

REGENT[®]
HONG KONG

Change Password / Forgot Password
更改密碼 / 忘記密碼





Change Password
更改密碼
(前往Go to Page 3)



Forgot Password
忘記密碼
(前往Go to Page 8)

Change Password 更改密碼

Sign in 登入

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

The screenshot shows the IHG Hotels & Resorts password management interface. The page title is "IHG HOTELS & RESORTS". Below the title, it says "Login to access IHG-Entrust." and "Entrust Password Management is Live. Onepager [HERE](#) OR Support [HERE](#)". There is a "Privacy Policy & Terms of Use" link. A text input field labeled "Enter User ID" contains the letter "I". Below the input field is a "NEXT" button. To the right of the input field, there is a key icon. Below the "NEXT" button, there is a list of "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

At the bottom of the page, there is a language selector "English (en)".

Annotations on the screenshot:

- An orange box on the left contains the text "1. Enter your Merlin ID" and "輸入您的 Merlin ID". An orange arrow points from this box to the "Enter User ID" input field.
- An orange box below the "NEXT" button contains the text "2. Next" and "繼續". An orange arrow points from this box to the "NEXT" button.

Change Password 更改密碼

3. Enter current password
輸入目前的密碼

password.ihg.com

https://www.myregenthk.com/_files/ugd/740330_0d6e0628bb6e492da87f9e9d66b20a46.pdf

IHG[®]
HOTELS & RESORTS

Welcome

ULCFN8 Merlin ID

Enter your password

Password locked or forgotten?

CANCEL NEXT

English (en)

4. Next
繼續

Change Password 更改密碼

If you are Authenticator / Entrust App User
如您是手機驗證器用戶

password.ihg.com

https://www.myregenthk.com/_files/ugd/740330_0d6e0628bb6e492da87f9d66b20a46.pdf

OR / 或

OR / 或

IHG[®]
HOTELS & RESORTS

Welcome

Merlin ID

Confirm the authentication request displayed in your mobile application.

Alternative Authentication

CANCEL

English (en)

5. Confirm the verification in the authenticator app on your phone.
在手機相關的驗證應用程式中確認身份驗證

If you are Grid Card User
如您是網格卡用戶

password.ihg.com

https://www.myregenthk.com/_files/ugd/740330_0d6e0628bb6e492da87f9d66b20a46.pdf

OR / 或

IHG[®]
HOTELS & RESORTS

Welcome

ULCFN8

Merlin ID

Enter the response to the Grid Card challenge.

B7 B8 C4 D2

Alternative Authentication

CANCEL LOGIN

English (en)

