

How to set up your Manulife ID

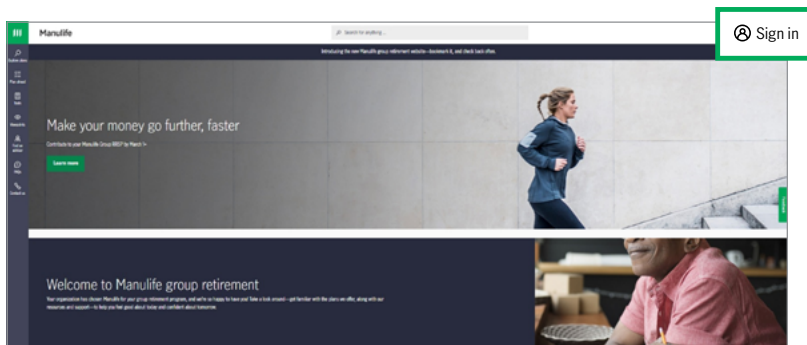
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your Group Retirement account.**

If you already have a Manulife ID, go to page 4 for instructions to connect your Group Retirement or VIP Room account to your ID.

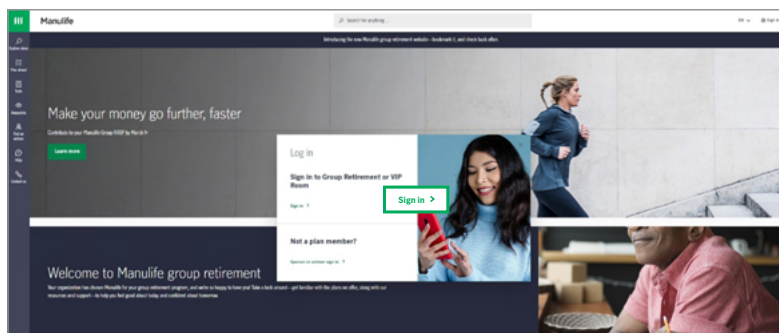
Setting up your Manulife ID

You'll need to create a new Manulife ID to access Group Retirement.

1. Go to manulifeim.ca/retirement and click **Sign in** at the top right corner.



2. Click **Sign in** under *Sign in to Group Retirement or VIP Room*.



With
Manulife ID,
you get:



