

My Account

User Guide

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Security Declaration

Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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1 Overview

1.1 Basic Concepts

This section describes the account types of Huawei Cloud services.



CAUTION

The "HUAWEI ID" mentioned in this section has been presumably used to enable Huawei Cloud services.

HUAWEI ID

A HUAWEI ID is a unified "identity" for a customer to access various Huawei portals. You can sign up for just one HUAWEI ID to obtain access to all of Huawei's services, including Huawei Cloud, HUAWEI Mobile Services, HUAWEI devices (such as HUAWEI Phones), and HUAWEI Developers. After you create a HUAWEI ID through Huawei Cloud, you can use it to purchase Huawei Cloud resources. The HUAWEI ID has full access permissions for your cloud resources and can be used to make payments for them. You can use the HUAWEI ID to reset IAM user passwords, assign permissions, and receive and pay all bills generated for resources used by your IAM users.

You can modify your account details or delete your account in [Huawei account center](#).

Huawei Cloud Account

Huawei Cloud accounts can only be used to log in to Huawei Cloud. An account is created after you sign up for Huawei Cloud. Your Huawei Cloud account has full permissions for your cloud resources and makes payments for the use of these resources. You can use this account to perform actions such as resetting your login password and assigning permissions.



CAUTION

Huawei Cloud accounts that have been created in Huawei Cloud need to be upgraded to HUAWEI IDs. After the upgrade, you can use a HUAWEI ID to log in to Huawei Cloud and the Huawei Cloud account is no longer available for login. For more information, see [Account Upgrade](#).

Currently, Huawei Cloud no longer supports the registration of Huawei Cloud accounts. To use Huawei Cloud services, [sign up for a HUAWEI ID and enable Huawei Cloud services](#).

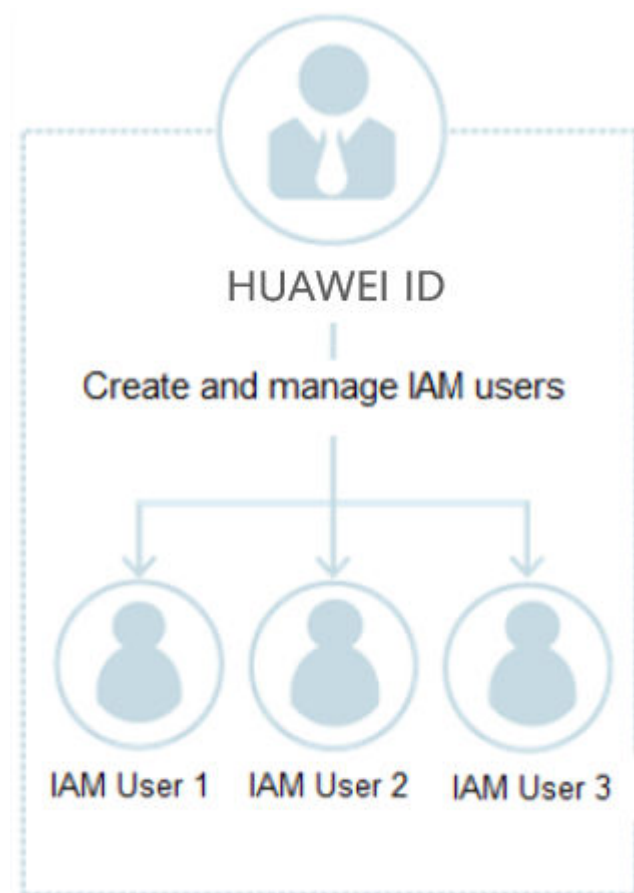
IAM User

You can use a HUAWEI ID to create users in Identity and Access Management (IAM) and assign them permissions for specific resources. Each IAM user has their own credentials (password and access keys) and uses cloud resources based on assigned permissions. IAM users cannot make payments for cloud resources they use.



NOTE

IAM users are provided by Huawei Cloud and they can only use specific resources based on the assigned permissions. You can use the HUAWEI ID to modify or revoke the permissions assigned to IAM users at any time. The bills generated for the resources used by IAM users are paid by the HUAWEI ID. Huawei Cloud does not issue bills to IAM users, and IAM users cannot make payments for cloud resources they use.

Figure 1-1 HUAWEI ID and IAM users

Enterprise Master Account and Member Account

Both enterprise master accounts and member accounts are HUAWEI IDs.

An enterprise master account is an enterprise account that has enabled the Enterprise Center and has not joined the Cloud Solution Provider Program. It can be used by a medium- or large-sized enterprise to manage commercial discounts, funds, invoices, and bills for multiple accounts across subsidiaries or departments.

Enterprise Center enables multiple HUAWEI IDs to be associated with each other for accounting purposes. If you use a HUAWEI ID to enable Enterprise Center, the HUAWEI ID becomes a master account, and you can use it to create a hierarchical organization, create member accounts, or invite existing accounts as member accounts.

To invite another account to function as a member account, an enterprise master account must meet specific requirements as described in [Inviting an Existing Account](#).

Resource Account

In the Landing Zone solution, a resource account is the minimum unit for resource isolation. Resource accounts are used to manage enterprise resources and security.

After an enterprise master account creates a resource account using [Organizations](#), the financial hosting relationship is automatically established

between the resource account and the enterprise master account. Different from unified accounting member accounts, resource accounts cannot be used for transactions on Huawei Cloud.

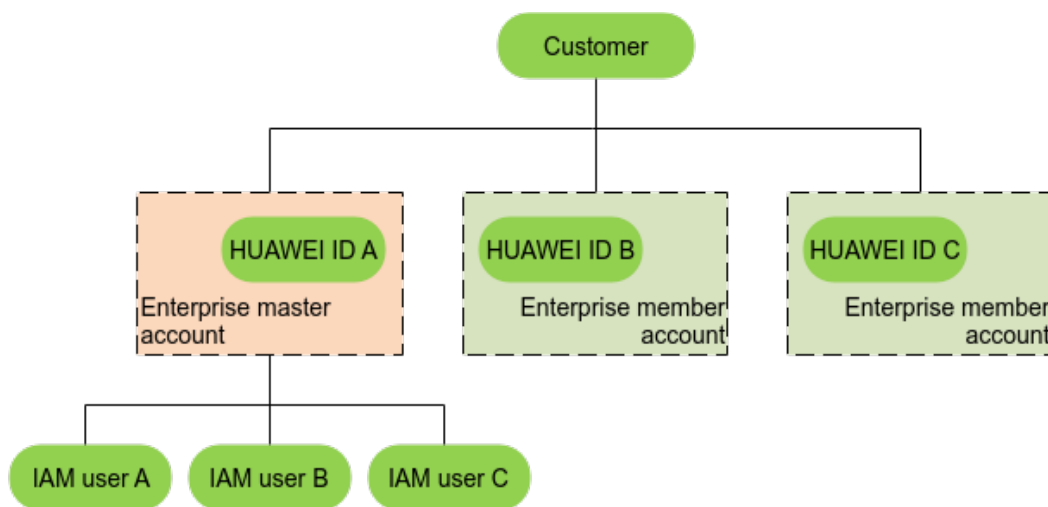
Partner Account

An enterprise customer can sign up for a HUAWEI ID and enable Huawei Cloud services, and join HCPN to become a Huawei Cloud partner.

Different from a HUAWEI ID, a partner account is a management account used by a partner to develop and manage customers and fulfill the responsibilities of granting credits, selling services, billing, and making payments. A partner account can be associated with multiple HUAWEI IDs. After the association is completed, the HUAWEI IDs become the partner's sub-customer accounts.

If a customer associated with the partner is a reseller customer, the customer deals with the partner. The partner issues an invoice to and collects payment from the customer. Huawei Cloud completes settlement with (based on the settlement fee) and issues an invoice to the partner. The partner pays Huawei Cloud and generates revenue based on the difference between the price paid by the customer and the price they pay to Huawei Cloud.

Relationships Between Different Accounts



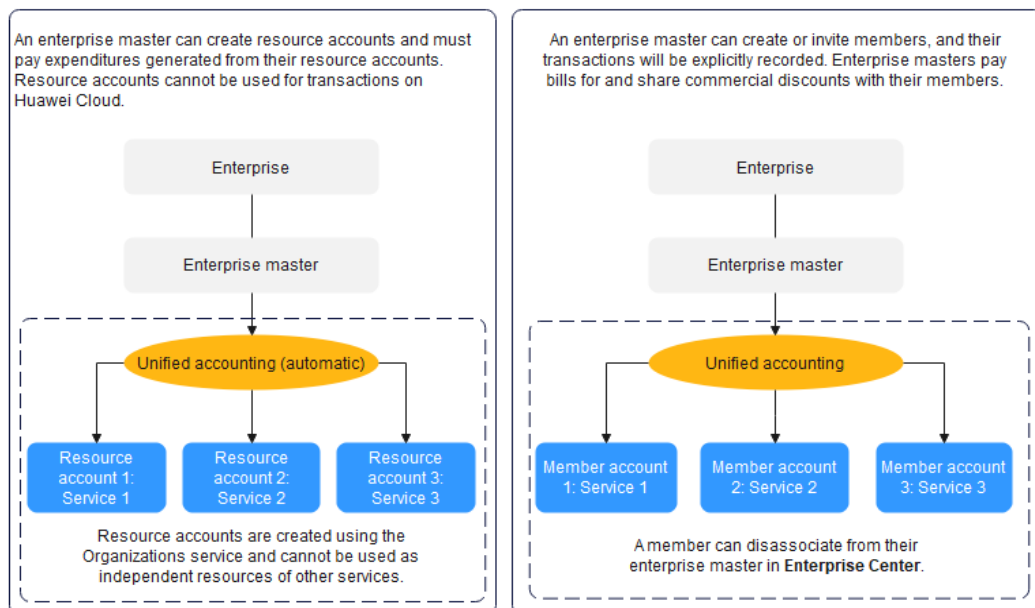
You can have multiple HUAWEI IDs, and each HUAWEI ID can be used to create multiple IAM users. A HUAWEI ID that meets specific requirements can enable Enterprise Center and invite other HUAWEI IDs as its member accounts.

Enterprise Management enables multiple HUAWEI IDs to be associated with each other for accounting purposes. An enterprise master account can be associated with multiple members to create a hierarchical organization.

Both enterprise master and member accounts can be used to create IAM users for resource management. An enterprise master account can only manage its own IAM users, but cannot manage those created by its associated member accounts.

The following shows how the relationship between an enterprise master and their members varies in different scenarios.

- When an enterprise master account is a direct sales customer of Huawei Cloud, the relationship patterns are shown as follows.

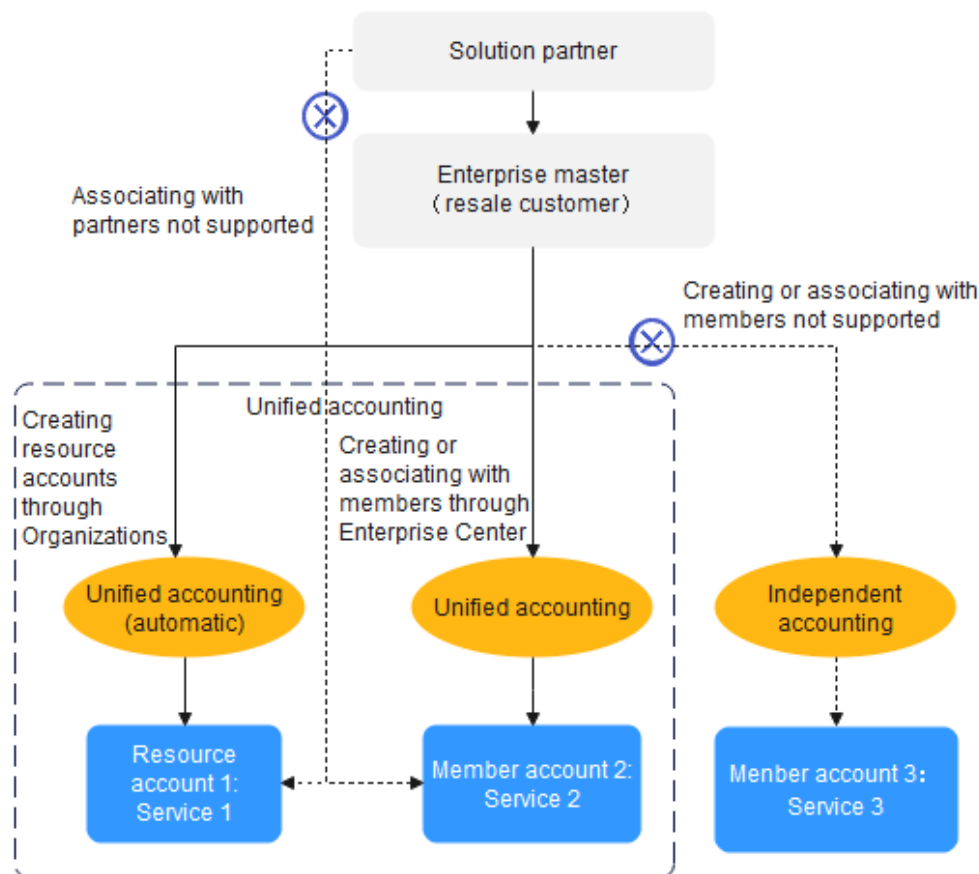


NOTE

There is also a mixed relationship pattern where an enterprise master is associated with both resource and member accounts.

- When an enterprise master account is a customer of a partner, the relationship patterns are shown as follows.

When an enterprise master is associated with a partner in the reseller model, the enterprise master signs contracts and settles with their partner. Huawei Cloud will allocate coupons to partners. If a member are associated with their enterprise master in the unified accounting model, this member cannot associate with any partner.



1.2 Differences Between Huawei Cloud Websites (Chinese Mainland and International)

Huawei Cloud has two online presences: Huawei Cloud Chinese Mainland and Huawei Cloud International.

- The Huawei Cloud Chinese Mainland website is intended for customers in the Chinese mainland.
- The Huawei Cloud International website is intended for global organizations and enterprises, and Chinese enterprises' branches outside the Chinese mainland. For details about how to create an account on the Huawei Cloud International website, see [Signing up for a HUAWEI ID and Enabling Huawei Cloud Services](#). [Table 1-1](#) shows the differences between the two websites.

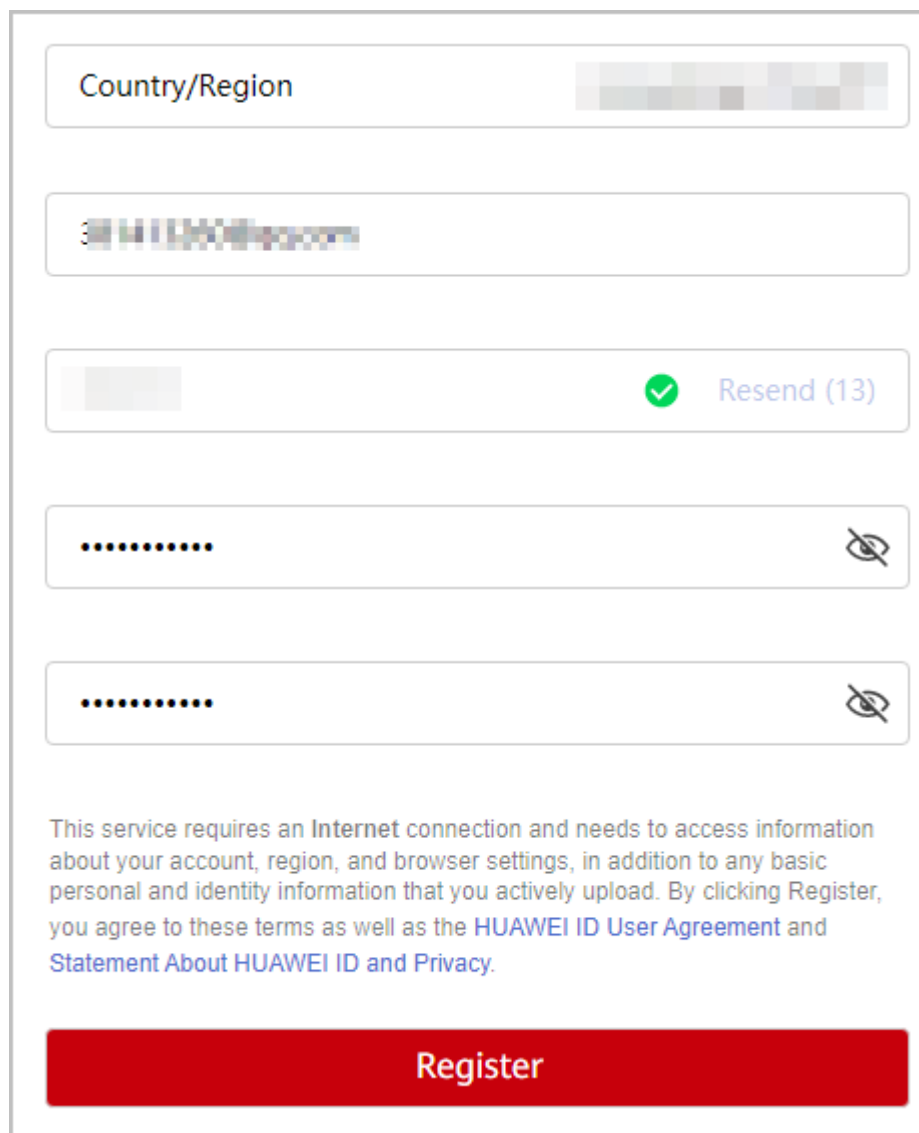
Table 1-1 Differences between Huawei Cloud websites (Chinese Mainland and International)

Difference	Huawei Cloud Chinese Mainland Website	Huawei Cloud International Website
Real-name authentication	Required for purchase and use of cloud resources.	Required only for purchase and use of cloud resources provided in the Chinese mainland.
Transaction prerequisites	You have completed real-name authentication for your account.	Your account has been bound to a credit card or has been granted credit.
Transaction model	Prepayment (paying an upfront fee before purchasing resources)	Post payment (using resources and paying for them afterwards)
Transaction currency	CNY	The currency you selected in the Currency area of the Preferences page in My Account
Payment method	• Top-up: bank transfer, online payment • Payment: payment with balance, online payment NOTE • WeChat, Alipay, and UnionPay are supported. • To make payments with your balance, top up your account through online payment or bank transfer.	Online payment and monthly settlement
Transaction type	Pay-per-use, yearly/monthly	Pay-per-use, yearly/monthly, reserved instances

2 Signing Up for a HUAWEI ID and Enabling Huawei Cloud Services

Procedure

- Step 1** Go to the [Huawei Cloud](#) official website, and click **Sign Up** in the upper right corner.
- Step 2** Sign up for a HUAWEI ID.



Country/Region

Email Address

Verification Code [Resend \(13\)](#)

Password

Confirm Password

This service requires an Internet connection and needs to access information about your account, region, and browser settings, in addition to any basic personal and identity information that you actively upload. By clicking Register, you agree to these terms as well as the [HUAWEI ID User Agreement](#) and [Statement About HUAWEI ID and Privacy](#).

Register

1. Select a country or region from the **Country/Region** pull-down list.
 - If you sign up for the HUAWEI ID for an individual, select the country or region where the individual is.
 - If you sign up for the HUAWEI ID for an enterprise, select the country or region where the enterprise was registered.

NOTE

The country or region you select determines the applicable laws and tax rates. It cannot be changed after the account is registered.

2. Enter an email address.
The email address is in the format of *Username@Domain name*. The username can only contain letters (case-sensitive), digits, periods (.), underscores (_), and hyphens (-). It cannot start or end with periods (.) or underscores (_), and cannot contain consecutive periods (..).
3. Enter the verification code received by email.
4. Set a password for your HUAWEI ID. It must:

- Contain at least eight characters.
 - Contain both letters and digits, and do not contain spaces.
5. Click **Register**.

Step 3 (Optional) Set a security phone number.

Set a security phone number, which can be used to reset your password if you forget it.

