

How to set up your Manulife ID

Manulife ID is a single, secure username and password for accessing Manulife products and services. **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

Manulife

Welcome to group benefits

You're just few steps away from accessing your group benefits account and managing your plan online

If you are a **new plan member**, you'll need to:

First, set up your Manulife ID.

Then, activate your group benefits plan using the plan contract and certificate number you have received from us.

If you are an **existing plan member** and already have an online group benefits account, you'll need to set up your new Manulife ID and connect your plan.

[Continue](#)

3. Click Set up your Manulife ID

Manulife

Let's get started

As a plan member, you need to do two things to access your group benefits account online:

First, set up your Manulife ID:

- You need to create a username and a password
- It's NOT something you have received from us

To do so, follow these 3 steps:

1. **Create** your own unique username and password
2. **Activate** it by clicking on the link in the email we send you during the set up process (you need to click on the link within 15 minutes)
3. **Sign in** using your new Manulife ID

Then, you will need to activate your group benefits plan. For this step, you'll need the plan contract and certificate numbers you have received from us.

You can watch our [step-by-step video](#) or [read the FAQ](#) if you need some extra guidance.

[Set up your Manulife ID](#)

Already created a Manulife ID?

If you already created a Manulife ID, then just sign in.

[Sign in](#)

Group **Benefits**

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**. Click **Continue**.

The screenshot shows the 'Set up your Manulife ID' form. It includes fields for First name, Last name, Date of birth (Day, Month, Year), Email, and Language for email (English or French). Below these is a section for 'Pick a username and password' with fields for Username, Password, and Re-enter your password. A red 'Continue' button is highlighted with a green border. At the bottom, there is a 'Sign in instead' button.

Note: If you see the below screen, you may have already created a Manulife ID. If you remember your username, click **Sign in**. If you don't remember it or if you're not sure you created one, click **Forgot username**.

The screenshot shows a screen titled 'Hang on – it looks like you might already have a Manulife ID'. It explains that the user may have already created one or it was created for them. Two red buttons are visible: 'Forgot username' (highlighted with a green border) and 'Sign in'. Below the buttons is a link that says 'Create a new Manulife ID anyway'.

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

The screenshot shows an email from Manulife titled 'Go to your email to activate your Manulife ID!'. It states that this is the most important step in setting up the ID. A red button labeled 'Why is it so important?' is highlighted. Below it, there is a link to activate the ID, which is partially obscured by a black box. A red '15 minutes' timer is shown. At the bottom, there is a section titled 'Didn't get the email?' with instructions on what to do if the email is not received.

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!

This is a continuation of the activation email screenshot. It shows the 'Activate' button highlighted with a green border. Below it, there is a section titled 'Why is this so important?' explaining the importance of activating the ID. At the bottom, there is a link to '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**.

The screenshot shows a screen titled 'We've created your Manulife ID, Kirra!'. It says 'Thanks for activating your Manulife ID.' and 'Let's sign in and finish setting up your Manulife ID. We'll guide you through the last few steps after you sign in.' A red 'Sign in' button is highlighted with a green border.

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

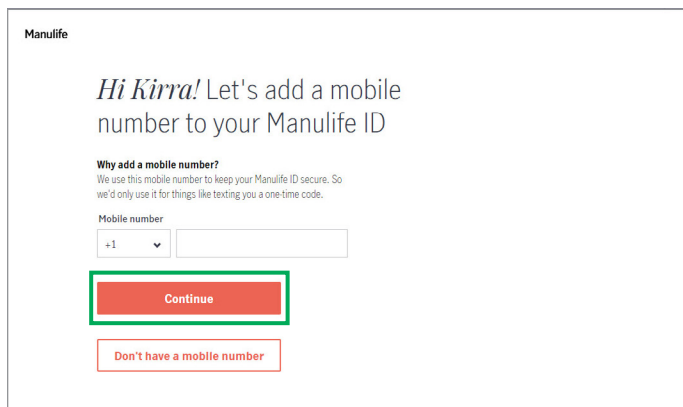


The screenshot shows the Manulife sign-in page. At the top, it says "Sign in with your Manulife ID". Below this, there's a section "Please fill out everything." with fields for "Username" and "Password". There are links for "Remember username?", "Forgot your username?", and "Forgot your password?". A "Sign in" button is highlighted with a green border. To the right, a box titled "You will be able to access" lists various services like Group Benefits, Group Retirement or VIP Room, Manulife Bank, etc. At the bottom, there's a link "What's a Manulife ID?" and a button "Set up a Manulife ID".

Add a mobile number

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

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



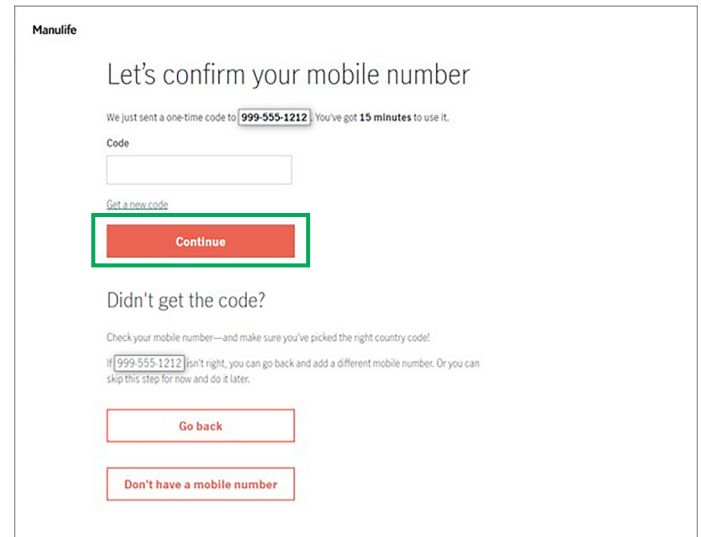
The screenshot shows the Manulife "Add mobile number" screen. It starts with "Hi Kirra! Let's add a mobile number to your Manulife ID". Below, it explains "Why add a mobile number?" and states that the number is used for security. There's a "Mobile number" field with a dropdown for the country code (currently "+1") and a text input for the number. A "Continue" button is highlighted with a green border. At the bottom, there's a button "Don't have a mobile number".

