

# Account Management

Manage Accounts

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## Sign up with Alibaba Cloud

Before you purchase and use Alibaba Cloud products and services, you must have an Alibaba Cloud account. And then configure the account.

Two types of Alibaba Cloud accounts: individual accounts and corporate accounts. Alibaba Cloud provides the same services to individual accounts and corporate accounts.

### Procedure

1. Go to **Alibaba Cloud website**.
2. Click **Free Account** in the upper right corner of the page.
3. Enter the following information on the account creation page:
  - Select the country.**Note:** You must select the country in which your mobile phone number and credit card are registered.
  - Enter an email ID, which is used to log on and receive notifications.
  - Enter and confirm your password.
  - Check the box, if you agree to the **Membership Agreement, Privacy Policy, Product Terms and Terms of Use**. And then click **Confirm** to submit your information.

Verify.

You can verify for the account in two methods:

Use email. By default, this option is selected.

- a. Click **Send** to send a verification code to your registered email ID.

Enter the verification code in the box, and click **Verify**.

Verification

Use phone instead

×

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

hotmail.com

Send

Not receiving an email?

Enter code

Verify

Use phone.


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

Enter your phone number, and click **Call immediate** or **Send message** to receive the verification code.

Enter the verification code in the box, and then click **Verify**.

Verification Use email instead ×

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

 +44

Call immediate

 or 

Send message

Not receiving calls or messages?

Enter code

Verify

**Note:** If you choose the email verification method, you have to use the phone verification method when adding billing address, and the other way around.

Now you have an Alibaba Cloud account, and you must **Add billing address** and **Add payment method** before you purchase Alibaba Cloud products and services. If you want to purchase products and services in the regions of mainland China, you must finish **Real-name registration**.

## Next steps

Add billing address

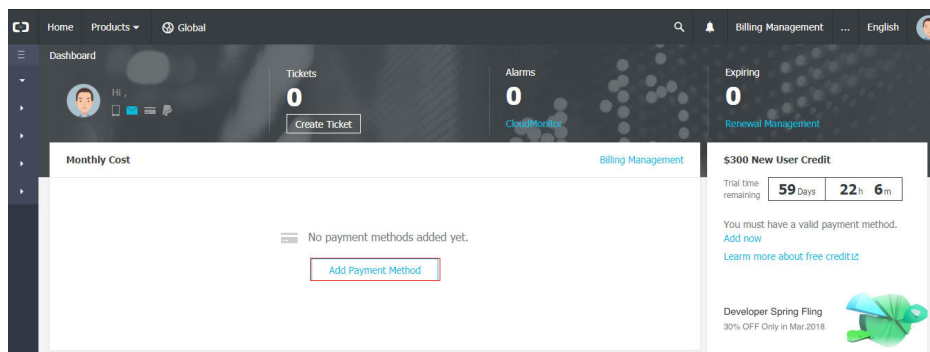
Add payment method

Real-name registration

## Add billing address

After you have successfully registered an Alibaba Cloud account, you are directed to the **Add billing address** page. you must add your billing address information and payment method before you purchase Alibaba Cloud products and services.

If you have not added your billing address and payment method after you registered your account for some reasons, you can log on to the **Alibaba Cloud console** and click **Add Payment Method** to add your billing information, before you purchase any Alibaba Cloud products and services.



## Notes for adding billing address

- Select your account type. (Alibaba Cloud provide the same services to individual accounts and corporate accounts.)
  - If the account is for individual use, select **Individual** and enter your name and address information.

You have successfully registered as an Alibaba Cloud user!

Add a verified payment method to activate your \$300 Free Credit

1 Add billing address      2 Add payment method

3 Create instance

We need to verify your account email. Click verify and a verification code will be sent to your email box.

