

About Account

Operation Guide

Product Documentation



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Operation Guide

Manage Basic Information

Last updated : 2024-08-05 11:56:28

Overview

This document shows you how to view and modify your Tencent Cloud account basic information.

Prerequisites

[Signing Up](#) done.

Directions

Viewing Basic Information

1. Go to [Tencent Cloud official website](#).
2. Click **Log In** at the top right corner, and log in to your account following the page prompts.
3. Select the head icon



at the top right corner and click **My Account**. Then you will enter the **Account Information** page.

The screenshot displays the Tencent Cloud Account Information page. The left sidebar contains navigation options: Account Information (selected), Security Settings, Project Management, Identity Verification, and Message Subscription. The main content area is titled 'Account Information' and is divided into two sections: 'Basic Information' and 'Modify'. The 'Basic Information' section includes fields for Account Email, Account Name, Account ID, APPID, Registered On, Verification Status (Not verified), Industry, Contact Number, and Contact Email. The 'Modify' section includes fields for Full Name, Company Name, Region, State, City, Address, and Postal Code. At the bottom of the page, there are links for 'Team Management', 'Quick Access to CAM', and 'Data Information Modify'.

4. On this page, you can view the following information:

Account Email: The email address that logs in to this Tencent Cloud account (also called login email).

Account Name: The username displayed on the Tencent Cloud console and official website.

Account ID: Your unique account identifier on Tencent Cloud (also called account UIN).

APPID: The APPID of your Tencent Cloud account. It is uniquely associated with your account ID and is used by some Tencent Cloud products.

Registered Time: The detailed time when you registered this Tencent Cloud account.

Verification Status: The real-name authentication status of your Tencent Cloud account.

Industry: The industry affiliation of your Tencent Cloud account.

Contact Number: The phone number used to receive subscription messages (including notifications about overdue payments, resource expiration, and events) and non-verification messages.

Contact Email: The email address used to receive subscription messages (including notifications about overdue payments, resource expiration, and events) and non-verification messages.

Modifying Basic Information

Modify Account Name

1. Find Account Name and click the edit icon



under **Basic Information** on the **Account Information** page.

2. Enter the new account name and click **Save** to complete the modification.

Modifying Industry

Set your industry affiliation. We will provide you with more professional services to support your business development.

1. Find Industry and click the edit icon



under **Basic Information** on the **Account Information** page.

2. Select your industry affiliation and click **Save** to complete the modification.

Modifying Contact Address

1. Find the contact address information and click **Modify** under **Basic Information** on the **Account Information** page.

The screenshot shows the Tencent Cloud Account Information page. The left sidebar contains the 'Account Center' menu with options like 'Account Information', 'Security Settings', 'Project Management', 'Identity Verification', and 'Message Subscription'. The main content area is titled 'Account Information' and features a 'Basic Information' section. This section includes fields for Account Email, Account Name, Account ID, APPID, Registered On, Verification Status (Not verified), Industry, Contact Number, and Contact Email. Below these fields, there is a 'Modify' button highlighted with a red box and a red arrow pointing to it. At the bottom of the page, there are buttons for 'Team Management', 'Quick Access to CAM', and 'Data Information Modify'.

2. Fill in the new address information in the pop-up window and click **OK** to complete the modification.

Account Information

Basic Information

Account Email [Redacted]

Account Name [Redacted]

Account ID [Redacted]

APPID [Redacted]

Registered On [Redacted]

Modify

Full Name [Redacted]

Company Name [Redacted]

Region [Redacted]

Update Information

Full Name *

Company Name *

Region *

State *

City *

Registered Address *

Postal Code *

Modifying Mobile Number

Last updated : 2024-08-05 11:34:56

Operation Scenarios

This document guides you in modifying the contact and security mobile numbers for your Tencent Cloud account.

Prerequisites

Before starting, it's important to understand the following concepts:

Contact mobile: The mobile number that receives subscription messages from Tencent Cloud, including notifications about overdue payments, resource expiration, and activities, excluding verification messages.

Security mobile: A verification method for account protection, used to verify the user's identity.

Note:

To protect your account and avoid potential losses caused by missed messages, we recommend you keep your verification email/mobile number consistent with your contact email/mobile number.