1. Select a country or region and enter a security phone number.
2. Click **Get code** and enter the received verification code.
3. Click **OK**.

Step 4 Confirm the selected country or region. If it is not the one you want to register, you can change it here, but once Huawei Cloud services are enabled, it cannot be changed anymore. Agree to the service agreements and click **Enable**.

Enable Huawei Cloud Services

* Country/Region [Dropdown Menu]

Select the country or region that matches your billing address. This will affect the applicable laws, Huawei Cloud signing entities, and tax rates. Exercise caution when selecting the country/region because it cannot be changed after you enable Huawei Cloud services. [Learn more](#)

☐ I have read and agree with the [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#). (You can also choose to [enable services later](#).)

☐ I would like to receive updates about discounts and promotions as and when they become available.

Enable

NOTE

If you select Brazil, you need to select the account type (enterprise or individual) first, and then agree to the service agreements.

After you sign up for a HUAWEI ID, add your mobile number, account details, and payment method and then you can subscribe to cloud services. You can also add account details upon the next login by clicking **Associate** in the message.

Step 5 Complete your information by doing as follows:

1. Associate a mobile number with your HUAWEI ID.

✓ Verify Identity — 2 Bind Mobile Number — 3 Complete Account Information — 4 Select Payment Option

* Mobile Number [Input Field]

* Verification Code [Input Field] Send Code [Didn't get a verification code?](#)

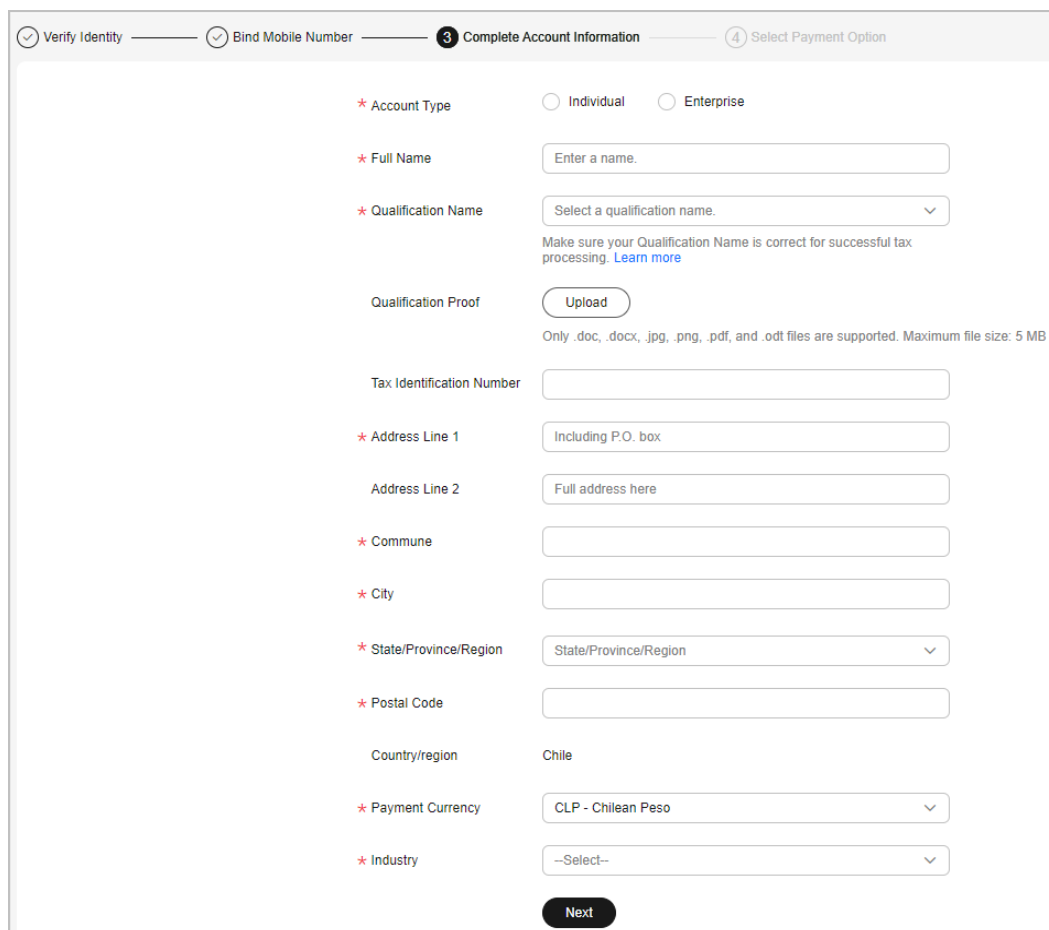
Next

- a. Enter a mobile number.

 NOTE

This mobile number is only used to receive Huawei Cloud news and promotion messages, as well as performing identity authentication. It cannot be used for login.

- b. Enter the verification code received by mobile phone.
 - c. Click **Next**.
2. Complete account information.



The screenshot shows the 'Complete Account Information' step of the sign-up process. At the top, there are four progress indicators: 'Verify Identity' (checked), 'Bind Mobile Number' (checked), '3 Complete Account Information' (active), and '4 Select Payment Option'. The form contains the following fields and options:

- Account Type:** Radio buttons for 'Individual' and 'Enterprise'.
- Full Name:** Text input field with placeholder 'Enter a name.'
- Qualification Name:** Dropdown menu with placeholder 'Select a qualification name.' Below it, a note says: 'Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)'
- Qualification Proof:** 'Upload' button. Below it, a note says: 'Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB'.
- Tax Identification Number:** Text input field.
- Address Line 1:** Text input field with placeholder 'Including P.O. box'.
- Address Line 2:** Text input field with placeholder 'Full address here'.
- Commune:** Text input field.
- City:** Text input field.
- State/Province/Region:** Dropdown menu with placeholder 'State/Province/Region'.
- Postal Code:** Text input field.
- Country/region:** Text input field with value 'Chile'.
- Payment Currency:** Dropdown menu with value 'CLP - Chilean Peso'.
- Industry:** Dropdown menu with value '--Select--'.

A 'Next' button is located at the bottom right of the form.

- a. Select **Individual** or **Enterprise** and enter the required information.
 - b. Click **Next**.
3. Add a credit card.

If you have an expenditure quota or test coupons, or if you are a reseller customer, you can skip this step.

Payment Methods / Add Card

Only credit cards of Visa/MasterCard are supported. Debit cards, prepaid cards, virtual cards, and gift cards are not supported. If you wish to add a debit card, please [submit a service ticket](#).

- After you submit your credit card information, HUAWEI CLOUD will deduct a deposit from your credit card to check the card validity, and the deposit will be automatically returned to your credit card.
- A credit card can be associated with only one HUAWEI CLOUD account.
- The credit card to be used must meet HUAWEI CLOUD requirements.
- You authorize us to deduct fees from your credit card based on your expenditures.
- It will take approximately 2 minutes to add a credit card.
- Your card information will be synchronized to the card issuing bank for card verification.

Amount
The deposit will be returned to your credit card in a week.

Card No.

Name on Card

Expires /

Security Code  A 3-digit number on the rear side of the card or a 4-digit number on the front side

☐ I have read and agree to [the Agreement on Card Binding for HUAWEI CLOUD \(International\) Users](#)

- a. Enter the credit card number, cardholder name, expiration date, and card security code, confirm your acceptance of the service terms, and click **OK**.

 NOTE

When you add a credit card to your account, an authorization charge of \$1 USD (or an equivalent of \$1 USD in other currencies calculated based on the exchange rate) is sent to verify that the card is valid. After the card is added, the authorization charge will be refunded to your credit card within a certain period of time (subject to the bank).

- b. On the displayed bank page, complete identity verification.
- After you successfully add the credit card, you can spend first and then pay the money later.
 - Huawei Cloud will generate a bill on the third day of the next month, send the bill to you, and deduct the fee from your credit card.
 - If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to immediately issue bills to you based on expenses incurred and deduct expenditures from your credit card.
 - If adding card failed, the **Historical Cards** page is displayed, showing the reason in **Result**. In this case, you can add the credit card again or submit a service ticket.

----End

3 Logging In to Huawei Cloud

You can log in to Huawei Cloud using any of the following:

- **HUAWEI ID:** A HUAWEI ID is a single identity that you can use to access all Huawei services. It is **different from a Huawei Cloud account**. Ensure that you have already signed up for a HUAWEI ID. If you do not have a HUAWEI ID, create one and use it to enable Huawei Cloud services. For details, see [Signing up for a HUAWEI ID and Enabling Huawei Cloud Services](#).
- **Huawei Cloud account:** If you already have a Huawei Cloud account, use it to log in. If this is the first time you use Huawei Cloud, [sign up for a HUAWEI ID and enable Huawei Cloud services](#).
- **Huawei enterprise partner**
- **IAM user**
- **Federated user**

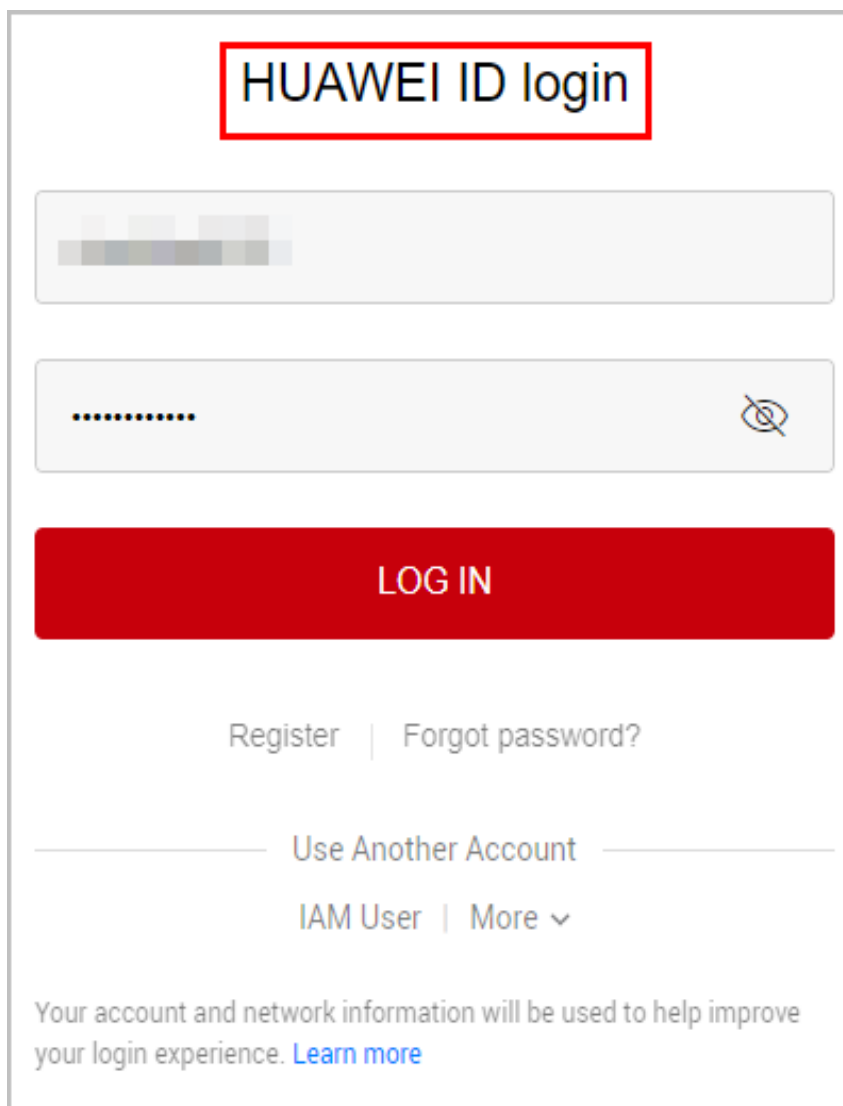
Logging In with a HUAWEI ID

A HUAWEI ID is a unified identity that you can use to access all Huawei services. You can sign up for and manage a HUAWEI ID on the [HUAWEI ID website](#). You can also [sign up for a HUAWEI ID and use it to enable Huawei Cloud services](#) on the Huawei Cloud website. When using a HUAWEI ID for login, you can enter a mobile number, email address, login ID, or Huawei Cloud account name.

To log in with a HUAWEI ID, do as follows:

- Step 1** Go to the [Huawei Cloud](#) official website and click **Sign In** in the upper right corner.
- Step 2** On the login page, enter your mobile number, email address, login ID, or Huawei Cloud account name, enter the password, and then click **LOG IN**.

Figure 3-1 Logging in with a HUAWEI ID



 NOTE

- You can enter a Huawei Cloud account or a HUAWEI ID that has been used to enable Huawei Cloud services.
- If you want to enter a HUAWEI ID whose mobile number or email address has been used to enable Huawei Cloud services, go to step [Step 3](#).
- If you want to enter a HUAWEI ID whose mobile number or email address has not been used to enable Huawei Cloud services, go to step [Step 4](#).

Step 3 Select the account you want to use for login.

If the mobile number or email address you entered has been used to sign up for a HUAWEI ID and Huawei Cloud account, select any account for login.

- Select HUAWEI ID and click **OK**. Then, go to step [Step 4](#).
- Select the Huawei Cloud account and click **OK**. The login is successful.

Step 4 Click **Get code**, enter the verification code, and click **OK**.

If you have already associated both a mobile number and an email address with your HUAWEI ID, you can choose either one for verification.

Step 5 In the **Trust this browser?** dialog box, click **TRUST**.

Step 6 In the displayed dialog box, click **Enable Huawei Cloud Services** or **Use Another Huawei Cloud Account**.

- **Enable Huawei Cloud Services:** Click this button to enable Huawei Cloud services for the HUAWEI ID so that you can use the HUAWEI ID to log in to Huawei Cloud and access cloud services. After clicking this button, go to step [Step 7](#).
- **Use Another Huawei Cloud Account:** Click this button to log in with another Huawei Cloud account. After clicking this button, go to step [Step 2](#).

Step 7 (Optional) If the mobile number or email address you entered has been used to sign up for Huawei Cloud accounts, select an account, and associate it with your HUAWEI ID.

 NOTE

After you associate a Huawei Cloud account with your HUAWEI ID, you can use the HUAWEI ID to access Huawei Cloud, HUAWEI Developers, Vmall, and other Huawei services.

- Associating a Huawei Cloud account with your HUAWEI ID
 - a. Select a Huawei Cloud account and click **Next**.
 - b. Enter the password of the Huawei Cloud account and click **Next**.
 - c. Confirm the HUAWEI ID information and click **OK**.
 - d. Click **OK**. The Huawei Cloud homepage is displayed.

 NOTE

- After you perform the preceding steps, your Huawei Cloud account is associated with your HUAWEI ID and becomes invalid. You need to use the HUAWEI ID for the next login.
- If the upgrade fails, see "What Can I Do If the Upgrade to a HUAWEI ID Fails?" in the *IAM FAQs*.
- Enabling Huawei Cloud services
Click **Skip This Step and Enable Huawei Cloud Services**, and go to step [Step 8](#).

Step 8 On the **Enable Huawei Cloud Services** page, agree to the service agreements and then click **Enable**.

You can now use the HUAWEI ID to log in to Huawei Cloud.

----End

Logging in with a Huawei Cloud account

If you already have a Huawei Cloud account, you can use it to log in to Huawei Cloud. The Huawei Cloud account has full permissions for your cloud resources and makes payments for the use of these resources. You can use this account to perform actions such as resetting your login password and assigning permissions.

The account makes payments for the resources used by IAM users. When using the account to log in to the Huawei Cloud console, you can choose account/email login or mobile number login.

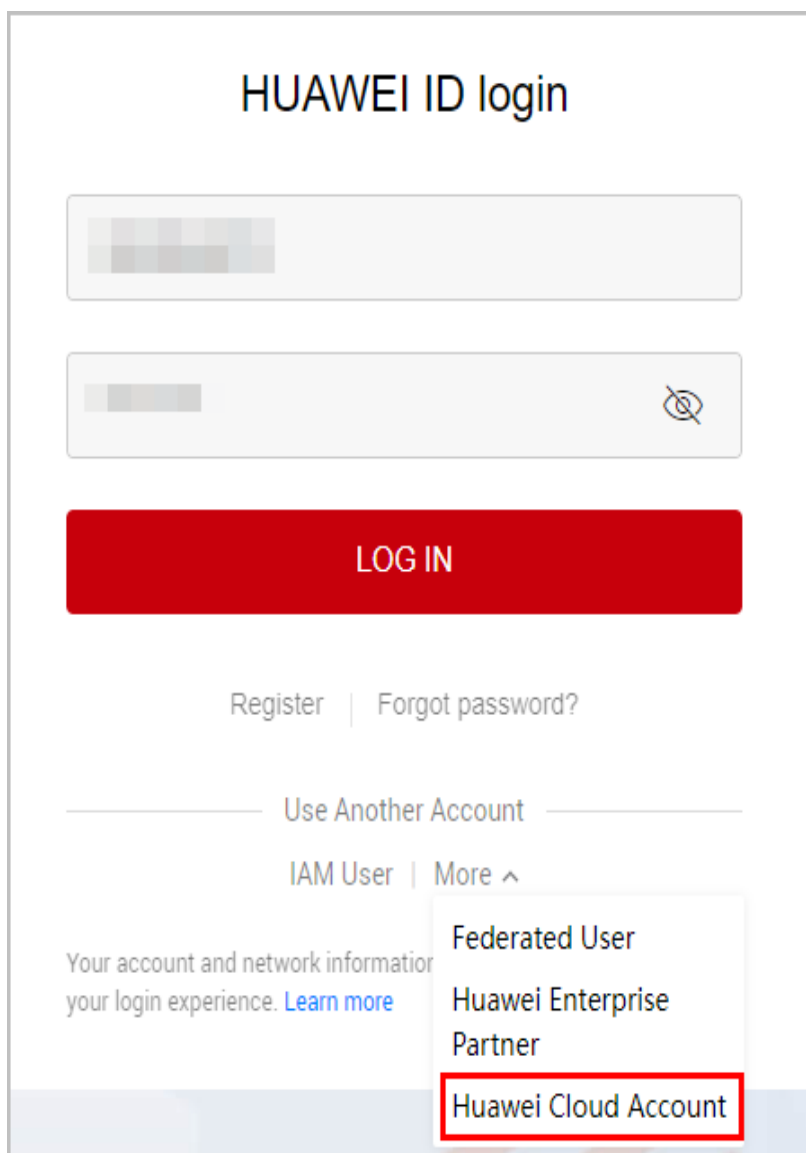
 NOTE

If your Huawei Cloud account has been upgraded to a HUAWEI ID, use the HUAWEI ID to log in. For details, see [Logging In with a HUAWEI ID](#).

To log in with a Huawei Cloud account, do as follows:

- Step 1** Go to the [Huawei Cloud](#) official website and click **Sign In** in the upper right corner.
- Step 2** On the Huawei Cloud login page, click **Huawei Cloud Account**.

Figure 3-2 Logging in with a Huawei Cloud account



- Step 3** Enter your account information and click **Log In**.

- **Account name or email:** The account name or the email address associated with the account.

 NOTE

Account names are case-insensitive.

- **Password:** The login password of the account. You can reset your password if you forgot it. For details, see [What Should I Do If I Forgot My Password?](#)
- **Mobile number:** If you have forgotten the account name, click **Mobile Number Login**, and enter the associated mobile number and the login password to log in.

----End

4 Real-Name Authentication

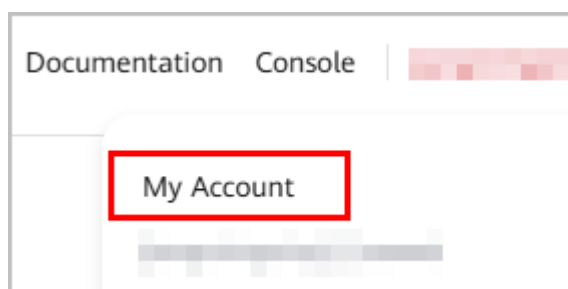
4.1 Real-Name Authentication Overview

Real-name authentication is the process of submitting valid identity information (such as a passport or business license) for verification when you use cloud services in the Chinese mainland. There are individual real-name authentication and enterprise real-name authentication.

