

# ACCESS TO OnQ<sup>®</sup> INSIDER

Instructions for new user accounts for all Hamptons and users in the Americas.

NOTE: Users outside of the Americas should visit [onqinsider.hilton.com](http://onqinsider.hilton.com) to access instructions.

OnQ Insider is an information hub ... your spot for the inside scoop on all things Hilton Worldwide. Getting access to OnQ Insider is simple — you just need to create a user account through Identity Manager. Let's get started.

## Create a New User Account

### 1. Go to [onqinsider.hilton.com](http://onqinsider.hilton.com).

### 2. On the New User Request screen, select the option that applies to you.

- **Hotel Staff Users** — Requires a primary inn code.
- **Hotel Owner and/or Management Company Representatives** — Requires a primary inn code. If you have multiple inn codes, enter only one of them.
- **Corporate Facility, HGVC, HRCC, or Owned and/or Managed Hotels** — Requires an employee ID, birthdate, and SSN#.
- **Contractors** — Requires a reporting manager's email address and a signed nondisclosure agreement. Forward the agreement to [enterprise.publishing.support@hilton.com](mailto:enterprise.publishing.support@hilton.com).

### 3. Verify your registration with the access code in the box; click "Next."

### 4. Complete the user information on the next screen; click "Next."

### 5. Answer the security questions; click "Next."

- Security questions are used in the event you need to reset your password, so remember your answers.

### 6. Complete your password information; click "Submit."

- Your password must have a capital letter and number and must not contain your OnQ ID or name. The password is case-sensitive.
- **Your password expires every 90 days.** Before it expires, you will be reminded to select a new one.

### 7. You will be notified via email when your request has been reviewed.

- Corporate user requests are forwarded to the immediate supervisor.
- Corporate contractor requests are sent to the manager you select.
- Hotel Owner and/or Management Company Representative requests are sent to the General Manager of the primary inn code selected.

## Make sure to log in frequently.

OnQ Insider is your key to the NOW newsletter. To keep your password activated, we suggest you log in to OnQ at least once per week.

