About Account

Operation Guide

Service Notice

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We are committed to providing personalized pre-sales consultation and technical after-sale support. Don't hesitate to contact us at 4009100100 or 95716 for any inquiries or concerns.

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Use Limits

Last updated：2024-08-16 19:51:41

Restriction	Restriction Value
Number of Main Accounts Registered with One Email	1
Number of Main Accounts Registered with One QQ Number	1
Number of Main Accounts Registered with One WeChat ID	1
Number of Main Accounts Registered with One WeChat Public Account	1
Number of Main Accounts Registered with One WeCom Account	1
Number of Main Accounts Bound to One Mobile Phone	5
Number of Main Accounts Registered with One Set of Personal Identity Information	3
Number of root accounts with enterprise identity information real-name registration	10
Number of root accounts bound to one WeChat ID	50
Number of root accounts bound to an enterprise WeChat ID	20
Number of root accounts with corporate legal person identity information real-name registration	20
Interval for changing root account real-name authentication	30 days
Minimum character limit for root account enterprise name	5 characters
password Multiple incorrect attempts will lock the root account	10 times

> ⚠ **Note**
> - If the number of authenticated accounts does not meet business requirements, please contact your account manager for assistance. You can release the quota by canceling authenticated accounts.
> - Account real-name authentication can only be changed 30 days after completing the real-name authentication; there is no such restriction for changing from personal real-name authentication to enterprise real-name authentication.

- If your company name is shorter than the limit, please Submit a ticket and provide your Business License.

- Unlocking is not supported after the account is locked. Please wait until the lockout period expires to log in to your account.

Managing Account Information
Viewing basic information

Last updated：2024-08-16 19:52:12

Operation scenarios

This article introduces how to view the basic information of your Tencent Cloud account.

Prerequisites

You have registered a Tencent Cloud account.

Operation step

1. Go to Tencent Cloud official website.
2. Click the top right **log in** and follow the instructions to log in to your account.
3. Select the avatar icon in the top right , click **Account Information**, to enter the account information page.

4. On this page, you can view the following information:
   - Account Nickname: 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, which has a unique corresponding relationship with the account ID. Some Tencent Cloud products require this APPID.
   - Authentication Status: The real-name authentication information of your Tencent Cloud account. Some Tencent Cloud products require account real-name authentication.
   - Industry: The industry your Tencent Cloud account belongs to.
   - Registration Time: The detailed time when you registered this Tencent Cloud account.

Modifying basic information

Last updated：2024-08-16 19:53:01

Operation scenarios

This article introduces how to modify the nickname and industry of your Tencent Cloud account.

Prerequisites

You have logged in to the Tencent Cloud Console .

Operation step

Modifying Account Nickname

1. Click the profile icon in the top right corner > to enter the **Account Information** page.

2. In the **Basic Information** section, find the account nickname and click .

3. Enter a new account nickname and click **Save** to complete the update.

Modifying your Industry

Set your industry to receive more professional services to support your business development.

1. Click the profile icon in the top right corner > to enter the **Account Information** page.

2. In the **Basic Information** section, find the industry field and click .

3. Select your industry and click **Save** to complete the update.

Modifying Account Password

Last updated：2024-08-16 19:53:49

Operation scenarios

This article guides you on how to change your Tencent Cloud account login password .

Notes

- The login password modification in this article pertains to your **Tencent Cloud account email login password .** If you registered on Tencent Cloud using a method other than email and have not linked an email to your login method, you will be unable to change your account password . Please go to view email linkage login methods .
- If you need to change the login password tied to your WeChat, QQ, and WeChat Official Account, please modify it on the respective third-party platforms:
- Click here to change QQ password .
- Click here to change WeChat password .
- Click here to change WeChat Official 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 include uppercase letters, lowercase letters, numbers, punctuation marks (such as . / _ , excluding spaces), and be between 8 - 20 characters in length.

Prerequisites

Registered a Tencent Cloud account via email or registered via a non-email method and have already linked an email to your login method.

Operation step

1. Login to the Tencent Cloud Console .

2. Click the profile icon in the upper right corner > **Security Settings**, and enter the Security Settings page.

3. In the **Basic Settings** section, find the account password , click ✎.

4. In the pop-up window, click **Continue to change password** .

5. Following the page instructions, enter your old password , the new password , and click **Confirm**.

After the password is successfully changed, use the new password to login to Tencent Cloud.

Tencent Cloud

Modifying mobile number

Last updated：2024-08-16 19:54:09

Operation scenarios

This document guides you on how to change the contact and secure mobile numbers associated with your Tencent Cloud account.

Prerequisites

Before proceeding, please make sure you understand the following concepts:

- **Contact Mobile**: The mobile number used to receive subscription messages (including notifications about overdue payments, product expiration, events, etc.).
- **Secure Mobile**: A verification method for account protection, used for verifying user identity.

> ⚠ **Warning:**
> To protect your account and avoid potential losses caused by missed messages, please keep your verification mobile number consistent with your contact mobile number.

Operation step

Modifying contact mobile number

1. log in to Tencent Cloud Console, go to **CAM** > **List of user** page.
2. In the list of users, find and click the username you want to modify the contact mobile number for, to enter the user detail page.

3. In the user detail page, find**Contact Mobile**, click ✎.

---
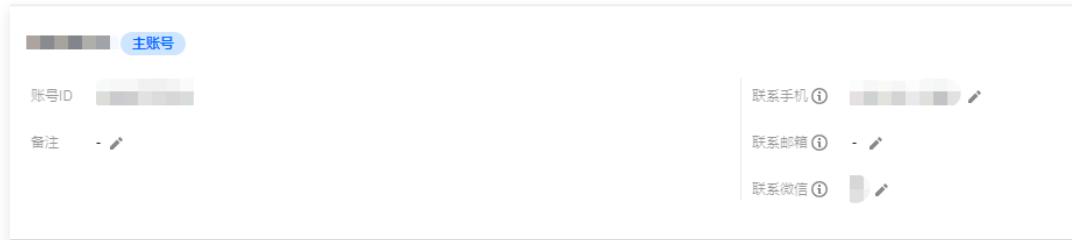
4. In the pop-up window, enter the new mobile number, click **Confirm**.

5. Open the verification message sent to the new mobile number, click the link to verify. Once verification is complete, the modification is finalized.

Modifying secure mobile number

1. log in to Tencent Cloud Console, go to **Account Center** > **Secure Settings** page.

2. In the **Basic Settings** section, find Secure Mobile, click ✎ .

3. In the window that pops up, complete the identity authentication as prompted.

> ⓘ **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. As prompted, enter the new mobile number to be bound and Captcha , click **Confirm** to complete the modification.

Tencent Cloud

修改安全手机   ✕

新绑定手机 *   +86   ▼   请输入手机号码

手机验证码 *   请填写6位数字验证码   发送验证码

确定   取消

Tencent Cloud

Modifying Email Addresses

Last updated：2024-08-16 19:54:32

Operation scenarios

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

Prerequisites

Before proceeding, please make sure you understand the following concepts:

- **Contact Email**: Used to receive subscription messages (including notifications about overdue payments, resource expiration, and events) which are not verification messages.
- **Verification Email**: Used as an auxiliary verification method for account identity verification.
- **Login Email**: If you didn't use an email address to register for Tencent Cloud, you can add a login email to link your email account to Tencent Cloud.

> ⚠ **Warning**
>
> To protect your account and avoid potential losses caused by missed messages, we recommend you keep your verification email consistent with your contact email.

Operation step

Modifying your contact email

1. Log in to the Tencent Cloud Console, go to **CAM** > **User List**.
2. Find and click the username you need to change the contact email for, and enter the user details page.
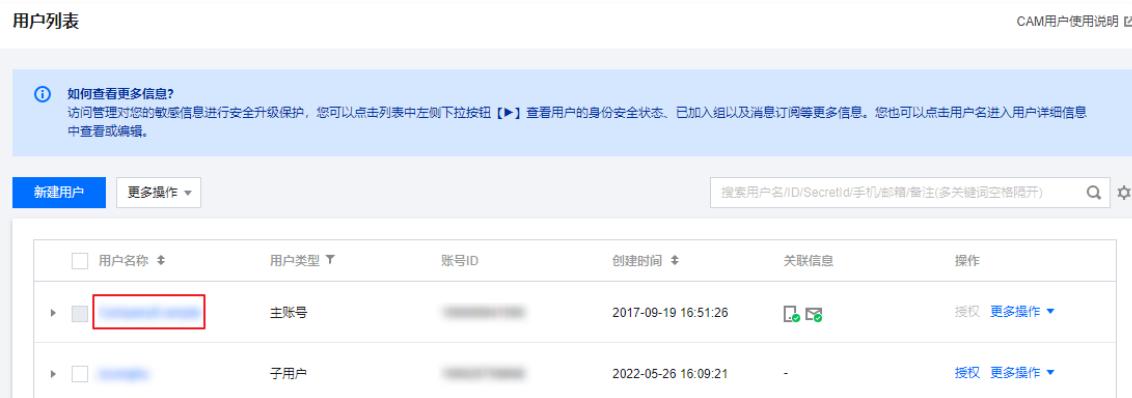
3. On the **User Details** page, locate the contact email, click ✏️.

4. In the popup window, click **Modify Contact Email**. Enter the new email in **Change Contact Email** and click **OK**.

> ⓘ **Note:**
> Check the email synchronization option to synchronize the update to the security email.

5. Log in to the new email, open the verification email you received, click **Confirm Receipt**. The modification is complete after verification.

Modifying your verification email

1. log in to Tencent Cloud Console, go to **Account Center** > **Secure Settings** page.