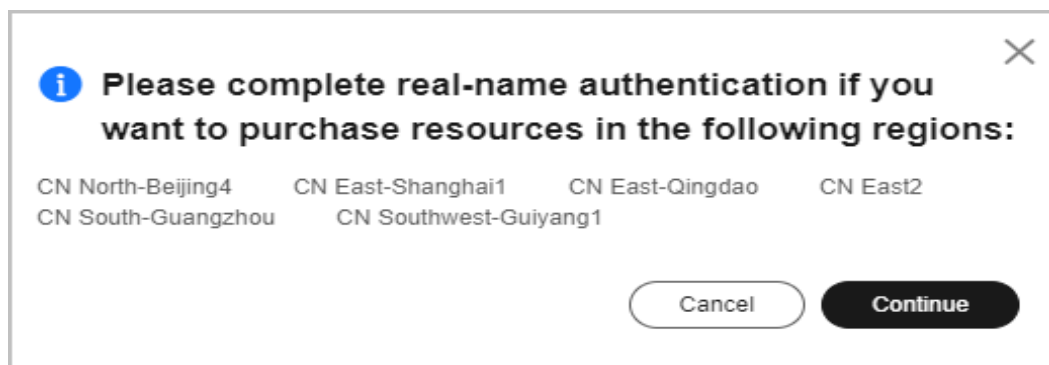
To comply with relevant laws and regulations and ensure account security and legal rights, real-name authentication is required for using cloud services in the Chinese mainland. Without real-name authentication, you are not allowed to purchase these cloud services.

Accessing the Real-Name Authentication Page

1. Log in to [Huawei Cloud](#).
2. In the drop-down list of your account name, click **My Account**.
Go to the **My Account > Basic Information** page.

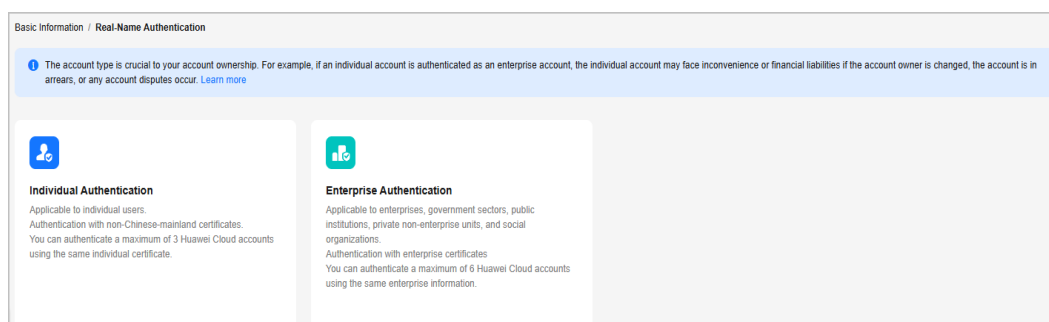


3. Click **Authenticate** in the **Authentication Status** row.
A confirmation dialog box is displayed.



Click **Continue**. The **Real-Name Authentication** page is displayed.

4. Select either **Individual Authentication** or **Enterprise Authentication** based on your needs, and perform real-name authentication as prompted.



Real-Name Authentication Types

Table 4-1 Real-name authentication types

Account Type	Authentication Type	Reference
Individual account	Individual certificate authentication (one to three working days)	Individual Real-Name Authentication
Enterprise account	Enterprise certificate authentication (one to three working days)	Enterprise Real-Name Authentication

Differences Between Individual and Enterprise Authentication

The main difference lies in account ownership.

- An individual account belongs to an individual.
- An enterprise account belongs to an enterprise.

Individual real-name authentication is suitable for individuals.

Enterprise real-name authentication is suitable for enterprises, public institutions, social groups, and individual businesses.

The account type you select will greatly affect your account ownership. For example, if an individual account is authenticated as an enterprise account, the individual account may face inconvenience or financial liabilities if the account owner is changed, the account is in arrears, or any account disputes occur.

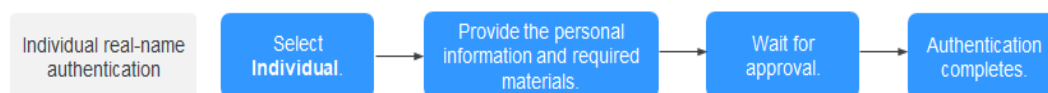
4.2 Individual Real-Name Authentication

Individual users can use personal certificates for real-name authentication.

Individual users can upload one of the following certificates for real-name authentication: passport, ID card, Mainland Travel Permit for Hong Kong and Macao Residents or for Taiwan Residents, Residence Permit for Hong Kong and Macao Residents or for Taiwan Residents, or non-Chinese driver license.

Overall Process

The following figure shows the overall process of individual real-name authentication.



Precautions

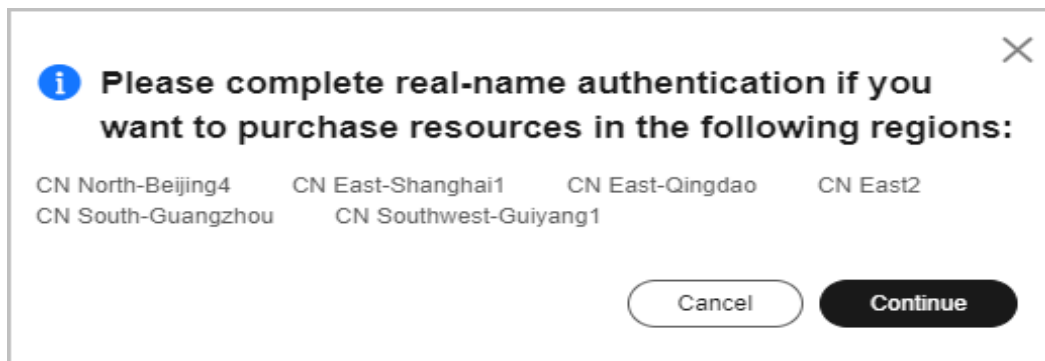
- The address where the uploaded certificate was issued must be the same as the account registration address.
- Your certificate must be valid.
- The photo on the certificate must be clearly visible.
- The name and certificate number you entered must match the certificate.
- Upload a photo of you holding your individual certificate showing the front side.
 - All of the information on the certificate must be clearly visible.
 - Your face and arms must be clearly visible, with no headwear. Preferably, no make-up should be worn.
 - Upload an original, unmodified photo.
- Supported file formats include JPG, JPEG, BMP, PNG, and PDF. Each file must not exceed 10 MB.
- Each certificate number can be used to authenticate a maximum of three accounts.
- You cannot perform individual authentication if you have joined a partner program.

Procedure

Authentication processes are similar for different certificates. This following illustrates an example using a passport.

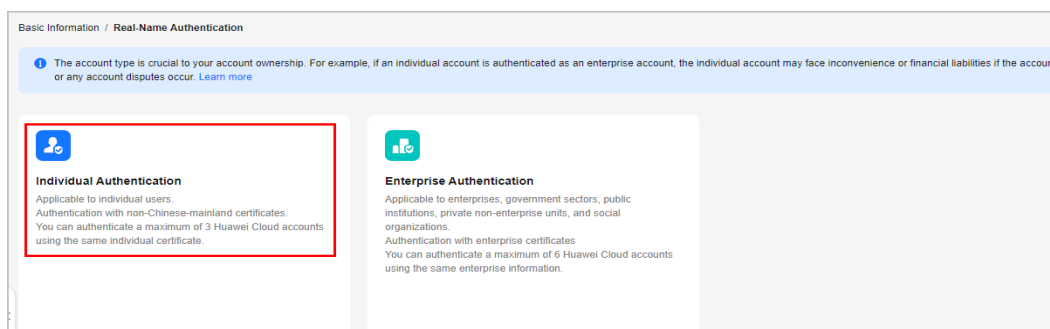
Step 1 Go to the **Basic Information** page and click **Authenticate** in the **Authentication Status** row.

A confirmation dialog box is displayed.



Step 2 Click **Continue**. The **Real-Name Authentication** page is displayed.

Step 3 Select **Individual Authentication**.



Step 4 Fill in your personal information.

The "Real-Name Authentication" form. At the top, there is a breadcrumb "Real-Name Authentication" and a blue banner with a warning icon and text: "Learn more about authentication precautions and procedures." and "The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential." Below the banner, there is a section titled "Individual Certificate Authentication". It includes a "Certificate Type" dropdown menu with options: "Passport", "ID card", "Mainland Travel Permit for Hong Kong and Macao Residents", "Mainland Travel Permit for Taiwan Residents", "Residence Permit for Hong Kong and Macao Residents", "Residence Permit for Taiwan Residents", and "Non-Chinese Driver License". Below this, there are input fields for "Full Name" and "Certificate Number". Below these fields, there is a section titled "Real-Name Authentication Material". It includes a list of requirements: "Upload a JPG, JPEG, BMP, PNG, or PDF file whose size is less than or equal to 10 MB." and "You can watermark your certificate with text such as 'For Huawei Cloud Only'. Ensure that the key information (such as the name and Resident Identity Card number) on your certificate is clearly visible." Below the requirements, there are two upload areas: "Passport personal information page" and "Image of you holding the passport". Each area has a placeholder image and a plus icon. At the bottom, there is a checkbox for "I fully understand, agree, and confirm that (a) the information provided by me is truthful and accurate and complies with applicable laws; (b) I have read and agree with Huawei Cloud Customer Agreement and Privacy Statement (collectively, 'Terms'). Huawei Cloud has the right to process my related information in accordance with the Terms and applicable laws, including but not limited to collecting, transmitting, transferring, or disclosing the information." Below the checkbox, there are "Submit" and "Cancel" buttons.

Step 5 Click **Submit**. The review progress page is displayed.

 NOTE

The authentication review will be completed within three working days.
If the information you provide is incorrect, you will be requested to retry authentication.

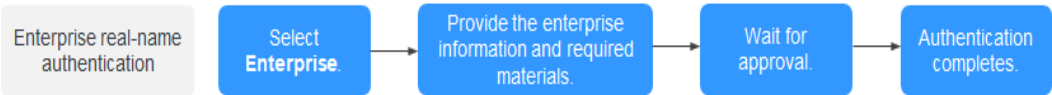
-----End

4.3 Enterprise Real-Name Authentication

To authenticate your enterprise, you need to upload required materials.

Overall Process

The following figure shows the overall process of enterprise real-name authentication.



When an enterprise master account performs real-name authentication for the first time, whether the authentication information is synchronized to its member account is determined as follows:

- If the enterprise names of the master and member accounts are the same before the real-name authentication (like cases 1, 2, and 3 in the following table), the authentication information will be synchronized.
- If the enterprise names of the master and member accounts are the same after the real-name authentication (like case 4 in the following table), the authentication information will be synchronized.
- In other cases (like cases 5 and 6 in the following table), the authentication information will not be synchronized.

Table 4-2 Synchronization of real-name authentication information between the enterprise master and member accounts

Case	Enterprise Name and Real-Name Authentication Status of the Enterprise Master Account	Enterprise Name and Real-Name Authentication Status of the Enterprise Member Account	First Authenticated Enterprise Name of the Enterprise Master Account	Synchroniz ed or Not
1	A, not authenticated	A, not authenticated	A	Synchroniz ed
2	A, not authenticated	A, not authenticated	B (different from the enterprise name of the enterprise member account)	Synchroniz ed

Case	Enterprise Name and Real-Name Authentication Status of the Enterprise Master Account	Enterprise Name and Real-Name Authentication Status of the Enterprise Member Account	First Authenticated Enterprise Name of the Enterprise Master Account	Synchroniz ed or Not
3	<i>A</i> , not authenticated	<i>A</i> , authenticated	<i>B</i> (different from the enterprise name of the enterprise member account)	Synchroniz ed
4	<i>A</i> , not authenticated	<i>B</i> , not authenticated	<i>B</i>	Synchroniz ed
5	<i>A</i> , not authenticated	<i>B</i> , not authenticated	<i>A</i> (different from the enterprise name of the enterprise member account)	Not synchroniz ed
6	<i>A</i> , not authenticated	<i>B</i> , authenticated	<i>A</i> (different from the enterprise name of the enterprise member account)	Not synchroniz ed

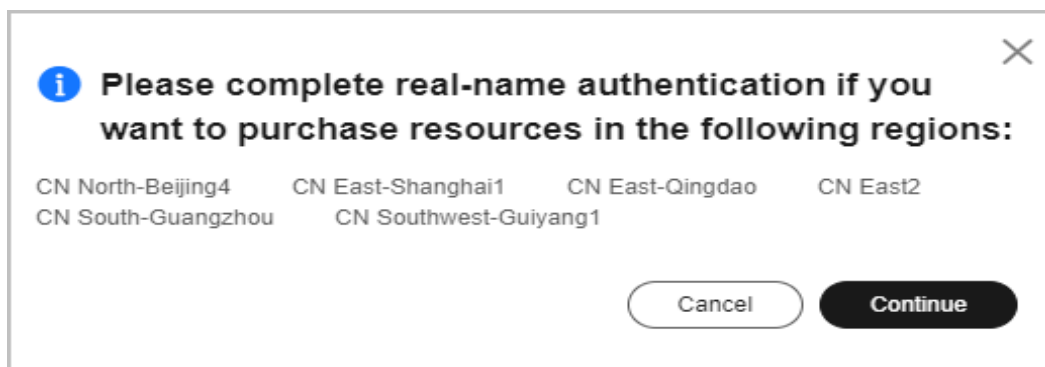
Precautions

- The country or region you specified when signing up for Huawei Cloud cannot be changed. The registered country or region, registered address, enterprise name, and registration number shown in [Figure 4-1](#) must be identical to those in the uploaded certificate.
- Supported file formats include JPG, JPEG, BMP, and PNG. Each file must not exceed 10 MB.
- Uploaded photos must be clearly visible.
- Each certificate number can be used to authenticate a maximum of six accounts.

Procedure

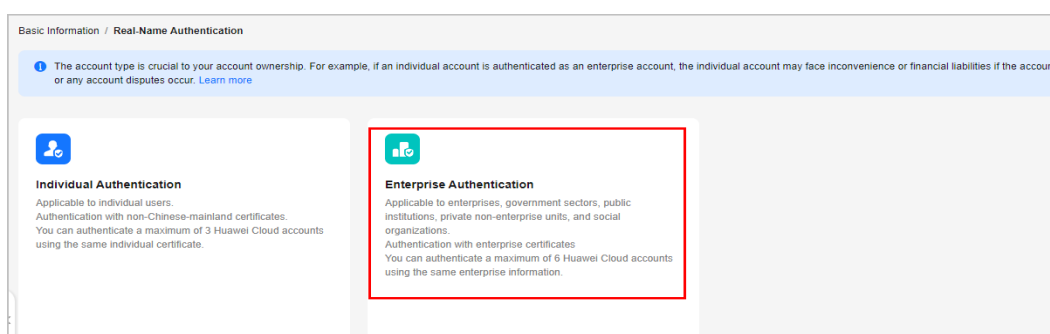
Step 1 Go to the [Basic Information](#) page and click **Authenticate** in the **Authentication Status** row.

A confirmation dialog box is displayed.



Step 2 Click **Continue**. The **Real-Name Authentication** page is displayed.

Step 3 Select **Enterprise Authentication**.



Step 4 Fill in your enterprise information and upload required materials.

Figure 4-1 Enterprise real-name authentication

The "Real-Name Authentication" form. It has a blue header with a close button (X) and a blue information banner with text: "Learn more about authentication precautions and procedures." and "The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential." Below the banner, there is a section titled "Enterprise Information" with four fields: "Registered In" (a dropdown menu showing "Singapore"), "Registered Office Address" (a text input field with a character count "0/256"), "Enterprise Name" (a text input field), and "Registration Number" (a text input field). Below this section, there is a section titled "Real-Name Authentication Material" with two bullet points: "Upload a JPG, JPEG, BMP, or PNG file whose size is less than or equal to 10 MB." and "You can watermark your certificate with text such as 'For Huawei Cloud Only'. Ensure that the key information (such as the enterprise name and certificate number) on your certificate is clearly visible." Below the bullet points, there are two upload areas: "Front of the enterprise certificate" and "Rear of the enterprise certificate", each with a dashed box and a plus icon. At the bottom, there is a checkbox with the text: "I fully understand, agree, and confirm that (a) the information provided by me is truthful and accurate and complies with applicable laws; (b) I have read and agree with Huawei Cloud Customer Agreement and Privacy Statement (collectively, 'Terms'). Huawei Cloud has the right to process my related information in accordance with the Terms and applicable laws, including but not limited to collecting, transmitting, transferring, or disclosing the information." Below the checkbox, there are two buttons: "Submit" and "Cancel".

Step 5 Click **Submit**. The review progress page is displayed.

NOTE

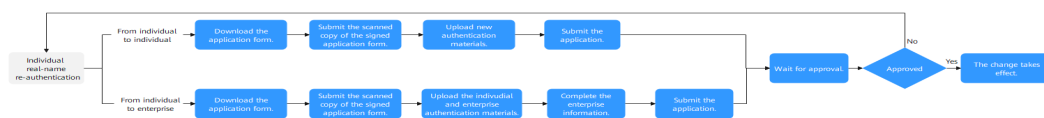
The authentication review will be completed within three working days.

----End

4.4 Individual Real-Name Re-authentication

4.4.1 Individual Account Change Process

An individual account can be re-authenticated to change the owner to another individual or an enterprise. The following figure shows the overall re-authentication process.



- For details about how to change the owner to another individual, see [Changing the Owner of an Individual Account to Another Individual](#).
- For details about how to change the owner to an enterprise, see [Changing the Owner of an Individual Account to an Enterprise](#).

NOTE

- The original real-name authentication information is still valid until the re-authentication request is approved.
- Any outstanding balances generated and new resources purchased during the period from the time when the request is submitted to the time when the request is approved are billed to the new enterprise entity.
- Any outstanding balances generated and new resources purchased during the period from the time when the request is submitted to the time when the request is rejected are billed to the original enterprise entity.

4.4.2 Changing the Owner of an Individual Account to Another Individual

Fill in an application form and upload two sets of materials: one for the previous authentication and the other one for the re-authentication.

Precautions

- An individual account must not be in arrears if the individual user wants to be re-authenticated as another individual. If it is in arrears, pay off the arrears before re-authentication.
- New individual users must upload one of the following certificates for real-name authentication: passport, ID card, Mainland Travel Permit for Hong Kong and Macao Residents or for Taiwan Residents, Residence Permit for Hong Kong and Macao Residents or for Taiwan Residents, or non-Chinese driver license.

- Both the original and new individual owners need to sign on the application form and upload their materials.

Procedure

Step 1 Go to the **Basic Information** page and click **View/Change** in the **Authentication Status** row.

Step 2 Click **Modify Individual Authentication Information**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Upload authenticated ID card materials to confirm your identity and upload the change application form.

The following uses the ID card as an example for your reference.

The screenshot displays the 'Real-Name Authentication' interface. At the top, there are two progress indicators: '1 Confirm Identity' and '2 Re-authenticate for Individuals'. Below this, a blue banner contains a link to 'Learn how to change the owner of an individual account to another individual.' and a note: 'The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential.'

The main section is titled 'Upload authenticated ID card materials to confirm your identity.' and includes instructions: 'Upload a JPG, JPEG, BMP, PNG, or PDF file whose size is less than or equal to 10 MB. You can watermark your certificate with text such as "For Huawei Cloud Only". Ensure that the key information (such as the name and Resident Identity Card number) on your certificate is clearly visible.'

Below the instructions, there are four upload slots, each with a red asterisk indicating a required field:

- Individual photo side of the original account owner's ID card
- National emblem side of the original account owner's ID card
- Picture of the original account owner holding the ID card with the individual photo showing
- Change Application Form (upload an application form signed by both parties)

Each slot contains a placeholder image with a '+' icon for uploading. At the bottom of the interface, there are 'Next' and 'Cancel' buttons.

