

# Account Management

Manage Accounts

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Before purchasing and using Alibaba Cloud products and services, you have to create an Alibaba account firstly, and then configure the account.

## Procedure

Open a web browser and go to <https://www.alibabacloud.com>.

On the Alibaba Cloud website, click **Free Account** on the upper-right corner.

You are directed to the account creation page.

On the account creation page, provide the following information:

Select your country.

**Note:** The country you choose must be consistent with your mobile phone and credit card. For example, if you choose U.S.A., the phone number entered must be between 10 and 12 digits.

Enter an email used to log in and receive notifications.

Enter and confirm your password used for login.

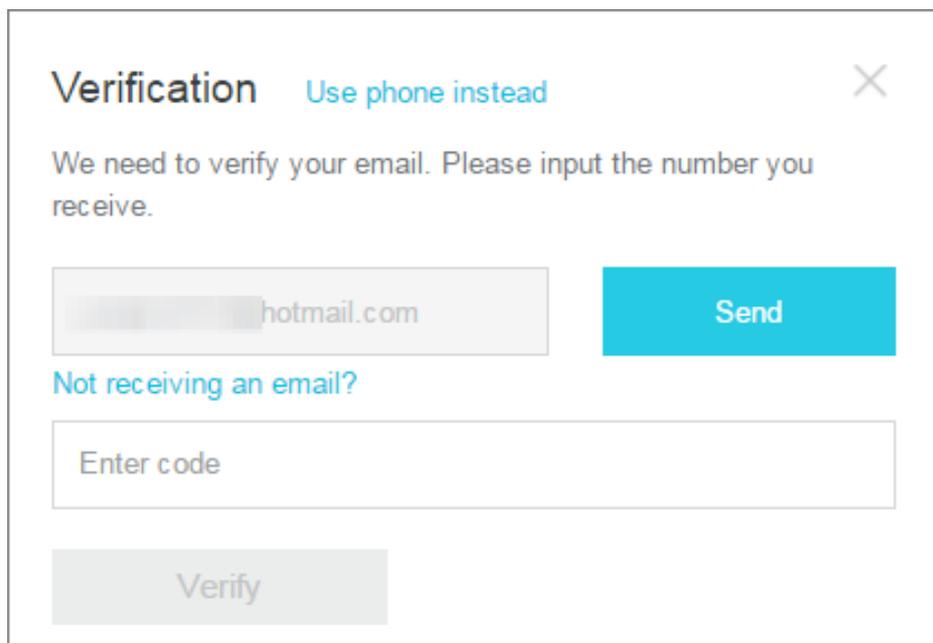
Read the related agreement, policy, and terms, and then select the checkbox if you accept these terms. Click **Confirm**.

Enter the verification code and click **Confirm** again.

In the pop-up **Verification** dialog, choose a verification method:

Use Email

By default, this option is selected. Click **Send** to send a verification code to your registered email. Once received, enter the verification code, and then click **Verify** to finish.

A verification dialog box with a title bar containing "Verification" and a link "Use phone instead" with a close button (X) on the right. The main text reads "We need to verify your email. Please input the number you receive." Below this is a text input field containing "hotmail.com" and a blue "Send" button. Underneath is a link "Not receiving an email?". Below that is another text input field with the placeholder "Enter code". At the bottom is a grey "Verify" button.

**Verification** [Use phone instead](#) ✕

We need to verify your email. Please input the number you receive.

[Send](#)

[Not receiving an email?](#)

[Verify](#)

Use phone

Click the **Use phone instead** link to change the verification method.

Enter your phone number and click **Call immediate** or **Send message** to receive the verification code. Once received, enter the verification code, and then click **Verify** to finish.

### Verification [Use email instead](#) ✕

We need to verify your mobile phone. Please input the number you receive.

 +44

or

[Not receiving calls or messages?](#)

Note: If you choose the Email verification method, you have to use the phone verification method to do the second verification when configuring your account, and vice versa.

## Next Step

### Configure your account

After creating an Alibaba Cloud account, you are required to add a payment method before you can purchase products and services. For assistance on adding a payment method, review the following steps.

## 1. Add a payment method

After you create an Alibaba Cloud account, the system will guide you adding your payment method.