2. In the **Basic Settings** section, find the security email, click ✏.

3. In the window that pops up, complete the identity authentication as prompted.

> ⓘ **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.
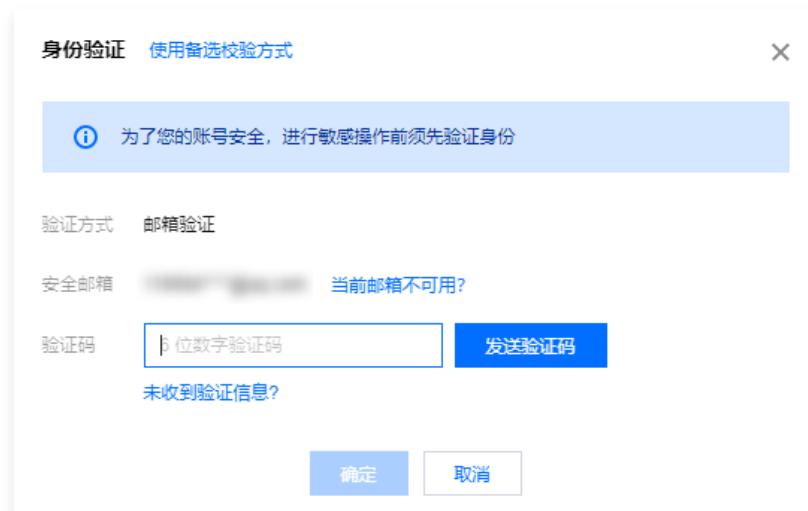
4. Follow the page prompts to enter the new email to be bound and the CAPTCHA, then click **OK** to complete the update.

> ⓘ **Note:**
> Select the email synchronization option to synchronize the update to the contact email.

Modifying Login Email

1. Log in to Tencent Cloud Console, go to **Account Center** > **Account Information** page.

Tencent Cloud

2. In the **Login Method** section, find **Email**, click **Modify.**

3. On the **Modify Login Method** page, select **Modify Current Email.** On the **Bind Email** page, follow the prompts to enter the email address, new password, and email CAPTCHA.

> ⓘ **Note:**
> Check the email synchronization option to synchronize the update to the security email and contact email.

> ⚠ **Note:**
> - If you previously registered a Tencent Cloud account using a non-email method and now need to associate the email login to the existing Tencent Cloud account, please refer to Associate existing account with email .

- Unable to receive verification emails? Please refer to Unable to receive verification information via email .

Resetting Your Login Password

Last updated：2024-08-16 19:54:52

Operation scenarios

This article guides you on how to recover your Tencent Cloud account log in to password in case you forget it.

Notes

- If you signed up for your Tencent Cloud account with an email address, or if you used a non-email registration method but have bound your account to an email address (i.e., you can log in using the email address), you can follow the instructions below to recover your password.
- If you forgot your account, you can go to Find Account and recover your account using the account ID, mobile number, domain name, and record information
- If you forgot your QQ, WeChat, and WeChat official accounts passwords, you can go to the respective platforms to reset your password.

Prerequisites

You signed up for your Tencent Cloud account with an email address or had bound your account to an email when using a non-email registration method.

Operation step

1. Go to Tencent Cloud official website .
2. Click the top-right **Log In**.
3. On the login page, click **Forgot Password.**

4. On the **Forgot password** page, enter your email address, click **Next**.

5. click **Go to Email.**

6. Log in to your email and open the password reset email sent by Tencent Cloud.

7. Click **Password Reset** or copy the link to your browser to open the Set New Password page.

8. On the set new password page, enter the new password , click **Next** .

9. In the pop-up identity verification window, follow the prompts to complete the verification. After successful verification, returning to the following page indicates a successful change.
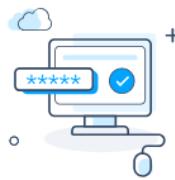
Bind login methods

Last updated：2024-08-16 19:55:18

Operation scenarios

Tencent Cloud supports WeChat, QQ, email, Enterprise WeChat, and WeChat Official Accounts for login. You can associate your already registered Tencent Cloud account with these to use the related login methods.

> ⚠ **Note**
> - One WeChat account can be bound to up to 50 Tencent Cloud accounts.
> - One QQ account, email address, and WeChat Official Account can each only be bound to one Tencent Cloud account.
> - One Enterprise WeChat account can be bound to up to 20 Tencent Cloud accounts.

Operation step

Use WeChat to link an existing account

If you previously registered a Tencent Cloud account using a method other than WeChat, follow these steps to link the WeChat login method to your existing Tencent Cloud account:

Option 1:

1. Go to the Tencent Cloud official website homepage, click on the upper right corner**Sign up for free**.
2. Open WeChat and scan the QR code on the page. Confirm your account information in WeChat, then click **Confirm Authorization**.
3. In the mini-program page, select **Link Existing Account**.
4. Click the login method you want to link (such as QQ, email), log in to the existing Tencent Cloud account, and complete the binding.

Option 2:

1. log in to Tencent Cloud Console, and go to the Account Information page.

2. In the log in to method section, find WeChat, click **Bind.**

3. In the window that pops up, complete the identity authentication as prompted.

> ⓘ **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. Scan the QR code on the page with WeChat, click **Agree**, and the binding will be complete.

Use QQ to link an existing account

If you previously registered a Tencent Cloud account using a method other than QQ, follow these steps to link the QQ login method to your existing Tencent Cloud account:

Option 1:

1. Go to the [Tencent Cloud official website](#) homepage, click on the upper right corner**Sign up for free**.

2. At the bottom of the page, select **Other registration methods**, click .

3. Open QQ on your phone, use the scan feature to scan the QR code on the page, click **QQ Authorization Login**. You can also click the **Account Password Login** below the QR code, enter your QQ account and password, then click **Authorize and Login.**

4. After the page on your computer redirects to the registration or link account page, click **Link Existing Account.**

5. click **Next** .

6. Click the login method to link the account (e.g., WeChat), log in to your existing Tencent Cloud account, and complete the binding.

Option 2:

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the **log in to method** section, find QQ, click **bind**.

3. In the window that pops up, complete the identity authentication as prompted.

> **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. In the pop-up window, click **Go to Authorization**.
5. Log in to your QQ account to complete the binding.

Link an existing account with a WeChat Official Account

If you previously registered for a Tencent Cloud account without using a WeChat Official Account, you need to link the WeChat Official Account login method to your existing account. The steps are as follows:

Option 1:

1. Go to the Tencent Cloud official website homepage, click on the upper right corner**Sign up for free**.

2. At the bottom of the page, select **Other registration methods**, click .

3. In the pop-up window, click **Go to Authorization** to go to the WeChat Official Platform for account authorization.
4. Open the personal WeChat bound to the public platform admin and scan the QR code on the public platform account authorization page.
5. In WeChat, confirm that you want to log in to the Tencent Cloud public account, click **Modify Permissions** and view the authorization details, check the account service permissions, then click **Agree**

> **⚠ Note**
> Ensure you have checked the account service permissions, otherwise, logging in will fail.

6. After the page on your computer redirects to the registration or link account page, click **Link Existing Account**.

7. click **Next**.

8. Click the login method to link the account (e.g., email), log in to your existing Tencent Cloud account, and complete the binding.

Option 2:

1. log in to Tencent Cloud Console, and go to the Account Information page.

2. In the "log in to" column, find WeChat Official Accounts, click **Bind**.

3. In the window that pops up, complete the identity authentication as prompted.

> **ⓘ Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. In the pop-up window, click **Go to Authorization**.

5. Open WeChat and scan the QR code on the page. After authorization, account binding is complete.

Use an email to link an existing account

If you previously registered a Tencent Cloud account using a method other than email, you need to link the email login method to your existing Tencent Cloud account. Follow these steps:

1. log in to Tencent Cloud Console, and go to the Account Information page.

2. In the " log in to method" column, find the email, click **Bind**.

3. In the window that pops up, complete the identity authentication as prompted.

> ⓘ **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. In the pop-up window, enter the new bind email, new password, and email Captcha, and click **Confirm** to complete the binding.

Use WeCom to link an existing account

If you previously registered a Tencent Cloud account using a method other than WeCom, you need to link the WeCom login method to your existing Tencent Cloud account. Follow these steps:

1. log in to Tencent Cloud Console, and go to the Account Information page.

2. In the " log in to method" column, find the Work WeChat, click **Bind**.

3. In the window that pops up, complete the identity authentication as prompted.

> ⓘ **Note**
>
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

4. Open WeCom and scan the QR code in the pop-up window. After authorization, account binding is complete.

> ⚠ **Note**
>
> You need to be a WeCom administrator or contact your WeCom administrator to complete WeCom Tencent Cloud Assistant Administrator Authorization before binding the WeCom login method.

Tencent Cloud

Unbind login method

Last updated: 2024-08-16 19:56:06

Operation scenarios

This article will guide you on how to modify or unbind your login method in the console. If you need to unbind the registration method, please refer to Unbind Registration Method .
Tencent Cloud accounts support binding or unbinding WeChat, QQ, Email, WeCom, and WeChat Public Platform as login methods. If your QQ, WeChat, Email, WeCom, or WeChat Public Platform account is not the registered method, you can unbind it in the console.

Operation step

Modify/Unbind WeChat

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the "login method" section, find WeChat and click **Modify**.
3. In the pop-up window, select either Modify Current WeChat or Unbind Current WeChat as needed.
   - To modify the current WeChat, follow the prompts to complete identity verification, then use the new WeChat account to scan the code for verification to complete the modification.
   - To unbind the current WeChat, follow the prompts to complete identity verification and successfully unbind.

> ⓘ **Note**
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

Modify/Unbind QQ

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the "login method" section, find QQ and click **Modify**.
3. In the pop-up window, select either Modify Current WeChat or Unbind Current WeChat as needed.
   - To modify the current QQ, follow the prompts to complete the related operations for a successful modification.
   - To unbind the current QQ, complete identity verification and successfully unbind.

> ⓘ **Note**

> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

Modify/Unbind Email

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the "login method" section, find Email and click **Modify**.
3. In the pop-up window, select either Modify Current WeChat or Unbind Current WeChat as needed.
   - Change the current email. Follow the on-screen instructions to complete the process and successfully change it.
   - Unbind the current email. Complete the identity verification to successfully unbind it.