NOTE

The application form template is in Word format and cannot be directly uploaded. You need to convert it to or scan it as a PDF before uploading.

Step 5 Click **Next**.

Step 6 Fill in the new individual information and upload required authentication materials.

Provide the new account owner information.

* Certificate Type **Passport** ID card Mainland Travel Permit for Hong Kong and Macao Residents
Mainland Travel Permit for Taiwan Residents Residence Permit for Hong Kong and Macao Residents Residence Permit for Taiwan Residents
Non-Chinese Driver License

* Full Name Enter your name as it appears on your certificate.

* Certificate Number Enter your certificate number.

Identity Verification

New Authentication Material

Upload a JPG, JPEG, BMP, PNG, or PDF file whose size is less than or equal to 10 MB.
You can watermark your certificate with text such as "For Huawei Cloud Only". Ensure that the key information (such as the name and Resident Identity Card number) on your certificate is clearly visible.

* Personal information page of the new account owner's passport * Image of the new account owner holding the passport showing the personal information page

☒ I fully understand, agree, and confirm that (a) the information provided by me is truthful and accurate and complies with applicable laws; (b) I have read and agree with [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#)(collectively, "Terms"). Huawei Cloud has the right to process my related information in accordance with the Terms and applicable laws, including but not limited to collecting, transmitting, transferring, or disclosing the information.

Submit Previous

Step 7 Click **Submit**. The review progress page is displayed.

NOTE

The authentication review will be completed within three working days. The change will be applied after the request is approved.

----End

4.4.3 Changing the Owner of an Individual Account to an Enterprise

To re-authenticate an individual account as an enterprise account, fill in an application form, upload the materials used for the previous authentication and the materials required for the re-authentication, and complete the enterprise information.

Precautions

- An individual account must not be in arrears if the individual user wants to be re-authenticated as an enterprise. If it is in arrears, pay off the arrears before re-authentication.
- Stamp on the application form with the enterprise's seal, and upload the materials used for the previous authentication and the materials required for the re-authentication.

Procedure

Step 1 Go to the **Basic Information** page and click **View/Change** in the **Authentication Status** row.

Step 2 Click **Re-authenticate with Enterprise Information**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Upload authenticated ID card materials to confirm your identity and upload the change application form.

The following uses the ID card as an example for your reference.

The screenshot shows the 'Verify Identity' step of the 'Re-authenticate with Enterprise Information' process. It includes a progress bar with three steps: 1. Verify Identity (active), 2. Authenticate Enterprise, and 3. Complete Information. A blue banner states: 'The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential. [Learn how to change an individual to an enterprise account](#)'. Below this, the section 'Upload authenticated ID card materials to confirm your identity.' instructs users to upload a JPG, JPEG, BMP, PNG, or PDF file (size ≤ 10 MB) with a watermark 'For Huawei Cloud Only'. Four upload slots are shown with icons: 'Individual photo side of the original account owner's ID card', 'National emblem side of the original account owner's ID card', 'Picture of the original account owner holding the ID card with the individual photo showing', and 'Change Application Form (upload an application form signed by both parties)'. At the bottom are 'Next' and 'Cancel' buttons.

NOTE

The application form template is in Word format and cannot be directly uploaded. You need to convert it to or scan it as a PDF before uploading.

Step 5 Click **Next**.

Step 6 Fill in the enterprise information and upload required authentication materials.

The screenshot shows the 'Authenticate Enterprise' step. The progress bar indicates step 2 is active. The same blue banner is present. The 'Enterprise Information' section contains fields for: 'Registered In' (dropdown menu), 'Registered Office Address' (text field with 0/256 character count), 'Enterprise Name' (text field), and 'Registration Number' (text field). Below this is the 'New Authentication Material' section, which instructs users to upload a JPG, JPEG, BMP, or PNG file (size ≤ 10 MB) with a watermark 'For Huawei Cloud Only'. Two upload slots are shown for 'Front of the enterprise certificate' and 'Rear of the enterprise certificate'. At the bottom, there is a checkbox for terms and conditions, and 'Next' and 'Previous' buttons.

Step 7 Click **Next**.

Step 8 Complete enterprise information.

Basic Information / Real-Name Authentication / Re-authenticate with Enterprise Information

1 Verify Identity ——— 2 Authenticate Enterprise ——— 3 Complete Information

Account Information

* Account Type ☐ Individual ☒ Enterprise

* Enterprise Name 3/255

* Qualification Name 
Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)

Qualification Proof
Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB

Tax Identification Number

* Address Line 1

Address Line 2

* City

* State/Province/Region 

* Postal Code

Country/region

* Contact Name

* Designation 

* Payment Currency 

* Industry 

Step 9 Click **Submit**. The review progress page is displayed.

NOTE

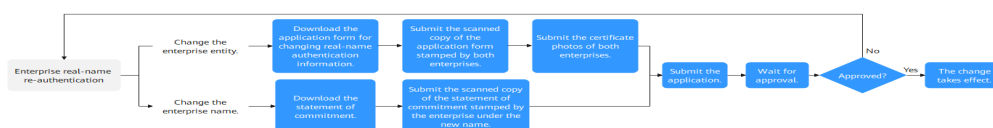
- The authentication review will be completed within three working days. The change will be applied after the request is approved.
- During the review, you cannot complete or change the enterprise information on the [Basic Information](#) page until the review process is completed.

----End

4.5 Enterprise Real-Name Re-authentication

4.5.1 Enterprise Account Change Process

Re-authentication lets you change your enterprise entity or name.



- For details about how to change the owner of an enterprise, see [Changing the Enterprise Entity](#).
- For details about how to change the enterprise name, see [Changing the Enterprise Name](#).

NOTE

- The original real-name authentication information is still valid until the re-authentication request is approved.
- Any outstanding balances generated and new resources purchased during the period from the time when the request is submitted to the time when the request is approved are billed to the new enterprise entity.
- Any outstanding balances generated and new resources purchased during the period from the time when the request is submitted to the time when the request is rejected are billed to the original enterprise entity.
- Re-authentication of an enterprise master account or member account has the following restrictions:
 - If the master account has invited another account for association but the invitation has not been accepted, neither accounts can be re-authenticated.
 - If the master and member accounts have completed real-name authentication using the same enterprise information, only the master account can be re-authenticated. The master account's new authentication information will be automatically synchronized to the member account.

4.5.2 Changing the Enterprise Entity

When the enterprise entity of an account is changed, resources and funds under the account belong to the new entity. To change the enterprise entity of your account, fill in a re-authentication application form and upload two sets of materials: the ones for the previous authentication and the ones for the re-authentication.

Precautions

- Your account must not be in arrears if you want to change the enterprise entity. If it is in arrears, pay off the arrears before the change.
- Both the original and new enterprises need to submit a jointly stamped application form and upload the required materials.
- If you have registered with KooGallery as a seller, you cannot change the enterprise entity by re-authentication. For more information, contact the KooGallery operations manager.

Procedure

Step 1 Go to the **Basic Information** page and click **View/Change** in the **Authentication Status** row.

Step 2 Click **Change Enterprise Entity**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Fill in the new enterprise information and upload materials as prompted.

Real-Name Authentication

[Learn how to change the enterprise entity.](#)

The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential.

Enterprise Information

- Registered In:
- Registered Office Address: 6/256
- Enterprise Name: Enter the name exactly as displayed on the enterprise certificate.
- Registration Number: Enter the enterprise registration number.

Real-Name Authentication Material

- Upload a JPG, JPEG, BMP or PNG file whose size is less than or equal to 10 MB.
- You can watermark your certificate with text such as "For Huawei Cloud Only". Ensure that the key information (such as the enterprise name and certificate number) on your certificate is clearly visible.

Original Authentication Material

- Front of the enterprise certificate
- Rear of the enterprise certificate

New Authentication Material

- Fill in the [change application form](#) and upload a copy containing the new enterprise's seal. [Example](#)
- Front of the new enterprise certificate
- Rear of the new enterprise certificate

☐ I fully understand, agree, and confirm that (a) the information provided by me is truthful and accurate and complies with applicable laws; (b) I have read and agree with [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#)(collectively, "Terms"). Huawei Cloud has the right to process my related information in accordance with the Terms and applicable laws, including but not limited to collecting, transmitting, transferring, or disclosing the information.

 NOTE

- Download the change application form from the page shown in this figure.
- Precautions for uploading the change application form:
 1. Fill in the required information, print the form, and have it signed and stamped.
 2. Scan the application form and upload the PDF file. Alternatively, take a photo of all the pages side by side and upload the photo.
 3. Upload an original, unmodified photo.

Step 5 Click **Submit**. The review progress page is displayed.

 NOTE

The authentication review will be completed within three working days. The change will be applied after the request is approved.

----End

4.5.3 Changing the Enterprise Name

Submit a statement of commitment, provide the new enterprise information, and upload the materials required for re-authentication.

Precautions

- The enterprise certificate number cannot be changed.
- For an enterprise registered in the Chinese mainland, stamp the statement of commitment with an official seal of the enterprise that displays the new name. For an enterprise registered in countries or regions outside the Chinese mainland, sign the statement of commitment.

Procedure

Step 1 Go to the [Basic Information](#) page and click **View/Change** in the **Authentication Status** row.

Step 2 Click **Change Enterprise Name**.

A message is displayed requesting you to confirm the re-authentication.

Step 3 Click **OK**.

Step 4 Fill in the new enterprise name and upload materials as prompted.

Real-Name Authentication

[Learn how to change the enterprise name.](#)

The certificate information that you provide will only be used for real-name authentication. Your data will be treated as private and confidential.

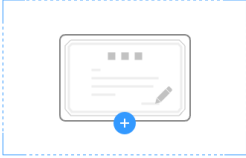
You are changing the enterprise name. Please provide the following details and upload the materials required for authentication.

Enterprise Name

Registration Number If you want to change the certificate number, [Change Enterprise Entity](#)

Real-Name Authentication Material

- Upload a JPG, JPEG, BMP, or PNG file whose size is less than or equal to 10 MB.
- You can watermark your certificate with text such as "For Huawei Cloud Only". Ensure that the key information (such as the enterprise name and certificate number) on your certificate is clearly visible.

Statement of commitment stamped with the enterprise seal	Supporting document issued by the industrial and commercial administration or higher-level authorities	Scanned copy of the new enterprise's certificate
		

☒ I fully understand, agree, and confirm that (a) the information provided by me is truthful and accurate and complies with applicable laws; (b) I have read and agree with [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#) (collectively, "Terms"). Huawei Cloud has the right to process my related information in accordance with the Terms and applicable laws, including but not limited to collecting, transmitting, transferring, or disclosing the information.

NOTE

Download the statement of commitment from the page shown in this figure.

The template is in Word format and cannot be directly uploaded. Please convert the file format to JPG, JPEG, BMP, PNG, GIF, or PDF before uploading.

Step 5 Click **Submit**. The review progress page is displayed.

NOTE

The authentication review will be completed within three working days. The change will be applied after the request is approved.

----End

5 HUAWEI ID Information Management

5.1 Resetting the Password

- If you remember your password:
 - **Huawei Cloud account:** Hover over the username in the upper right of the console and choose **Basic Information**. Then change the password of your account. For details, see [Changing the Password](#).
 - **HUAWEI ID:** Go to the **Basic Information** page of My Account, and click **Manage** next to **HUAWEI ID Information**. You are automatically redirected to the HUAWEI ID website. Choose **Account & security**, and change the password in the **Security center** area.
 - **IAM user:** Hover over the username in the upper right of the console and choose **Security Settings**. Then change the password on the **Basic Information** tab page.
- If you have forgotten your password:
 - See [What Should I Do If I Forgot My Password?](#)
 - If you are an IAM user and have not bound any email address or mobile number to your account, request the administrator to [reset your password](#).

5.2 Viewing Basic Information

On the **Basic Information** page, you can view your HUAWEI ID information, Huawei Cloud tenant information, contact details, and business industry.

Procedure

Step 1 Go to the [Basic Information](#) page.

Step 2 View the basic information.

- In the **HUAWEI ID Information** area, view the login ID, mobile number, email address, and password of your HUAWEI ID.
- In the **Huawei Cloud Tenant Information** area, view the information required for using Huawei Cloud services, including the tenant name, enabling

time, tax identification number, enterprise name or individual name (depending on the account type), designation, service mobile number (the mobile number bound to your Huawei Cloud account, which is displayed only when it is different from that bound to your HUAWEI ID), service email address (the email address bound to your Huawei Cloud account, which is displayed only when it is different from that bound to your HUAWEI ID), authentication status, security credentials, contact address, and business industry.

----End

5.3 Changing the Tenant Name

The Huawei Cloud tenant name is your account name for using Huawei Cloud services.

Prerequisites

1. If your login ID is different from your Huawei Cloud tenant name, you can view and change the tenant name on the **Basic Information** page.
2. The tenant name can only be changed three times a year.

Precautions

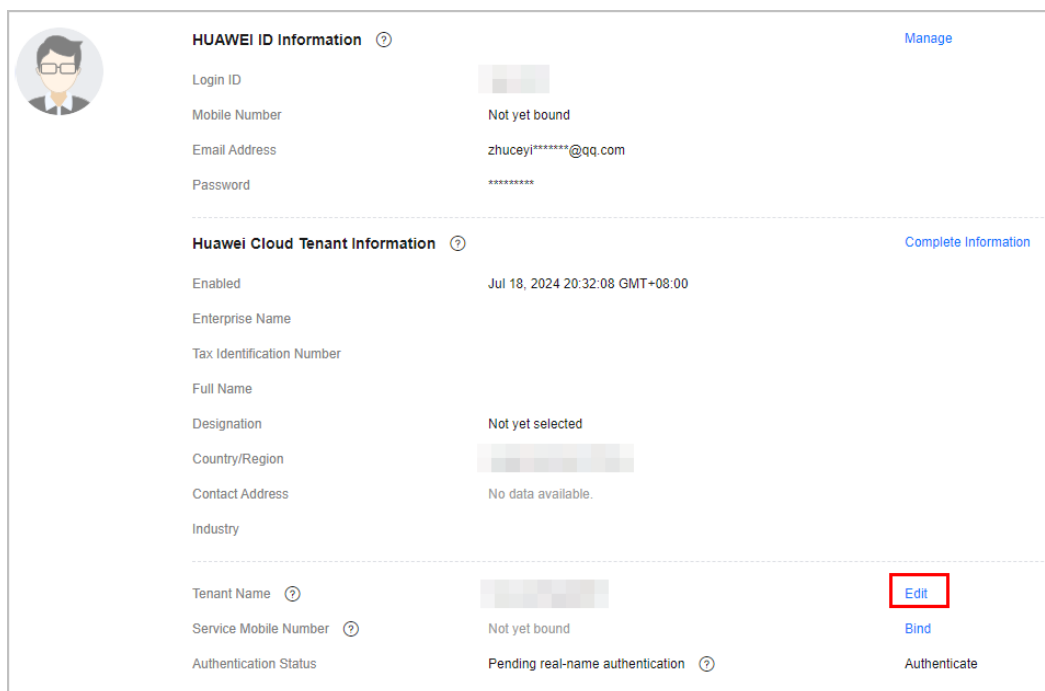
1. The tenant name is required when IAM users log in to the console and is included in the IAM user login link. If you change your tenant name:
 - IAM users will have to use the new tenant name to log in.
 - Any applications that use password authentication to access Huawei Cloud APIs will also have to be modified to use the new tenant name.
2. The new tenant name is used only for certain Huawei Cloud services (for example, Huawei Cloud Sales Agreement, the Huawei Cloud tenant name displayed in bills, and IAM user login). It cannot be used for HUAWEI ID login. If you want to use the new tenant name for subsequent logins, click **Manage** in the **HUAWEI ID Information** area and change the login ID on the displayed **Account & security** page. Your login ID can be changed only once.

Procedure

Step 1 Go to the **Basic Information** page.

Step 2 In the **Huawei Cloud Tenant Information** area, click **Edit** in the **Tenant Name** row.

Tenant Name is displayed only when the tenant name is different from the login ID.



HUAWEI ID Information ?		Manage
Login ID	[Redacted]	
Mobile Number	Not yet bound	
Email Address	zhuceyi*****@qq.com	
Password	*****	

Huawei Cloud Tenant Information ?		Complete Information
Enabled	Jul 18, 2024 20:32:08 GMT+08:00	
Enterprise Name		
Tax Identification Number		
Full Name		
Designation	Not yet selected	
Country/Region	[Redacted]	
Contact Address	No data available.	
Industry		

Tenant Name ?	[Redacted]	Edit
Service Mobile Number ?	Not yet bound	Bind
Authentication Status	Pending real-name authentication ?	Authenticate

Step 3 View the precautions for changing the tenant name and enter a new tenant name.

 NOTE

The tenant name must meet the following requirements:

- Start with a letter.
- Consist of 6 to 32 characters.
- Contain only letters (case-insensitive), digits, hyphens (-), and underscores.

Step 4 Click **OK**.

The system displays a message indicating that the tenant name is changed successfully.

----End

5.4 Setting the Account Type

Prerequisites

If the account type is not specified, you can specify it on the **Basic Information** page. After the account type is specified:

- If you have not completed real-name authentication, the account type can be changed from an individual account to an enterprise account as needed, but it cannot be changed from an enterprise account to an individual account.
- If you have already completed real-name authentication, the account type cannot be changed on the **Basic Information** page. If you need to change the account type, see [Changing the Owner of an Individual Account to an Enterprise](#).

Setting the Account Type

Step 1 Go to the [Basic Information](#) page.

Step 2 Click **Complete Information** in the **Huawei Cloud Tenant Information** area if **Account Type** is empty.

The **Complete Information** page is displayed.

Step 3 Set the account type.

NOTE

The account type can be individual or enterprise.

- Individual account: Enter your name.
- Enterprise account: Enter the name of your enterprise.

Step 4 Click **OK**.

----End

5.5 Changing the Full Name or Enterprise Name

If your HUAWEI ID has not completed real-name authentication, you can change the full name of an individual account or the enterprise name of an enterprise account on the [Basic Information](#) page.

- Individual account: Click **Edit** in the **Huawei Cloud Tenant Information** area and change the full name.
- Enterprise account: Click **Edit** in the **Huawei Cloud Tenant Information** area and change the enterprise name.

If your HUAWEI ID has completed real-name authentication, you need to perform real-name authentication again to change the name.

- For details about how to change the full name of an individual account, see [Changing the Owner of an Individual Account to Another Individual](#).
- For details about how to change the enterprise name of an enterprise account, see [Changing the Enterprise Name](#).

5.6 Changing the Qualification Name and Tax Identification Number

You can change your tax identification number and qualification name on the **Basic Information** page.

Precautions

The qualification name will affect tax processing. Ensure that you fill in the correct name. For details, see [Tax Help](#).

Procedure

Step 1 Go to the [Basic Information](#) page.

Step 2 Click **Edit** in the **Huawei Cloud Tenant Information** area.

The **Edit Information** page is displayed.

★ Account Type ☐ Individual ☐ Enterprise

★ Full Name

★ Qualification Name

Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)

Qualification Proof

Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB

Tax Identification Number

★ Address Line 1

Address Line 2

★ Commune

★ City

★ State/Province/Region

★ Postal Code

Country/region

★ Payment Currency

★ Industry

Step 3 Select a qualification name, upload the qualification proof, and enter the tax registration number. For details about numbers in different countries or regions, see [Tax Identification Numbers Collected by Huawei Cloud](#).

 NOTE

The qualification proof refers to the value-added tax (VAT) registration certificate, which contains the VAT number. Only DOC, DOCX, JPG, PNG, PDF and ODT files can be uploaded, and the file size cannot exceed 5 MB.

Step 4 Click **OK**.

----End

Tax Identification Numbers Collected by Huawei Cloud

These numbers are for calculating VAT or similar turnover tax.

