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Account Information
Basic Information

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What is a Tencent Cloud account ID?

Your account ID is your unique identifier in Tencent Cloud. To view it, please log in to Tencent Cloud Console , enter the Account Information page to see your account ID.

How many Tencent Cloud accounts can be bound to one mobile number?

One mobile number can be bound as a secure mobile number for up to 5 Tencent Cloud accounts.

What is a Collaborator?

Collaborator is a type of CAM (Cloud Access Management, CAM) user, created by the primary account, with partial primary account permissions. For more information, please see Collaborator permission settings .

How many Sub-user and Collaborator accounts can each account create in total?

Each account can create up to 1,000 Sub-user and Collaborator accounts in total.

Can sub-accounts be created under the root account?

CAM (Cloud Access Management, CAM) supports the creation of Sub-user , Collaborator , Message Recipient . For more details, see User Types .

Are accounts on the China site and International site interoperable?

Tencent Cloud accounts and data between the China site and the International site are not interoperable.

How can the security of a Tencent Cloud account be ensured?

In the Tencent Cloud Console Security Settings page, you can bind a security phone, a secure email, enable log in to protection or operation protection to secure your account.

How to confirm on which account a CVM, domain, or record information resides?

You can go to Find Account and use the server IP, domain, or record information to retrieve the account that holds the CVM, domain, or record information.

How to check if a phone number is registered or how many accounts are registered with it?

You can go to Find Account and use the **Secure Mobile** recovery method to check.

Under what circumstances will a user's account be frozen?

A user's Tencent Cloud services will be frozen under the following circumstances:

- Violation freeze (e.g., violating national laws and regulations, violating Tencent security requirements, etc.).
- User failed real-name authentication (including failed real-name verification and failed authentication).
- Cloud services entering retention period without renewal; Tencent Cloud services will be frozen due to overdue payment.
- Account frozen before account cancellation; When a user applies for Tencent Cloud account cancellation, services are frozen to prevent new resource purchases.

Will resources be affected if a Tencent Cloud account is frozen?

If your account is frozen, you can Submit Ticket to inquire about the account details. Tencent Cloud customer service will be at your service.

How to transfer an account to another person or change the account administrator?

- For personal users:
  1.1 Change the account's Secure Mobile , Security Email , login methods and account password information to the person you want to transfer the account to.
  1.2 Change the account's Real-name Authentication to the person you want to transfer the account to.
- For enterprise users:
  1.1 Change the account's Secure Mobile , Security Email , login methods and account password to the next account administrator.
  1.2 If the account's real name is in your name, please change the account's real-name certification to your company's real-name certification.

Can the record information under the account be transferred?

If you encounter the following issues, you can transfer your record information to another account:

- The previous record information is in an employee's personal account and needs to be transferred to the company's account.

- The original account needs to be deactivated or canceled, and the record information needs to be transferred to a new account.

You can click **Migrate Filing Account** to view the precautions and steps.

Can a specific CVM under the account be transferred to another account?

Currently, transferring a specific CVM under the account to another account is not supported.

After completing the real-name change, why does the account information nickname still show the old entity's name?

Once the real-name change application is approved, the real-name is immediately updated, but the nickname is not.
The nickname is an additional user nickname you set up in Tencent Cloud for display purposes. It does not change with the real-name information. To protect your real-name information security, it is recommended not to set the nickname as the real-name authentication name.

How to change password and phone number via mobile?

You can use WeChat to search for " Tencent Cloud Assistant " Mini Program or scan the QR code below to use Tencent Cloud Assistant on your mobile device to change your account password and phone number.

How to use API interface to query account-related information?

You can use the GetUserAppId interface to obtain account information such as UIN, APPID , for more details, please refer to **Getting user AppId** .

How to view Activated products in a Tencent Cloud account?

You can log in to **Tencent Cloud Console** , **My Resources** module shows the cloud products you have Activated and are connected to this module, as shown below:

Can cloud resources under a Tencent Cloud account be migrated?

Except for record filing and domain names, other resources under a Tencent Cloud account do not support migration.
You can link other log in to methods (QQ, WeChat, Email, WeChat Official Accounts, etc.) to manage cloud resources, please refer to Binding log in to methods .

Can Sub-user be created under the Tencent Cloud root account?

Supported, for more details, please refer to Creating a Sub-user , Creating a Sub-user through WeChat , Importing a Sub-user through WeCom .

How to view basic information of a Tencent Cloud account?

For details, please refer to Viewing Basic Information .

Regarding email or mobile phone numbers

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How to verify if a mobile number is linked to a Tencent Cloud account?

Please go to Find Account and use the **Secure Mobile** method to retrieve the account information.

How to modify the bound security mobile?

- Method 1: click on the user avatar at the top right of the Tencent Cloud official website , then click below the avatar on Security Settings to enter the**Security Settings** page. Next, click on**Basic Settings** to modify the bound phone number after the security phone, send Captcha and validate it to change the phone number.

- Method 2: Submit relevant documents through a manual appeal, required elements are as follows:
  - Personal Real-name Authentication: Please provide color scans of the front and back of your ID card.
  - Enterprise Real-name Authentication: Business license, photos or color scans of the legal representative holding the front and back of their ID card, photos or color scans of the applicant holding the front and back of their ID card, and the Tencent Cloud account information change form.

How to modify contact mobile?

You can first click on the user avatar at the top right of the official website to enter**Account Center**; then click on**Basic Information** and modify the contact phone after ✏ . For details, please refer to Change Mobile Number .

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

- The password can only be entered incorrectly up to three times each day per account.
- After three failed attempts, you must enter a verification code to log in.
- After 10 failed password attempts, your account will be locked for 1 hour, starting from the first time an incorrect password was entered.

How to set a login email?

After setting up log in to email, you can use the email to log in to Tencent Cloud account . The setting method is through log in to **Account Center** > Account Information page to complete the

account email.

What's the difference between login email, security email, and contact email?

- The login email is a way to log in to Tencent Cloud. You can register your account using an email, QQ, WeChat, or WeChat Official Account and set a commonly used email as the login account.
- A verification email is mainly used to receive messages related to account security.
- A contact email is mainly used to receive notifications generated during the use of Tencent Cloud products, such as product alert notifications and product expiration notifications.

How do I change my verification email?

You can click Tencent Cloud official website at the top right corner of the user icon, then click under the icon security settings to enter the **security settings** page, then click **basic settings** to bind a security email after the security email ✏ , by passing the identity verification first, then entering the new binding email, and entering the Captcha received by the original email, you can modify the email.

How to change the contact email?

You can first click the username at the top right of the official website to enter **Account Center**; then click **Basic Information** and modify the contact email in ✏ . For more details, please refer to Change Email .

What should I do if I can't receive the CAPTCHA?

For more details, refer to Unable to Receive Verification Information on Mobile and Unable to receive verification information via email .

What if I don't receive an email when registering an account with an email address?

- Log in to your email and check the spam folder.
- Contact your email administrator to see if Tencent Cloud's emails have been blocked; the unified sender email for Tencent Cloud-related emails is: cloud_noreply@tencent.com.

How do I change the verified mobile number when changing the account password?

1. Log in to Account Center .

2. On the Security Settings page, click the ✏ after the security phone.

Received message notifications on your phone that are not for your account?

It may be due to the following situations, and you can choose the corresponding solution based on the circumstances.

