



Nestor BP <nestorbua@gmail.com>

problems with subscription

4 mensajes

Nestor B <nestorbua@gmail.com>
Para: verify@us.ibm.com

12 de julio de 2024, 11:21

Good morning,

I am currently finishing an IBM course on Coursera and it tells me:

"This account is closed. Reactivate this account by adding a credit card or subscription code."

From Coursera, I received:

"Your IBM Cloud feature code. Copy the feature code below or click Activate your trial to start using IBM Cloud.

6f7320df751249382d0a420b1169d746 Copy Activate your trial"

However, when I try to re-activate the account with that code, it is not possible.

Could you please help me to reactivate the account so I can finish the course?

Thank you very much.

P.S. The user account is my email: nestorbua@gmail.com..

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Néstor Bua
+34 617 47 03 37

Cloud Trust Enablement <verify@us.ibm.com>
Para: Nestor B <nestorbua@gmail.com>

12 de julio de 2024, 17:04

Hello,

For classes or workshops, your instructor will give you a code that you use to create your IBM Cloud account. This allows you to create a trial account for the duration of your event. The path you were just on is for paid accounts and requires a credit card on file that we will charge for billable services and usage.

Once you have the code you will add it to Step 3 of the sign-up page called "Verify Identity". Under Account type, you will see "Register with a code" you will click on that which will pop up a screen where you input your code. Once the code is added you will be able to click "Create account" at the bottom of the page. Your instructor will be your contact for all support on your cloud account.

If you add a credit card you are not creating a free or trial account you are creating a pay-as-you-go account where you will have access to some resources that will be free or free for an allotted time. Your card will be kept on file for recurring payments. For more information on Pay-As-You-Go accounts please

visit <https://cloud.ibm.com/docs/account?topic=account-accounts#paygo>. If you have any questions, please visit the IBM Cloud Support Center: <https://cloud.ibm.com/unifiedsupport/supportcenter>

Thank you,

Cloud Trust Enablement

From: Nestor B <nestorbua@gmail.com>
Date: Friday, 12 July 2024 at 11:22
To: Cloud Trust Enablement <verify@us.ibm.com>
Subject: [EXTERNAL] problems with subscription

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Thank you for your response,
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Please check the box and click on the "**Launch App**" button below to get a unique Feature Code to activate your IBM Cloud trial account.

We have also provided you with the stepwise instructions on how to create an IBM Cloud account for your reference.

NOTE: If you have already applied your IBM Cloud feature code in another course/lab to create an IBM Cloud account, please skip this item, as the code can only be used once.

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While signing up for an IBM Cloud account, or at a later stage, you may be prompted to enter a credit card. Please note that access to paid services or a credit card is **NOT** required to complete any mandatory labs/projects / or assignments in this course. Instead, those enrolled in this course have access to a **Feature Code**, which enables trial access to IBM Cloud for a limited duration. Therefore, we strongly recommend that you **DO NOT enter a credit card** to complete the required course components.


If you still choose to enter your Credit Card to use IBM Cloud services, you will be liable to pay any resulting charges billed to your credit card. The course team does not take any responsibility for such charges.

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This course uses a third-party app, Obtain IBM Cloud Feature Code and Activate Trial Account, to enhance your learning experience. The app will reference basic information like your name, email, and Coursera ID.

Coursera Honor Code

☐ I agree to use this app responsibly.

Launch App 

and then give me a code

Your IBM Cloud Feature Code



Copy the feature code below or click [Activate Your Trial](#) to get started with IBM Cloud.

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Copy

[Activate Your Trial](#)

if I try to do it in the same IBM account, under code, that I have been working on until last week, I don't think I am seeing the option to update the account with the code.

Update to reactivate the account

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For more information on billing and other upgrade details, see [Upgrading Your Account](#).

If you received a code to enable a subscription or extend your trial, enter it in the Subscription and Feature Codes section of the [Account Settings](#) page.