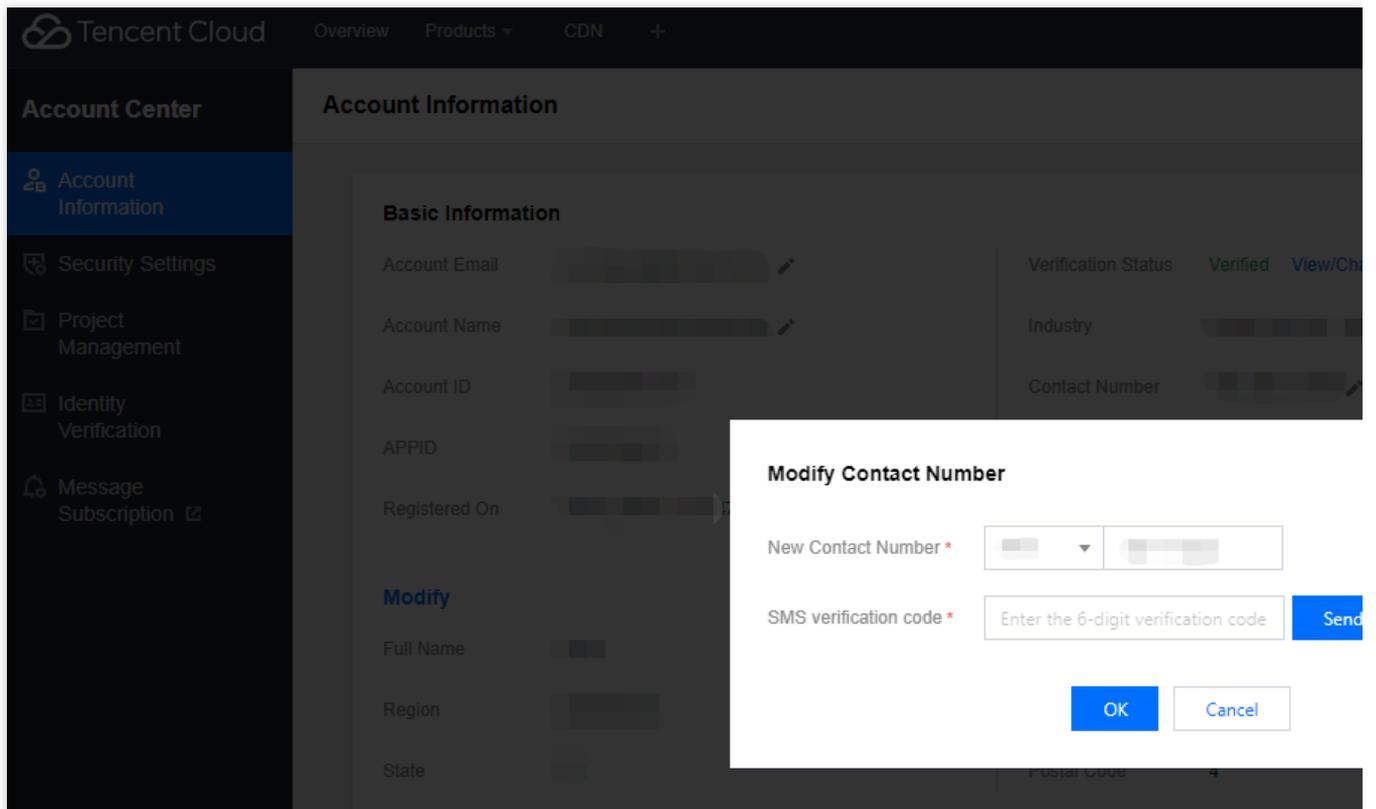
Directions

Modifying Your Contact Mobile Number

1. Log in to the Tencent Cloud console, go to the [account information](#) page, and click the edit icon next to your contact number.