Possible Causes	Solutions
Your current mobile number belongs to Secondary Number Allocation. The previous owner of your number registered for a Tencent Cloud account	You can refer to Mobile Number Rebinding Process .
You previously registered for a Tencent Cloud account but have forgotten	Retrieve the account through Account Search .
You were previously a sub-account or Collaborator under another Tencent Cloud root account	You can contact the root account to remove your collaboration. If you can no longer contact the root account, refer to Mobile Number Rebinding Process .

If the Tencent Cloud account updates its mobile number, can the old mobile number still receive Captcha ?

The platform has Security Phone and Message Receiving Phone . The following are ways to view and confirm; please check if any changes have been made:

Type	Use	View Path
Security Phone	Receives security-related information, such as log in abnormalities, log in protection, etc	Account center > Security Settings > Security Phone
Message Receiving Phone	Receives platform messages related to billing, business alerts, etc	CAM > Users > List of user , click Associated Information column 📱 to enter the details page

How to unbind a secondary number from a Tencent Cloud account?

If your newly purchased mobile number was previously bound to a Tencent Cloud account, affecting your ability to register or update account information, you can refer to Mobile Number Rebinding Process to apply for unbinding the mobile number from the account.

Can the contact mobile phone and secure mobile phone of a Tencent Cloud account be different for real-name authentication?

Yes. During real-name authentication, the main association is with your secure mobile phone. The contact mobile phone is used to receive corresponding notification information on the cloud.

Regarding Registration Methods

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How to register a Tencent Cloud account?

New users need to Sign Up on the Tencent Cloud official website. For registration details, please refer to the Tencent Cloud Registration document.
You can register for Tencent Cloud with the following options:

Registration Methods	Description
Quick Registration via WeChat Scan	Register for Tencent Cloud by scanning the QR code on WeChat. After successful registration, you can scan the code to log in to Tencent Cloud next time.
Register with Email	Register for Tencent Cloud with your email address. This makes it simple for you to manage enterprise account.
Register with QQ	Register for Tencent Cloud with your existing QQ account. Use your QQ account to quickly log in to Tencent Cloud.
WeChat Official Account Registration	Register for Tencent Cloud with your existing WeChat Official Account.
Enterprise WeChat Registration	Register for Tencent Cloud with your existing WeChat Work account.

⚠ **Note**

- Enterprise users are recommended to use corporate email, Enterprise WeChat Official Account, or Enterprise WeChat Registration.
- QQ and WeChat are personal accounts. If an employee leaves, involving an account change, it may cause unnecessary trouble.
- As a security measure, each mobile phone number can be linked to a maximum of 5 Tencent Cloud accounts. For detailed procedures, please see Tencent Cloud Registration .

Does the account take effect immediately after registration?

After successfully registering for a Tencent Cloud account, the account takes effect immediately.

If multiple Tencent Cloud accounts are registered with the same mobile number, how to log in to ?

Tencent Cloud does not support direct log in to accounts via mobile number. You can retrieve your account information by finding the account, then log in to the account.

Can a registration method be bound again after being unbound?

An unbound registration method can be used as a log in to method for the account.

How to check the account registration date?

Log in to Tencent Cloud Console, go to Account Information > **Basic Information**, and you can check the account registration date.

Can users from Hong Kong (China), Macao (China), and Taiwan (China) register a Tencent Cloud account on the China site?

Individual users from Hong Kong (China), Macao (China), and Taiwan (China) can register a Tencent Cloud account on the China site. Only personal real-name authentication is supported.

- Individual users from Hong Kong (China), Macao (China), and Taiwan (China) can complete identity verification by authorizing reserved identity information via WeChat scan code. The WeChat account must use the Hong Kong and Macao Residents' Travel Permit to Mainland China or the Taiwan Residents' Travel Permit to Mainland China for real-name authentication and must be linked to a Mainland bank card.
- Enterprise users and international users from Hong Kong (China), Macao (China), and Taiwan (China) should go to the International Site for authentication.

How to register a Tencent Cloud enterprise account?

1. Register on the Tencent Cloud official website Register , please refer to Register Tencent Cloud for specific operations.
2. Complete enterprise real-name authentication. Five authentication methods are supported. Please choose any one as per your need. For detailed instructions, refer to Certification Method Overview .

log in to and log in to password aspects

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log in to password related issues

What are the requirements for Tencent Cloud account password settings?

For accounts registered/logged in using only email, a password must be set. Password rules: The password must contain uppercase English letters, lowercase English letters, numbers, and special characters (e.g., !@#$%^&() non-space), with a length of 8-20 characters. The password cannot be the same as your email address.

How to change the Tencent Cloud account password?

For details, please see Change Account password .

How to reset the account log in to password ?

For details, please see Reset log in to password .

Login-related issues

How to log in to Tencent Cloud?

For details, please see log in to Tencent Cloud .

How to log in to Tencent Cloud using a sub-account?

For details, please see Sub-user log in to .

How to unbind the login method?

For details, please refer to Unbinding log in to Method .

Related to Real-name Authentication Public Service

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How to de-authenticate a real-name verification for an account?

Once a Tencent Cloud account is real-name verified, the authentication status cannot be removed. However, you can modify the real-name information (up to once a month).

- Change Personal Real-name Information

What should I do if the ID or mobile number for real-name verification exceeds the limit and I want to verify or bind a new account?

You can modify the ID or mobile number bound to the account. Once modified, you can release the bound account and bind it to another account.

Real-name authentication review duration?

- **Personal authentication processing duration**
  WeChat QR Code: Instant completion (Recommended)
  Face Recognition : Instant completion
  QQ QR Code: Instant completion

- **Enterprise Certification Processing Duration**
  WeChat Public Platform: Immediate completion (recommended)
  Corporate Legal Person WeChat Scan Code: Immediate completion (recommended)
  Corporate Legal Person Face Recognition: Immediate completion (recommended)
  Tencent Cloud Recharge: 1 working day
  Corporate Remittance: 1 – 5 working days

- **Audit Overtime Handling**
  If the maximum review time is exceeded, please contact Online Customer Service for assistance.

How do Hong Kong (China), Macao (China), Taiwan (China), and international users complete real-name verification?

- Hong Kong (China), Macao (China), Taiwan (China) personal users can use their WeChat scan code to authorize their identity information and complete real-name verification. The WeChat account must use the Hong Kong and Macao Residents' Travel Permit to Mainland China or Taiwan Residents' Travel Permit to Mainland China for real-name verification and must be linked to a mainland bank card.

- Hong Kong (China), Macao (China), Taiwan (China) enterprise users and international users should go to the International Site for certification.

During the real-name verification process, what should I do if it indicates the information has already been used for three account verifications?

One set of personal identity information supports real-name verification for up to three Tencent Cloud accounts. Once verified for three accounts, no further operations are allowed.

One set of enterprise identity information (enterprise name/business license) supports up to 10 accounts by default. If the number of certified accounts is insufficient to meet business needs, please contact your account manager for assistance.

If you want to find the three accounts, you can go to the Find Account page to retrieve accounts using real-name information.

What should I do if the Face Recognition Authentication method fails repeatedly during real-name authentication?

If Face Recognition verification fails, it could be due to the following reasons. You can refer to these reasons and try again:

1. Face is obstructed.
2. There is a significant difference between your face and the photo.
3. Name or ID card information is entered incorrectly.
4. The face does not fully appear on the screen during the verification process.

After the root account is verified, does the sub-account need to go through real-name verification?

- If the root account is associated with an existing sub-account, the sub-account must pass real-name verification to be associated with the root account.
- If the root account creates a sub-account, the sub-account inherits the real-name verification information of the root account and does not need to go through real-name verification.

How to choose a real-name verification method?

