

# 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 on Manulife's mobile app.**

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 on Manulife's mobile app.

1. Download the Manulife group benefits app, if you don't have it already, and open it.
2. Click **Continue**



With Manulife ID, you get:



All-around security

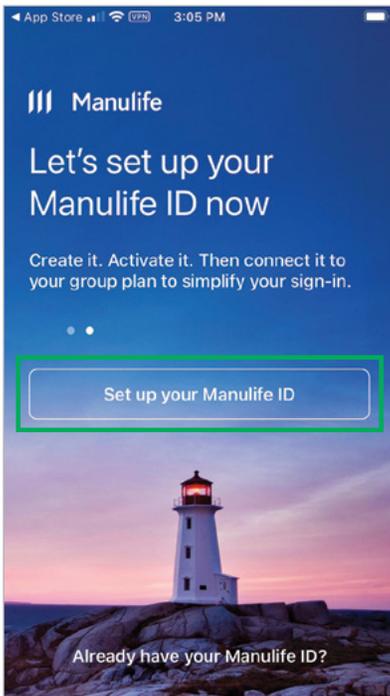


Easy setup



Same great experience

3. Click Set up your Manulife ID



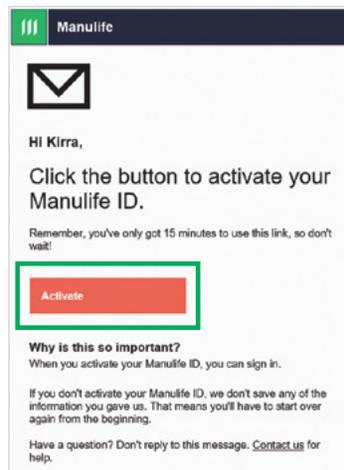
4. As a new user, enter your name, date of birth, and email. You'll need to pick a unique username and password.

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



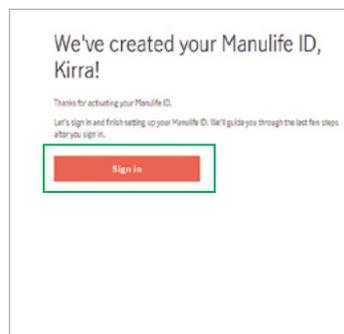
Click the **Activate** button in the email we sent you to activate your Manulife ID. You only have 15 minutes to do so.

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

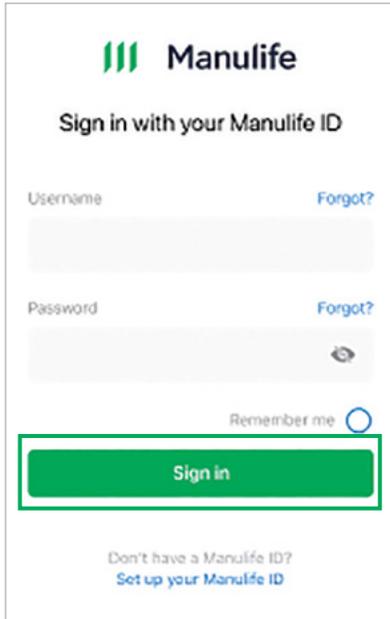


6. After you click **Activate**, we'll redirect you to a page where we'll let you know that your Manulife ID has been activated.

Click **Sign in**.

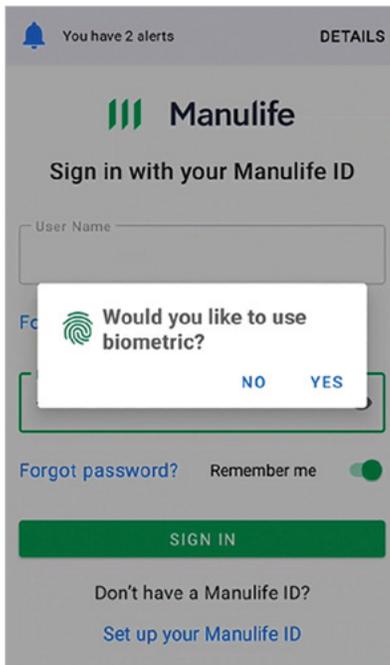


7. Use your new Manulife ID username and password to sign in.



The image shows the Manulife sign-in interface. At the top is the Manulife logo. Below it is the heading "Sign in with your Manulife ID". There are two input fields: "Username" and "Password". Each field has a "Forgot?" link to its right. Below the password field is a "Remember me" checkbox. A green "Sign in" button is highlighted with a red border. At the bottom, there is a link: "Don't have a Manulife ID? Set up your Manulife ID".

