

# How to set up your Manulife ID

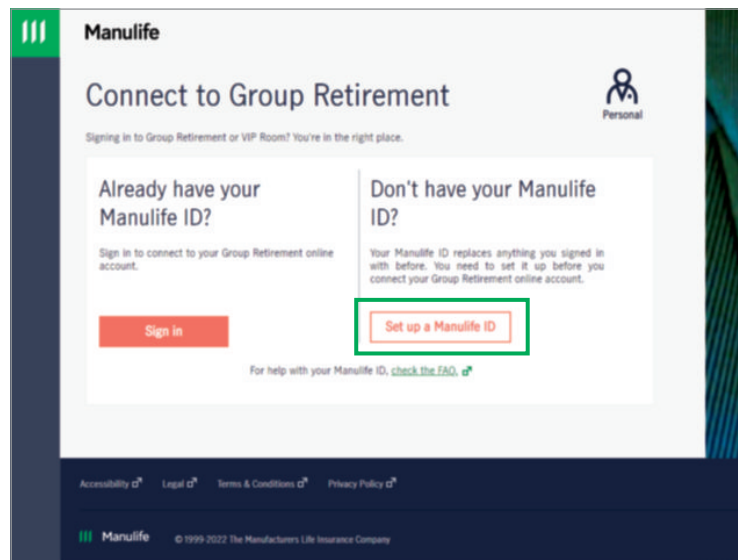
Manulife ID is a single, secure username and password for accessing Manulife products and services. It replaces your old credentials with one ID and helps simplify your online interactions with us. **Follow the steps below to set up your Manulife ID and connect your Group Retirement account.**

**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 [manulife.ca/GRO](https://manulife.ca/GRO) and click Sign in.
2. Click Set up a Manulife ID.



With Manulife ID, you get:



All-around security



Easy setup



Same great experience

3. 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 screenshot shows the Manulife registration page. It has a green header with the Manulife logo. The main heading is "Set up your Manulife ID". Below this, there's a sub-heading "Let's set up your single, secure ID for everything Manulife." followed by a link "Learn more about your Manulife ID". The form is divided into several sections: "Fill out everything. Unless we've marked something optional." with a "First name" field, a "Last name" field, a "Date of birth" section with "Day (dd)", "Month", and "Year (yyyy)" dropdowns, and an "Email" field. Below the email field is a "Why are we asking for this information?" link. The next section is "Pick a username and password" with a "Username" field, a "Do you have to use your email as a username?" link, a "Username tips" link, a "Password" field with a "SHOW" button, a "Password tips" link, and a "Re-enter your password" field with a "SHOW" button. At the bottom of this section is a red "Continue" button highlighted with a green border. Below the form is the text "Already have a Manulife ID?" and a red "Sign in instead" button.

4. 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!

5. 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.

6. Click **Sign in**.



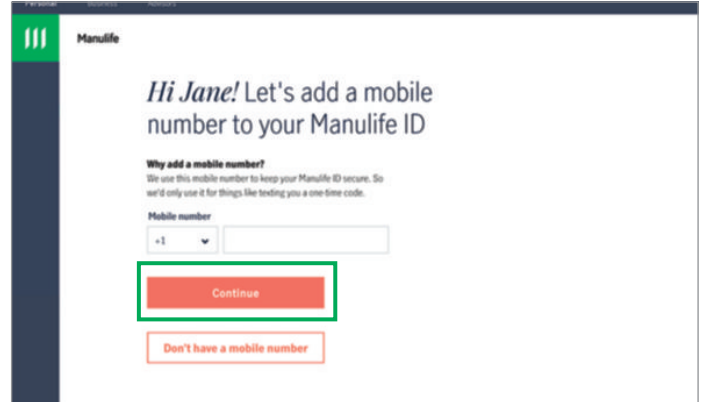
7. Use your **new** Manulife ID username and password to **sign in**.



## Add a mobile number

8. 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.

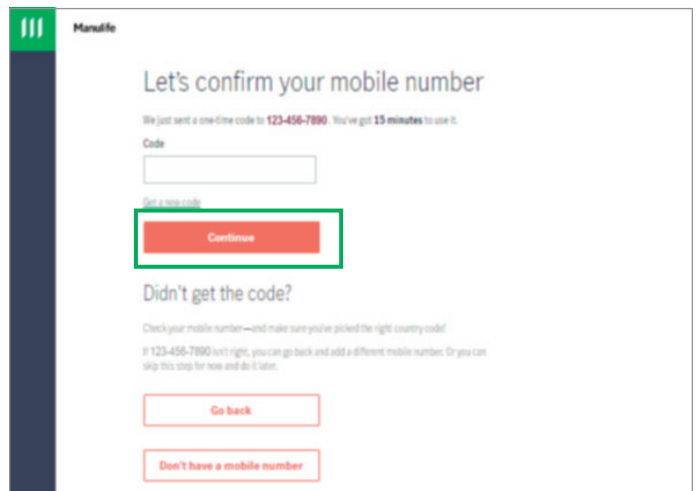
When prompted, add your mobile number and click **Continue**.



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!