Real-name verification methods include personal real-name authentication and enterprise real-name authentication:

- Individual users can perform real-name verification through WeChat Scan, QQ Scan, and Face Recognition. We recommend using WeChat Scan for personal real-name verification.
- Enterprise users can verify through WeChat Public Platform, Tencent Cloud Recharge, Corporate Public Payment, Corporate Legal Person WeChat Scan, and Corporate Legal Person Face Recognition. We recommend using WeChat Public Platform, Corporate Legal Person WeChat Scan, and Corporate Legal Person Face Recognition for enterprise real-

name verification, which can take as little as 30 minutes. Tencent Cloud Recharge and Corporate Public Payment typically complete verification within 1-3 business days.

What should I do if the system indicates an error when submitting the verification information?

Please check if the verification information you entered is correct.
If the information is correct, please save a screenshot of the error message and contact Online Customer Service for assistance.

What should I do if the real-name verification is not approved?

- If the real-name verification is not approved, please go to the Real-name Authentication page to check the specific reason for the failure. Confirm the correct verification information and resubmit for verification based on the failure reason.
- If the issue still cannot be resolved, please contact Online Customer Service for assistance.

If you urgently need to purchase cloud service resources but have not completed identity verification, which verification method is the fastest?

- If personal users complete the Personal Real-name Authentication with entirely accurate information, the verification will be completed in real-time upon submission.
- Enterprise users are recommended to use the WeChat Public Platform, Corporate Legal Person WeChat Scan, and Corporate Legal Person Face Recognition for verification. If the information is entirely accurate, the verification will be completed in real-time upon submission.

What impact will it have on the account if real-name authentication is not completed?

If your account does not complete personal or enterprise real-name authentication, it will have the following impacts:
- You cannot purchase Tencent Cloud's products and services.
- You cannot use existing cloud service resources.
- You cannot request an invoice.
- You cannot apply for an online contract.
- You cannot apply for public beta.

Is it possible to pass verification first and provide the complete document information later if complete documentation is not available now?

If the authentication documents cannot be provided temporarily, verification can be done in the following ways:

- For personal real-name authentication, use the Face Recognition method.
- Use the WeChat Public Platform or Corporate Legal Person Face Recognition for enterprise real-name authentication.

What if my personal or corporate information is stolen and used for Tencent Cloud account authentication?

1. Protect your personal or corporate information and do not purchase or register an account from any platform or channel other than the official Tencent Cloud platform or authorized resellers to avoid information leakage.

2. If you wish to recover all accounts, you can use the recovery tool for self-service recovery. If unable to log in to , you can file an appeal to request an additional log in to method. For details, please refer to   log in to anomaly guidance .

3. If you need to cancel an account, you can initiate the account cancellation after recovering the account and logging in.

Reasons for changes in account real-name status

Tencent Cloud periodically checks the real-name corporate entities to verify if they are in continued operation and whether the corporate information is accurate and complete. If the real-name corporate entity is found to be deregistered, incomplete, or if the company name and Unified Social Credit Code do not match, the real-name status of the account will be changed from verified to unverified.

Impact of changes in account real-name status

According to the Tencent Cloud Service Agreement, completing real-name authentication is crucial for Tencent Cloud to provide cloud services to users. If your account real-name status changes, postpaid products will be suspended upon the agreement's expiration, affecting new resource purchases and auto-renewal.

Self-service process after changes in account real-name status

1. Before changing the account's real-name status, Tencent Cloud will send a notification to remind you. Please go to   Account Center   to update your account's real-name information, ensuring the account's real-name entity is in active operation.

2. After the account real-name status is changed, confirm whether the account is still needed. If not, back up or transfer the data and decide if you want to cancel the account.

3. If you wish to continue using the account, you can choose to re-authenticate it as needed.

4. If re-authentication is needed, please go to   Account Center   to update the account's real-name information.

How many times can Tencent Cloud account real-name authentication be modified?

The number of modifications for real-name authentication is not limited.

> ⓘ **Explanation of Modification Time**
> There is no time limit for changing from personal real-name authentication to enterprise real-name authentication. For other scenarios, changes are allowed only 30 days after the last real-name authentication.

Regarding Personal Authentication

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How many Tencent Cloud accounts can one ID card authenticate?

One set of personal identity information can only support the real-name authentication of three Tencent Cloud accounts.

Why does it still prompt for real-name authentication when the account is already verified?

Go to the **Account center** > **Account Information** to check whether the certification information shows as: Certified.
- If you have just completed the authentication, it is recommended to log out and log in again, or try a different browser.
- If the issue persists, you can contact Official Customer Service: 4009100100.

What should I do if the system prompts that I am under 18 during the real-name authentication?

Current personal real-name authentication is applicable for users aged 18 and above.

Enterprise Authentication

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How many Tencent Cloud accounts can be authenticated with a set of enterprise information?

One set of enterprise identity information (enterprise name/business license) by default supports real-name authentication for 10 accounts. If more accounts are needed to meet business requirements, please contact your account manager for assistance.

Can one account authenticate multiple enterprises (such as a parent company and its subsidiaries)?
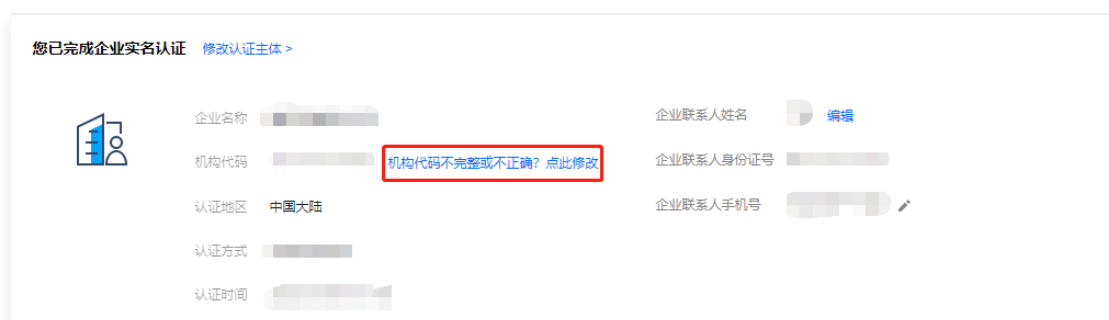
One account can only authenticate one enterprise, but one enterprise can authenticate multiple accounts.

How can I correct an incomplete or incorrect Unified Social Credit Code in the account's real-name information?

> ⚠ **Attention:**
> If the Unified Social Credit Code is incomplete or incorrect, it will impact actions such as issuing corporate invoices and changing corporate entity information.

1. Go to the Authentication Information page, click **Incomplete or incorrect institution code? Click here to modify**.

Enter the Unified Social Credit Code on the pop-up page.

2. Go to the **Modify Real-name Authentication** page, click **Click here.**

Enter the Unified Social Credit Code on the pop-up page.

How can I see which accounts are under an enterprise?

Refer to the Retrieve Corporate Account document to find accounts belonging to the corporate entity and log in.

How long does enterprise real-name authentication take?

- Authentication via the WeChat Work Platform for Enterprises is immediate.
- For corporate transfer authentication, it takes 1-5 working days for the payment to be processed. The authentication will be completed immediately after you enter the payment amount.
- Authentication via Tencent Cloud account recharge requires a waiting period of 1 working day.
- Authentication via WeChat Scan Code by the corporate legal person is immediate.
- Authentication via Face Recognition by the corporate legal person is immediate.

What should I do if the page is blank after WeChat Scan Code authorization?