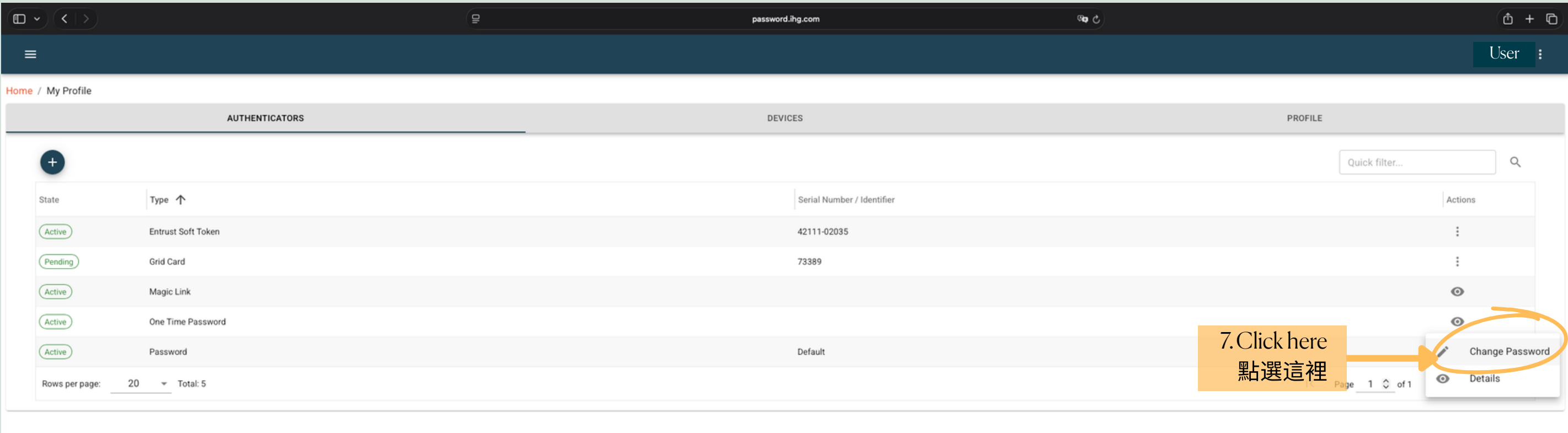
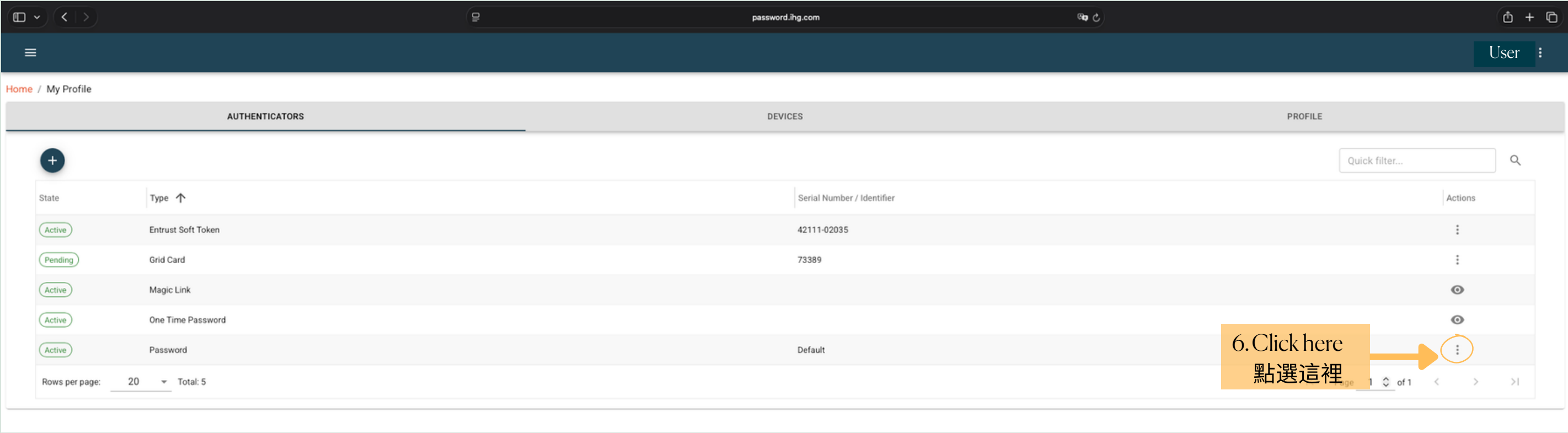
	a	b	c	d	e	f	g	h	i	j
1	5	1	2	8	7	7	6	3	4	
2	8	5	9	6	7	2	3	3	6	
3	7	8	5	0	1	9	5	4	2	
4	6	0	u	6	6	9	8	4	3	
5	9	3	0	7	8	5	2	1	6	3

Issue number 1

Issue date 12/09

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

Change Password 更改密碼



Change Password 更改密碼

password.ihg.com

User

Home / My Profile

AUTHENTICATORS DEVICES PROFILE

Quick filter...

State	Type ↑	Serial Number / Identifier	Actions
Active	Entrust Soft Token	42111-02035	⋮
Pending	Grid Card	73289	⋮
Active	Magic Link		⋮

Rows per page: 20 Total: 5

Reset Password

This field is required.