# 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.**

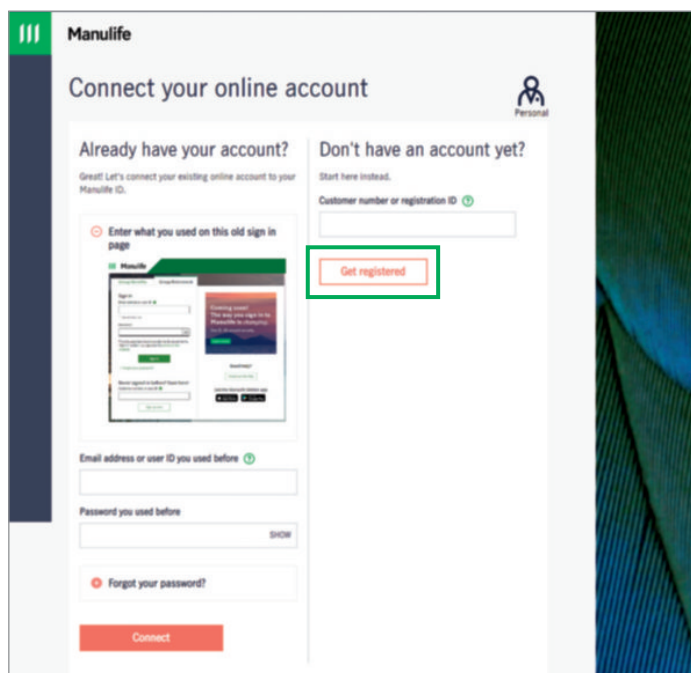
## Never signed in to Group Retirement before?

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

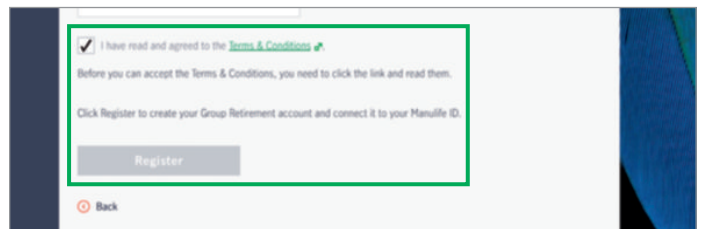
1. Enter your **Customer number** or **Registration ID** under *Don't have an account yet?*. You can find your Customer number or Registration ID in a letter or email we sent to you when we welcomed you to your program. We may refer to them by a different name, so if you don't know what to enter, click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

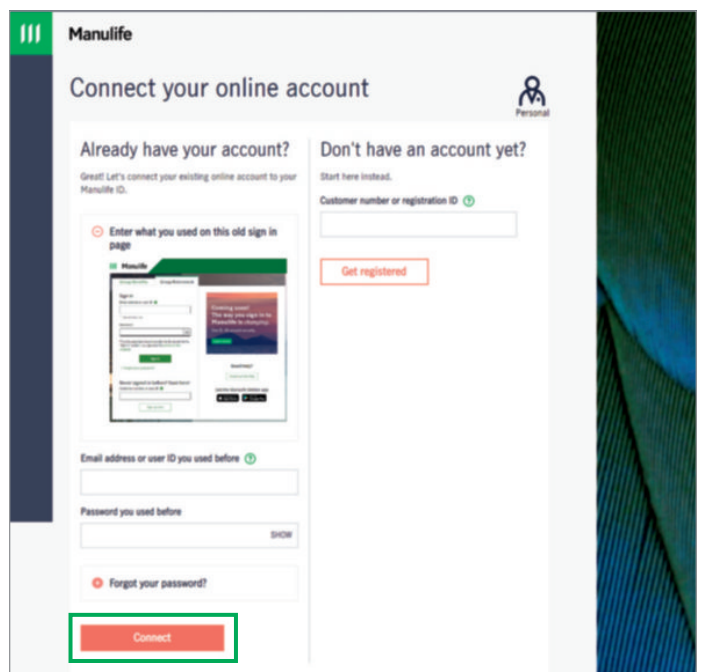


3. Click on the link to read the Terms & Conditions. Check the box to indicate that you've read and agree to the Terms & Conditions, then click **Register**.



**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**.

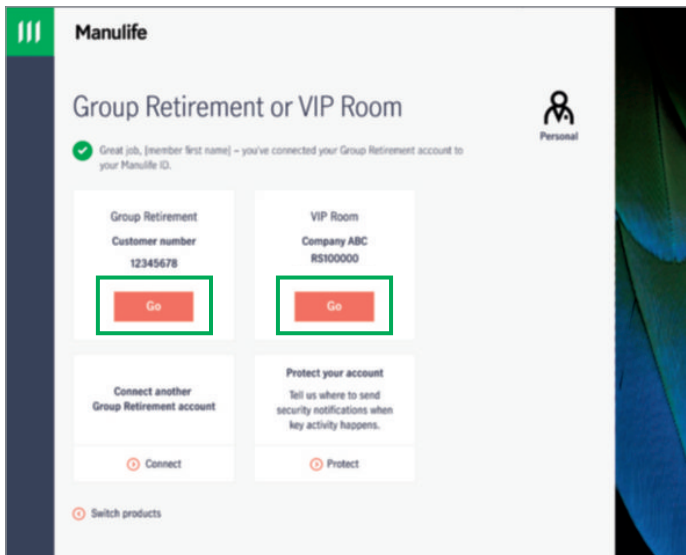


5. The next screen will show you all your connected Group Retirement accounts. Click **Go** to open an account.

**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](https://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.



Group Retirement products and services are offered by The Manufacturers Life Insurance Company (Manulife). Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. © 2022 The Manufacturers Life Insurance Company. All rights reserved. Manulife, PO Box 396, Waterloo ON N2J 4A9.