8. Decide if you want to use biometrics.

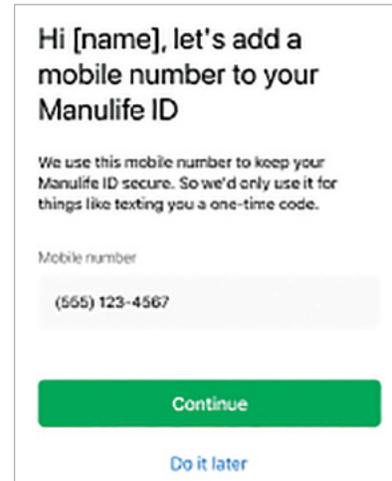


The image shows the Manulife sign-in interface with a biometric prompt. At the top, there is a notification: "You have 2 alerts" with a bell icon and a "DETAILS" link. Below is the Manulife logo and the heading "Sign in with your Manulife ID". There is a "User Name" input field. A white modal dialog box is overlaid on the screen with the text: "Would you like to use biometric?" and two buttons: "NO" and "YES". Below the dialog, there are links for "Forgot password?" and a "Remember me" toggle switch. A green "SIGN IN" button is visible. At the bottom, there is a link: "Don't have a Manulife ID? Set up your Manulife ID".

## Add a mobile number

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

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



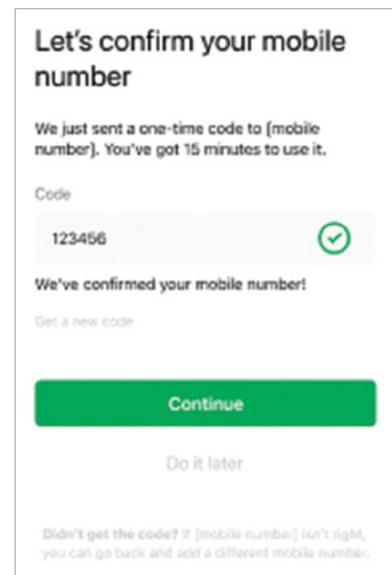
The image shows the "Add a mobile number" screen. The heading is "Hi [name], let's add a mobile number to your Manulife ID". Below is a paragraph: "We use this mobile number to keep your Manulife ID secure. So we'd only use it for things like texting you a one-time code." There is a "Mobile number" input field with the example "(555) 123-4567". A green "Continue" button is highlighted. At the bottom, there is a link: "Do it later".

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 image shows the "Confirm mobile number" screen. The heading is "Let's confirm your mobile number". Below is a paragraph: "We just sent a one-time code to (mobile number). You've got 15 minutes to use it." There is a "Code" input field with the example "123456" and a green checkmark icon. Below is a paragraph: "We've confirmed your mobile number!". There is a "Get a new code" link. A green "Continue" button is highlighted. At the bottom, there is a link: "Do it later". At the very bottom, there is a small note: "Didn't get the code? If (mobile number) isn't right, you can go back and add a different mobile number."

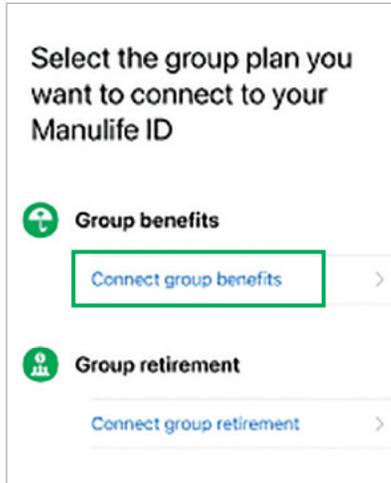


**Congratulations, your Manulife ID is created!**  
Now, let's connect your group benefits account.

# 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.

1. To connect your existing group benefits account, choose **Connect group benefits**



## Have you signed in to group benefits before?

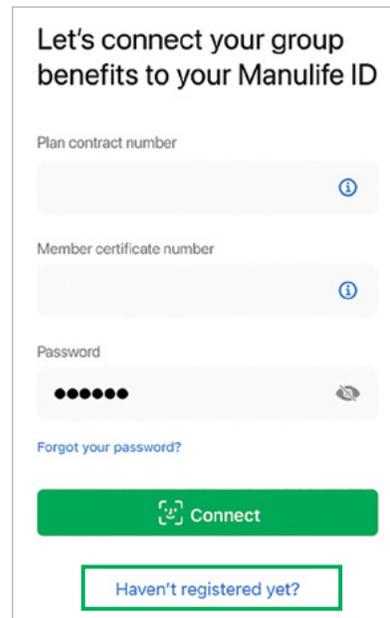
If you used the app in the past and have the biometrics enabled (facial recognition or finger print), connecting your group benefits plan will occur automatically.