> ⓘ **Note**
>
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

Change/Unbind WeChat Public Platform

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the "Login Methods" section, find WeChat Public Platform, click **Modify**.
3. In the pop-up window, select either Modify Current WeChat or Unbind Current WeChat as needed.
   - Change the current WeChat Public Platform. Follow the on-screen instructions to complete the process and successfully change it.
   - Unbind the current WeChat Public Platform. Complete the identity verification to successfully unbind it.

> ⓘ **Note**
>
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

Change/Unbind WeCom

1. log in to Tencent Cloud Console, and go to the Account Information page.
2. In the " log in to method" column, find Enterprise WeChat, click **modify**.
3. In the pop-up window, select either Modify Current WeChat or Unbind Current WeChat as needed.
   - Change the current WeCom. Follow the on-screen instructions to complete the process and successfully change it.

○ Unbind the current WeCom. Complete the identity verification to successfully unbind it.

> ⓘ **Note**
>
> If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.

Unbinding Registration Method

Last updated：2024-08-16 19:56:24

Operation scenarios

The registration method now supports unbinding. After identity verification, you can successfully unbind the registration method. This article introduces how to unbind the registration method.

Prerequisites

- There are at least two login methods for the account.
- Registration methods have not been set to log in to protection , Operation Protection , Remote log in to Protection , Binding Hardware MFA Device or Binding Virtual MFA Device as the identity verification method.
- The account has a secure mobile number bound.

Operation step

1. Enter the Account Center , and in the log in to Method column find the registration method (for example, WeChat), click Modify.

2. Follow the popup prompt for identity verification (this example is for WeChat scan code verification).

身份验证　使用备选校验方式

ⓘ 为了您的账号安全，请用微信扫码验证身份。

切换成普通二维码

需要（微信：▓▓▓▓）扫码验证身份

3. After ensuring that the conditions for unbinding detection are met, click **Confirm Unbinding.**

① 检测解绑条件　>　② 完成解绑

解绑当前注册方式需要满足以下条件，条件检测通过后，请点击下方"确认解绑"按钮执行解绑操作

✓ 登录方式检测：需要绑定至少一种其它登录方式

邮箱	▓▓▓▓▓	
QQ	无	绑定
公众号平台	无	绑定
企业微信	无	绑定

✓ 校验方式检测：解绑微信方式前须先关闭微信扫码校验保护

登录保护	未开启保护
操作保护	未开启保护

确认解绑

4. The following screen indicates that the unbinding is successful.

FAQs

After the registration method is unbound, can it still be bound to the log in to method?

Account Cancellation

Last updated: 2024-08-16 19:56:39

Operation scenarios

This document will guide you on how to cancel your Tencent Cloud account.

Prerequisites

Before canceling your account, you need to prepare the following materials (must be **color scans**):

- For users who have completed personal real-name authentication, follow the prompts on the page to use WeChat to scan the code for Face Recognition.

- For users who have completed enterprise real-name authentication: The agent holding the front of their ID card, the agent holding the back of their ID card, the legal person holding the front of their ID card, the legal person holding the back of their ID card, a front photo of the enterprise business license, and an authorization letter. If an enterprise employee is performing this process, they also need to provide employee ID card and other evidence proving the relationship between the handler and the enterprise.

- For users who have not completed real-name authentication: Users do not need to upload materials. Please ensure that the security verification method (secure mobile, WeChat, etc.) of the account is functional.

Notes

- Once an account has been cancelled, it cannot be restored. In order to ensure that your account assets, cloud resources, account information, and so on, are not affected, backup all data under your account before you apply to cancel your account.

- When uploading handheld ID photos, do not upload ID photos taken with the front camera of the mobile phone.

Operation step

Step 1: Apply to cancel the account

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Account Cancellation** section, click **Cancel**.
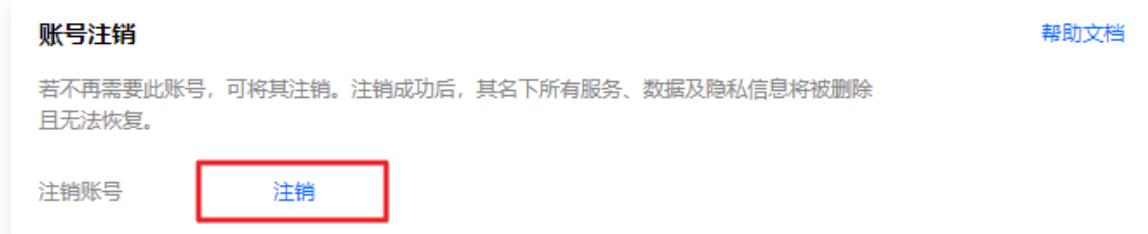
3. On the authentication window that pops up, use the account to be cancelled for scan code verification.

Step 2: Read the account cancellation notes

Please carefully read the account cancellation notice and the Tencent Cloud Account Cancellation Agreement. After confirming, please enter the text prompted in the image below in the remarks, check **I have read and agree to the Tencent Cloud Account Cancellation Agreement**, and click **Next**.

Step 3: Resource detection

1. Please wait for the system to check the resources under your account.

2. After detecting resources under your account, please click **Go to Handle**, proceed to manage resources. Some resources may be chosen to be abandoned. After handling non-abandonable resources, you can check the abandonable resources, and click **Abandon Resources** to proceed to Next .

3. If your account has unsettled resources with postpaid products, it will enter the **Account Cancellation in Progress** stage (referred to as the "cooling-off period"). For related precautions, please refer to Article 2.4 of the Tencent Cloud Account Cancellation Agreement . After the cooling-off period ends, you need to log in to the console to recheck the resources.

> ⓘ **Note:**
> If your account is shown to have no resources, please ignore this step and proceed directly to Step 4 .

4. If the system detects that there are no resources, please click **Next** to perform the

authentication.

Step 4: Identity Information Verification

Individual Identity Verification Guide

Scan QR code with WeChat for Face Recognition . After successful Face Recognition , the cancellation will be completed immediately.

Enterprise Identity Verification Guide

For enterprise identity verification via corporate legal person Face Recognition or corporate legal person authorization certification, you can choose corporate legal person Face Recognition for identity verification. After successful corporate legal person Face Recognition, the cancellation will be completed immediately.

Not Identity Verified

Accounts that are not identity verified will be cancelled directly.

Step 5: Cancellation Application Review

Once the account cancellation application enters manual review, the review will be completed within 3 working days. Please be patient.

- The result of the account cancellation will be notified to your secure mobile and secure email. If you need to modify your secure mobile and secure email, please go to the Security Settings page.
- After account cancellation, you will not be able to log in to the Tencent Cloud website using this account.

If you have any questions during the cancellation process, please refer to the Account Cancellation Aspect document. For more questions, please refer to the FAQs .

Recovering an Account

Last updated：2024-08-28 16:32:45

Operation scenarios

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

- **Recover through Enterprise Information**
- **Recover through Personal Information**
- **Recover through Secure Mobile**
- **Recover through Domain name**
- **Recover through Record Information**
- **Recover through Server IP**
- **Recover through Account ID**

Operation step

Recover through Enterprise Information

If your Tencent Cloud account has completed enterprise real-name authentication, you can recover your Tencent Cloud account through enterprise information.

> ⓘ **Note:**
> - If an employee leaves, the account administrator changes, or if you do not know the account ID, associated mobile number, domain name, or record information, you can use enterprise information to independently appeal and recover an enterprise-certified account.
> - Through this method, you can recover all enterprise-certified accounts under your company's name on Tencent Cloud. This includes the account ID, login methods, and desensitized real-name information. After a successful recovery, you can choose to modify the account's login methods and security verification methods.

1. Go to **Find Account** .
2. Enter your company information, click **Next** .

员工离职、账号管理员变更，忘记腾讯云账号ID、账号关联的手机号码、域名、备案信息等信息时，
可通过提供企业信息的方式找回企业认证的账号信息

找回账号方式

| 服务器IP | 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 账号ID |

可通过提供企业信息的方式找回企业认证的账号信息

请输入企业名称

请输入信用代码或机构代码

申诉原因

下一步

查询申诉进度

3. Choose the verification method and follow the corresponding steps below.

    3.1 Enter the corporate legal person's identity information, click **Next** .

> ⓘ **Note:**
> If the corporate legal person has changed, please refer to the information in the industrial and commercial system.

企业账号自主找回申诉

① 选择验证方式 > ② 身份验证 > ③ 验证联系方式

企业法人身份

ⓘ 若企业状态发生变化(注销/吊销/更名/变更主体),请选择"企业(单位)资料"验证方式

请输入法人姓名

请输入法人身份证号码

下一步

‹ 返回上一步

3.2 The legal person uses WeChat to scan the code for Face Recognition .

3.3 After passing the Face Recognition , fill in the contact information to receive audit notifications.

3.4 Submission successful, waiting for review.
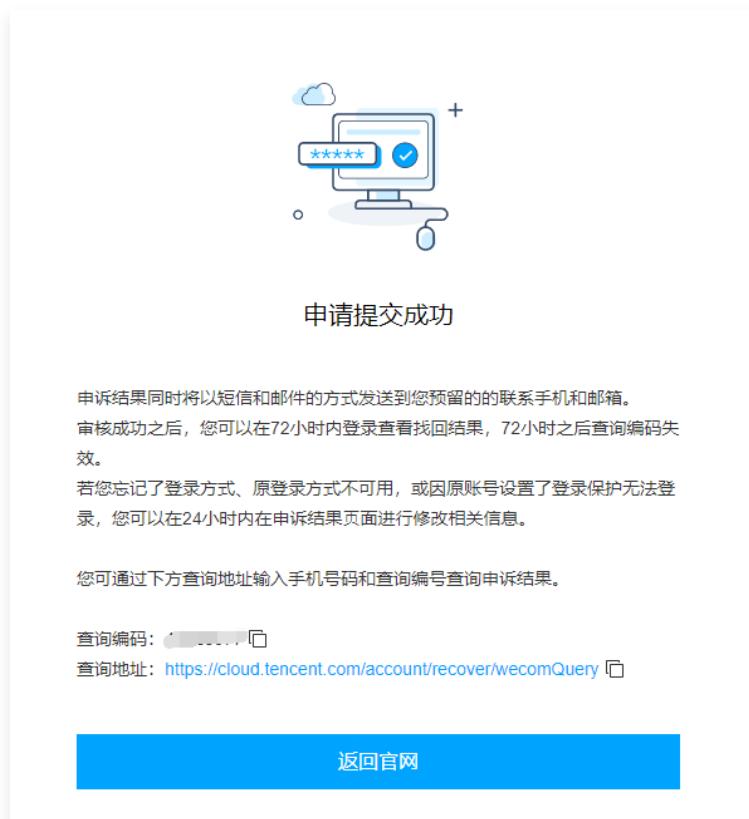
3.5 View the successfully recovered account.