Table 5-1 Tax identification numbers collected by Huawei Cloud

Country/Region	Tax Identification Number	Format of Legal Entity
South Africa	VAT Registration Number	1234567890
Malaysia	SST Register No.	A12-1234-12345678
Thailand	Tax Payer Number	1234567890123
Chile	Rol Único Tributario (RUT)	12.123.123-A (also for individuals)
India	Goods and Services Tax Identification Number (GSTIN)	12ABCDE123451Z1
Peru	Registro Único del Contribuyente (RUC)	12345678901 1234567890 (for individuals)
Brazil	Cadastro Nacional da Pessoa Jurídica (CNPJ)	12.123.123/1234-12
Mexico	Registro Federal de Contribuyentes (RFC)	ABC123456AB1
South Korea	Business Registration Number	123-12-12345
Morocco	Tax Registration Number	1234567, 12345678, or 123456789
United Arab Emirates	Certificate of Registration for Value Added Tax	123456789012345
Bahrain	VAT Account Number	123456789012345
Singapore	Tax Identification Number	123456789A

5.7 Binding or Changing the Service Mobile Number

The service mobile number is used to receive Huawei Cloud news or promotion messages and perform identity verification.

Prerequisites

- If the mobile number bound to your Huawei Cloud account is different from that bound to your HUAWEI ID, and the mobile number synchronization fails after the account is upgraded to the HUAWEI ID, the mobile number of the Huawei Cloud account is displayed next to **Service Mobile Number** in the **Huawei Cloud Tenant Information** area. You can change this number as required. If the mobile number synchronization is successful or your account and HUAWEI ID are bound with the same mobile number, **Service Mobile Number** is not displayed.
- If no mobile number is bound to your Huawei Cloud account and the mobile number synchronization fails after the account is upgraded to the HUAWEI ID, no mobile number is displayed next to **Service Mobile Number**. You can bind a service mobile number if necessary.

Procedure

Step 1 Go to the [Basic Information](#) page.

Step 2 In the **Huawei Cloud Tenant Information** area, click **Bind** or **Edit** next to **Service Mobile Number**.

Step 3 Verify your identity.

- Mobile number verification
 - a. Click **Verify** next to **SMS**.
 - b. Click **Send Code**, enter the SMS verification code, and click **Next**.
- Email address verification
 - a. Click **Verify** next to **Email**.
 - b. Click **Send Code**, enter the email verification code, and click **Next**.

Step 4 Enter a new mobile number, click **Send Code**, and enter the code sent to the new number.

Step 5 Click **OK**.

The system displays a message indicating that the mobile number is changed successfully.

----End

5.8 Changing the Service Email Address

The service email address is used to receive Huawei Cloud news and promotion messages and perform identity verification.

Prerequisites

If the email address bound to your Huawei Cloud account is different from that bound to your HUAWEI ID, and the email address failed to be synchronized after the Huawei Cloud account is associated with your HUAWEI ID, the email address of the Huawei Cloud account will be displayed as **Service Email Address** in the **Huawei Cloud Tenant Information** area. If they are the same, only the email address of your HUAWEI ID is displayed.

Procedure

Step 1 Go to the [Basic Information](#) page.

Step 2 In the **Huawei Cloud Tenant Information** area, click **Edit** next to **Service Email Address**.

Step 3 Verify your identity.

- Mobile number verification
 - a. Click **Verify** next to **SMS**.
 - b. Click **Send Code**, enter the verification code, and click **Next**.
- Email address verification
 - a. Click **Verify** next to **Email**.
 - b. Click **Send Code**, enter the verification code, and click **Next**.

Step 4 Enter a new email address, click **Send Code**, and enter the code sent to the new email address.

Step 5 Click **OK**.

The system displays a message indicating that the email address is changed successfully.

----End

5.9 Modifying the Contact Information

You can change the contact information on the management console. Huawei Cloud will contact you through the latest contact information.

Procedure

Step 1 Go to the [Basic Information](#).

Step 2 Click **Edit** in the **Huawei Cloud Tenant Information** area.

On the **Edit Information** page, enter the contact address.

----End

5.10 Modifying the Tenant Information

Procedure

- Step 1** Go to the [Basic Information](#) page.
- Step 2** Click **Edit** in the **Basic Information** area.
The **Edit Information** page is displayed.
- Step 3** Select your industry.
- Step 4** Click **OK**.

NOTE

If the industry you select has a secondary industry, you are required to select a secondary one.

----End

5.11 Setting Preferences

5.11.1 Message Receiving Settings

You can set the language and time zone for receiving emails and SMS messages.

Procedure

- Step 1** Go to the [Preferences](#) page.
- Step 2** In the **Messages** area, set the language and time zone for receiving SMS and email notifications.
- Step 3** Click **Save**.

----End

5.11.2 Currency Settings

You can specify a currency for account transactions. Monthly bills will be generated using the currency lastly selected in the billing cycle.

Procedure

- Step 1** Go to the [Preferences](#) page.
- Step 2** In the **Currency** area, select a currency.
- Step 3** Click **Save**.

----End

5.12 Disabling Huawei Cloud Services (For HUAWEI ID Users Only)

5.12.1 Terms and Conditions on Disabling of Huawei Cloud Services

The Terms and Conditions on Disabling of Huawei Cloud Services ("these Terms") governs disabling of your Huawei Cloud services ("your services") that you have enabled at <https://www.huaweicloud.com/intl/en-us/> or using other methods.

Please read these Terms carefully, especially the conditions, processes, and legal consequences of disabling your services. Your acceptance of these Terms indicates that you have read and fully understood all the content of these Terms and indicates that you believe disabling (or closing) your services is the right thing for you. **Should you have any questions, please contact Huawei Cloud customer service.**

After you submit an application for disabling your services, Huawei Cloud will check your application in accordance with these Terms and relevant instructions on the Huawei Cloud website and management console. **If you meet the conditions for disabling your services, Huawei Cloud will notify you of the result and start the process of disabling your services after your confirmation. This process cannot be stopped or canceled.** If you do not meet the required conditions, Huawei Cloud will notify you of the result and the disabling process will be automatically terminated.

1. Conditions for Disabling Your Services

- a. Your services cannot be disabled if any of the following conditions exists, unless you have reached consensus with Huawei Cloud for each specific condition:
 - Overdue payments, over-issued invoices, pending payments, or remaining balance.
 - Contracts pending for performance, active orders, resources in use, or reserved instances.
 - Applications in progress (including but not limited to applications of new orders, unsubscriptions/withdrawals, applications for joining Huawei Cloud ecosystem programs, etc).
 - Your account has been associated with a Huawei Cloud ecosystem partner.
 - Your account has been associated with an enterprise master account or member account.
- b. You do not have unpaid taxes and there are no unfulfilled obligations in accordance with applicable laws and regulations.
- c. You have not violated any applicable laws or regulations or agreements signed with Huawei Cloud, unless you have reached consensus with Huawei Cloud in connection with each specific matter applicable.

2. Process of Disabling Your Services

a. Self-check

Before you submit an application for disabling your services, please check whether you meet the conditions specified in section 1 of these Terms; otherwise, the process of disabling your services may be terminated due to failure to meet the conditions.

b. Selection of method for disabling your services

For security purposes, only you can disable your Huawei Cloud services. If you do not meet the conditions specified in section 1 of these Terms and you still want to disable the services, you may contact Huawei Cloud customer service.

c. Disabling services

i. Application submission

After you confirm that the conditions specified in section 1 of these Terms have been met, log in to the Huawei Cloud website, go to the My Account console, click **Close Huawei Cloud Services**, read these Terms carefully before acceptance, and submit the application for disabling services.

ii. Check

Huawei Cloud will automatically check your services in accordance with the conditions.

iii. Check result notification

○ Passed

If you meet the conditions, Huawei Cloud will notify you of the result by email, SMS, or other reasonable methods and start the process of disabling your services.

NOTE

The checking of your services in accordance with the conditions above is preliminary and applies to the extent of reviewing formalities. Compliance with the service disabling conditions does not mean that Huawei Cloud materially accepts or waives any rights entitled by laws and regulations or agreements, nor does Huawei Cloud affirm that any operations and responsibilities arising out of your services before the disabling process starts, are exempted or mitigated, including but not limited to any overdue payments, entrusted payments, and unpaid taxes.

○ Failed

If you do not meet the conditions, Huawei Cloud will notify you of the failed conditions by email, SMS, or other reasonable methods. The process of disabling your services will be automatically terminated and will not be restarted. If you still want to disable your services, you may submit another application.

d. In the event that you fulfill the conditions above, if you are listed in complaints reported by third parties, are investigated by government agencies, are involved in a litigation or arbitration procedure, or fail to meet the conditions after relevant checks, Huawei Cloud reserves the right to terminate the process of disabling your services without

obtaining your consent before the process is formally completed ("retention period").

- e. **Disabling your services will not affect your HUAWEI ID. You can continue using it to access other Huawei websites, applications, or services.** If you do not need your HUAWEI ID, you can delete it at Huawei Account Center (id.cloud.huawei.com).

3. Retention Period

- a. Huawei Cloud has set up a retention period for service closure in accordance with applicable laws, regulations, the requirements of regulatory bodies, and industry standards. The retention period has been provided on the Huawei Cloud website, and the period starts once you close your services.
- b. During the retention period, you cannot use your services or avail any rights granted by the corresponding Service Level Agreement (SLA). However, you can continue logging in to the Huawei Cloud website and perform the following operations:
 - Query historical bills and settle unpaid bills.
 - Apply to recover your services so you can use them again.
 - Disable your services immediately after all outstanding amounts are paid.
- c. **During the retention period, Huawei Cloud will delete your data saved in Huawei Cloud, except as otherwise specified in these Terms or required by applicable laws and regulations or relevant administrative, law enforcement, or judicial agencies.**

4. Legal Consequences of Disabling Your Services

- a. The process of disabling your services will start after you confirm that you accept these Terms.
- b. **When the process of disabling your services is completed (the retention period ends or you disable the services during the retention period), all related contractual relationships between you and Huawei Cloud are terminated. The consequences of disabling your services include but are not limited to the following:**
 - You will not be able to log in to the Huawei Cloud website and Huawei Cloud app.
 - You will not be able to access the Huawei Cloud console and perform any operations.
 - You will not be able to retrieve the personal information, transaction records, business data, and historical information under Huawei Cloud.
 - You will not be able to use your services.

NOTE

Notwithstanding article 4 of these Terms, the disabling of your services does not mean that all your operations and responsibilities before services are disabled, are exempted or mitigated.

- c. **At the end of the day on which your services are disabled, Huawei Cloud will have provided services in accordance with contracts and active orders reached between the relevant parties, without breaching any contracts.**
 - d. Huawei Cloud will delete your data and immediately stop collecting, storing, and using your personal information and other data, **except as otherwise required by applicable laws and regulations, the binding orders of relevant administrative, law enforcement, or judicial agencies, or industry standards. For example, Huawei Cloud will retain corresponding invoice data for tax compliance purposes, and keep the transaction information between you and Huawei Cloud to comply with relevant e-commerce laws.**
 - e. Handling account balance
After you pay all outstanding amounts, you need to withdraw the remaining account balance.
 - f. **Huawei Cloud services cannot be recovered once they are disabled.** Please back up all business information and data before you disable your services. During the retention period, you can query historical bills and settle unpaid bills, **but you cannot access or use any cloud services, and your cloud service resources will be released. When the retention period ends, Huawei Cloud will clear your data. Huawei Cloud will not be liable for any loss of data or information caused therefrom.**
 - g. If disabling your services causes any loss to Huawei Cloud, you shall compensate for the loss and exempt Huawei Cloud and its directors, employees, agents, partners, and suppliers from any third-party liabilities arising therefrom.
5. **Other**
- a. These Terms serve as a part of the [Huawei Cloud Customer Agreement](#). For matters not mentioned herein, please refer to the relevant clauses of the *Huawei Cloud Customer Agreement*.
 - b. These Terms only govern the disabling of your services, without prejudice to the disabling of your services in accordance with applicable laws or agreements reached between you and Huawei Cloud (for example, in the event of "suspension" and/or "termination" under the *Huawei Cloud Customer Agreement*).

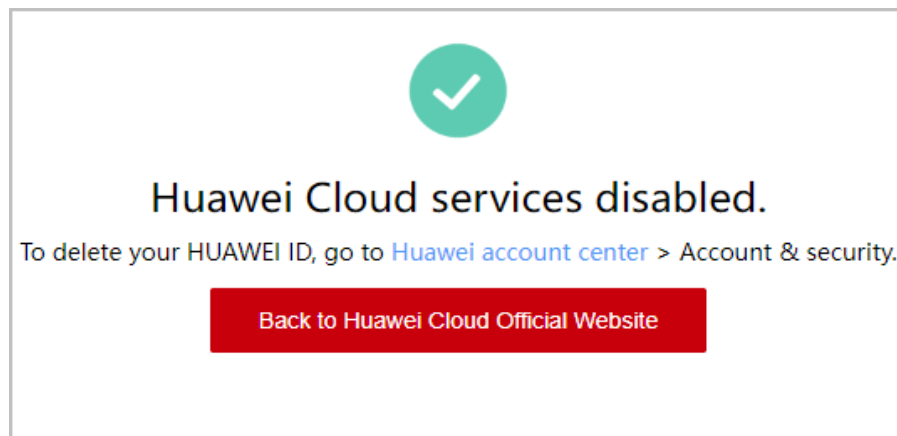
5.12.2 Disabling Huawei Cloud Services

You can disable Huawei Cloud services on the **Basic Information** page. Close Huawei Cloud services first before you disable them. After you close the services, your data in Huawei Cloud will be deleted and cannot be recovered.

 NOTE

This section describes how to disable Huawei Cloud services. If you want to delete your HUAWEI ID, check whether Huawei Cloud services have been disabled and perform corresponding operations.

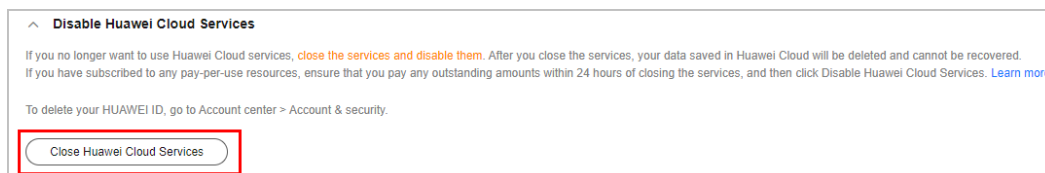
- If Huawei Cloud services have been disabled, skip this section and go to [Huawei account center](#) to delete your HUAWEI ID.
- If Huawei Cloud services have not been disabled, perform the following steps to disable them first. After Huawei Cloud services are successfully disabled, on the displayed page, click **Huawei account center** to go to the **Account & security** page and delete your HUAWEI ID.



Closing Huawei Cloud Services

Step 1 Go to the [Basic Information](#) page.

Step 2 Expand the **Disable Huawei Cloud Services** area in the lower part of the page, and click **Close Huawei Cloud Services**.



The **Close Huawei Cloud Services** page is displayed.

Step 3 Read the **Terms and Conditions on Disabling of Huawei Cloud Services** and confirm your acceptance of the terms. Then select a reason for closing Huawei Cloud services.

< | Close Huawei Cloud Services

1 Review & Feedback — 2 Wait for Auto Check & Confirm — 3 Finish

Important Notes:

Review the following information before you close your Huawei Cloud services:

1. A request to close Huawei Cloud services should be submitted by the tenant name holder or an agent authorized by the tenant name holder. In the latter case, the agent shall inform the tenant name holder of these notes and provide the tenant name holder with all documents available when Huawei Cloud services are closed, and ensure that the tenant name holder understands and agrees to the content in all the documents.
2. You affirm that your request for closing Huawei Cloud services is not intended to evade any ongoing or impending dispute or litigation, avoid supervision by administrative authorities, or bypass relevant laws and regulations.
3. By closing Huawei Cloud services, you waive your rights to retrieve the service data.
4. After you close the Huawei Cloud services, your data in Huawei Cloud will be deleted and cannot be recovered. Ensure that you migrate and back up all your Huawei Cloud data before you close your Huawei Cloud services.
5. If you have cleared all outstanding payments, you can log in to My Account 24 hours after closing your Huawei Cloud services, and disable your Huawei Cloud services.
6. If you close your Huawei Cloud services but do not disable them, you can still log in to Huawei Cloud during the retention period of 90 days, but you can view only historical transactions. After 90 days, you will no longer be able to log in.

Warning:
After you close the account, your data in Huawei Cloud will be deleted and cannot be recovered.
If you want to maintain any cloud services associated with the account and terminate only some of the products or resources, do not proceed.

☒ I have read and agree to the [Terms and Conditions on Disabling of Huawei Cloud Services](#) and understand that my Huawei Cloud services will be closed and my data saved in Huawei Cloud will be deleted and cannot be recovered.

Reason

☒ No longer wish to use ☐ Mistakenly enabled ☐ Other

Next Cancel

Step 4 Click **Next**.

Step 5 Click **Send Code**, and enter the received verification code.

Step 6 Click **OK**. The system automatically checks your account, financial status, orders, and resources, and displays the check results.

< | Close Huawei Cloud Services

✓ Review & Feedback — 2 Wait for Auto Check & Confirm — 3 Finish

Account Check

Financial Check

Orders and Resources Check

✓ Account check successful. You can now proceed to close your account.

Proceed to Close Cancel

NOTE

If you have already performed the account check but did not close Huawei Cloud services, click **View Last Check Result** on the **Basic Information** page. Then the system displays the check result.

Step 7 Click Proceed to Close.

The system displays a message indicating that Huawei Cloud services are closed successfully.

NOTE

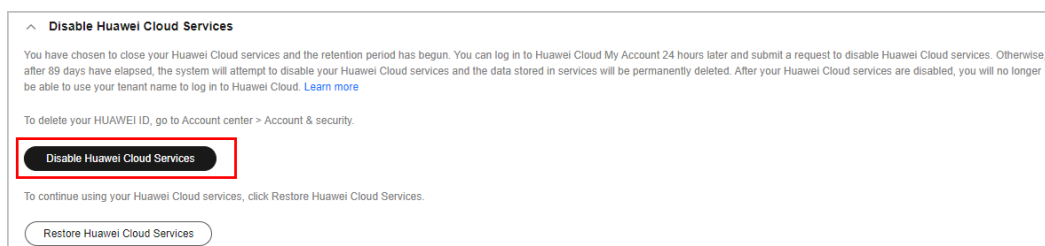
- During the retention period of Huawei Cloud services, you cannot use Huawei Cloud services anymore, but you can log in to Huawei Cloud and view your account and expenditure details.
- You can go to My Account 24 hours after Huawei Cloud services are closed and disable them immediately. For details, see [Disabling Huawei Cloud Services](#). Otherwise, your Huawei Cloud services will be automatically disabled 90 days after they are closed.
- If you need to use Huawei Cloud services again, go to **My Account** 24 hours after Huawei Cloud services are closed and click **Restore Huawei Cloud Services** on the **Basic Information** page.

----End

Disabling Huawei Cloud Services

Step 1 Go to the [Basic Information](#) page.

