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

3. Click Set up your 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. Click Continue.

**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.

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. You only have 15 minutes to do so.

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

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

8. Add a mobile number

   If prompted, add your mobile number to keep your Manulife ID secure.
   Enter your mobile number and click Continue.

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!

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.

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.
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.

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.