\*Account email  Verified

\*Account type ☒ Individual ☐ Corporate

\*Last name

\*First name

\* Mobile verification  +852 Enter Phone Verify

\* Country/Region  Hong Kong(China)

\*Address  Street, P.O. Box, company name

Address  Apartment, suite, unit, building

\* City

\* State/Province  Hong Kong(China)

Postal code

**Why does Alibaba Cloud require my billing information?**

As each different country and state has different tax laws, we therefore request your billing information to be used exclusively for tax assessment, to settle accounts and issue electronic invoices. Your billing information will be only used for such purposes and will not be shared with any other third party or used for other purposes.

- If the account is for corporation use, select **Corporate** and enter the corporation name, address information, and contact information.

You have successfully registered as an Alibaba Cloud user!  
Add a verified payment method to activate your \$300 Free Credit

1 Add billing address      2 Add payment method  
3 Create instance

We need to verify your account email. Click verify and a verification code will be sent to your email box.

\*Account email  Verified

\*Account type ☐ Individual ☒ Corporate

\*Company name

\*Mobile verification  Enter Phone Number

\*Country/Region

\*Address

\*City

\*State/Province

Postal code

Contact Information

\*Last name

\*First name

- Verify your mobile phone number or your email address.

- If you have verified your email address when registering the account, you must verify your mobile phone number now.
- If you have verified your mobile phone number when registering the account, you must verify your email address now.

## Next step

Add payment method

## Add a payment method

Once you create an Alibaba Cloud account, system directs you to add a payment method.

You may add **bank card**, **PayPal** or **Paytm** as your payment method.(Paytm is the exclusive payment

method for India customer.)

## Add payment method - Bank Card

1. Enter your bank card number, expiration date, security code, and card holder name (if your card is an enterprise bank card without card holder name, you may fill in your own name in the text box), and click **Next**.

Bank card

PayPal

1. Credit cards issued by Mainland China banks are not supported.

2. Prepaid cards, virtual cards and/or gift cards are not accepted.

3. A credit card can only be added to one Alibaba Cloud account at a time.

4. In order to verify your card is valid, Alibaba Cloud will make 1.00 USD pre-authorization hold to your bank card and will cancel the pre-authorization hold soon after you added your card.

1.Card Information

Card number

VISA

MasterCard

UnionPay

Expiration date

/

Security code

0000 111

The security code will not be saved.

Card holder name

Next

Powered by  Alipay

2. Confirm your billing address, and click **Save the card**.

Bank card

PayPal

**i** 1. Credit cards issued by Mainland China banks are not supported.

2. Prepaid cards, virtual cards and/or gift cards are not accepted.

3. A credit card can only be added to one Alibaba Cloud account at a time.

4. In order to verify your card is valid, Alibaba Cloud will make 1.00 USD pre-authorization hold to your bank card and will cancel the pre-authorization hold soon after you added your card.

1.Card Information

VISA

\*\*\*\* 4220

Change

2.Billing Information

Billing address ☒ 102 Prince St, New York, NY, United States, 10012

☐ Use another address

Save the card

By saving card information, you agree to the [Alipay Services Agreement](#) and [Alipay Privacy Notice](#).

Please be informed that we'll call for a small charge from your credit card to verify the card. Please don't worry, we will return the money immediately after we deduct successfully.

In order to verify your card, Alibaba Cloud will make 1.00 USD pre-authorization hold to your bank card and will cancel the pre-authorization hold soon after you added your card.

## Add payment method - PayPal

Click **Next**, and the system directs you to the PayPal.com website.

Bank card

PayPal

**i** 1. Mainland China PayPal accounts are not supported.

2. Only one PayPal account can be added to an Alibaba Cloud user account.

3. In preparation for charging Pay-As-You-Go expenses, Alibaba Cloud will make pre-authorization hold to your PayPal account.

Next

Choosing 'Next' 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.

Log on with your PayPal account, confirm the agreement and then add PayPal as your Alibaba Cloud payment method.





## Pay with PayPal


☐ Stay logged in for faster purchases [?](#)[Log In](#)[Having trouble logging in?](#)


or

[Create an Account](#)[Cancel and return to Alibaba Cloud US LLC](#)[English](#) | [中文](#)

## Add payment method - Paytm

1. Fill in your Paytm register phone number and click **Send** to get the verification code. Then enter the right verification code and click **Add now**, system will add Paytm as your Alibaba Cloud payment method.



