

REGENT
HONG KONG

Set up authenticator
設定驗證器



Sett Up Authenticator for the First Time

第一次設定驗證器

Set Up Authenticator 設立驗證器

Sign in 登入

<https://password.ihg.com/#/>

Note: Please use desktop or tablet to complete following steps
注意：請使用電腦或平板電腦完成以下步驟

1. Enter your Merlin ID
輸入您的Merlin ID

2. Next
繼續

The screenshot shows the IHG Hotels & Resorts login page. At the top, the IHG logo and 'HOTELS & RESORTS' are displayed. Below this, the text 'Login to access IHG-Entrust.' is shown. The main form contains a text input field labeled 'Enter User ID' with a key icon on the right. An orange arrow points from the instruction '1. Enter your Merlin ID' to this field. Below the input field is a grey button labeled 'NEXT'. An orange arrow points from the instruction '2. Next' to this button. To the right of the form, there is a section titled 'Entrust Password Management is Live.' with links for 'Onepager HERE' and 'Support HERE'. Below this is a link for 'Privacy Policy & Terms of Use'. Further down, there is a section titled 'Password Management Enrollment Rules' with two bullet points: 'Minimum of One Authenticator is required for enrollment' and 'Grid Card is the minimum Required for users with device or regional restrictions'. At the bottom right, there is a language selector showing 'English (en)'.

Set Up Authenticator 設立驗證器

3. Enter current password
輸入目前的密碼

The screenshot shows the IHG Hotels & Resorts login interface. At the top, the browser address bar displays 'password.ihg.com' and a long URL. The main content area features the IHG logo and the text 'HOTELS & RESORTS'. Below this is a 'Welcome' message. A password input field is labeled 'Enter your password' and includes a toggle icon. Below the input field, a red link reads 'Password locked or forgotten?'. At the bottom right of the form are two buttons: 'CANCEL' and 'NEXT'. An orange arrow points from the instruction box on the left to the password input field. Another orange arrow points from the instruction box on the right to the 'NEXT' button.

English (en) ▼

4. Next
繼續

Set Up Authenticator 設立驗證器

5. Register the 3 authenticators in order:
A → B → C
順次序由A > B > C註冊共3個驗證器

Welcome

You must register at least 1 of the second-factor authenticators below.

A

B

C

123	Authenticator App (Google/Microsoft/PingID) (Second-factor) Optional
	Entrust Soft Token (Second-factor) Optional
	Grid Card (Second-factor) Optional

CANCEL CONTINUE

English (en) ▼

A. Authenticator App (Google / Microsoft)驗證器 - 谷歌/微軟



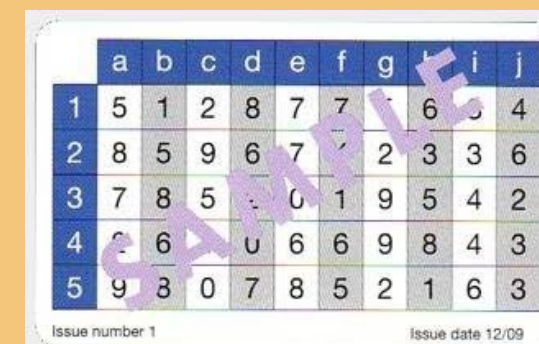
Go to page 4-6
轉至第4-6頁

B. Entrust Identity 驗證器



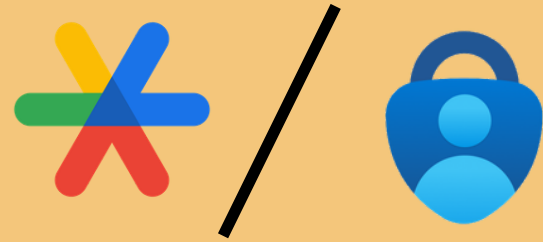
Go to page 7-10
轉至第7-10頁

C. Grid Card - 網格卡

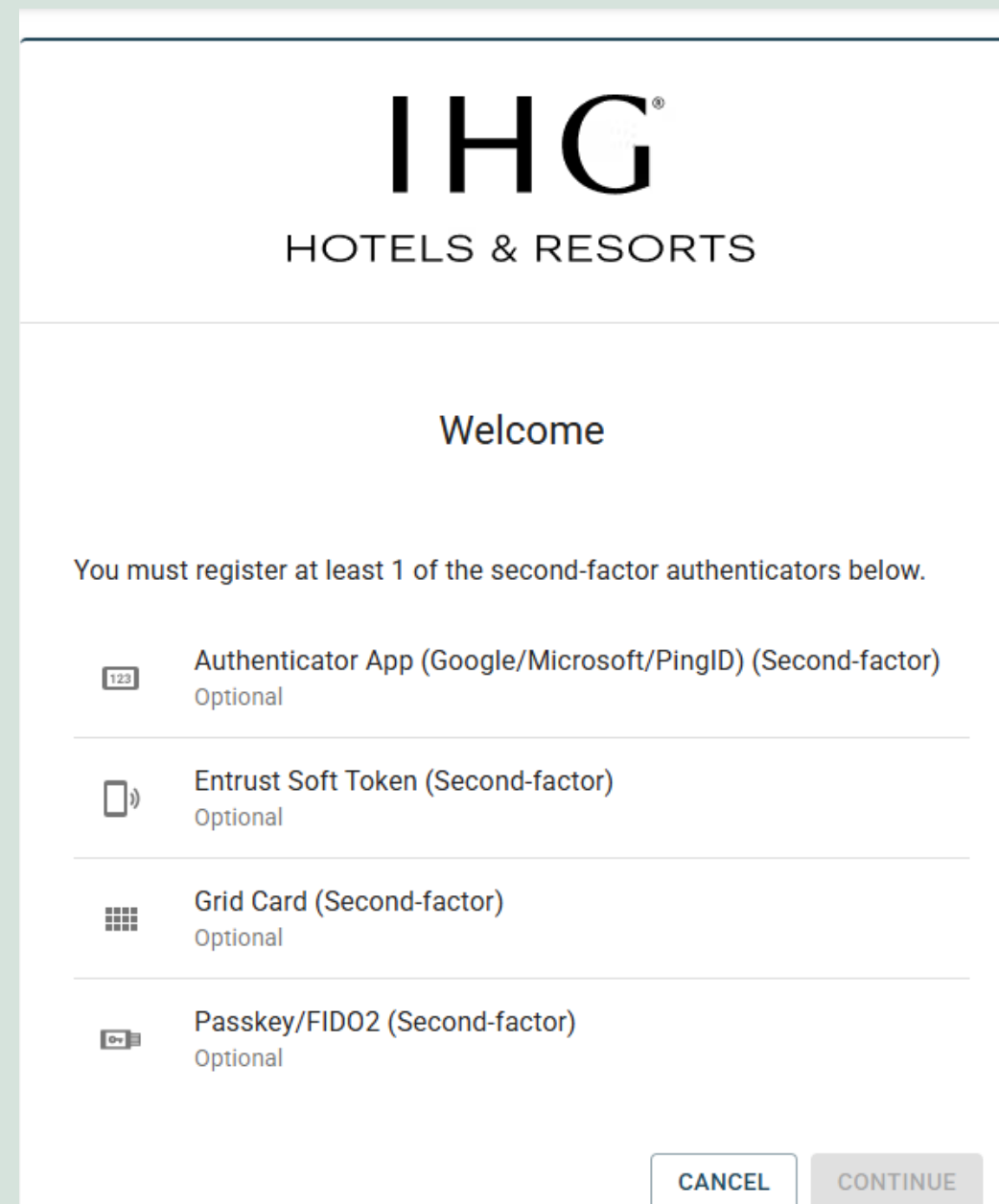
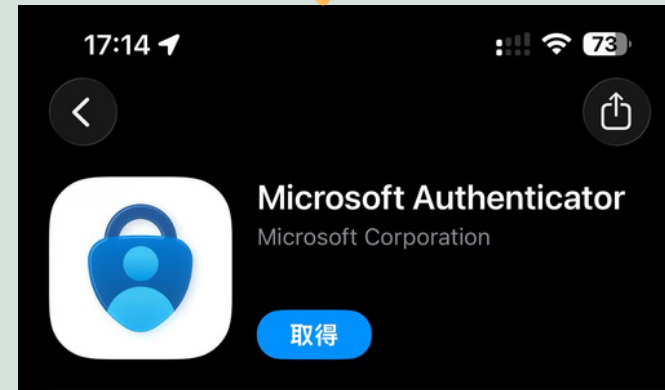


