

How to set up your Manulife ID

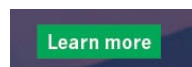
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your group benefits account.**

If you already have a Manulife ID, go to page 4 for instructions to connect your group benefits account to your ID.

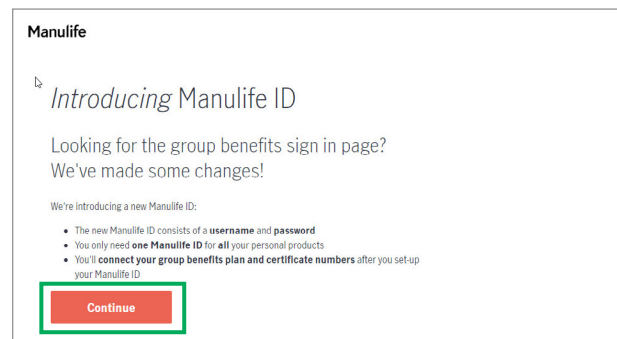
Setting up your Manulife ID

If you don't have one yet, you'll need to create a new Manulife ID to access group benefits.

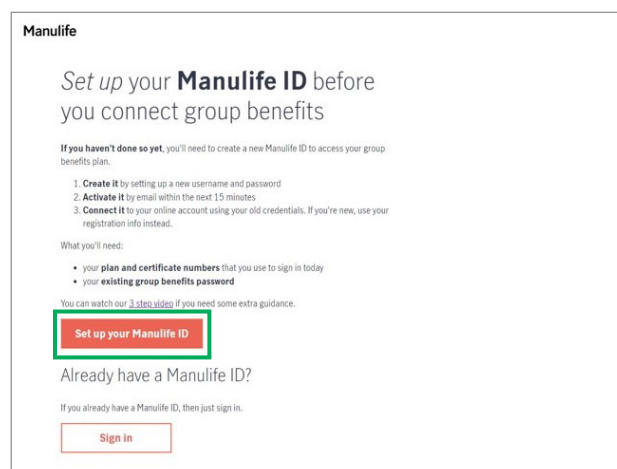
1. Go to **Manulife.ca/signin** and click on **Learn more**



2. Click **Continue**



3. Click **Set up your Manulife ID**



With Manulife ID, you get:



All-around security



Easy setup



Same great experience

4. As a new user, enter your **name**, **date of birth**, and **email**.
You'll need to pick a unique **username** and **password**.

Manulife

Set up your Manulife ID

Let's set up your single, secure ID for everything Manulife. [Learn more about your Manulife ID](#)

Fill out everything. Unless we've marked something optional.

First name

Last name

Date of birth

Day (dd) Month Year (yyyy)

Select

Email

Why are we asking for this information?

Pick a username and password

Username

Do you have to use your email as a username? [Show more](#)

Username tips [Show more](#)

Password

SHOW

Password tips [Show more](#)

Re-enter your password

SHOW

Continue

Already have a Manulife ID?

Sign In Instead

5. You'll receive an activation email to continue setting up your Manulife ID.

Manulife

Go to your email **to activate** your Manulife ID!

This is the most important step in setting up your Manulife ID.

Why is it so important?

Click the link in the email we just sent to [REDACTED]. You've only got **15 minutes** to use it, so do it right away.

Didn't get the email?
Check your spam or junk folders.
If you don't see an email from us, wait 15 minutes and try setting up your Manulife ID again.
If you still don't see an email, contact us and we'll help you.

Click the **Activate** button in the email we sent you to activate your Manulife ID. You only have 15 minutes to do so.

This is the most important step for setting up your Manulife ID!

Manulife

Hi Kirra,

Click the button to activate your Manulife ID.

Remember, you've only got 15 minutes to use this link, so don't wait!

Activate

Why is this so important?
When you activate your Manulife ID, you can sign in.

If you don't activate your Manulife ID, we don't save any of the information you gave us. That means you'll have to start over again from the beginning.

Have a question? Don't reply to this message. [Contact us](#) for help.