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 "Verify mobile number" screen. It says "Let's confirm your mobile number". Below, it states "We just sent a one-time code to 999-555-1212. You've got 15 minutes to use it." There's a "Code" input field. A "Continue" button is highlighted with a green border. Below this, there's a link "Get a new code". Further down, it says "Didn't get the code?" and provides instructions. At the bottom, 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.

Activate and connect your group benefits plan

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.

- 1. New to Manulife group benefits?** Enter your plan contract number, member certificate number, name, date of birth and email. Then click **Connect**.
- You can find your plan contract and member certificate number on your benefits card.

Manulife

Activate your group benefits plan

It looks like you're new to Manulife group benefits. Please complete your group benefits plan registration.

This step is separate from your Manulife ID setup.

We're requesting some new information here to activate your online access to your group benefits plan.

If you registered for group benefits before, click [here](#).

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Important information

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

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

Plan contract number

Member certificate number

First name

Last name

Date of birth

Day (dd)

Month

Year (yyyy)

Select

Email

david_robillard@manulife.ca

Confirm email

By clicking Connect, you're confirming your identity as the owner of the account

Connect

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

If you have signed in to group benefits before, click **Let's connect you** under Already set up your group benefits plan?

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

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

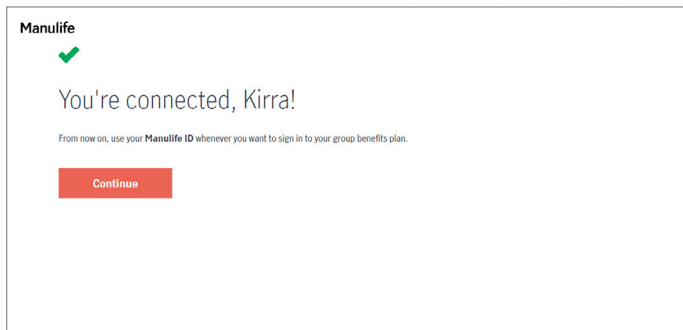
Are you new to group benefits?

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.

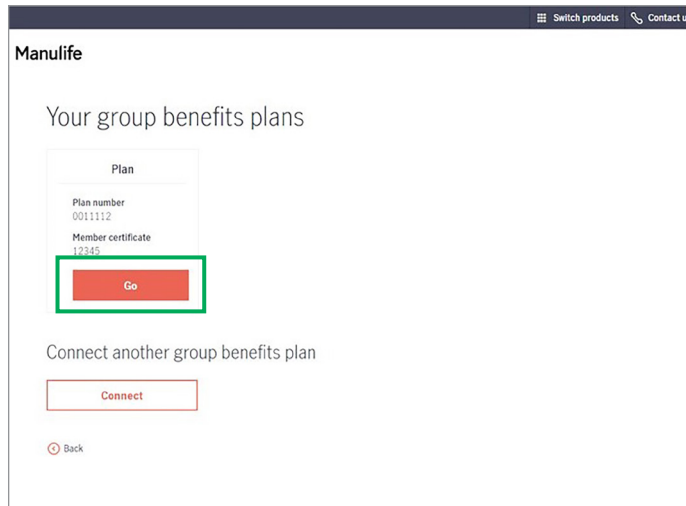
Get started

Back

2. Congratulations, your group benefits account is now connected to your Manulife ID.



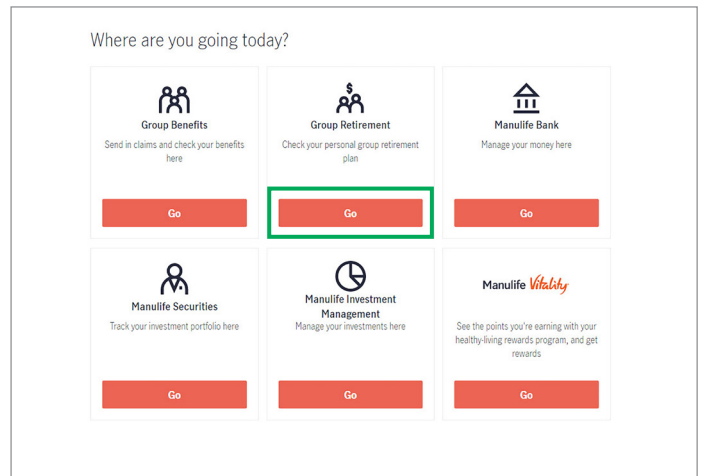
3. The next screen will show you all your connected group benefits plans. Click **Go** to open an account.



4. If you haven't yet connected your group retirement accounts, click **Switch products**.



5. Select group retirement from your available products and follow the steps on the next page.



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 and our group retirement support page at manulife.ca/membersupport

Got questions?

Group benefits 1-800-268-6195, Monday to Friday, 8 a.m. to 8 p.m. ET

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