Go to page 11-12
轉至第11-12頁

A. If using Google or Microsoft Authenticator
適用於選用谷歌/微軟驗證器的用戶

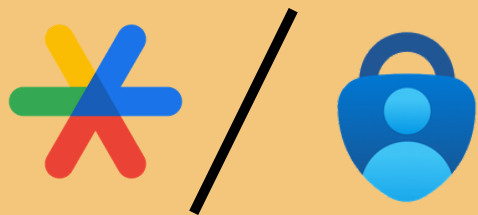


A.1 Download one of the apps in your phone
在手機上下載其中一個應用程式



A.2 Click here on the website as
shown on your computer or
tablet.
在電腦或平板電腦的網站
頁面上點選這裡

A. If using Google or Microsoft Authenticator
適用於選用谷歌/微軟驗證器的用戶



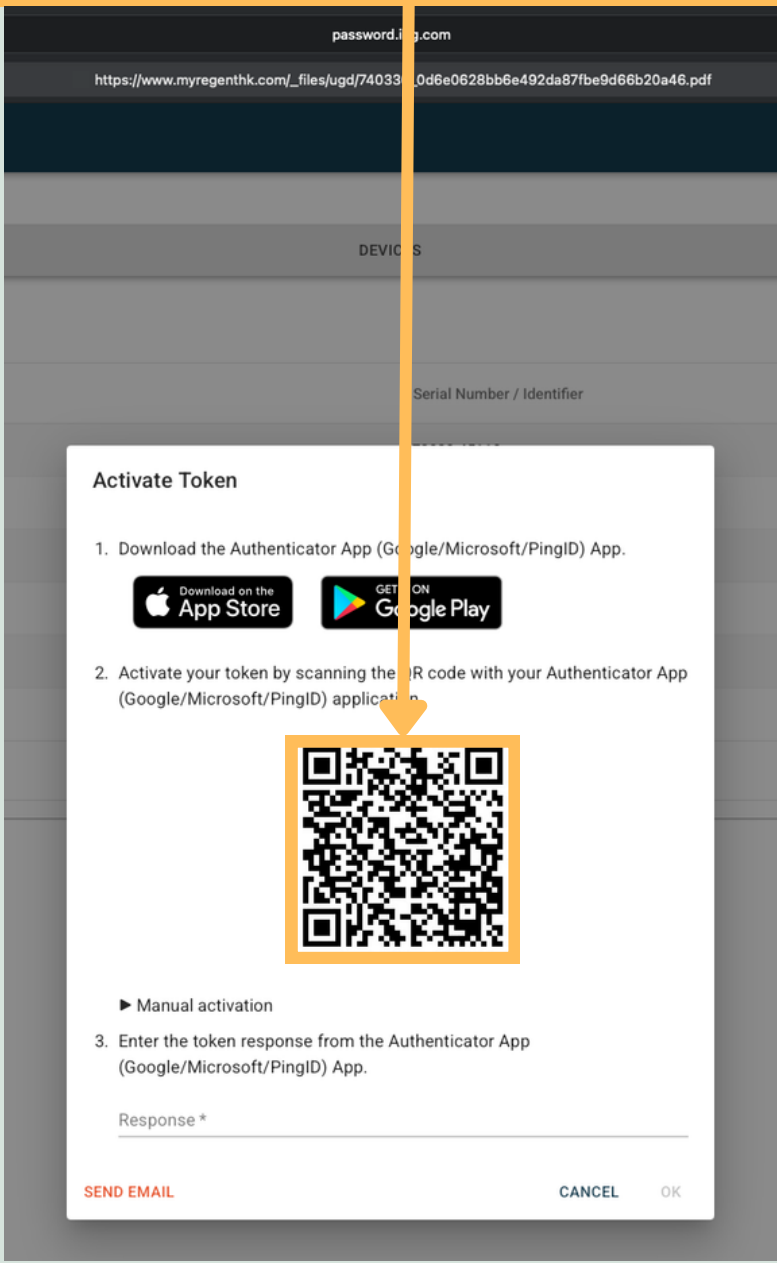
A.3 When the following information appears on your computer or tablet screen, switch to your mobile app and go to Step 4
當電腦或平板電腦的網站顯示以下資訊，請用手機應用程式繼續步驟4



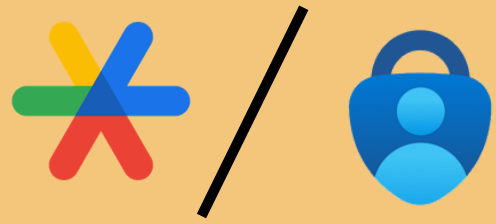
A.4. Open the authenticator app on your phone and click "Scan QR code".
開啟手機上的身份驗證器應用程式，並點選"掃描QR代碼"



