How to set up Manulife ID for members

Video transcript

[Manulife logo appears on screen and music fades in.]

[The only sound in this video is upbeat background music.]

[The text "Manulife ID – One secure online ID for everything you have with us. Anytime, anywhere access to your retirement savings online." animates onscreen and then disappears.]

[Icon of a computer mouse animates on screen and the text "Setting up your Manulife ID is easy!"]

[The video shifts to animate an icon of a check mark in a circle and the text "Let's get started!"]

[The video shifts and reveals a green background, with an image of Manulife.ca/GRO website. The text "Go to Manulife.ca/GRO. Click Sign in." animates from the left. The cursor flashes on the sign in button.]

[The onscreen image shifts to a screenshot of the Manulife ID landing page. The text changes to "Click Continue." A cursor animates on screen and slowly moves over the Continue button. The cursor flashes on the Continue button.]

[The onscreen image shifts to a screenshot of the Signing in to Group Retirement or VIP Room webpage. The text changes to "The first step is to create your Manulife ID. Click Set up a Manulife ID." The cursor flashes on the Set up a Manulife ID button.]

[The onscreen image shifts to a screenshot of the Set up your Manulife ID webpage. First name, last name, date of birth and email address appear within the fields on screen. The text changes to "Enter your information." A cursor slowly animates to the right side of the webpage screenshot and the page slowly scrolls to the bottom. The text "Set your username and password. There are Show more links that provide tips for your username and password." appears on the screen. The cursor moves over the Show more link on the webpage. The webpage changes to show the password tips dropdown information. Username and password appear within the fields on screen. A cursor moves over the Continue button. The text "Click Continue." appears on screen. The cursor flashes on the Continue button.]

[A screenshot of the email activation webpage appears on screen. The text changes to "You will receive an email confirming your Manulife ID set up is now complete." An image of the confirmation email animates from the right. The text "After the activation email arrives in your inbox, you only have 15 minutes to activate your ID. So, do it right away!" appears on screen.]

[A cursor animates on screen and slowly moves over the Activate button. The cursor flashes on the Activate button.]

[The image of the activation email animates off screen to the right. The text changes to "Congratulations! Your Manulife ID has been created!"]

[The confirmation page appears on screen. The image of the Set up email animates on screen from the right, and animates off to the right. The text changes to "Next, connect your Group Retirement account to your Manulife ID. You'll only need to do this once. Click Sign in." A cursor animates on screen and slowly moves over the Sign in button. The cursor flashes on the Sign in button.]

[A screenshot of the Sign in page appears. The text changes to "Enter the username and password you just created for your Manulife ID." Username and password appear within the fields on screen. The text "Click Sign in." appears on screen. The cursor moves over the Sign in button. The cursor flashes on the Sign in button.]

[A screenshot of the Mobile number page appears on screen. The text changes to "Keep your Manulife ID secure. Enter your mobile number and click Continue." Mobile number appears within the field on screen. The cursor slowly moves over the Continue button. The cursor flashes on the Continue button.]

[Mobile confirmation page appears on screen. The text changes to "You will receive a text with a one-time code. Enter the code and click Continue." 32410 is entered in the Code field. The cursor slowly moves over the Continue button. The cursor flashes on the Continue button.]

[The screen shot changes to the mobile number completion page. The text "Click Continue." appears on screen. The cursor slowly moves over the Continue button. The cursor flashes on the Continue button.]

[A screenshot of the Connect webpage appears on screen. The text changes to "If you already have a Group Retirement or VIP room account, you'll need to connect them to your Manulife ID." The text changes to "Enter what you used to sign in to your Group Retirement or VIP room account before you got a Manulife ID." Email address and password appear within the fields on screen. The text "Click Connect." appears on screen. The cursor slowly moves over the Connect button. The cursor flashes on the Connect button.]

[A screenshot of the Group Retirement webpage appears on screen. The text changes to "You're done! Manulife ID is all you need to manage your savings!"]

[Manulife outro sequence fades in with the disclaimer on the bottom. Music fades out.]