- If you select **Credit Card** and click **Next**, you need to proceed to step 2 below.
- If you select **PayPal** and click **Next**, you need to proceed to step 3 below.**Note:** A credit card can be used for the purchase of all Alibaba Cloud products and services, while PayPal is only supported for the purchase of pre-paid products and services.

## Add a Payment Method



Select your payment method type

 Credit Card  PayPal**Please note :**

1. We will issue a small charge of less than \$ 1 USD to your credit card in order to verify that the card is in your possession. The amount we charge will be reimbursed within 24 hours, \*not\* including bank transaction fees.
2. Credit cards issued from Mainland China banks are not supported.
3. Prepaid cards, virtual cards and/or gift cards are not accepted.
4. One credit card can only be added to an Alibaba Cloud account.

Next

Cancel

## 2. Register with credit cards

i. Enter your credit card number, expiration date, security code, and cardholder name. Then click **Next**.

**Note:**

1. Credit cards issued from Mainland China banks are not supported.
2. Prepaid cards, virtual cards and gift cards are not accepted.
3. Only one credit card can be added to an Alibaba Cloud account.

## 1.Card Information

Card number Expiration date  / Security code 

The security code will not be saved.

Card holder name  

Next

Powered by Alipay

ii. The system will issue an authorization hold of \$1.00 USD and a microcharge to your credit card, which can be any amount less than \$1.00 USD. The amount of both the authorization hold and the microcharge will be automatically reimbursed to your card within 24 hours.

## Credit Card Verification



There are two options for credit card verification as following:

Please find the most recent Alibaba Cloud transaction on your credit card and enter either the amount (less than \$1USD) or the 6-digit code in the transaction description to complete verification.

Code:  Amount: \$

Sample summary of financial activity from your card issuer:

Transaction Date	Descriptions	Amount
1/1/2016	INTL123456*ALIYUN.COM	\$0.12

Steps:

1. Check your online credit card statement and find the most recent Alibaba Cloud transaction. Note the charge was made on 2017/5/12 , the amount is less than \$1USD. And it will be automatically reimbursed to your card within 24 hours.

2. You can find a 6-digit code on your statement's description as indicated in the above picture. And please enter either the amount or code and click OK to complete verification.

You have 5 attempts left to verify your card, please enter either the amount or the code to complete verification. If you have still have trouble, please contact our support by submitting a ticket order. [ticket order](#)

OK

Cancel

iii. Verify your credit card

by entering the transaction code or transaction amount.

- If you choose **Transaction Code**, retrieve the 6-digit Alibaba Cloud transaction record found on your credit card statement in the transaction description. Enter the 6-digit code and then click **OK**.
- If you choose **Transaction Amount**, find the Alibaba Cloud transaction amount on your credit card statement and enter the transaction amount. Then click **OK**. **Note:** You may have to wait for more than 24 hours before receiving your transaction code.

You can now start your free trial or buy Alibaba Cloud products and services.

### 3. Register with PayPal

#### Enter your PayPal payment info

Choosing 'Add' will redirect you to PayPal.com to sign up for a Billing Agreement with Alibaba Cloud. This Billing Agreement will allow Alibaba Cloud to charge you for your purchases directly from your PayPal account.

Add

Cancel

i. Click **Add**, and the

system will then redirect you to PayPal.com.

ii. Sign in to your PayPal account to automatically add PayPal as your Alibaba Cloud payment



## Pay with PayPal

  
  
 Stay logged in for faster checkout [?](#)  
[Log In](#)  
[Having trouble logging in?](#)  
or  
[Create an Account](#)

method.

You can now start your free trial or buy Alibaba Cloud products and services.

## Alibaba Cloud Billing FAQ

### Why is the billing information required?

To register an Alibaba Cloud user account, Alibaba Cloud requires that you add your billing information to verify your identity. You have the option of providing a credit card or PayPal account as their preferred payment method.

### What is a microcharge?

A microcharge is a small, unique charge (less than \$1.00 USD) that Alibaba Cloud uses to help prevent credit card fraud. When you add a new credit card for the first time, you' ll be charged a microcharge, and you enter the amount of this charge to verify that you are the owner of the card. The microcharge amount will be returned to you within 24 hours.

If for some reason you cannot verify using the microcharge amount shown on your bill, you can also enter a 6-digit code which appears on your card statement along with the microcharge. This is the

preferred method for customers whose local currency is not USD.