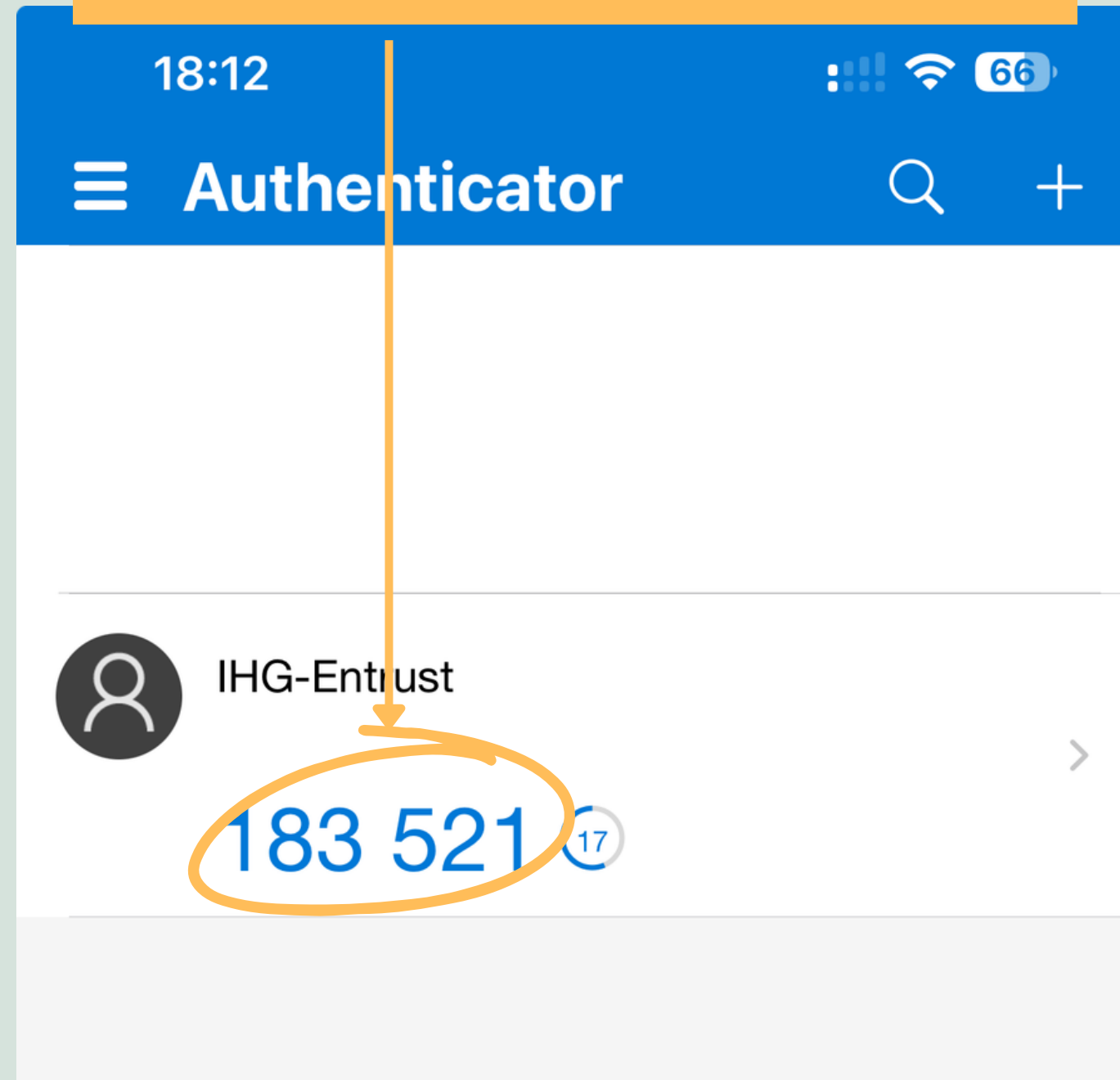
A.5 Scan the QR code as shown on the computer using mobile app.
用手機掃描步驟3 電腦上顯示的二維碼



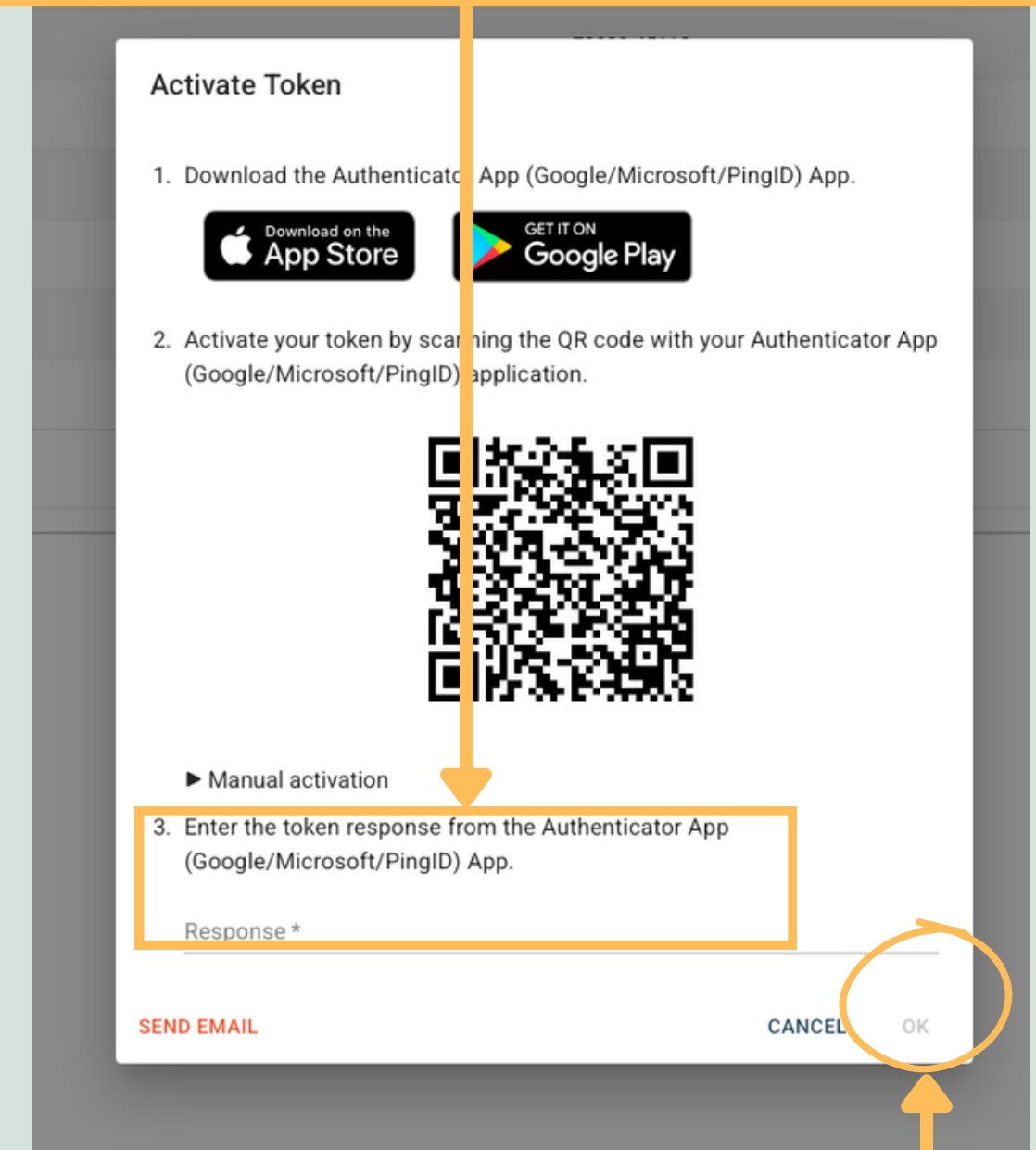
A. If using Google or Microsoft Authenticator
適用於選用谷歌/微軟驗證器的用戶



A.6. Your mobile authenticator app will show a 6-digit code.
手機上的驗證器應用程式將顯示一個
6 位數的代碼。