3.5.1 Go to View Appeal Progress .

3.5.2 Enter the query code, phone number, and Captcha , click **Query**.

3.5.3 To view account information, click go to log in to , you can directly log in to your account. If you forget the log in to method or security verification method, you can click **Add log in to Method** or**Modify Security Verification**. Modify the log in to method

and security verification method.

○ **Add log in to Method**

On the **Add log in to Method** page, you can bind an unregistered or unassociated Tencent Cloud account email to the current recovered account's log in to email.

> ⓘ **Note:**
> This can only be modified once.
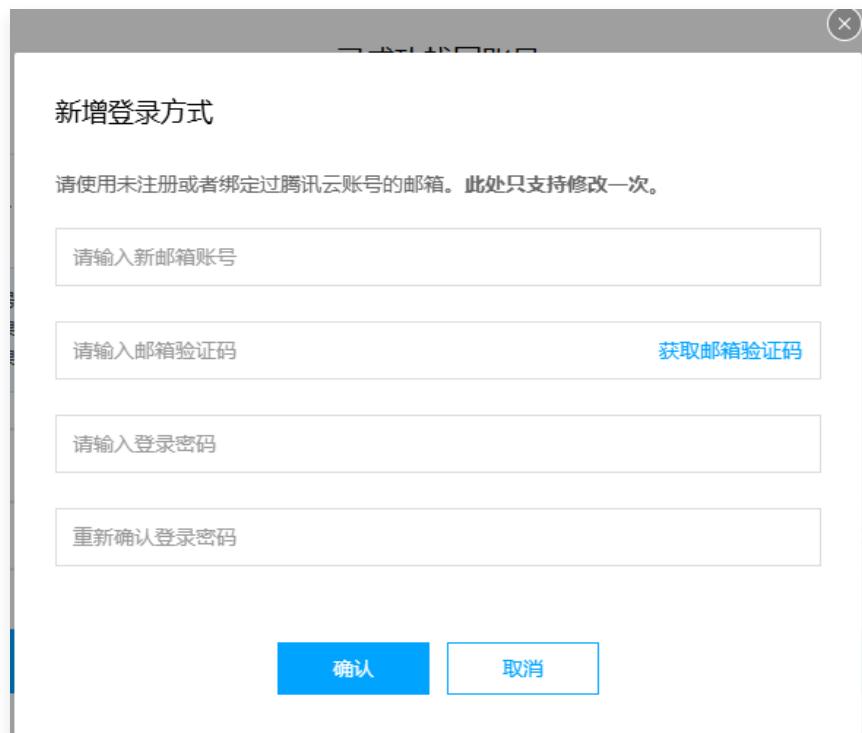
○ **Modify Security Verification**

On the**Modify Security Verification** page, you can change the account's" log in to /operation protection" to "security mobile Captcha verification" method and modify the secure mobile number bound to the account to the phone number entered below.

> ⓘ **Note:**
> This can only be modified once.

Recover through Personal Information

If your Tencent Cloud account has completed personal real-name authentication, you can recover your Tencent Cloud account through personal information.

> ⓘ **Note:**
> Through this method, you can recover all accounts under your name that have completed personal real-name authentication on Tencent Cloud, including account ID, registration method, and desensitized real-name information. After a successful recovery, you can log in according to the displayed registration method. If you can't log in, please proceed to Self-service Appeal . For specific operations, refer to Apply to Log in to Tencent Cloud Account .

1. Go to Find Account .
2. Enter your name and ID card number, click Next .

3. Open WeChat and scan the Mini Program code for Face Recognition .

为了认证您的身份 ▢▢ , 请打开微信扫一扫进行人脸识别

扫码后请勿关闭页面，识别通过后将自动跳转

‹ 返回上一步

After recognition, the page will automatically redirect and display account information.

Recover through Secure Mobile

If your Tencent Cloud account is bound to a secure mobile and the mobile number is still in use, you can recover your Tencent Cloud account by receiving information on your mobile.

> ⓘ **Note:**
> Through this method, you can recover your Tencent Cloud account bound to your mobile number, including account ID and registration method. You can log in according to the registration method. If you can't log in, follow the instructions in the SMS to proceed to Self-service Appeal .

1. Go to Find Account .
2. Enter the mobile number bound to your Tencent Cloud account, click **Send**.

员工离职、账号管理员变更，不知道账号ID，账号关联的手机号码、域名、备案信息等信息时，
可通过"企业信息"方式自主申诉找回企业认证的账号信息。

找回账号方式

| 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 服务器IP | 账号ID |

登录账号将发送至与腾讯云账号绑定的手机号，请输入该手机号码

+86 ⌄ 手机号码

发送

If the system verifies successfully, the account information will be sent to this mobile number. Please check.

Recover through Domain name

If you have purchased or managed a domain with this Tencent Cloud account and remember the domain information, you can recover your Tencent Cloud account through the domain name.

> ⓘ **Note:**
> Through this method, you can recover the account associated with the domain name you purchased or transferred to Tencent Cloud, including account ID and registration method. You can log in according to the registration method. If you can't log in, follow the instructions in the SMS to proceed to Self-service Appeal .

1. Go to Find Account .
2. Choose **Domain**, enter your domain, click **Next** .

员工离职、账号管理员变更，不知道账号ID，账号关联的手机号码、域名、备案信息等信息时，
可通过"企业信息"方式自主申诉找回企业认证的账号信息。

找回账号方式

| 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 服务器IP | 账号ID |

请输入您在腾讯云管理的域名

请输入域名, 如qq.com

下一步

3. Follow the page instructions to select the authentication method:
   - Secure Mobile: Enter the secure mobile bound to the account, then click **Send** , the account information will be sent to this mobile number.
   - Facial Authentication: Open WeChat, scan the Mini Program QR code to perform Face Recognition . Once recognized, the page will automatically redirect and display account information.

Retrieve through registration information

If you have previously completed domain registration under this Tencent Cloud account, and remember the domain name or registration number, you can retrieve your Tencent Cloud account through the following method.

> ⓘ **Note:**

Through this method, you can retrieve the account associated with the registration or transfer information in Tencent Cloud, including the account ID and registration method. You can log in to according to the registration method. If unable to log in to, follow the guidance in the SMS to proceed with self-appeal .

Retrieve through domain name

1. Go to Find Account .
2. **Registered domain name**, enter your domain name, click **Next** .

员工离职、账号管理员变更，不知道账号ID，账号关联的手机号码、域名、备案信息等信息时，
可通过"企业信息"方式自主申诉找回企业认证的账号信息。

找回账号方式

| 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 服务器IP | 账号ID |

选择备案信息

| 备案域名 | 备案号 |

请输入您在腾讯云管理的备案域名

请输入域名，如qq.com

下一步

3. Follow the page instructions to select the authentication method:
   - Secure Mobile: Enter the secure mobile bound to the account, then click **Send** , the account information will be sent to this mobile number.
   - Facial Authentication: Open WeChat, scan the Mini Program QR code to perform Face Recognition . Once recognized, the page will automatically redirect and display account information.

Retrieve through registration number

1. Go to Find Account .

2. Select **registration number**, enter your registration number, click **Next** .

3. Based on the page prompts, select an authentication method:
   – Security phone: Enter the security phone bound to the account, click **Send**. Account information will be sent to that phone.
   – Facial Authentication: Open WeChat, scan the Mini Program QR code to perform Face Recognition . Once recognized, the page will automatically redirect and display account information.

Retrieve through server IP

If you have previously purchased or managed CVM (Lighthouse) with this Tencent Cloud account and remember the server's public IP, you can retrieve your Tencent Cloud account through the server IP .

> ⓘ **Note:**
> Through this method, you can retrieve the account associated with the purchased or managed CVM (Lighthouse), including the account ID and registration method. You can log in to according to the registration method. If unable to log in to, follow the guidance in the SMS to proceed with self-appeal .

1. Go to Find Account .
2. Based on the server type purchased or managed, select IP type:

Tencent Cloud

Cloud Virtual Machine

Select **CVM CVM Public IP**, enter the CVM's public IP.

员工离职、账号管理员变更，不知道账号ID，账号关联的手机号码、域名、备案信息等信息时，
可通过"企业信息"方式自主申诉找回企业认证的账号信息。

找回账号方式

| 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 服务器IP | 账号ID |

选择 IP 类型

| 云服务器CVM公网IP | 轻量应用服务器主机公网IP（限外网IP） |

请输入您的云服务器CVM公网IP

请输入服务器IP，如123.55.333.222

下一步

Lighthouse

Select **Lighthouse Public IP Address (External IP only)**, input Lighthouse's Public IP.