If the page is blank after WeChat Scan Code authorization during enterprise real-name authentication via the WeChat Public Platform, we recommend that you check your network settings, refresh the page, or try a different browser several times. If the problem persists, please contact Online Customer Service for assistance.

How long does it take for a newly issued business license to be eligible for enterprise real-name authentication?

Due to potential synchronization delays with the Industrial and Commercial Database, newly issued business licenses can be submitted for real-name authentication after 7 working days. If it still shows as not included after 7 working days, please contact Online Customer Service .

What should I do if authentication fails after WeChat Scan Code or Face Recognition by the corporate legal person?

- Please check if the enterprise name or the Enterprise Organization Code you entered in the console is correct.
- Newly registered enterprises are not immediately listed. You can try using WeChat Scan Code or Face Recognition by the corporate legal person for authentication again after 3-7 days.

Is there a time limit for recharge authentication?

Please recharge a randomly specified small amount, less than 1 yuan, into your corporate bank account within 7 days. The amount will be added to your balance. Once Tencent Cloud receives the recharge, the authentication will be completed.

What should I do if the enterprise authentication payment is not received after 3 working days?

We recommend you first check whether the information you entered is correct. If the information is correct, please contact Online Customer Service for assistance.

How to use corporate public remittance authentication?

Tencent Cloud will transfer a random amount between 0.01 – 0.99 yuan to the submitted **Bank Corporate Account**. After receiving the transfer amount, enter the corresponding amount received on the authentication screen to complete the authentication. For details, please refer to Corporate Public Remittance Authentication .

Is there a time limit for the payment amount verification?

After receiving the payment amount, the verification must be completed within 7 days.

What should I do if I enter the wrong payment amount?

You have 2 attempts to enter the amount. If both attempts are incorrect, you will need to resubmit the **Bank Corporate Account** information for authentication.

What if I don't receive the Captcha for corporate bank card verification?

Entering the wrong bank card number can result in not receiving the Captcha. You can re-verify by entering the correct bank card number during re-authentication.

Where to find the Captcha for corporate public remittance authentication?

Tencent Cloud corporate real-name authentication will transfer a random amount between 0.01 – 0.99 yuan to the submitted **Bank Corporate Account**. After receiving the transfer amount, enter the corresponding amount received on the authentication screen to complete the authentication.

The prompt for the amount sent during bank card authentication is incorrect?

Provide Account ID (viewable on the account information page), "Bank Receipt Screenshot", contact Online Customer Service for assistance.

How do public institutions perform enterprise authentication?

There are two ways to perform enterprise real-name authentication:
- If you have registered a WeChat official account and completed WeChat Public Account Authentication, you can choose **Enterprise Authentication>WeChat Official Accounts** to submit real-name authentication.

- If the entity has a corporate account, you can submit real-name verification by choosing **Enterprise Certification** > **Corporate Interbank Transfer**.

Will the amount recharged to the Tencent Cloud account using the Tencent Cloud recharge method for verification be refunded?

When using the Tencent Cloud recharge method for enterprise real-name verification, the amount remitted from the corporate account to the Tencent Cloud collection account will be credited to your enterprise's Tencent Cloud account as a balance. You can refer to the Account Withdrawal document to withdraw the balance.

When using the corporate interbank transfer method for verification, is it necessary to return the amount transferred by Tencent Cloud to the corporate account?

No return is necessary. If a return is needed, contact the receiving bank with your receiving information to arrange for the return of the funds through the original path.

What transfer methods are supported when verifying real names using the Tencent Cloud recharge method?

When verifying real names for an enterprise using the Tencent Cloud account recharge method, you need to use a corporate bank account to recharge your Tencent Cloud account with a system-generated random amount that is less than 1 yuan for verification. Supported transfer methods include: online banking, mobile banking, telegraphic transfer, check, intercity counter transfer, and Beijing same-city counter cash deposit.

Are there usage restrictions on information such as business licenses, ID cards (for example, usage only for **verification)? Can it pass real-name verification?

If it is a marker related to Tencent Cloud certification, it can pass real-name verification; otherwise, it cannot.

After using WeChat Official Account verification, it shows that authorization has been given to Tencent Cloud to operate this Official Account. Will this affect the operation of the Official Account?

Tencent Cloud only verifies whether the real-name authentication information you filled out on Tencent Cloud matches the Official Account's real-name authentication information. If they match, your Tencent Cloud account's real-name authentication is successful. After successful authentication, you can revoke the authorization in your WeChat Official Account background.

If the enterprise is domestic and the legal person is a foreigner, can the Tencent Cloud account be verified?

If the legal person of the enterprise is a foreigner, you can undergo enterprise verification; you can use corporate interbank transfer, recharge verification, or WeChat Official Account verification. Foreign legal persons are temporarily not supported for enterprise certification through corporate legal person authorization or legal person Face Recognition.

If an enterprise account is registered and the enterprise is later deregistered, will it affect the account?

If your account's real-name authentication is for an enterprise and the company's entity has been deregistered, it will not affect your continued use of cloud resources under the account. After the enterprise is deregistered, please change the account's real-name authentication as soon as possible or cancel the Tencent Cloud account after backing up or using up the cloud resources.

- For account cancellation, please refer to Account Cancellation .
- For changing real-name authentication, please refer to Change Corporate Entity .

If Tencent Cloud account enterprise certification fails, is a payment required for re-certification?

If certification fails, a re-certification payment is required as indicated on the page. For details, please refer to Corporate Real-name Operation Guide .

Will the WeChat account be bound after Tencent Cloud account legal person WeChat scan code authentication?

After legal person WeChat scan code authentication, the account will not bind the legal person's WeChat for log in to methods.

Can the contact person for Tencent Cloud account enterprise real-name authentication be changed later?

It cannot be modified.

Changing authentication aspects

Last updated：2024-08-16 20:23:21

How do I modify real-name authentication information after passing real-name authentication?

You can refer to the Change Personal Real-name Information document to modify real-name authentication information.

Can I change a personal real-name authenticated account to an enterprise real-name authenticated account?

Yes, for details please see Change Personal Real-name Information document.

> ⓘ **Note**
> Real-name authentication can only be modified once every 30 days.

Does a personal real-name authenticated account support changing from Mainland China personal authentication to overseas personal authentication?

It is not supported.

Can enterprise real-name authentication be changed to a personal real-name authenticated account?

It is not supported.

How to change corporate authentication information?

On the Real-name Authentication page, click **Modify Authentication Subject** to change the enterprise name by re-verifying real-name authentication.

For details please see **Change Corporate Real-name Information** document.

What should I do if the original corporate real-name authentication subject information has changed when modifying corporate real-name authentication?

Please upload the latest identification documents of the original corporate real-name authentication subject in the upload section for the original subject materials.

What should I do if the original corporate real-name authentication subject has been deregistered and there is no business license when modifying corporate real-name authentication?

Please upload the company deregistration certificate issued by the Administration for Industry and Commerce in the section for uploading the color front photo of the original business license.

How to change the enterprise name?

On the **Real-name Authentication** page, click **Modify Authentication Subject** to change the enterprise name by re-verifying real-name authentication. For details, please refer to the **Change Corporate Name** documentation.

How to update the enterprise contact person?

- On the **Real-name Authentication** page, find **Enterprise Contact Person's Name**, click >**Edit** to update the enterprise contact person's name.

- On the **Real-Name Verification** page, find the **Company Contact's Mobile Number**, click ✏ to modify the company contact's mobile number.

If you cannot find the enterprise contact person's name and mobile phone number on the Real-name Authentication page, you can add the enterprise contact person by following the steps below.