A.7. Enter the 6-digit code here.
在此填寫在手機上應用程式上
顯示的6 位數代碼。



A.8. Click "OK" to finish set up.
按"OK"完成設定

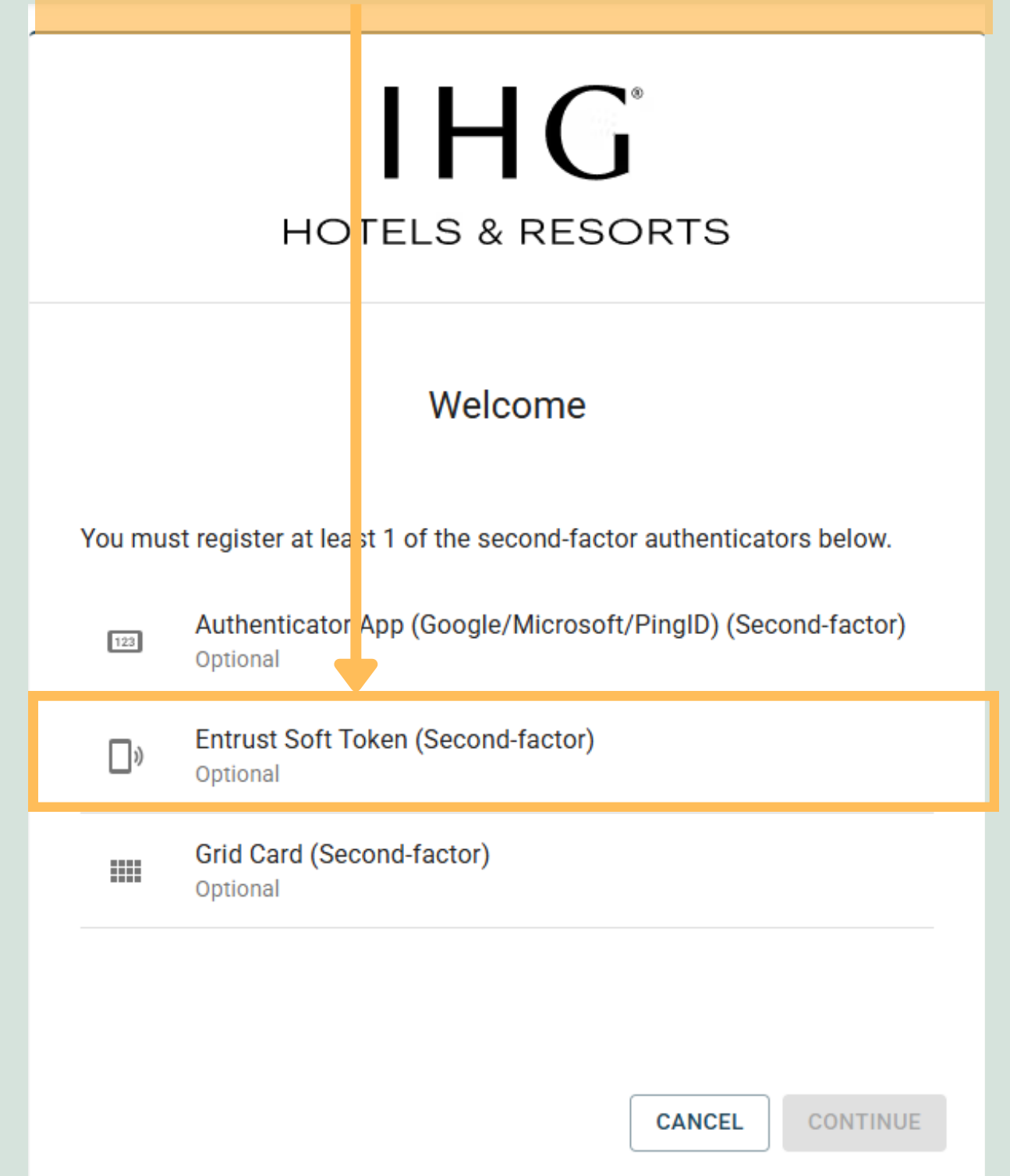
B. Applicable to Entrust Identity user
適用於Entrust Identity 用戶



B.1. Download Entrust Identity app on your phone
於手機下載應用程式



B.2. Click here on the website as shown on your computer or tablet.
在電腦或平板電腦的網站頁面上點選這裡



B. Applicable to Entrust Identity user
適用於Entrust Identity 用戶



B.3. When the following information appears on your computer or tablet, switch to your mobile app and go to Step 4
當電腦或平板電腦的網站顯示以下資訊，請用手機應用程式繼續步驟4

Activate Token

1. Are you activating the token on your desktop or mobile app?

☒ Mobile
☐ Desktop

2. Download the Entrust Identity app.

[Download on the App Store](#) [GET IT ON Google Play](#)

3. Activate your token by scanning the QR code with the Entrust Identity App.

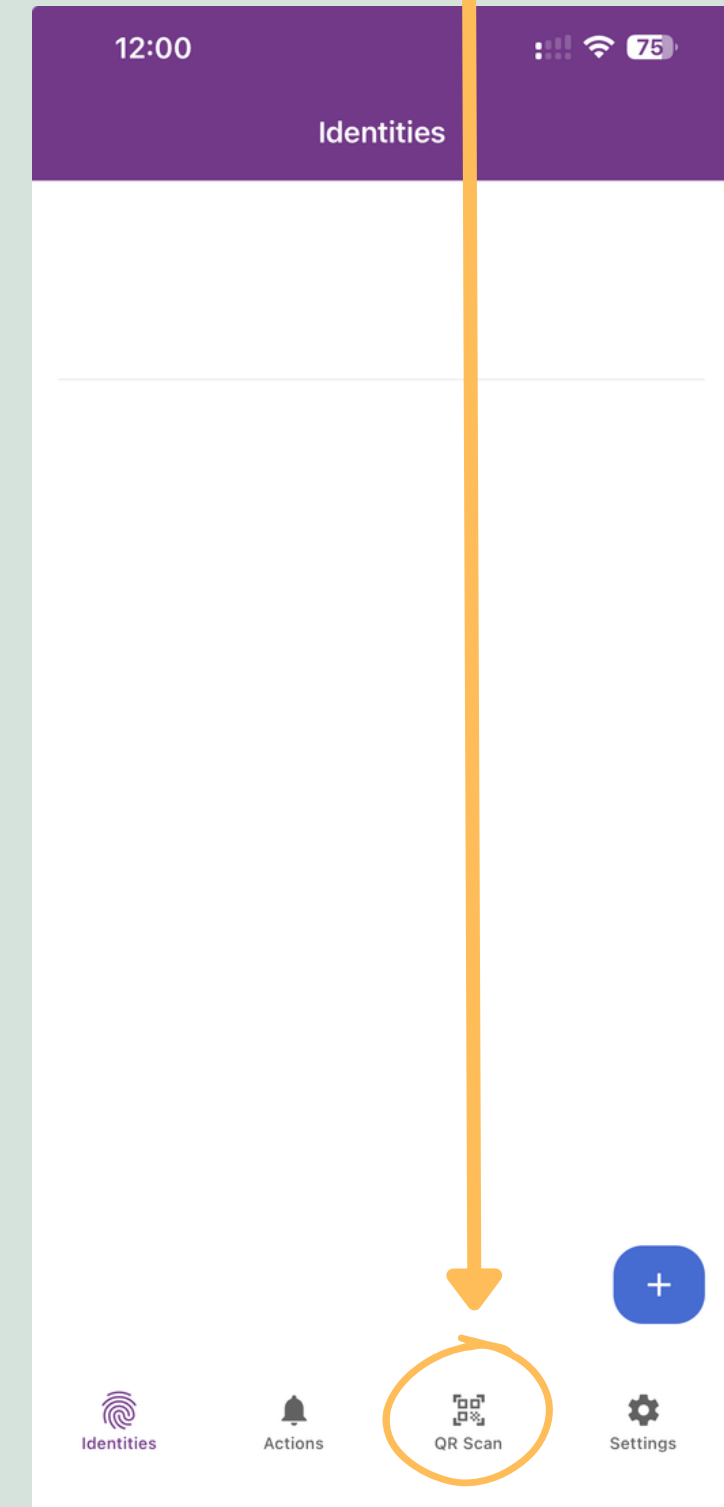


4. Copy the code and enter it in the mobile application when prompted.

Activation Password
90250748

[SEND EMAIL](#) [CANCEL](#) [OK](#)