员工离职、账号管理员变更，不知道账号ID，账号关联的手机号码、域名、备案信息等信息时，
可通过"企业信息"方式自主申诉找回企业认证的账号信息。

找回账号方式

| 企业信息 | 个人信息 | 安全手机 | 域名 | 备案信息 | 服务器IP | 账号ID |

选择 IP 类型

| 云服务器CVM公网IP | 轻量应用服务器主机公网IP（限外网IP） |

请输入您的轻量应用服务器主机公网IP（限外网IP）

请输入服务器IP，如123.55.333.222

下一步

3. click **Next** .

4. Follow the page instructions to select the authentication method:

  ○ Secure Mobile: Enter the secure mobile bound to the account, then click **Send** , the account information will be sent to this mobile number.

  ○ Facial Authentication: Open WeChat, scan the Mini Program QR code to perform **Face Recognition** . Once recognized, the page will automatically redirect and display account information.

Recover using account ID

If you still remember the Tencent Cloud account ID, you can recover your Tencent Cloud account using the account ID.

> ⓘ **Note:**
> Through this method, you can accurately recover the account corresponding to the account ID, including account ID and registration method. You can log in according to the registration method. If you can't log in, follow the instructions in the SMS to proceed to **Self-service Appeal** .

1. Go to **Find Account** .

2. Select **Account ID** , enter your Tencent Cloud Account ID, then click **Next** .

3. Follow the page instructions to select the authentication method:

   ○ Secure Mobile: Enter the secure mobile bound to the account, then click **Send** , the account information will be sent to this mobile number.

   ○ Facial Authentication: Open WeChat, scan the Mini Program QR code to perform **Face Recognition** . Once recognized, the page will automatically redirect and display account information.

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Apply to log in to Tencent Cloud account

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Operation scenarios

If your WeChat, QQ, official account, or email used for personal real-name authentication is frozen/reclaimed, or if you can't recover your password or log in due to account admin changes, follow the process below to fill in the basic account information. Apply to bind a new email as the login method. Once approved, you can use the new email to log in to your account.

Operation step

1. Go to the apply for log in to Tencent Cloud account page, then click on **Individual Real-Name Authentication Account**.

2. On the **Fill in Basic Information** page, fill in the basic information according to your actual situation, then click **Next**.

> ⓘ **Note:**
> If you do not remember your account ID, please refer to Retrieve Account to recover your account.

Tencent Cloud

申请登录腾讯云账号

① 填写基本信息 > ② 绑定登录邮箱 > ③ 更改安全设置 > ④ 核验身份

———— 账号基本信息 ————

请输入账号ID或账号登录邮箱

查找账号ID >

请输入当前账号个人实名认证时主体的姓名

请输入当前账号个人实名认证时主体的身份证号码

请选择申请原因   ∨

———— 联系信息 ————

+86   ∨   请输入账号联系手机

请输入验证码   发送验证码

下一步

‹ 返回选择账号类型

3. On the Bind log in to Email page, fill in the information according to your actual situation, then click **Next**.

> ⓘ **Note:**
> Please enter an email that hasn't been registered or bound to a Tencent Cloud account and set a password

申请登录腾讯云账号

✓ 填写基本信息 > ② 绑定登录邮箱 > ③ 更改安全设置 > ④ 核验身份

请输入未注册或未绑定腾讯云账号的邮箱并设置密码，审核通过后，可使用该邮箱登录您的账号

请输入邮箱

请输入邮箱

请输入邮箱验证码   发送验证码

请输入登录密码

确认登录密码

下一步

‹ 返回上一步

4. On the Change Security Settings page, follow the guidelines to change the account's login and operation protection settings as needed.

Tencent Cloud

申请登录腾讯云账号

✓ 填写基本信息 > ✓ 绑定登录邮箱 > ③ 更改安全设置 > ④ 核验身份

请确认是否需要更改该账号的登录与操作保护设置。

◉ 无需更改登录与操作保护设置

◯ 变更登录与操作保护为安全手机校验，并设置新的安全手机号码（在审核通过之后，安全手机才会生效）

下一步

‹ 返回上一步

5. On the Identity Verification page, follow the instructions to verify your identity.

申请登录腾讯云账号

✓ 填写基本信息 > ✓ 绑定登录邮箱 > ✓ 更改安全设置 > ④ 核验身份

为了验证身份，请 ▓▓▓ 打开微信扫一扫进行人脸识别

扫码完成后勿此关闭页面，识别通过后将自动跳转

‹ 返回上一步

6. After identity verification is passed, a notification will appear that you have successfully changed your log in to method, click to log in immediately .
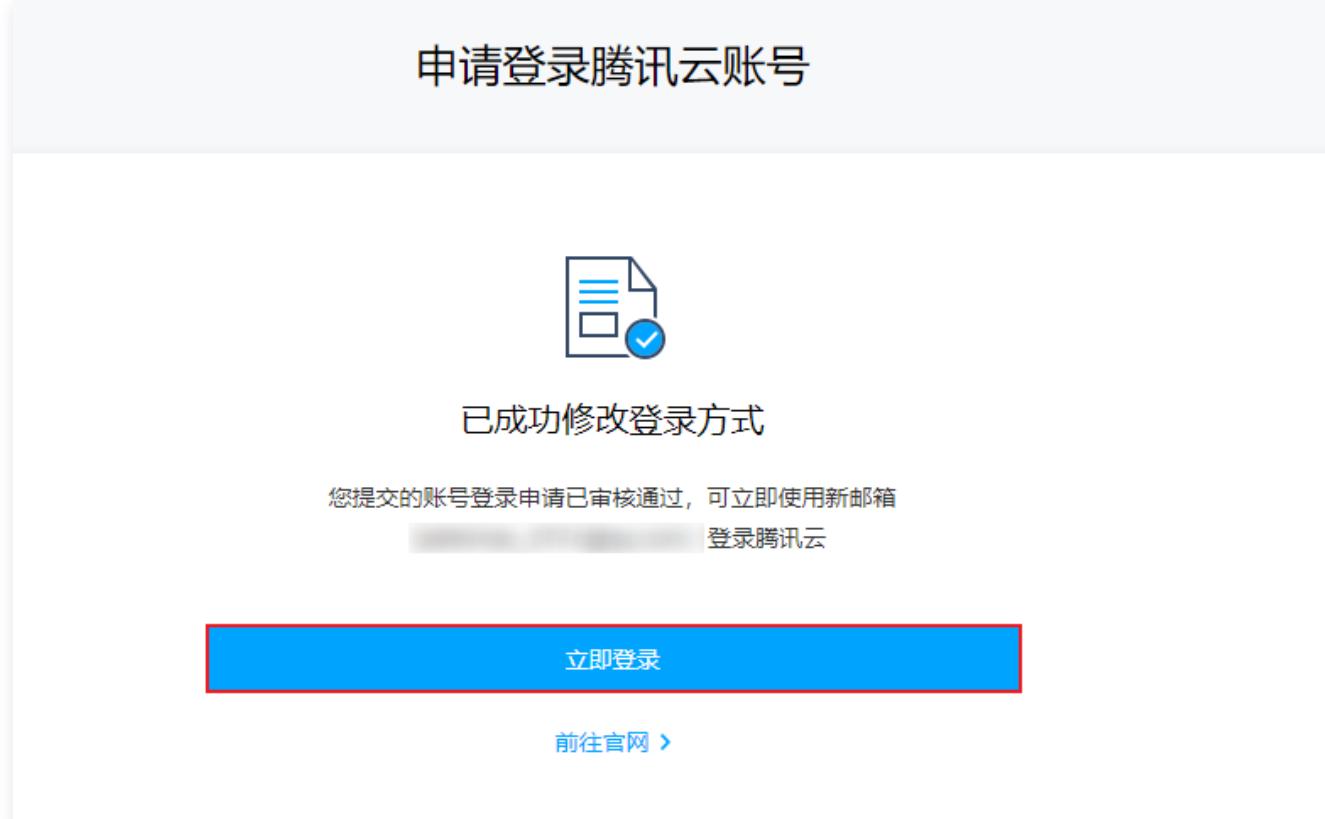
7. On the Tencent Cloud log in to page, click **log in to immediately** to log in to your Tencent Cloud account.

Tencent Cloud

← 首页

腾讯云登录

检测到当前已登录腾讯云账号

立即登录   →

登录其他账号

Security settings
MFA Devices
Overview

Last updated：2024-08-16 19:58:21

Overview

MFA (Multi-Factor Authentication) is a simple yet effective security authentication method. It adds an extra layer of protection beyond the username and password.
MFA devices, also known as dynamic password cards or Token cards, are devices that provide this security authentication method. Currently, Tencent Cloud offers two types of MFA devices: virtual MFA devices and hardware MFA devices.

Virtual MFA Device

A virtual MFA device is an application program that generates dynamic authentication codes. It is compliant with the time-based one-time password (TOTP) standard as defined in RFC 6238. Tencent Cloud's virtual MFA devices are supported by the Tencent Cloud Assistant mini program.

Hardware MFA Device

> ⓘ Note
>   Currently, hardware MFA devices are only available to beta users.

The hardware MFA device, as shown below, updates its 6-digit dynamic security code every 30 seconds. The back of the device displays the serial number of the hardware MFA device.