Very Weak

Password Rules

- Must be between 12 and 64 characters long
- Must not contain the User ID
- Must not contain the User Alias
- Must not match your current password
- Must not match any of the previous 5 passwords
- Must not contain the User Name
- Must not contain a password from the password blocklist
- Must be minimum strength of Good
- The password must contain characters from 3 of the following categories: Uppercase, Lowercase, Number, Special, Unicode

CANCEL SAVE

Forgot Password 忘記密碼

Forgot Password 忘記密碼

Sign in 登入

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

1. Enter your merlin ID
輸入您的Merlin ID

password.ihg.com

IHG[®]

HOTELS & RESORTS

Login to access IHG-Entrust.

Enter User ID

I

NEXT

2. Next
繼續

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

English (en)

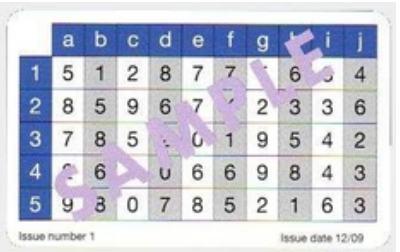
Forgot Password 忘記密碼

The screenshot shows a web browser window with the URL `password.ihg.com` in the address bar. The main content area displays the IHG Hotels & Resorts logo at the top, followed by a 'Welcome' message and a 'Merlin ID' button. Below this is a password input field with the placeholder text 'Enter your password'. Underneath the input field, the text 'Password locked or forgotten?' is displayed in red. To the left of this text, an orange callout box contains the text '3. Click here' and '點選這裡', with an orange arrow pointing to the 'Password locked or forgotten?' link. At the bottom right of the login form are two buttons: 'CANCEL' and 'NEXT'. At the very bottom of the page, there is a language selector showing 'English (en)' with a dropdown arrow.

3. Click here
點選這裡

Forgot Password 忘記密碼

password.ihg.com

 OR / 或  OR / 或  OR / 或 

IHG[®]

HOTELS & RESORTS

Welcome

 Merlin ID

Reset Password

Enter the one-time password generated by your token to complete the login.

Enter Token code

Alternative Authentication

CANCEL LOGIN

English (en) ▾

4. Enter the verification code using either the mobile authenticator app or grid card
透過手機驗證應用程式或網格卡輸入驗密碼

5. Login
登入

Forgot Password 忘記密碼

The screenshot shows the IHG Hotels & Resorts password reset interface. The browser address bar displays the URL: `https://www.myregenthk.com/_files/ugd/740330_0d6e0628bb6e492da87fbe9d66b20a46.pdf`. The page header includes the IHG logo and the text "HOTELS & RESORTS". The main content area is titled "Reset Password" and "Welcome". It contains a message: "Your current password has to be changed before you can proceed". Below this, there are two input fields: "New Password *" and "Confirm Password *". The "New Password *" field is highlighted with a red border and has a red error message: "This field is required." Below the input fields are "CANCEL" and "SAVE" buttons. To the right of the input fields is a "Password Rules" section with a list of requirements, each preceded by a red exclamation mark icon. The instructions are numbered 6, 7, and 8, with orange arrows pointing to the corresponding fields or buttons. Instruction 6 points to the "New Password *" field, instruction 7 points to the "Confirm Password *" field, and instruction 8 points to the "SAVE" button.

6. Enter new password
輸入新密碼

7. Re-enter new password
再次輸入新密碼

8. Save
儲存

Reset Password

Welcome

Your current password has to be changed before you can proceed

New Password *

This field is required.

Very Weak

Confirm Password *

CANCEL SAVE

English (en) ▼

Password Rules

- Must be between 12 and 64 characters long
- Must not contain the User ID
- Must not contain the User Alias
- Must not match your current password
- Must not match any of the previous 5 passwords
- Must not contain the User Name
- Must not contain a password from the password blocklist
- Must be minimum strength of Good
- The password must contain characters from 3 of the following categories: Uppercase, Lowercase, Number, Special, Unicode

For any enquiries, please contact Human Resources Department at +852 9151 8086
如有任何查詢，請致電+852 9151 8086與人力資源部聯絡

Thank you