 1. One Paytm account can only be associated with one Alibaba Cloud account.

2. Before you pay with Paytm Wallet, make sure that the balance is more than the order amount. If the balance is insufficient, please recharge your account. The upper limit of your Paytm Wallet balance depends on your KYC result for Paytm.

3. For Pay-As-You-Go customers, Alibaba Cloud will make a pre-authorization hold to your Paytm account.

Enter Phone No \*

Enter Verification Code \*

## Delete an Alibaba Cloud account

You can delete your Alibaba Cloud account if you no longer use it. Once your account is deleted, you are logged out automatically. You can sign up with Alibaba Cloud again by using the same email ID even after you delete your account.

### Prerequisites

Before deleting your account, make sure that:

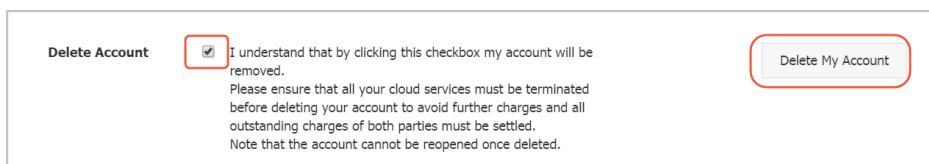
You have a data back-up and all your resources are released.

All your cloud resources, including Subscription and Pay-As-You-Go products are terminated and released.

You do not have any outstanding charges on your account.

### Procedure

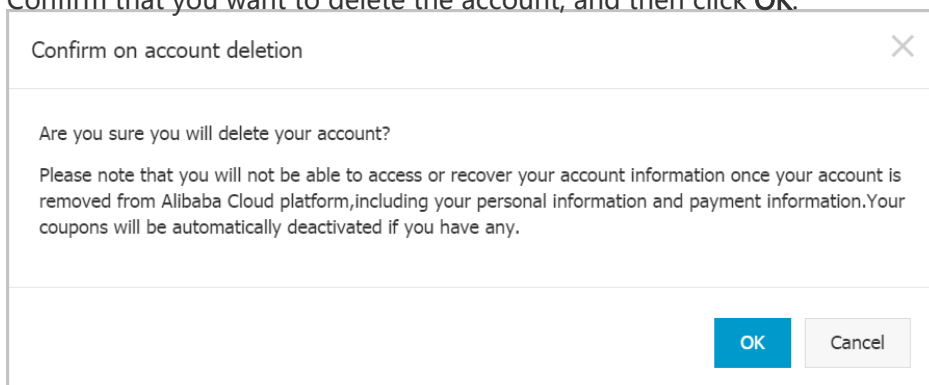
1. Go to the **Security Settings** of your Alibaba Cloud account.
2. On the **Security Settings** page, check the disclaimer checkbox in the **Delete Account** area, and click **Delete My Account**.



**Delete Account** ☒ I understand that by clicking this checkbox my account will be removed.  
Please ensure that all your cloud services must be terminated before deleting your account to avoid further charges and all outstanding charges of both parties must be settled.  
Note that the account cannot be reopened once deleted.

Delete My Account

3. Confirm that you want to delete the account, and then click **OK**.



Confirm on account deletion

Are you sure you will delete your account?

Please note that you will not be able to access or recover your account information once your account is removed from Alibaba Cloud platform, including your personal information and payment information. Your coupons will be automatically deactivated if you have any.

OK Cancel

The system checks whether or not all your products are terminated, and all the charges are settled.

If all the checks pass, your account is deleted in a few seconds.

If you have any Subscription products in use, you must disable the auto-renewal functions (if any) in the console and wait until the subscription period gets over. Then you can delete your account in the console.

If you have any Pay-As-You-Go products in use, you are charged within 48 hours. Your account is deleted once all the outstanding charges are paid.