Products that support MFA devices

The products that have integrated MFA and their operations are listed below:

Compute

Supported Products	Supported Operations
Cloud Virtual Machine	Binding key pairs
	Querying instance management terminal address
	Adjust the instance specification
	Shutting Down Instances
	Rolling back snapshots
	Retrieving VNC log in to Token
	Deleting a Snapshot
	Deleting Snapshot Policy
	Destroying cloud disks
	Unmounting cloud disk
	Modifying instance VPC attributes
	Modifying instance renewal flag
	Modifying cloud disk renewal flag
	Terminating instance
	Restarts an instance
	Resetting the password
	Reinstalling Instance
Lighthouse	Terminate an instance
	Resetting Application
Image	Creating Image
	Deleting Image
ECM	Querying instance management terminal address

Container and Middleware

Supported Products	Supported Operations
Cloud Development	Viewing Secure Source Keys

	Create a Definition log in to key
	Freezing or Unfreezing a Post–payment Resource
	Changing Database Permissions
	Changing SCF Configuration
	Deleting Database Collection
	Removing Database Index
	Modifying Storage Permissions

Storage

Supported Products	Supported Operations
Cloud File Storage	Updating File System Permission Group
	Updating File System Permission Group Rules
	Deletes mount point
	Deleting a File System
	Deleting a file system permission group
	Deleting file system permission group rules
COS	Clearing Bucket
	Deleting a bucket
	Setting bucket ACL
	Setting a bucket policy
	Setting bucket lifecycle rules

Database

Supported Products	Supported Operations
TDSQL for MySQL	Isolating a pay–as–you–go instance
	Network switch
	Terminating a pay–as–you–go instance

	Terminating a dedicated instance
	Terminating an isolated annual and monthly subscription instance
	Deleting account
	Authorizing account
	Modifying account password
TencentDB for MariaDB	Isolating a pay-as-you-go instance
	Network switch
	Terminating a pay-as-you-go instance
	Terminating a dedicated instance
	Terminating an isolated annual and monthly subscription instance
	Deleting account
	Authorizing account
	Modifying account password
TencentDB for Redis	Simulated Fault Interface
	Clear Redis Instance
	Modify Instance Sub-account
	Resetting the password
Cloud databases	Database Product MFA Authentication Test Identifier
	Resetting account password
Data Transmission Service	Isolating subscription instance

Networking and CDN

Supported Products	Supported Operations
Virtual Private Cloud (VPC)	Creating Routing Policy
	Disable Subnet Routing
	Enable Subnet Routing

	Delete the routing table
	Delete a routing policy
	Replace Routing Table Binding Relationship
	Replace Routing Policy
Content Delivery Network	Disable CDN Service
	Deleting a domain name

Video Services

Supported Products	Supported Operations
Video on Demand	Modify On-demand Service Status
	Modifies the status of a subapplication
Tencent Real-Time Communication	Delete TRTC Application Service
	Set TRTC Application Service Status, Enable and Disable

Security

Supported Products	Supported Operations
Identity and Access Management Public Edition	Delete user pool

Artificial intelligence

Supported Products	Supported Operations
FaceID	Close postpaid
Text recognition	OCR service settings

Internet of Things

Supported Products	Supported Operations
IoT Explorer	Create sensitive operation verification

Enterprise application and cloud communication

Supported Products	Supported Operations

Domain Registration	MFA verify domain transfer
	Initiate Push
	Get transfer out password
	Receive Push
	Update prohibition lock
	Transfer prohibition lock
	Reject Push
	Batch prohibit domain updates
	Batch prohibit domain transfer
	Batch modify domain DNS information
	Batch modify domain information
	Batch renewing domains
	Batch register domains
	Batch transfer domains
	Cancel transfer out
	Delete DNSSEC
	Delete from Definition DNS Host
	Add DNSSEC
	Sync DNSSEC
	Modify DNSSEC
	Modify from Definition DNS Host
	Domain template binding
	Bulk domain transfer
Move records	Get the corresponding key or Token based on the ID
	Reset key
DNSPod	Creating key

Create domain parking page

Close DNSSEC

Resume Domain Sharing

Open DNSSEC

Bulk Add Records

Bulk Add Domains

Bulk Modify Records

Cancel Close DNSSEC

Cancel Open DNSSEC

Confirm Open DNSSEC

Delete PTR Reverse Lookup Record

Delete Record

Deleting a key

Deleting a domain name

Delete Domain Sharing

Delete Domain Parking Page

Upload Resolution Record File

Set Record Status

Locking domain name

Adding domain name sharing

Modifying DNS Record

Modifying key

Modify package-bound domain name

Modify domain name sharing

Modify domain parking status

Modify domain parking page

	Modify domain status
	Modify auto-renewal status
	One-click modify DNS servers
	Export records in Excel file format
	Export records in TXT file format
	Export records in Zone file format
	Domain transfer
	Unlock domain name
	Pause domain sharing
Instant Messaging	Deactivating old version IM
	Deleting Application
	Disabling Application

Industry Applications

Supported Products	Supported Operations
Mobile Development Platform	Application Cloud, obtaining sensitive key
Simulation Cloud	Set the license used by Cloud Workstation
	Terminating Clusters
	Destroying Cloud Workstation

Developer Services

Supported Products	Supported Operations
Access Management	Binding Token
	Viewing API key plaintext
	Query all user groups

Querying project key

Querying user key

Processing login restriction approval

Creating approval assistor

Creating invite WeChat Sub-user QR code

Creating Sub-user

Creating sub-account binding limit

Creating sub-account login IP policy

Setting sensitive operations in international site

Obtaining temporary token for MFA verification

Unbind Token

Unbind Soft Token

Unbinding sub-user login method

Unbind Sub-account Token

Unbind Sub-account Soft Token

Disabling API key

Disable Non-root Account API Key

Disabling project key

Enable API Key

Enable Non-root Account API Key

Enable Project Key

Creating role in console

Batch Create Sub-users

Batch Add Sub-users

Deleting API key

Delete Non-root Account API Key

	Deleting project key
	Deleting sub-user
	Setting security protection
	Modify Soft Token
	Modify Hard Token
	User Analysis

Management and Support

Supported Products	Supported Operations
Accounts	Bind MFA Token
	Binding QQ
	Binding WeChat
	Viewing API key plaintext
	Query the current MFA status
	Unbinding MFA Token
	Unbinding registered associated account
	Set real-name authentication MFA verified mark
	Set user's login protection and sensitive operation verification methods
	Apply for account deregistration
	Remove login status
	Modifying user mobile number
	Modifying user email address
	Modify email password
	Modifying email account password
	Remote login security settings

	Account link to Mail
	Account link to QQ
	Account link to WeChat
	Account link secondary confirmation
	Account Link Unbinding
	Account Link WeChat Official Account
	Account Link Enterprise WeChat Login Method
	Reset Email log in to password
Finance	Confirm Bill
Channel Management	Payment on Behalf
	Add Employee
	Transfer

Binding a virtual MFA device

Last updated: 2024-08-16 19:58:45

Operation scenarios

This document guides you on how to bind a virtual MFA device. The virtual MFA device supports using Tencent Cloud Assistant Mini Program Virtual MFA, Google Authenticator, and Microsoft Authenticator.

Operation step

1. log in to Tencent Cloud Console, and enter the **Security Settings** page.
2. In the **Basic Settings** section, find the MFA Device, and click **Bind**.
3. Complete the identity authentication as prompted on the **Identity Verification Page** that pops up.
4. Choose different MFA devices according to your needs and follow the instructions on the page for installation.

> ⓘ **Note:**
> This process supports binding Tencent Cloud Assistant Mini Program Virtual MFA or other MFA devices as the account virtual MFA device. The Tencent Cloud Assistant Mini Program Virtual MFA can be conveniently opened within WeChat, supporting multiple devices scanning and binding to one MFA account.

5. Open **Tencent Cloud Assistant - Virtual MFA** to scan, or open **Other MFA Applications**, go to the homepage, click the "+" (plus button), and select **Scan Barcode** to scan the QR code below for binding.

Tencent Cloud

6. Open the app and enter the first set of MFA Captcha after scanning.

7. Set the enable range, log in to protection/operation protection.

8. Click **Submit** to complete the binding of the virtual MFA device.

Unbinding a virtual MFA device

Last updated: 2024-08-16 20:00:31

Operation scenarios

This document guides you on how to unbind a virtual MFA device.

Operation step

1. log in to Tencent Cloud Console, and enter the **Security Settings** page.

2. In the **Basic Settings** column, find the **MFA device,** click **Unbind**.

3. In the pop-up prompt box, click **Confirm Unbinding.**

4. In the pop-up **Identity Verification Window,** enter the 6-digit Dynamic Security Code, click **OK** to complete the unbinding.

Login Protection

Last updated：2024-08-16 20:01:33

Operation scenarios

Login protection is an additional layer of security added by Tencent Cloud when you log in. Typically, this protection measure requires an additional form of proof of identity besides entering the correct account and password. After enabling login protection, you'll need to verify your identity when logging in to the Tencent Cloud official website. This prevents others from logging into your account even if they have stolen your password, thus maximizing your account security. This article introduces the types of login protection and how to enable/disable login protection. To enable/disable login protection for a sub-account, please refer to Setting Security Protection for Sub-user .

Login protection types

Login protection types	Function
Enable WeChat QR Code Verification	After using a non-WeChat QR code login method on the login page, proceed to the identity confirmation page and use WeChat to scan the QR code to confirm your identity. If the WeChat used for scanning matches the WeChat linked to the account, you can complete the login, otherwise, the login cannot be completed.
Enable MFA Device Verification	After entering the account password in the login box, proceed to the MFA password input page. Enter the correct MFA password to complete the login.
Enable Mobile Captcha Verification	After entering the account password in the login box, proceed to the mobile captcha input page. Click to get the mobile captcha and enter the correct captcha to complete the login.
Do not enable	No two-factor authentication.