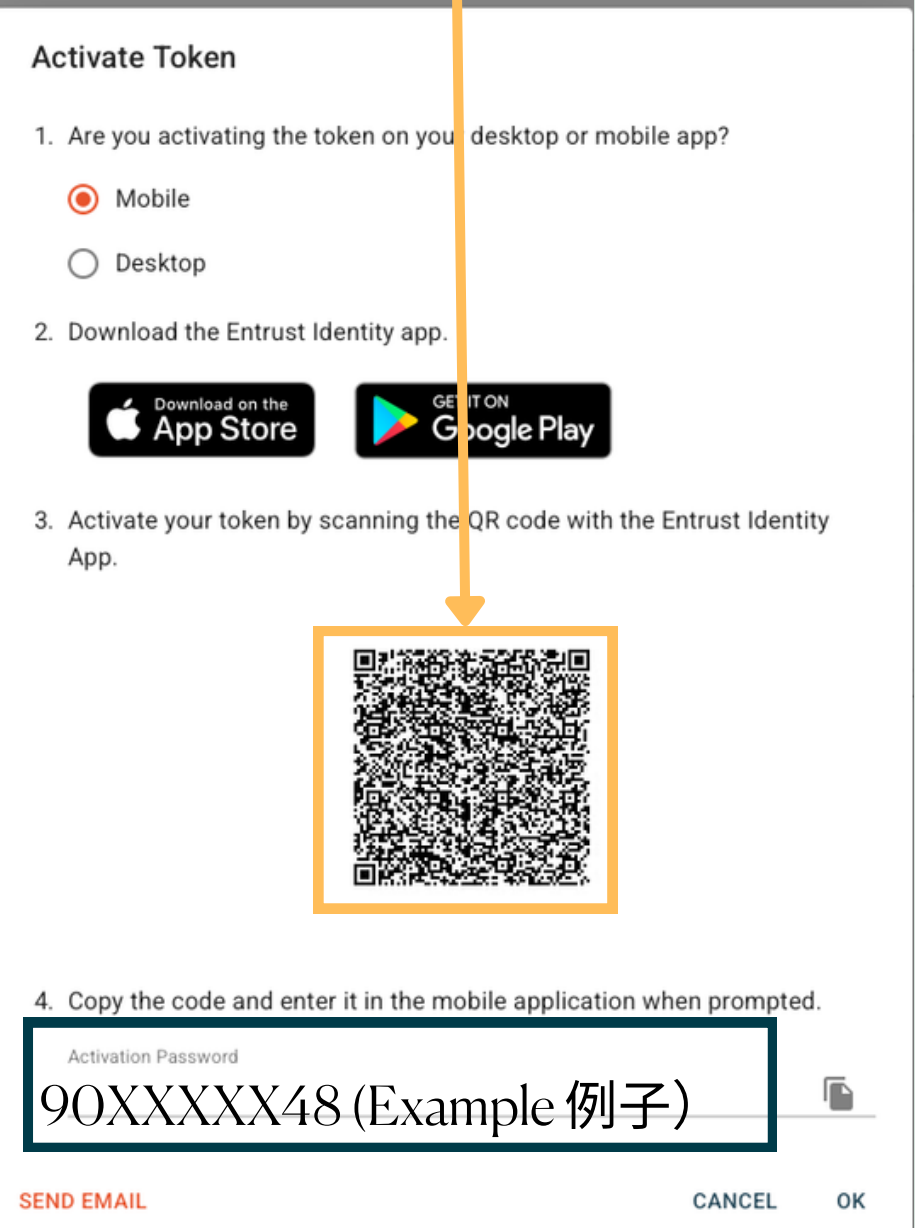
B.4 Open the authenticator app on your phone and click "QR Scan".
開啟手機上的身份驗證器應用程式，並點選"掃描QR"



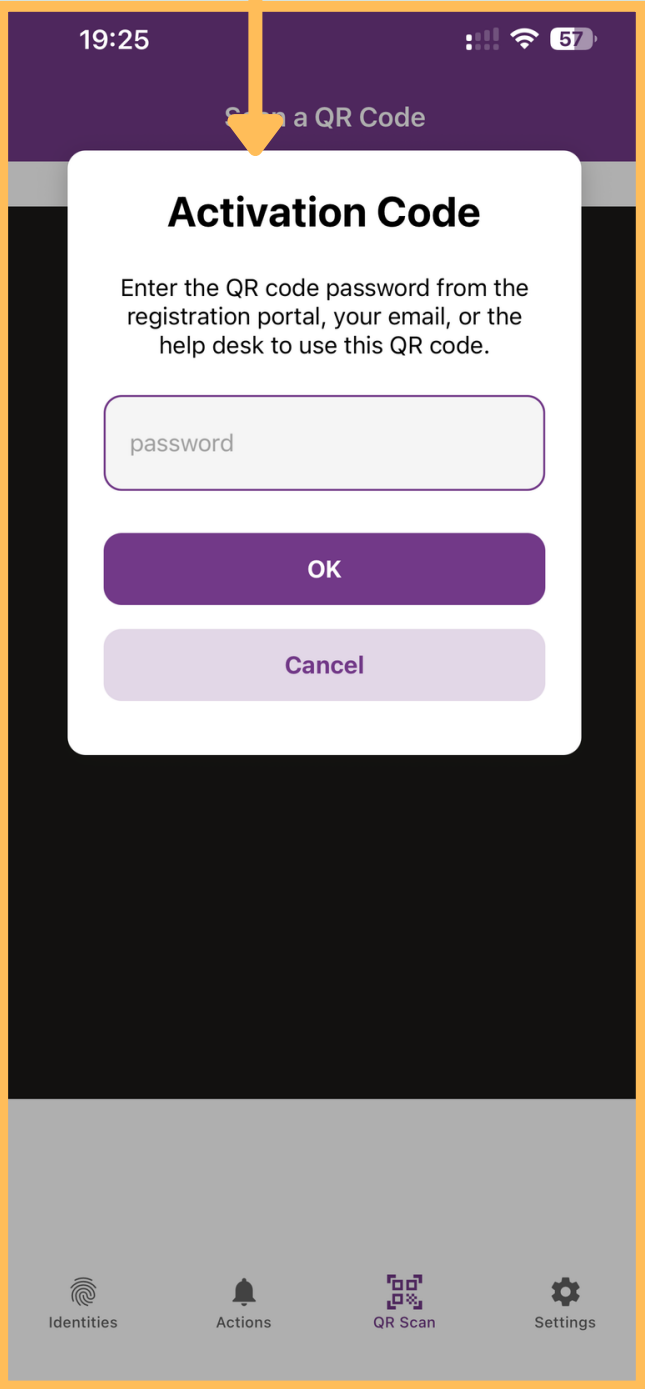
B. Applicable to Entrust Identity user
適用於Entrust Identity 用戶