## **Why have I received two charges to my account?**

Alibaba Cloud charges both a microcharge and an authorization hold to your card during signup. The authorization hold verifies that your card details are valid and that you do not have a zero balance. The authorization hold is always \$1.00 USD. The microcharge is used to verify that you are the owner of the card, and can be any amount less than \$1.00 USD. Both charges will be returned to you within 24 hours.

## **What if my card statement is not in US Dollars?**

Users outside of the U.S may not be able see the original USD amount of the microcharge in their bank statement because they are billed in local currency. In this case, you can use the accompanying 6-digit transaction code displayed in the transaction description to complete account verification.

## **What if I am using a billing account outside of the U.S and I don't immediately receive full information regarding the transaction?**

Customers in certain regions, including Australia and Taiwan, may not be able to see their transaction information for one to three days due to a local hold on foreign transactions. After the holding period, you should be able to view the microcharge amount and the verification code to complete the registration process.

## **What if I want to complete registering my account as soon as possible?**

If you are signing up for an account for testing purposes or to start a free trial, but you cannot wait the one to three days it takes for transactions to clear in some countries, we recommend that you complete the registration process with PayPal. You can always add a credit card later, and we recommend you to add a credit card as PayPal is currently not supported when purchasing Pay-As-You-Go products.

## **I can't see the 6-digit code or the USD amount of the microcharge and I don't have a PayPal account. What should I do now?**

You can use the microcharge and authorization hold together to manually calculate the original USD amount of the microcharge.

Because the authorization hold is always \$1.00, it can be used to determine the exchange rate between USD and your local currency. Look for the two charges on your bank statement: the \$1.00 USD charge is the authorization hold. The smaller charge must be the microcharge (which is always less than \$1.00 USD). Dividing the smaller charge by the authorization hold and rounding to two

decimal places gives you the USD amount of the microcharge. Let's take Australia as an example. At the time of writing, the exchange rate is 1.35 AUD / 1.00 USD. If an Australian user is charged the \$1.00 USD authorization hold and an \$0.36 USD microcharge, he/she will see the following on his/her bill: \$1.35 AUD \$0.49 AUD. This user can manually calculate the USD microcharge amount like this:  $\$0.49 / \$1.35 = 0.3629$ . Rounded to two decimal places, this is \$0.36, the original USD microcharge amount, which the user can now enter to complete card verification.

## What if I am experiencing problems completing registration using PayPal as my payment method?

Check that your PayPal account is verified and has a linked bank or credit card. If your PayPal account is not verified, there is a strong chance that you will not be able to complete Alibaba Cloud account verification using your PayPal account.

### Further support

If you have any additional problems regarding adding a payment method to your account, contact Support by opening a ticket in the Alibaba Cloud console.

## Delete an Alibaba Cloud account

You can delete your Alibaba Cloud account if you no longer need it. Once your account is deleted, you will be automatically logged out. You can register again with the same email address upon successful removal of your account.

### Prerequisites

Before deleting your account, ensure that:

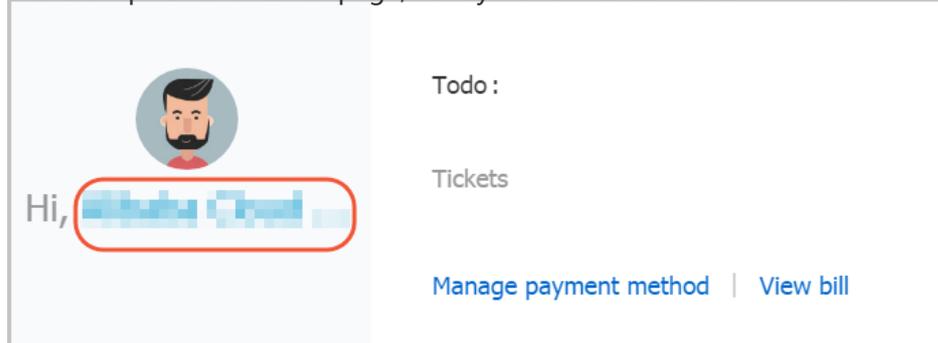
- All your data is backed up and all your resources are released.  
All your cloud resources, including Subscription (pre-paid) and Pay-As-You-Go (post-paid) products, must be terminated and released. Back up all your data before releasing resources.
- You do not have any outstanding charges in your account.