6. After you click **Activate**, we'll redirect you to a page where we'll let you know that your Manulife ID has been activated.

Click **Sign in**.

Manulife

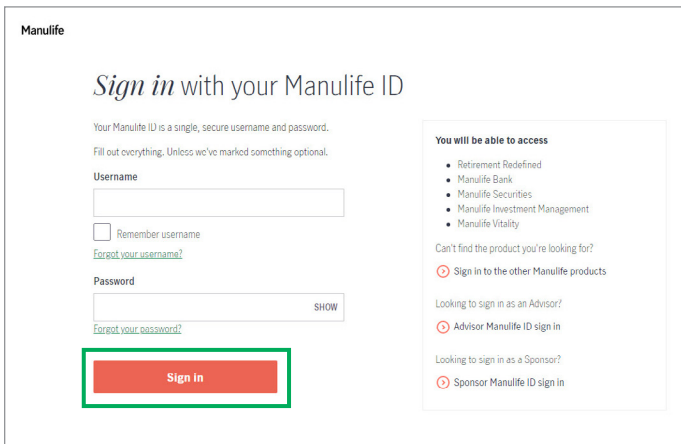
We've created your Manulife ID, Kirra!

Thanks for activating your Manulife ID.

Let's sign in and finish setting up your Manulife ID. We'll guide you through the last few steps after you sign in.

Sign in

7. Use your new Manulife ID username and password to **sign in**.

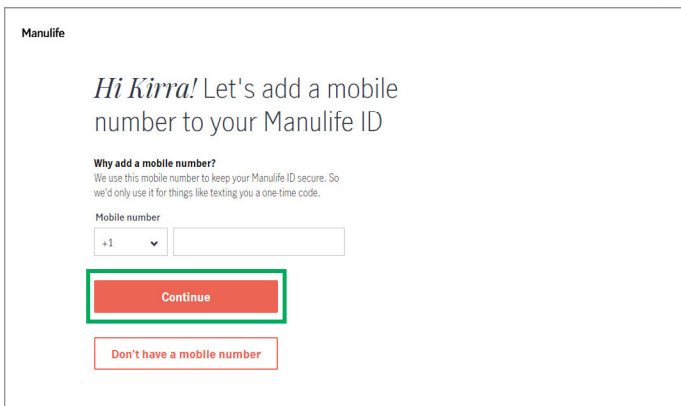


The screenshot shows the Manulife sign-in page. At the top left is the Manulife logo. The main heading is "Sign in with your Manulife ID". Below it, a subheading states: "Your Manulife ID is a single, secure username and password. Fill out everything. Unless we've marked something optional." There are two input fields: "Username" and "Password". The "Username" field has a "Remember username" checkbox and a "Forgot your username?" link. The "Password" field has a "SHOW" button and a "Forgot your password?" link. A red "Sign in" button is highlighted with a green border. To the right, a box titled "You will be able to access" lists: Retirement Redefined, Manulife Bank, Manulife Securities, Manulife Investment Management, and Manulife Vitality. Below this, it says "Can't find the product you're looking for?" and lists three options: "Sign in to the other Manulife products", "Looking to sign in as an Advisor?" (with a red "Advisor Manulife ID sign in" button), and "Looking to sign in as a Sponsor?" (with a red "Sponsor Manulife ID sign in" button).

Add a mobile number

8. If prompted, add your mobile number to keep your Manulife ID secure.

Enter your mobile number and click **Continue**.