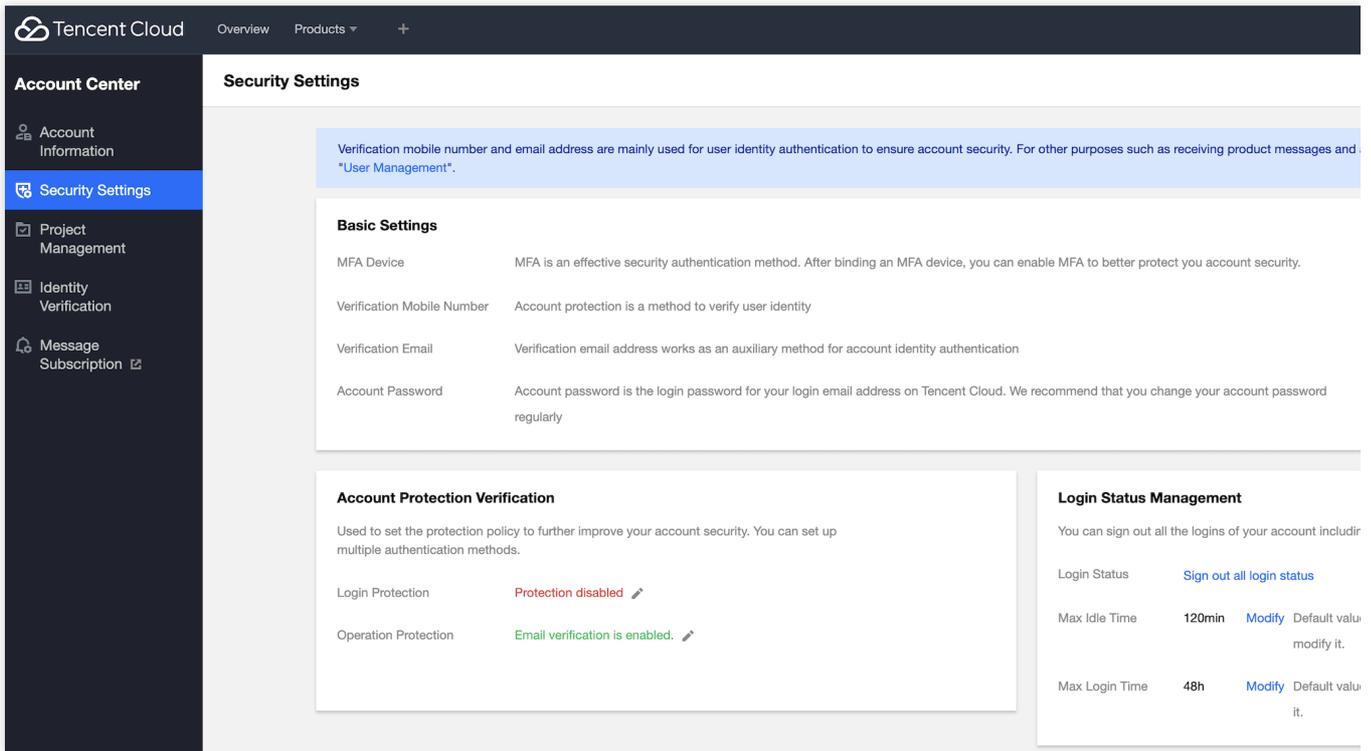
The screenshot displays the Tencent Cloud Account Center interface. The top navigation bar includes the Tencent Cloud logo, 'Overview', 'Products', 'CDN', and a '+' icon. The left sidebar, titled 'Account Center', lists several options: 'Account Information' (highlighted in blue), 'Security Settings', 'Project Management', 'Identity Verification', and 'Message Subscription'. The main content area is titled 'Account Information' and is divided into two sections: 'Basic Information' and 'Modify'. The 'Basic Information' section contains fields for 'Account Email', 'Account Name', 'Account ID', 'APPID', and 'Registered On'. To the right of these fields are 'Verification Status' (labeled 'Verify'), 'Industry', 'Contact Number', and 'Contact Email'. The 'Modify' section contains fields for 'Full Name', 'Region', 'State', 'City', 'Address', and 'Postal Code'. All input fields are currently redacted with grey boxes.

2. In the popup window, enter the new contact mobile number and click **Send Verification Code**. Then, fill in the received verification code for the new contact mobile number and click **OK** to finish the modification.