### Operation procedures

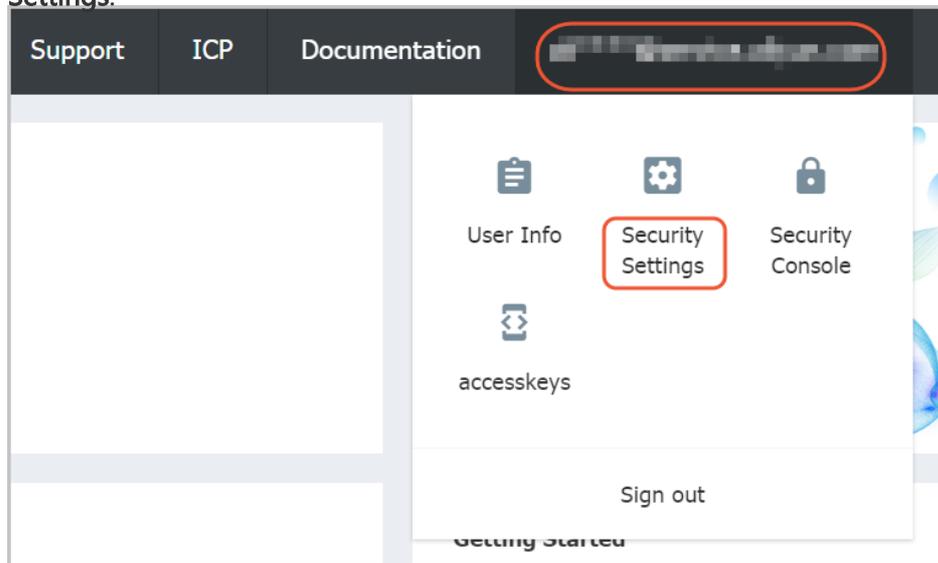
1. Log on to Alibaba Cloud console.

Enter the **Security Settings** page by either of the following two ways:

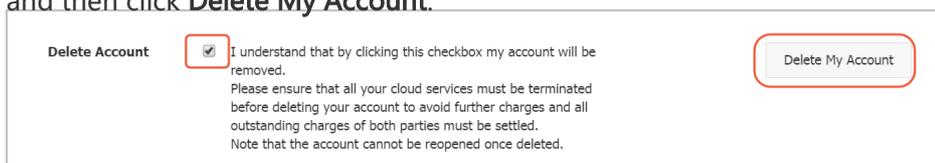
On the top of the console page, click your user name in the user information area.



On the top-right corner of the console page, select your account > **Security Settings**.

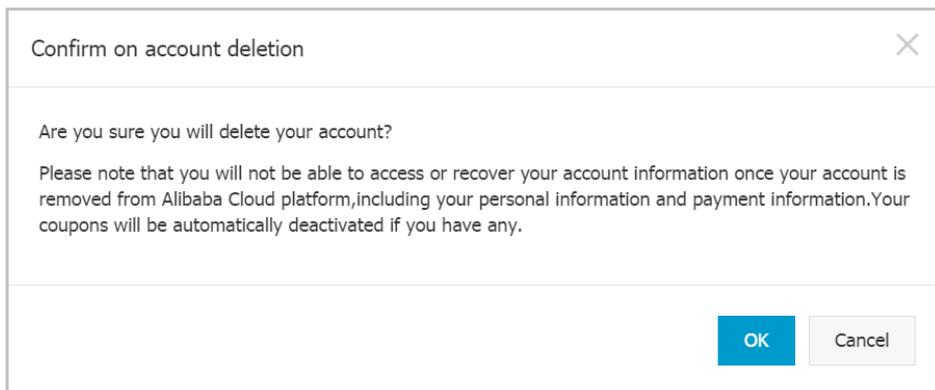


On the **Security Settings** page, select the disclaimer checkbox in the **Delete Account** area, and then click **Delete My Account**.



The deletion confirmation dialog box appears.

Click **OK**.



The system checks whether all the pre-paid and post-paid products have been terminated and whether all charges have been settled.

- If all the checks pass, your account will be deleted in a few seconds.
- If there are pre-paid products in use, you need to disable the auto-renewal function (if any) on the console and wait until the subscription period ends. Then you can delete your account on the console.
- If there are post-paid products in use, you will be charged within 48 hours. Your account will be deleted after all outstanding charges are paid.