Operation step

Enable login protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

---

2. In the **Account Protection** section, find log in to protection, click ✏.

3. In the pop-up window, based on the actual needs, select the method for log in to protection, click **OK**, to complete the setting.
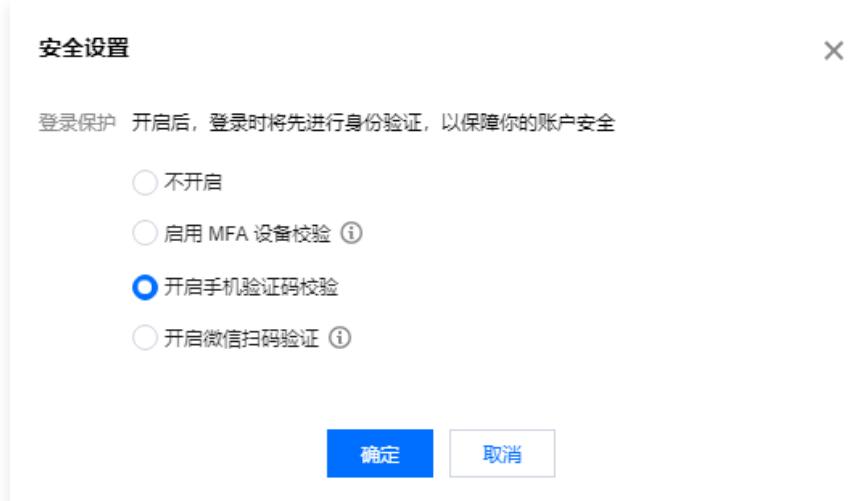

Disable log in to protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Account Protection** section, find log in to protection, click ✏.

3. In the pop-up window, based on the actual needs, select **Do Not Enable**, click **OK**, to complete the setting.

安全设置   ✕

登录保护 开启后，登录时将先进行身份验证，以保障你的账户安全

🔘 不开启

⚪ 启用 MFA 设备校验 ⓘ

⚪ 开启手机验证码校验

⚪ 开启微信扫码验证 ⓘ

确定   取消
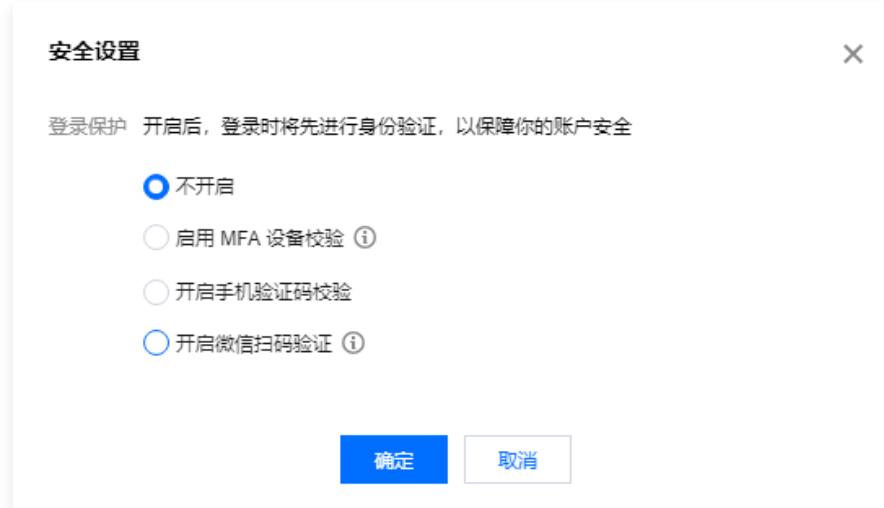
Operation Protection

Last updated：2024-08-16 20:01:52

Operation scenarios

Operation protection refers to an additional layer of security provided by Tencent Cloud when you perform sensitive operations. Typically, after enabling operation protection, you need to complete identity verification before performing sensitive operations to ensure that it is indeed you conducting the operation. Common scenarios include sensitive operations on the console, requiring the input of the corresponding Captcha for secondary confirmation.

This article will introduce the types of operation protection, as well as the steps to enable/disable operation protection.

To enable/disable operation protection for a sub-account, please refer to Setting Security Protection for Sub-user .

Types of Operation Protection

| Types of Operation Protection	Function
Enable WeChat QR Code Verification	When performing related operations in the console, you need to enter the authentication page and scan the QR code with WeChat to confirm your identity. If the scanning WeChat is consistent with the account-bound WeChat, you can complete the operation; otherwise, the action cannot be performed.
Enable MFA Device Verification	When performing related operations in the console, you need to enter the authentication page and input the MFA password. If the MFA password is correct, you can complete the operation; otherwise, the action cannot be performed.
Enable Mobile Captcha Verification	When performing related operations in the console, you need to enter the authentication page and input the mobile CAPTCHA. If the CAPTCHA is correct, you can complete the operation; otherwise, the action cannot be performed.
Do not enable	No two-factor authentication.

Operation step

Enabling Operation Protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Account Protection** section, find Operation Protection, click ✏️ .

账号保护   帮助指引

开启账号保护后，登录或者敏感操作时需要进行二次身份校验

登录保护   已开启手机验证码校验 ✏️

操作保护   未开启保护 ✏️

3. In the pop-up window, select the method of operation protection according to actual needs, click **Confirm** to complete the settings.
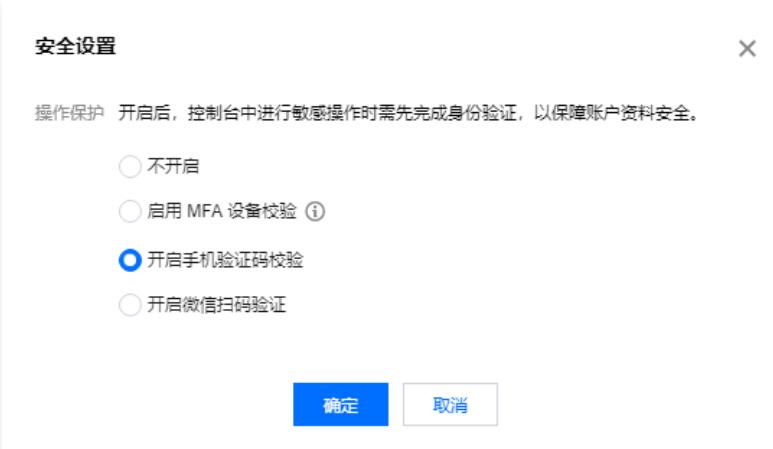
安全设置   ✕

操作保护   开启后，控制台中进行敏感操作时需先完成身份验证，以保障账户资料安全。

○ 不开启
○ 启用 MFA 设备校验 ⓘ
● 开启手机验证码校验
○ 开启微信扫码验证

确定   取消

Disable Operation Protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Account Protection** section, find Operation Protection, click ✏️ .

3. In the pop-up window, based on the actual needs, select **Do Not Enable**, click **OK,** to complete the setting.

安全设置   ✕

操作保护   开启后，控制台中进行敏感操作时需先完成身份验证，以保障账户资料安全。

● 不开启
○ 启用 MFA 设备校验 ⓘ
○ 开启手机验证码校验
○ 开启微信扫码验证

确定   取消
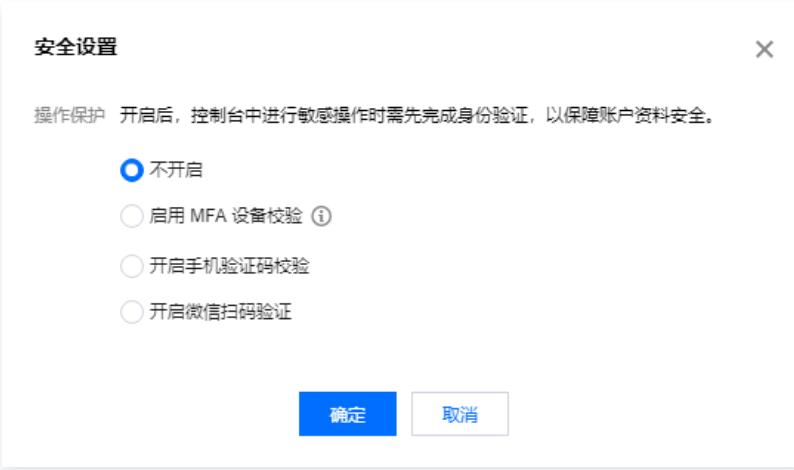
Suspicious Login Protection

Last updated： 2024-08-16 20:02:51

Operation scenarios

Suspicious login refers to a login in a place other than the frequent login city. After suspicious login protection is enabled, the system will check whether the login IP address is in the frequent place and require identity verification if not.

Operation step

Enabling suspicious login protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Suspicious Login Protection** section, set **Remote login verification** to ⬤.

异地登录保护

根据登录IP是否所属常用登录城市进行判断，若账号在非常用城市登录，需进行身份校验

异地登录校验 ⬤

Disable suspicious login protection

1. log in to Tencent Cloud Console, and enter the Security Settings page.

2. In the **Suspicious Login Protection** section, set **Remote login verification** to ⬤.

异地登录保护

根据登录IP是否所属常用登录城市进行判断，若账号在非常用城市登录，需进行身份校验

异地登录校验 ⬤

Set Login Duration

Last updated：2024-08-16 20:03:06

Operation scenarios

The default maximum login duration for an account is 48 hours. This means the account can stay logged in for a maximum of 48 hours regardless of activity. The default idle login duration for an account is 120 minutes, meaning the account can stay logged in for a maximum of 120 minutes without any activity. This article introduces how to modify an account's idle login duration and maximum login duration.

Notes

- Idle login duration can be modified within the range of 15 minutes to 720 minutes.
- Maximum login duration can be modified within the range of 1 hour to 48 hours.
- The new login duration setting will take effect after the next login. If the login duration is exceeded, the system will log out.

Operation step

1. log in to Tencent Cloud Console, and enter the Security Settings page.
2. In the **log in to state management** bar, according to actual needs, click **Modify** to change the no-operation log in to protection time and the maximum log in to keepalive time.

Logging out from All Devices

Last updated: 2024-08-16 20:03:26

Operation scenarios

If your account login behavior is uncontrollable and you suspect a login security risk, you can log off all login sessions, including the current one.

Notes

Before logging off, we recommend you go to the Account Information page to change your login method.

Operation step

1. log in to Tencent Cloud Console, and enter the Security Settings page.
2. In the **log in to Status Management** column, click **Sign Out All log in to Statuses**.

