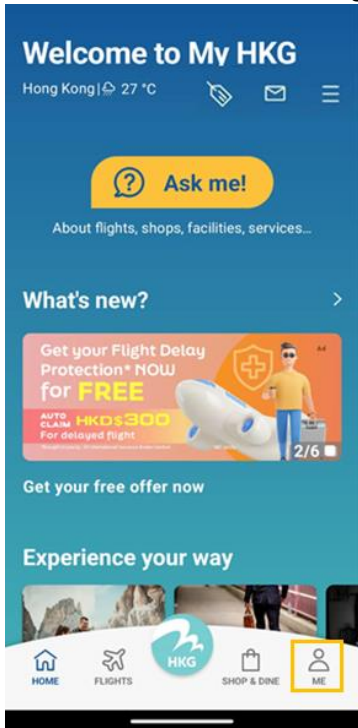


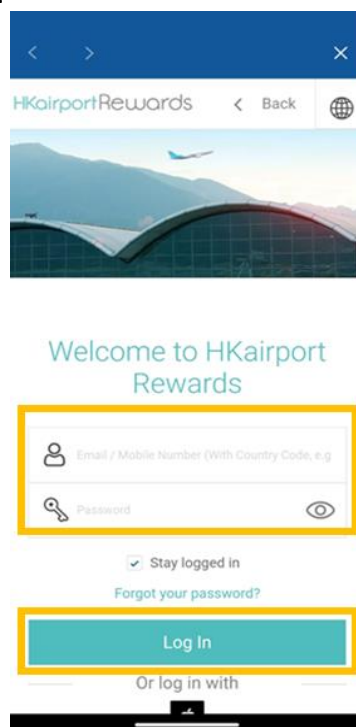
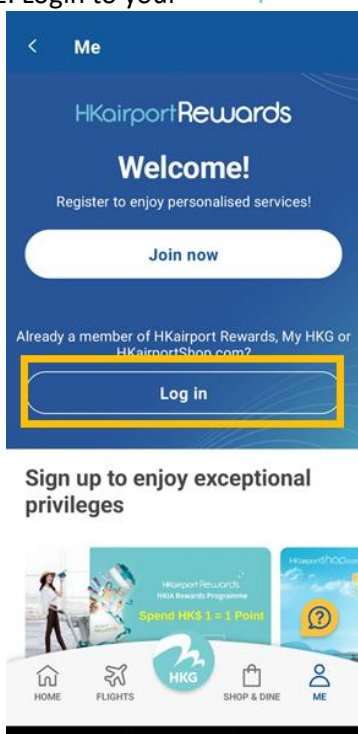
How Can I Re-connect MyTAG on HKairport Rewards Account?

If you registered MyTAG before 16 Sep 2023, your tag has been linked with your HKairport Rewards account. Please follow these steps below to complete the one-time confirmation process on My HKG app before using:

1. Click “Me” on the bottom right of My HKG ‘s Main Page.



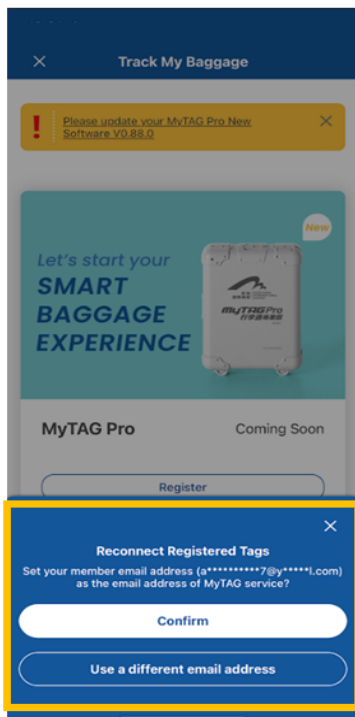
2. Login to your HKairport Rewards account.



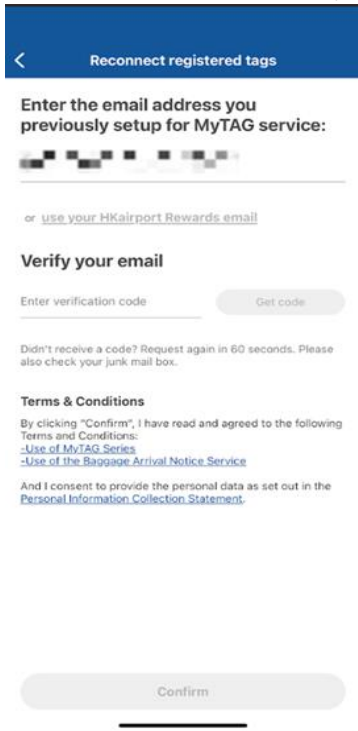
3. Click the baggage tag icon on the top of My HKG 's Main Page.



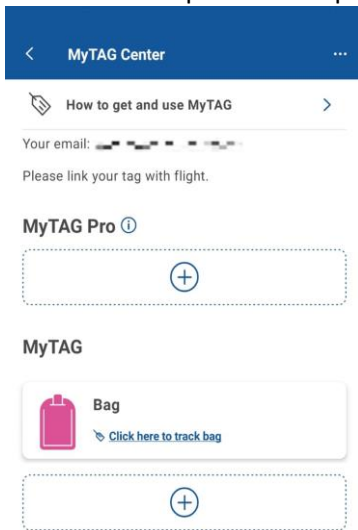
4. The System will prompt you to confirm whether to use this account's email address for MyTAG Service. You can also edit the email address if needed.



5. Confirm the email address, then read and agree to Terms & Conditions.



6. Confirmation process completed and you can see the tag.



If you forget your [HKairport Rewards](#) account, please click [here](#) to contact for assistance. You may also send your MyTAG QR code and ID (12-digit number) with a photo to us at hkiamobileapps@hkairport.com.