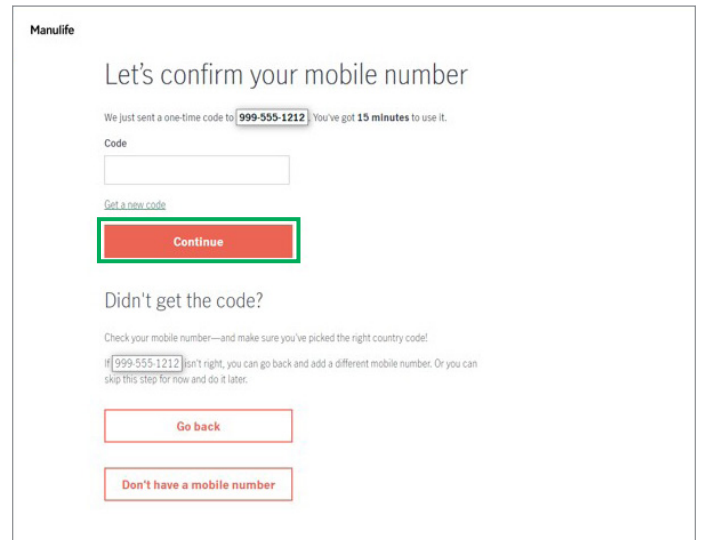
The screenshot shows the Manulife "Add mobile number" screen. At the top left is the Manulife logo. The heading is "Hi Kirra! Let's add a mobile number to your Manulife ID". Below it, a subheading asks "Why add a mobile number?" and explains: "We use this mobile number to keep your Manulife ID secure. So we'd only use it for things like texting you a one-time code." There is a "Mobile number" input field with a dropdown menu showing "+1". A red "Continue" button is highlighted with a green border. Below it is a "Don't have a mobile number" button.

9. A verification text with a code will be sent to your mobile number.

You'll need this code to proceed.

Enter the code and click **Continue**.

Note: After the verification text arrives, you only have 15 minutes to use the code. So, do it right away!



The screenshot shows the Manulife "Confirm mobile number" screen. At the top left is the Manulife logo. The heading is "Let's confirm your mobile number". Below it, a subheading says: "We just sent a one-time code to 999-555-1212. You've got 15 minutes to use it." There is a "Code" input field. A red "Continue" button is highlighted with a green border. Below it is a "Get a new code" link. Further down, a section titled "Didn't get the code?" explains: "Check your mobile number—and make sure you've picked the right country code! If 999-555-1212 isn't right, you can go back and add a different mobile number. Or you can skip this step for now and do it later." There are two buttons: "Go back" and "Don't have a mobile number".



Congratulations, your Manulife ID is created!
Now, let's connect your group benefits account.

Connecting your group benefits account to your Manulife ID

Once you've created your Manulife ID, you'll need to connect your group benefits account to your Manulife ID. You'll only need to connect your account once. When prompted, select group benefits from your available products.

Have you signed in to group benefits before?

If you already have a group benefits account, you'll need to connect it to your Manulife ID. **Go to Step 4.**

Never signed in to group benefits before?

If you've never signed in to the group benefits site, you'll need to register first. **Go to Step 1 below.**

1. Click **Get started** under Are you new to group benefits?

Manulife

Connect your group benefits plan

Let's connect your group benefits plan to your **Manulife ID**.

- It's **different from your Manulife ID and password**
- It's what you used to sign into group benefits with before
- If you haven't registered, or signed into group benefits before, click here.

You can find your plan contract and member certificate number on your benefits card

Plan contract number

Member certificate number

Password

SHOW

Forgot your password?

Connect

Are you new to group benefits?

If you're new to group benefits, never registered or signed in before. Don't worry, we can do that now! You just need to give us a bit more information.

Get started

Back

2. Click on the first link on the page to complete your group benefits plan registration. You will need your name, date of birth, email, plan contract number and member certificate number in order to do so. You can find these numbers on your group benefits card.

If you need help finding this information, contact us at 1 800 268 6195.

Manulife

Set up and connect your group benefits plan

It looks like you're new to Manulife group benefits, and **you need to complete your group benefits plan registration BEFORE** you can continue.

First, to complete your group benefits plan registration, [click here](#).

Then... come back to this page and continue the process to connect your group benefits to your Manulife ID using your plan contract number, certificate and your new group benefits password. [Click to continue](#).

Already set up your group benefits plan?