If you already have a group benefits account but you don't have the biometrics enabled, you'll need to connect it to your Manulife ID. **Go to Step 4.**

## Never signed in to group benefits before?

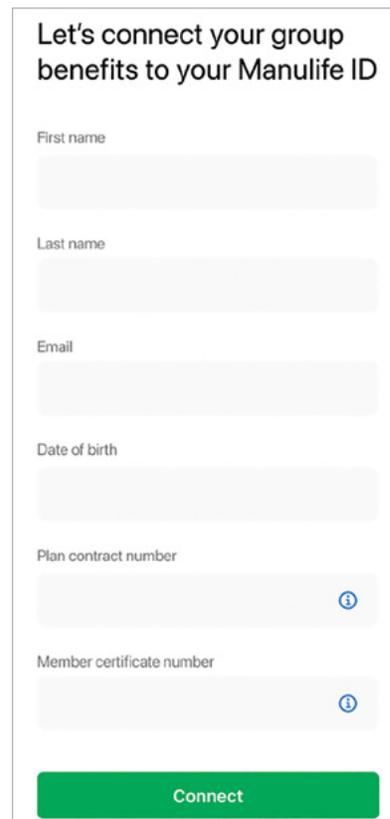
If you've never signed in to the group benefits site, you'll need to register first. **Go to Step 2.**

2. Click Haven't registered yet?



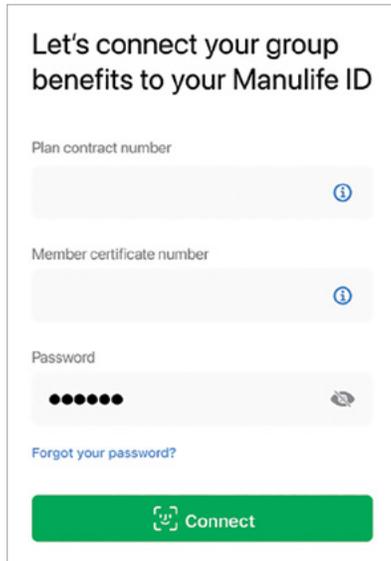
3. Complete your group benefits plan registration and click Connect. You will need your name, date of birth, email, plan contract number and member certificate number in order to do so. You can find these numbers on your group benefits card.

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



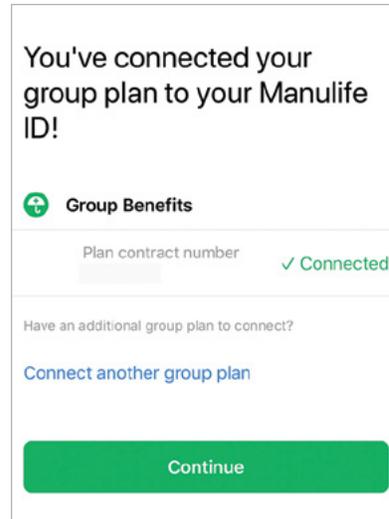
4. To connect your existing group benefits account, enter your **plan contract number**, **member certificate number** and **group benefits password** you used to sign in to your account before you created your new Manulife ID, then click **Connect**.

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.



The screenshot shows a form titled "Let's connect your group benefits to your Manulife ID". It contains three input fields: "Plan contract number", "Member certificate number", and "Password". Each field has an information icon (i) to its right. Below the password field is a link that says "Forgot your password?". At the bottom of the form is a green button with a white icon of two hands shaking and the text "Connect".

5. Congratulations, your group benefits account(s) are now connected to your Manulife ID.



The screenshot shows a confirmation screen titled "You've connected your group plan to your Manulife ID!". Below the title is a green plus icon followed by the text "Group Benefits". Underneath, there is a section for "Plan contract number" with a green checkmark and the word "Connected" to its right. Below this is the text "Have an additional group plan to connect?" followed by a blue link that says "Connect another group plan". At the bottom of the screen is a large green button with the text "Continue".

### 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](http://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.