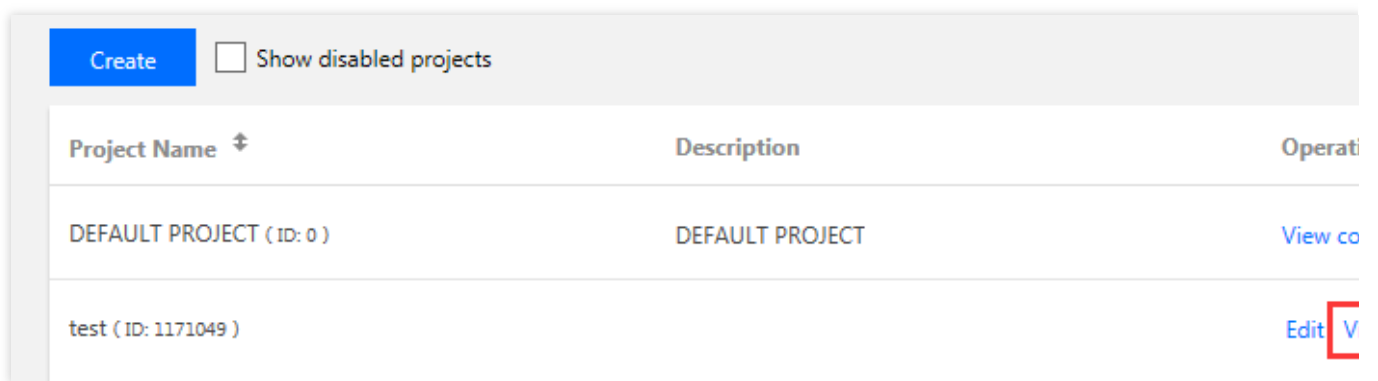
1. Log in to the Tencent Cloud Console, click the account name in the top-right corner, and click [Account Information](#).
2. In the Account Center, click [Project Management](#) on the left sidebar.
3. On the project management page, check **Show disabled projects**.



4. Select the project you want to enable and click **Enable**.

Viewing Billing Details

1. Log in to the Tencent Cloud Console, click the account name in the top-right corner, and click [Account Information](#).
2. In the Account Center, click [Project Management](#) on the left sidebar.
3. On the project management page, select the target project and click **View Billing Details**.



4. You will then be taken to *Bill Details** where you can see the monthly billing details of the services in the project.