All-around
security



Easy setup



Same great
experience

3. Click Set up a Manulife ID.

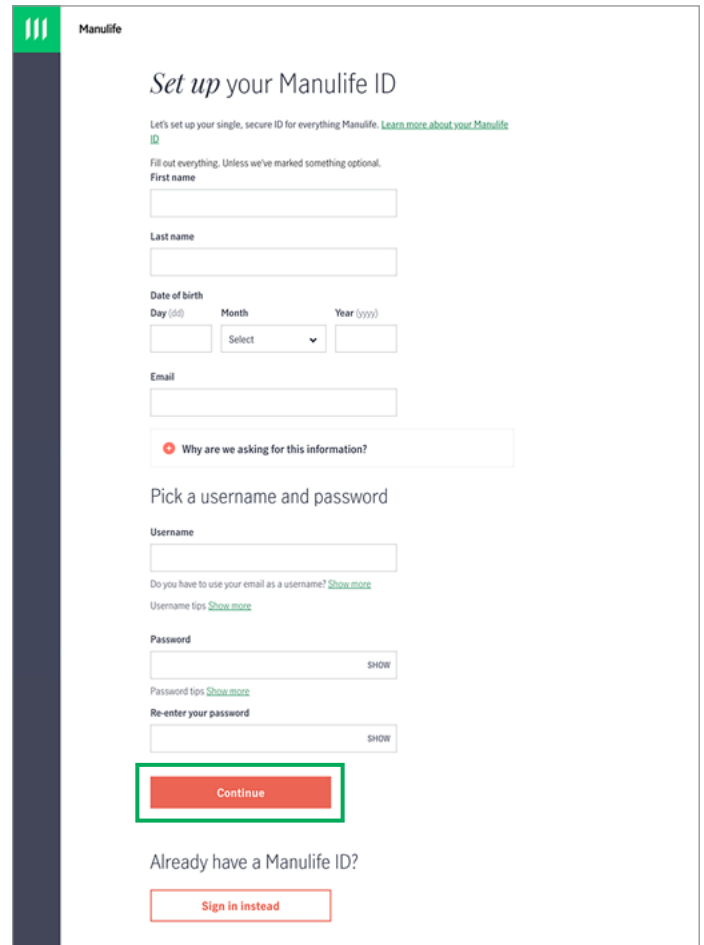


The image shows the Manulife sign-in page. At the top left is the Manulife logo. The main heading is "Sign in with your Manulife ID". Below this, it says "Please fill out everything." There are two input fields: "Username" and "Password". The "Username" field has a "Remember username" checkbox and a "Forgot your username?" link. The "Password" field has a "SHOW" button and a "Forgot your password?" link. A red "Sign in" button is below the password field. Below the sign-in button is a section "Don't have a Manulife ID?" with a red "Set up a Manulife ID" button highlighted with a green box. To the right of the sign-in form is a section "You will be able to access" with a list of services: Group Benefits, Group Retirement or VP Room, Individual Insurance, Manulife Bank - personal and business, Manulife Securities, Manulife Investment Management, and Manulife iWallet - for individual insurance customers. Below this list are three radio button options: "Sign in to the other Manulife products", "Advisor Manulife ID sign in", and "Sponsor Manulife ID sign in". At the bottom left of the page is a link "What's a Manulife ID?".

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

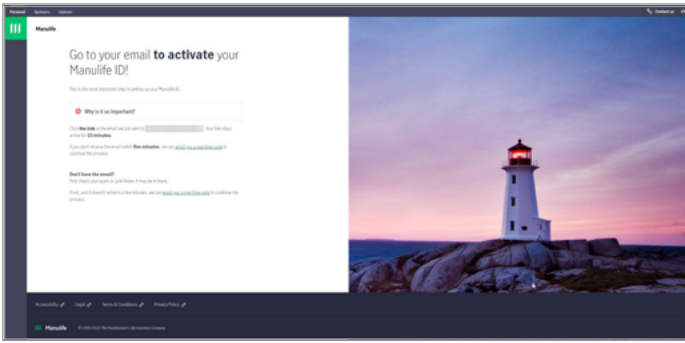
Note: Show more links will provide tips on the different steps.

Click Continue.



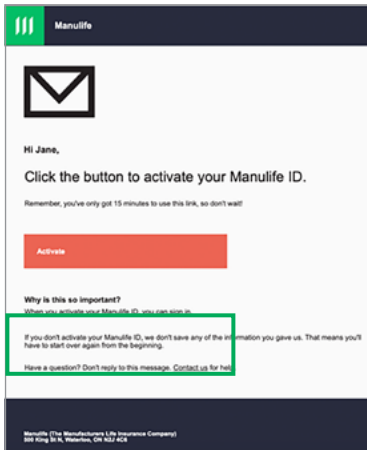
The image shows the Manulife "Set up your Manulife ID" page. At the top left is the Manulife logo. The main heading is "Set up your Manulife ID". Below this, it says "Let's set up your single, secure ID for everything Manulife. Learn more about your Manulife ID". There is a "Fill out everything. Unless we've marked something optional." instruction. The form has several sections: "First name" and "Last name" (both with input fields), "Date of birth" (with fields for Day (dd), Month (a dropdown menu with "Select" and a downward arrow), and Year (yyyy)), "Email" (with an input field), and a red question mark icon with the text "Why are we asking for this information?". Below this is a section "Pick a username and password" with a "Username" input field, a "Do you have to use your email as a username?" question with a "Show more" link, and a "Username tips" link. There are "Password" and "Re-enter your password" input fields, both with "SHOW" buttons. A red "Continue" button is highlighted with a green box. At the bottom of the page is a section "Already have a Manulife ID?" with a red "Sign in instead" button.

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



Click the **Activate** button in the email we sent you to activate your Manulife ID.

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



Note: After the activation email arrives in your inbox, you only have 15 minutes to activate your ID. So do it right away!

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.



**Congratulations, your Manulife ID is created!
Now, let's sign in and connect your Group Retirement account.**

7. Click **Sign in**.



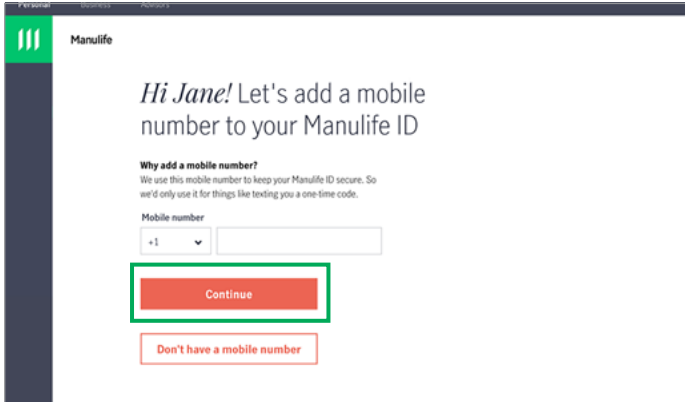
8. Use your **new** Manulife ID username and password to **sign in**.