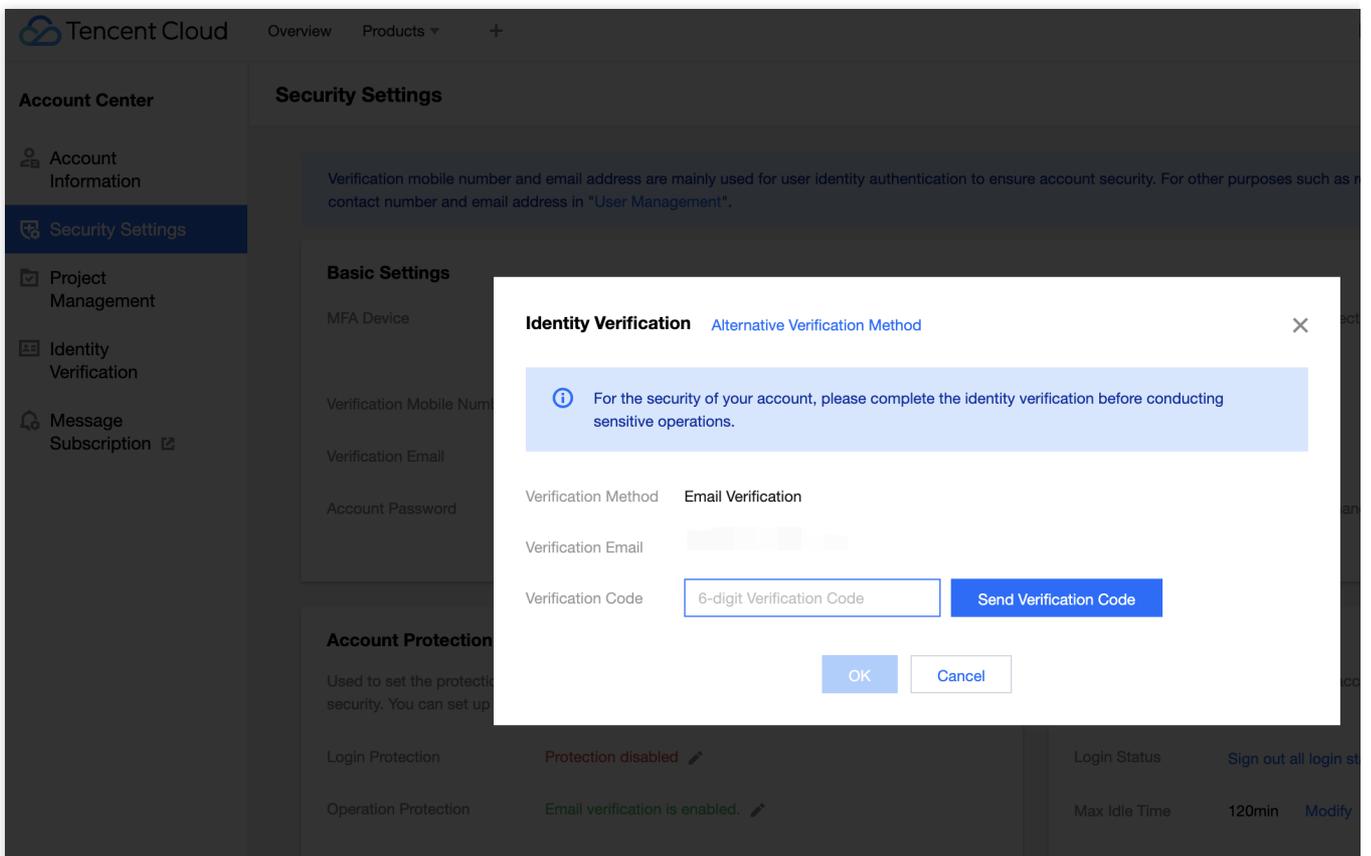


Modifying Your Security Mobile Number

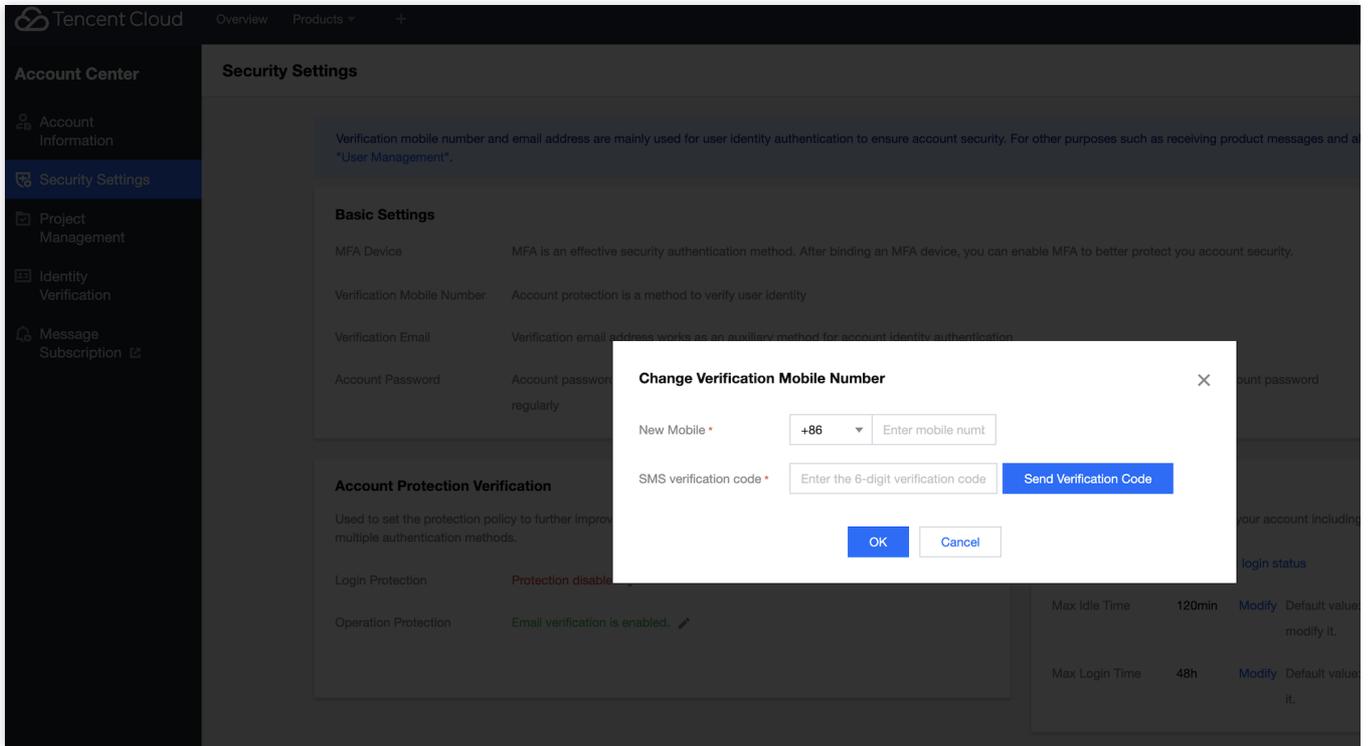
1. Log in to the Tencent Cloud console, go to the [security settings](#) page, and click the edit icon next to **Verification Mobile Number**.