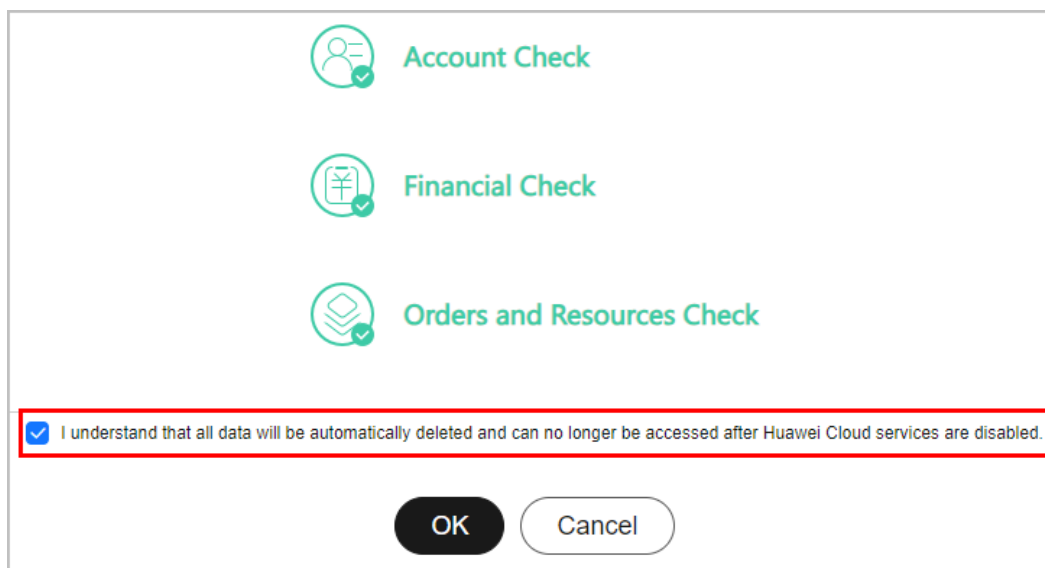
Step 2 Click **Disable Huawei Cloud Services** in the lower part of the page.



Step 3 Click **Send Code**, and enter the received verification code.

Step 4 Click **OK**.

Step 5 View the service check result and select **I understand that all data will be automatically deleted and can no longer be accessed after Huawei Cloud services are disabled**.



Step 6 Click **OK**.

The system displays a message indicating that Huawei Cloud services are disabled successfully.

----**End**

6 Partner

6.1 Requesting Association with a Partner

You can request to associate with a partner in the reseller model in either of the following ways:

- Contact a Huawei Cloud partner to obtain an online or offline invitation link and click the link to complete the registration and association.
- Contact a Huawei Cloud partner to obtain a QR code and scan the QR code to complete the registration and association.

If you already have a Huawei Cloud account, you can only associate with a partner through the online invitation link.

CAUTION

After you are associated with a partner, your account will be automatically frozen. You cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. To normally run services, you must contact your associated partner to set a budget and unfreeze your account. To avoid any impact on your cloud services due to association, it is recommended that you stop the online association and reach out to your partner to submit a service ticket for association in the background.

Precautions

- A customer cannot be associated with a partner if the customer:
 - Registers with Huawei Cloud (China).
 - Has been associated with another partner.
 - Has signed a special contract with HUAWEI CLOUD, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
 - Has registered for more than seven days or has cash expenditure records.

- Has unpaid bills.
 - Has been associated with an enterprise master in the unified accounting mode with a resource account or a cloud account.
- A customer cannot be associated with a partner in reseller model if the customer:
 - Has signed a professional service contract with Huawei Cloud.
 - Has valid reserved instances (RIs).
 - Is using an enterprise member account.
 - Is using an enterprise master account that has independent accounting members.
- If a customer associates with a partner in reseller model, customer's cash coupons:
 - Can only be used to deduct customer's expenditures generated before the association.
- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze both an account and resources** to prevent new fees from being generated by those resources.

Procedure

- Step 1** Click the invitation link sent by the partner or scan the QR code sent by the partner.



CAUTION

If you already have a Huawei Cloud account, contact your partner to send you an invitation link again.

- Step 2** Read the *Instructions for Associating with a Huawei Cloud Partner*.

1. Select I have read and agree with the *Instructions for Associating with a Huawei Cloud Partner*.
2. (Optional) Select **I have read and agree to the Letter of Authorization**. This operation does not affect the current association process. If you select this option, your partner has the permission to place orders and perform O&M on your behalf.



Dear customer, you are invited to become a customer of a Huawei Cloud partner.

Huawei Cloud provides you with the Account Association service (hereinafter referred to as "this Service") according to this Statement. Please be sure to carefully read this Statement (including any subsequent modifications) before associating with [redacted] (hereinafter referred to as "Partner"). If you have questions about this Statement, please contact Huawei Cloud.

Notice:

Service Usage Requirements

1. After you associate with a Partner's account, the Partner will be responsible for providing contracts, invoices, settlement, technical assistance, and operations including but not limited to **placing orders and perform O&M on your behalf, account freezing, resource freezing, and account recovery**.
2. After you associate with a Partner account, if you have member accounts, the status and operations (including but not limited to restriction and freezing) of the Partner account will affect you and your member accounts. You shall manage your member accounts and inform enterprise members of relevant impact. Any disputes arising from you or Partner's status and operations shall be resolved by you, your associated enterprise members, and the Partner through negotiation. Huawei Cloud shall not be liable for any loss or liability arising therefrom.
3. To get better and efficient services from your associated Partner, you understand and agree that Huawei Cloud can disclose the following information to the Partner and/or Partner's associated distributor (if any):
a. Your personal information on Huawei Cloud official website such as account name, company name, contact person's name, contact information.

Last Updated: Feb 01, 2024

If you accept this invitation to associate with the partner, your account will be frozen by default and some of your resources will be inaccessible before you ask the partner to set a budget for you and unfreeze your account. If you do not want to be affected, you can ignore this invitation and ask the partner to submit a ticket to associate with you.

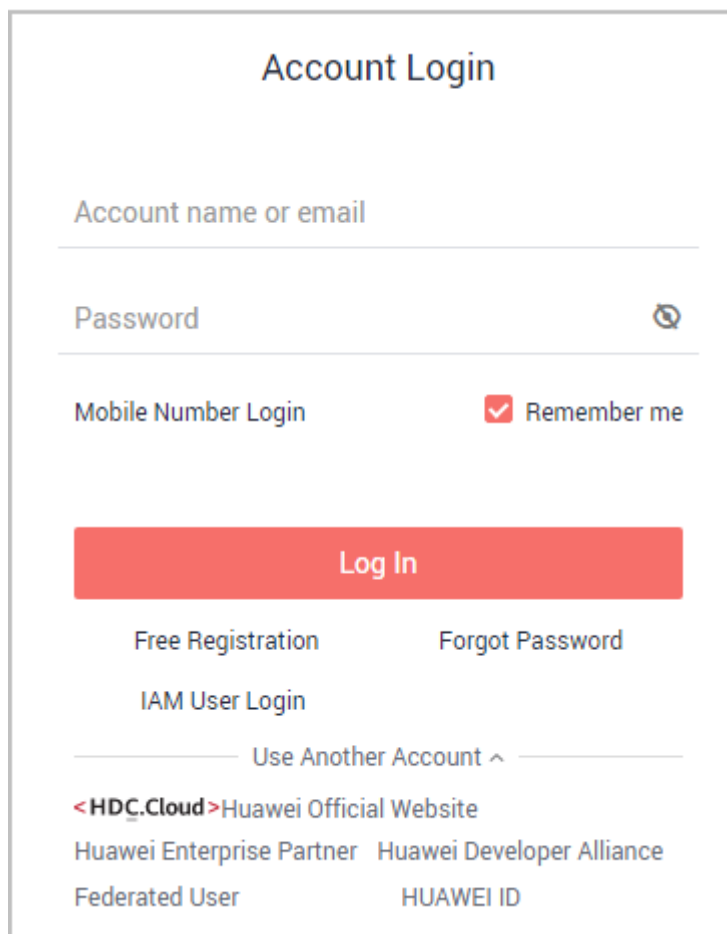
☐ I have read and agree with the Instructions for Associating with a Huawei Cloud Partner.

☐ I have read and agree to the Letter of Authorization (Optional). You can authorize the partner to perform operations on your behalf later, which will not affect your association with the partner.)

[Register and Associate](#) [Log In and Associate](#)

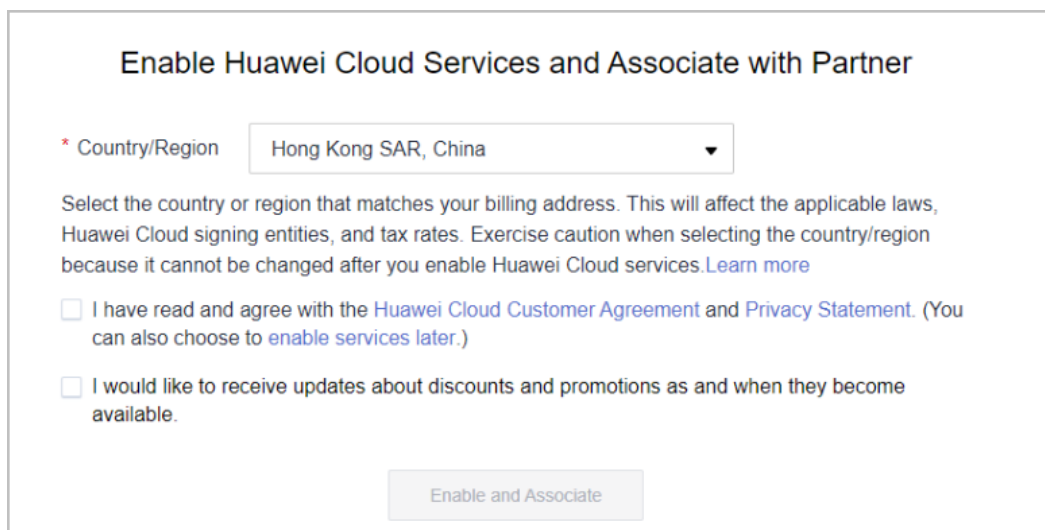
Step 3 Associate with the partner.

- Registering a new Huawei Cloud account to associate with a partner
 - a. Click **Register for Association** to go to the account registration page.
 - b. Select **Country/Region**, set **Password** and **Email**, enter the email verification code, and click **Register**.
- Using an existing Huawei Cloud account to associate with a partner (only applicable to the scenario where an online invitation link is received)
 - a. Click **Login for Association**.
 - b. On the login page, enter your account name and password, and click **Log In**.



The image shows a web form titled "Account Login". It contains two input fields: "Account name or email" and "Password". Below the password field is a checkbox labeled "Remember me" which is checked. There is a red "Log In" button. Below the button are links for "Free Registration", "Forgot Password", and "IAM User Login". At the bottom, there is a link "Use Another Account ^" and a list of login options: "<HDC.Cloud> Huawei Official Website", "Huawei Enterprise Partner", "Huawei Developer Alliance", "Federated User", and "HUAWEI ID".

- Step 4** Select the country or region that matches your billing address and select **I have read and agree with the Huawei Cloud Customer Agreement and Privacy Statement**. You can also choose to enable services later. Click **Enable and Associate** to enable Huawei Cloud services and associate with the partner.



The image shows a web form titled "Enable Huawei Cloud Services and Associate with Partner". It contains a dropdown menu for "Country/Region" with "Hong Kong SAR, China" selected. Below the dropdown is a paragraph of text: "Select the country or region that matches your billing address. This will affect the applicable laws, Huawei Cloud signing entities, and tax rates. Exercise caution when selecting the country/region because it cannot be changed after you enable Huawei Cloud services. [Learn more](#)". There are two checkboxes: "I have read and agree with the Huawei Cloud Customer Agreement and Privacy Statement. (You can also choose to [enable services later](#).)" and "I would like to receive updates about discounts and promotions as and when they become available.". At the bottom is a button labeled "Enable and Associate".

----End

6.2 Disassociating from a Partner

6.2.1 How Does a Customer Associated with Its Partner in Reseller Model Request Disassociation?

If a customer associated with a partner in the reseller model wants to disassociate from the partner, the customer can request disassociation in My Account.

Precautions

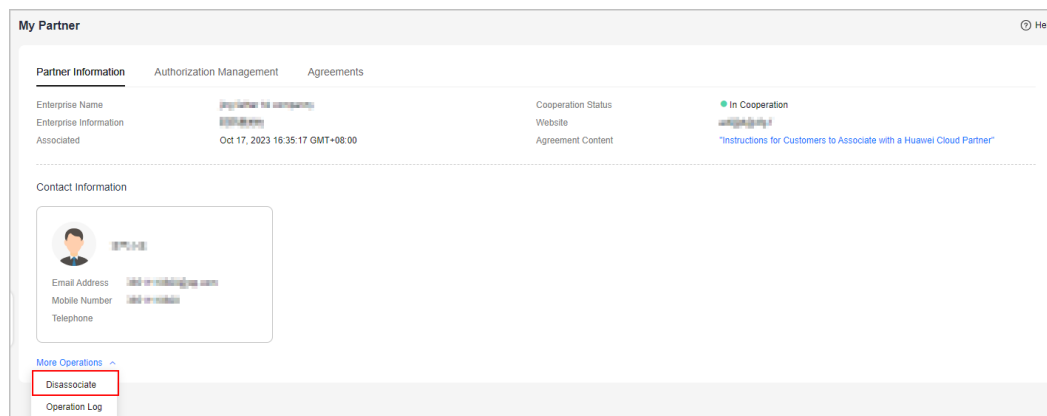
1. Only three disassociation requests can be initiated by a customer within a three-month period.
2. After the disassociation, the customer shall promptly update their account information and configure a valid payment method. Failure to do so may result in the initiation of a grace period and retention period, consequent to payment failure. During the grace period, the customer can access and use only some of their resources. During the retention period, they cannot access or use their resources but the data stored in the resources can be retained. If the renewal is still not completed or the outstanding amount is still not paid off when the retention period ends, the stored data will be deleted and the cloud service resources will be released.
3. For customers associated with a partner in the Reseller model, they cannot apply to disassociate from the partner if they are in one of the following conditions:
 - If the account of a customer is an enterprise master account, and the account is associated with independent accounting members, the customer needs to disassociate from all independent accounting members before disassociating from the partner.
 - If the customer account is frozen, the customer must contact the partner to unfreeze the account, and then apply for disassociation.
 - If the customer account and resources are frozen, the customer must contact the partner to unfreeze the account and resources, and then apply for disassociation.
 - A customer has valid RIs or a partner support plan. In this case, the customer needs to unsubscribe from the RIs or the partner support plan before disassociating from the partner.
 - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center and set a currency first.
 - A customer has an effective special commerce contract. In this case, the customer needs to contact the partner offline to handle it before applying for canceling the association relationship.

Procedure

Step 1 The **My Partner** page is displayed.

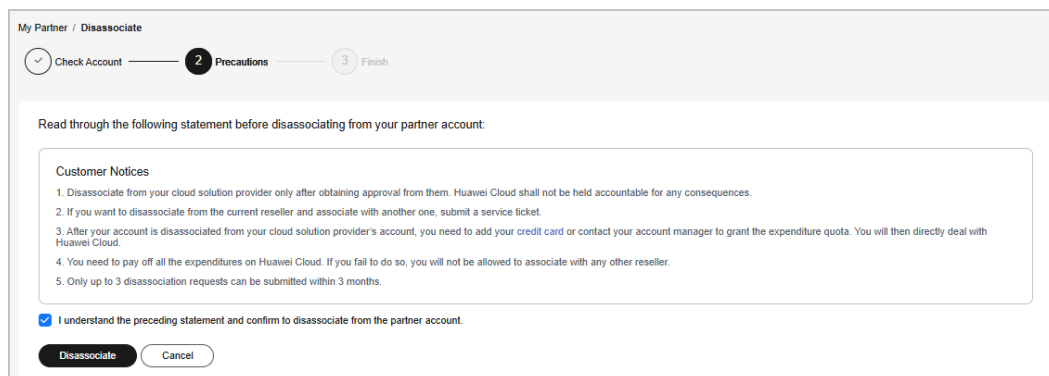
Step 2 Initiate a disassociation request.

Click **More Operations > Disassociate** at the bottom of the page.



Step 3 Verify your account and confirm the disassociation.

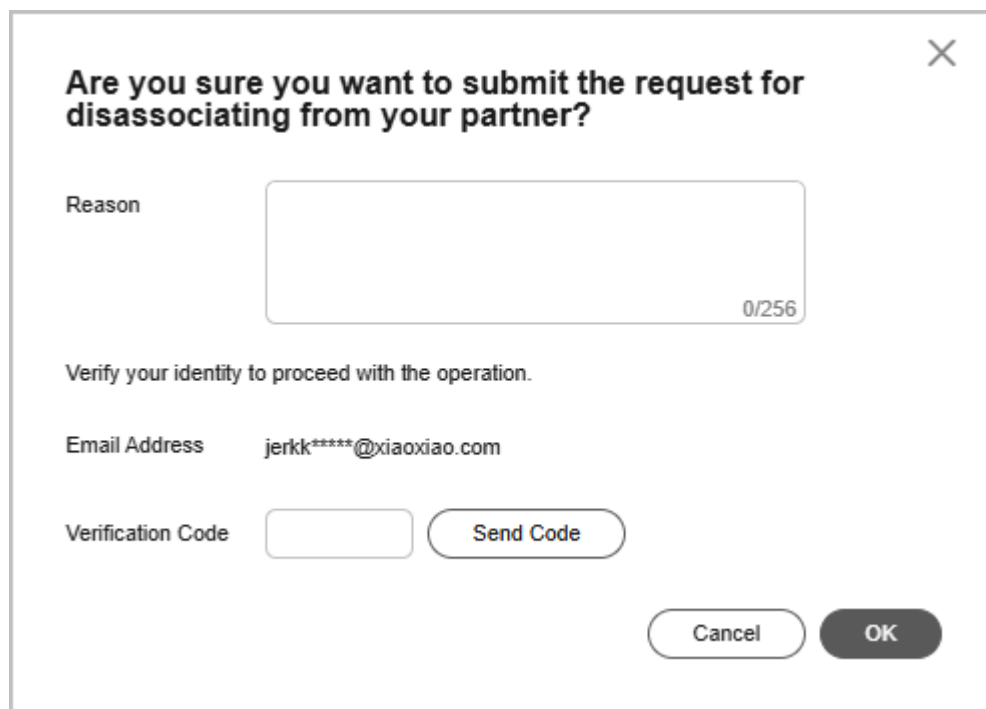
- If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



- If the account fails the check, handle the failed items as prompted. Then check the account again.

Step 4 Obtain the verification code, enter it, and click **OK**.

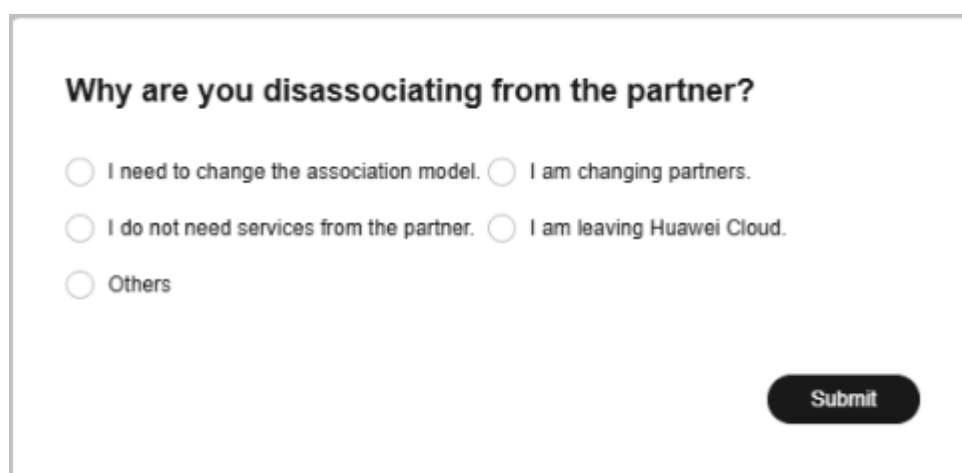
- If there is only an email address linked to your account, click **Send Code**.
- If there is only a mobile number linked to your account, click **Send Code**.
- If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.



A modal dialog box with a close button (X) in the top right corner. The title is "Are you sure you want to submit the request for disassociating from your partner?". Below the title is a text input field labeled "Reason" with a character count "0/256". Below the input field is the instruction "Verify your identity to proceed with the operation.". Below this is the "Email Address" field, which is pre-filled with "jerkk*****@xiaoxiao.com". Below the email field is a "Verification Code" input field and a "Send Code" button. At the bottom right are "Cancel" and "OK" buttons.

