

# About Account

## FAQs

## Product Documentation



Tencent Cloud

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# FAQs

## Account Information

### Email and Mobile Number

Last updated : 2022-08-10 17:31:03

#### 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?

- Three failed password attempts are allowed for each account per day.
- After three failed attempts, you must enter a verification code to log in.
- After 10 failed attempts, your account will be locked for 24 hours from the time of the first failed attempt.

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

1. You can use your account email to log in to Tencent Cloud.
2. 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](#).

# Security Settings

## MFA FAQs

Last updated : 2019-11-05 20:58:10

### 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:

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 : 2020-07-16 11:05:38

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**.

### Project Management

Note: you can manage cloud resources by projects here

[Create](#)  Show disabled projects

Project Name	Description	Operation
DEFAULT PROJECT (ID: 0)	DEFAULT PROJECT	<a href="#">View consumption details</a>

4. Enter the project name and description.

### Create Project ✕

Project Name

Description

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**.

Project Name	Description	Operation
DEFAULT PROJECT (ID: 0)	DEFAULT PROJECT	<a href="#">View consumption details</a>
test (ID: 1171049)		<a href="#">Edit</a> <a href="#">View consumption details</a> <a href="#">Disable</a>

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

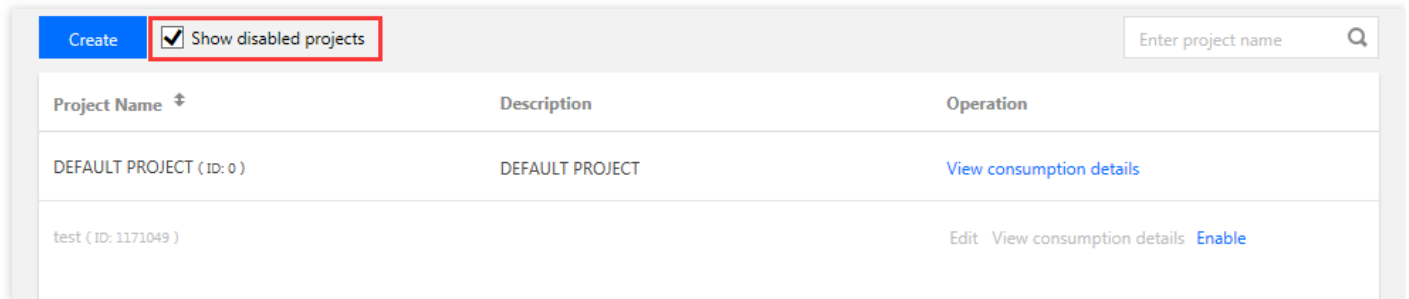
### Note :

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

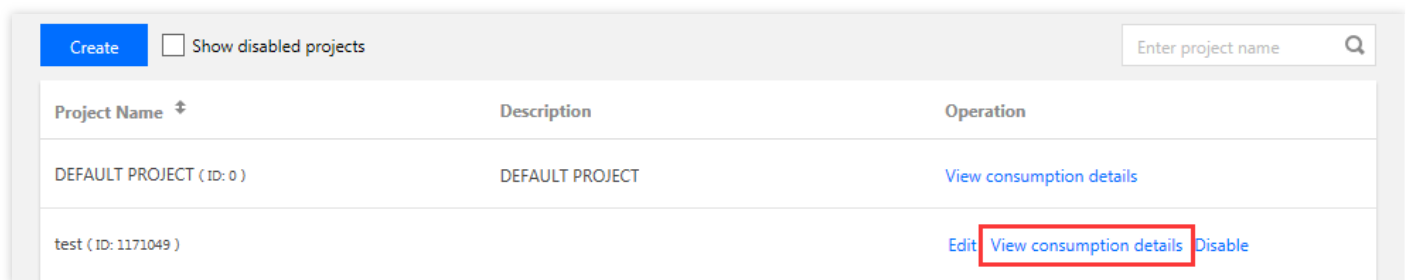
1. Log in to the Tencent Cloud Console, click the account name in the top-right corner, and click [Account Information](#).
2. In the Account Center, click [Project Management](#) on the left sidebar.
3. On the project management page, check **Show disabled projects**.



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.