1. On the Real-Name Verification page, find **Use of CDN Service**, and set **Use of CDN Service** to .

2. In the pop-up window, enter the company contact information, click **Confirm**.

How to update the corporate legal person?

1. On the Real-name Authentication page, click **Modify Authentication Subject** or **Update Legal Person Information**.

2. On the Change Enterprise Real-name Authentication page, click **Start Modification**.

3. On the Select Change Type page, select **Update Legal Representative Information**, click **Next**.

4. Enter the changed legal person's real-name information, i.e., the legal representative's name and the legal representative's ID number, click **Next**.

変更後実名信息

変更後企业法人姓名 *   请填写企业法人姓名

変更後企业法人身份证号 *   请填写企业法人身份证号

下一步

5. Follow the prompts on the page to complete the authentication.

Can I change the real-name authentication if my account has an overdue payment or advance payment?

No, you must refer to Online Recharge , and Common Issues with Advance Payment to handle the overdue or advance payment before changing the real-name authentication.

If my account is already authenticated, do I need to re-authenticate if the business license's communication address changes?

If the communication address of the business license changes, there is no need to re-authenticate.

Will modifying the real-name authentication affect the use of resources under the account?

After changing the real-name authentication, the resources under the account will belong to the new authentication subject. Please be sure to confirm carefully before deciding to change the real-name authentication.

Security Settings
Regarding associated accounts

Last updated：2024-08-16 20:23:48

Can the email account be changed?

The associated email can be unbound. If the current email is the only log-in method, to unbind or change it, please bind QQ, WeChat, or WeChat official account log-in method first. For detailed operation on binding log-in methods, see Binding log-in methods ; for details on unbinding registration methods, see Unbinding registration methods .

What to do if the enterprise QQ bound to the account is about to expire?

After the enterprise QQ expires, you will not be able to log in to your Tencent Cloud account properly. You can refer to Binding log-in methods to bind a new log-in method. After successfully binding the new log-in method, you can refer to Unbinding log-in methods to unbind the QQ log-in method.

Can Tencent Cloud accounts be mutually associated?

Yes, only root accounts can be mutually associated. Sub-accounts created by the root account can only have one root account and cannot be associated with other root accounts. For details, see User Type .

What are the limitations on binding associated accounts such as WeChat, email, WeCom, and QQ?

You can view Use limit to learn about the restrictions on third-party binding associations.

Account Cancellation

Last updated：2024-08-16 20:25:35

How to cancel a Tencent Cloud account?

You can go to the Account Center > Security Settings to request account cancellation. For more details, please see Account Cancellation.

What are the conditions for account cancellation?

- There should be no pending orders or services, and no outstanding or unpaid charges in the account.
- There should be no cash balance, vouchers, or currently used resources in the account.
- All Collaborators, Sub-users, and Message Recipients under the account must be deleted.
- The account should have no pending complaints or reports.

For more requirements on account cancellation, please view the Tencent Cloud Account Cancellation Agreement.

Why can't I cancel my Tencent Cloud account immediately?

If you cannot cancel your Tencent Cloud account, the possible reasons may include:
- Your account has overdue payments. Please top up to clear outstanding charges before submitting an account cancellation request.
- Your account has a cash balance, vouchers, or currently used resources.
- Your account has not completely deleted all Collaborators, Sub-users, and Message Recipients.
- Your account has pending complaints or reports.

For more requirements on account cancellation, please view the Tencent Cloud Account Cancellation Agreement.

What is the Account Cancellation Cooling-off Period?

After applying for account cancellation, a Tencent Cloud account cannot be immediately canceled. It must enter a cooling-off period. The purpose is to ensure that all resource instances' bills under the account have been generated and settled, preventing financial disputes caused by delayed bills.
For more requirements on account cancellation, please view the Tencent Cloud Account Cancellation Agreement.

How to quickly check the resources under an account before cancellation?

You can log in to the Tencent Cloud Console to view the resources currently being used under this account.

Can I apply for account cancellation if my account has resources but is not in use?

- If your account has overdue payments, account cancellation is not supported. Please top up to clear the outstanding charges before submitting a cancellation request.
- If your account still has the following products: vouchers, SSL Certificates expiring within three months, CDN traffic packages, cloud marketplace mini-programs, stress test masters, SMS packages, VOD daily resource packages, live streaming packages, website hosting, VOD CFS resources, please ensure there is no further need for use and back up relevant data in time.

> ⓘ **Note**
>
> If there are still other product resources under the account, you need to log in to the corresponding product console to delete them before you can submit a cancellation request. Otherwise, the cancellation will not be successful.

If the enterprise associated with the real-name authentication has been deregistered and the business license cannot be provided, how to apply for Tencent Cloud account cancellation?

If the enterprise authenticated with your account has been deregistered, please provide a deregistration declaration letter stamped by the industry and commerce bureau.

How to deactivate an account that has not been verified with real-name authentication?

You can log in to **Account Center** > Security Settings , click **Log off**, and submit a cancellation request.

If the account cannot log in, how to cancel the account?

Account cancellation is a high-risk operation, requiring you to log in to the official website to submit the cancellation request. If you cannot log in to the account, you can self-service apply to log in to Tencent Cloud account, bind a new email for logging in. If you no longer use it later, you can directly log in to **Account Center** > Security Settings , click **Log off**, and submit a cancellation request.

What if I need to cancel an account, but can't recall the corresponding account?

Go to the official website retrieve account , after retrieving the account, log in to **Account Center** > Security Settings , click **Log off**, and submit a cancellation request.

My phone number is linked to two Tencent Cloud accounts. If I cancel one account, will the other be affected?

The accounts are independent of each other. Cancelling one account will not affect the other account.

Can I log in to Tencent Cloud after account cancellation?

After the account is cancelled, you will not be able to log in to the Tencent Cloud website, access the console, or perform operations that depend on account permissions.

If I use third parties (WeChat, QQ, and WeChat official accounts) for registration, will cancelling the Tencent Cloud account affect the use of the third parties?

No. Cancelling the account will only affect the related Tencent Cloud services and will not impact the normal use of WeChat, QQ, and WeChat official accounts.

After account cancellation, can I still register a new account?

After account cancellation, you can still use the original method to register a new Tencent Cloud account.

Can the account be recovered or the business data be restored after account cancellation?

Once the account is cancelled, all data under the account, including account information, business data, transaction records, etc., cannot be recovered.

How will I be notified of the account cancellation application result?

The result of the account cancellation will be sent to the secure phone number and email address set for the account. If modification is needed, log in to **Account Center** > Security Settings , and refer to Modify Phone and Email documentation for setup.

If the account cancellation application is rejected, can I apply again?

Yes. If your application is rejected, please follow the instructions provided in the rejection reason to address the issue. After handling it, log in to **Account Center** > Security Settings and reapply.

What if I cannot receive the CAPTCHA during the account cancellation process?

If you cannot receive the CAPTCHA due to the secure mobile number being canceled or lost, you can log in to **Account Center** > Security Settings and refer to the Modify Phone and Email documentation to change the mobile number to one that can receive the CAPTCHA, and then proceed with the account cancellation.

MFA Devices

Last updated：2024-08-16 20:25:57

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 username and password credentials. An MFA device, also called a dynamic password card or token, is a device that enables this authentication method. Tencent Cloud currently offers two types of MFA devices: hardware MFA devices and virtual MFA devices.

What is login protection?

log in to security entails an additional layer of protection provided by Tencent Cloud when you perform a log in to action. Typically, this protection measure requires the correct input of the account and password , along with an extra piece of evidence to prove your identity. For more details, please refer to the   log in to protection   documentation.