Add a mobile number

9. To help keep your Manulife ID secure, we recommend adding a mobile number so we can quickly verify it is you signing in when we need to. We'll use it for things like texting you a one-time code.

When prompted, add your mobile number and click **Continue**.

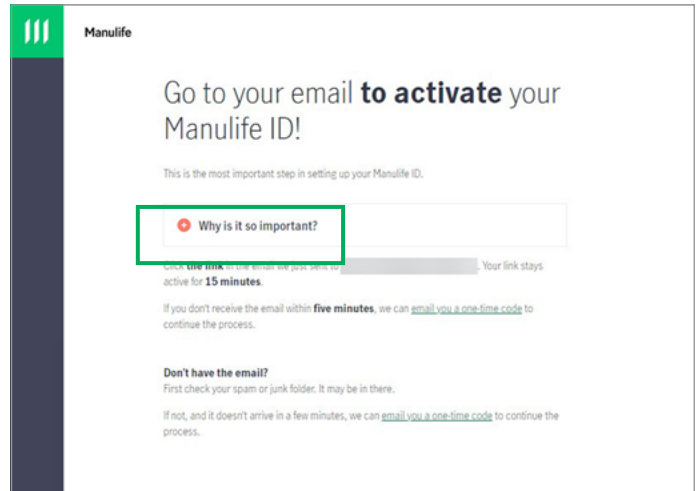


The screenshot shows the Manulife mobile number entry screen. At the top left is the Manulife logo. The main heading reads "Hi Jane! Let's add a mobile number to your Manulife ID". Below this is a section titled "Why add a mobile number?" with a sub-heading "We use this mobile number to keep your Manulife ID secure. So we'd only use it for things like texting you a one-time code." Underneath is a "Mobile number" input field with a dropdown menu showing "+1" and an empty text box. A red "Continue" button is highlighted with a green box, and a "Don't have a mobile number" link is visible below it.

10. 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 email activation screen. At the top left is the Manulife logo. The main heading reads "Go to your email to activate your Manulife ID!". Below this is a sub-heading "This is the most important step in setting up your Manulife ID." A red "Why is it so important?" button is highlighted with a green box. Below the button is a text box containing a link. The text below the link reads "Click the link in the email we just sent to activate your link. Your link stays active for 15 minutes." Below this is a section titled "Don't have the email?" with a sub-heading "First check your spam or junk folder. It may be in there." Below this is a sub-heading "If not, and it doesn't arrive in a few minutes, we can email you a one-time code to continue the process."

Connecting your Group Retirement account to your Manulife ID

Once you've created your Manulife ID, you'll need to connect your Group Retirement account to your Manulife ID. You'll only need to connect your account once. If prompted, select **Group Retirement** from your available products.

Have you signed in to Group Retirement before?

If you already have a Group Retirement or VIP Room account, you'll need to connect it to your Manulife ID. **Go to Step 4 below.**

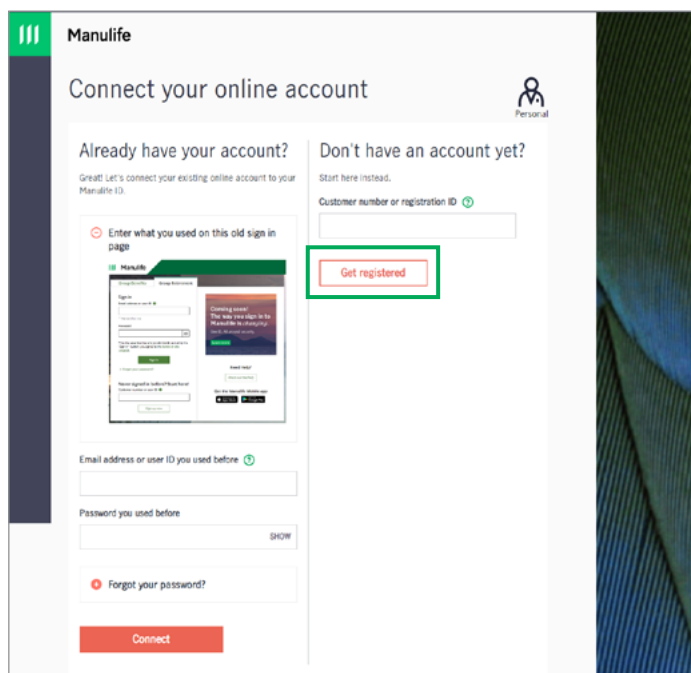
Never signed in to Group Retirement before?

