

# ApsaraVideo Live

FAQ

# FAQ

## Real-name registration for purchase of ApsaraVideo Live in China

If you attempt to purchase ApsaraVideo Live service in mainland China node ( **China East 2 (Shanghai)** or **China North 2 (Beijing)**), you must perform real-name registration on the page of the ApsaraVideo Live console. If you attempt to purchase ApsaraVideo Live service in Singapore node, you are not required to perform the real-name registration.

### Procedure

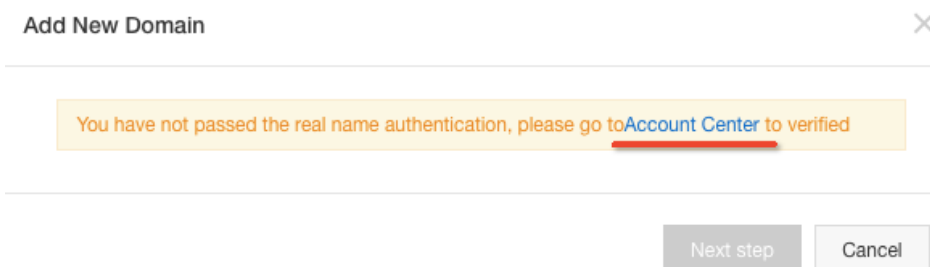
Log on to the ApsaraVideo Live console.

Select the expected region.

Click **Add New Domain**.



Click **Next step**.



If you have a company account, you must provide:

The name of the country your company is registered in.

The name of your company

Your company' s registration number

Your company' s registered address

A photo showing the front and back of your ID card or all the details of your passport

A photo showing your company certification or registration form

The screenshot shows a web form titled "Real-name Registration". At the top, there are two radio buttons: "Personal" (unselected) and "Company" (selected). Below this, the form contains several fields and upload buttons:

- \* Phone number**: A text input field with a blacked-out value.
- \* Email**: A text input field with a blacked-out value.
- \* Registered Country**: A dropdown menu currently showing "United States".
- \* Company Name**: A text input field.
- \* Business registered Number**: A text input field.
- \* Registered Address**: A text input field.
- \* Certification Photo**: Two "Upload" buttons. The first is for the front picture of the certificate, and the second is for the back picture. Both specify a maximum size of 2MB and the format as JPEG PNG.

At the bottom of the form, there is a checkbox for a confirmation statement: "I hereby confirm that the information above, including information provided at the time of registration of this Alibaba Cloud account, is complete, truthful and accurate, and will promptly provide Alibaba Cloud with written notice of any updates thereto. I consent to the collection, use, storage and disclosure of this information for the purposes of risk control and compliance with applicable law. I understand and consent to the transmission of this information to Alibaba Cloud Computing Ltd. in China for these purposes." Below the checkbox is a "submit" button.

If your account is a personal account, you must provide:

Your passport or driver' s license

Your passport number or driver' s license number

Your full name

A photo showing the front and back of your ID card or all the details of your passport

**Real-name Registration**

Identity Registration  Personal  Company

\* Phone number [Bind](#)

\* Email

\* Certification Type

\* Certification Number

\* Full Name

\* Certification Photo  Upload the front picture of the certificate, Format-JPEG PNG(Maximum: 2MB)

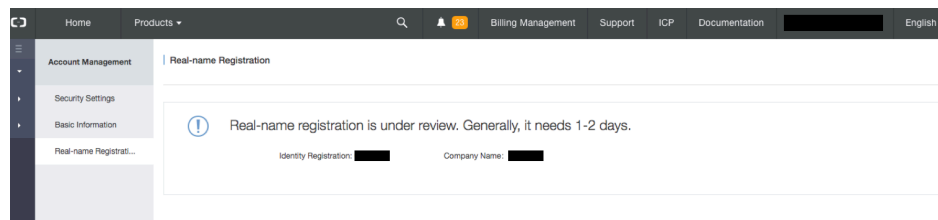
Upload the back picture of the certificate, Format-JPEG PNG(Maximum: 2MB)

I hereby confirm that the information above, including information provided at the time of registration of this Alibaba Cloud account, is complete, truthful and accurate, and will promptly provide Alibaba Cloud with written notice of any updates thereto. I consent to the collection, use, storage and disclosure of this information for the purposes of risk control and compliance with applicable law. I understand and consent to the transmission of this information to Alibaba Cloud Computing Ltd. in China for these purposes.

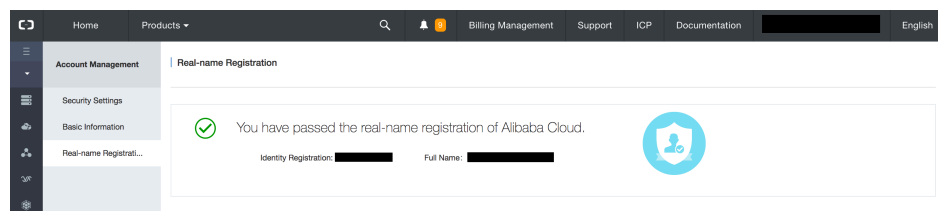
Click **submit**.

Once you enter all the details and click **submit**, you can see the following information in **Account Management > Real-name Registration**.

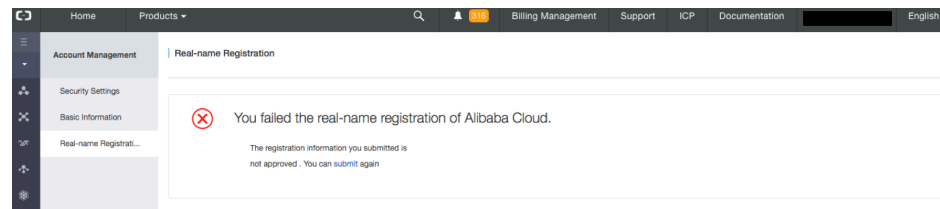
**Real-name Registration** is under check, usually taking one to two days.



When you clear the verification stage, you can view the following page:



If the real-name registration process fails, you receive a warning as follows. You can try submitting the form again and if the issue still continues, open a ticket for further assistance.



## FAQs

Why is it necessary to complete this registration in order to purchase ApsaraVideo Live service in mainland China?

If you select the mainland China node when purchasing the ApsaraVideo Live service, the video stream is pushed to mainland China node in which real-name registration is a requirement under the laws and regulations of the PRC.

I supply my Chinese national ID card, but the real-name registration fails. Why?

Currently we only accept passports, driver's licenses, and overseas identity cards. If you are a Chinese citizen, you can try again with your passport.

What is a business certification/registration?

This is a document you receive when registering your business in your home country. It must include an ID number given to you at the time you registered your business, which can be used to complete the real-name registration process with Alibaba Cloud.