How to bind an MFA device?

For the operation of binding a MFA device, please see the   MFA device   documentation.

How to unbind an MFA device?

For the operation of unbinding a   MFA device, please refer to the   MFA device   documentation.

My account is bound to MFA, but I lost my phone. How can I log in to my account?

- **Method 1: Have another Tencent Cloud account**
  Please log in to another account to contact Online Customer Service to apply for unbinding:
  Account Center > Account Security Settings (MFA) issues.
  Work Order Application Template:
  - ○ **a. Personal MFA unbinding:**
    log in to account: (QQ, email, WeChat, WeChat Official Account)
    Real name + Identity card number + Face verification;
    Applicant holding identity card photos or color scans back and front;
    Please provide the mobile number in use.

> ⚠ **Note**
> The applicant must be consistent with the real-name authentication information.

- ○ **b. Corporate MFA unbinding:**

    log in to account: (QQ, email, WeChat, WeChat Official Account)

    Real company name + Company document number;

    Applicant's name + ID number + Applicant holding identity card photos or color scans back and front;

    Company business license document photos or color scans + Legal representative holding identity card photos or color scans back and front;

    Please provide the mobile number in use.

- **Method 2: No other Tencent Cloud account**

    You can call the official customer service at 4009100100 for unbinding assistance.

What should I do if the MFA verification shows "Captcha unsuccessful"?

If your phone has not been replaced and the App has not been deleted but the obtained Captcha always shows as invalid, the reason may be:

- The Captcha you entered has expired. A 6-digit dynamic security code appears every 30 seconds in the App. Please enter it within the valid time of the dynamic security code.
- The time on your phone is not synchronized with your computer. Please synchronize the time on your phone and computer.

Why does it still prompt for MFA verification after unbinding WeChat?

Unbinding the WeChat used for logging in will not unbind the MFA WeChat. After unbinding the WeChat login method, MFA can still be used normally.

Does one Tencent Cloud account support validation from multiple mobile devices?

One Tencent Cloud account supports only one mobile device for validation. Currently, MFA does not support third-party logins. Log-in protection primarily considers account security, so the design currently allows one account to correspond to one validation device.

Log in to anomalies

Last updated：2024-08-16 20:26:14

To ensure your Tencent Cloud account is not affected by security policies of QQ, WeChat, etc., and to enhance Tencent Cloud account security, it is recommended that you bind your email as the log in method for your Tencent Cloud account. For specific operation instructions, please refer to Related account email , Bind log in method .

Table of Contents:

Account Login Issues

Don't remember the account, how to retrieve?

You can use the Find Account tool to recover your account by security phone, account ID, domain, and verified information, etc.

After recovering your account, if you cannot log in because you forgot the log in method/it's not available or forgot the password, you can apply for account log in by Self-service Application .

After retrieving the account, still can't log in?

Based on the recovered account information, submit a Request to log in to Tencent Cloud account . **If the original account had MFA (Multi-Factor Authentication) enabled, please check and fill in the modification of MFA in the authorization letter required during the application process.** Once your application is approved, you can log in.

What to do if your account cannot verify domain name, CVM information?

1. Verify whether the login account is correct.
2. Go to Find Account and use the Self-service View by domain name to retrieve your Tencent Cloud account.

QQ account login prompts an exception and cannot log in?

If your QQ account shows that it has entered protection mode or is temporarily unable to log in to when attempting to log in, your QQ account may have been frozen. For more details, please see Freezing and Unfreezing Documentation .

If you have any questions about your QQ account being frozen, you can consult QQ Security Center or Tencent Customer Service .

Password login problem

Forgot your password and cannot reset it successfully?

1. To reset your account password , please refer to Resetting log in to password .
2. Use other login methods for this account to log in to the account.
3. Submit a request to log in to a Tencent Cloud account , **add/modify an email login method** to log in to the account. Once the request is approved, you can **log in with the newly added email** .

Forgot your sub-account password, how to log in to the sub-account?

You can refer to the documentation to reset the log in to password for Sub-user . After resetting the password , log in to the sub-account again.

How long does it take for a Tencent Cloud account log in to password change to take effect?

The log in to password change for a Tencent Cloud account takes effect immediately.

Mobile login problem

When logging in to the account, it requires phone verification, but the phone is unavailable. What should I do?

You can click **log in to** on the bottom right to use the **alternative verification method** instead of phone verification.

身份认证

当前身份已开启登录保护，请输入手机验证码

安全手机　+86 181****　　　

| 验证码 | 发送验证码 |

☐ 信任当前设备，7天内登录无需身份验证

登录

‹ 切换账号　　　　　　　　　使用备选校验方式

The secure mobile is unavailable. How to log in?

Tencent Cloud accounts do not support direct login using secure mobile. If phone verification is required when you log in and the phone is unavailable, you can click **log in to** at the bottom right corner and select **Use Alternative Verification Methods** instead of phone verification.

What should I do if I can't receive the CAPTCHA?

For more details, refer to Unable to Receive Verification Information on Mobile and Unable to receive verification information via email .

How to log in to Tencent Cloud on mobile phones?

You can use WeChat to search for the "Tencent Cloud Assistant" mini program and log in to Tencent Cloud using Tencent Cloud Assistant on your mobile phone to manage your Tencent Cloud products.

Scan code/face login issues

Why do I need WeChat QR code scanning when logging in?

Tencent Cloud accounts support WeChat QR code scanning for login. If your account is already bound to WeChat, you can log in by scanning the QR code. If not, scan the code, then select to bind an existing account with WeChat. After binding successfully, you can use WeChat to log in to your Tencent Cloud account.

What to do if I can't log in to Tencent Cloud by scanning the WeChat QR code?

You can switch hotspots or devices and try scanning the QR code again.

Why do I need face recognition when logging in to the account?

Your account or related environment is at risk, and further identity verification is needed to ensure the security of your resources.

What to do if the account is bound to WeChat, but the scan redirects to the WeChat Open Platform?

To ensure account security, please do not provide the log in to QR code to others or scan QR codes provided by others. If you need someone else to help manage your account, you can create **sub-accounts** with different permissions through User Management to assist you.

Why doesn't scanning the QR code with Mobile QQ respond?

Use your mobile phone to scan the QR code with QQ, if there is no response after scanning, it is recommended you click on the 'Account Password Login' option below the QR code, enter your QQ account and password, then click 'Authorize and Login' to log in to Tencent Cloud.

QQ account login requires QR code verification?

If you are prompted to scan the QR code with QQ Mobile when attempting to log in to QQ, it's because the QQ Security Center detected attempts by malicious users to brute-force login to your QQ account. To ensure the safety of your QQ account, you need to scan the QR code with QQ Mobile or log in through QQ PC version authorization before you can log in to Tencent Cloud. Currently, it is not possible to apply for lifting the QR code login requirement. If you have any questions about QQ's security policy, you can consult the QQ Security Center.

Can the Tencent Cloud account registered with QQ be logged in with WeChat scan?

If you wish to use WeChat to log in to a Tencent Cloud account registered via QQ, you can refer to the 'Binding Login Method' operation guidance for association.

Employee Resignation Login Issues

Employee resigned and the account administrator is unreachable?

You can refer to the 'Recover Account Through Company Information' document to recover all accounts under your company by providing relevant company information.

How should the account be handled when an employee resigns?

You can refer to the 'Employee Resignation Guide' document, which provides guidance on handling Tencent Cloud account transfers, account recovery, account login, etc., when an

employee leaves.

Other Login Issues

What should I do if I forget the login method? How to recover the login method?