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

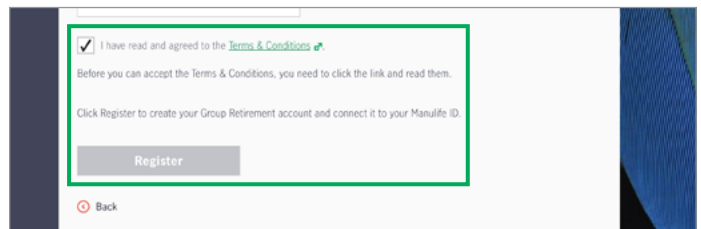
1. Enter your **Customer number** or **Registration ID** under *Don't have an account yet?*. You can find your Customer number or Registration ID in a letter or email we sent to you when we welcomed you to your program. We may refer to them by a different name, so if you don't know what to enter, click the question mark tool tips on the web page for more information.

Note: This is different from your Manulife ID credentials. If you can't find your Customer number or Registration ID, give us a call at 1-877-666-2764 and we'll get you what you need.

2. Click **Get registered** and follow the instructions on the screen.

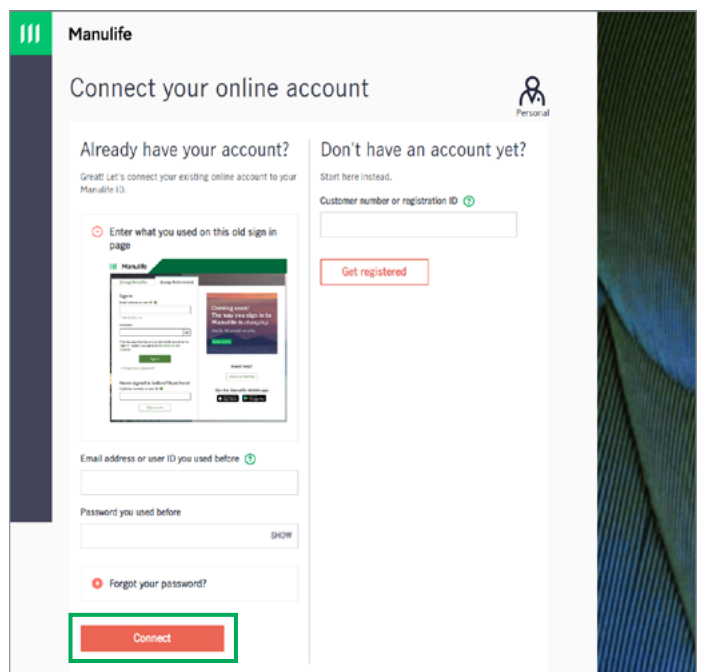


3. Click on the link to read the Terms & Conditions. Check the box to indicate that you've read and agree to the Terms & Conditions, then click **Register**.



Go to Step 5.

4. To connect your existing Group Retirement or VIP Room account, enter the credentials you used to sign in to your account *before* you created your new Manulife ID, then click **Connect**.

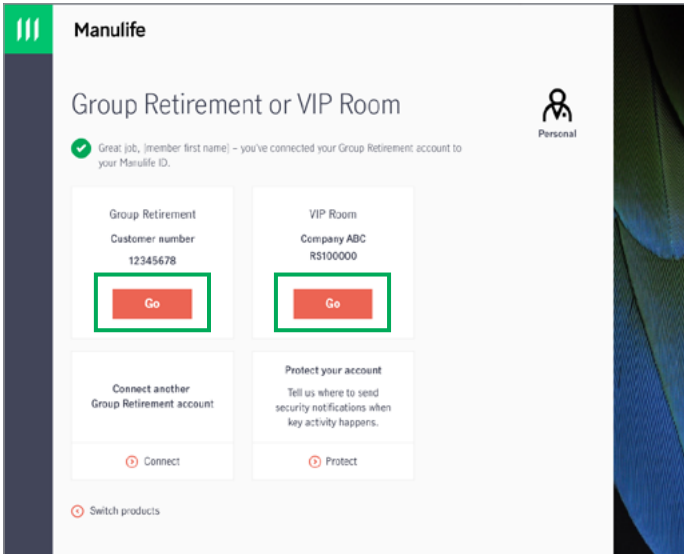


5. The next screen will show you all your connected Group Retirement accounts. Click **Go** to open an account.

Note: If you have an account that's not showing, repeat the steps to connect it separately. Click **Connect** under Connect another Group Retirement account to get started.

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.



Congratulations, your Group Retirement account(s) are now connected to your Manulife ID.

Need help?

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

Got questions?

If you have questions about your new Manulife ID or need help setting it up, call us at 1-877-666-2764, Monday to Friday, 8 a.m. to 8 p.m. ET.

For questions about your group retirement program, contact the person in your organization who's responsible for your group retirement program.



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