3. Complete the identity authentication as prompted on the authentication window that pops up.

> ⓘ **Note**
>
>   If the current authentication method is unavailable, you can click **Use Alternative Authentication Methods** to verify your identity through an alternative method.
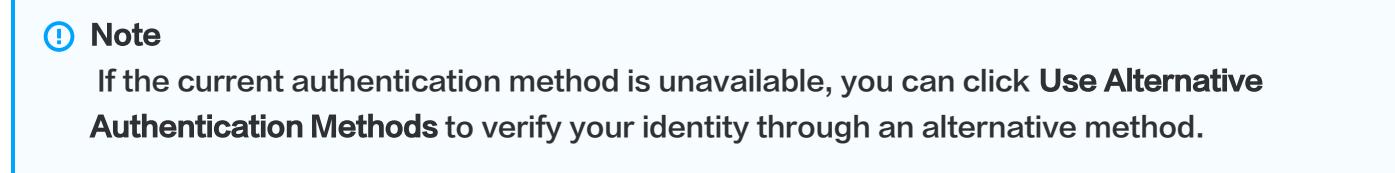
4. In the pop-up prompt, click **Sign Out Now**.

Set WeCom as Sub-user

Last updated：2024-08-16 20:04:08

Operation scenarios

To facilitate the management of cloud resources by corporate employees, Tencent Cloud supports logging in to your account via WeCom QR scan. This document mainly explains how to apply to become a WeCom Sub-user when logging in.

> ⓘ **Note:**
> If your WeCom has already been set as a Tencent Cloud Sub-user, you can immediately
> **log in via WeCom QR scan** .

Prerequisites

Have registered for **WeChat Work** .

Operation step

Enterprise administrators set as Tencent Cloud Sub-user

1. Open the Tencent Cloud website and go to the **log in page** .
2. Click on the <1>Work WeChat QR scan log in <\/1> tab.
3. Open Enterprise WeChat and scan the QR code on the page.

4. Confirm the account information in WeCom and click **confirm log in** .

5. Open WeChat Work and use the scan feature to scan the page's QR code.

6. Click **Add to my enterprise** , set the visible scope as prompted, grant account management permissions to members, and install the Tencent Cloud Assistant mini program.

7. Open WeChat Work and use the scan feature to scan the page's mini-program to register a Tencent Cloud account or bind an existing Tencent Cloud account.

8. Depending on the situation, click **Register/ log in to Tencent Cloud account** or **Associate existing account** .

   ○ If you choose to register a Tencent Cloud account, a new account will be registered during the process.

   ○ If you choose to associate an existing account, select the account to be associated and the identity associated with it to complete the association.

   > ⓘ **Note:**

- The account used to log in must be the same as the account bound to the enterprise, and the account used to log in must be the root account or a Sub-user with CAM (Cloud Access Management) administrator permissions (QcloudCamFullAccess permission).
- After becoming an account administrator, you can approve Sub-user applications from corporate members and set account management permissions.

Enterprise members apply to become a Tencent Cloud sub-user

1. Open the Tencent Cloud website and go to the log in page .

2. Click on the <1>Work WeChat QR scan log in <\/1> tab.

3. Open Enterprise WeChat and scan the QR code on the page.

4. Confirm the account information in WeCom and click confirm log in .

5. Open WeChat Work and use the scan feature to scan the page's QR code.

6. Click **Recommend to Admin** to forward the application to your enterprise administrator.

7. Wait for the enterprise administrator to add the application, set it visible to all employees, and determine the visible scope.

> ⚠ **Attention:**
>
> Users set as invisible by the enterprise administrator cannot be added as sub-users. If you are not within the visible scope, please contact the enterprise administrator to go to the Enterprise WeChat Admin Console, select the **Tencent Cloud Assistant** application, and modify the visible scope of the application.

8. Once the enterprise administrator completes the addition and settings, click **Notify Admin** to inform the enterprise administrator to bind the account.
   You can also click **Copy Link** to send the link to the enterprise administrator.
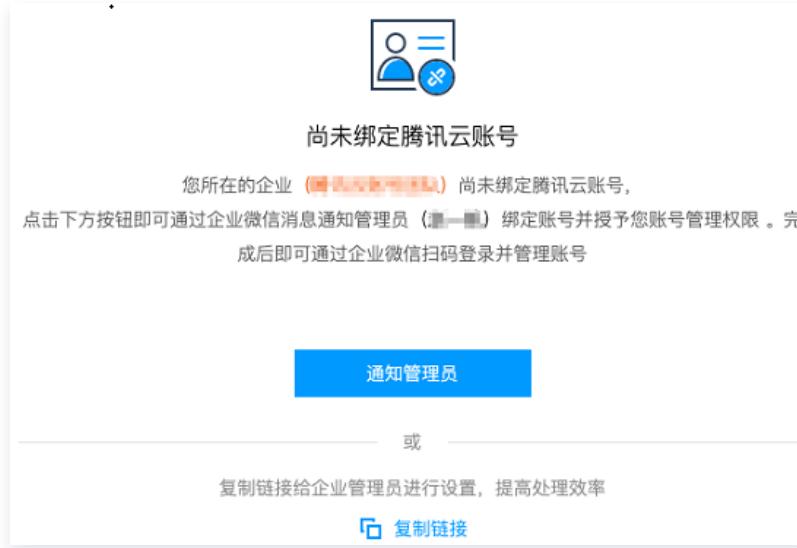
> ⓘ **Note:**
>
> • The application link is valid for 4 hours. Please contact the enterprise administrator promptly.

> • The result of the successful application will be notified to you through Enterprise WeChat**Tencent Cloud Assistant.**

9. Once the enterprise administrator binds the account, click**Notify Account Admin** to apply to become a sub-user of the enterprise account.
You can also click**Copy Link** to send the link to the enterprise administrator.
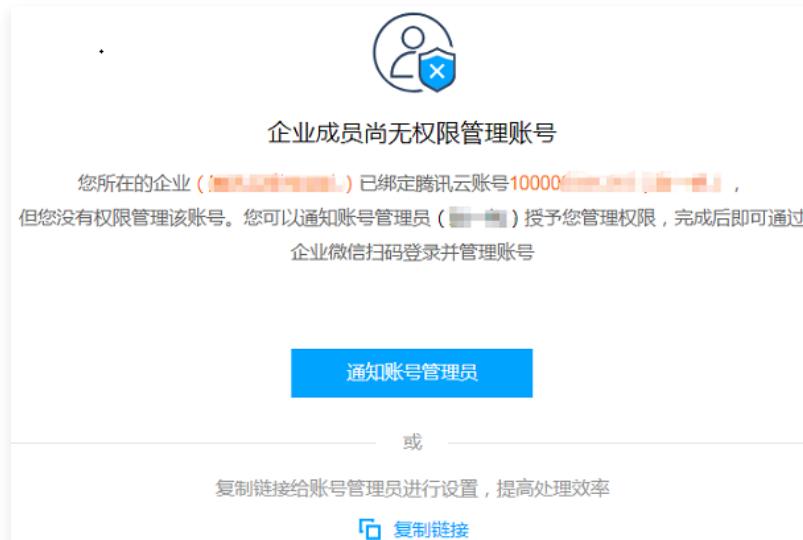
> ⊙ **Note:**
> • The application link is valid for 4 hours. Please contact the account administrator in time.
> • The account administrator refers to the Tencent Cloud root account or users with CAM (QcloudCamFullAccess) administrator permissions.

10. The account administrator logs in to the Tencent Cloud account, clicks**Agree to Apply**.

11. After approval, assign account management permissions to corporate members.

Once the setup is completed, the applied enterprise members can immediately **scan the QR code via WeChat Work to log in to** .

Set Visible Scope

Last updated：2024-08-16 20:04:23

Operation scenarios

This document introduces how to modify the range of information that Tencent Cloud can obtain from the associated WeCom, referred to as the visible scope. Tencent Cloud will retrieve the corresponding departments and member information (excluding phone numbers and email addresses) based on your new visible scope settings.

> ⚠ **Note**
>
> If your WeCom already has a visible scope set, you can immediately **log in via WeCom QR code scan** .

Operation step

Set visible scope on the PC end

1. Enterprise Administrator log in to **Enterprise WeChat Management Console** , click **Application Management**.
2. On the application management page, click "Applications" under **Tencent Cloud**.
3. On the Tencent Cloud Assistant details page, click "Visible Scope" under **Modification**.
4. Select **Add** or × to modify the visible scope of WeCom.
   - Add: On the Set Application Visibility Scope page, choose the organizational structure/ Tag that you authorize Tencent Cloud to obtain information from, click **Confirm** to complete the visible scope selection.
   - ×: Remove the current authorized organizational structure/ Tag from which Tencent Cloud can obtain information.

Set visible scope on mobile phone

Set visible scope for the first time

1. Open the Tencent Cloud website and go to the **log in page** .
2. Click on the <1>Work WeChat QR scan log in <\/1> tab.

3. Open WeChat Work and use the scan feature to scan the page's QR code.

微信扫码登录　　企业微信扫码登录

请使用企业微信扫一扫登录　刷新 C

其他登录方式　📧 邮箱　🔔 QQ　💬 小程序公众号　⊘ 子用户

立即注册　｜　忘记账号　｜　忘记密码

4. Confirm the account information in WeCom and click **confirm log in** .

5. Open Enterprise WeChat and scan the QR code on the page.

6. Click **Add to my enterprise**.

7. Click **Application Visibility Scope** to set the visible scope.
   - Click **Add** to add WeCom members to the visible scope.
   - Click **Edit** to manage WeCom members in the visible scope, and delete members from the visible scope.

Add or modify the visible scope of existing members

1. log in to WeCom on mobile.

2. On the Workbench interface, click **Enterprise Management**.

3. Under "Applications", select **Application Management > Third Party Application**, click **Tencent Cloud Assistant** to enter Tencent Cloud Assistant .

4. Click **Visible Scope** to set the visible scope.
   - Click **Add** to add WeCom members to the visible scope.
   - Click **Edit** to manage WeCom members in the visible scope, and delete members from the visible scope.