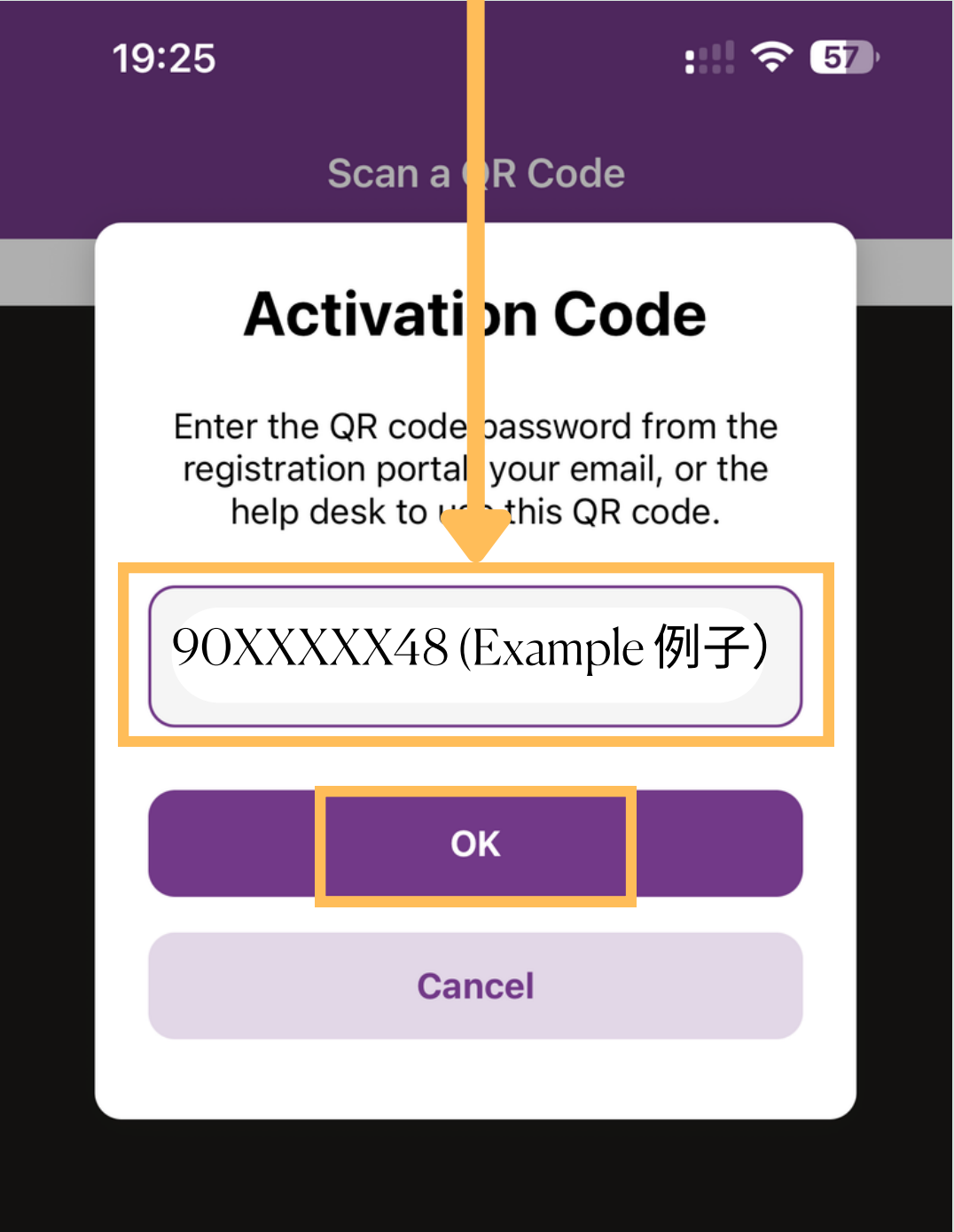
B.5. Scan the QR code as shown on the computer using mobile app.
用手機掃描 電腦上顯示的二維碼



B.6 The following screen will be shown on your phone.
手機應用程式將顯示以下畫面



B.7 Enter the code displayed on the website page as shown at Step B.5
在手機應用程式上填寫進行步驟B.5電腦或平板電腦時網站頁面底部所顯示的密碼，最後點擊“OK”。



B. Applicable to Entrust Identity user
適用於Entrust Identity 用戶



B.8. When the following is shown on your mobile app, click “Activate”.
當手機應用程式顯示以上頁面，按“啟用”

← Soft Token Activation

Complete these fields to proceed with activation.

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Name
IHG-Entrust

Provider URL
https://password.ihg.com/api/mobile ✓

Serial Number
#

Activation Code
Key

Activate

B.9. Click “OK” as shown on the website on your computer or tablet.
在電腦或平板電腦上的網站，點選“OK”。

Activate Token

1. Are you activating the token on your desktop or mobile app?

☒ Mobile
☐ Desktop

2. Download the Entrust Identity app.

Download on the App Store GET IT ON Google Play

3. Activate your token by scanning the QR code with the Entrust Identity App.

QR Code

4. Copy the code and enter it in the mobile application when prompted.

Activation Password
90250748

SEND EMAIL CANCEL OK

C. Applicable to Grid Card user 適用於網格卡用戶

	a	b	c	d	e	f	g	h	i	j
1	5	1	2	8	7	7	6	3	4	
2	8	5	9	6	7	1	2	3	3	6
3	7	8	5	1	0	1	9	5	4	2
4	6	1	6	0	6	6	9	8	4	3
5	9	3	0	7	8	5	2	1	6	3

Input number: 1 Input: 0-9, A-Z, 0-9

C.1 Click here
點選這裡

IHG[®]

HOTELS & RESORTS

Welcome

You must register at least 1 of the second-factor authenticators below.

Authenticator App (Google/Microsoft/PingID) (Second-factor)
Optional

Entrust Soft Token (Second-factor)
Optional

Grid Card (Second-factor)
Optional

CANCEL

CONTINUE

C.2 Select and tick both options, then click “OK”.
選擇及點擊兩個全部選項確保您收到網格卡, 然後點擊“OK”。

[illegible]

C. Applicable to Grid Card user
適用於網格卡用戶

	a	b	c	d	e	f	g	h	i	j
1	5	1	2	8	7	7	6	3	4	
2	8	5	9	6	7	2	3	3	6	
3	7	8	5	0	1	9	5	4	2	
4	6	0	0	6	6	9	8	4	3	
5	9	3	0	7	8	5	2	1	6	3

C.3 The grid card will be shown in the new tab, take a screenshot of it.
網格卡將顯示在新標籤頁中，請截圖儲存。

1b313636-902c-42df-9e1f-c4e6bc055c41

1b313636-902c-42df-9e1f-c4e6bc055c41

1 / 1 - 400% +

IHG

HOTELS & RESORTS

	A	B	C	D	E	F	G	H
1	YJ	CQ	RT	48	MF	ME	Y8	M8
2	1J	1R	1Q	M4	1R	F	KW	PF
3	8F	Q8	F1	7Y	DF	P	59	68
4	1N	DX	JW	T3	NV	SK	42	EN
5	XD	QN	EN	J0	71	1N	VH	X9
6	C6	P	3	7Q	79	CW	NM	D7
7	2F	QH	1V	5K	VV	RE	T1	8W
8	QN	VN	KP	7W	96	75	5H	32

Expires: 2027-01-17 04:24:33 (UTC)

C.4. You will receive two emails, one with Grid Card attachment, the other one with password that is used to access the Grid Card. Download the Grid Card and save in your device.

Note: The grid card has an expiration date on the bottom. You will need to renew the card or create a new grid card before it expires. Download the Grid Card to your device or print it out.

To renew the grid card, please see Page 13 - 15

您將收到兩封電子郵件，一封包含網格卡附件，一封包含用以開啟網格卡的密碼。下載網格卡並儲存於您的行動裝置或電腦以便日常使用。

注意：網格卡底設有有效期，您須於網格卡到期前續期或建立新的網格卡，請見頁 13-15 建立新的網格卡。

EN

Entrust IDaaS Notifications

i

Retention: IHG Entire Mailbox Retention Policy Tag (default) (2 years) Expires: Tue 04/07/2028 21:09

Warning:

This email contains sensitive information and should be deleted immediately after downloading your Grid Card.

Use the following password to access your Grid Card: TRW24yvW5j

Account Name

IHG-Entrust

Account URL

<https://password.ihg.com>

User ID

Grid Serial Number

74491

Entrust-IHG

Email sent:

Sunday, July 05, 2026, 01:09 PM (GMT)

Reply

Forward

P.12

Set Up Additional Authenticator
(applicable to user who have registered one type of authenticator only)

新增額外驗證器
(適用於只設定了一個驗證器的同事)

6. Set up additional authenticator
(applicable to user who have registered
one type of authenticator only)
新增額外的驗證器
(適用於只設定了一個驗證器的同事)

Sign in 登入

<https://password.ihg.com/#/>

6.1. Enter your Merlin ID
輸入您的 Merlin ID

IHG[®]
HOTELS & RESORTS

Login to access IHG-Entrust.