- If you have forgotten your account, you can apply for a new or modify an existing email login method through 'Self-service Application' to log into your account.
- If the account ID is known but the login method is forgotten, you can also recover the login method through 'Recover Account' using the account ID.

What to do if you cannot log in due to QQ/WeChat/Public account freezing or deactivation?

If your account is frozen due to personnel changes, log in to methods (such as WeChat, QQ), preventing you from log in to Tencent Cloud resources, you can click apply to log in to Tencent Cloud, fill in basic account information, apply online to bind a new email as the log in to method. Once approved, you will be able to log in to your account through this email.

What if my personal or corporate information is stolen and used for Tencent Cloud account authentication?

Please protect your personal/corporate information and do not purchase or register accounts through any platform or channel other than the official Tencent Cloud platform or authorized agents, as this may lead to information leakage. The Tencent Cloud account and its resources belong to the account certification subject. You can refer to the following methods to recover your account:

- **Individual users**
  1.1 Go to find your account, fill in your identity information, Face Recognition once approved, you can retrieve your verified.account information on Tencent Cloud. For operation guidance, please refer to recover through personal information.
  1.2 Based on the retrieved account information, submit a log in to Tencent Cloud account application. Once approved, you will be able to log in to the Tencent Cloud account.
- **Corporate users**
  Go to find your account, fill in your company's information, upload company documents. Once the appeal is approved, you can retrieve your company's verified account information on Tencent Cloud. For operation guidance, please refer to recover through company information.

After recovering the account log in to , you can choose to change the account password , change the security phone number , change the security email or cancel the account .

Can QQ and WeChat-registered Tencent Cloud accounts be merged?

If you have registered Tencent Cloud with both QQ and WeChat, then these two accounts are independent and cannot be merged.

Similarly, Tencent Cloud accounts registered with a WeChat public account cannot be merged with other accounts registered with QQ, email, or WeChat. However, you can link all accounts to WeChat. After successful linking, you can manage multiple accounts with a single WeChat. For specific operations, please refer to binding log in to method .

Can a registered Tencent Cloud account email be linked to another account?

If the email has already registered a Tencent Cloud account, it cannot be linked to another account.

How do I view the historical login information of a Tencent Cloud account?

1. log in to the Tencent Cloud console, enter CloudAudit in the search box, click   CloudAudit to enter the **CloudAudit** console.

2. On the **Operation Record** page, view the log in to records of the Tencent Cloud account.

Project Management

Last updated: 2024-08-16 20:26:55

How to create a project?

1. Enter the Account Center, click **Project Management**.
2. Click **Create**.
3. Enter the project name and description.
4. Click **Submit** to complete the creation.

How to disable a project?

To avoid impacting your business operations, projects cannot be deleted. Refer to the following steps to disable the current project:

1. Enter the Account Center, click **Project Management**.
2. Select the project you need to disable, click **Disable**.
3. Confirm to disable this project.

How to recover a disabled project?

1. Enter the Account Center, click **Project Management**.
2. Check the option to display disabled projects.
3. Select the project you need to reactivate, click **Enable**.

How to handle resources in a disabled project?

First, enable the project. Then, in the corresponding product console, migrate the resources to another project before disabling it again.

Can the consumption information of a disabled project still be queried?

You can query the consumption information of disabled projects in the Billing Center.

Employee Resignation Guide

Last updated：2024-08-16 20:27:12

This document provides guidance on Tencent Cloud account handover, account recovery, account login issues, etc., during employee resignation.

Operation Type	Operation Description
Pre-resignation Operations	- Root Account Handover - Sub-account Handover
Post-resignation Operations	- Employee Resignation Account Recovery - Employee Resignation Login Issue - Login Security Verification Issue

Pre-resignation Operations

Root Account Handover

Before resignation, employees need to disconnect their personal contact information from their Tencent Cloud account, including:

- Unbind personal phone number
- Unbind personal email
- Unbind enterprise WeChat ID
- Unbind personal WeChat ID
- Unbind personal QQ ID
- Unbind WeChat public platform

The above operations can all be completed at the Account Information > log in to method. For detailed instructions, please refer to the Unbinding log in to Method document.

Sub-account Handover

Before an employee resigns, if they are linked to a sub-account, the root account must delete the sub-account.

1. If a sub-account has active keys, please disable or delete the keys in the API Key Management section (refer to Sub-Account Access Key Management).

2. In the User List , find the sub-account you wish to delete, click the **More Actions** > **Delete**, and follow the prompts to confirm and delete.


Post-resignation Operations

Employee Resignation Account Recovery

In cases where an employee leaves and there is no knowledge of the account ID, associated phone number, domain, registration information, etc., the following method can be used to recover the account .

- Recover using enterprise information
- Recover using personal information
- Recover using secure mobile
- Recover using domain name
- Recover using record information
- Recover using server IP

- Recover using account ID
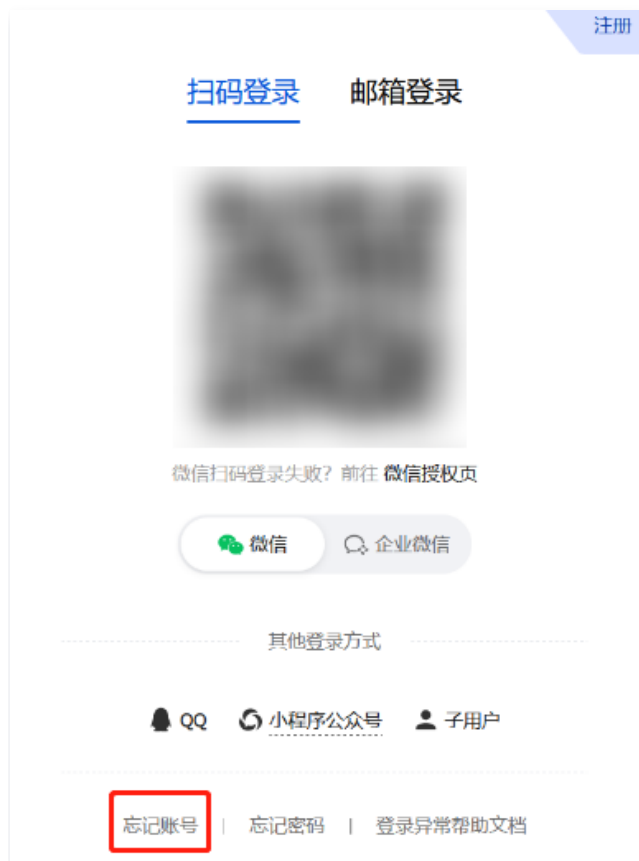
Employee resignation unable to log in to