Step 5 Specify the reason.

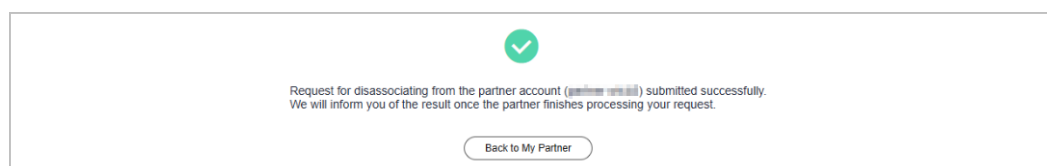
Select the reason for disassociating from the partner and click **Submit**.



A form titled "Why are you disassociating from the partner?". It contains five radio button options: "I need to change the association model.", "I am changing partners.", "I do not need services from the partner.", "I am leaving Huawei Cloud.", and "Others". A "Submit" button is located at the bottom right.

Step 6 Verify that the disassociation request has been submitted successfully.

The system displays a message indicating that the request for disassociating from the partner has been submitted successfully. After your partner completes the processing, you will be notified of the processing result.

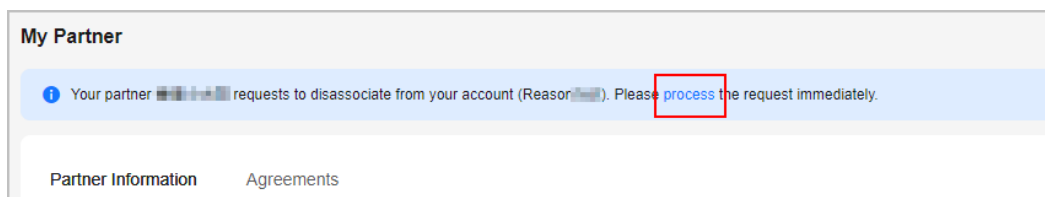


A success message box with a green checkmark icon. The text reads: "Request for disassociating from the partner account (jerkk*****@xiaoxiao.com) submitted successfully. We will inform you of the result once the partner finishes processing your request." Below the text is a "Back to My Partner" button.

----End

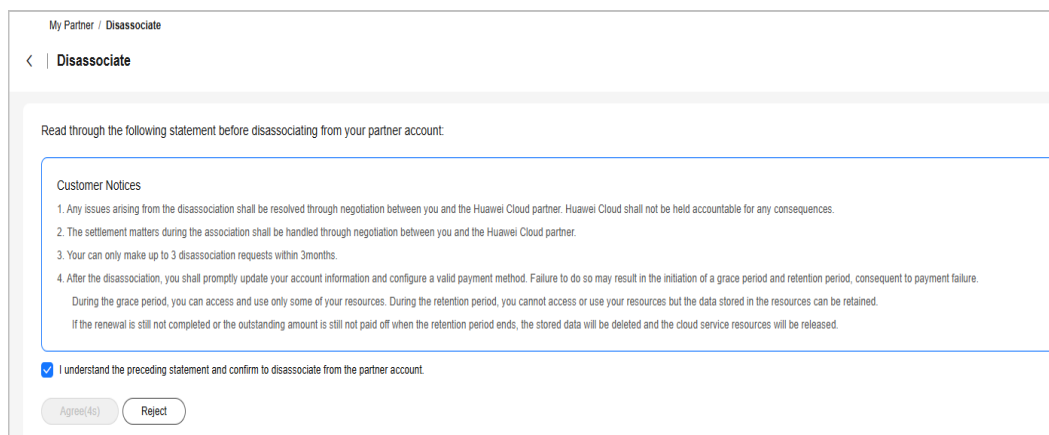
Handling a Disassociation Request Initiated by a Partner

Step 1 Access **My Account > My Partner** and click **process**.



Step 2 Verify you account.

- If the account passes the check, read the precautions carefully.



- If the account fails the check, handle the failed items as prompted. Then check the account again.

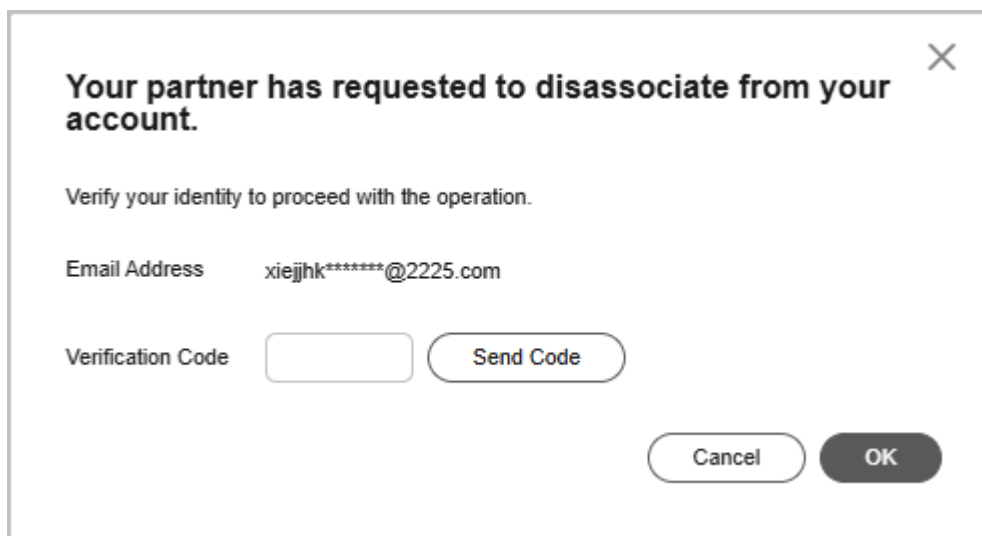
If you do not agree to the disassociation, you can go to the next step even if the account fails the check.

Step 3 Confirm whether to agree to the disassociation.

- Agree to the disassociation.
Select **I understand the preceding statement and confirm to disassociate from the partner account** and click **Agree**.
- Disagree with the disassociation.
Click **Reject**.

Step 4 Obtain the verification code, enter it, and click **OK**.

- Agree to the disassociation.
 - If there is only an email address linked to your account, click **Send Code**.
 - If there is only a mobile number linked to your account, click **Send Code**.
 - If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.



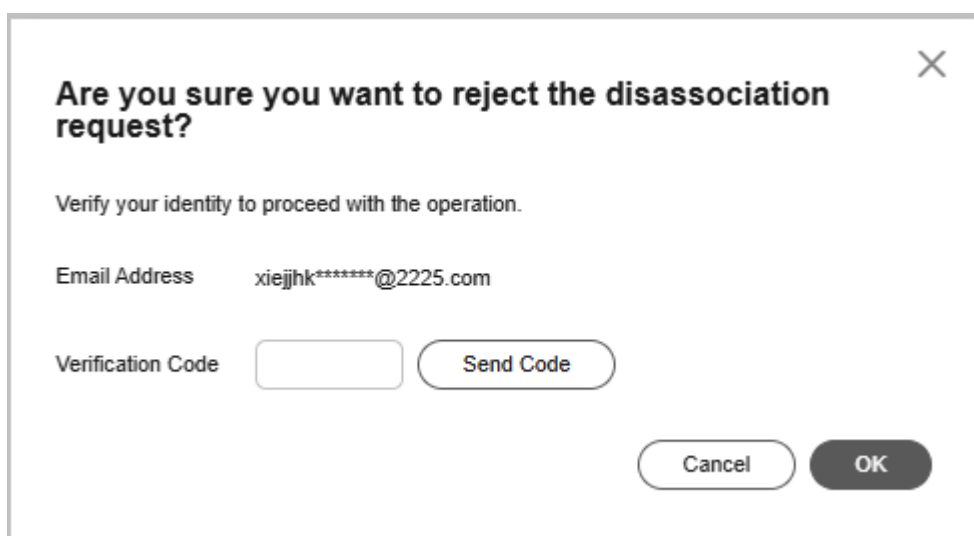
Your partner has requested to disassociate from your account.

Verify your identity to proceed with the operation.

Email Address xiejjkh*****@2225.com

Verification Code

- Reject the disassociation application.
 - If there is only an email address linked to your account, click **Send Code**.
 - If there is only a mobile number linked to your account, click **Send Code**.
 - If both a mobile number and an email address are linked to your account, you have to choose either email or mobile number to receive the verification code, and then click **Send Code**.



Are you sure you want to reject the disassociation request?

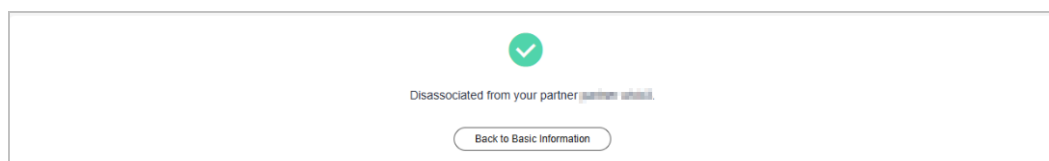
Verify your identity to proceed with the operation.

Email Address xiejjkh*****@2225.com

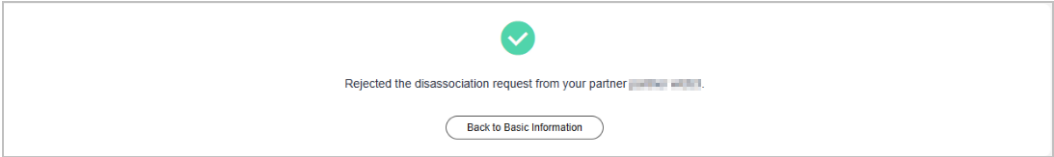
Verification Code

Step 5 Verify that the disassociation request has been handled.

- The system displays a message indicating that you have been successfully disassociated from the partner.



- The system displays a message indicating that you have rejected the disassociation request submitted by the partner.



-----End

Other Operations

- Viewing operation logs
- Access **My Partner > Partner Information** and click **More Operations > Operation Log**. On the displayed page, you can view the logs of association and disassociation operations.

My Partner / Operation Log					
Time	Partner Name	Purpose	Initiation Method	Reason	Status
Apr 28, 2025 14:01:20 GMT+08:00	[partner name]	Disassociate	Requested by partners	—	Pending customer confirmation
Apr 28, 2025 09:28:51 GMT+08:00	[partner name]	Disassociate	Requested by partners	—	Rejected
Nov 26, 2024 19:55:45 GMT+08:00	[partner name]	Association	System operation	—	Completed

7 My Master Account

7.1 Establishing or Canceling Association with an Enterprise Master Account

Establishing or canceling association between a master account and member account of an enterprise must be initiated by the master account. After receiving an association invitation or cancelation request, you as the administrator of a member account can grant or reject the permissions requested by the master account in the **Permissions** area on the **My Master Account** page.

Prerequisites

You have received an association or disassociation request from an enterprise master account.

Establishing Association

If you are invited to associate with an enterprise member account, you can choose to accept or reject the invitation on the **My Master Account** page in the account center.

Step 1 Access the [My Master Account](#) page.

Step 2 Select the agreement checkbox and click **Accept** to associate with the enterprise master account.

 Association invitation

has invited you to become a member account for enterprise accounting management.

Basic Information

Account ID

Enterprise Name

Status

Confirming

Requested On

Jun 18, 2025 16:56:18 GMT+08:00

Impacts

After the association is complete:

1. The master account will pay your expenditures and request invoices for you.

2. The master account can view and manage your expenditures, and allocate budgets to you.

3. Your cash balance can no longer be used to purchase cloud services, but it can be withdrawn.

4. Your existing cash coupons can only be used to pay for the expenditure generated before association and any remaining will be unusable during the association.

5. Your account will be suspended if the master account is suspended.

Permissions

1. Use Master Account's Commercial Discounts:

Note: If you accept this permission request, you can use your master account's commercial discounts (excluding promotional discounts), but you cannot apply for your own commercial discounts.

☒ I have read and agree to the [Huawei Cloud Account Management Agreement](#).

Accept

Reject

-----End

Canceling Association

If you are requested to disassociate from your master account, you can choose to accept or reject the request on the **My Master Account** page in the account center.

- Step 1 Access the [My Master Account](#) page.
- Step 2 Click **Accept** to disassociate from the master account.

 Cancel Request from Associated Account

Your master account (

) requests to disassociate your account. Before you accept the disassociation request, confirm that you have read and agree to the [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#). After the disassociation, you will be billed for resources you are currently using. Bind a credit card to your account to continue using resources.

Basic Information

Account ID

Enterprise Name

Status

Disassociated ⓘ

Requested On

Jun 18, 2025 16:54:15 GMT+08:00

Impacts

After the association is complete:

1. After disassociation, bills for your expenditure will be sent to you for settlement and invoice requests.

2. After disassociation, your expenditure cannot be viewed by the master account. The budgets allocated by the master account will automatically expire.

3. Expenditures generated during the association will still be paid by the master account. You can continue to use the available balances and cash coupons in your account after disassociation.

4. If the account information required has not been completed, or no cards have been attached to your account, you will not be able to subscribe to cloud services.

5. Ensure that your account balance is sufficient after disassociation or services may be impacted.

Permissions

1. Use Master Account's Commercial Discounts:

Note: If you accept this permission request, you can use your master account's commercial discounts (excluding promotional discounts), but you cannot apply for your own commercial discounts.

☒ I have read and agree to the [Huawei Cloud Customer Agreement](#) and [Privacy Statement](#).

Accept

Reject

-----End

8 Auditing

8.1 Supported Account Center Operations

Scenarios

With Cloud Trace Service (CTS), you can record Account Center operations for later query, auditing, and backtracking.

Prerequisites

You have enabled CTS.

Supported Key Operations

Table 8-1 Account Center operations that can be recorded by CTS

Operation	Resource Type	Trace Name
Changing individual authentication	accountCenter	changeIndividualAuthInfo
Re-authenticating as an enterprise	accountCenter	reauthWithEnterpriseInfo
Changing an enterprise name	accountCenter	changeEnterpriseName
Changing an enterprise entity	accountCenter	changeEnterpriseEntity
Changing a mobile number	accountCenter	changePhone
Changing an email address	accountCenter	changeEmail
Adding a recipient address	accountCenter	addRecipient

Operation	Resource Type	Trace Name
Changing a recipient address	accountCenter	editRecipient
Deleting a recipient address	accountCenter	deleteRecipient
Closing Huawei Cloud services	accountCenter	closeHuaweiCloudservices
Restoring Huawei Cloud services	accountCenter	restoreHuaweiCloudservices
Disabling Huawei Cloud services	accountCenter	disableHuaweiCloudservices

8.2 Viewing Audit Logs

After you enable Cloud Trace Service (CTS) and the management tracker is created, CTS starts recording operations in your account center. CTS retains operation records generated in the latest seven days.

For details about audit logs, see [Viewing CTS Traces in the Trace List](#).

9 Huawei Cloud Account Information Management

9.1 Viewing Account Information

An account contains information about an individual or enterprise and is used for logging in to Huawei Cloud. Orders and expenditures incurred by the individual or enterprise are associated with their account.

For example, enterprise information you can view and change on the **Basic Information** page includes: your account name, enterprise name, tax identification number, mobile number, email address, password, and contact address.

Procedure

The following procedure uses an **enterprise account** as an example.

- Step 1** Go to the [Basic Information](#) page.
- Step 2** View your account information.

Basic Information



Account Information

Account Name

Edit

Mobile Number

Edit

Email Address

Edit

Password

Edit

Basic Information

Edit

Registration Time

Jul 29, 2021 14:01:42 GMT+08:00

Account Type

Enterprise

Enterprise Name

Tax Identification Number

Full Name

Designation

Technical administrator

Country/Region

Singapore

Contact Address

Nanyang Technological University, Singapore 117576

Industry

Communication and ISPs

Authentication Status

Pending real-name authentication ⓘ

Authenticate

Contact Details

No data available.

Edit

----End

9.2 Modifying Account Information

9.2.1 Changing the Account Name

You can change your account name on the **Basic Information** page. It can be changed only three times in a year.

Procedure

The following procedure uses an **enterprise account** as an example.

Step 1 Go to the **Basic Information** page.

Step 2 In the **Account Information** area, click **Edit** next to **Account Name**.

The **Edit Account Name** dialog box is displayed.

Basic Information



Account Information

Account Name

Edit

Mobile Number

Edit

Email Address

Edit

Password

Edit

Basic Information

Registration Time

Jul 29, 2021 14:01:42 GMT+08:00

Account Type

Enterprise

Enterprise Name

Tax Identification Number

Full Name

Designation

Technical administrator

Country/Region

Singapore

Contact Address

Nanyang Technological University, Singapore, 117576

Industry

Communication and ISPs

Authentication Status

Pending real-name authentication ⓘ

Authenticate

Contact Details

No data available.

Edit

Step 3 Enter a new account name.

 NOTE

- The new account name must be unique.
- The account name can contain 6 to 32 characters and must start with a letter. Only letters, digits, hyphens (-), and underscores (_) are allowed.

Step 4 Click **OK**.

The system displays a message indicating that the account name is changed successfully.

----End

9.2.2 Changing the Mobile Number

Procedure

The following procedure uses an **enterprise account** as an example.

Step 1 Go to the **Basic Information** page.

Step 2 Click **Edit** next to **Mobile Number**.

The **Change Mobile Number** page is displayed.

Basic Information



Account Information

Account Name	[Redacted]	Edit
Mobile Number	[Redacted]	Edit
Email Address	[Redacted]	Edit
Password	*****	Edit

Basic Information

[Edit](#)

Registration Time	Jul 29, 2021 14:01:42 GMT+08:00
Account Type	Enterprise
Enterprise Name	[Redacted]
Tax Identification Number	[Redacted]
Full Name	[Redacted]
Designation	Technical administrator
Country/Region	Singapore
Contact Address	[Redacted]
Industry	Communication and ISPs

Authentication Status	Pending real-name authentication ⓘ	Authenticate
Contact Details	No data available.	Edit

Step 3 Verify your identity.

- With your mobile number
 - Click **Verify** next to **SMS**.
 - Click **Send Code**, enter the SMS verification code, and click **Next**.

Change Mobile Number

[1 Verify Identity](#) — [2 Change Mobile Number](#) — [3 Finish](#)

i Verify your identity to proceed with the operation.

Mobile Number +852 [Redacted]

* Verification Code [Didn't get a verification code?](#)

[Change Verification Method](#)

- With your email address
 - Click **Verify** next to **Email**.
 - Click **Send Code**, enter the email verification code, and click **Next**.

The screenshot shows the 'Change Mobile Number' page with a progress bar at the top indicating three steps: 1. Verify Identity (active), 2. Change Mobile Number, and 3. Finish. Below the progress bar, a message states: 'Verify your identity to proceed with the operation.' The 'Email Address' field is pre-filled with a blurred email. Below this, there is a red-bordered box containing a 'Verification Code' input field and a 'Send Code' button. To the right of the 'Send Code' button is a link that says 'Didn't get a verification code?'. Below the red box is a red 'Next' button and a link that says 'Change Verification Method'.

Step 4 Enter a new mobile number, click **Send Code**, and enter the code sent to the new number.

The screenshot shows the 'Change Mobile Number' page with the progress bar updated to Step 2: Change Mobile Number (active). The 'Old Mobile Number' is displayed as '+852 177****9865'. The 'New Mobile Number' field has a dropdown menu showing '+852' and a blurred input field. Below this, the 'Verification Code' field is followed by a red-bordered 'Send Code' button and a link that says 'Did not receive a verification code?'. At the bottom, there is a red 'OK' button.

Step 5 Click **OK**.

The mobile number has been changed.

----End

9.2.3 Changing the Email Address

Procedure

The following procedure uses an enterprise account for illustration.

Step 1 Go to the [Basic Information](#) page.

Step 2 Click **Edit** next to **Email Address**.

The **Change Email Address** page is displayed.

