

About Account Operation Guide Product Documentation



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Operation Guide

Modifying Mobile Number and Email Address

Last updated : 2020-06-10 10:34:01

Introduction

This document describes how to modify your registered mobile number and email address.

Prerequisites

Before modifying the information, you need to understand the following concepts:

- **Contact mobile number:** it is the mobile number used to receive subscribed messages (such as account arrears notifications, product expiration notifications, and event notifications) for non-verification purposes.
- **Contact email address:** it is the email address used to receive subscribed messages (such as account arrears notifications, product expiration notifications, and event notifications) for non-verification purposes.
- **Recovery mobile number:** it is the mobile number used to verify your identity as a means of account protection.
- **Recovery email address:** it is an auxiliary means of account holder identity verification.
- **Login email address:** if you sign up for a Tencent Cloud account without using your email address, you can bind the account to an email address for future login.

=To protect your account security and avoid potential losses caused by missed messages, please use the same mobile number/email address for both recovery and contact purposes.

Directions

Modifying your contact mobile number or email address

Log in to the Tencent Cloud Console, enter the [Account Information](#) page, and click the "Edit" icon next to the contact mobile number or email address.

You will be redirected to the user details page. Click the "Edit" icon next to the mobile number or email address you wish to modify.

In the pop-up window, enter the new mobile number or email address and click **OK**. Verify the required information as prompted, and the mobile number or email address will be successfully modified.

After the modification, please verify the new mobile number or email address as soon as possible to ensure that the account messages can be received properly.

Modifying the recovery mobile number or email address

- **Modifying the recovery mobile number**

Log in to the Tencent Cloud Console, enter the [Security Settings](#) page, and click the "Edit" icon next to the mobile number. Verify your identity as prompted. Enter the new mobile number and click **Send Verification Code**. Enter the received verification code, and click **OK** to modify the mobile number.

- **Modifying the recovery email address**

Log in to the Tencent Cloud Console, enter the [Security Settings](#) page, and click the "Edit" icon next to the email address. Verify your identity as prompted. Enter the new email address and click **Send Verification Code**. Enter the received verification code, and click **OK** to modify the email address.

Modifying Account Password

Last updated : 2020-06-10 10:33:43

Introduction

This document describes how to change your login password after logging in to Tencent Cloud.

1. This is the password used to **log in to your Tencent Cloud account together with your email address**. If you did not sign up with an email address and have yet to bind your Tencent Cloud account to an email address, you will not be able to change the account password.

The account password is the most important credential used to protect your account security. Please keep it private and change it regularly.

- We recommend changing the password at least once every 90 days.
- The new password must be different from the last three passwords.
- The password must contain 8–20 letters, digits, and symbols (such as ".", "/", and "_", but not spaces).

Prerequisites

1. You have logged in to Tencent Cloud.
2. You signed up for your Tencent Cloud account with an email address or have bound your account to an email address.

Directions

If your account has been bound to an email address, you can change the password with the following steps:

Step 1. Log in to the console

Log in to the [Tencent Cloud Console](#) and click account name > **Security Settings** in the top-right corner.

Step 2. Change the password

Enter the security settings page, go to **Basic Settings > Account Password**, and click the edit icon to change the password.

Step 3. Verify your identity as prompted

Verify your identity as prompted in the pop-up identity verification window. If the current identity verification method does not work for you, click **Use alternate verification**.

Step 4. Enter the new and old passwords

Click **Proceed to Change Password** in the pop-up window. Enter the old password, and enter the new password twice. Click **OK**.

Step 5. Complete the change

After changing your password, please remember to use the new password when you next log in to Tencent Cloud.

Recovering an Account

Last updated : 2020-06-10 10:39:16

Introduction

This document describes how to recover your Tencent Cloud account your account ID, mobile number or server IP if you forgot the account.

Directions

If you forgot your Tencent Cloud account, you can recover it with the following methods:

Mobile Number

If your Tencent Cloud account is bound to a recovery mobile number which is still in use, you can use it to receive a verification code and recover the account.

Go to [Retrieve Account](#), click **Mobile Number**, enter the mobile number bound to your Tencent Cloud account, and click **Send**. After the verification is completed and the system confirms that the account exists, it will send the account information to the bound mobile number. Please check your

messages.

Retrieve Your Account

Mobile Number	Account ID	Server IP
---------------	------------	-----------

Please enter the phone number which has been binded with your Tencent Cloud account. You account information will be sent through SMS.

+86	▼ Mobile Number	
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[Send](#)

Account ID

If you still remember your Tencent Cloud account ID, you can recover your account with the ID. Go to [Retrieve Account](#), click **Account ID**, enter your Tencent Cloud account ID, and click **Next**.

Retrieve Your Account

Mobile Number	Account ID	Server IP
---------------	------------	-----------

Please enter your Tencent Cloud Account ID

Enter account ID, such as 100000000012

[Next](#)

After the verification is completed, validate the masked security mobile number bound to your Tencent Cloud account and enter the complete number. The account information will be sent to this mobile number. Please check your messages.

Server IP

If you have used your Tencent Cloud account to purchase or manage a CVM instance and remember its public IP, you can recover your account with the IP.

Go to [Retrieve Account](#), click **Server IP**, enter the public IP address, and click **Next**.

Retrieve Your Account

Mobile Number	Account ID	Server IP
---------------	------------	-----------

Please enter the public IP address

Please enter the public IP address, such as 123.45.678.910

Next

After the verification is completed, validate the masked security mobile number bound to your Tencent Cloud account and enter the complete number. The account information will be sent to this mobile number. Please check your messages.

Resetting Login Password

Last updated : 2020-06-10 10:33:25

Introduction

This document describes how to reset your Tencent Cloud account password if you forgot it. You signed up for your Tencent Cloud account with an email address or have bound your account to an email address, you can reset the password with the following steps.

If you forgot your account, you can go to [Retrieve Account](#) and recover your account with your mobile number, account ID or server IP.

Prerequisites

1. You can log in to Tencent Cloud with an email address.
2. You remember the login email address. If you forgot the email address, go to [Retrieve Account](#) to recover your account.

Directions

Step 1. Go to Forgot Password

1. Go to [Tencent Cloud official website](#) and click **Log In** in the top-right corner of the homepage.

2. Enter the login page and click **Forgot Password**.

Sign In with Email

[Sign In](#)

[Sign up now](#) | [Forgot account](#) | [Forgot password](#)

CAM user sign in

Step 2. Enter the email address

Enter your email address to reset the password.

Forgot password

Please enter your login account for a password reset

[Next](#)

Step 3. Check your inbox

The system will send a password reset email to your registered email address. Check your inbox and click **Reset Password** in the email or copy the link and paste it in a browser for verification.

Step 4. Enter the new password

On the new password setting page, enter and confirm the new password and click **Submit**.

Step 5. Verify your identity to complete the modification

On the pop-up identity verification page, verify your identity as prompted. Your new password will work after verification.