You just need to sign in with your group benefits plan contract number, certificate number and password to connect your group benefits plan to your Manulife ID

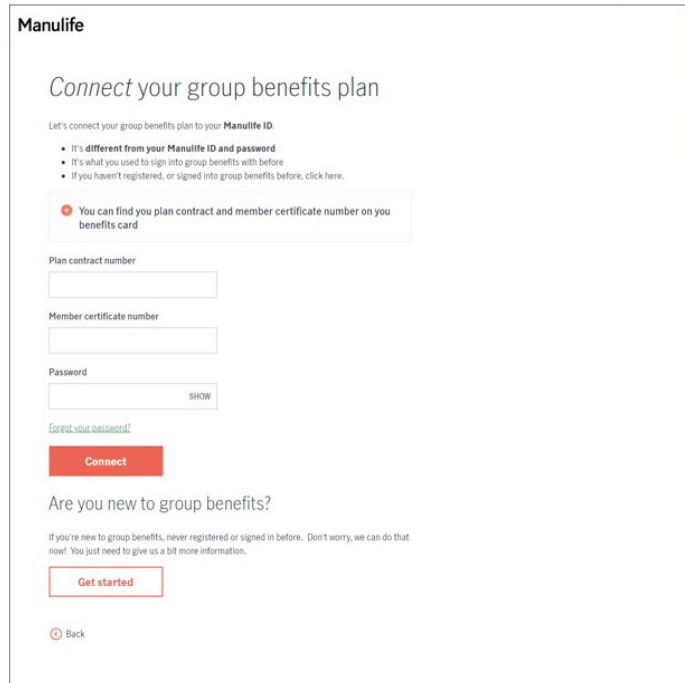
Let's connect you

Back

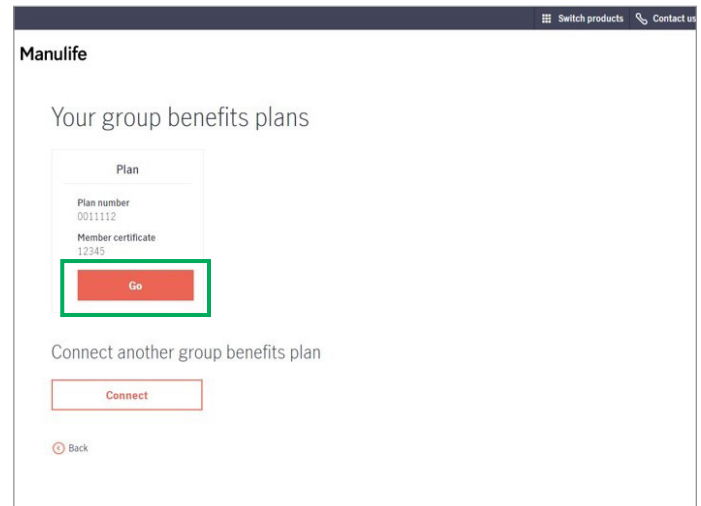
3. Come back to the Set up and connect your group benefits plan page and select "**click to continue**"

4. To connect your existing group benefits account, enter your **plan contract number**, **member certificate number** and **group benefits password** you used to sign in to your account before you created your new Manulife ID, then click **Connect**.

If you've forgotten your password, you can try connecting by entering your plan contract and member certificate number and click **Forgot your password?** We'll ask you a couple of personal verification questions to link your plan.



5. Congratulations, your group benefits account(s) are now connected to your Manulife ID.
6. The next screen will show you all your connected group benefits plans. Click **Go** to open an account.



What if I forget my Manulife ID?

If you forget your Manulife ID username or password, we can help!
Just select **Forgot your username?** or **Forgot your password?** on the sign in page.

Need help?

You can find additional information - including FAQs, a step by step video, and more - on our group benefits support page at manulife.ca/benefitsManulifeID.

Got questions?

If you have questions about your new Manulife ID or need help setting it up, call us at 1-800-268-6195, Monday to Friday, 8 a.m. to 8 p.m. ET.

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