If your Tencent Cloud account becomes inaccessible due to staff departure and you need to rebind or change the account, you can through **forget password** fill in basic account information to apply for binding a new email as the log in method. Once approved, you can log in to your account through this email, or you can click **forget password** to reset your log in password.
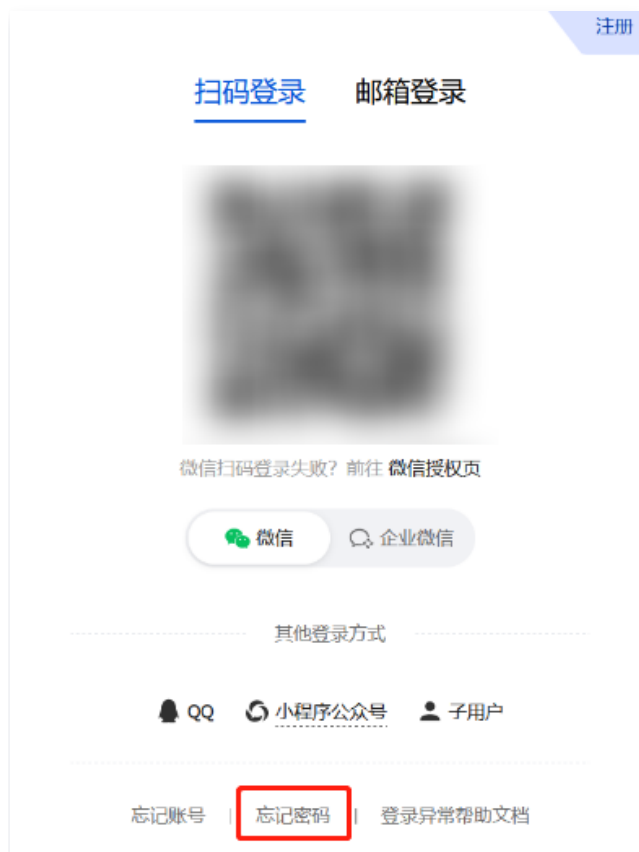
Log in to security verification issue

If you encounter security verification issues with your Tencent Cloud account due to employee resignation, please refer to **Security Settings** > **Account Protection** for specific verification methods, and then modify as follows:

- If verifying via phone number, then modify the phone number
- If verifying via WeChat ID, then unbind WeChat ID
- If verifying via email, then unbind email
- If verifying via QQ Number, then unbind QQ Number

Tencent Cloud Assistant Admin Authorization

Last updated：2024−08−16 20:27:33

Why does it prompt 'Not a WeCom Administrator' when binding WeCom log in method?

Please contact your enterprise WeChat administrator to go to **Enterprise WeChat > Workbench > Manage Corporation > Application Management > Tencent Cloud Assistant** , and change the **application authorization method** to **Enterprise Administrator Authorization,** and add yourself to the **visibility scope.**

The specific steps are as follows:

1. The WeCom administrator should perform the following steps to change the **Application Authorization Method** to **Enterprise Administrator Authorization for Use.**

2. The enterprise administrator should open WeCom, choose Workbench, and click Manage Enterprise.

3. Click **Application Management.**

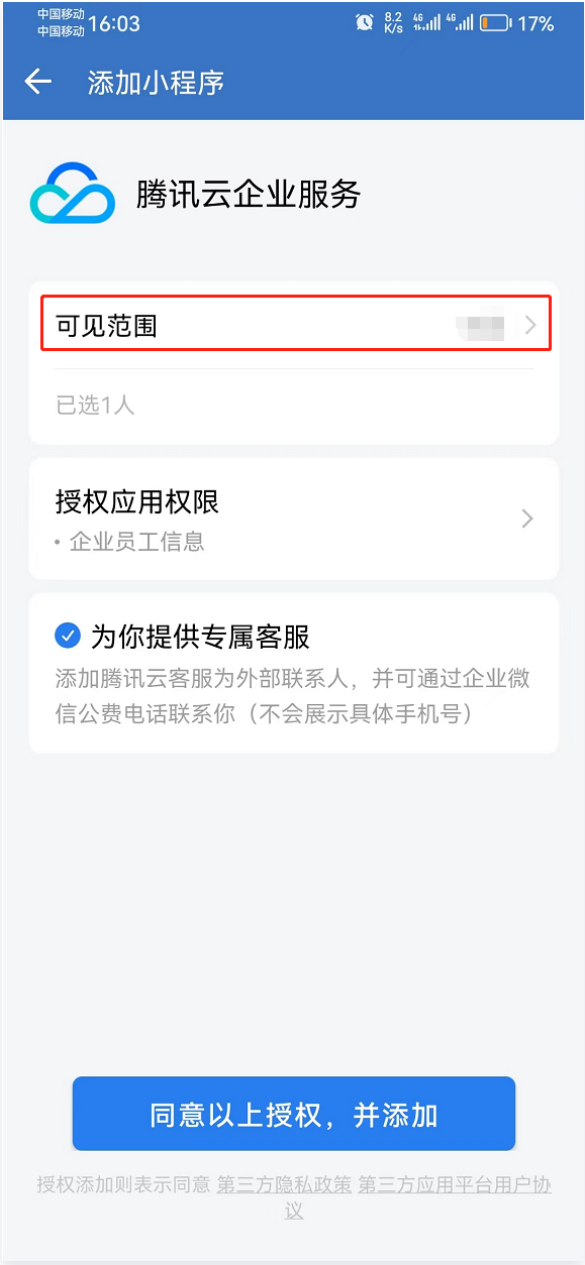4. Click **Tencent Cloud Enterprise Service.**

Tencent Cloud

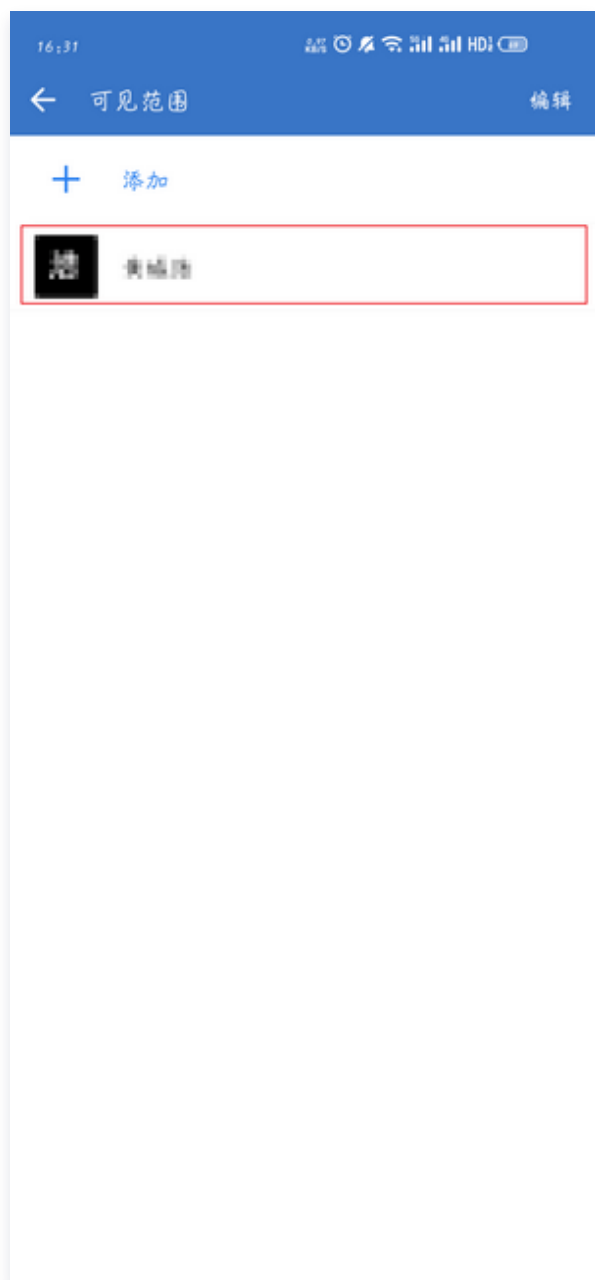5. Click **Application Authorization Method.**

6. Select **Enterprise Administrator Authorization for Use** and click **Confirm.**

7. Click **Visible Scope.**

Tencent Cloud

8. Select visible members in the **Visible Scope.**

9. Confirm the authorization information and click **Agree to the above authorization and add.**

10. After the enterprise administrator completes the operation, return to the console and rebind the WeCom log in method.