2. Complete the authentication as prompted on the page.



3. After authentication is successful, enter the new security mobile number and click **Send Verification Code**. Then, enter the received verification code for the new security mobile and click **OK** to finish the modification.



Modifying Email Addresses

Last updated : 2024-08-05 11:38:00

Overview

This document shows you how to modify the email address bound to your account.

Prerequisites

Before modifying the email address, understand the following concepts:

Contact email: The email address that receives subscription messages (including notifications about overdue payments, resource expiration, and events) and non-verification messages.

Verification email: The email address used for identity verification.

Login email: Used for logging into your Tencent Cloud account, typically the email address used during the registration of your Tencent Cloud account.

Note:

To protect your account and avoid potential losses caused by missed messages, we recommend you keep your verification email/mobile number consistent with your contact email/mobile number.

Directions

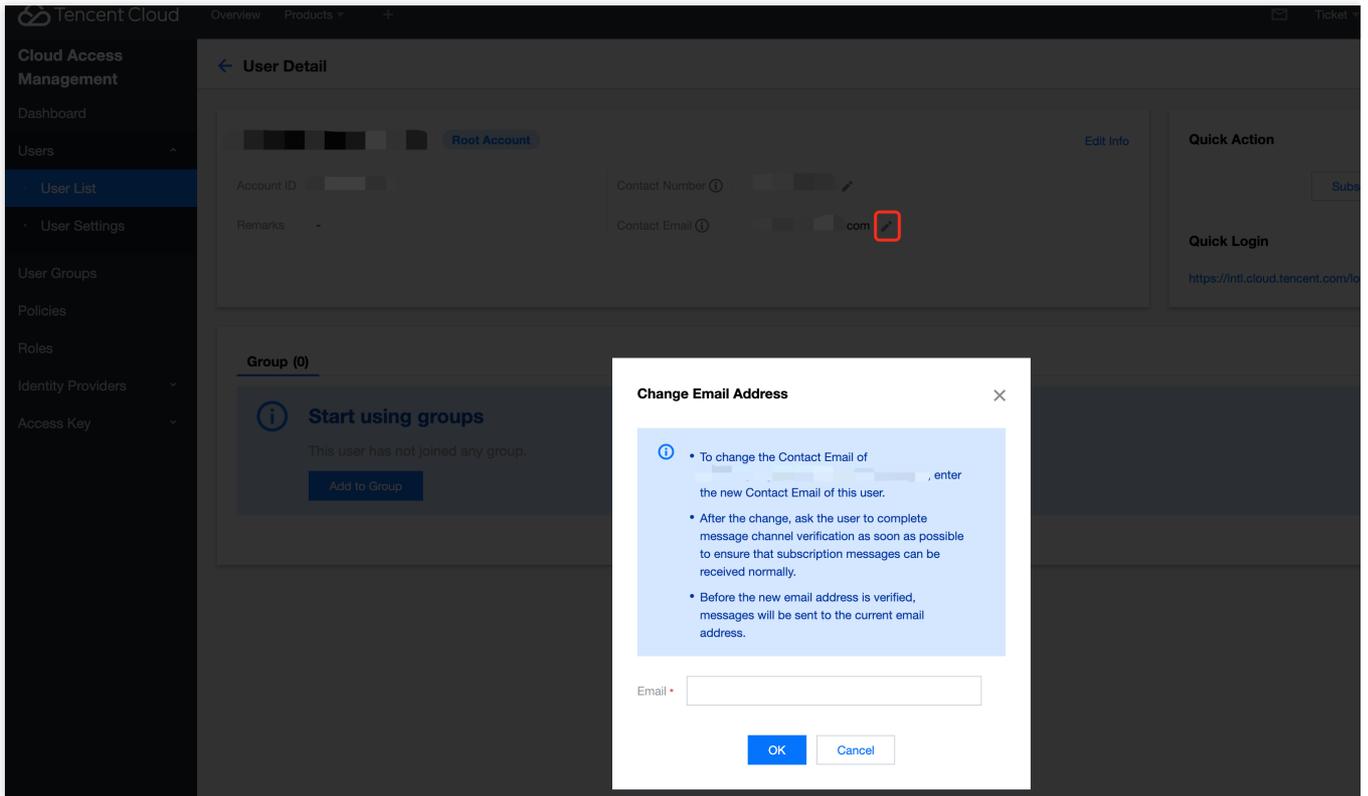
Modifying Your Contact Email

1. Log in to the Tencent Cloud console, go to the [Account Information](#) page, and click the edit icon next to your contact email address.

