

Password Reset Tool User Enrollment Process

Overview

The Self-Service Reset Password Tool will allow you to reset your own password and unlock your account if needed. The document will walk you through the enrollment process.

Step 1

Click on this link: <https://MyPassword.ihg.com>

Step 2

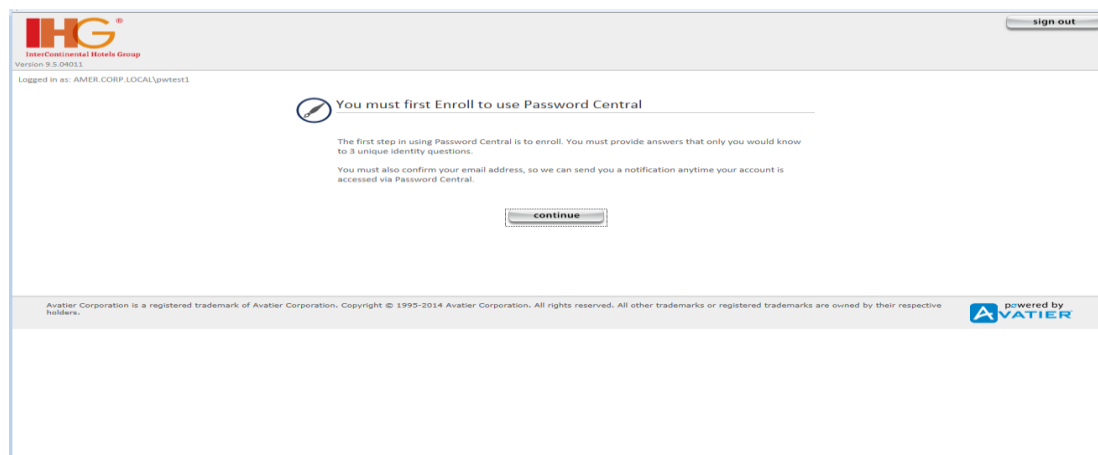
Choose your domain and enter your User ID, read the “Privacy Policy & Terms of Use” and then click the “I agree” button.



The screenshot shows a web browser window with the URL <https://ihg.com/arms/ps/default.aspx>. The page is titled "Password Central Client" and features the IHG logo. Below the logo, it says "Welcome to Password Central" and "SELF-SERVICE CROSS-PLATFORM PASSWORD RESET AND SYNCHRONIZATION". There is a section for "Primary Account" with a "Domain:" dropdown menu set to "Select Your Domain" and a "User ID:" text input field. Below this is a "Privacy Policy & Terms of Use" section with a text area and two buttons: "I agree" and "I disagree". At the bottom, there is a footer with copyright information and a "powered by AVATIER" logo.

Step 3

Click the “continue” button.



The screenshot shows the same web browser window as in Step 2, but now it displays a message: "You must first Enroll to use Password Central". Below this message, it says: "The first step in using Password Central is to enroll. You must provide answers that only you would know to 3 unique identity questions. You must also confirm your email address, so we can send you a notification anytime your account is accessed via Password Central." There is a "continue" button at the bottom of the message area. The footer and "powered by AVATIER" logo are also visible.

Step 4

Enter your current password and click the “continue” button.

The screenshot shows the 'Primary Domain Logon Verification' page. It features a dropdown menu for 'Username' with 'AMER1' selected, a text input field for 'Password' containing 'password', and two buttons at the bottom: 'continue' and 'cancel'. The page header includes the IHG logo and navigation links. The footer contains copyright information for InterContinental Hotels Group and a 'Powered by VANTIER' logo.

Step 5

Choose the security questions you want to use and provide answers; click the “continue” button when you are done with the questions.

NOTE: Question 3 will be the question you are asked by IHG Global Support if you call them for password assistance. Please do not provide sensitive information for this question.

The screenshot shows the 'Enrolling AMER1ptest1' page. It displays five security questions, each with a dropdown menu for 'Please Select a Question' and a text input field for the answer. The questions are numbered 1 through 5. Below the questions, there is a note: 'Note: If you cannot remember these questions or you need to reset your password, or manage your account, click the "continue" button.' At the bottom, there are 'continue' and 'cancel' buttons. The page header includes the IHG logo and navigation links. The footer contains copyright information for InterContinental Hotels Group and a 'Powered by VANTIER' logo.

Step 6

You have now completed the enrollment process. Click the “sign out” button.

NOTE: If you click on the “continue” button it will take you to your home page of the tool.