Enter User ID

NEXT

Entrust Password Management is Live.
Onepager [HERE](#) OR Support [HERE](#)
[Privacy Policy & Terms of Use](#)

Unauthorized and/or improper use of this system, as delineated by IHG Corporate policies, is not tolerated and the IHG may take formal action against such individuals.

Password Management Enrollment Rules

- Minimum of **One Authenticator** is required for enrollment
- **Grid Card** is the minimum Required for users with device or regional restrictions

6.2 Next
繼續

6. Set up additional authenticator
(applicable to user who have registered
one type of authenticator only)
新增額外的驗證器
(適用於只設定了一個驗證器的同事)

password.ihg.com

https://www.myregenthk.com/_files/ugd/740330_0d6e0628bb6e492da87fbe9d66b20a46.pdf

IHG
HOTELS & RESORTS

Welcome

Merlin ID

Enter your password

Password locked or forgotten?

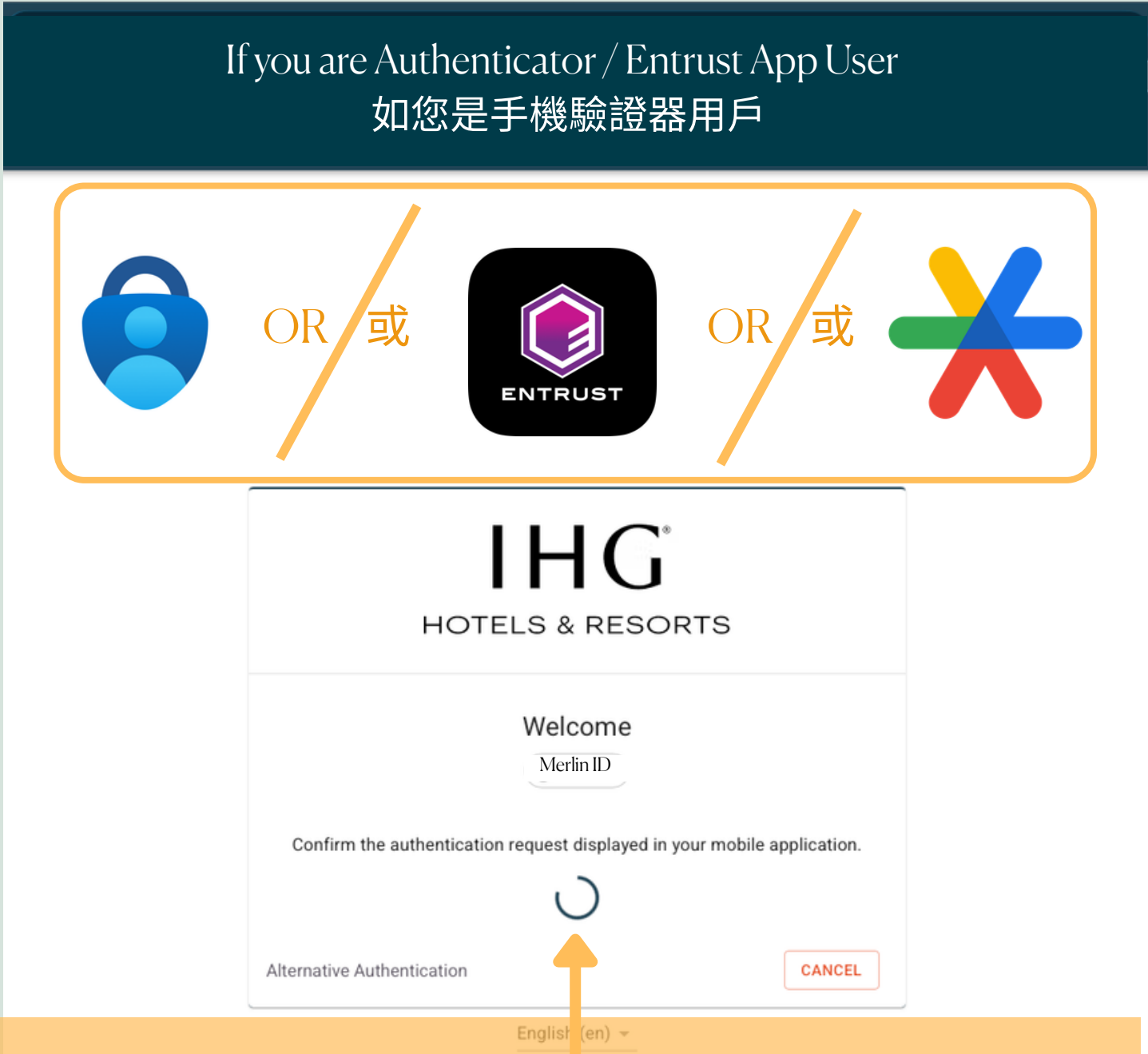
CANCEL NEXT

English (en) ▾

6.3 Enter current password
輸入目前的密碼

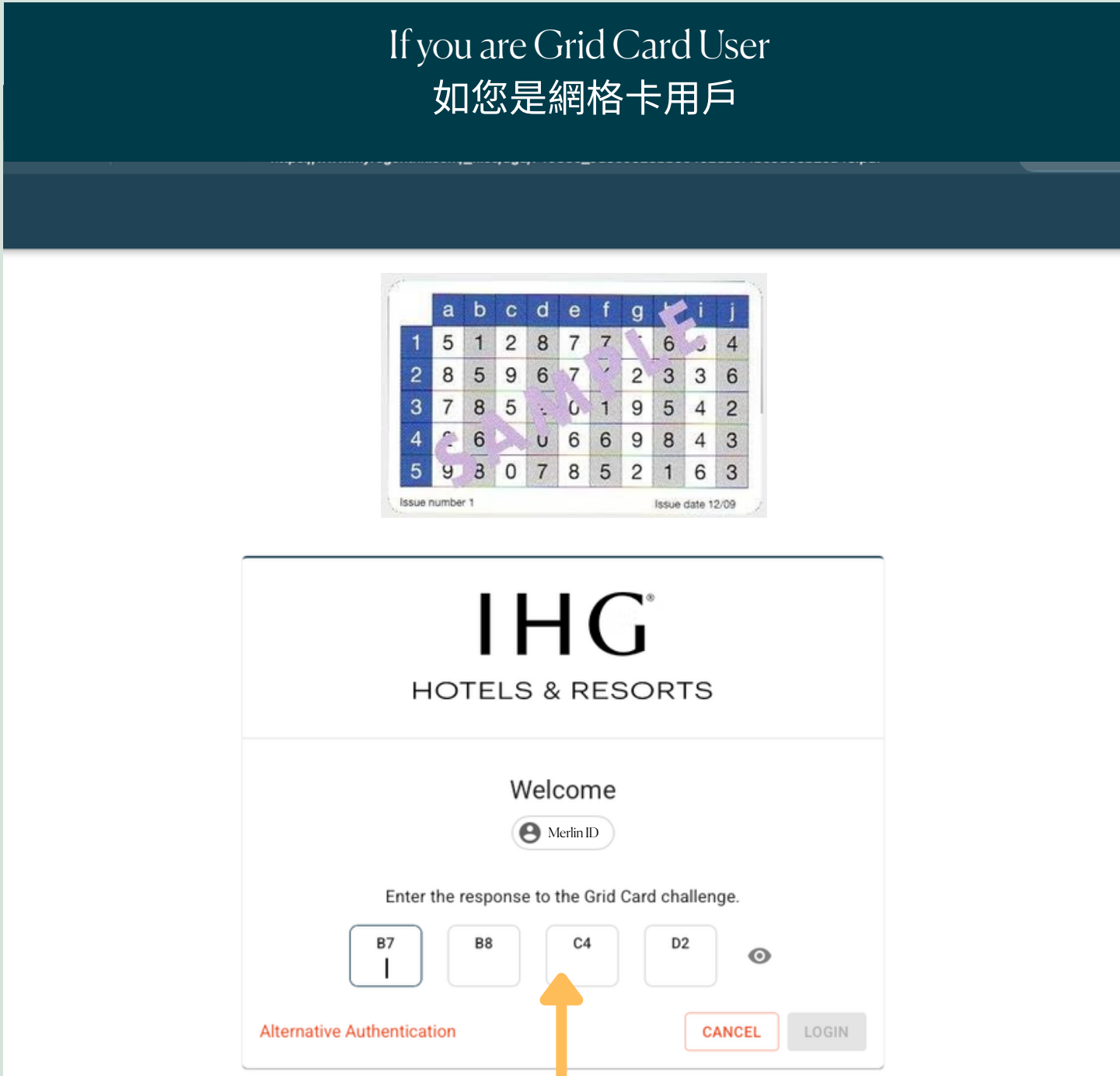
6.4 Next
繼續

6. Set up additional authenticator
(applicable to user who have registered
one type of authenticator only)
新增額外的驗證器
(適用於只設定了一個驗證器的同事)