The screenshot displays the 'Account Information' page in the Tencent Cloud Account Center. The left sidebar contains navigation options: Account Information (selected), Security Settings, Project Management, Identity Verification, and Message Subscription. The main content area is divided into several sections:

- Basic Information:** A grid of fields including Account Email, Account Name, Account ID, APPID, Registered On, Verification Status (Verified), Industry (Cloud services - Cloud service providers), Contact Number, and Contact Email. The Contact Email field has a red box around its edit icon.
- Modify:** A grid of fields for Full Name, Region, State, City, Address, and Postal Code.
- Team Management:** Includes a 'Quick Access to CAM' link and instructions to create sub-users in CAM. It shows 2 sub-accounts and 0 custom policies.
- Data Information Modify:** Includes an optional section for data processing and security, with fields for Data Protection Officer's Name, Data Category, Data Protection Office's Email, and Special Data Category.
- Subscription Management:** Contains three consent toggles for receiving news and promotional offers by email (checked), SMS, and phone call.

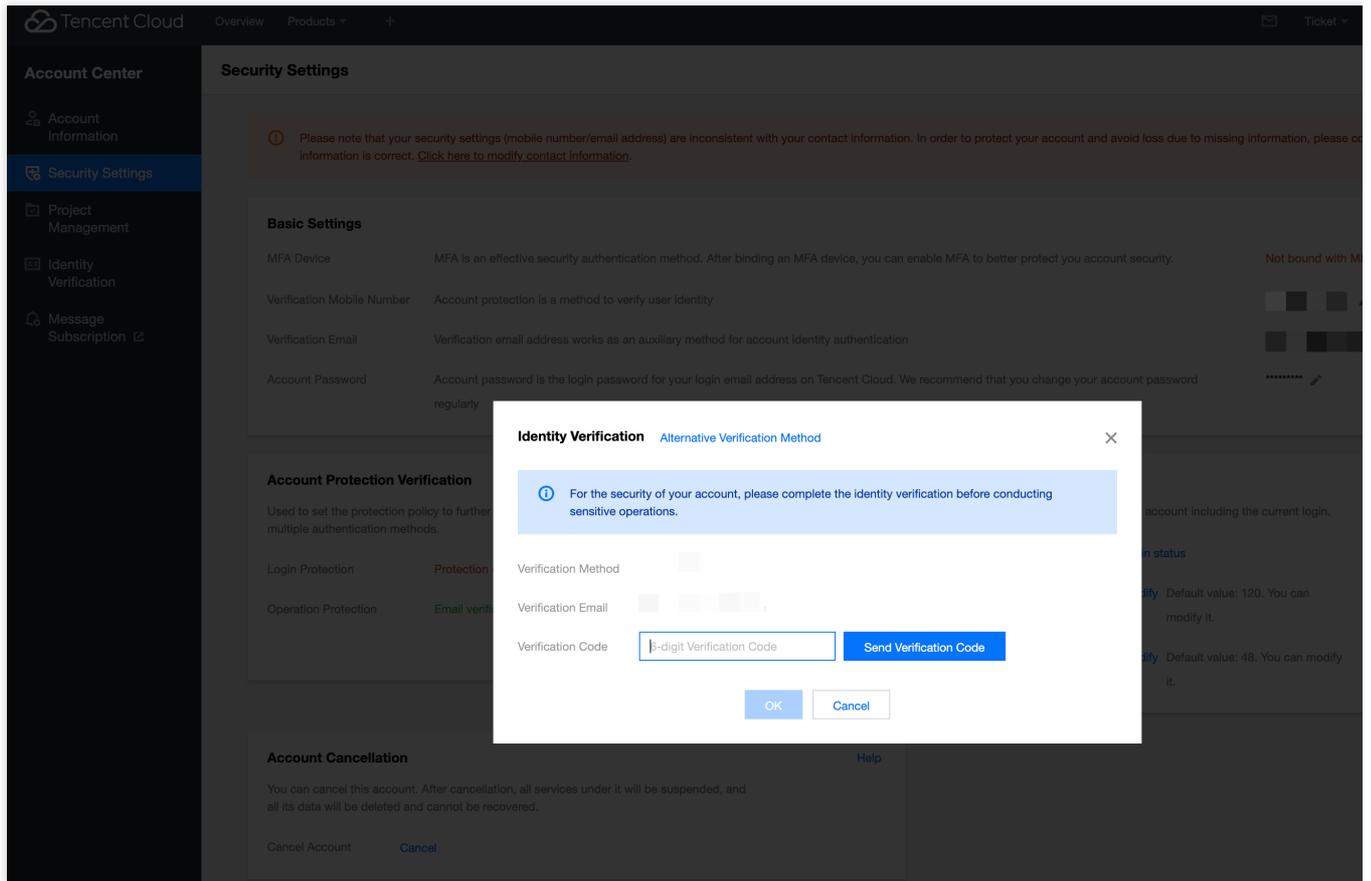
2. You will be directed to the **User Detail** page. Click the edit icon next to your contact email address. In the pop-up window, enter the new email address you want to bind, and click **OK**.



