

HILTON ID SETUP

Hilton
OWNERS CLUB

Your Hilton ID is the key that unlocks all the tools, resources and benefits of being a Hilton owner. Getting a Hilton ID is simple—you just need to create an owner user account through Identity Manager. Let's get started.

CREATE A NEW OWNER USER ACCOUNT

1. Go to lobby.hilton.com and click on **"New Users."**
2. On the New User Registration screen, select **"I am a hotel owner and I have a primary inn code,"** enter your primary inn code (for owners of multiple properties, just enter one), answer security question; click **"Next."**
3. Complete the user information on the next screen (including additional property inn codes if applicable); click **"Submit Request."**
4. Answer the security questions; click **"Next."**
 - Security questions are used in the event you need to reset your password, so be sure to choose questions and answers you can remember.

Identity Manager

New User Registration

Select the choice which applies to you.

Select: *

- ☐ I work for/with a franchise hotel(s) and I have a primary Inn Code (hotel staff)
- ☒ I am a hotel owner and I have a primary Inn Code
- ☐ I am a management company representative and I have a primary Inn Code
- ☐ I am an employee of Hilton Hotels Corporation (corporate facility, HGVC, HRCC or owned and/or managed hotels)
- ☐ I am not an employee of Hilton Hotels Corporation, I do not work at a hotel and I have my manager's eMail address (contractors)

Primary Inn Code*

Are you a human? If so, answer the following question:

What is ?

* Indicates required field

Identity Manager

New User Registration

You will now create a new password for your OnQ ID. These are the rules for your password:

- Must contain at least seven (7) characters
- Must be difficult to guess, try not to use any common words
- Must NOT be any of your last 4 passwords
- Must NOT contain your OnQ ID or Name.

Password must contain one character from all 4 of the following categories:

- English upper case characters A - Z
- English lower case characters a - z
- Base 10 digits 0 - 9
- Special symbol characters ~!@#\$%^&*()_+=-{}|[]\';<>.,?/

* The password IS case-sensitive

* Your password expires every 90 days. Prior to the expiration of your password, you will be reminded to select a new password.

New Password*

Confirm New Password*

* Indicates required field

5. Complete your password information; click **"Submit Request."**
6. You will be notified via email when your request has been reviewed. Owner requests are sent to the [Owner Relations](#) team.

If you have questions or need assistance, contact the Owner Relations team at OwnerRelations@hilton.com or +1-901-374-5608.



TIP! To keep your password activated, we suggest you log in to the Lobby at least once per month.