6.5. Verify sign-in using authenticator app
在相關的驗證應用程式中確認身份驗證

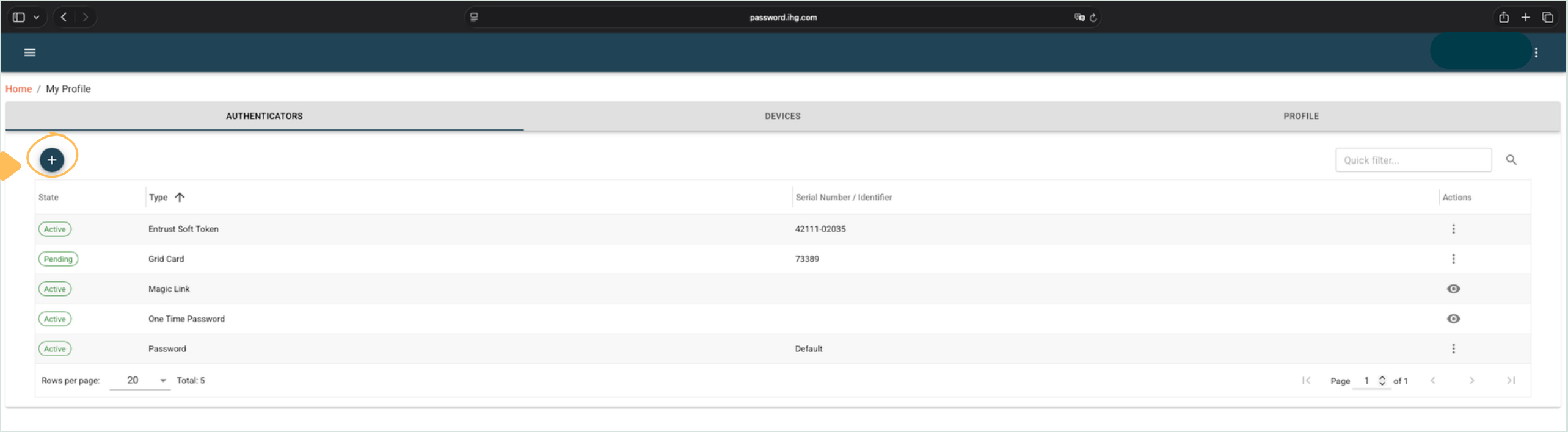
OR / 或



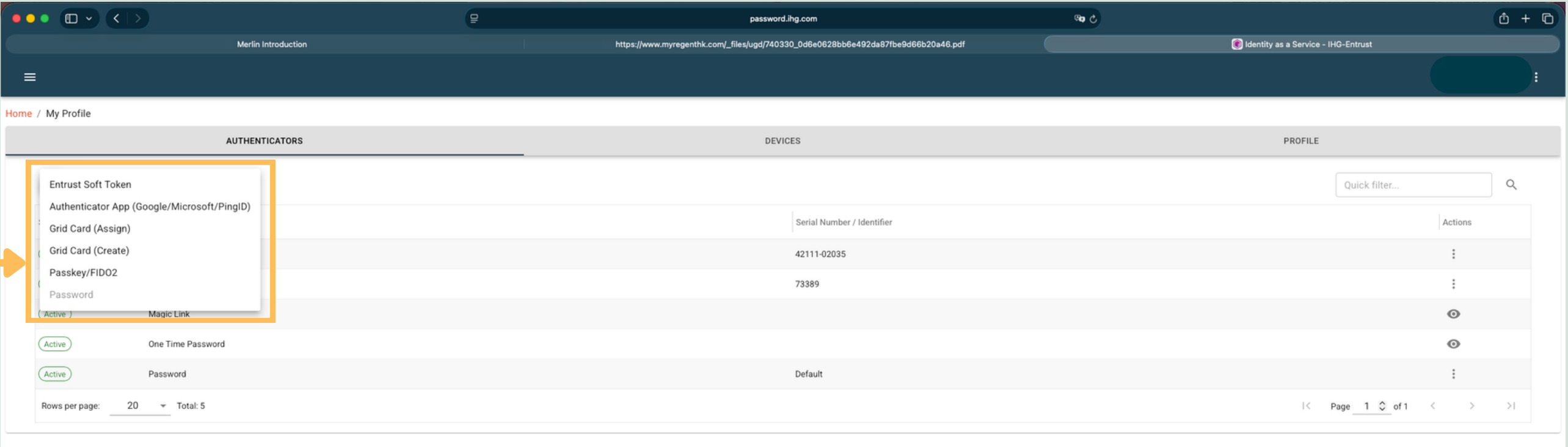
6.5. Enter the number or alphabet as shown in the grid card
請輸入對應網格卡的答案

6. Set up additional authenticator
(applicable to user who have registered
one type of authenticator only)
新增額外的驗證器
(適用於只設定了一個驗證器的同事)

6.6. Click here
點選這裡



6.7 Choose the preferred
authenticator
選擇欲新增的驗證器



For colleagues who have forgotten their password and have not set up the authenticator required to complete Step 3 onward

忘記密碼而本身又沒有設定驗證器以便進行步驟3及之後的程序



Call 3008 8960
(IHG Support)

撥打 3008 8960
(IHG 支援熱線)

1



Press “2” for
Merlin support

按 “2”
選擇 Merlin 支援

2



Press “3” for
Merlin support

按 “3”
選擇 Merlin 支援

3



Explain your situation
to customer service.

向客服人員說明您的
情況

4

Note:

- Please listen to each recorded message in full before pressing the number key for the next step.
- Communicate with the customer service representative in Mandarin. If you need English-language assistance, press 0 after Step 1.

注意

- 各步驟間須完整地聽畢錄音後才按下一個步驟的數字鍵
- 請用普通話跟客服人員溝通，如需使用英語請在步驟1後先按0字鍵

Thank you