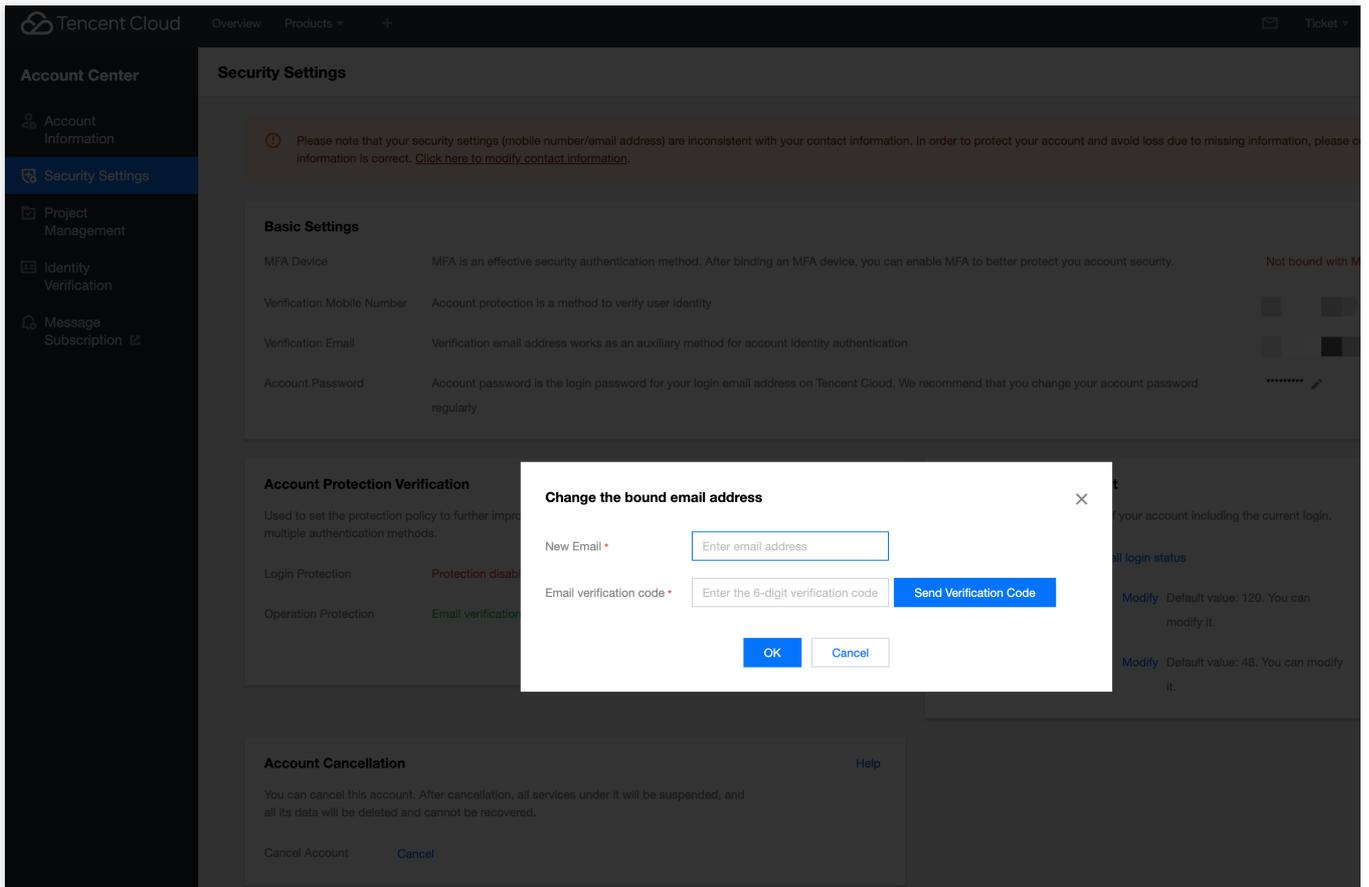
After the modification, verify the new email address as soon as possible so that it can start receiving messages from Tencent Cloud.

Modifying Your Verification Email

1. Log in to the Tencent Cloud console and go to the [Security Settings](#) page. Click the edit icon next to your verification email and verify your identity in the pop-up window.



2. Enter the new email address you want to use and click **Send Verification Code**. Enter the code you receive in your inbox and click **OK**.



Modifying Your Login Email

1. Log in to the Tencent Cloud console, go to the [Account Information](#) page, and click the edit icon next to your account email and verify your identity in the pop-up window.

The screenshot displays the Tencent Cloud Account Center interface. The left sidebar contains navigation options: Account Information, Security Settings, Project Management, Identity Verification, and Message Subscription. The main content area is titled 'Account Information' and is divided into sections: Basic Information, Modify, Team Management, and Subscription Management. The 'Basic Information' section shows fields for Account Email, Account Name, Account ID, APPID, Registered On, Verification Status (Verified), Industry (Cloud services - Cloud service providers), Contact Number, and Contact Email. A red box highlights the 'Account Email' field. A modal dialog box titled 'Identity Verification' is overlaid on the page. It contains a warning message: 'For the security of your account, please complete the identity verification before conducting sensitive operations.' Below the message, there are options for 'Verification method' (Mobile Verification) and 'Verification mobile number'. There is also a field for 'SMS verification code' with a '6-digit Verification Code' placeholder and a 'Send verification code' button. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

2. Enter the new email address you want to use and click **Send Verification Code**. Enter the code you receive in your inbox and click **OK**.