Basic Information



Account Information

Account Name	XXXXXXXXXX	Edit
Mobile Number	Not yet authenticated	Edit
Email Address	XXXXXXXXXX@XXXXXX	Edit
Password	*****	Edit

Basic Information

Edit

Registration Time	Jul 29, 2021 14:01:42 GMT+08:00
Account Type	Enterprise
Enterprise Name	XXXXXXXXXX
Tax Identification Number	XXXXXXXXXX
Full Name	XXXXXXXXXX
Designation	Technical administrator
Country/Region	Singapore
Contact Address	Nanyang Technology XXXX, Singapore 111111
Industry	Communication and ISPs

Authentication Status	Pending real-name authentication ⓘ	Authenticate
Contact Details	No data available.	Edit

Step 3 Verify your identity.

- With your mobile number
 - a. Click **Verify** next to **SMS**.
 - b. Click **Send Code**, enter the SMS verification code, and click **Next**.

Change Email Address

1 Verify Identity

2 Change Email Address

3 Finish

1 Verify your identity to proceed with the operation.

Mobile Number

XXXXXXXXXX

* Verification Code

Send Code

Didn't get a verification code?

Next

Change Verification Method

- With your email address
 - a. Click **Verify** next to **Email**.
 - b. Click **Send Code**, enter the email verification code, and click **Next**.

The screenshot shows the 'Change Email Address' page with a progress bar at the top indicating three steps: 1. Verify Identity (active), 2. Change Email Address, and 3. Finish. Below the progress bar, there is an information icon and the text 'Verify your identity to proceed with the operation.' The 'Email Address' field is pre-filled with a masked value. Below this, there is a red-bordered box containing a 'Verification Code' input field and a 'Send Code' button. To the right of the 'Send Code' button is a link that says 'Didn't get a verification code?'. Below the red-bordered box is a red 'Next' button and a link that says 'Change Verification Method'.

Step 4 Enter a new email address, click **Send Code**, and enter the code sent to the new email address.

The screenshot shows the 'Change Email Address' page with the progress bar updated to show Step 2, 'Change Email Address', as the active step. The 'Old Email Address' is displayed as '11649*****@qq.com'. Below it, there is a red-bordered box containing a 'New Email Address' input field, a 'Verification Code' input field, and a 'Send Code' button. To the right of the 'Send Code' button is a link that says 'Didn't get a verification code?'. Below the red-bordered box is a red 'OK' button.

Step 5 Click **OK**.

----End

9.2.4 Changing the Password

Procedure

The following procedure uses an enterprise account for illustration.

Step 1 Go to the **Basic Information** page.

Step 2 Click **Edit** in the **Password** row.

The **Security Settings** page is displayed.

The screenshot shows the 'Account Information' page. On the left is a user profile icon. To the right, there is a table with the following rows: 'Account Name', 'Mobile Number', 'Email Address', and 'Password'. Each row has a masked value and an 'Edit' link to its right. The 'Edit' link for the 'Password' row is highlighted with a red box.

Step 3 Click **Change** next to **Login Password**. The **Change Password** dialog box is displayed.

Basic Information

Critical Operations

Login Authentication Policy

Password Policy

ACL

Login Password

WeakMediumStrong

Set a strong login password and change it periodically to protect your account and data.

Configured

Change

Mobile Number

The mobile number [redacted] that is bound to your account will be used for authentication when you log in or reset the password. If this mobile number is unavailable, change it immediately.

Bound

Change

Email Address

The email address [redacted] that is bound to your account will be used for authentication when you log in or reset the password. If this email address is unavailable, change it immediately.

Bound

Change

Step 4 Select a verification method, enter the verification code, and click **Next**.

Change Password

i

Identity Verification

For account security purposes, verify your identity, and then change the password.

X

Verification Method

☒ Mobile number ([redacted])

☐ Email address ([redacted])

Verification Code

6-digit code

Send Code

Didn't get a verification code?

Cancel

Next

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Step 5 Change the password by following the on-screen instructions.

Change Password

 **Set New Password**

For account security purposes, change your password periodically.



Last Console Login

Jul 14, 2025 14:45:51 GMT+08:00

★ Old Password



★ New Password



★ Confirm Password



Cancel

OK

Step 6 Click **OK**.

----End

9.3 Modifying Basic Information

9.3.1 Setting the Huawei Cloud Account Type

Prerequisites

You can set the account type on the **Basic Information** page only when the account type has not been specified.

Your account type cannot be changed once set. However, the full name of an individual account or the enterprise name of an enterprise account can be changed before real-name authentication.

Setting the Account Type

Step 1 Go to the [Basic Information](#) page.

Step 2 Click **Edit** in the **Basic Information** area.

The **Edit Information** page is displayed.

* Account Type ☐ Individual ☐ Enterprise

* Full Name

* Qualification Name ▼

Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)

Qualification Proof

Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB

Tax Identification Number

* Address Line 1

Address Line 2

* Commune

* City

* State/Province/Region ▼

* Postal Code

Country/region

* Payment Currency ▼

* Industry ▼

Step 3 Set the account type.

NOTE

An account can be set as an individual or enterprise account. If your account is an individual account, enter your full name. If your account is an enterprise account, enter the name of your enterprise.

Step 4 Click **OK**.

----End

Changing the Full Name or Enterprise Name

The full name of an individual account or the enterprise name of an enterprise account can only be changed before real-name authentication.

Go to the [Basic Information](#) page.

- Individual account: Click **Edit** in the **Basic Information** area and change the full name.
- Enterprise account: Click **Edit** in the **Basic Information** area and change the enterprise name.

9.3.2 Changing the Qualification Name and Tax Identification Number

Change your tax identification number on the **Basic Information** page.

Precautions

The qualification name will affect tax processing. Ensure that you fill in the correct name. For details, see [Tax Help](#).

Procedure

The following procedure uses an **enterprise account** as an example.

- Step 1** Go to the [Basic Information](#) page.
- Step 2** Click **Edit** in the **Basic Information** area.
- The **Edit Information** page is displayed.

* Account Type

☐ Individual ☐ Enterprise

* Full Name

* Qualification Name

▼

Make sure your Qualification Name is correct for successful tax processing. [Learn more](#)

Qualification Proof

Only .doc, .docx, .jpg, .png, .pdf, and .odt files are supported. Maximum file size: 5 MB

Tax Identification Number

* Address Line 1

Address Line 2

* Commune

* City

* State/Province/Region

▼

* Postal Code

Country/region

* Payment Currency

▼

* Industry

▼

Step 3 Select a qualification name, upload the qualification proof, and enter the tax identification number. For details about numbers in different countries or regions, see [Tax Identification Numbers Collected by Huawei Cloud](#).

 NOTE

The qualification proof refers to the VAT registration certificate, which contains the VAT number. Only DOC, DOCX, JPG, PNG, PDF and ODT files can be uploaded, and the file size cannot exceed 5 MB.

Step 4 Click **OK**.

----End

Tax Identification Numbers Collected by Huawei Cloud

Huawei Cloud collects tax identification numbers for calculating value-added tax (VAT) or similar turnover tax. The following table lists the countries and example tax identification numbers that Huawei Cloud collects.

Table 9-1 Tax Identification Numbers Collected by Huawei Cloud

Country/Region	Tax Identification Number	Example
South Africa	VAT Registration Number	Legal entity: 1234567890
Malaysia	SST Register No.	Legal entity: A12-1234-12345678
Thailand	Tax Payer Number	Legal entity: 1234567890123
Chile	Rol Único Tributario (RUT)	Legal entity/Individual: 12.123.123-A
India	Goods and Services Tax Identification Number (GSTIN)	Legal entity: 12ABCDE123451Z1
Peru	Registro Único del Contribuyente (RUC)	Legal entity: 12345678901 Individual: 1234567890
Brazil	Cadastro Nacional da Pessoa Jurídica (CNPJ)	Legal entity: 12.123.123/1234-12
Mexico	Registro Federal de Contribuyentes (RFC)	Legal entity: ABC123456AB1
South Korea	Business Registration Number	Legal entity: 123-12-12345
Morocco	Tax Registration Number	Legal entity: 1234567 or 12345678 or 123456789
United Arab Emirates	Certificate of Registration for Value Added Tax	Legal entity: 123456789012345
Bahrain	VAT Account Number	Legal entity: 123456789012345
Singapore	Tax Identification Number	Legal entity: 123456789A

9.3.3 Modifying the Contact Information of a Huawei Cloud Account

You can modify the contact information of a Huawei Cloud account.

Procedure

Step 1 Go to the [Basic Information](#) page.

The **Edit Information** page is displayed.

The screenshot shows the 'Edit Information' page for a Huawei Cloud account. The form is divided into two main sections, each highlighted with a red border. The first section contains the following fields:

- * Address Line 1:
- Address Line 2:
- * City:
- * State/Province:
- * Postal Code:

Below these fields is the 'Country/region' field with a dropdown menu.

The second section contains the following fields:

- * Contact Name:
- * Designation:

Below these fields are the 'Payment Currency' and 'Industry' dropdown menus.

At the bottom of the form are two buttons: 'OK' (highlighted in red) and 'Cancel'.

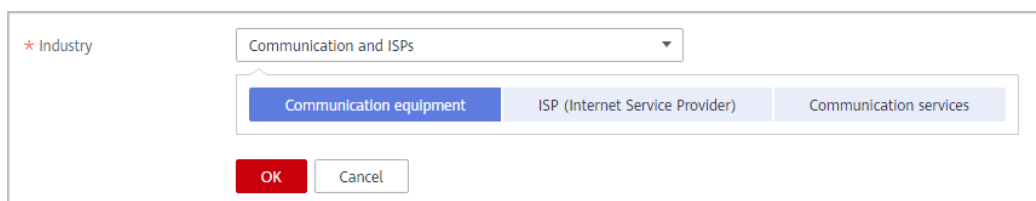
Step 2 Set the address, name, and designation, and click **OK**.

----End

9.3.4 Modifying the Tenant Information of a Huawei Cloud Account

Procedure

- Step 1** Go to the [Basic Information](#) page.
- Step 2** Click **Edit** in the **Basic Information** area.
The **Edit Information** page is displayed.
- Step 3** Select your industry.



- Step 4** Click **OK**.

NOTE

If the industry you select has secondary options, you must select one.

----End

9.4 Deleting a Huawei Cloud Account

9.4.1 Terms and Conditions on Deletion of Huawei Cloud Account

The Terms and Conditions on Deletion of Huawei Cloud Account ("**these Terms**") governs deletion of your [Huawei Cloud](#) account and related matters.

Please read these Terms carefully before submitting an application for account deletion. If you have any questions, please contact Huawei Cloud customer service.

Your acceptance of these Terms and clicking the **Submit** button indicates that you have read and fully understood all the content of these Terms and indicates that you believe deleting your Huawei Cloud account can help achieve your expected purposes.

After you submit an application for account deletion, Huawei Cloud will check your account in accordance with these Terms and relevant instructions on the console. If your account meets the account deletion conditions, Huawei Cloud will notify you of the result and start the account deletion process after your confirmation. This process cannot be withdrawn or revoked. If your account does not meet the conditions, Huawei Cloud will notify you of the result and the account deletion procedure will be automatically terminated.

1. Account Deletion Conditions

- a. Your Huawei Cloud account cannot be deleted if any of the following conditions exists, except that you have reached consensus with Huawei Cloud in this respect:
 - Overdue payments, over-issued invoices, pending payments, or remaining balance.
 - Contracts pending for performance, active orders, resources in use, or reserved instances.
 - Applications in progress (including but not limited to applications of new orders, unsubscriptions/withdrawals, applications for joining Huawei Cloud ecosystem programs, etc).
 - Your account has been associated with a Huawei Cloud ecosystem partner.
 - Your account has been associated with an enterprise master account or member account.
- b. Your account does not have unpaid taxes and there are no unfulfilled obligations in accordance with applicable laws and regulations.
- c. Your account has not violated any applicable laws or regulations or agreements signed with Huawei Cloud, unless you have reached consensus with Huawei Cloud in connection with related matters if applicable.

2. Account Deletion Procedure

- a. Self-check

Before you submit the application for account deletion, please check whether your account meets the account deletion conditions specified in section 1 of these Terms; otherwise, your account deletion process may be terminated due to failure to meet the deletion conditions.
- b. Deletion method selection

For account security purposes, only you can delete your Huawei Cloud account. If the account does not meet the conditions specified in section 1 of these Terms and you still want to delete it, you may contact Huawei Cloud customer service.
- c. Account deletion process
 - i. Application submission

After confirming that the conditions specified in section 1 of these Terms have been met, log in to the Huawei Cloud website, go to the My Account console, click **Close Account**, read these Terms carefully before acceptance, and submit the account deletion application.
 - ii. Check

Huawei Cloud will automatically check your account in accordance with the account deletion conditions.
 - iii. Check result notification
 - Passed

If your account meets the account deletion conditions, Huawei Cloud will notify you of the result by email, SMS, or other reasonable methods and start the account deletion process.

 NOTE

The checking of your account in accordance with the conditions above is preliminary and to the extent of formalities review. Compliance with the account deletion conditions does not mean that Huawei Cloud materially accepts the result or waives any rights entitled by laws or agreements, nor does Huawei Cloud affirm that any operations and responsibilities arising out of your account before the deletion are exempted or mitigated, including but not limited to any overdue payments, entrusted payments, and unpaid taxes.

○ Failed

If your account does not meet the account deletion conditions, Huawei Cloud will notify you of the failed conditions by email, SMS, or other reasonable methods. The account deletion procedure will be automatically terminated and will not be restarted. If you still want to delete the account, you may submit another application.

- d. During the period from the time when your account passes the check to the time when your account is deleted (hereinafter referred to "account retention period"), if your Huawei Cloud account is listed in complaints reported by third parties, is investigated by government agencies, is involved in a litigation or arbitration procedure, or fails to meet other account deletion requirements, Huawei Cloud reserves the right to terminate the account deletion process without your consent.

3. **Account Retention Period**

- a. Huawei Cloud has set up a retention period for account closure in accordance with industry standards, relevant laws, regulations, and the requirements of national administrative, judicial, and law enforcement agencies. The account retention period has been provided on the Huawei Cloud website, and the period starts once your account is closed.
- b. During the account retention period, you cannot use Huawei Cloud services or avail any rights granted by the corresponding SLA. However, you can continue using your account to log in to the Huawei Cloud website and perform the following operations:
- Query historical bills and settle unpaid bills.
 - Apply to restore the account so you can use Huawei Cloud services again.
 - Delete the account immediately after all outstanding amounts are paid.
- c. **During the account retention period, Huawei Cloud will delete the account data saved in Huawei Cloud, except as otherwise specified in these Terms or required by laws and regulations or national administrative, judicial, or law enforcement agencies.**

4. **Legal Consequences of Account Deletion**

- a. Your account deletion procedure will start after you confirm that you accept these Terms.
- b. When the account deletion procedure is completed (the account retention period ends or you delete the account during the account

retention period), all related contractual relationships between you and Huawei Cloud are terminated. The consequences of account deletion include but are not limited to the following:

- You will not be able to use this account to log in to the Huawei Cloud website, apps, etc.
- You will not be able to access the Huawei Cloud console.
- You will not be able to perform any operations that require account permissions.
- You will not be able to retrieve the personal information, transaction records, business data, and historical information under the account.
- You will not be able to use Huawei Cloud services.

 NOTE

Notwithstanding article 4 of these Terms, the deletion of your account does not mean that all your account operations and responsibilities before account deletion are exempted or mitigated.

- c. **At the end of the day on which your account is deleted, Huawei Cloud has provided services in accordance with contracts and active orders reached between the parties, without breaching any contracts.**
- d. Huawei Cloud will delete your data and immediately stop collecting, storing, and using your personal information and other data, **except as otherwise required by applicable laws and regulations or industry standards. For example, Huawei Cloud will retain corresponding invoice data for tax compliance purposes, and keep the transaction information between you and Huawei Cloud to comply with relevant e-commerce laws.**
- e. Account balance handling
After you pay all outstanding amounts, you need to withdraw the remaining account balance.
- f. **The account cannot be recovered once it is deleted.** Please back up all account-related business information and data before you delete your account. During the account retention period, you can query historical bills and settle unpaid bills, **but you cannot access or use cloud services, and your cloud service resources will be released. When the retention period ends, Huawei Cloud will take your account back and clear the account data. Huawei Cloud will not be liable for any loss of data or information caused therefrom.**

5. Other

- a. These Terms serve as an integral part of the *Huawei Cloud Customer Agreement*. For matters not mentioned herein, please refer to the relevant clauses of the *Huawei Cloud Customer Agreement*.
- b. These Terms only govern your deletion of your Huawei Cloud account, without prejudice to the deletion of your account in accordance with applicable laws or agreements reached between you and Huawei Cloud (for example, in the event of "suspension" and/or "termination" under the *Huawei Cloud Customer Agreement*).

- c. If your account deletion causes any loss to Huawei Cloud, you shall compensate for the loss and exempt Huawei Cloud and its directors, employees, agents, partners, and suppliers from any third-party liabilities arising therefrom.

9.4.2 Account Deletion Process

You can delete your account on the **Basic Information** page. Close the account before you delete it.

An account retention period starts after your account is closed. During this period, your account data saved in Huawei Cloud will be cleared and cannot be recovered. However, you can still use your account to log in to Huawei Cloud and view the account and expenditure details. After the account retention period ends, your account will be automatically deleted and can no longer be used.

If you are certain that the account is no longer needed, you can delete it 24 hours after you close it. After the account is deleted, it can no longer be used to access Huawei Cloud, and the account data will be cleared permanently. Exercise caution when deleting an account.

Closing an Account

Step 1 Go to the **Basic Information** page.

Step 2 Expand the **Delete Account** area in the lower part of the page, and click **Close Account**.

The **Close Account** page is displayed.

Step 3 Read the **Terms and Conditions on Deletion of Huawei Cloud Account** and select **I have read and agree to the Terms and Conditions on Deletion of Huawei Cloud Account and understand that my account XXX will be closed and my data in Huawei Cloud will be deleted and cannot be recovered**. Then select a reason for closing the account.

The screenshot shows the 'Close Account' page with a progress bar at the top indicating three steps: 1. Review & Feedback (active), 2. Wait for Auto Check & Confirm, and 3. Finish. The main content area is titled 'Before you close your account, please carefully review the following important information:'. It contains a section 'Review the following information before you close your HUAWEI CLOUD account:' with six numbered points detailing the process and consequences of account deletion. Below this is a 'Warning:' section stating that data will be deleted and cannot be recovered. At the bottom, there is a checkbox labeled 'I have read and agree to the Terms and Conditions on Deletion of HUAWEI CLOUD Account and understand that my account [redacted] will be closed and my data in HUAWEI CLOUD will be deleted and cannot be recovered.' which is checked. Below the checkbox is a 'Reason' section with three radio buttons: 'No longer used' (selected), 'Misregistration', and 'Other'. At the very bottom are 'Next' and 'Cancel' buttons.

Step 4 Click **Next**.

Step 5 Click **Send Code**, and enter the verification code in the text box.

 NOTE

If you did not get an SMS or email verification code, [submit a service ticket](#) to change the mobile number or email address.

Step 6 Click **OK**.

The **Account Check** page is displayed. The system automatically checks the account and its financial status, orders, and resources, and displays the result on the page.

 NOTE

If you had already performed the account check but did not close the account, click **View Last Check Result** on the **Basic Information** page to view the account check result.

Step 7 Click **Close Account**.

The account is closed successfully.

 NOTE

If you need to use the account again, click **Restore Account** on the **Basic Information** page.

----End

Deleting the Account

Step 1 Go to the [Basic Information](#) page.

Step 2 Click **Delete Account** in the lower part of the page.

The identity verification page is displayed.

Step 3 Click **Send Code**.

Step 4 Enter the verification code and click **OK**.

Step 5 View the account check result, select **I understand that after the account is deleted, I can no longer use it to access Huawei Cloud, and my data saved in Huawei Cloud will be automatically cleared**, and click **Confirm Deletion** to delete the account.

The account is deleted successfully.

----End