Account information

Account type

☒ Company ☐ Staff

Following ↓

Company information

Billing information


Tax information ⓘ

Credit Card Information

Update account

🔒

but when I try to register with a different e-mail address, I get the option to register with a code.



Finalize your account setup

You are one step away from creating your account.

Enter your billing information and payment method to confirm your identity and protect your account.

Account information

Register with a code ⓘ

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But the code doesn't seem to work or I am making a mistake...



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Apply code


Register without code ⓘ

Please enter the code provided to you. You can apply the code to only one account and it cannot be deleted.

Enter code

6f7320df751249382d0a420b1169d746

Account ID: b1b85058539f48d908bfc7134b48c456 ⓘ

 **Mistake** Something went wrong. Please try again later.
Code: afbce367-522c-4246-81dc-cd00e5e601d2

Update account ⓘ

anyway, I need your help to solve it, thank you very much.

El vie, 12 jul 2024 a las 17:05, Cloud Trust Enablement (<verify@us.ibm.com>) escribió:

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Cloud Trust Enablement <verify@us.ibm.com>
Para: Nestor B <nestorbua@gmail.com>

12 de julio de 2024, 21:19

Hello,

For classes or workshops, within the videos the instructor provides the code, unfortunately we cannot provide a feature code from our side, and without this code to create a trial account, the option would be to open a paid account.

Please note that your instructor will be your contact for all support on your cloud account.

You may contact Coursera Support at https://www.coursera.support/s/article/360036160591-How-to-contact-Coursera?language=en_US&t=1635060749626

Regards,

Cloud Trust Enablement Team
IBM Cloud
verify@us.ibm.com

From: Nestor B <nestorbua@gmail.com>
Sent: Friday, July 12, 2024 11:45 AM
To: Cloud Trust Enablement <verify@us.ibm.com>
Subject: [EXTERNAL] Re: problems with subscription

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender. Thank you for your

[Report Suspicious](#)

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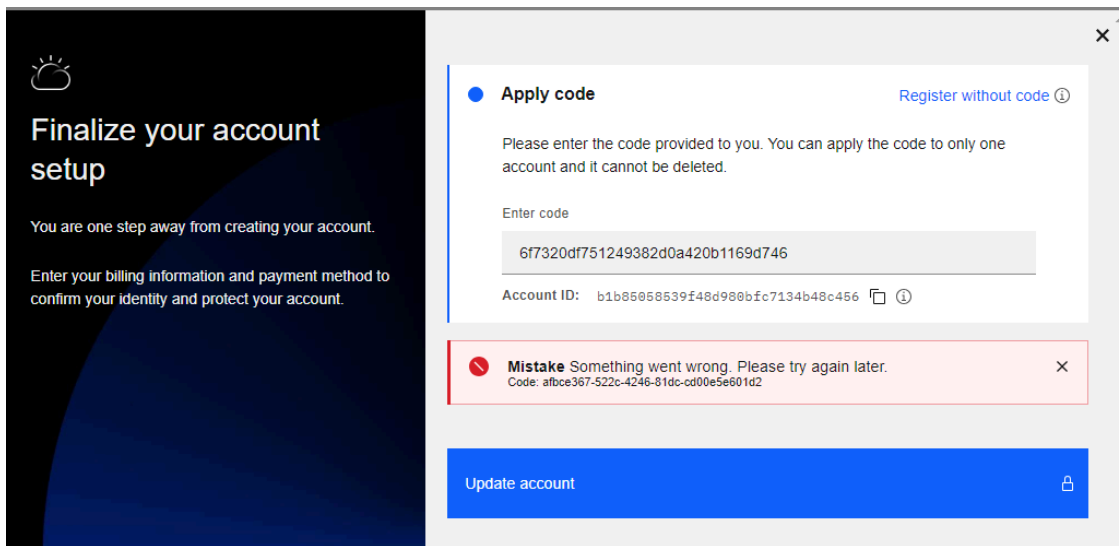
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