The screenshot shows the Tencent Cloud Account Information page. The left sidebar contains navigation options: Account Information, Security Settings, Project Management, Identity Verification, and Message Subscription. The main content area is titled 'Account Information' and is divided into several sections: 'Basic Information', 'Modify', 'Team Management', and 'Subscription Management'. The 'Basic Information' section displays fields for Account Email, Account Name, Account ID, APPID, Registered On, Verification Status (Verified), Industry (Cloud services - Cloud service providers), Contact Number, and Contact Email. A modal dialog box titled 'Modify login email' is open in the foreground. It contains a blue information banner with the following text: 'You are changing the login email for [redacted] . Use the current email for login before the new login email takes effect.' Below the banner are two input fields: 'New login email *' with a placeholder 'Enter email address' and 'Email verification code *' with a placeholder 'Enter the 6-digit verification code'. A 'Send Verification Code' button is positioned to the right of the second input field. At the bottom of the dialog are 'OK' and 'Cancel' buttons. The 'Subscription Management' section at the bottom of the page shows three consent toggles for receiving news and promotional offers by email, SMS, and phone call, all of which are currently turned off.

Modifying Account Password

Last updated : 2023-12-26 16:10:19

Introduction

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

Note :

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.

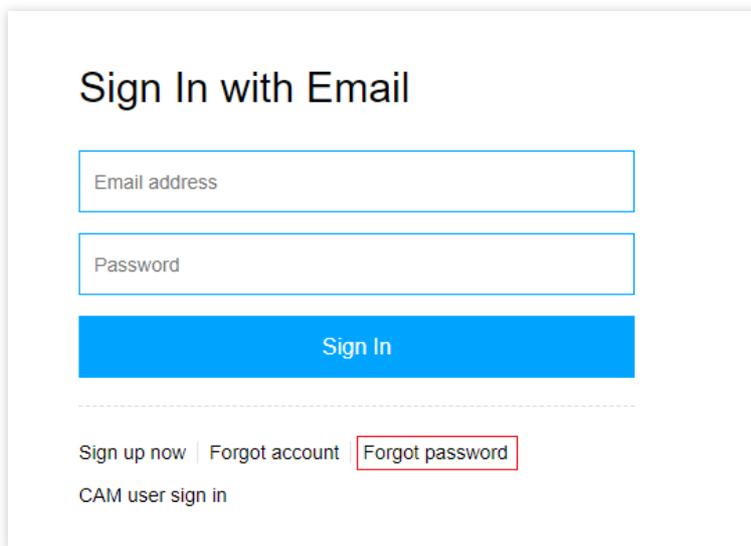
Resetting Your Login Password

Last updated : 2024-03-22 10:56:58

Directions

Step 1. Go to the “Forgot password” page

1. Go to the [Tencent Cloud website](#) and click **Log In** in the top right corner.
2. On the login page, click **Forgot password**.



Sign In with Email

Email address

Password

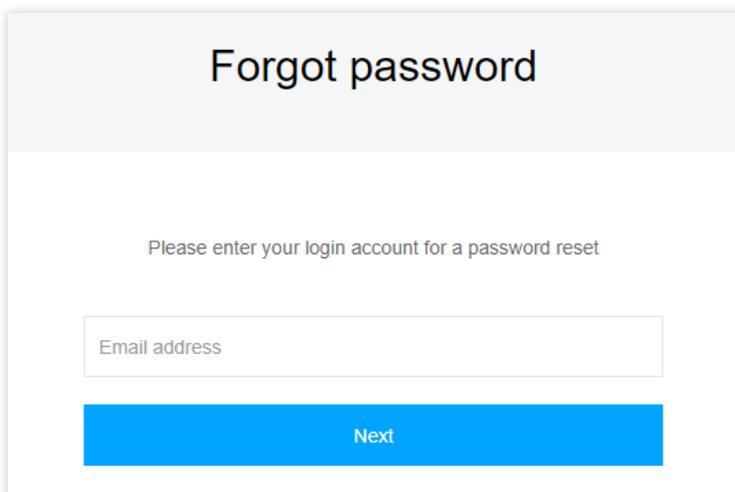
Sign In

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

CAM user sign in

Step 2. Enter your email address

Enter your account email and click **Next**.



Forgot password

Please enter your login account for a password reset

Email address

Next

Step 3. Check your inbox

We will send a password reset email to your inbox. Click **Reset Password** or copy the link in the email and paste it in a browser. The link address to reset your password remains valid for 48 hours.

Step 4. Set a new password

On the password resetting page, enter a new password and confirm it. Click **Submit**.

Step 5. Verify your identity

In the pop-up window, verify your identity as required to complete the resetting process.